

Tasman District Council

RESIDENT SATISFACTION SURVEY 2024

VERBATIM RESPONSES

Research report | July 2024



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Respondents were given the opportunity to provide additional feedback on several topics. All verbatim answers collected are listed below.

Dissatisfaction with public libraries

You said that you were dissatisfied with the public libraries. Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Base: Residents dissatisfied with public libraries.

It's too expensive for the ratepayers.

I am not happy with the money spent on the library. We didn't need a big flash building. We already had one.

Very sad that they required the vaccine passes. I feel that they provide services that are targeted for a small minority of the population like the events and services they hold, and they cost a lot of money for the amount of people they cater for. They provide services that volunteers would provide.

Don't use the services.

Waste of money, would have been better to remodel what they had and put the \$\$ into a pool.

The public library is a waste of time and money.

Don't think public libraries are not needed any more.

Pay to borrow a book, only three weeks borrowing period.

We don't need libraries anymore. Spend money on something better like a swimming pool, something that we need.

Motueka - spent at least a million dollars relocating a waste of time. Money they could have spent elsewhere within the community.

Only four days a week with limited hours. If you go at lunchtime, that's when they are closed. Murchison Library.

The hours are restrictive, small range books.

I don't use it, waste of money in the modern era of technology and that I just don't think it's a great use of council money.

Problems with the website - problems with registering and logging in. I'm fairly IT literate.

Dissatisfaction with public toilets

You said that you were dissatisfied with the public toilets. Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Base: Residents dissatisfied with public toilets.

Cannot comment.

Hygiene needs to improve. Sign says toilet but unable to find. Purpose of toilets not met and used by homeless people.

In Motueka the toilets are badly maintained in the interior they are aged and grubby, the general condition is just basic needs. The library toilets are ok, though.

Smell bad, unclean.

I don't think they are cleaned often enough or monitored. I think Freedom Campers are using them despite the notices not to.

Not enough of them around the Tasman. Not all are clean.

I think there are a lot of places like supermarkets where they could have toilets, but they don't. I think it's really important that there are public toilets around the place for the aging population. The Council have to keep an eye on making sure there are plenty of public toilets available, especially in shopping areas.

In Motueka, public toilets next to the Information centre are disgusting.

They are not clean, and the ones in the vicinity are not good.

Appearance (not clean, so I end up using the ones at the mall) and accessibility because I'm disabled, the seats are too low.

They were dirty - Pinehill Road.

They are always dirty, so do not use them.

They are not accessible in a wheelchair. Very unclean.

Unclean and untidy around the building.

Washburn Gardens is a bit dark. One beside the medical centre tap is not always working, and people are not flushing.

A lot of undesirables there.

Montgomery Square - super loo there if you want to pay 20 cents. The other one is pretty yucky. Doesn't have a toilet seat.

The cleanliness and the timing of the cleaners. I've been in there, and it's been a state, or people have been in there, and it's been vandalised.

They are unclean, and not many places have them. Don't have toilet paper.

Males are males and females are females, there should not be gender neutral toilets. I don't like daughters using toilets that men have just come out of; it is a safety thing.

They are a bit outdated, old, and shabby in Wakefield.

Community Hall toilets in Motueka need attention. Quality of the cleaning is not good. Room for improvement.

Urewhenua Reserve in Golden Bay. Toilets are pretty rubbish. It's down to the people using them. There are no flushing toilets.

Everywhere. They look and feel gross. They are dirty, dark, and dungy. They look dodgy.

Location and access. There aren't many in Richmond and Motueka.

They are not clean and don't have seats. It is not pleasant to go in because it is not well maintained.

One near Woolworths Motueka is always very smelly like someone has weed on the floor.

The one on Gladstone Road is very dirty and unkempt.

Sometimes they are locked - I happen to go to the ones near New World.

In Motueka by the library, I know they do their best, but they could do with a facelift. They are dark and dingy.

I just think there are not many in Motueka, and they are usually pretty grubby and usually Freedom Campers in them.

Sitting on a metal toilet seat or those metal bowls with no toilet seat is not nice. Motueka toilet by the library. The one attached to the town hall. Murchison, as well.

It was not cleaned enough, and toilet paper was always missing.

It's not getting cleaned enough and needs an update.

Filthy toilet at the car park before Taylors Footwear.

Library Motueka - smells really bad.

I don't like the ones in town, as all the overnighters use them; I do not feel safe; they are not user-friendly. We could do better, but we would rather pay.

Public Toilets in Richmond are not up to the same standard as, say, Rye Valley or Havelock. The toilets seem a bit outdated.

The one in Richmond gets a bit rough at times.

Being placed in places for more Freedom campers than the actual rate-paying community.

Because they are not that good, smelly.

There are only three toilets in the whole town, and one isn't monitored frequently, and it is usually pretty disgusting - Motueka.

Broad range of conditions the toilets are in, supplies, cleanliness, very bad in some areas, over the district. There is no consistency, rubbish is overflowing all the time. Most of the time, they are wet.

Motueka - not very nice, always not nice people hanging out there. I have had some bad encounters.

I think they are somewhat off-putting because they get so damaged, and the toilet paper is terrible. It's so fine that people use too much of it, and then it gets used up, and it breaks up and ends up all over the floor. It's a potluck whether you can get any soap or paper towels. There are public toilets in general, but the library is better than the gardens, for example.

In Motueka, the public toilets at Wallace Street need an upgrade. The other towns have stepped up on this, and Motueka should, too.

The ones near Motueka library are in poor shape - not clean and not well maintained.

Don't use them, do not often clean, and don't always deal with young children.

The toilet outside Countdown in Motueka and by the library can be pretty disgusting at times.

Motueka public toilets are disgusting. They are just yuck. Takaka is beautiful.

The ones at Mapua playground are often gross, especially if you have to take young kids in who have to touch the seat, even if they don't want to go in.

Minimal numbers of them – Richmond.

They are insufficient. Not enough. Because of the tourists and traffic. There are not enough of them. We need more toilets.

They need to be a bit more modernised (I'm not sure), and whether they are cleaned out enough, some of them are pretty rough when you go in there.

Cleaning general cleaning not satisfied with the cleanliness.

Tapawera has been pretty bad. No soap or nothing to wash your hands with. Wakefield is another one. Quite often, they don't have toilet paper. I used to take an old lady in a wheelchair into town in the fortnight.

Behind night and day and carpark. Absolutely disgusting. Toilet paper all over the floor. Need somebody to go in there.

Usually pretty disgusting. It is probably not the council's fault.

They're not particularly clean, and there's often no toilet paper or hand soap.

The carpark in Richmond is behind the shops, no toilet seats, not attended too much, the mall or library is much better.

Had to use one, not clean at all, people misusing or abusing the services.

They're NEVER CLEAN and not NICE TO USE. Especially being a woman, people usually hang around them, which doesn't make you feel comfortable using them.

Some of them are a bit old and past use-by date - just adequate. I would not put them on a revamp list right now due to other priorities.

The ones at Dax Reserve are dirty looking, with rubbish lying around and the ones at the beach too.

Not cleaned regularly, the smell is not always nice. Often, there is not enough liquid soap or paper towels.

Outside the Memorial Hall across from Parklands School, they only have two unisex toilets. They really need to have about three or four.

They are never that great toilet paper everywhere. The holder was empty not a very nice environment to go into.

The toilets at Memorial Hall outside the library are always in a horrendous state, I cringe at the thought of going in there with my young children.

I'm basing mine on the toilets next to the Countdown, which smells like someone has been urinating on the walls, the Countdown in Motueka.

Jubilee Park is just a bit shabby. You go in there, and they don't smell good and are usually a bit run down.

I went to the one in the carpark in Richmond, I forget what it's called, the one closest to the council, and it just looked a bit old and dingy and had graffiti all over it and was a bit of a shithouse looked average.

Cleanliness - Wakefield public toilets - when you have kids, it's concerning.

Dissatisfaction with recreational facilities

You said that you were dissatisfied with the recreational facilities. Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Base: Residents dissatisfied with recreational facilities

There are no playing fields in our area.

Children's playgrounds in the region they are generally worse for wear. There is usually something not working, they seem a bit run down.

Around where we are, there is nothing (no parks or reserves). What there is, is not well kept.

They should make it work - have better bathroom accessibility for the disabled and also kids. Like kids end up peeing on the grass.

There's not a lot in this area lack of facilities in a way for people of our age group.

No interest in them.

Borck Creek Reserve - heaps of people use it. I don't know. The last time they mowed the lawn, there were weeds growing out of the creek into the lawn. No rubbish tins.

Dog issues. In Wakefield, council have gone over and above on new buildings. Need rubbish bins etc. Feeling like they are overlooking our ideas locally.

Lack of rubbish bins.

We need more walking tracks and biking tracks in our area. We have heaps of land that could be used for that in the area.

Compared to other places in the South Island like Rangiora, our recreation facilities are limited.

The public have to raise money for it all. The council doesn't fund the buildings.

New Bultion mountain bike track, the iwi are saying no!!!! The Maoris have got too much control.

We were in drought conditions, but the sports fields were green. How and why?

We need enclosed dog parks, anywhere in Richmond.

Grounds for football have very uneven surfaces. For football, you need an even surface.

Children that are small to teens, if they fall over in these areas, they get infections from abrasions/cuts, whereas if they fall over in the schools or the farm, they do not pick up these infections, worried about this septic issue.

No comment.

Reading about the cost of events on these neighbourhood reserves and playing events. The ratepayer should not have to fund these events.

Not enough in rural areas, 20km out of Richmond. Not many facilities for children.

The lack of facilities at the sports fields and public parks, e.g., the rec centre. The netball starts early on Saturday morning, but the rec centre doesn't open before they start playing, so the girls can't go to the loo. Same with the soccer fields. Motueka specifically. I know Murchison and Takaka are good. But Motueka facilities are dismal, even though we have a big community of sports and art, etc. It is embarrassing, to be honest, for Motueka specifically. For my daughter's rugby, we have to travel, and the facilities in Stoke, Richmond and Nelson are beautiful, but Motueka is just yuck. I pay rates, and I don't even have a footpath or a sewer.

Richmond - those services are better out of Richmond, i.e. Upper Moutere, Mapua and Golden Bay.

I use the Jimmy Lee walkway. Dog poo everywhere. No one picks up their animal droppings.

Possibly limited funding available to improve them. Here in our recreational park, there is a group setting up Frisbee golf traps around, and they are waiting on the council in Takaka.

Cricket ground: my son plays cricket, and we often find that the field isn't prepared. We have got really good parks. In Motueka.

Tapawera - we don't have anything as far as facilities for social recreational.

Jubilee Park is often closed for various reasons, preventing sporting opportunities for some sectors of the community.

There should be more playgrounds in comparison to other big cities.

Need to provide things for older youth to do, e.g. snooker or darts, get together and be supervised.

Dissatisfaction with multi-purpose public halls and community buildings

You said that you were dissatisfied with the multi-purpose public halls and community buildings. Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Base: Residents dissatisfied with multi-purpose public halls and community buildings

Unfamiliar with the service.

Very difficult to hold meetings, so need to have more of these halls.

I don't think they are maintaining the properties to the best they should be. Missing in the contractual agreements. Council not being specific enough in what they are wanting done.

The age and condition of the local community hall in our district.

Do not have a building for a purpose anymore.

The Hope community hall is the only closest hall to us, and that is at least 15 minutes of travel.

Because they have given them all over to trusts, in this area, they are not run by the council anymore.

I'm assuming toilet rooms are not up to scratch for disabled people. Usually too low.

Very poor heating in the Richmond town hall and heaters are in bad condition. They all need renewing.

Lack of maintenance.

Ratepayers use them, and they just pay out money for people to use.

Don't know.

They are selling them off. Living in Takaka, we have small halls. We have to fundraise to keep them going. The community ends up funding them to keep them going, and for maintenance also.

There is no need for millions to be spent on a new community building, only 2000 in the population.

Building in Wakefield needs to go due earthquake specs. It will need to be replaced as it's used a lot.

See them as a waste, underutilised.

Everywhere is boring around here. The playground that used to be in the Modelers Pond is boring. They could have used the space a lot better. Our spaces are old and boring. None of my kids ask to go to the playgrounds.

Lower Moutere Memorial Hall needs to be made more available.

Rarely use them as they are not attractive.

Some of them are just old and dated.

There are not enough public halls and community buildings in the Tasman District.

The town hall needs an upgrade, but my rates don't need to go up.

I don't think communities are encouraged to use these facilities. The facilities are run down. When communities do want to use them, they seem to have a problem as the council does not seem to make it easy for them. Council should be encouraging Communities to use these facilities.

Not sure where they all are. I couldn't name you any.

There needs to be some more council funding, not committee fundraising. Pohara Hall needs kitchen upgrading. The committee is currently fundraising for that. The other halls are very old and probably need an upgrade as well.

I think it is a big hall that does not get used and has had nothing spent on it in years. Don't know if it would ever get used. It has not been modernised.

Mapua Hall - I think there could be an improvement in parking. Building itself is okay.

Taking Richmond as an area, there is very little here. The Headingly Centre is the main one people go to.

I don't know anything about them or where they are.

Don't look very clean and tidy at times.

