Invercargill City Council Residents Survey Quarter 1, 2024/25

Invercargill
CITY COUNCIL

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About the research

The Invercargill City Council Residents Survey is conducted on an ongoing basis throughout the year, with quarterly promotion and reporting. This provides a tool to the Council for ongoing engagement with the community, while minimising the influence of seasonal and one-off events. Data collection is undertaken using an online survey design, with printed copies of the survey available to those who may be interested in taking part who are not comfortable using online data entry.

The survey questionnaire includes core questions about factors that the Council has identified as being Key Performance Indicators (KPIs). These are measured on an ongoing basis. In addition, in most quarterly data collection periods, non-core questions are included that relate to specific issues or initiatives that the Council is looking to undertake. For Quarter One (Jul-Sep 2024), there were no non-core questions in the survey.

Historically, the Residents Survey was conducted used a telephone survey design. As relatively few households now have landline telephones, this design was discontinued due to the risk of significant bias. Data from surveys prior to 2022 are not included in the trend analysis due to the change in sampling design.

Since 2022, various tools have been used to engage residents. This has included invitations circulated through direct mail to households within the Invercargill city boundaries, advertising using traditional and social media, promotion of the survey through community groups and the Council's website, and notifications incorporated into emails sent by the Council to people who have provided their email addresses to the Council for use in various contact databases. In Quarter One, the survey has been publicised through the Council's Let's Talk website, social media, and email invitations sent to residents in a contact database. 230 responses were received. This data set provides data with a margin of error of +/-6.5%.

Responses were analysed based on demographics of age, gender and ethnicity, and the proportion of responses were contrasted with the Invercargill population data from the 2023 Census. The analysis of demographic responses indicated a balanced sample based on gender. However, when analysed based on age the data set included a higher proportion of residents aged over 65. As a result, the data have been weighted based on the age of the respondents.

Research & Analysis

The sampling process for the 2024/25 data collection has been generally aligned with the design used in the previous three years, and results have been contrasted with the results from those years.

Over the past decade many New Zealand LGAs have made similar changes in data collection processes for their resident surveys. While the process used in this survey has been structured to minimise the risk of bias, an inherent aspect of self-selected response surveys is that respondents are more likely to engage if they feel that they have something to contribute to the outcome. As a result, there tend to be more 'negative' respondents than 'positive'.

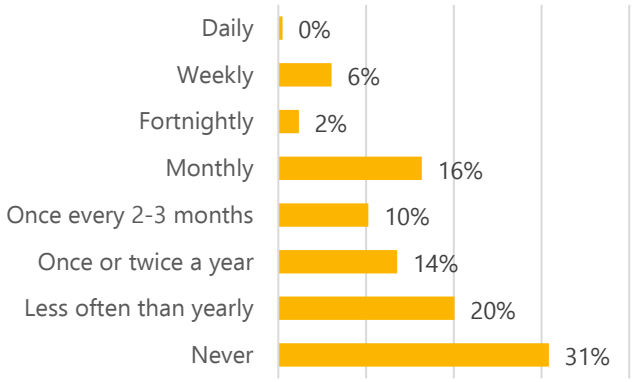
There has been an increasing trend in recent resident surveying, nationally, to use data collection processes similar to the design used for Invercargill City. Whenever a data collection process is amended, there is a risk of the results showing a distinct change from the previous sampling method. When compared to the previous computer assisted telephone design, results in general have shown a decline in satisfaction with Council performance of around 10%. As these alternate sampling processes have become standard, the ongoing results can reasonably be contrasted with those of the preceding years.

A further complicating factor is the impact of sentiment related to ongoing rate rises on resident perceptions of all services provided by any council. As has been previously noted, Research First Ltd investigated this in 2021, finding that nationwide, New Zealanders believe that rates have been increasing too quickly and were too high. Since that time, year-on-year rate increases have continued to be common in many LGAs. This has been publicised on an ongoing basis in the media, and appears to have resulted in lower sentiment scores regarding Council expenditure. The combined effect of these factors may impact on the results for some KPIs within the Council.

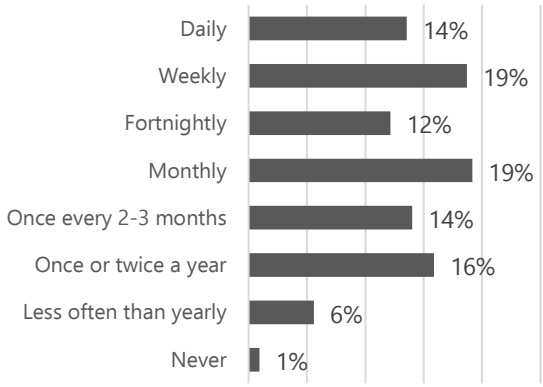
Frequency of use of Council Facilities and Services[1]

The survey questionnaire asked participants to identify the frequency of their use of various Council facilities and services.

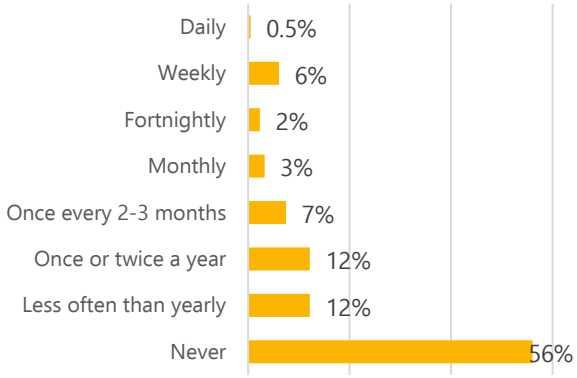
Library



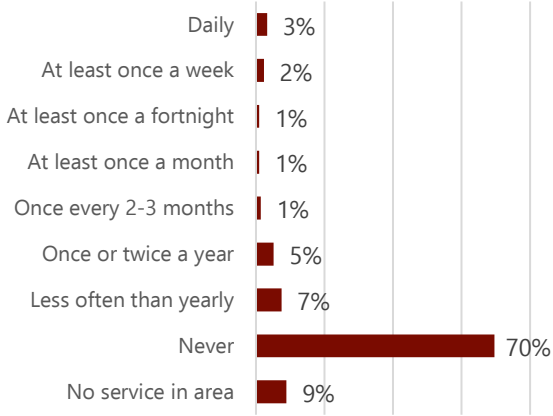
Parks and Recreation Spaces



Splash Palace

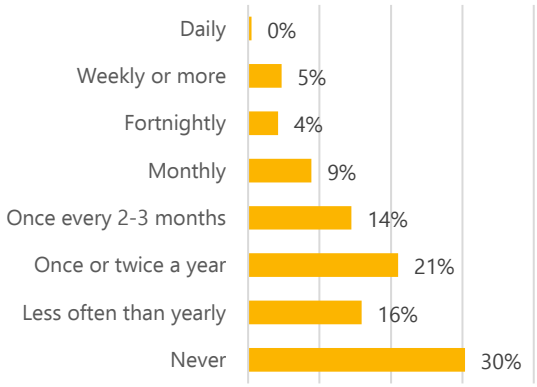


The Bus Service

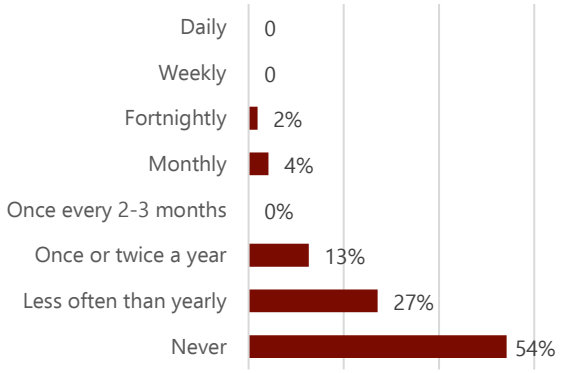


[1] Frequency of use questions have been standardised across all Council facilities and venues for the 2024/25 data collection. Where historic data is available, it has been presented to show changes in use of facilities and venues.

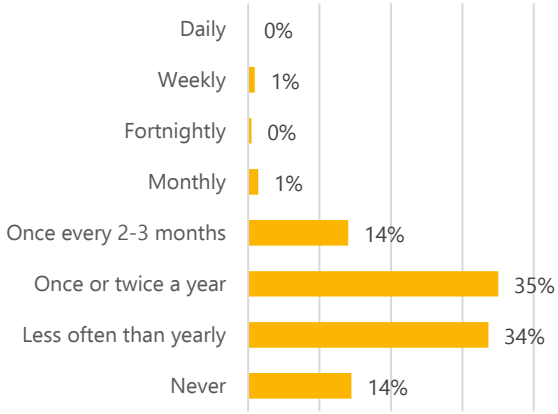
Public Toilets



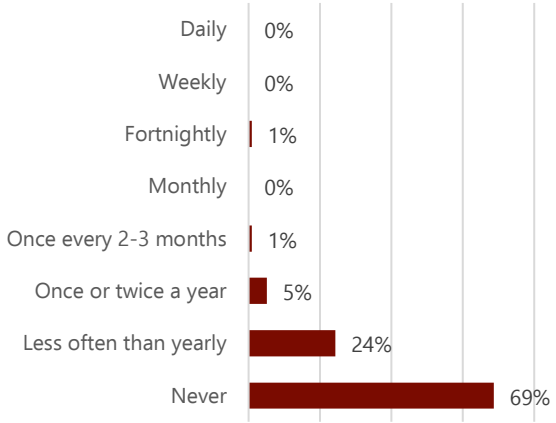
He Waka Tuia



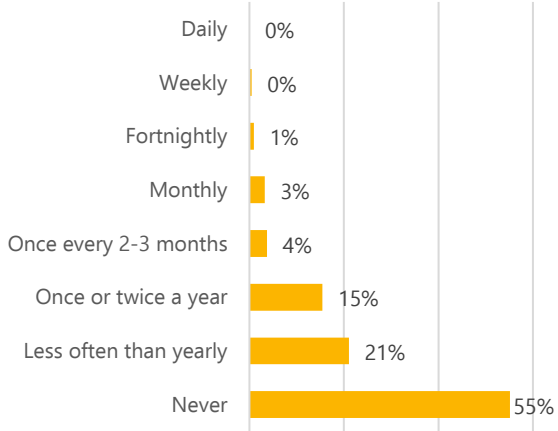
Civic Theatre



Scottish Hall

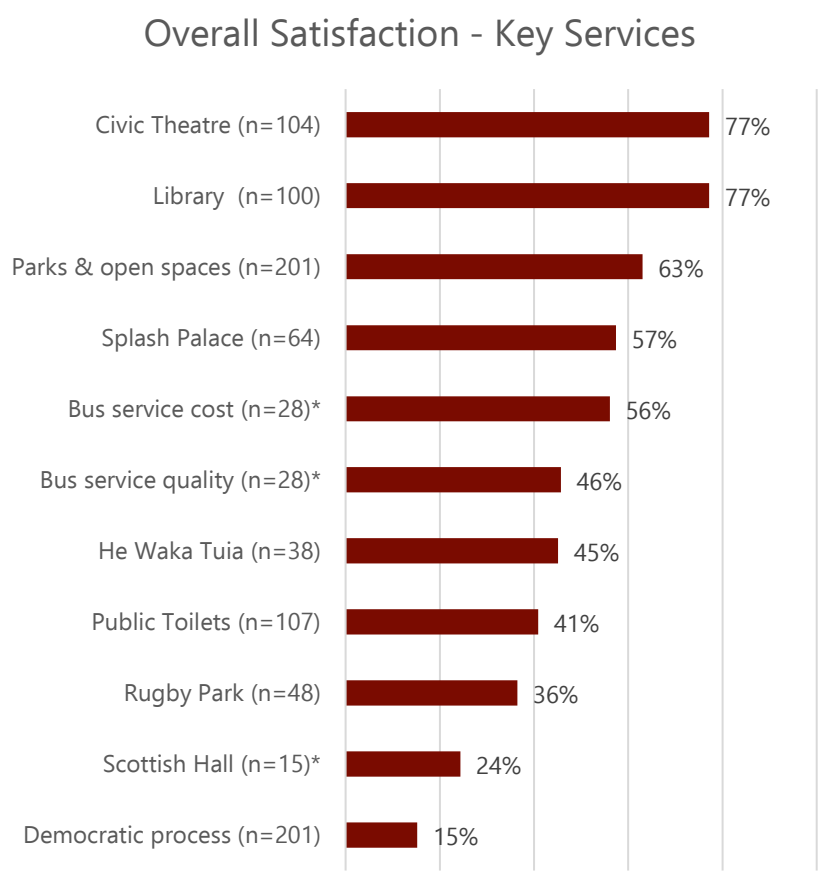


Rugby Park



Satisfaction

Satisfaction with Council services and facilities, Quarter 1, 2024/25



	'21-22	'22-23	'23-24
Civic Theatre (n=104)	-	-	-
Library (n=100)	87%	84%	81%
Parks & open spaces (n=201)	80%	80%	75%
Splash Palace (n=64)	74%	67%	56%
Bus service cost (n=28)*	65%	64%	48%
Bus service quality (n=28)*	38%	34%	46%
He Waka Tuia (n=38)	19%	16%	23%
Public Toilets (n=107)	-	-	-
Rugby Park (n=48)	-	-	-
Scottish Hall (n=15)*	-	-	-
Democratic process (n=201)	18%	18%	22%

** Note small sample size – response below the level required for statistical significance*

Respondents were screened based on their responses to the 'frequency of use' questions. Only those who had used a Council service or facility were invited to provide an indication of their level of satisfaction. The highest level of satisfaction was with the Civic Theatre and the Library (both 77%). In previous years, satisfaction with all venues was measured on a combined basis. As a result it is not possible to identify any trend. While the library rated highly, this was a small decline in satisfaction compared to previous years.