They are getting old and dilapidated. The town hall needs to be replaced.

Mainly the aging of the building maintenance.

Wakefield - we really don't have anything like that as a community, and that's nice to use.

It's not that accessible for us in Richmond.

The best building is Headling Centre, which is not council funded!!!! Church can't afford to finish it; it is a missed opportunity.

They are unnecessary. For so many, the revenue received does not cover the cost to the council.

No comment.

I don't use a public hall that is council-owned as we have a community one, and I am happy with it.

I can't provide an example as I do not use them and not aware of where they are.

They come, and disappear, and the community do not touch in. Also, not all are funded.

The Wakefield Village Hall is not earthquake proof and is not fit for the purpose. We could do with better out here.

Outside of urban areas, not many facilities.

Motueka Hall is so old and rundown that there is a lack of heating.

Richmond do not have any of these facilities, only has schools or churches.

Richmond - Lack of them.

Car parking isn't up to scratch, a lot of them are pretty limited, everywhere has got yellow lines these days, compared to how many parks used to be there.

Just general maintenance. I have gone to Fox Hill Community Hall - it seems like it needs some maintenance also the community in Wakefield as well.

We don't use them.

This is just for Tapawera.

The cost of hiring the Recreational Centre was four times that of hiring the bowling club. Murchison.

Does not where they are. Once she is aware of very expensive to use Richmond town hall. Very rundown and expensive to hire.

We have one hall, which is a very old drafty thing.

I feel like we don't have any large venues for large events. Everywhere feels quite small in terms of venues.

There is nothing in our local community that we can go to that is close by. There is nothing for the youth in Brightwater.

They are old and tired as well - just adequate. Due to other priorities, not top of the list for revamp.

I don't know where they are, they don't make it aware for the public to say that they are usable.

Some of them are just really hit-and-miss. The Richmond memorial hall on Cambridge Street is really cold, big, and echoey. It is not fit for purpose. The Hope Hall is another example of one that is not so good. The ones I think are good, the council has invested in the Murchison community centre, and Upper Muchery/Murchery halls and those types of facilities are good. The one they've done in Mapua is also good.

Dissatisfaction with community programmes or events

You said that you were dissatisfied with the community programmes or events. Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Base: Residents dissatisfied with community programmes or events

It's too expensive for the ratepayers.

In the Richmond district there are no events held here.

I don't think there is not enough of them, especially in Mapua. I think they are being offered by individuals.

I am not really interested in them.

I don't go, so I can't comment.

Lack of ones I am interested in.

Same thing really. I think they cost a lot more than they need to cost for what they deliver.

Don't need to spending ratepayers' money on them. That's the role of the government.

Not happy with the 5G cell tower and the edge of it.

We don't have Carols by Candlelight and Outdoor Movies. They don't happen in Motueka.

We all pay the same rates, but in Takaka, we don't have these services, e.g. pool and events, and inconsistent expenditure in the district.

There could be more community events. Movies are shown usually only once and infrequently. They should be shown once a month. Sometimes, they have too many events on at the same time.

Don't know enough about them.

It is not necessarily up to the council to provide.

There are not enough of these at this stage. Also, the Skatepark should be more organised.

We make our own events. We don't have any regular events like these examples here in Murchison. More BBQ facilities for people to use, as well as a bigger playground.

There needs to be more events for youth to keep them off the streets.

Don't think there are many of them, and if there are we don't hear about them until too late.

Not up to what they do not sure.

If you do not use Facebook, you do not know the events are on.

Too many of the events are in Nelson or Richmond so we have to travel quite a distance to get there. Given the aging demographics and people with disabilities, the travel becomes harder. It would be good if there was some travel assistance (subsidization etc).

The ones that they have done, I haven't gone to. So, it's kind of hard to have an opinion on them.

The residents cannot afford it, and the rates are increasing and should be trimmed.

They used to do keep fit for the ageing at the recreational centre, but they don't do that anymore- pump, cardio, kickboxing like class. The elderly who have lost partners would benefit from going to them.

Not seen many events, not many outdoor movies advertised. Like to see more events. If there were, more people would go to it, would be good for the kids.

I don't want double-digit rate increases if that is what they are proposing.

There's just not enough of them. Barely any advertising for youth, practically no youth programmes around. Have a lot of kids roaming the streets quite late especially in weekends.

I don't hear much about different events that go in, and I am not well-informed. Nothing targeted at young teenagers.

Reading about the cost of events on these neighbourhood reserves and playing events. The ratepayer should not have to fund these events.

Don't use them; they are not our type of thing and timing for a young family.

In a very rural remote area and does not have these facilities.

These are non-existent in urban areas.

We live so isolated that it probably doesn't reach people rurally. Less options and events.

I don't know who is supposed to run them or organise them. We are a small community, so we do not have many.

I have never been, so I don't know. No reason.

I don't think there are enough youth programs in the Tasman area. Speaking to the younger generation, there is not enough. The Richmond skatepark down by the YMCA is dangerous, and there is a lot of violence down there.

Small town and does not get organised by council here.

Tapawera - We have had an outdoor movie. There is nothing else I am aware of for our youth or older people.

There is not much for the youth. Movies are usually for the younger ages. It's either for those under six or older. Not everyone can travel, need a regular bus service that actually operated on weekends.

I don't know anything about the programs for Positive aging and youth. I work in aged care.

They didn't hold the Christmas Santa parade.

I feel they could do better with the events and getting people out into the community.

They could do a better job with actually having more events that are engaging the few times they do have them they are quite well supported I know they support Richmond unlimited with events I think they could do a bit more and make them a bit more relevant to the community a lot of it is happening in Nelson city rather than further out.

Dissatisfaction with the Aquatic Centre

You said that you were dissatisfied with the Aquatic Centre. Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Base: Residents dissatisfied with Aquatic Centre

Unfamiliar with the service - do not use the service.

Very poor management, poor training of staff on the desks, there are several women who have had money problems, e.g. they've paid for it and been told they haven't paid. It is not always clean. The women's toilets have some funny flushing system that needs replacing so they are often not flushed. All the ANZAC signs are still stuck up on the wall.

Costs too much money for ratepayers.

We don't have an aquatic centre in town.

The cost.

It's not well ventilated and bigger.

It just doesn't seem very clean, the pools seem quite slippery, the bottom (of the pool) - it doesn't feel clean. It's been better in the past.

Because (the aquatic centre location) is only in one small area and caters for one small group, when we've asked for some (swimming facilities) in other areas they have not listened. It takes two hours for us to get to the swimming pool.

Too far away nearest is in Richmond.

There is no aquatic centre in Motueka.

Far away from where we are, Richmond is the closest one.

Using ratepayers' money. A lot of ratepayers don't use it, so why spend money on stuff they don't use.

Not in our area.

Too far away from Motueka.

The classes I take part in have quite got complicated WITH A BOOKING SYSTEM WHICH MAKES IT VERY DIFFICULT WHERE THEYRE LIMITING PEOPLE AND THEYRE BOOKING ONLINE. My own daughter, has experienced, crypto, etc bacteria in the pool. The facilities, it can get busy there is very limited family rooms even though there has been an upgrade there is a lack of family areas, it's probably more and more people using it is not meeting the demands.

The changing rooms are gross and dirty. They need to be cleaned more regularly. The ventilation needs to be great improved for spectators. My kids are getting cuts from the pool (probably from chipped tiles). The whole level of cleanliness in centre is gross. Kids enjoy the Friday night "Wave Rave".

It is in Richmond and not in Motueka. It is 30 minutes' drive away.

Too old now it requires new development/pool, the demand has increased due to more people moving in the community.

Does not exist.

Don't use the service.

The aquatic centre in Richmond is good but we can't utilise it as often as we'd like. We've only got the local school pool; we don't have an aquatic centre in Murchison that we could use.

I think they need to enlarge the pool. We need an Olympic size pool.

Felt that the staff were not helpful.

A long travel time.

Is great but is a 40-minute drive from where we live. Nothing around this area.

The lack of maintenance e.g. showers. Could be a 50-metre pool.

The showers are chlorinated, no point using after swimming.

Out of my reach, uneconomical to get there.

Lack of showers, tiles are very mouldy, all of the pools are not clean anymore. Needs to be redone I would say.

Too far away from house.

We don't have one in Golden Bay.

Noticed a bit of a problem - there is sexualised activity at the pools that has happened in the Nelson region. Recent high-profile case of anti-social behaviour and an older male has been jailed for five years.

In a very rural remote area and do not have these facilities.

Richmond - minimal programmes.

We do not have one here.

Too much chlorine in the water and too many problems with the people in there.

We don't use it because it is so expensive. For a public community swimming pool, it is overpriced.

Have only been there once in my life so just gave a middle answer, no reason really.

It's very expensive. The chlorine is overutilized and makes it uncomfortable to be there.

Overchlorinated, no fresh air.

The cleanliness. We go a lot and sometimes the lifeguards come across like they're not paying attention, some of the younger ones get distracted chatting.

I don't go there so I don't have an opinion.

Too much chlorine in the water creating an allergic reaction.

The price. The cost.

They shouldn't make adults that accompany kids pay. It should be free because they help supervise the children.

Allergic to the chlorine content - Richmond.

The cost.

Dissatisfaction with roads

You said that you were dissatisfied with the roads. Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Base: Residents dissatisfied with roads

Going down Higgs Road in Mapua, Lower Queen Street, particularly from the fertiliser factory up to the traffic lights. They are quite bumpy. The roundabout off Catherine Road into Mapua Drive is dangerous, there is a big mound with plants, and you can't see if there are cars behind it.

I live in Nelson Lakes; the roads have potholes and are uneven and I live on a gravel road as well.

All roads do not get mowed enough, danger for people and a fire danger in summer.

The roads seem quite bumpy.

A lot of footpaths are really rough, tree roots etc. Need to be better maintained so people do not fall over.

Richmond - Signage for the road outside Wensley House where it has been dug up is not sufficient.

So much of roadworks and detours.

I live on Hill Street; they're always digging up the road for power lines and drains. Always have red cones.

Noticed that in the last seven to eight years there is congestion in Richmond due to heavy truck traffic and a general increase of private cars as a result of subdivisions built without any thought of traffic flow and volume in and out of the subdivisions. There is also an inability for trucks to bypass Richmond on the way to the port.

Use Facebook to notify road closures to residents, or signage with more information with the length of time roads would be closed. Side road for children at bus stops. In Mapua is dangerous. Cars and parents and children are crammed and congested makes this dangerous, the bus for Mapua is at school. They leave over the main road/ main highway to the side road; they should make the free bus easier and safer to get on at the Mapua township. The free bus/e bus is full of school children, but it needs more services for the weekend and evenings. A later bus so older people can get on to, not just the school children. Timing needs to be improved.

Roads are all patched up.

Roads are a blend of the state highway and rural. Feel sad for the farmers because of the speed zone.

Potholes. Wensley Road downwards.

The condition of the roads locally, when there is storm damage the repairs are all hodge podge and then the roads are damaged again within six months.

The congestion is as bad as the worst areas of Auckland, and this is in a small town. Need to put in bypasses.

Mainly the potholes in Talbot Street and the I'm very unhappy with what they have done in parts of William Street because I think it's dangerous. On Salsby Road the buffer blocks to separate the cyclists and the drivers either opposite the shops or closer to the school.

The raised pedestrian crossings that are slowing down traffic.

Roads are congested during peak times of the day.

Five years to fix the road on the road, lots of road closures.

Amount of traffic congestion.

In our area, there are a few accidents due to vegetation, for example Pomona Road and Crusader Drive. Crusader Drive narrows to one lane which goes around the corner where visibility is blocked by huge tree and bush. This is hard to see, and it is dangerous when people haven't slowed down. There have been some close calls.

The new e-buses are breaking the roads, and it is dangerous.

The roads are busy - congestion, even the side roads are quite busy.

Extremely disappointed with the road layout and parking versus cycle ways. Champion Road and Queen Street. Absolutely ridiculous and disgusting.

High Street has a massive amount of traffic has no real plan for the future. There should have been a bridge especially since they talked about it for 50 years.

I live on a road that used to be a suburban road. It has a lot of potholes, which I am trying to repair, but it is quite noisy, too. The type of repair needs to be looked into. Potholes become an obstacle because they are not smooth.

I am on Herbet Street in Richmond. they put speed bumps directly outside my house with planter boxes on the road so I can't back a trailer into my own driveway. around the corner, (all of this is the same project, streets for people thing). There is a speed bump on the intersection of Darcy Street and Salborough Road. The speed bump is right on the intersection. It is ludicrous because you can't judge the speed of the vehicle. People have to slow down in the middle of the road, and it is very dangerous. It is very difficult to judge the traffic speed. On Salsborough Road they have taken out of all the parking. Painted it with road markings but screwed it up and then repainted it. When it is raining or dark you can't see where the road markings are. It is very dangerous. Lack of consultation with the people living in the area on these projects. Then ignore feedback from residents after the fact. Waste of money.

Wensley Road - poor standard of the road and the repeated repair

No parking in upper Queens Hills Street, Champion Street, Salisbury Street. Trades people have nowhere to park.

Forest Creek Road the gravel is not good, too high, and rough, not safe to drive. Sunday Creek Road the grader has filled in ditches, the river is not up kept, the flood will take out the bridge and power cable.

Some of them are a little bit rough.

I find up our valley here a lot of log truck activity. They take a lot of pounding; I think they are quite rough really.

On rural road we are on the road is unsealed. I have asked many times to have it graded and it has to get to a disgusting state. I rang up and I was told that if I keep calling about the issue it won't be graded.

There seems to be potholes and they are very rough.

General condition of the road. Not maintained.

Taking our carparks away outside our property. No more parking at all, can't get family get together anymore. Sick of the potholes. Sick of the uneven roads going to work between Richmond and Stoke.

Roadworks leaving gravel behind, still rough, not cleaned up properly.

When there is refill/repair there are always bumps on the seal, not smooth. For someone who has had spinal surgery like me, it hurts when I drive over those bumps.

Ridiculous high-speed limits on a lot of the roads.

The non-instatement of the temporary speed limits back to their original speed limits - Appleby highway. The removal of parking - Aranui Road. The length of time it takes them to do any roadworks.

The roads have potholes and bumps and not as it used to be.

Wensley Street and Hills Road have lots of damage from e-buses. Queen Street into Beach Road right-hand turn, a chunk of seal has come out, knocking vehicles about been like this for months.

The roads are breaking up and the repairs they have done don't match the road. This is Wensley Road.

General lack of maintenance, potholes, bad sealing of the roads.

Not so much the road but the continued development leading to too much traffic.

Very difficult as a wheelchair user to go around Richmond.

Council making it very complicated involved spending money which is going to require ongoing maintenance. Painting on the Road – Richmond.

Too narrow, too rough on the services, too many potholes and signs are not clear. Corner has trees.

Queen Street intersections, there is too much traffic, they need to widen the road to four lanes.

Some road's need work. Some in terrible condition.

I live on a gravel road, and it's not maintained as adequately as it probably should be. Murchison

They have recently put speedbumps which I find dangerous. Florence Street.

Crossing for cyclists - where vehicles have to give way to cyclists.

The roads around Richmond are in a bad state, there are bumps and pot poles, there are a lot of people living here so they are on need of some TLC.

Conditions of the roads are very poor; lanes are not followed properly, and projects are not completed as intended. Quite dangerous if there is any emergency and the layout should be improved. Stop road markings in the intersections.

Poor quality and potholes.

Richmond area - they were going to be doing a bypass because the traffic is so bad. I think they have put it on the back burner.

Potholes. Also, the amount of time to get berm cuttings fixed was years.

In particular the intersection of Queen Street and Hill Street, and Kihilla Road past George Kidd Street, there are deteriorating roads there, from poor maintenance years ago. I am quite dissatisfied with all the cycle ways, road paint and walkways. I feel a lot less safe as a driver with all that stuff and concrete blocks, e.g. on Salisbury Road, pipes sticking up between cycle ways and car lanes, the whole thing is becoming hazardous.

About these electric buses because they weigh 14 tonnes, and they drive on the same route. because they are so heavy the road is failing. Often these buses have only got two people on them, so somebody should've thought to get smaller buses. Electric buses are fine but get smaller ones so you're not running big heavy buses on the same route and breaking up the road. Queen Street is terrible because you can easily, because the road is sloped, it is no good for cars to get up and down there.

Wensley Road - they are repairing it, but it seems to be taking forever.

Too tight and not wide enough.

Constant roadworks everywhere.

Dominions Road almost get airborne over the humps and hollows in the road.

Between Motueka and Richmond with all the roadworks that are happening. All the different spots where there's short gaps where you can speed up and slow back down.

They are not very well kept. They are not well maintained. Speed limits have dropped.

Always full of cones, spending too many \$\$ on roundabouts and crossings.

15-minute cities not good, stupid things to roads taking out parking etc.

Sheer amount of traffic, just terrible. It chewed up all the way to Berryfields.

Traffic lights system in Richmond needs a bypass everything is being held up more people here now roading hasn't been upgraded to accommodate that.

The traffic in the main road doesn't flow very well. The new traffic lights have slowed down the flow of traffic.

Potholes are bad everywhere.

Traffic lights end of Queen Street, width of the road.

General surfaces are not smooth a lot of patching happening.

Wensley Road taken so long to sort it out. Main routes closed at the same time.

Taken a lot of parking. Drive a long distance to work have not space to park.

Everything is in bad shape.

Central Road has grooves, dangerous for motorcycle, corner of Wills and Central Road.

Commercial Road - example dip in road for three years. They never got that part. Eventually did.

They can't handle the amount of traffic.

Lots of potholes on Whakarewa Street. Roads in general are not that flash.

Hurst Street, potholes outside our gate need fixing.

Roads are too congested - especially Queen Street South. Business and new housing development are flowing into a double lane road but only single lane going each way.

The condition on lower Queen Street is full of potholes and it is uneven for a major roadway. Implementation not well done for road users.

Heavy traffic causing more road repairs, more heavy trucks than before, roads need to be upkept.

All the tar seal is not good.

It is not only regional it is nationwide, but the problem is also loose chip, potholing, general condition of roads and the multiple speed zones. The areas are general. In short not enough money spent on regional roads or given enough direction to spend money on roads - are likely given on cycle ways.

There is a raised pedestrian crossing (Old Wharf Road) by the rec centre. Shut the road for six weeks costing \$400,000, utterly ridiculous. An emergency vehicle would have difficulty getting across.

Trying to bus, but they do not go near your house.

They are pretty rough, (heaps of) potholes, they have taken away all the carparks without listening to the feedback of the people.

Unnecessary work to Richmond Reading network - e.g., cycle lanes; Hill Street, Queen Street and Salisbury Avenue.

Takaka - how come they are always working on the roads its terrible.

There are roadworks and it takes a lot of time for the projects to complete.

Where I live there are a few gravel roads which are not maintained out by Tasman Heights, and down in Mahana, country roads just aren't that maintained, there are potholes from tree roots the roads are narrow there is too much housing going on and the roading and infrastructure is not adequate.

There is so little parking. There is a huge movement favouring cyclist. They are catering more for cyclists than for residents who live next to the road and use them for their cars.

Hoddy Road is not maintained, poor visibility.

Too many potholes. Congestion on High Street.

Wensley Road, rough. Queen Street, cycle lanes.

Take your pick. It is all over the show. Champion Road, Salsbury Road. All those streets there. No parking.

The roads have potholes here and there. Fixing is just a temporary job, and they spend more time and if they fix in the first place then less money in spent as a taxpayer.

Nine months to fix one small pothole after flooding Chillies Road Appleby. Sink hole on the road with all the men on the road working nothing happening.

Lower Queen Street is really patchy. There are so many of them. Seal peeling off the road.

A lot of patches, Salisbury Road changed all the markings travelling at night you can still see the old lines. Not clear and dangerous. The concrete barriers are dangerous, the armdellos are much better. Created Salisbury Road crossing and Champion Road crossing for the students on bikes etc ride on they expect you as the driver to stop. These need traffic lights. The students need to stop and look follow road rules.

I think that there has been lots of patching done on the roads like Wensley Road and main road that don't make the road nice and smooth and good for driving on.

Because of the stupid barrier things that they put along Salisbury roads for cyclists, which makes it dangerous for motorists with ambulances, etc, coming up behind them. Those things are far too high if a car goes on it would cause an accident.

The roads around Tasman district or not maintained they are just patched, with new e-bus services are doing more damaged to then roads.

Rural roads unsealed roads, not having roadside markers anymore. That would be on the wider Tasman District on all rural roads. In the summer months I don't believe they did enough to before it was very dry to reduce the vegetation on the roads.

Condition of roads. The bypass is in the wrong direction. Developments are over stretching the roads. Maintenance is a big issue.

Very rural. Roads are in a bad state, dangerous, wheel alignments, gaps/lips between road/bridges, can make driving unsafe.

A lot of potholes around. We popped a tyre on one, \$400 later it's still not fixed!!! We need a pool in Motueka, all year around pool.

A lot of road works. Road congestion due to more cars in the district.

Some of the roads are terrible even after patching up - they are disgusting. Wilkinson Street has spilt paint it's an eyesore wondering if it will be cleaned up or someone should at least waterblast it.

Full of potholes, is rough. Dehradon Road.

Deteriorated over the last decade or so.

The right turning lane onto lower Queen Street heading towards Berryfields - Richmond.

I ride a motorbike, there are a lot of bumps and potholes. These are very dangerous if you don't see them in time.

The roads are in an appalling condition. The potholes, the sealing is of a poor standard it's never taken up completely. Constantly getting patch on patch on patch, this applies for the state highway as well directly outside our home. They over sealed it they used chip that was so big that within in a week it was starting to fall off again. I complained, took four phone calls and it took a week for someone with authority to call me back and go and have a look. I don't think the contractors, I don't think they have a good enough eye on what they're doing. The outcome of what was happening outside our home was that they couldn't go back to the contracting for over a year. It is absolutely bollocks. The chip they are using is a proper fine roading chip.

School is trying to get a cycle/walk from school to community centre still on hold due to private land logging trucks motorbikes. A lot more congested no room to pull over. Speed needs to be brought down, too dangerous.

Alterations are making it hard to use. Parking difficulty.

Roading hasn't allowed for urban growth. There is increased congestion of traffic to and from the development. Traffic blocks into one area of lower Queen Street, zero planning for congestion in general.

Too many road works causing congestion. Tell the residents that road works are happening, the e-bus has limited times to pick up/drop off, not in weekend, which is needed. Lower Queen Street very congested.

Removal of parking outside on Hills Street for residents in Richmond to make way for cycle ways. The likelihood of rolling this scheme on other roads such as Washbourne Road/Street. It is extremely inconvenient for tradespeople and residents.

Long time for some repairs to be made. Roadside markings need to be improved. Road alignment is not good for rural.

Just not being maintained, road cones everywhere. They need to be collected. McShane Road work finished a week ago but cones still there.

18 months same pots in same places not repaired, Harley Road.

Traffic on lower Queen Street out of the new estate, you can sit there for a long time with no movement.

All out the Motueka valley, they are not maintained at all very well. The speed changes as well, so ridiculous.

They spend money on places where they should be doing up roads, they waste money on speed bumps, cycle ways etc. Whoever works up their ideas of roading needs shooting.

Roads have not improved to handle the number of developments. More cars on the road, the roads are not keeping up with the volume. Potholes take a long time to be repaired, around Marriages Road and others.

Roads, some are not sealed well.

Lower Queens Street. The traffic is overcrowded and dangerous. Upper Queen Street has no parking. Lights from Richmond into Nelson. Not enough lanes.

Water going down the side of Batton Saddle Road, a flood will tear the road.

I believe there's a fair bit of unnecessary stuff, like the lowering of the speed limits and the roundabouts on High Street and stuff.

The roundabout by the clock tower not good at all with the crossing really close. As a driver not enough time to spot pedestrians if they are wanting to cross, it's too busy.

Mainly the congestion on the Richmond Road at peak hours.

Just feels like roadworks going on at all times. Seen roadworks having to be redone because it hasn't been done properly in the first place.

Ohara Road upgrading sewerage schemes like going on a roller coaster.

Multiple potholes on the roads and that's not safe for cars - they are not repaired frequently and correctly enough and it's a concern for learner drivers.

Roads are shocking, most pretty bad. Road works are everywhere, lots of potholes on the sides of the roads. Motueka valley is quite bad.

The corner of Gardiner Valley Road and Moutere highway. Replaced a bridge it was 100mm higher than the caused wheel alignment issues, how does an engineer sign off on such a big error.

So many roadworks.

Traffic overloading, no flow 2 potholes get patched each year and come, six to seven years Hemginly Lane they are big they put your wheel alignment out.

Road surfaces, road markings, and signage is poor.

In Motueka the remove carpark for planters. I mean overall that would just be the only issue that there is a lack of carparks that could be carparks. I personally don't feel the pedestrian crossing is necessary there for the three lights. I feel there is too much on the changes and dissatisfied with the roundabout and yeah, the way the cycle way has been constructed on that I don't think that's been a productive way and that it had to be redone.

Quality about the roads is not good. Maintenance is not good.

We live on a rural road. Maintenance is ok but there is lack of maintenance of margins. This is a risk to everyone. The rural area.

Our town centre speed has been reduced. Unnecessarily slow speeds.

In the country the roads have lot of potholes, very rickety old roads, take way to long time to fix them.

I guess it's the overall roading plan really, and obviously the region is suffering huge congestion which should have been addressed years ago, even if they put tolls in so people could share /commute.

I drive trucks and the roads are s**t because they are not maintained properly.

Roads are built for motor vehicles, not for steep bumps. Lower Queen Street needs work. Need to be built up compacted properly and then resealed so they don't sump.

They are two narrow in Commercial Street, Takaka township.

The design quality of the roads (particularly the shoulders of the roads) is very poor. There is lip on the edge of the seal that cyclists and pedestrians have to navigate. This is dangerous.

Maintenance and the condition of the roads.

A lot of the roads in general have potholes (e.g. Exchange Road).

Nothing in particular, I just feel like they could be better.

Live on a rural road with gravel. Road traffic goes throughout the day and extremely noisy. Potholes are plenty.

Live in rural and have a gravel road and has potholes. Not well maintained and damages car.