Satisfaction was parks and recreation spaces was significantly lower in Quarter 1, 2024/25 than in previous data collection periods. The open-ended responses indicate drivers of dissatisfaction included concerns regarding low-mow areas, the need for facilities such as toilets, landscaping issues such as lopping trees due to flight path issues, and concerns regarding the quality of paths.

Satisfaction by Age and Gender

The satisfaction data for Quarter 1, 2024/25 were analysed based on the age and gender of respondents. The results based on gender have some degree of statistical confidence and indicate that females are relatively more satisfied with the library, Splash Palace, and the democratic process, while males are more satisfied with the Civic Theatre. While the data have been provided, no interpretation of the results has been included based on age group due to the small sample sizes for each response.

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Library	63%	93%	68%	91%	80%	78%	75%	83%
Civic Theatre	70%	92%	85%	83%	80%	81%	85%	78%
Parks and recreation spaces	57%	74%	57%	66%	66%	64%	67%	63%
Splash Palace	50%	56%	54%	75%	74%	63%	67%	82%
Bus service - cost	60%	67%	25%	67%	50%	46%	45%	57%
Bus service - quality	40%	67%	50%	33%	50%	46%	55%	50%
He Waka Tuia	0%	75%	38%	40%	47%	0%	40%	54%
Public Toilets	38%	33%	25%	65%	50%	44%	44%	47%
Rugby Park	50%	60%	0%	22%	16%	25%	23%	26%
Scottish Hall	0%	0%	100%	43%	100%	0%	33%	50%
Democratic process	19%	23%	3%	13%	14%	13%	7%	18%

Comments Regarding Key Services

Survey participants were given the opportunity of providing comments about key services that provided context for their rating of the service. Responses have been summarised into categories, as follows. All comments are included in the Appendix to this report. The structure of open-ended responses changed from 2022/23 to 2023/24. In the earlier data collection, participants were prompted to respond generally to all key services. In 2023/24, they were prompted to respond to each service they had provided a rating for, resulting in a higher rate of response and an increased range of response categories. As a result, the data sets for the two periods cannot be directly contrasted.

Library

Satisfaction declined from 87% in 2021/22 to 77% in Quarter 1, 2024/25. While there has been a decline in satisfaction, the result still shows high satisfaction with the library. Overall, there were less open-ended responses in the current data collection period, resulting in proportionally fewer responses for each factor. Of note, the proportion who indicated that the library was average/ tired / needed refreshing increased in the current period, as is the proportion who identified website issues.

	2022/23	2023/24	Q1 2024/25
• Helpful staff	12%	33%	25%
• Great	35%	35%	21%
• Good range and resources	2%	21%	9%
• Average/ tired / needs refreshing	1%	3%	7%
• Good programmes / activities	7%	8%	5%
• Good facility, environment	7%	8%	5%
• No communication re: activities	0%	1%	5%
• Community hub	0%	2%	4%
• Website issues	0%	0%	4%
• Online service good	1%	4%	2%
• Good accessibility, parking	0%	2%	2%
• Don’t like new open plan	2%	1%	2%
• Limited e-books, audiobooks	1%	1%	2%
• Operational issues	0%	2%	2%
• Noise, lack of supervision	0%	2%	2%
• Great for kids	1%	7%	0%
• Limited range	9%	5%	0%
• Good app, digital books	0%	3%	0%
• Limited, costly parking	1%	2%	0%
• Longer opening hours	1%	2%	0%
• Nothing good for kids	1%	0%	0%
• Costly	3%	0%	0%
• Disappointed, COVID lock-out	1%	0%	0%
• Home service good	0%	1%	0%
• Ease of use	0%	1%	0%
• Needs a café	0%	1%	0%
• Other	3%	5%	0%

Parks and recreation spaces

Satisfaction with parks and recreation spaces declined from 80% in 2021/22 to 63% in Quarter 1, 2025. The open-ended responses provide an insight into factors that have been affecting sentiment regarding the parks and open spaces. Notably fewer respondents gave a general response that the parks were ‘great’ or ‘amazing’. The factors that people expressed concern with included the low-mow policy, a lack of facilities such as toilets and BBQs and

concerns about landscaping, including tree removal in Queens Park due to flight path issues and a decreased focus on floral displays.

	2022/23	2023/24	Q1 2024/25
• Great, amazing	55%	66%	42%
• Well maintained	19%	18%	18%
• Queens Park great	15%	15%	16%
• Poorly maintained	22%	11%	13%
• Low mow areas not good	0%	6%	10%
• Need more facilities (toilets, BBQs, etc.)	0%	2%	6%
• Only average	0%	1%	6%
• Landscaping concerns	0%	2%	5%
• Need more native plants	0%	0%	5%
• Need better, improved playgrounds	13%	5%	3%
• Safety concerns, vandalism	0%	2%	3%
• Better paths needed	0%	1%	3%
• Other parks not good	0%	1%	2%
• Dog parks good	3%	1%	2%
• Toilet upkeep, maintenance required	0%	1%	1%
• Accessibility, more car parking	0%	1%	1%
• More community gardens	0%	1%	1%
• Comment about visit frequency	0%	2%	0%
• Good for families/ children	0%	2%	0%
• Need better dog park	0%	1%	0%
• Need a coffee shops	0%	0%	0%
• Costly to maintain	0%	0%	0%
• Needs to be valued	0%	0%	0%
• Other	2%	4%	9%

Splash Palace

The satisfaction with Splash Palace had previously declined from 2021/22 (74%) to 2023/24 (56%). The Quarter 1, 2024/25 result was in line with the previous year's result. The proportion who identified that the facility was 'good' was unchanged, while there were more who indicated that Splash Palace was 'good for kids'. Factors that people continued to identify included that the facility was 'fair' only and in need of an upgrade, that it was expensive to visit, and that the change room entry and layout was poor.

	2022/23	2023/24	Q1 2024/25
• Good	45%	48%	47%
• Good for kids / families	11%	7%	15%
• Overcrowded	8%	12%	10%
• Fair/ OK / needs upgrade	8%	7%	8%
• Expensive	36%	5%	8%
• Changing room /entry layout / trans change issues	11%	11%	7%
• Poorly managed	7%	2%	7%
• Need spaces for people with different capabilities	1%	1%	7%
• Comment related to use	0%	1%	7%
• Poorly maintained	17%	6%	5%
• Nothing for younger kids	1%	4%	3%
• Poor staff/ instructors/ lifeguards	11%	3%	3%
• Well maintained	3%	2%	3%
• Good staff	2%	3%	3%
• Accessible	0%	1%	3%
• Challenged by chlorine	1%	0%	2%
• Health and safety concerns	5%	3%	0%
• Opening hours limit visiting	4%	1%	0%

• Upgrades/ new slides aren't great	9%	1%	0%
• Water too cold	0%	1%	0%
• Slides are good	3%	1%	0%
• Reasonable cost	0%	1%	0%
• Hard to park / access by bus	1%	1%	0%
• Water too hot	0%	0%	0%
• Underused	1%	0%	0%
• Stop subsidising, sell to private sector	1%	0%	0%
• Needs place for pre-swimmers to be safe	4%	0%	0%
• Other	0%	6%	3%

Public Transport

The survey measures two aspects of satisfaction with the bus service – satisfaction with the cost and with the quality. There were relatively few open-ended responses regarding the bus service in Quarter 1, 2024/25. As a result, the percentages shown are based on a very small sample (n=20), and as a result, no analysis of the results has been undertaken.

	2022/23	2023/24	Q1 2024/25
• Good	10%	9%	50%
• Bus timetables poor / inconvenient / infrequent	22%	15%	20%
• Buses don't cover all areas / stops at poor locations	30%	27%	15%
• Drivers are good	1%	2%	15%
• Not convenient (late/weekends)	9%	7%	10%
• Not used/ empty buses	5%	3%	10%
• Poor	6%	4%	10%
• Need bus shelters	6%	1%	5%
• Drivers are poor	1%	1%	5%
• Expensive	5%	3%	0%
• Average	6%	3%	0%
• Waste of money/ rates	1%	2%	0%
• OK for kids	3%	1%	0%
• Essential for community	1%	1%	0%
• Timetable information not available/ poor website	2%	1%	0%
• Not safe	1%	1%	0%
• Cheap	0%	0%	0%
• Other	1%	2%	5%

Public Toilets

Respondents were asked to rate and comment on public toilets for the first time in the Quarter 1, 2024/25 survey. Of those who had used the public toilet facilities 41% were satisfied, while 22% were dissatisfied. Those who were satisfied indicated that the toilets were 'good' and 'clean'. Causes of dissatisfaction included there not being enough toilets in some areas of the city, a lack of cleanliness, and hand driers not working.

	Q1 2024/25
• Good	28%
• Average	21%
• Clean	20%
• Need more	20%
• Poor	12%
• Enough	8%
• Unclean	7%
• Auto toilets not good	3%
• Driers don't work	3%
• Other	5%

He Waka Tuia

There was an increase in the proportion of respondents who indicated that He Waka Tuia was a good facility and/or had good exhibitions, while fewer respondents identified that the facility was small and didn't have enough exhibits. There was no change in the proportion of continued to look for the Museum to be reopened.

	2022/23	2023/24	Q1 2024/25
• Good facility, exhibitions	19%	21%	30%
• Not a replacement for the museum	33%	21%	21%
• Small, not enough exhibits	29%	16%	14%
• Names need to be in English	11%	11%	14%
• Inaccessible / poor parking	28%	11%	9%
• Good children's exhibitions	3%	5%	9%
• Good staff	5%	2%	9%
• Exhibits not interesting	7%	13%	7%
• OK - not great	4%	8%	7%
• Waste of money	2%	4%	5%
• Poor facility overall	1%	3%	2%
• Exhibitions not publicised	1%	2%	0%
• Hours	2%	1%	0%
• Too focused on Māori	1%	1%	0%
• Nothing for children	11%	1%	0%
• Needs interactive displays	2%	1%	0%
• Poor staff	2%	0%	0%
• Other	0%	1%	0%

The Civic Theatre

In previous iterations of data collection, responses regarding the various venues had been grouped. For the 2024/25 survey, respondents were asked to identify the frequency of their visits to each of three venues (the Civic Theatre, Scottish Hall, and Rugby Park). Of the three venues, the Civic Theatre was the most commonly visited, and there was a high level of satisfaction with the venue (77%). Open ended responses reflected this positive response, with concerns including a lack of use of the venue, that it doesn't cater for the needs of those with mobility issues, and that it was only average.