Potholes.

Potholes in the roads e.g. Newdorf Hill. Have to go through it no matter what.

Gravel roads that don't get maintained.

High Street is a patch on a patch with holes and hollows and humps. Quality is poor.

So much road works happening, infrastructure to many new houses etc, not working on the roading for these new locations.

Road maintenance poor width of road and parking is poor road markings and lighting is poor in some cases. Berms are too wide and road too small. Wakefield has lots of one way in and one way out, very congested for the number of properties.

Pretty rough with potholes, all they do is patch them and break open again. Whakarewa Street. A lot of them are like that.

The lack of kerbs that was just around to run the water off the road and not letting it run off into people's properties.

All over Motueka, our roads are "stuffed" - potholes, uneven, bad repair work.

Commercial Street too many potholes (into town). Going over the hill from the Waitapu Road to the end of Commercial Street, guaranteed potholes.

Queen Street and Champion and Salisbury Roads; taking away all the carparks. This really stupid. Putting cycle ways in and not be used.

Aniseed Valley Hill – Narrow

The current Salsbury/Hill Street Road work, Queen Street it's all cones and there are not even people working there in the weekend. It takes far too long to get jobs done.

Again, its limited. Farming and rural, everyone lives so far apart.

More the cycle lanes have both sides of the roads is crazy, one side would be plenty, nowhere to park a car. Or motorbike, pedestrian safety issue at the Gladstone Road. Someone will get killed there, big trucks not slowing down. Foot traffic heaps should have an underpass. The lights change to quickly so get about five steps and its already changed.

All gravel. Narrow bumpy roads or gravel.

Mot Valley Highway - So uneven towards the Motueka end. Throws you over the centre line.

Lack of parking the reduced speeds are silly, putting people out of business.

The quality of the roads (are poor), they put a heap of judder bars on my street to get out on to the main road, they are everywhere, if you are turning left you don't need to go over a judder bar to get onto the road, the quality of the roads are terrible, especially in a light truck or older vehicle. Potholes, roads are not level, bumpy, down by the freezing works where they've put the pipe there, there is a massive wallow on the road.

Bit congested at times.

I know one of the worst ones that they've spent a lot of time on is Lower Queen Street, all the way down to the MDF plant it is bumpy as hell, it's a terrible road. There are a number of streets that are a bit average.

Just that the roads are not being maintained that well, especially the gravel roads in our area.

Sherry River, it's the only road I drive on and its full of potholes, it wrecks your car, I understand that a lot of logging trucks go through there but it's really bad, bang you're in one.

The roads are not holding up to the new transport system. Spends most the time on a bike and the road configuration is very confusing. Am concerned about safety.

Commercial Street, Takaka, surface is degraded with hollows and nearly continuous road works making no difference.

Lots of potholes, always working never seems to come to an end.

Maintenance of roads is better than it was, needs to be kept on top of and upgrades seal extensions.

Hill Street and Queen Street, the new buses have destroyed the road. There are potholes everywhere! Driving is a nightmare!

Outskirts of town, they have a lot of potholes on the backroads.

Wensley road is one of the horrible ones. by waimeri school, cycle lanes all over the place. Queen Street too. All of these locations have too many cycle lanes and speed bumps.

Road maintenance is lacking, issues could be dealt with earlier - edges pretty broken up especially where I have to pull over the school bus, I drive.

Generally, the quality of the product we are putting on the roads (is poor quality), the kind of material we are using is just quick fix stuff and is not good long term.

It just seems to take a long time for repairs to happen and some of the repairs don't seem to last for very long. It seems the road blows apart. It always seems to be the same places with potholes.

They are not maintained enough. The gravel roads were graded, and there is heavy traffic on the roads, so they are not maintained as expected.

Lots of road works and cones up for a long time. Hill Street.

The general condition (is poor), some of the roads we go down are a little bit rough.

Lots. Hill Street, Queen Street, Salsbury Road, taken all the parking away, huge amounts of disruption. Survey after the fact, has not measured what the residents wanted. Flow of traffic hampered more unsafe.

Dissatisfied with the numerous disruptions on the roads. There are cones, I also think its pointless spending on changing already existing pedestrian crossings making them raised. The ones near intersections and roundabouts are dangerous and are a waste of money.

Just the continual roadworks and potholes.

The likes of Wensley Road where theyve recently done patches that haven't even lasted a month they've all got potholes through them.

I live on Best Island and to the corner of my property is council road, they have recently bought the remainder of the road on to Best Island also. We'd be lucky if we got the potholes sorted or the road re-graded once a year, hardly maintained. The grass verge gets extremely long in the summertime, I'm worried about it as it could be a fire hazard, it's just not maintained. Also, on Lower Queen Street they are doing quite a bit now, but in the last year they really didn't do anything to it, and it was very rough. I feel like the Council have forgotten that Best Island exists.

My family have lived on Hill Street for 20 years. I can't go visit them because there is no parking for miles. Can't get meals on wheels. Queen Street, Champion Road, and Hill Street. Too many cycle ways. The council has not listened to anyone and took it upon themselves to implement something that's not working. Health care workers have nowhere to park when they go to people to provide care.

There is nowhere to walk out in the front of our place (Waimea West Road). You may fall into the ditch. You have to walk on the road.

High Street has lost all of its off-street parking on both sides of the road, is a long road so is difficult to visit people especially if you have mobility issues.

I bike to work. There were two potholes repaired but within two days the potholes were back. There are so big that you can't go around them with bike. They are not repairing when they are supposed to be.

Hill Street/Champion Road, yellow markings cycle lanes and lack of parking, slippery green paint on the cycle lanes.

There has been a lot of traffic congestion not just during peak times.

Wensley Road. The speed humps are a risk because you can't see them at night. They are close together and quite high. Queen Street/State Highway traffic lights are not sufficient for the traffic and causes congestion.

Roads in general are a bit rubbish.

Just the potholes, around Motueka valley.

Intersection by McDonalds end of Queen Street consistently congested. Richmond.

Harley Road is in bad disrepair. In general, most of the roads are okay.

Level of service and responsiveness to issues, you can see known areas you can see that need repair and they don't get repaired for a long time.

The way that they have put these big chips in Wildmans road, they have taken ages to settle, it is really bad driving down there.

Bateup Road and Wensley Road were blocked for like three months each at a time and now another road blocked. So much backed up traffic, this makes that bottleneck.

High Street, Motueka, Commercial Street, Takaka. They've done work in Motueka, but in summer it is still incredibly congested. I don't know how they'd solve that without a bypass, it seems like when the road was designed it wasn't intended for its current use. Commercial Street is a little bit drab; they could do a better job making it a bit more user friendly for pedestrians.

Three Brothers roundabout, Gladstone, Prebbtons Corner to Nelson is a balls-up. Whole Richmond area is a disaster for traffic. Richmond deviation should be four lanes to Three Brothers roundabout.

Generally, a lot of patch work that make driving uncomfortable. Multiple patches within each other instead of fixing a larger area.

The traffic congestion is horrific on bypass by aquatic centre. System of lights is difficult to navigate at times. Some civil work is below reasonable standard. People are not aware of high pumps in road. Bumps not well identified and/or painted.

Referring to the Motueka Valley Highway - there is a large volume of heavy trucks and vehicles that mess up the roads. Whilst the contractors say they have fixed it, it's not done properly and have to return regularly as the issue has occurred again a few days later.

Our main Queen Street intersection into town is diabolical. The motorway link between Hope and Nelson should be two lanes. The 80 km zone through to Blenheim is ridiculous - no need for it.

Dissatisfaction with footpaths

You said that you were dissatisfied with the footpaths. Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Base: Residents dissatisfied with footpaths

Can't think of an exact problem.

No footpaths in rural area have to walk on the road. Mums with prams little kids on bikes. 10th best beach in NZ no easy access.

Rewaka, hard to walk around the area, lots of big trucks.

Rough areas roots etc, allowing falls please maintain them.

Some of the footpaths are not very good, I don't like sharing the pathways with bikes, I'm not happy at all about that.

The new footpaths/paving gets you to cross over roads more than it was before, the planter boxes are blocking the road more, the road is skinner, no room to pull over, its more congested.

Walkway stops in between of the highway. Incomplete plans around Tasman for walkway. Walking is not pleasant having all on the same way and can have all coming at same time.

Plant boxes make it dangerous. Only thing that is safe is cars.

The pavements are not good for foot traffic.

The width of the footpaths is shocking, you're sharing with cyclists now and they are getting rougher and rougher.

There are some pretty rough footpaths around the place – Richmond.

Lot of the pathways are uneven for mobility scooter.

Footpaths on hillside is very small. Mobility scooters cannot use this.

Outside of the schools and kindergarten they have a raised table crossing. The kids don't have the physical barrier of what is the road and what is the footpath, so they just run across because it's the same level as the footpath. Intersection of Elizabeth Street and Florence Street for example. The planter boxes are used as rubbish bins by the school kids, so they just collect litter. People also graffiti on them.

There is nothing, there are no footpaths, we walk on the main road.

Urban areas there are no street signs when walking, older people without good eyesight cannot read the signs, the street names need to be written on the berm/intersection.

Live in a backroad and the footpaths are quite uneven and is a hazard if you are not aware.

There isn't enough good cycling or walking facilities in our area.

They should not be there and waste of council money. Spend money on roads instead.

Large amount of wasted expenditure for no positive outcome.

Transport - too much focusing on the cars.

The unevenness of the footpaths and general state of repairs need to be improved.

Some roads are very narrow for walking.

Airfield - towards the Maori Centre is a gravel and grass area for people to walk on, disgusting in wintertime.

The condition of the footpaths, they are a hindrance for the elderly as there are bumps and obstructions.

They have less parking, making the road 30kms an hour (to make it walker friendly) is ridiculous, it slows everything up. The area outside the high school they spent 70k on some ornaments and blocked off part of the road which mean less parking.

Many places around our way, householders have utilised the berm to plant shrubs which grow into trees which over grow over the footpath, the Council says to complain about it, they don't go around checking.

Because business in Richmond particularly is having their parking removed from outside their business and there's less parking outside their business - example: Richmond antique shop.

15-minute cities not good, stupid things to roads taking out parking etc.

The footpaths on the main street in Mot are bad, there is a big gap and I nearly fell over and two woman that were sitting there said that's not the first time we have seen someone nearly fall.

Still lots of areas are not foot pathed unsafe for walking and cycling very narrow Parker Street.

Generally, footpaths not 100% for mobility scooters.

No footpaths in outlying areas from the town, inconsistent council involvement and spending. You need to live in town to use the footpath.

Everything is in bad shape.

Anywhere outside of Commercial Street that we walk too there are no footpaths.

Footpaths extended up our street it would be good.

There are gaps in the footpath around Motueka and Northern Thorp Street.

There is footpath that cuts off and you have to cross the road to continue on a footpath - they don't line up.

Used to go for a walk every day. No footpath and road are narrow. Would be handy if there was a footpath. Walk Road and Greentree Road.

The standard of the footpaths, I have to hold my wife's hand as it is quite dangerous. A visually impaired person would really struggle.

On our road here there is no sidewalk or berm at all, there is no white line at the side, it is not very walking friendly.

I live on Old Coach Road, it's a country road, there's a lot more housing going in, people like to walk their dogs and things like that and there is no edge to the road.

The walkways and road areas are pretty good, but the trails need maintenance and doggie bags collector.

Narrow road, no footpath on Hoddy Road for a busy road.

Rural roads are very dangerous for walking. Footpaths and cycle lanes are essential for safety.

Where I live in Brooklyn barely anywhere to walk. The pathways they did was rocks and grew weeds on it was just a waste of time.

The rural roads have no verge on many of them. Dangerous for bikes, horses, and other road users.

Wensley Road, rough. Queen Street, cycle lanes. Need to be aware of disabled people's needs. Wheelchairs etc.

Instead of doing all the cycle ways put concrete down and have them for walkways. Put the money elsewhere.

Crucher and Talbot streets in Richmond the surface is not suitable and creates a hazard. Not suitable for mobility scooters.

Put down a new section of footpath but it does not extend all the way down Pitfure Road. They have left a ditch which people quite often fall into.

we have no footpaths in stevens bay roads are very narrow not room for kids etc. Road crowding now in summer as you have to pay for boat parking.

Some footpaths are uneven they go up and down for some properties boundary hedges are overhanging. One might have to step out when two people are walking on the footpath, we have to duck down branches when walking like on Greenwood Street when I will be walking tonight. They need to trim back so that people can walk down a footpath proudly.

No footpaths, more town footpaths if going for a walk anywhere. No footpaths out rural.

The pedestrian crossing is right on roundabouts. Dangerous for both pedestrians and drivers.

Old Coach Road has a footpath that goes part way then it turns to mud and then school children have to cross a road to the bus shelter. No pathway for kids to pass safely there.

Perspective from the view of mobility scooters: mother-in-law was in a mobility scooter, and the pathways were sometimes so rough that she couldn't use her scooter. the entry and exits of the pathways onto the roads are that blimming steep that she felt like she was going to tip off her mobility scooter.

Safety issues, on roads if we want to walk, we need to go away to be safe.

The State highways (between Motueka and Richmond) largely have no footpaths and so drivers move excessively fast because they think the roads there are only for cars and not for pedestrians and cyclists.

High Street nothing has been done, especially the southern end.

Mo footpath between Upper Matmauri and lower Matmauri.

There are no pathways for walking out in the valley. The berms aren't mowed or maintained so you can't walk on them either.

The cycle lanes they are making it impossible for people to use cars, they are looking at dropping the speed limit, we have road jams as it is without them adding to it.

No footpaths at all.

In some places there are no walkways on one or two sides of the road. For example, in Takaka and in between towns.

Just the same as before, I don't really think you need footpaths in the country you just tend to walk on the side of the road and get on with it.

Lots of places where its unsafe to cross the road. in wakefield there is only one place where you can cross the state highway safely, and it take about 20 years to establish. I would prefer there is another one at the village centre near the bakery and police station for children and the elderly. There needs to be a crossroads there, it is high risk.

Walking is ok in the CBD but outside there are no walking tracks. Whakawera Street has a green road verge but no walking track.

There are no footpaths or shoulder around the area.

The footpaths are bad, tripping hazards, overgrown trees, they are in poor condition.

Don't approve of the excessive raised crossings. Allocate more of the budget on servicing smaller community footpaths.

Definitely a lot of over precautions for pathways now.

Around Murchison there is no lights/markings for road crossing, cars do not slow down. Uneven footpaths around Richmond and Murchison, footpaths are narrow.

They can be quite unsafe for prams and wheelchair etc out on the open road, it can be quite a strain on the arms for someone in a wheelchair, if you get rough bits of path, it can be hard work, i.e. bumps between pavers can be very hard on the body.

Most of the footpaths are too narrow and are cracked (past their used by date).

There is nowhere to walk in Golden Bay in general.

Pohara and Ligar Bay. Little or no attempt has been made to make this safe for the frequent pedestrian use. Generally, in many places' pedestrians are vulnerable to traffic because of the rough edge to the road. Specifically, in town areas, the footpaths are encroached on by businesses including sandwich board signs making it particularly unsafe for pedestrians, particularly disabled pedestrians.

The walking tracks are not maintained so people walk on roads.

Too many people doing to many road cones, roads work with nothing happening. The cost to do any roadworks not pricing increased as they take so long with so little action a day job seems to take a week. Should not take 10 people to fill a pothole.

As above, Golden Bay no way to get safely to recreation centre etc.

Dovedale - I have to walk children on the opposite side of the road to what is legally expected.

Where we are there are no footpaths, no berm to walk on.

Umakuri road, rural setting. Ditches are all overgrown so there isn't a side of the road. There is nowhere to walk. You are walking on the road. General maintenance in the rural setting needs to be lifted.

Sharing paths with cyclists not wide enough for passing, so the walkers end up having to move. Some cyclists are polite others not so.

The same as the cycling and walking path are the same. They should be joined together, there is enough space for both. you got four pedestrian used lanes and two car lanes and no parking. That's a thing that I find a bit amusing.

The footpaths are uneven and dangerous, especially for those in wheelchairs (Motueka).

There are not enough footpaths. Where they are footpaths, they have holes and are cracked. And they are not in the right places. They are not very wide.

It's not their fault we just live on rural roads with lots of trucks. Don't feel as safe on the roads here.

Walkways are not very wheelchair or pram friendly.

Richmond, impact of cycle lanes, no parking danger getting kids to and from school. Hazards are too high. Road Control as a teacher, too many hazards, bike cars etc on Salsbury Street and school buses.

Rural, not on the main roads. 100ks an hour and no kerbside.

Very limited ones around the town. No walkways are town or on the bridges. The other roads don't have much of a berm.

Unsure.

On the road between Collingwood, Poplar Lane and Zatori Corner, there is a lack of a wide enough verge to walk on.

There's no footpaths out here.

Dangerous. William Street. We have a cycle lane on a footpath. How is that safe for a pedestrian to walk. People in wheelchair and mobility scooters. It's dangerous for them.

Have families who don't qualify for the bus, but it's not safe for walking or biking i.e. 2km up the Glenray and 2km heading to Motueka. Access to schools for children.

When I am pushing a pram, there are a lot of bins on the footpaths, and I have to walk on the road on rubbish days. Up Wensley Street.

Walking tracks are not maintained properly. There is grass and dog waste on the tracks. Grass is waist high. The two-mile track in Murchison.

Don't know.

There are no berms around this area – Tapawera. Now they are not mowing our valley it makes it difficult to go walking.

Same as before Waimea West Road.

Where cycle ways go up onto the footpaths. That's not safe for young and older people and dogs.

Hill Street has uneven footpaths.

The Motueka westbank valley road, there is no walkways. If you are pushing a pram and a truck comes then the only place to go is in the ditch which some are six feet deep or a fence which is hard against the road.

We live in Hope, where we live there is no footpath outside the road, when trying to cross, our son has to try and walk across the highway to get to school I wouldn't trust him to do it by himself it's a bit dangerous.

The Motueka Valley Highway and around the Matamote School - we've got a 100km speed limit with no shoulder to walk on. I nearly got taken out a Christmas as a car was trying to overtake and I was on the grass walking the opposite direction so the cars could see me.

In the same route from Riverside to the Steiner school there are certain areas that are not protected from the main road there are no little fences that protect you from the cycling to the main road and it feels unsafe specifically because it is in a high-speed area.

Lord Rutherford Road, Southern end by Lord Rutherford Memorial. There's no footpath but it's the kid's pick-up for school - just road. It took far too long for council to react to people's petitions to put a crossing at the Wakefield School and in general Wakefield area - even for kids coming home from school walking in the area. Not enough urgency, posts of kids getting run over popped up twice a week at some point on community pages.

Dissatisfaction with cycle ways

You said that you were dissatisfied with the cycle lanes, paths, or roads for cycling. Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Base: Residents dissatisfied with cycle ways

They are not kept very well, not smooth, not maintained well no mowing etc.

I think they have put too many cycle lanes in, its messing the carparks around Richmond.

When there are cyclists on the road it's hard to get past and it feels unsafe, watching the kids ride their bikes through town it feels unsafe.

Salisbury Road for the kids. Champion Street. Kids not looking, no training how to walk etc reactive not proactive in education of problems. To achieve cycle lanes people no longer have parking available for visitors etc.

The outline of cycle lane's is good. Council spends money on these but no one use's them and the road's is not fixed instead.

Some of the cycle lanes are close to traffic. Appleby bridge and some bridges where cyclist have to compete with traffic or the speed. Randomly stops a cycle way in the highway.

Filling the streets with plant boxes. Avoid riding to Mapau now because of the plant boxes.

They've been overdone, and they're in places they are hardly ever used, or I have hardly ever seen them used. They could have used the footpath. i.e. upper Queen Street and Hill Street. They could be could on one side so then parking can be on the other.

Cycle lanes put on our street so now we have no parking which has led to devaluing of my property.

Salisbury Road, it like visual pollution so many thing to be looking on the road - concrete disc on side of road between road and cycle lane they are starting to get smashed up because it makes it difficult for people to turn out of driveways as how they are positioned on the road, you have to be right up to the driveway before you can turn.

We are quite worried about the cycle lanes because the concrete blocks to prevent parking are dangerous to cyclists and motorists. There have been accidents and close calls.

Location of cycle way in front of medical centre taking up parks, some location of cycle ways are inconvenient to people. The cycle trails are good.

Some of them are dangerous, one on Queen Street and has no parking. Plastic markers are on top of the white line and can be easily hit.

Noone uses them. They have taken up all the parking spaces. No one cycling in cycle lane. Noone can visit because there is no parking.

From the bridge into town, the cycle ways are not wide enough. The bikes don't have bells (they should have bells) and it is dangerous because the cycle ways are too narrow.

Cycle lanes are not used and the people staying closer to roads are losing their car parks area. No onsite parks because of the cycle lanes not being used.

On that same road (Salsborough Street) they have concrete lumps across the side of the road as a barrier for the cycle lane, but you can't really see them, so people have hit them and fallen off their bike. Also, the street cleaner can't get on to them so the cycle way is full of debris, and no one can use it because you will puncture a tire, so cyclists just have to ride on the footpath.

Not happy with the amount of cycle lanes being put around town and the removal of parking. Makes it difficult to stop for pick up and drop offs.

They have put them in, but they are not maintained, there are big potholes and grass growing through them.

Same as above, no parking as cycle lanes on both sides of the roads.

They've wasted a lot of money on something that they don't use that often. Where the money could be used on up keeping the road.

There should be more cycle lanes. On a lot of the roads I drive on, there is no space for cyclists, it can be a bit of a hairy situation when you are trying to pass. If there was a wider shoulder or cycle lane it would make things a lot safer for wider vehicles also like farm vehicles/trailers.

Putting cycle lanes on Aranui Road when there's already a cycle way 50m parallel. Over 80% of the community didn't want it and want it taken out. They said they would, but they haven't responded.

They should not be there and waste of council money.

Overboard on cycle lanes to the detriment of others. Too hard to get into houses, no parking available. Issues for caregivers and ambulances where can they park.

It's a waste of money.

It's complicated, some places like Mapua, the decision for a cycle way was made but they haven't been able to make a proper cycle way. They have taken a patchwork approach, so it hasn't improved for cyclists, motorists or pedestrians. It has also alienated people who don't like cycle ways. I like them. If they can't make proper cycle ways they shouldn't - it's a waste of money.

There are too many of them and taken much of the roads. People cycling on footpaths and makes it dangerous for mobility scooters.

Cycle lane in Queen Street area. Will cause accidents, no off-street parking due to cycle ways.

Queen Street Richmond - They have put in cycle ways so people can't park outside their houses every time I go down there no one on the cycle lanes.

Cycle lanes are unnecessary, and roads are being made narrow.

I think it's taking up parking spaces and the use of it appears to be minimal.

They are just a nuisance. It takes up parking space. People lose patience. Nowhere to park.

Mapua - painted the footpath with cycles and pedestrians lost over a hundred parks for cars because they created another cycle way.

I don't like the protective lumps of concrete, the cars are squeezed closer together, they are being bumped hit and moved, they are an obstruction rather than a protection.

I think there was quite a kerfuffle in Pohara regarding the cycle lanes as they don't always take the easiest route, they could have put the cycle lane along the beach, but they put it in an inconvenient location.

It is totally unnecessary overkill with what they've done, I find it upsetting. I am not satisfied with the whole area (of cycle ways) of Upper Richmond.

Too much priority on them and no parking availability.

The lack of some areas where there are cycle lanes and where there aren't cycle lanes making the cyclists end up on the road. On the country roads there is lack of cycle lanes which make it unsafe for cyclists.

Too many of them and not all use them. Taking a lot of parking spaces. People cycling on roads.

Close up the streets, lack parking, it ok but when stick on the side road more hazards.

15-minute cities not good, stupid things to roads taking out parking etc.

Traffic is terrible I wouldn't like to cycle even on the cycle lanes.

Queen Street - Car Parking - lack of.

Often you don't see an bikes on them. They have taken away the public use of cars, understand if open for kids going to school but 24 hours no.

They are closer with the driving areas and be dangerous.

Hill Street - Parking outside houses been removed to make way for cycle lanes.

The new Mapua dedicated cycle lane is very confusing. It has made cycling in Mapua more dangerous. The planter boxes are placed haphazardly without thought about safety.

Cycle lanes are sealed but here in Golden Bay there is no permanent cycle way, only gravel and the weeds are growing through, inconsistent council involvement.

Everything is in bad shape.

Able Tasman Drive - I am a courier driver a lot of these places to get to are on the cycle lanes putting mail into boxes and people get quite snotty. Council cockup.

They shouldn't be there as there enough off-road cycle paths.

Waste of time - no carparking on Harper Hills Street, Queen Street, Champion Street & Salisbury Street. Bike lanes reducing width of road. Council taking no notice of residents in these streets.

Cycle lanes are good but where there are no lanes, the roads need to be widened to make it safe for cyclists. Even a tax to keep the road, due to heavy lorries its now unsafe to cycle on the road.

I am a support worker and we are on a time limit, now the council have taken away all the car parks to make way for the cycle lanes and all that we are left with is yellow lines and we have not got the time to park way down the road from our clients.

There are not enough of the cycle lanes and many of them are not sealed.

Bad service not maintained. Cycle way from Pohara to Takaka.

I go into Nelson every day on the bus and go up Queen Street and there is a cycle lane and there are planter boxes outside two shops. It is crazy. It was not planned properly. I have never seen a cyclist on the cycle lane.

Hill Street, some residents have lost their parking causing inconvenience.

Too many of them.

I've been reading the news, in Hill Street they've taken all the car parks away because of the cycle lanes, they don't have to have them on every road, it's just inconvenient.

Alternative solutions are needed that doesn't involve using the roading network, like better shared pathways.

There aren't really any cycle lanes in Murchison, you have to go off the side of the road.

Higgins Road between Brightwater and Wakefield is terrible because the cyclists don't use it. They still use the one-way bridges.

Champion Road, Hill Street, Queen Street. No parking, especially for tradies and caregivers. Please provide.

Wensley Road, rough. Queen Street, cycle lanes. No parking given cycle lanes, it's crazy.