	Q1 2024/25
• Good, great	85%
• Underused	4%
• Average only	3%
• Doesn't cater for mobility needs	3%
• Expensive	1%
• Poor temperature control	1%
• Seating uncomfortable	1%
• Other	3%

The Scottish Hall

Only ten respondents identified that they had visited the Scottish Hall recently enough to provide comments. Satisfaction with the venue was low (24%). Due to the low level of response, no analysis of open-ended responses has been included.

	Q1 2024/25
• Good, great	56%
• Average only	22%
• Underused	11%
• Only visited with friends	11%

Rugby Park

Only 36% of those who had visited Rugby Park indicated that they were satisfied with the venue. Participants expressed concern regarding the maintenance of the venue, indicating that it was run-down. They also questioned the management of the venue, including questioning the Council's ownership and decisions regarding remediation and investment. Several suggested that Rugby Park should be sold, or at least, that other sporting codes should be allowed to use the park.

	Q1 2024/25
• Poorly maintained	41%
• Poorly managed	34%
• Should be sold	21%
• Allow other sports	14%
• Poor	10%
• Good, great	7%
• Other	7%

The Democratic Process

Satisfaction regarding the democratic process and the Council's ability to engage with residents continued to be low in Quarter 1, 2024/25. The most common response continued to be that the Council goes through a process of consultation but doesn't actually listen to the community or take note of submissions. The proportion of respondents citing this as the driver of their low satisfaction increased, as did the proportion who indicated that the consultation process was poor, with many respondents perceiving that the Council undertook consultation simply to 'tick a box' rather than to listen or to take on any feedback. Fewer respondents indicated that engagement opportunities aren't advertised. There were no notable changes to other factors regarding Council engagement.

	2022/23	2023/24	Q1 2024/25
• Council doesn't listen	34%	33%	43%
• Engagement opportunities not advertised	18%	15%	8%
• Current system/ consultation is effective	8%	13%	13%
• Council doesn't give opportunity for engagement	15%	9%	11%
• Consultation is poor	2%	7%	20%
• Current system ok - not great	0%	6%	7%
• Need more surveys to provide input	0%	4%	3%
• No community involvement	26%	4%	2%
• People don't understand local government system	0%	3%	0%
• Unelected officials have too much say	8%	2%	1%
• Council doesn't provide feedback	0%	2%	4%
• System relies on those who voted. Other voices are then ignored	0%	1%	0%
• No co-governance - one person, one vote	0%	1%	0%
• Too much consultation would make council ineffective	0%	1%	0%
• Concerns about spending	0%	1%	3%
• Develop new processes to engage community	0%	0%	4%
• Other	26%	5%	4%

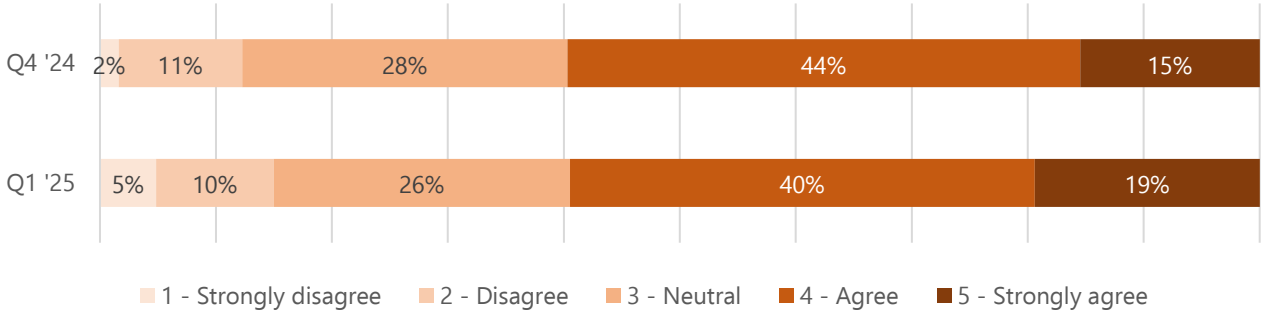
Perceptions of Invercargill

Pride in Invercargill

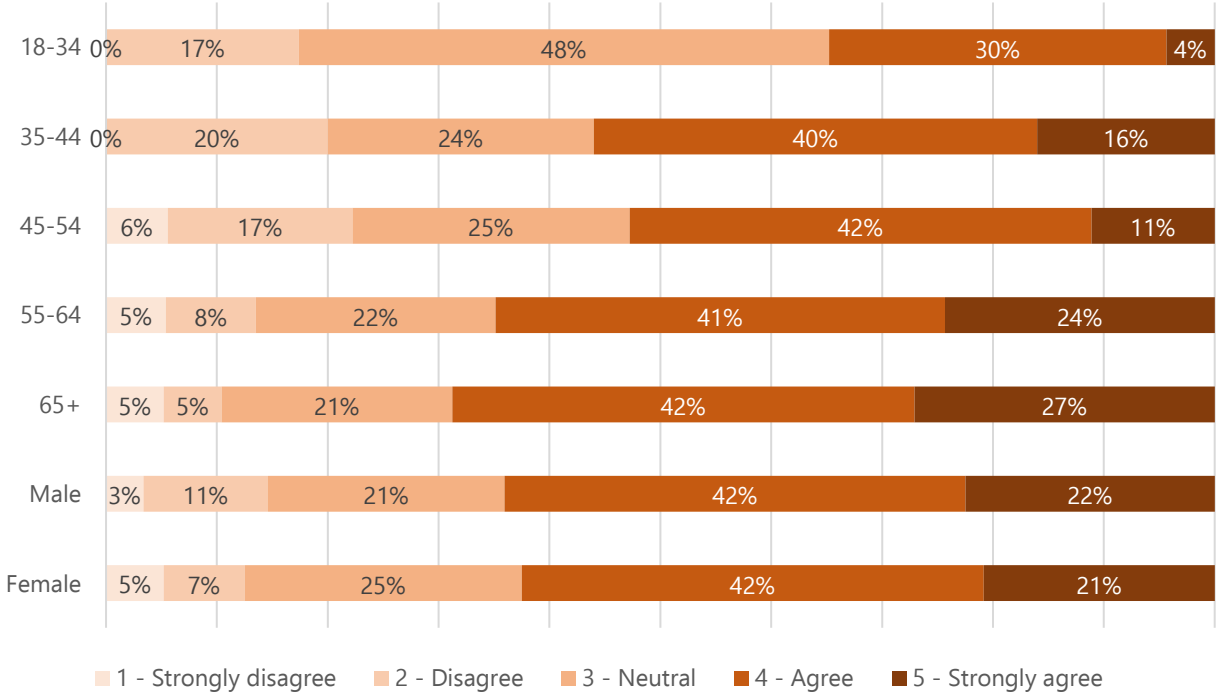
In Quarter Four, 2023/24 (Apr-Jun 2024), a new question was included in the survey:

Please rate the following statements on a scale from 1 = strongly disagree to 5 = strongly agree: I feel proud to live in Invercargill and/or Bluff

The question was also included in Quarter One, 2025 (Jul-Sep 2024). The results from the two periods were closely aligned, with slightly more respondents indicating that they strongly disagreed, while there was a similar increase in the proportion who strongly agreed.



When the results were analysed based on age and gender, there was a notable correlation between pride in Invercargill and age. Those aged 18-34 were the least likely to be proud of Invercargill, those aged 35-54 were relatively more proud, while those aged 55 and older had the strongest level of pride in the city. There were no statistical variations based on gender.



Positive Aspects of Life in Invercargill

Survey participants were asked 'What do you currently like most about living in the Invercargill region?' Over all data collection periods, the most common response was that it is easy to get around the city and region; and that everything is accessible. Other common responses related to the quality of life in Invercargill, parks and beaches, friendly people and outdoor activities.

As was the case in previous data collection periods, there was minimal variation in the most frequently cited positive aspects of Invercargill. The number who identified good facilities and services has increased, as has the number who called out the new CBD as being positive. In contrast, some other commonly mentioned responses declined, including the family-friendly aspects of the city and the access to nature.

A summary of responses is as follows:

	2022/23	2023/24	Q1 2024/25
• Accessibility	31%	23%	26%
• Parks, beaches and outdoor spaces	13%	15%	18%
• Quality of life	19%	13%	17%
• Friendly people/ community	17%	15%	14%
• Not crowded/ no traffic problems	11%	14%	13%
• CBD redevelopment	4%	11%	12%
• Good facilities and services	2%	5%	9%
• Family	10%	4%	5%
• Safe / Low crime rate	3%	4%	5%
• It's home	4%	1%	5%
• Affordable living	5%	5%	4%
• Outdoor activities	4%	3%	4%
• Weather	4%	1%	2%
• Nature	2%	7%	2%
• Lots of places to visit	4%	0%	1%
• Jobs / Opportunities	2%	2%	1%
• Sports/ exercise/ walking/ horse riding	2%	0%	1%
• Low pollution / clean	1%	1%	1%
• The local culture/ personality	0%	1%	1%
• Sandy Point	3%	1%	1%
• Good schools	0%	1%	0%
• Good food	0%	0%	0%
• Everything	0%	0%	0%
• Other	0%	2%	3%
• Don't know/ nothing	2%	4%	7%

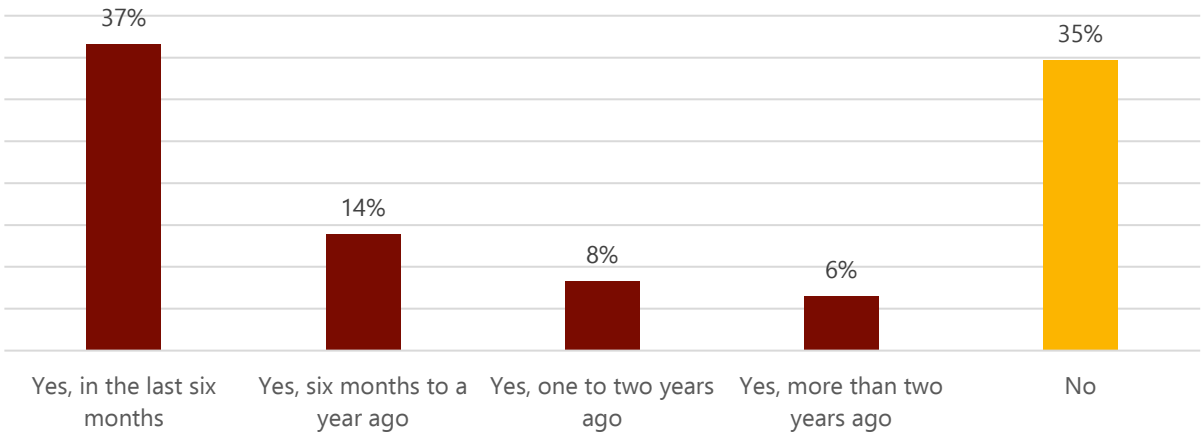
Engagement with the Council

In Quarter 1, 2024/25, participants were asked to identify details about their contact with the Council. They were asked to identify how long it had been since they made contact, why and how they had made contact. Those who had made contact were asked whether their contact related to building, planning, and/or property records. If respondents had contacted the Building, Planning, and/or Records Departments, they were asked to identify the specific reason for contacting those departments.

Having identified details of contact with the Council, respondents who had made contact were asked to rate their satisfaction with the contact, addressing staff professionalism and satisfaction with the response. In addition, those who had contacted the Building, Planning, and/or Records Departments were asked to rate their satisfaction with those departments.