Council is giving up parking spaces for businesses, and prioritizing cycles over cars.

They are a mess. Too far out on the road. Nobody's biking in them! Waste of time.

Queen Street and Hill Street cycle ways have taken out all parking. Friends can't come so feeling isolated. Nowhere to park so care workers are struggling too. Just have cycle lanes on one side not both sides.

There is a cycle track from Takaka to Pohara (8km) the gravel is not sealed = when it rains, water pools and becomes puddles. It was made about four years ago made and hasn't been resurfaced since it was made - gravel moves when it rains.

I think they spent far too much money on them.

Seems cyclists have more rights than the drivers.

The surface is not suitable for cyclists. They choose not to use it. The vegetation is not cleared so they refuse to use it. So, they ride on the roads. The sealed roads are in a better condition than the cycle roads, so they choose to not use it.

I feel like the TDC are concentrating too much on putting cycle lanes in incorrect places. They want to put one in Pitfure Road, Wakefield which would take away a lot of residential parking. It also led cyclists to SH6 which is the only area in Wakefield that does not have a safe crossing area.

Locations - Champion Road, Hill Street, Upper Queen Street. Cycle lanes on both sides of the road have taken over kerbside parking without effective consultation with the residents. This has caused a great deal of dissatisfaction within the community.

Queen Street. Put cycle lanes on both sides of the road. Number of users vastly overstated. No parking for cars for Queen Street or Champion Road (next Hill Street), very inconvenient.

I guess where I'm coming from there was, and I think it's been shelved. there was a plan to put cycle lines up high st and take out all the parking. So that there would be no parking outside residents' homes. they tried to sneak that through, they said they consulted residents. My wife and I own a commercial property, they said they had spoken to commercial owners, and they had not. It is completely underhanded what they tried to do.

Just using too much of our roads. More cycle ways than required.

There is no cycle way from Mapua, Dovedale to the river. Needs to be investigated.

Because the cyclists to go in one particular one area and make its uneasy to pass over a cyclist. Also makes it difficult for parking. Crossing points have island and is a hazard for cyclists.

Needs to be a commuter cycle way from Richmond and Motueka.

I want to see all new roads planned with walkways. There are too many roads that can't be used by pedestrians or cyclists. And the provision of pedestrian and cyclist space is too slow and hit and miss. It doesn't need to have guard rails. It just needs space. The Council is overthinking and overengineering the walkways.

The removal of the right to park outside residences on Hill Street.

So, there is one by Ngati Moti school and where they have gone and placed um the stop lines coming off the peninsula bridge it gives you poor visibility as a car driver and they've actually given the cyclist right of way for some reason.

Cycle lanes are not used much, and the lack of parking is crazy. The houses with no parking, hard for carers, family, police, ambos, and tradesmen.

The cycle path from Takaka to Pohara is gravel and is in bad shape. It needs to sealed.

Queen Street. The cycles lanes are on the footpath. They need more space on the roads.

They put them on back country roads, not suitable for cyclist and vehicles to be on same gravel road.

The \$\$\$ going into them, we will always have cars, there is too much to look at, road designs are bad. The trucks are large and bulky, lack of parking

Some of them I feel are quite unnecessary like they have closed the road for a couple of months that's just too much time affecting me on my way to work.

I haven't seen any specific designated cycle lane on High Street.

It seems they are taking over where the parks used to be.

Not being used for their purpose cyclists still using the road and cycle ways overgrown with weeds only one lane in a lot of areas.

When there are no cycle lanes the young people end up riding over the footpaths so there are concerns about cars backing out of driveways.

There are places they're putting them on some of the streets that are taking away people's car parks. on our street there is no carparks so no one can come in and essential people can't come in and you can't invite people around and they can't come in and it limits people and it's both sides of the road. It needs to be thought out better. There's not a hell of a lot of cyclists anyway. I don't think it's been thought out how it affects people. It seems more for the cyclists and not the cyclists thinking about what they're doing. A lot of the cyclists think they have the right of way. They expect you to move aside. They'll cross the road in front of you without even looking. It's dangerous.

The cyclists don't use. Happy with the system but not used to the fullest.

I don't approve of streets with no parking. Level of spend too high.

Lack of maintenance on cycle lanes.

They aren't finished yet and they're a work in progress and there needs to be more as well, I'm out on my bike and sometimes there is cycle lanes and sometimes there is places that aren't, that main intersection on Richmond in highways and stuff that can be quite scary on a bike.

Most of the cycle lanes are gravel so the cyclists use the paved roads instead, which defeats the purpose of cycle lanes and creates a hazard for other road users.

Richmond and stoke are great we don't need cycle lanes on both sides. No parking anywhere. Doctors, medical centres, no parking.

The cycle lanes in Golden Bay can't be used because they are gravel, especially when it rains.

Good initiative for off road access but it's a hands-off approach. Stafford Drive has busy cycle way which is also a footpath not consistent. There is conflict, not planned correctly - recycle bins, cyclists and footpath at the same time can have conflict.

Need more cycle lanes.

Pohara Motupipi cycle way. The surface is poorly prepared, and the cycle way is dangerously close to the highway.

Queen Victoria Street in Motueka, Green Lane, High Street. There is no cycle lane and needs footpath all the way down (Queen Victoria Street), Could be widened (Green Lane and High Street).

It'd be better if more were tar sealed rather than the gravel/dirt.

Recent changes along Hills Street, Champion Road, and Queen Street without public consultation. More cycle ways. The road layout cyclists are four times more at risk while cycling. Impact had on residents, no parking lots of older generation, no parking for carers or visitors. NZ has a high rate of driveway deaths, and this will continue to increase.

Minority have precedence over the majority. Cars have to give way to cyclists and walkers. We have lost too many carparks, thus nowhere for visitors or caregivers to park. So having to park upside streets.

Should be having cycle lanes in rural area's instead of just tourist cycle lanes. Widen the cycle lanes route.

There are no cycle lanes in the rural area.

Rural areas again nothing there. Cycle lanes have cars parked. No parking for visitors.

We don't have any cycle lanes where I live you have to walk on the road. – Dovedale.

The one that runs past the Top Ten Holiday Park in Pohara, I think it's quite dangerous. People don't walk on it because of the cyclists but there are no footpaths for them to walk on. I think the cycle lane would have been better around the beach side of the camp to keep it safer. It is quite dangerous for the kids.

Salisbury Road - they are dangerous!

Cycle ways. Wakefield to other areas is gravelled so most cyclist use the road. e.g. Higgens Road. Cycle way beside but given its gravel bike's use the road. Poor maintenance i.e. weeds need tree pruning.

The cycle ways in Golden Bay are of a poor quality, for example on Abel Tasman Drive. The surface is poor.

Recently they did a survey on what they wanted for a cycle lane here and basically, they put a cycle lane through the 50k zone. The people in Murchison reckon it would be better to spend the money on the cycle lanes in the 100k zone instead of putting a cycle lane already in the 50k zone.

New crossing for cyclists from the recreation centre to the other side wasn't needed. It was a waste of money. In Motueka.

They are always overgrown with grass. There are potholes. My grandson got hurt between Motupipi Street and Abel Tasman Street.

From Takaka to Pohara is gravelly and not very sustainable for light bike users. We don't have many.

Queen Street and Champion and Salisbury Roads; taking away all the carparks. This really stupid. Putting cycle ways in and not be used. Not opposed to cycle ways but opposed too much emphasis on cycle ways which then cause a lot of inconvenience for other road users.

There are too many of cycle lanes, especially the latest one in Queen Street, which should not be there.

We have swung too far in Richmond and are impacting on parking and traffic flow.

Dangerous. It's just a main highway. Very hazardous.

They are over the top on both sides no parking available on main streets.

We don't have any!

Some of them are big enough they have taken up where you used to be able to park and drive.

Parking, it takes money away from the roads. Which need to be managed especially rural ones.

They cycle lanes are not even in straight lines, sometimes go on the footpaths then back to the road, the road has concrete kerbing to protect the cycle lanes, it's too much, you never even see cyclists use them.

Hill Street, Queen Street - not functional for parking - take up too much of the road space.

They make me angry; they've spent a lot of money on cycle lanes and not enough on roads.

Specially in Hill Street the cycle lanes are too narrow and on recycling day there is broken glass. On the other side of the road the cycle lane is on the footpath. Concerned about being hit by someone coming out of a driveway.

Can't think of many places they are around.

Salisbury Road, Hill Street, Queens Street. Why do we need cycle lanes on both sides of the road. There are elderly residents in Queen Street that have not had any social interaction since the cycle lanes were put in.

Golden Bay does not have many cycle ways. There is really no option but to bike on the main road which is unsafe.

Wensley Road is one of the horrible ones. By Waimeri School, cycle lanes all over the place. Queen Street too. Too many cycle lanes are a bit of a hassle. Parking becomes difficult. It's a bit more cluttered and no one uses them. I hardly ever see cyclists on them.

Cycle lanes are not available.

Basically, no cycle lanes in Murchison only off-road biking. And there should none in the future because we are small centre.

There is no parking for anything. meals on wheels, care workers long walk as no off-street parking available.

The removal of car parks for cycle lanes. There is no where to park for visitors and it has also led to a reduction in value of house whose car parks have been replaced by cycle lanes. There are now cycle ways on both sides of roads which is more dangerous e.g. Hill Street. Total waste, there are disgruntled people. I'm very dissatisfied.

I would say all of the roadworks to update the cycle lanes along Salisbury Road and Williams Street in Richmond for the amount of work that was put into it I feel that it has been rather/very unnecessary for what they have actually achieved.

They have taken over the roading network and family can't make it to visit people. For one bike every few hours, they aren't worth it.

In Richmond, we can't cycle unless we go on the road. There is nowhere to park when visiting people and around Richmond. For example, Queen Street, Champion Road, Hill Street.

Queen Street, Hill Street, Champion Road - i.e. Queen Street, going downhill; you are going as fast as the cars anyway, coming up; in the past I was respectful, now people are getting angry. What they are doing outside the shops are ridiculous - it is a bloody shambles to the cyclists and the cars. Do not know what is going on. Parking outside the shops is dangerous, i.e. opening car doors. not fair to the shops.

The council did not choose the safest option given to them; they chose one that was only slightly safer than what they already had.

I think there could be more, and much better.

Slipperiness, cost of them vs how much they are used!! Is there a need to have cycle lanes on both sides of the streets, effectiveness of the safety on them, was this the safest option that was on offer.

Salisbury Road. They have these concrete bollards that stop drivers from pulling over to the side of the road when there are emergency services are going through.

I don't agree with the need for them, the degree they are being implemented.

The cycle lanes have been put on the two busiest roads; we now have no car parks at the convenient places.

Some on them are gravel and you end up in the middle of the road anyway.

More cycle lanes as there are not enough in the Motueka Valley Road and the Waiwhero Valley Road.

Going from the roundabout past the deviation to the end of the overhead bridge by Nayland, the middle section is very unsafe, especially when it is dark. It wouldn't take much to make it safer, even some lighting, and making it broader through that section.

The cycling track between Riverside going to the Steiner school it disappears on Robinson Road so it would be nice to have a cycling track in that area going to school to encourage children to cycle in a safe manner.

Dissatisfaction with water supply

You said that you were dissatisfied with the water supply. Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Base: Residents dissatisfied with water supply

Just rainwater.

The nitrate levels in the water are miles too high, and because of that, we fill up tanks with Nelson water, they've spent miles too much money Leigh Valley (Waimea) dam, and it's not finished, overpriced, it doesn't provide water for domestic supply, they have put water restrictions on us with no need whatsoever, they told us it would flush the algae out of the river but that wasn't correct.

Own water supply but pay for somebody else water supply.

When water restrictions in the summer become severe that I can no longer water my flowers in the garden, and they die.

No water supply anywhere in the Bay. No service.

I suppose its environmental but the water restrictions on watering gardens – vegetables.

Trickle system, same charges for the rates. We serve water but we don't get water supply when needed.

Lack of water supply, not allowed to use sprinklers. the dam should have been ready earlier.

There have been some water quality issues in the past 12 months, have had to boil water, sometimes there's been a notification to boil water, but I've only found out through people at work.

I think they went onto water rationing quite early this year and stayed on it for a long time.

Has got too much chlorine in water.

Too expensive to connect to the mains ad paying for services I do not receive in my rates e.g. Waimea Dam. I'm on rainwater and I don't see why I should be paying for it.

The water infrastructure in Mapua has lots of problems and the water restrictions in the summer are inconvenient.

They want to fluoridate the water supply.

It's the water in Murchison with fluoride. I don't like the fluoride in it. it tastes terrible. It costs too much in Murchison.

In the rural sector there is a trickle system and needs to supply systems. Carlinline rd unsealed we drink that water with the dust.

This isn't one.

They don't supply water - they should take over the water scheme.

Water is undrinkable, it tastes disgusting.

The cost has gone up dramatically in the last two years and they also put chlorine in the water without any consultation.

The quality of the water supply is not good, it is too chlorinated, would rather have spring water, we need to put a filter on our water to use it.

Years ago when they put the sewerage in roughly before year 2000, they were waiting on a pipe to connect us to the town water supply, they couldn't be bothered waiting so they filled it in and we are still waiting, the fire truck will deliver water to us but that is at the cost of \$400 and we can't afford that, so when we run out of water we have to shower elsewhere.