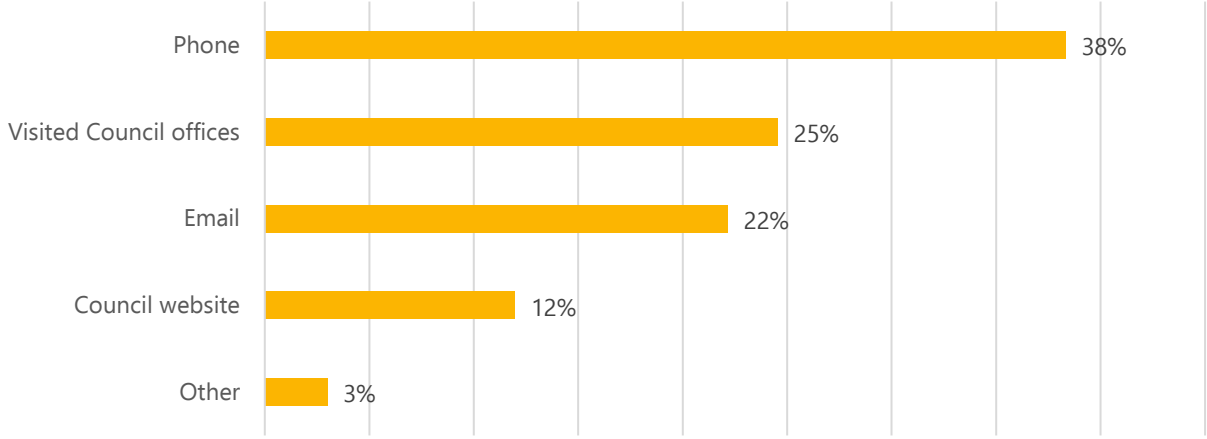
Time since contacting the Council

Almost two out of three respondents (65%) had made contact with the Council at some stage, with 127 of 216 respondents (59%) having made contact in the previous two years.



Form of contact with the Council

The most common method of making contact was by phone (38%), followed by visiting the Council's offices (25%).



Form of contact, by age and gender

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Phone	28%	27%	40%	37%	41%	28%	33%	44%
Visited Council offices	17%	18%	10%	30%	35%	17%	23%	26%
Email	39%	32%	33%	13%	14%	39%	33%	14%
Council website	11%	23%	13%	17%	6%	11%	9%	13%
Other	6%	0%	3%	3%	3%	6%	3%	4%

There were differences in the way in which people made contact with the council based on their gender, with women being more likely to use the phone, while men were more likely to have used email. Due to the small sample size, no analysis has been undertaken of the forms of contact based on the age of the respondent.

Reason for contacting the Council

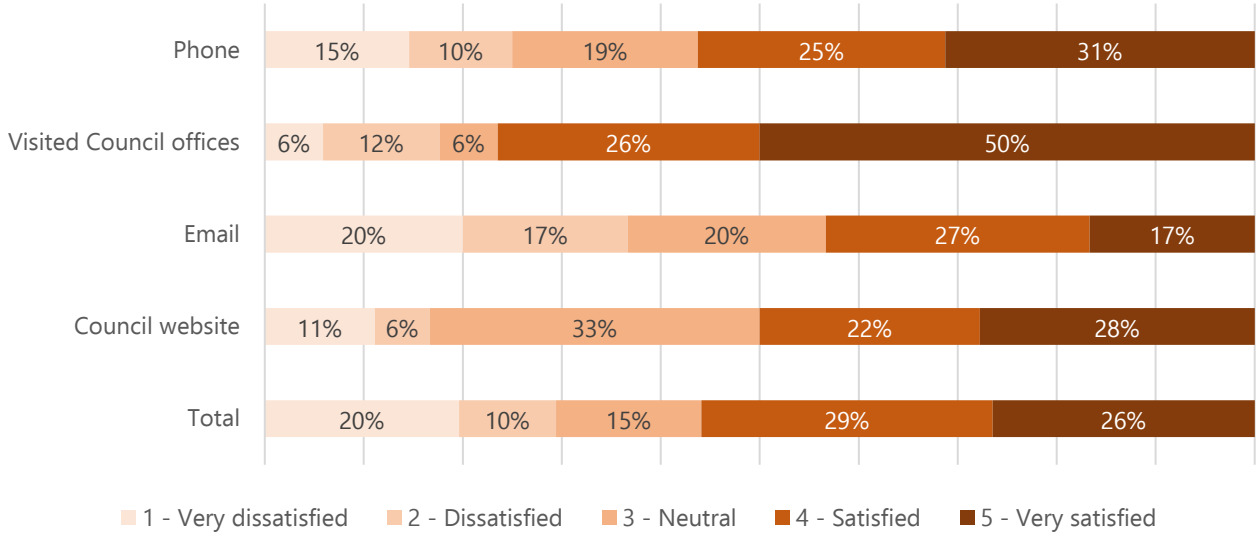
Respondents were asked to identify why they had made contact with the Council. The options were open-ended, and have been grouped as shown in the table below. Verbatim responses are provided in the Appendix.

	% of Responses
Maintenance	20%
Rates	16%
Consents & Building Info	13%
Dog registration	9%
Information	8%
Parking	8%
Animal control	7%
Submission	7%
Bus info	2%
Noise	2%
Other	9%

Satisfaction – contacting the Council

Respondents were asked to rate their satisfaction with the staff response to their enquiry and with the staff professionalism and efficiency. Overall, respondents were satisfied, with 58% indicating that they were satisfied with the Council staff member's professionalism, while 56% were satisfied with the staff member's response to their enquiry.

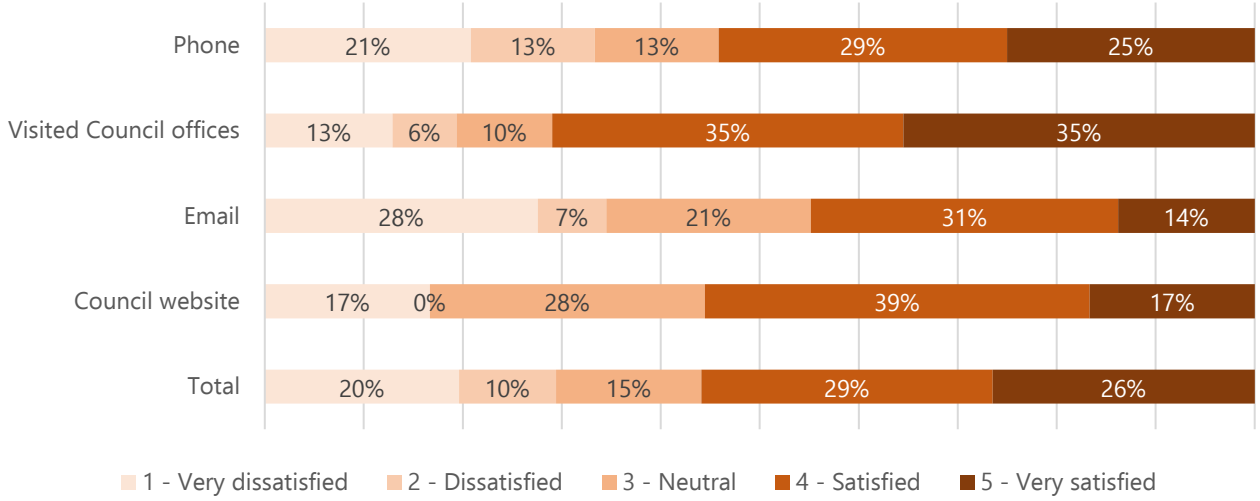
Professionalism and efficiency



Responses varied considerably based on the form of contact. Over 75% were satisfied with the Council staff members' professionalism when they visited the Council offices. In contrast only 44% were satisfied with the professionalism of the staff member when they communicated by email.

Staff response to the enquiry

As with the staff professionalism, the majority of respondents (56%) were satisfied with the Council staff members' response to their enquiry. Again, satisfaction was greatest among those who visited the Council offices (70%), and was lowest among those who used email to make contact (45%).



Reasons for responses

	Phone:	Email:	Council website:	Visited offices:
Excellent	12	6	3	7

Good staff	3			5
No response	4	4	1	1
Poor communication	2	2		1
Rude	1	1	1	1
Slow response	2	1	2	1
Unhelpful	5	1	2	3

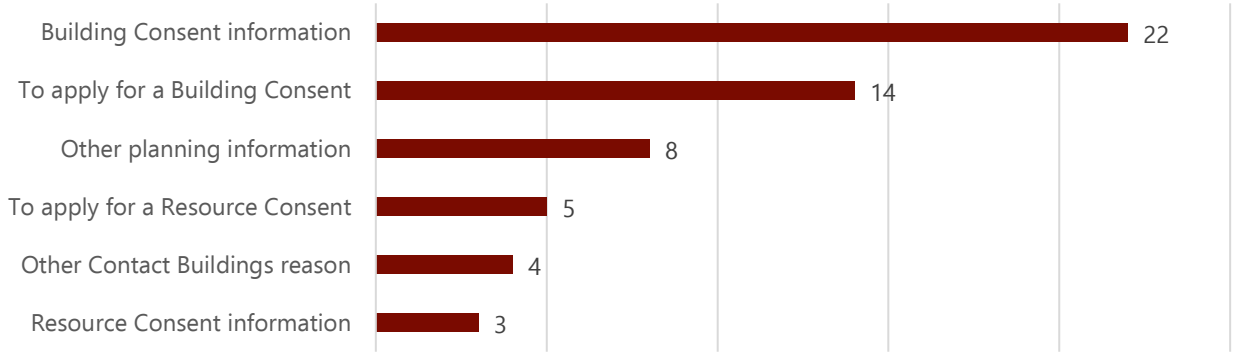
Comments regarding contact with the Council

Survey participants were asked to provide details about their contact with the Council. Some provided details of where or how they had made contact, while others provided details regarding the subject of the contact, the outcome, or all three. Due to this, the total percentage of responses exceeds 100%. Details of responses are include in the Appendix.

- Unresponsive 32%
- Responsive 23%
- Consultation / Feedback / Submission 11%
- General enquiry 11%
- Other 9%
- Inefficient 8%
- Dog registration 6%
- Social Media 5%
- Email 5%
- Meeting 5%
- Building services 3%
- Licence renewal 2%

Contact with Building, Planning, and/or Records Departments

Only 35 respondents (16%) had made contact with the Building, Planning, and/or Records Departments. Several had made contact for more than one reason or on more than one occasion. Respondents were able to identify making contact for more than one reason. The most common reason for making contact was to obtain building consent information, followed by applying for a building content.



Due to the limited number of responses, the results have been presented, but the sample is too small to apply any statistical analyses. Satisfaction with the interaction, Building Consent, and Resource Consent were all highly positive, as follows:

	Interaction (n=35)	Building Consent (n=8)	Resource Consent (n=5)

% Satisfied	71%	88%	80%

Reasons for responses:

	Interaction (n=35)	Building Consent (n=8)	Resource Consent (n=5)
Process was as expected	8	3	-
Challenge with third party contractors	1	3	-
ICC errors	1	1	-
ICC didn't deliver in line with agreements	1	-	1
ICC processes have improved	-	1	-

Demographics

A crucial aspect of resident surveys is having confidence that the data are representative of the population based on demographic factors. The response rates for each key demographic factor for the Quarter 1, 2025 are provided in the following tables. For gender, age, and ethnicity responses did not align with the data from the most recent census. Demographic factors that were under-sampled included gender (under-sampled males). Minor data weightings were applied to the results to measure the impact of these sampling issues. The impact of this weighting generally was no more than +/-1% for any index.

Age

	Q1 '25
Under 25	4%
25-34	6%
35-44	11%
45-54	16%
55-64	16%
65+	42%
Declined	5%1

Gender

Male	39%
Female	43%
Identify in other way/ declined	18%

Time in Invercargill

0-2 years	3%
3-5 years	5%
6-10 years	9%
11-15 years	5%
16-20 years	5%
20+ years	72%
Declined	1%

Ethncity[2]

	Q1 '25
NZ European/ Pakeha	68%
Māori	6%
Asian	1%
Pacific Islander	4%
Other	5%
Declined	20%

Residential Status[3]

Resident ratepayer	88%
Resident non-ratepayer	8%
Non-resident ratepayer	3%
SDC Residents	0%
Declined	2%

Employment

Full time	33%
Part time	7%
Retired	35%
Self-employed	6%
Beneficiary	3%
Student	1%
Unemployed	2%
Declined	15%

[2] *Total exceeds 100%, respondents could choose multiple options*

[3] *Non-residents of Invercargill whose details were in the Splash Palace database were able to provide responses to the questions relating to Splash Palace*

Appendix 1 – Satisfaction Average (mean) scores

Forms of Analysis

Many of the core questions in the Invercargill Residents Survey are presented to respondents using a five point (Likert) scale. There are two ways common methods for analysing data from questions of this nature. The first is simply to provide an analysis of the **average** of the responses, then to contrast that average score with other factors being measured.

When an analysis is conducted based on averages there is a chance that two data sets may have the same average, but have notably different responses. For example, many respondents may be highly disinterested in a factor, and therefore have a very high proportion of responses rating that factors as neutral (3). Conversely, the factor may highly polarise the population, with similar proportions of the population rating the factor negatively (1 or 2) and positively (4 or 5).

The alternative analysis, measuring **top boxes** has been used in this report used to analyse the data. In this model, the total proportion who rate a response above the neutral (4 or 5) are added, and that response is presented as a proportion of the total population. Both analytical tools can provide insights into the data, and as a result. The primary report includes percentages only, while the ancillary report provides top box details. Average responses have been included as an Appendix to this report.

Satisfaction – Comparison with Previous Periods (1=very dissatisfied to 5=very satisfied)

As noted in the 'form of analysis' section, the responses were also analysed based on the average (mean) score on a scale of one to five. This form of analysis helps to determine the relative levels of 'neutral' and 'negative responses. Based on mean scores, the apparent decline in satisfaction with the library based on '% satisfied' has been reduced. However, the decline in satisfaction with parks and open spaces has been reinforced.

	'21-22	'22-23	'23-24	YTD '25
The Library	4.2	4.2	3.8	4.0
Civic Theatre				3.7
Parks & open spaces	3.6	4.3	4.1	3.7
Splash Palace	3.3	3.8	3.1	3.4
Bus service - cost	3.8	4.0	4.0	3.3
Bus service - quality	3.8	3.1	2.0	3.2
He Waka Tuia	2.3	2.4	2.3	3.1
Public Toilets				3.2
Rugby Park				2.9
Scottish Hall				2.9
Democratic process	2.3	2.6	1.9	1.3

Appendix 2 – Verbatim Responses, 2024/ 2025

Perceptions of Invercargill

5 mins away from everything
7 minutes to anywhere within the city boundary by car and all important facilities are within walking distance
A lot of golf courses
Accessibility to everything is easy
Affordable and accessible city
Affordable housing. Plenty of green spaces. Close to Fiordland & Central.
Availability of Sandy point as off lead dog area
Beautiful gardens and queens park
Beautiful parks
Being able to get anywhere within 15minutes
Being by the sea. tight community
cheap(er) cost of living
Close proximity to everything.
Close to everything
Close to queens park
close to town, using public amenity
Community
Compact city handy to facilities
continuing decline in quality of housing and non-compliant residential/commercial properties within the city
Cycle through queens park
Decent shops
Distance from family and friends
Doesn't take long to get to work.
Ease of access to everything- parks and walkways.
Ease of travel in town
Ease of travel, great parks, close to wider Southland community
Easy access to everything
Easy access to shops, hospital. parks
Easy access to the outdoors, good standard of living.
Easy Living good facilities a safe city excellent facilities i.e. Splash Palace, stadium etc
Easy to drive around, the new mall
Easy to get around
Everything
Everything is accessible and the parks
Everything is easily accessible
Everything is nearby and easy to get to.
Everything is only 5 min away¶
Everything. Love the mall.
Family
Family
Family
Family connection
Friendliness
Friendly people

Friendly people, queens park, upgraded CBD
Friendly services in shops and bus and taxi !
Go ahead changes
Good access to a wide range of services. Reasonable car parking options. Good retail and dining options. Reasonable rates levy.
Good economic potential
Great amount of facilities for such a small town
Great facilities, beach, park, ease of getting around, motivated, people, summer evenings
Green spaces and wide roads
greenspaces and wide streets
Handy to all amenities.
Handy to everything
Have family in this area
Having family close
How everything is accessible? Pool, stadium, park, mall
How friendly
How some of the streets and shops are starting to look modern
I am born and raised here so I am familiar with the area, I like knowing where everything is.
I did like the museum along with my kids but the current museum issues are too much of a cost to rate payers
I don’t
I feel at home here.
I feel safe and secure
I feel safe in my person when out and about, except for parts of South Invercargill
I was born and breed here and love our city,
It is a smaller city, flat landscape, were my family is.
It is where I belong. Born and breed
I love Invercargill because of its lovely city
It's a nice friendly city and very easy to get around
It's affordable
It's close to town
It's home to me .
It's home. I treasure the space and freedom that goes with the rural disposition of our province. Spring is spectacular this year
It's my home town and I'm happy of how far my wee town has come over the years
It's not too big
It's potential. Its location.
Its proximity to Central Otago and Fiordland
It's quiet
It's still a quiet place and not too populated
It's where I was born - It's where I belong
Its home
Its proximity to regions of unspoilt nature
Leaving
Little travel required
Live in a great neighbourhood
Living by the ocean
living close to town,
Living in Bluff
lol
Lower crime rate than other cities
Most of the city is naturally beautiful and tidy. Getting around the town is quick and easy and the new mall is fantastic
N/A
Never far from facilities
New build
New CBD

No rushing
No traffic
Not many hills
Not the $70 m museum, someone needs audited, pretty sure the HWR tower only cost about $23m so museum is sounding a bit like a Chinese garden all over. Someone is lining their pocket
not the mayor
Not too much rush and bustle
Not too big, not too small, ease of getting downtown, public facilities
Not too busy and nice new central shopping
Not too busy safe
Not very impressed with the state of Invercargill at all
Nothing
Nothing
Nothing
Nothing at this point after 24 years I'd like to leave
Nothing outstanding.
Nothing outstanding.
Nothing really
Nothing, you promised vibrancy in a new vamp inner city area, well if you call the drab plantings in the inner city I DON'T! They are disgusting with gone to seed parsley plants etc., in the outer city edges gardens too! It's a case of "WHERE HAVE ALL THE FLOWERS GONE!" You have made the inner-city a great place for BOGANS!
Open spaces
Otatara
Park new mall Esk upgrade
Parks, Invercargill centre shopping mall, Walk ways,
People
People
People, shopping, parks
Plenty of recreational areas
Plenty of space, gardens. Big enough for decent services, small enough to know people
Proximity to areas for hunting and fishing
Proximity to parks and beaches without the hassle of lots of traffic and people
Proximity to things, shops etc
Queens park
Queens park
Queens park
Queens park , the new CBD, the wide streets ,
Queens Park, Sandy Point, Donovan Park, Waihopai walkway etc.
Quick commute to work
Quiet and crime free
Quiet and plenty of space and freedom, however I feel this is slowly changing unfortunately.
Quiet fairly safe. Easy to drive around
Quite living safe for kids
Reasonably quiet. Easy to get around
Regular rubbish removal
Relaxed, friendly vibe with some good facilities.
Rural living with city amenities close by
Safe, convenient, lots of activities for kids, good job for me
Short commutes to everywhere.
Size and availability of amenities
slow pace
Slower life style to bigger cities
Small friendly city

smog free
So close to everything.
Space and Quiet lifestyle
splash Palace
Still affordable
That Invercargill is modernising ,mall, new hotels etc.
The atmosphere
The city is growing and becoming an attractive place to live and visit
The facilities and the ILT And Community Trust
The friendliness of the people
The friendliness of the people and the fact that there's not too many people, meaning plenty of space for everyone
The lack of traffic and the ability to travel anywhere in Invercargill quickly
The lifestyle
The mall
The outdoor spaces, parks, etc
The park and the mall
The peace and quietness.
The people
The people
the people are very nice when I came here it wasn’t crowded it is a little now but still far from the busy city life easy driving to locations
The people, community support and friendly communication
The people, the local support for Southland and our environment
The population and the ease to get around town
The roads are well planned out, affordable housing (and it's almost like it's an underrated city).
The sea views
The short time it takes to get around the town
The size, everything is a 15 minute maximum drive away from anything else
The slow pace of life
The space, the people, the renewal of city central
The wide streets
The work done by South Alive in South City
There are lots of open parks to hang around!
There is a lot happening, great community and friendly people.
There is not much to like about Invercargill.
Unsure
very nice place to live. easy..
Walking in Queens Park and walking through the new Inner City and the Mall.
we are not Auckland
Weather
Wide streets
Wide streets, not much traffic, slower pace ,queens park, seaward bush, dog park,
You can drive around it to get to other places
The people that look out for each other makes it good.

Library

Adequate
Always a great place to visit. Really enjoy going there
Always find what I want
Always helpful staff
always there, lots of options and activities librarians are amazing!
Always tidy. Friendly staff
awesome set up

Don't use the one in Invercargill. Bluff one is great but small
Excellent book selection, very helpful staff
Excellent library - goes above and beyond
Excellent service
Excellent staff & initiatives e.g. strength and balance class
Excellent, and they try to get a good variety of literature
Fabulous friendly helpful staff
Good place to go for information
Good range of new issues .
Good selection
Good service
Great community hub
Great environment and location
great for the elderly
Great helpful staff
Great knowledgeable staff good book selection
Great library service! The space was also very tidy and conducive for learning and reading
Great selection
Great service, usually with a smile.
great staff - outdated website
helpful, nice staff, waiting for digital resource for first time
I always find friendly help and advice
I am very impressed at the library services
I like the extra activities the library provides.
It's very good library
Lots of books
Love the library, lots of things for kids and babies groups
Love the library, wish there was a way to petition for new books, I often am on my 5th or 6th choice before I find a book they stock
My only criticism of library services is that there is not a country wide catalogue of ALL LIBRARIES
Nice building, good location
No issues
Ok
Ok
Ok
on line has been useful
Organized and friendly
Really like our library. We often have library Lyn come to visit the preschool I work at though she has now been reduced to once a term which is sad. The events set up for children etc are great.
Since it's redevelopment I have trouble finding things
Staff knowledge in tracking down books from other libraries
The library needs refurbished
The opening up of the library area. Has increased the noise level. A reading room or quite space is needed for seniors
The website needs work
Usually find what I want
Very good
very good
very helpful and contemporary stock
Very high standards of Books and professional Staff
Warm welcoming space
Well lit, well run and good parking.
While I don't visit very often, the library is very welcoming and always very clean.
Wonderful resource but should be connected electronically to libraries throughout the country

Parks and recreation areas

1st

A lot of roundabouts and gardens need to go back to pretty flowers

Absolutely love but would like to see more colour with annuals etc

Almost 2 years after the Sandy Point Domain Management Plan is expired and they still haven't got the next one sorted

Always great

Always happy and tidy surrounding

Always very good.

amazing though a toilet in Elizabeth park or Elles road park would be great :)

Are disappearing, council is selling them off

Awesome Parks and gardens

Beautiful

Beautiful and fits purpose

Beautiful Queens Park. Other parks not so good e.g. need public toilets near some of the others. Just basic ones like in Thompsons Bush playground

Beautiful spaces but annoyed Sandy point is going to end up limited to me and dogs.

Beautiful, well laid out

Beautiful! Can look a bit scruffy and unloved (a bit embarrassing) when mowing and weeding are not keep up with. Most people I know have noticed a huge decline in this over the past 5 or so years

Beautifully kept

Becoming unkempt, mowing appears to be spasmodic in some areas.

Best in the country

Council don’t respect the community and do what they want

Do a good job

don’t cut down trees at queens park

Excellent facility

excellent spaces

Excellent we just need more.

Excellent, but would like to see more investment in biodiversity corridors, planting of wastelands and any available lands not used, better peat plant management of Thomson’s bush

Excellent. Like queens park

Exceptional thought planning and maintenance town is just a delight at the moment with all the spring flowers

Generally ok ,but the toilets leave a lot to be desired

Good

good

Good apart from vandalism

Good for walks & dog walking

Good numbers of green space areas around the city

Good parks and recreation spaces

Grass needs more mowing

Great , especially Queens Park

Great facilities. Miss the tulips everywhere though

Great for walks. Well kept. One of the best parks etc in the country.

Great if the mayor would leave them alone and stop talking about selling

great parks

Helpful enthusiastic friendly staff

I am so disappointed that there is no modern big adventure park for children and families! This is a MUST for families to create a positive community gathering place!!!! Most other cities have fabulous playgrounds check out the Caroline bay playground in Timaru or the Mad Max playground in upper Hutt etc

I didn't like the low mow areas round some of our parks. The grass area over the little bridge in Donovan Park is often just a muddy mess. I like going there on my walk but slip and slide if going that way and it is a trail that is signposted. Farm Trail I believe.