They do not supply this service to my area.

Water supply is expensive.

Due to heavy rain the water gets discoloured.

Water shortages all the time.

Water supply tastes terrible.

Motueka - we supply our own water.

Over chlorinated can't drink, its unpalatable.

I do believe we pay quite a bit in rates. The mains water supply terminates across our property, and we are not allowed access to it.

In summertime, there is a lack of water (Wakefield).

Water was based for stock water, now used for housing for housing, must boil for any use, need filtration often muddy water.

Rural extension of Wakefield supply, constant water restrictions, more people are put on the supply when then is not enough for the people already using the supply.

We live near the Motueka airport, so it is only 1km to Motueka town centre. We don't have piped water. Council may or may not be aware that the ground water has been dropping so we have had to put in a 16 metre bore to get water. We want Council to address our water problem now.

We don't receive any of this, but I believe we still get charged in rates.

Due to extreme amounts of chlorine.

Chlorination - don't like it.

Just the fact that it can be quite chlorinated at times. I really don't want fluoride to put into it.

Does not have water supply.

We've got low pressure to our gate which annoys me.

Million dollars on dam and goes straight away to the wastewater river and sea. Not well maintained the flow.

The Wakefield water supply is sub-standard.

Water pressure is inconsistent around the town.

One because of all the chemicals in and two because at my aunt's house the pipes were changed and reconnected to the house and because she had the original system on smaller pipes and they put bigger pipes into it, she got fitted with a large water bill, and they also burst and they cost her a lot of money.

The majority of people in Dovedale are on the scheme it is undrinkable It is a boil only - I think that's not really a great system.

I have bore water and it tastes great. The town water tastes horrible. (In Motueka).

Its erratic and its quality and I know they have problems with all of it.

So, the days when there's a lot of cloud seeding all the water has a petrol layer across the water. That is very terrifying. I have filters but not too sure if it does filter out. It's quite scary.

I don't get it.

You can tell when there has been chlorine or chemicals added, you can taste it.

The pricing is always going up, the quality is absolute crap you can smell the chlorine and chemicals in there especially at night

Wakefield water system is suffering. Seems to be all sorts of issues.

As ratepayers we pay for a new water reserve. Last summer we were on water restrictions. Why are we on water restrictions when we pay for water, we can't access.

Over summer the water tasted bad, we have to boil it before we can drink it.

Given that every summer there's a drought and there's a water restriction, I don't think they are allocating enough resources to the number of residents they've got. When I've built in the past, we've been actively deterred from building water tanks. It costs so much money for to tote water around, it doesn't make sense that new builds are deterred from building water capture. I think that totable water is more precious and expensive and it doesn't seem to be enough of it to do those activities. I think it is a bit wrong with the changes in climate. In our areas we don't have the access to the benefits of those dams and we're paying for it in our rates.

I just don't think there's been enough money put in to provide water of good quality – Tapawera.

The water tastes disgusting since they put extra chlorine. At work we needed to put extra filters - you can even smell it after showering through corridors.

We don't receive this service.

We don't have any services up the valley, so we pay the council for nothing.

I know over the past two to three years; we've had lots of ruptured water pipes which has cut off the water supply. Infrastructure is outdated.

The general Wakefield area supply - town supply - we paid for a connection fee when we got our section. There is a breakage twice a month/water was turning off twice a month. Pipes are past their best-by date - outdated system. It was bad eight months ago; it hasn't been as bad lately. There's no scheduled maintenance, water just gets turned off. It is the norm that we end up with summer water restrictions, not the exception. Same year, every time. For a service you pay for on top of rates is ridiculous.

Dissatisfaction with wastewater/sewerage system

You said that you were dissatisfied with the wastewater/sewerage system. Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Base: Residents dissatisfied with wastewater/sewerage system

All the new development going in, they need forward thinking. They are not putting in enough to cope with the growth.

Septic tank system needs to get cleaned out periodically.

I live in the lowest section in the town, whenever there is a failure in the system it comes up through your gully traps.

Not sure if we contribute to but we do all by our own.

No service in the Bay. I live deep in the countryside.

Council does not get involved with our system we have to take care of this ourselves, yet we pay rates for this.

Because where they have got it, they are having awful problems with smell.

Residue from the treatment is pumped out to sea, it should be pumped onto the land not the ocean.

Occasional overflow into the estuary and the school.

System in Mapua gets overwhelmed when there are weather events. Sewerage getting into stream and estuary.

When there are heavy rains flooding across road.

I don't think its adequate, every time we have a big rain, it floods.

Fairfax Street in Murchison. The infrastructure is old and keeps flowing out onto our old property.

It's to do with the treatment of the wastewater and there should be more recycling of the water and waste product.

There isn't one.

They need to provide waste and sewerage to lower Moutere.

They do not supply this service to my area.

It overflows and pollutes the local beaches.

I live in a subdivision with its own sewerage system. We have no wastewater system from the council. Not sure if we are paying for services we are not getting.

Sewerage system is 20 years old as the city is growing. It cannot take the condition and size of the facility as it is overloaded.

Over chlorinated. Can't drive. Its unpalatable. Still signs saying beach unsafe as its polluted. This needs fast attention.

There is your own septic tank, we need to pay for clean outs etc.

I don't believe they are utilizing the best wastewater recycling systems.

We don't receive any of this, but I believe we still get charged in rates.

Sewerage pond, broken pipes flood my paddock. I have to stop ducks going on paddocks because there are toxins coming from sewerage ponds.

No access to the sewerage system under my shed if there was a problem they would have to tear up my shed.

Because they had to pay a one-off fee for the system and have to also pay annual fee since the Council changed their mind.

General location. The increasing cost without rationale.

Had issues with sewerage system in the past.

Upgraded a few years back there is constant sewerage smell at the location.

Just when there are storms there is issues because it need upgrading and maintenance.

It's a septic tank, we have to pay etc for empty etc. We are only 300m from the council funded sewerage.

Don't get it.

Cargil Place, whenever the tide gets high, we have surge water come over our vents all over our yard at work.

Mainly because we pay for it, but we have our own, to my knowledge there will never be a pipeline so we won't have a council service, it will always be that we have to provide our own.

We don't receive this service.

We don't have any services up the valley, so we pay the council for nothing.

Ours backs up every now and then from down the street, sewerage likes to go back up the pipes.

Sucks.

System is tied in with the stormwater system - overfills and discharge Waimea Estuary at Waipua Wharf. The solid-waste disposal on Rabbit Island is tied to this - smells from this are affecting the Waimea Estuary.

Dissatisfaction with stormwater services

You said that you were dissatisfied with the stormwater services. Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Base: Residents dissatisfied with stormwater services

Not putting enough services to cope with the growth.

Culverts never cleared. Forestry issues with flooding. Council ran away and hid, did not get the slash sorted.

Nothing there, just runs into the grass.

We are by the tennis courts, and when the tennis court floods my property also floods.

We live in Sutton Street and when we get heavy rains in the Richmond Hills the water runs down into Easby Park, blocks up then flows onto the roads - Marlborough Crescent, then Hill Street then into Sutton Street. Our road floods in heavy rain. It happens once or twice a year.

A lot of houses being built around me and when there are big storms it backflows and then it doesn't drain from my property. System is overloaded.

The subdivision person lives in has a retention area which drains to the beach through the stormwater. Council refuses to clean since there is a blockage. It sits with subdivision for days due to heavy rain fall. So, it needs to be fixed.

The storm water Broadser Avenue. I don't think the stormwater caters for events and the buildings around it.

Same as previous answer.

Urban flooding risk has increased due to more development, more hazards.

We don't have any storm water drainage here.

Down Ranzau Hope area seems to be a lot of ponding of water when it rains out to the road and the water doesn't seem to be able to get away.

We get a lot of surface flooding when we get heavy rain, these four river plains, just out of Murchison in the country.

We don't have any in our area. Been an ongoing issue and nothing seems to be being done about it.

Same as previous answer.

Past they experienced flooding. Have to get into stormwater and clean it.

I don't think its adequate, every time we have a big rain it floods, in town.

Mapua is a low-lying area so there is an issue with stormwater services. The new subdivision has compounded the problem.

I don't have the service at home but High Street in Motueka it does cause congestion it is an issue.

There isn't one.

There are none at his house and Motueka is poorly served with stormwater.

They do not supply this service to my area.

The Heart Road, creek comes down Three Brothers' corner, the creek is full, and the creek cannot handle it. Weather events a major problem.

Had a bad climate the stormwater area is breaking up. Seems like a temporary job and then this flooding out.

The water doesn't drain away so we end up with considerable amount of water around our property. Cotterell Road.

Due to the flooding.

We live rurally so there is no stormwater. And the water fills up and ends up on people's property because there is nowhere for it to be removed. Spring Grove location.

Stop bank collapsed still waiting on council at my own cost had to hire a digger to clear the mess, the rock wall needs replacing and crap and weeds all through no maintenance.

Stormwater is non existing and floods everywhere. Water runs the driveway.

The corner of Queen Victoria Street and Thomoson Avenue, there's supposed to be a stormwater sump on that corner, and there is a sump with a grate on it, but it's not connected to the stormwater it's just a grate on the ground. The consequence of that is, if that was running, every time there is a big rain, sometimes a metre and a half built of storm water. We're fortunate our house is off the property, that sump of stormwater would prevent most of that.

Storm water into a ditch, road inspection on occasion.

Could be more work could go in improvement to avoid overflow of stormwater.

We don't receive any of this, but I believe we still get charged in rates.

Riwaka - across from bowling club, flooded at least eight times over the last year and a half leaving me in a metre of water.

Because on Whiting Drive Wakefield one of our drains floods all the time, been here for seven years.

Multiple properties flood in severe weather when the stormwater system is blocked. It would be good if they could clear them when there are weather alerts before the flooding.

This property has flooded twice in the last 20 years.

Nothing on property for stormwater and have to pay. The street floods as there are no gutter.

The Wakefield stormwater services are sub-standard.

Lack of maintenance or supervision of the stormwater system.

Not fit for purpose. It does not cope with the runoff, floods, or change in weather where people are living.

Garage floods, backyard floods. Parker Street.

The street I live on when it rains the stormwater services doesn't seem to work. Harwood Place, Golden Bay.

We are charged a stormwater levy, but we receive no stormwater service.

They are not kept clear and leads to flooding.

Surface flooding when the rains are heavy.

Continual flooding in High Street. I know they have tried to rectify it. The kerb and channel in the streets are not swept enough to keep the leaves and debris out of it.

Live on a right of way with three other houses. We are responsible for cleaning the storm water soak pit.

Our stormwater services don't work, we've had the council look at it and the problem still hasn't been resolved (location Rototai Road, Takaka).

The service waste that is around the streets and the runoff that goes into low lying property.

My backyard floods when it rains (on High Street, Motueka).

Its erratic and its quality and I know they have problems with all of it.

The flood zone - no maintenance on drains around here. The stormwater system is not coping due subdivision upstream.

There is a lot of flooding, no storm water it just runs down the road.

Don't get it.

In heavy rain like Wakefield blocked sump or something like that not too sure. Farmlands Corner sometimes like a lake.

When there is heavy rain, too often there is a lot of pooling in the same areas, which means it catered for. Some of the roads are not geared for heavy rains. For example, parts of Rototai Road.

Cargill Place. Flooding. Pumps aren't keeping up and floods.

Our weather I think is becoming a bit more extreme than it has traditionally and we seem to have an excess of flooding and it has been in a work in for getting those things fixed. When there is a deluge there isn't enough to support these homes. The beds of the rivers end up higher than people's lands and it's going to flood and cause more damage to private residences than it should. Different roads always end up getting flooded because stormwater storage ends up getting used. We seem to be having them all the time and certain roads getting blocked and damaged. Not enough places for the water to go really without causing damage.

We have to provide our own service; it is not council provided.

The ditches all the way down the Waimea West Street can lead to flood because they are blocked. The ditches in front of the tennis court have been blocked for well over a year because they haven't been cleaned out. The council has been informed about it, but they haven't done anything. It has caused flooding to three houses.

Where we live, it is rural and floods a bit nearby.

It blocks easily and just doesn't work and we get flooded out here a lot.

We don't have any services up the valley, so we pay the council for nothing.

Down the end of Wilkie Street and Fry Street from where we live the water doesn't collect properly down the drain, it floods down the bottom end.

No comment.

It doesn't flow well when we get heavy rain, it builds up quickly on the street.

System is tied - overfills and discharge Waimea Estuary at Waipua Wharf. The solid-waste disposal on Rabbit Island is tied to this - smells from this are affecting the Waimea Estuary.

The floods of recent times - the stormwater system does not seem to cope.

Motueka area - flooding I was aware of when we lived here previously, Old Wharf Road. I know they're replacing pipes now, but it is something we need to keep our eyes on.

Dissatisfaction with kerbside recycling

You said that you were dissatisfied with the kerbside recycling. Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Base: Residents dissatisfied with kerbside recycling

Because they do not provide this service.

They don't always place the bins back properly, sometimes the bin lids are left open, it makes them easier to blow over if its windy.

Better to have a wheelie bin for glass recycling.