I love Queens Park and what the council has done

It is kept neat and tidy

keep vagabonds out

Less forestry more native plants

Looked great until you decided to have low mow areas that made blues rugby area look like a slum

Lots of staff and $$ spent on parks in town but bluff is a poor cousin. No signage and aged facilities. Tall weeds for ages then all of a sudden we see ten workers and it's nice for a couple of months. Bluff lacks park shelters, seating in key areas for a twin with lots of elderly. It's infrequently maintained and stuff is done only after a fit. Look at the cycle way situation, crazy

love Queens Park

Love Queens Park would like to take my husband to the new tuatara site but it's gravel he has a walker walking through queens park is just wonderful

Love Queens park, proud of it. Some other spaces could do with planting tidying but progress being made, e.g. Otepuni

Love the new changes. Want more

Love them

Lovely

Lovely park I wish you would stop cutting down trees and rond (sic)

Mainly just green space, nothing special

maintenance has improved

More seating areas would be good

More seating in green spaces.

Need another/ or larger skatepark. Leave Sandy Point & Fosbender as natural spaces

Need more trees on rental properties they own

Neutral as I don't pay attention to whether the council has offered an opportunity for the community to be involved.

New Zealand as a whole has great municipal parks but Queens Park is especially impressive.

Nice parks and displays, less than happy with "low mow" areas

Nicely kept

Nicely maintained!

No issues

No toilet facilities at south Invercargill playground is disgraceful

not cared for, long grass, looks shabby

Not enough of them

Not well Maintained like they used to be at the like the new Tuatara enclosure have restricted access if you are disabled and on a sunny day you cannot see into it

Often disappointed when catcher is not been used when cutting grass, especially down south, looks very untidy and like the council doesn't care

Ok

ok now we are getting the grass cut

Only good at Queens Park , Anderson Park and Otatara, everything else awful and underfunded. Russell Square needs a toilet.

Only seem to be mowed when it is raining

Our parks are so boring and stuck in a time warp! Can we have some fresh young innovative ideas for these spaces and try to be ahead of the times or at least keeping up? SDC have a number of fantastic examples as does Gore, Christchurch etc. Well-being has a lot to do with social impacts which then has a big effect on reducing a lot of our other woes.

Our Queens Park is something to be proud of, I like to take any visitors from out of town to see it.

Parks are well maintained especially Queens Park

Queens and Anderson very good

Queens park and Otepuni gardens are amazing, but many of the other spaces, especially in the poorer part of town are just fields or overgrown, would love to see some attention spent there

Queens Park and other major parks are nice.

Queens park is amazing

Queens park is expansive and beautiful

Queens Park is fantastic

Queens park is lovely well cared for

Queens Park is nearby. Good for walking and a handy cafe

Really enjoy our green spaces - would be nice if our smaller neighbourhood parks had suitable equipment for all ages.

Reasonable state.

Donovan Park needs attention. The farm trails are overgrown , poorly drained and need attention. Cars use the park as a through way and it is sometimes dangerous for other users. It should be extended, improved and not sold.

Shame they think that the trees will crash into a plane and therefore cut heaps of trees down in Queens Park, but sandy point is an excellent facility

Some are okay, many smaller parks are getting in need of a refresh

some are poorly kept

Some have more attention than others

Something to be proud of

Spaces are okay but room for improvement

Superb

The 'low mow' policy gives a very poor image of our city

The fact that trees are coming down because the planes might hit them . why can't they be topped as when you remove trees you take away protection from other trees and they become in stable and have to come down as it makes them dangerous. we've won awards and everyone is very proud of our park and now it'll have trees gone and will never be the same. Also massive inaccessibility to the tuatara as I'm not good on my feet and it's too far to walk & then to put loose gravel underfoot (how bright is that it is not rocket science) the fact that you don't put an entranceway close to the carpark is a BIG oversight, Hats off to the gardening crew , the gardens are just about the only place in town to see any colour in our city. The staff are so friendly

The low mow regime was not good

The park was clean and great to stroll around

The parks always look nice. Good idea. Putting in edible gardens instead of just flowers

The spaces are fine. We'll maintained and pleasant to visit. However what was the purpose and cost of the signage in Queens part being written in Māori?

They are a huge asset to Invercargill

They are not as well maintained as they used to be and the do not have the nice colourful plantings that they used to

They do a great job with the resources they have

Trees being cut down for no reason . Duck pond in poor disarray properly due to money spent on Ilona down of Nursey. Bracing looked good once exposed

very fortunate to have so many

very good

Very good

Very good

Very well maintained Queens Park

Walking and exercise

walking the dog

We have beautiful parks and reserves in Invercargill. The care of them sadly has decreased in the past few years. I would not like to sell major parks like Donovan Park

Well keep apart from those silly low mow areas.

Well kept

Well kept . Friendly staff

Well-kept and high standard parks and reserves. Queens Park playground is ageing and getting out of date

Well-kept and tidy

Well maintained

Well maintained now that low mow has been removed.

Wide variety in and around the city.

Wonderful

Wonderful, a credit to the staff and a space for everyone's interest

Splash Palace

A gym in there would have been good

Accessible, always space, good amenities

amazing team

Chemicals I react to

Circulation space is way too small around the pools. No ideal space for a club to set up on their club nights for attendance taking etc. Would also be great to have a secure dry place to keep a few club items for easy access by committee members and coaches

Cost of family swim is becoming expensive

dysfunctional access through changing room area. Access to pool area with dirty boots straight from the street. S bad hygiene idea

Excellent facility

Excellent facility.

Fantastic asset

Getting rather dated

Good facilities.

Good facility

Good facility

Good location, adequate parking. Would like to see more classes/activities/events on

good to have in the city

Great facility

Great facility however getting run down. Tiles peeling from leisure pool floor. Not enough family change rooms for swimming lesson times.

Great pool family friendly and clean

Great staff . Always clean

Great variety of activities

Great.

Has everything I need

Have you made gender neutral separate changing areas yet???

Haven't visited splash palace since covid 19. Did do a lot of aqua jogging there and swirl pool

Haven’t been there for a couple of years

I find having to walk through the changing area as a spectator very strange. Couldn't another automated barrier give access directly to the pool area?

I'm disappointed there are no blow up pool toys for the children, also the diving boards are rarely available for the children with staff always saying there is not enough staff to use them

It is a great venue

It is fine

It's a great place for swimmers.

Its great but can sometimes be too busy.

Kids are grown up now, so don't go as much

kids swim competitively, I stopped swimming because the lanes were too busy, it’s also quite expensive. I emailed them about making their cafeteria healthier, and they did which is pretty awesome

Lack of family toilets/showers and female/male showers with baby change station. Needs general upgrading throughout

Lane swimmer. Enjoy facilities

Love splash palace a great pool often go myself and with grand children

My kids and grandkids like it.

needs more swimming area for adults, extension of the wellness area, different types of sauna, steam bath etc. I believe we have the community which would utilise this extra wellness opportunities

needs more swimming areas, potential to increase wellness area

No issues

Not my interest

Not so great, the amenities aren't very clean and the lifeguards have little to no control of unruly public. Last time I was there, I went to use the sauna and apparently walked into a meeting of Mongrel Mob members.

Ok

Ok

Only criticism is often lack of lanes for casual swimmers .

Probs great for kids but I no longer go. I used to go to swim lengths but no longer as people hoiking and blowing snot, with no attendants stopping it. Won’t go back

should go more often, want to check out the slides

Swim outside in lakes during summer but grandchildren use regularly

Swimming lessons are good

take grandchildren

There needs to be some system available for people to know what's going on at the pool such as school times for learn to swim then people would know if the lanes are closed or not for personal swimming. Other public pools have a system they update daily so you know if you'll be able to lane swim instead if finding out when you are already in your togs that there aren't enough lanes for you to swim in.

ticks the box

Too dear

too expensive now

Too expensive

Well run

well run if sometimes congested

Wonderful resource!!

Wonderful service

The bus service

Bus times need to be every 30 minutes all day

Buses don't run that frequently

Buses need upgrading as they are noisy and ruff riding

do not use this often but if I do very good service provided

Excellent bus drivers, with generally great communication skills, but would like to see a more frequent timetable

Excellent considering the bus is usually only 10% full

Great bus service, would be good if there was a late bus or earlier bus.

handy to use

I rarely see public busses I thought they didn't exist here. Sad because my kids should use them.

Large buses not required

My husband and myself are very fond of the bus service and this friendly drivers

Need more busses to fit all suburbs

Nothing wrong with it

Quite adequate.

Terrible, no shelters, terrible routes and times.

There are bus drivers who were rude and sometimes the bus doesn't come on the time stated in the trackabus site. There was a time when it was supposed to be scheduled at 1:50 PM but the bus didn't come until 2:50 PM so I had to wait an hour for it.

Think it runs well

Too far to walk to bus stop

very good and helpful Driver's

Works for me - could go later at night

Public Toilets

adequate

Adequate facilities

adequate for the job

Always clean and tidy

Always clean and tidy

Always neat and clean

are great

Are ok

As a senior citizen I have to use various toilets in the city and been always surprised of the cleanliness

As good as possible.

Available where required

average cleanliness. To many wash down toilets

Can be overloaded at times and require more frequent cleaning

Clean and in good condition

clean, plentiful locations, well done

Clean, with exceptions of Bluff Exiloos at times when visiting, try to avoid them

Could do with an upgrade
Don't really use them and if I have its been at Invercargill central - great toilets there.
Don't take away the Wachner place toilets. We need more than the loos in the mall to service a city.
Don't use much but good availability
For the usual couple of minutes that I'm there, they're fine.
F****n dirty and gross, avoided unless absolutely necessary
Generally fine
good
Good
Good
Good - nice and clean mostly
Good but not enough and need to be double units as they are popular
Good to use
Gore seems to have more than us
Great
great toilets we often use the one in Riverton or the library etc considering the location pretty clean and tidy so no problem with it
Hand driers don't work well.
I have a medical condition, Esk street ,No handy parks , Dees street never a park.
In a word: shit. Locals won't use them, tourists can't find them and don't trust them. There are only two in our town and they pale in comparison to the needs of the area.
Lacking cleanliness
more needed. ILT should provide toilets in all their carparks
Most times I visit a toilet they are clean
Mostly great just a lack of them by south city playground
Need to be better maintained
Needs more
Not always very clean and if cleaned the toilet seats are usually wet.
Not bad
Not enough
Not enough toilets south of Tay St
Not enough. Yarrow Street where all the Op Shops are have a great need for a toilet nearby. We used to suggest the Museum toilets but of course they're now gone and so many families shop op shops in Yarrow St.
Not in a great state of repair
Ok
Ok
OK
Ok
Ok
Ok
only used Donovan park recently, tidy enough but no soap or hand drying options
Plenty of them but Quite often not clean enough
Pretty good, plenty around the CBD and enough in the suburbs
Pretty good.
satisfactory
Shocking.
Sometimes hard to find in town. So many changes
The ones I have used are fine.
The public toilets are ok
There is a lack of public toilets
There should be a public toilet in every ILT and Council carpark.
Toilets in the parks need revamp
Toilets should be double units, not single as now as there are often queues
Use only when necessary

Usually clean

Usually clean and plenty around town.

Variable

We can do better here surely! Those horrible robot loos seem to be so unreliable. Could we at least make them more visually appealing?

Well kept

Well kept clean and tidy. I reported the one at Sandy Point was blocked and it was fixed quickly

well maintained toilet's

Well placed always found to be clean

He Waka Tuia

Art displays inconsistently. Subject matter questionable at times

been there last year been planning to visit but when we were there lots of cool and fun activities for whanau

Cost of issues about the museum

English please

Find the use of Māori words confusing. English names should be first.

Friendly staff great displays

Good people running it, good turnover of art and exhibits, how long with the City's art collection be in a warehouse in Tisbury

Great displays and workshops,

Great space very diverse and lovely people

I can't read Māori

I don't often visit but visits are always good with interesting exhibitions

I found it quite insulting to think that all the PR spin they put on this shemozzle was supposed to compensate for the lack of a museum that in all reality wouldn't of fallen on anyone

I liked the old museum better

I miss the museum but don't tend to go to new place

I take my grandchildren to see the exhibitions

I'm satisfied generally

I've been once and consider it a waste of money that could have been put towards the museum.

incredibly hard to get parking and not a positive encouragement for visitors as a consequence

Incredibly hard to get parking for visitors - so avoid the risk of finding a distant park and then the possibility of a parking fine

It has improved considerably, it just needs to be bigger.

It's in a location that means I forget about it, or can't get a park nearby when I am in the area and triggered to have a look. Seems to have some great things on but we never end up going due to location

It's okay.

Knowledgeable staff

Limited time to go, used to enjoy art gallery as part of museum, haven't visited much since it was closed

Location & parking

Lovely

Needs it's permanent home

No idea why what this. As this is should include English so people not fluent in Māori know what you are talking about

No need to go there

Not there often enough to comment. But on visit found it very sterile.no atmosphere

Neutral

Offers wide range of exhibitions and hands on stuff for kids is great

Ok

only been once

Please use English version not Māori thank you

Such a great space, love the small space and enjoy taking the kids.

This was complete waste of rate payers money, again think someone is lining pocket

Too small

too small, but what is there is well done

Very limited in museum style exhibitions, it all seems to be arts only.

Waiting for the new facility!!
went there once, it was boring, left
What is He Waka Tuia? Don't assume I know Māori

The Civic Theatre

A beautiful heritage building
A great facility for the city.
A great venue and community's asset
A real asset to our community.
Again an icon of Invercargill, enjoy it when we can
Always nice but lacking in mobility parking and seating
Always well kept , amazing friendly accommodating staff cannot fault thanks guys
amazingly well contained but under used
Awesome venue
beautiful it’s an icon building
Beautiful place. Satisfied
Beautiful setting. Gracious and open great acoustics
Bring more shows to Invercargill
excellent facility
Excellent for its age/era
Excellent venue
Fantastic building and an asset to the city. The Council did well to refurbish it back when they did.
Fine building
For shows
go to see shows
good
Good facilities
Good facilities
Good needs more events
Good venue for shows etc.
gorgeous theatre, go whenever I can. Would love to see more musical theatre and less cover band shows
Great
Great
Great place
great place
Great space good staff
Great venue
Great venue/ attractive historic building
High quality theatre with great shows
I am not a frequent visitor but always impressed
Iconic facility
It's a beautiful theatre.
It's a nice building with lots of history
It's ok.
Lack of parking for those less mobile.
looks amazing
Love catching a show here.
Love this facility & the shows. Shame it's so expensive though
Love this space for shows and events
Love this venue
Lovely
Lovely
Lovely building and great facility

Lovely facility

Lovely old building

Lovely old building that serves Invercargill well

Nice

No issues

seeing shows

Seems temperature is difficult to control.

Still looks great but seats are very uncomfortable. At half time, so many people standing up as have sore backs

The refurbishment of the Civic was done well and is continuing to be a shining example of money well spent. Long May it continue.

There's not a lot held here that interests my family. We're not into musicals and there's not much on there besides those

Venue is dated but gets some good shows

Very good

Very good, but desperately in need of backstage technicians and staff. Currently. There is only one staff member working backstage and lacking the schools and knowledge of the previous Theatre technicians.

Very pleased

Very very good

Wonderful, an asset to the city.

Worked there for 49 years. She's a grand old lady.

Worthwhile

Excellent

Scottish Hall

A lovely asset that could be more used

Great

Lovely hall

meh

Nice Place

No issues

Only went there for the book sale this year

Serviceable

Visiting on invitation from friends

Rugby Park

A great facility, should get more use by all codes.

A mess

Awful either spend some money on it or pull it down and go to Les George oval

Could use public access to drinking water

Disappointed again with issues on its building. This is a common complaint with our council buildings. A waste of money

Find ticketing sales at Stadium very awkward compared to Dunedin

good for rugby, pity half stand closed

Good ground for the scale of Southland Rugby. The repairs on the stand would seem to be a bit of a historical cock up. Would like to see it used for other event, however the purchase by the Council may not have been the smartest decision.

Good. Council needs to fix it and make it a multi-use venue including functions

Improvements are underway. It's been a while since the place had some TLC.

It is looking very run down. It is not a credit to the city with the stands being so run down. Decisions made do not seem to be for the best long term management of the space. It has just been about short term money saving not long term asset for the city

Just needs to become more wheelchair friendly the only place's wheelchairs can get through is the top level of the terraces and a couple of times there has been food caravans parked there blocking the way for wheelchairs to get pass and also blocking the access to the toilet for wheelchair users have sent an email twice to rugby Southland but never a reply

Love going there but get more events there

must be kept

Needs a lot of upgrade

Needs to be fixed so it can be used.

poorly worded question, why would you go on a regular basis if there are no events on

run down

Should be made available to allʃ codes, not just rugby

should be sold

Should never have been brought by council. Rugby must have been delighted when Council sucked into buying

slow progress on fixing the issue as we need it

Superb

Terrible, an absolute slum being left to rot. Disgustingly expensive for other sports to use, taking away an income stream!

The council was suckered into buying this of rugby southland, and now they don't really use it. Even for the cancer walk they charge

Under used great disappointment with lack of public events held at rugby park

Underutilised and spending too much on it

Upgrade it totally, this is a big part of Invercargill

What a dump - no wonder we don't get any decent fixtures.

Would be better if it was all able to be used. Knock it down and start again.

Democratic Process

A lot of the time this seems to be an opportunity to be ignored

Adequate.

anecdotally, consultation feels a bit like a box ticking exercise rather than a real request for input that will be considered

Average

Being able to meet with representatives regularly in an informal discussion

besides this survey I am unaware there are any opportunities

Big decisions need to go to public referendum e.g. do we really need a big expensive library where we didn't get a choice on what to call it

Can be difficult to find means to comment

Changes to funding for the likes of the new museum, etc should be relayed to the public before moving ahead.

Consult because they have to but it seems like a token gesture at times

Consultation provided not sure it is acted upon or genuinely listened to.

Continue to feel not being listened to.

Could be better if our Counsellors didn't squabble like children. It's pathetic

Could be developed

Council don’t respect the community and do what they want

Council executive rule as we all know Councillors only usually are endorsing staff recommendations.

Council have slowly made more engagement but it will take a big effort to regain locals trust.

Council ignores public views i.e. washer place, did anyone notice the horrendous wind tunnel effect in Esk street 10 September, will definitely stop people from crossing from mall to other side of street to shop. Don street was fine, Council ignored all public consultation about washer place

Councillors have their own agenda and don't work for the community

do they listen

Do they? Council provides little opportunity for input

Ease of making on line submissions

Easy enough to have a say, I have made many submissions including verbal over 10 years, yet to see any impact/change from any of these, seems like decisions made behind doors with influential people

Enough - not convinced it makes any difference to Council decision making.

Esk St West consultation results were ignored.

Excellent

Facebook feedback should be rated highly

Good

good to get surveys otherwise probably wouldn't bother

Great opportunity in opening surveys.

great opportunity provided you just have to pause and look and take time to do it

Having put in a submission about Wachner Place ,felt weren't listened to ,the council had decided what they were going to do. Most people don't want Wachner Place opened up

Having staff available in person at Otatara regarding Sandy Point plan and at Waikiwi Rugby Grounds regarding Donovan plan was helpful

I feel even when comments are asked for from public they are not listened to.

I have not had much experience

I just happened to see this at the splash palace had no idea previously

I know they happen but I don't usually both because I don't think much notice is taken from public feedback.

I never feel engaged in council decision making.

I rarely see these opportunities advertised. Need more ways to reach more people maybe a flyer in everyone's mailbox would help.

I think a lot miss out die to so much on digital media

I'll only see opportunities online but to be honest I really don't think it matters what we think.

ICC makes their own decisions and doesn't listen to what rate payers or citizens want

i.e. Opening up Esk St West to traffic. Council didn't listen to public feedback.

If only you listened.

If you are not on social media you are out of it. Newspapers, letter drops are past their use by date

In the end they never listen

inadequate

Invest equal amount of funds to beautify south Invercargill as much as North Invercargill

Is non existent

It seems like there's not a lot of opportunity for involvement and councillors and mayor not very approachable

It's b******t, they just go through the motions but plans already decided

Its good having a say, though sometimes more communication needs to happen like for example what is happening with that burnt out Briscoes building.

Listen to the public. The museum is a classic mess. It should be in the CBD. The old H&J smith or farmers building @ far better option.

Listened to the council meeting when they were discussing the Mayor's behaviour at the fireman's conference, very disappointed in his behaviour.

Listening , stop being so petty , councillors need to and grow up and. Stop getting offended (grow up) every time something is said . get on with the job, how long is it going to take to name the airport are you all waiting for sir Tim to die (I think do) the fact that we showed that man NO respect when he left was appalling and now it seems that still no respect is being shown. the ratepayers said that they wanted him acknowledged and who listened . for goodness sake we have songwriters In Town (use them), and finally thank goodness Nobby and others have asked commented on our roundabouts. I made my point about 2 years ago .and got ignored ,lastly gore & Winton have the most amazing centre plots they are the prettiest of towns full of colour so well planned while ours are blimmin brown & green and the grasses they have planted show that our town does not have or want to take any Tim, cost or pride in our appearance as a town. very sad as it used to be lovely & now it's a ugly town . even our entrance roundabout to our city is colourless and looks terrible . maybe we could change our billboard signage to ' welcome to Invercargill. devoid of colour

Listening and hearing are two different things

Need to listen more and acknowledge too few people write in surveys whereas people happy to talk in informal situations

Neutral

Never heard about plan changes for Sandy point. Send you have to go looking for things like that rather than hearing about them. Should be advertised more especially something as big as that

Never see results

No often enough. If they listen to the public a bit more maybe we wouldn't be on some of the situations that arise

No the Council does not listen to the people of Invercargill in any decision making look at the new Museum it is all Māori based when Invercargill was never race based and now the Invercargill people are making fun of it when our Museum was one of a kind now it's just like every other Māori based Museum

no they don’t

Nobby and his wee crew that apparently don't vote together, do as they please

Nope they waste money and don't care

not at all well-coordinated between LTP and rate setting.

Not enough explanation for general public

Not good in particular museum

Often call for feedback (like surveys) then it appears, ignores what public want

Ok

Online

Opportunities are within the law, but nothing much is listened to, Council just rolls on with whatever they intended to do anyway.

Opportunities but don’t listen to what the people are saying, gave own agenda already sorted, involvement seems only to fulfil obligations

Options provided are poor

Poor

Pretty good

Really poor and I don't feel you'll listen anyway

Seems to be mostly online

so far - so good

Sometimes decision are made before asking the community what they would like. Just looks like you are asking the people what they want

Sometimes it is good, but then with things like Donovan Park or the museum it seems the Mayor wants to make the decision without community involvement.

start and finish it not hesitate during or prior its wasting rate payers money

Surveys couched in such a way that limits public options.eg do you want a certain project to happen . Yes or no. Not three options that have no merit

That's a joke. Council pretend to ask and then just do what they want.

The decisions are made regardless of public opinions

the failure of management to communicate is shocking, as is the use of Facebook as a form of feedback or justification of consultation

The meetings are just done to tick the boxes nothing changes

The public are not consulted

There are plenty

There if people want to take advantage of opportunities

They ask for ideas and opinions but seem to go for what they want. This is the general opinion of ratepayers.

They don't

They never listen

They only allow participation because it is required law. That doesn't mean they listen or take onboard ideas. They already have made up their mind before submissions

They rarely listen or take on board feedback

They take no notice of what the community wants

This is the first time that I have had the opportunity to share an opinion in 40 years of living in Invercargill

This is what we elect people to run our City for.

This survey is good, appreciate opportunities with feedback on museum

Though most of their decisions are made by Council ignoring the public

Tokenism submissions to tick boxes

Too much happening behind closed doors without the public knowing

Very disappointed with Wachner Place engagement. Responses from elected members showed they do not appreciate community feedback unless "there are protests".