It doesn't actually get recycled. it ends up in the landfill. at least some of it if not all of it.

Only part recycling option glass and plastic only.

We don't have it available in Murchison.

I am 5km from central Motueka and do not have this service. There should be a service provided.

There isn't one.

We don't have this service in Murchison.

We had to go on the scheme, but trucks cannot pick them up due to hill/road, spent three years to sort it out, council disbanded it, asked for the money back for the service as council did not do the service. Asked to opt out the scheme but council said no. Residents can do the job themselves.

If the bins are not in the right place, they won't pick it up.

We don't have any.

It does not come to the top of the road.

It should be weekly, and I know that at times it goes into landfill, unacceptable. They should be able to recycle more types of plastics and other stuff.

Not in the place where candidate stays. However, should be good waste management service closer to Tapawera.

We don't receive any of this, but I believe we still get charged in rates.

They stopped picking it up - it now goes to landfill. Recycling container for bottles holds more than they pick up. Notice needs to be provided where the full level is on recycle bin, or smaller recycle bin needs to be supplied.

I think ours is mainly the driver he's already broken our bins he's been putting bottles back in our mailbox because there was a small lid that wasn't recyclable, but the bottle was.

Think they could recycle more stuff, the staff need retraining, just throwing bins are around and leaving them on the footpaths etc.

Best to have it bio-degradable to avoid plastic.

We don't have a kerbside.

Don't do down Douglas Road and don't go down that way.

They are not using compostable bags, so I pay for my own private service which does not use plastic bags.

There isn't any.

All good.

Don't get it.

There is always glass still floating around by the kerb, they are pretty rough with the placement of the bins back on the ground, my bin is broken, the lid is always open, if it's raining the bins start filling up with water. Other waste companies seem to do this all properly, with their bins placed neatly and lids closed, it's only the recycling.

Sometimes they just don't take it, there's a few weeks it was happening it was out of the norm, because I know if I'm late with my rates I get penalised. In the tapawera area that I know of.

There is none where I live.

Because it should be available in my area.

We don't have it.

It needs to be more regular, needs to be weekly.

We don't have any services up the valley, so we pay the council for nothing.

No comment.

It is a great idea but wonder if this can be extended more rurally - some rural areas get it, some don't, it would be particularly for those who don't have ease of access. Even having a recycling depot in smaller rural townships as opposed to just in town.

Dissatisfaction with Council's prepaid rubbish bag service

You said that you were dissatisfied with the Council's prepaid rubbish bag service. Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Base: Residents dissatisfied with Council's prepaid rubbish bag service

The bags have gotten quite expensive.

Too limited. Need to pay for bags, side stepped it and have their own bin. Should be like Christchurch with three bins.

Don't provide this service.

I don't use it.

It's not useful in terms of location.

Cost of the rubbish bags.

We use another service because it is cheaper.

When it comes to pre-buying plastic bags: people are trying to avoid buying plastic. The service is not well done. Everyone else gets provided a bin, but in Nelson and Tasman, it's the plastic bags. The rubbish bin should be included in our rates since we have such high rates. People trying to minimise waste and the plastic bags don't help.

Too expensive to buy bags for people on minimum wage/benefits. It should be cheaper for them to buy the bags. If you aren't English, it's difficult to know what to do with the rubbish/recycling.

They are a rip off.

I think the price is too expensive for people on low incomes as the price has increased and this encourages dumping.

It costs too much money. It would be handier to have a rubbish wheelie bin.

They are far too expensive.

We don't have it available in Murchison.

I'd like to know whether that service is fully funded by cost of the bags or whether the rates make up the shortfall.

I'm plastic bag free in the home, then we have to buy a large rubbish, which is expensive and it's not environmentally friendly.

I am 5km from central Motueka and do not have this service, there should be a service provided.

There isn't one.

Expensive to buy, it doesn't address the green waste.

We don't have this service in Murchison. The council bags are way too expensive.

Same comment as previous question, would opt out and do it myself.

We don't get that service either and it is expensive for those that do.

I wouldn't even know anything. The prepaid bag should be included in your rates.

The price of the rubbish bags is \$10 per bundle higher at the supermarkets than at the recycle centre.

Great they get collected but the cost of each plastic bag is too high.

We pay huge rates \$6K and it \$5.00 a bag not an achievable amount on pensioners.

Very thin and expensive for what we get so we don't use them.

I just don't use it.

No service available.

It uses soft non-recyclable plastic, should be a hard bin. We got rid of soft plastics in supermarkets and they are still using that soft plastic for rubbish bins, it's ridiculous.

Not in this place. Should be one closer to Tapawera too.

Too expensive and single usage.

We don't receive any of this, but I believe we still get charged in rates.

The cost of the service is on the high side, so lots of people are dumping on the roadside, causing more work. The riverside is terrible.

The bags are too dear. We should get a number of bags free per year as ratepayers.

No comment.

I don't get free bags, have to buy them.

General location. The escalating costs that are hidden and without rationale. For example, the cost of rubbish bags.

Mainly the price and ongoing price increases. Costs \$160 a year for recycling and rubbish but then I still have to pay to dump my bag. Double the cost!!!

Prepaid bags. Sign says no Fly Tipping, Prices Corner. I don't know where you are supposed to put them?

Don't do down Douglas Road and don't go down that way.

They are not using compostable bags, so I pay for my own private service which does not use plastic bags.

There isn't any.

Why do we pay through rates and have to pay for bags ourselves, and that depends on where you buy them.

Expensive to buy bags.

Don't get it.

Free rubbish bags, yeah. If they say they will provide them they should. We wash our recycling out, that's always got to be clean. We deserve them for our rates especially if they rack them up again.

There is none where I live.

Bags are not easily/always available for purchasing from local supermarket.

Because it should be available in Murchison.

We don't get it not available to us.

The rubbish bags are too costly. They should be half the price.

We don't have any services up the valley, so we pay the council for nothing.

How we can help people, encourage people to get rid of rubbish responsibly. It has been more expensive at the dump, which has led to more fly-tipping on side of the road.

Price. It seems ridiculous that three companies come up our street. It does not seem that smart. Trucks driving up and down the street, not safe. Seems unnecessary.

Dissatisfaction with contact with Council

You said that you were dissatisfied with the services you received when you contacted the Council. Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Base: Residents dissatisfied with contact with Council

Council/ staff's inability to implement their own regulations. Finally, the issue was ignored by council.

Have a property down south, was asked what height the trees have to be, they were relocating a house still no word.

Took too long to get through the phone and the district scheme is too complicated for lay persons to understand.

The engineer's when come back for the stormwater issue resolution have a bad attitude but it is the Council's issue to sort things. Subdivision was passed by council to hold a retention area but have not been maintain the infrastructure.

It wasn't clear so I'd ring for information on the process of getting a permit - the person on the phone wasn't sure about the fire permit so I would have to ring back and still get different information. It wasn't easy.

The Newsline did not get distributed to my house, the council said it was the distributors responsibility not the council, a printed form is best for us as we are not online to view it on website.

The new cycle ways post on Facebook. All comments on the post. They weren't listening to the residents.

After contacting them about the streets for the people thing, it feels like you are not heard or respected with the opinion. Basically, they just go this is a govt program and we had to do it this way, they are saying rough luck, it's already been done, and we are not changing it. They are very resistant to changing it and it feels like our feedback is not heard. Also, they didn't consult with us to start off with. They did some repairs to the graffiti but since then there hasn't been any maintenance. so, it doesn't look good now. they need to think of a more permanent solution instead of just a patch job.

Road issue mentioned before - never gets repaired or sealed. I am happy if the mayor or someone wants to call me to discuss these issues.

Putting a new fireplace and was a bit complicated and tried reaching council in many ways. Made it difficult approaching them. Pushed back and said the information provided was not enough. Was a bit stressful situation. People in office stressed about going online always.

Richmond re a boundary change, a few years back, not happy with the service received ended up via email and a lawyer to get help.

No reply to emails.

Met at community council and they dismissed us and the agenda. Does not understand what we feel.

The sewerage and stormwater problem over past 16 to 17 years has not been looked into.

I didn't get the information I was looking for.

Ongoing issues with our boundaries with the TDC, and general lack of response.

Reply to the online contact form would be appropriate when I contacted them for lack of maintenance of gravel road. Eventually got round to fixing it.

15-minute cities not good, stupid things to roads taking out parking etc. Dog control not good.

We had an issue with recycling. When we contacted them by email, they didn't come out and look at the problem. It was a year ago.

Good staff but no process of continuing any discussion, you cannot take it further.

I think I only received one email back and it was just the lack of communication really.

There is too much PR style response rather than just the direct facts. TBC information is very convoluted so finding your way to the right things is difficult. but if you know your way there it is ok.

Dissatisfied with contractors but happy with Council. The way they interpret the rules is not appropriate in terms of property rights.

Two different occasions. One was living on council land; one was operating a commercial operation on council land. Did not solve issues. The walkway. The other was living in one of the boatsheds. Nothing done about it.

Just the outcome of it.

Nine months ago, I wanted an extra sink in the house, had a second dwelling. Went to seek resource consent but then went to building consent. Everything was signed and paid money had four meetings and they said to have another fire wall in. This was not communicated earlier. Council misplaced the file too. Miscommunication led a big cost. Departments need to talk, and this led to the entire plan going for a scrap. They did try to apologize but it wasn't the resolution and has been a headache. Suppose law must be changed and will be talking to MP as well. This has affected the business due to the city laws.

Travelled down a road that was deteriorating. I called the council to fix it, a month went by, and nothing happened. Then a half-baked job was done, so no improvement really.

Gaps in the info, they say you are in the system but no more news than that. Got the Mayor living in our street but that does not help us at all!!!

The officials don't listen as they have agenda but do not listen to what the person has to convey.

I've contacted them about property and building codes. Both times I had to call more than once and talked to different people. They gave me inconsistent answers. Council seems to be slow and there seems a lack of communication between the departments.

It's sort of in between the two and three. Sometimes they have responded. When they were contacted about our drains and grass verges out in the valley. Nothing has been done about it. We're still waiting for them to be cleared out.

You get pushed around you can't get a straight answer, they tell you people aren't there you can't honesty on them not in the building industry anyway, I'm a builder.

Took too long for a response from the council.

Estuary Place. We contacted the roading manager to paint "no stopping" lines near our gate to avoid accidents. They responded that they would do something about it, but they haven't. Many other people have also complained.

Rang through, a woman picked up, not the one I usually deal with, and she said she didn't know who to contact and also said she would call me back but didn't. I had to ring a councillor to get the information I needed, it was about the sewerage problem.

Never heard anything back, that was via an online contact form.

Tried to get a consent and the issue was dragging out. They have been engaging third party instead of doing it themselves.

the phone call appeared to be fobbed off, so I had to go personally to see a response

If you ring them and the person who you want to speak to is not available and am told they will call you back, but they don't. Rather hopeless really. So, you give up.

They are really good with dog control but not good at answering questions.

Never heard anything when contacted the Council.

There is a level of preciousness - people on \$200K a year need a thicker skin

On many occasions, I am satisfied (if contacted by phone). On one occasion, I had a visit by request from an engineer, who failed to complete the job he promised. Failure to respond to a written letter addressed to the CEO.

Still being worked on just taking a long time.

Richmond - They were unable to answer the question and referred me to a paid professional.

Resource consent processing delays.

For trying to book fields etc for the kids at school. Had to go through four different councils, TDC not clear!!! Fire permit satisfactory.

They just pointed me to a website instead of explaining things to me.

When I brought this property our tenants bought the land out the front of use, I have all the paperwork for it, we all own it. The council are now telling me that I don't own it even though, it will take all four neighbours, they've just pissed me off. I've been mowing that lawn for 34 years. It's on my mortgage appears and I took it into the council and the guy in the water department. He seems to think that there's water pipes under there. They changed it over to the forest camp for water, and now we've got a fire hydrant back we would have been screwed if we'd had a fire. The council have never maintained it, we took care of it, the four neighbours have shares in it. We put the new driveway tar seal and kerbing in not the council. They were saying that it was a public. We were always on the understanding that we have to maintain it, so we did.

If you make the effort to contact a company or business. At the very least take the time to reply. Not only mine but many of my friends' contacts. No reply to them.

Our neighbour put water out of their property so their runoff onto your land they put a pipe out onto driveway when yes were away. Five years ago.

Building consents. The information that is coming through is not consistent.

I have emailed them about the road, and basically been told that they weren't really interested, and that it gets done when it needs to be done, to their knowledge everything that needs to be done has been done. I basically got fobbed off, I didn't pursue it, I know a lot of people on the island have though, so I kind of left it at that.

We had just purchased our house. I needed direct debit form to pay rates off. Gave them my name and details, but they still sent it to the person who sold the house. Then I had to make a trip in person to get the form.

We contacted them about the blocked drains on Waimea West Street and they said they would be they still haven't fixed them.

Rang to get an invasive weed dealt with and nothing was done.

Slow processing about the consent.

No comment.

I had rung up about local waterways that was polluted, there was not much concern or response, they did not get back to me regards to that pollutant in the waterway which was quite obvious.

I asked them to come present about the Mapua Master Plan - it was difficult to get council to come to meetings - Mapua Council Committee.



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