Very Good

Very good job at it

Very poor, currently council has 4 options, there should be a fifth option "none of the above"

We are quite new to Invercargill but do appreciate the possibility to say our needs

What opportunities??? You have no community boards other than Bluff and your Councillors aren't aligned to respective areas in the City. Councillors are a bit anonymous. You one community board and as far as I'm aware you have no structural way to immediately, contact your Council. When is your representational review, are you die one next October?

When it suits them and they don't give a s**t.

Yes they do give u a voice but council takes no notice as they have preconceived ideas.

You definitely do not listen to the people

You don't listen

You don't listen to the community

You need to keep evolving and doing better around this, show people how their effort and time flows through to a result or impact. Make more effort to hear from those who you don't - not the worried well.

Engagement with Council

4 contacts. Nothing done

6 - n/a, e-Contact only

Am waiting for a response to some things

As we were using a building firm it was great to be kept up to date with progress reports etc by the council

Called about the wheelie bin 25/7 and waited a month. Called again and it turned out no request had been entered. Fourth call 12/9 finally got new bin sent 13/9. Month and a half with no rubbish collection is not pleasant.

Communication

Council stopped relying to my emails. Hopeless and unprofessional.

Dealing with Muppets is very trying

Deborah is wonderful to work with about housing

Dog control service is terrible

Efficient and pleasant people at the front counter

Everything has been satisfactory.

Excellent

Excellent telephone receptionists

failure to understand

Friendly and helpful

Front office staff friendly and knowledgeable

Good to deal with

Got what I requested but it took a while

great reception team

Have enquired a number of times about speed issues on Retreat Road with zero outcome for speed limit signs to be reinstalled.

Helpful as they should be, after all I am paying their wages.

Issue was dealt with in timely manner and I was kept up to date

Issues are always resolved with one phone call

It took ages - like, multiple weeks - before I heard back

Lady said fence was my responsibility even though the lane belongs to the council

Most of the frontline staff are very pleasant

My experience is nothing ever happens to a request for a service or to resolve a concern.

My permits seem to have been very easy. A surprise. The girls in Bluff were helpful sorting out payments that I needed to do but couldn't find on line. Very satisfied.

never heard back about the vaping, building consent went fine

never replied to the e-mail

No complaints

no reply to the e-mail

Not satisfied with their asinine response. Because I hadn't downloaded a parking app - ASSUMING THAT I HAVE A CELL PHONE - I was required to pay a parking fine when the kiosk would NOT open when I tried to log in my parked car

Nothing changed

Nothing was done

Pleasant but actually not able to be that helpful

Pleasant to deal with

Prompt and professional customer service

Prompt friendly service. However some details in the property were incorrect.

Quick referral to the correct people

satisfied answers given from Council Personnel

Senior managers in building fail to communicate

Some customer service staff were a bit unapproachable but they were helpful in terms of giving out the necessary information I needed

Sometimes the staff are slow or no one is manning the front desk

Staff are knowledgeable and helpful.

Staff required an individual to download an app on a non-existent cell phone in order to avoid paying a parking fine because their meter kiosk would not open. Totally unacceptable and unreasonable

telling me I had to supply information that I have no access to. Builders plans tec

The Bluff Service centre is great but when you call by phone you don't get a lot of feedback. If you use the app, you never hear back

The front counter person was a bit abrupt when telling me I couldn't just walk down the building counter myself, I've been doing this for 20+ years and had no way of knowing this had changed

The issue has still not been remediated fully

The lady at reception lovely and friendly

The receptionist was very helpful

The staff I spoke to were fast and efficient but also kind and thoughtful

there is no follow up

They are so friendly and helpful

They just redirect you to people that don't have anything to do with your area of enquiry

They were friendly and helpful

They were quick to get back to me and fix the problem and kept me updated multiple times during it

Took 3 different phone calls to get through to the man I needed to talk to, He didn't care, told me that they'd had no other complaints. so obviously I was wrong

Tree situation still in resolved & road constantly has pot holes

Unfriendly, unhelpful and disinterested

untidy and dirty houses in Bluff

Very helpful and professional

Consents

always get the property file as requested

Communication between council and us as owners has definitely improved since our last experience with building and permits

Contact over the building consent were clear and quick

File available at the agreed time

I wish we could have interacted directly a bit more, are architect/designer was the go-between and we believe he is dishonest

ICC have lost their way, do not listen to public

My questions were answered

Nil

prompt action by staff to enquiries

prompt. lords work.

Requested records for property number 50 and got sent records for 30! Was quickly fixed though

Slow response

the consent process is brilliant. So is the inspection process but the follow up after is flawed.

the ICC have employed outside contractors and now refer to these people opposed to communicating or enacting the council policy, but the failure to communicate is the biggest issue

The staff were very helpful and I appreciated the additional assistance they gave

We had to make a submission in opposition to neighbours plans. It was in breach of the district plan in many ways and should never have got to the stage of us needing to submit.

Reasons for contacting the Council

Abandoned car

About a flat

Capital proposal

Complained about the plantings in our roundabouts. waste of time

Concern about 3 waters

Consents and boat ramp access

discuss rising rates of vaping amongst children

Dog control and bin service

Future planning

Graffiti

I was wondering who to contact about wanting my toby to be checked for location also for property files

Intersections

Liquor licensing

Parks and Gardens

People driving in cycle lane

personal concerns

Query traffic management in Northwood estate

replacement bin + property file
Rubbish bin lid needed replaced
Stolen wheelie bin
The plots and roundabout plantings, too much flaxes grasses natives, no flowers or colour,. Also weeds in some areas,
tickets for shows
To check my rubbish days
To enquire about possum control at Sandy Point
To get speed limit signs reinstalled on Retreat Road
To request speed signs be reinstated
To see who looks after the fence on the public lane beside my property
Youth Festival
About a temporary walkway that was put up using shipping containers that had fallen apart and not been looked after
About parking
About street surface breaking up
An empty section of the councils keeps over growing into our section
Animal Issue
Around a resource consent
Barking dogs
Building Consent
Building consent
Building consents
Building question
Bus transport
Change address, stop rates, submissions
Chase up an RFS
Check rates balance owing
Collapsed gutter on street
Concerning the condition of playground equipment at Stadium Southland
Confirm when my rates were due
Consultation
damage to parking meter
Damaged footpath and dangerous pothole on Bay Road
dog
Dog control
dog control
dog control
Dog control
Dog registration
dog registration
Dog registration
Dog registration
dog registration
Dog registration
Dog registration
Dog Registration and building permit
Dog tags
Dogs
drains
drains
For employment queries and bus route information
For my puppy to get her registered
For the rate rebate. However I don't qualify, as having served 20 years in the military I received a pension
Gravel road that we live in needed attention & trees over growing on Oreti Rd

Gutter cleaning
I wanted updates on Extension of BEE bus Service
in regards to my profession
In relation to selling council land
Incorrect Rates
Inspect building file
Issues with water draining from council land flooding my property
It was s parking meeting at library
Neighbour building a property
Noise control
parking fine
Parking ticket incorrectly issued
Parking tickets & noise complaint
Paying rates
Problems with drainage ditch
Property records, about the only thing that ICC can reliably do
Property search
Property search
Rates
rates
Rates
rates
rates email being sent to junk
Rates payments
Rates rebate
Rates rebate
Rates rebate
rates rebate
Rates rebate
Rates rebate for retirees
Rates rebate.
Rates to expensive
re exemption for parking
Regarding a building consent
Renew my free parking
Report a problem
Road Corridor Works
Road repairs required leading into Andersons Park.
Roading
Sandy point
Sort out a bill
Stupid parking kiosks
Submission
Submission
Submission to Sandy Point Management Plan
Submissions
Survey and submissions
There is water flowing from road above my property which is impacting on my current major house renovation. Si I called re that. But normally I would not contact council unless there is a problem
To find out about our rights in respect to a neighbours planned house extension
To fix an issue
To get a parking exemption. Over 80
to get the bluff streets swept for the Santa parade.

To raise service requests

To register my puppy

To speak on submissions

Unhappy with the way the parking meters are run

Wandering dogs

Water issue

We live in a leafy area which is lovely but no one ever trims these trees and loose branches and leaves mean spouting maintenance and leaf pickup are expensive and it could at least be discounted at the tip

Work

Work

Work

Work

Details of contact with the Council

A bit clunky

Always had a good response to any requirement I have had

Application for renewal of liquor licence

Building services

Called and finally got someone to organize wheelie bin after a month and a half. She was very nice and apologetic, and made sure to get it sorted before we finished taking.

Council fix results they don't like

Council ignore most of public opinion

Council need to start working for the ratepayers and listening to them.

dog registration

Dog registration. Finally got it sorted

Email

Feedback on social media

Got good help with office on rate rebate forms

Had to follow up several issues with dog rego. Info that I provided had gone missing and not entered into system second time it happened! Very disappointing

Haven't received replies or comments when approaching office re a disable parking area at Anderson Park.

I called to pay a parking ticket over the phone as I had lost the physical ticket, paid very quickly. I then called with a noise complaint, the noise was found to be above reasonable level and we were contacted by the council via email that the home owners had issued a warning to the tenants.

I emailed about a request and did not have a reply about it. But very good feedback for staff in property file area always very accommodating . No complaints

I gave up on a lot as I felt the public were not heard

I have feedback on the latest museum consultation

I met with council representatives at the Pantry. They took my email address but I never got heard from them.

I raised that the building consent process undertaken by the ICC contractors wasn't within the Policy, the managers response is that they are looking to change the policy which indicates that the manager clearly understands that the contractor is working outside the policy, I have asked for an update with no response, I have talked to the director of Building and Planning raising the concern also with no response.

I received satisfied answers.

I supplied feedback via online submissions, the council had already made up their minds though so it was a waste of my time.

I text the council regarding how hard it was to get to the tuataras. they responded but I knew I was wasting my time . there priorities are all wrong

I used the my Invercargill site

I used the website to check my rubbish collection date - it worked perfectly and gave correct information.

I was pretty disappointed with the result

Incorrect rates lodged by input operator

It was horrible ombudsman involved I tell everyone I can how we were treated

It was several years ago and was by phone

looking at on line meetings

Made a complaint about the state of the road drains on Janet St and still nothing that was years ago

Made a submission, but public feedback from elected members was that only a few % commented, so it must not be important.

Making a submission takes people time and are passionate about our city. Re the museum. Who gave the council the right to get an architect to design a new one. We all know that a building like that is always going to cost more. All that is need is a simple building that does the job. After all a museum houses our history. A building that is low on maintenance is required

Most recent experience was through their social media channels and this survey.

Most recent interaction positive

none of the above I went into the Council to discuss my rates payment. I don't even know when the Council meetings are held, I assume they are during the day when anybody who is working can’t attend. Typical of Councils in other areas of the Country but just a smidge hopeless

offered my services for free and have been rebuffed 3 times

Ok

Online submission re derelict buildings

only called in to pay dog registration so probably doesn't count

Pretty average.

Quick and easy communication

Re the new museum, suggest there is FAR TOO MUCH Digital stuff planned. It needs to be a visual of the articles. We have a huge amount of display articles stored why not make use of those. Find it unbelievable that we don't set it up like it was. Let the younger generations see the REAL thing please!!

Receptive but not always proactive - a bit bureaucratic.

Staff are engaging

Still waiting on a decision on the old Oreti Sands Golf Course while it slowly gets covered in weeds

Surveys

The Council front of house staff are great.

The ladies at the front desk lovely when doing rates rebates

They are nice and polite, but it does seem like their minds are made up and just going through the motions

they don't listen to the ratepayer unless you have money

They were very professional and quick to respond and kept me update throughout the whole process

Tried to engage with council via email with an issue I was having. Issue wasn’t resolved and I felt frustrated

Trying to find someone to fix the street lights not working in our town that was 3 weeks ago I rang through and they are still not working

Very helpful staff

Very negative comments & unrelated responses

Very poor communication shouldn't have to wait weeks to get a response

Via phone, received response expected

Visited the council feedback session regarding the future of Donavan Park. Support the sale of part of the farmland for residential use.

Was great called yesterday re water and was treated well.

Was ok at engagement meeting, not ok with social media feedback as nobody in council takes any notice of what people think.

website based consultation is easy and convenient

Wouldn't waste my time

Written submission