



Manawatū District Council

2025/2026 Residents' Survey

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Background, Objectives, and Methodology

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Introduction

The Manawātū District Council has an ongoing need to measure how satisfied residents are with resources, facilities and services provided by Council, and to prioritise improvement opportunities that will be valued by the community. Key Research has developed a comprehensive mechanism for providing this service.

Research Objectives

- To measure residents' satisfaction with the Manawātū District Council's performance
- To provide insights into how Council can best invest its resources to improve residents' satisfaction with its overall performance

Method

- The methodology involved a postal to online survey measuring the performance of Manawātū District Council with a sample of n=459 residents.
- The questionnaire was designed in consultation with the staff of Manawātū District Council and is structured to provide a comprehensive set of measures relating to core activities, services and infrastructure, and to provide a wider perspective of performance. This includes an assessment of reputation, the willingness of residents to become involved with Council's decision-making processes, and to measure satisfaction across a range of lifestyle-related measures.
- Data collection was conducted over four periods; 114 responses between 29 August and 28 September 2025, 115 responses between 03 November and 11 December 2025, 115 responses between 02 February and 09 April 2026, and 115 responses between 04 May and 07 June 2026.
- Data collection was managed to achieve defined quota targets based on age, gender, communities, and ethnicity. Post data collection the sample has been weighted to make it representative of key population demographics based on the 2023 Census.
- At an aggregate level the survey has an expected 95% confidence interval (margin of error) of $\pm 4.57\%$.
- There are instances where the sum of the whole number score varies by one point relative to the aggregate score due to rounding.

The responses were given scores on a scale of 1 to 10, which were grouped as follows:

1-4	Very dissatisfied
5	Somewhat dissatisfied
6	Somewhat satisfied
7-8	Satisfied
9-10	Very satisfied

Notes:

Due to rounding, percentages may add to just over or under (+/- 1%) totals.
All satisfaction results exclude 'Don't know' responses.

Executive Summary

Key Findings

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Overall satisfaction

- Satisfaction with Manawātū District Council's *Overall performance* has increased by 6% points year-on-year (75% in 2026 compared to 69% in 2025).
- The increase in overall performance is likely driven by an increase in satisfaction with key measures such as the following:
 - Overall Services and Facilities** (from 76% to 88%)
 - Value for Money** (from 45% to 48%)
 - Overall Reputation** (from 70% to 72%)
- Most residents who provided general feedback (25%) mentioned that they are *Satisfied with Council / Council actions / enjoy living in the area*.

Services and Infrastructure

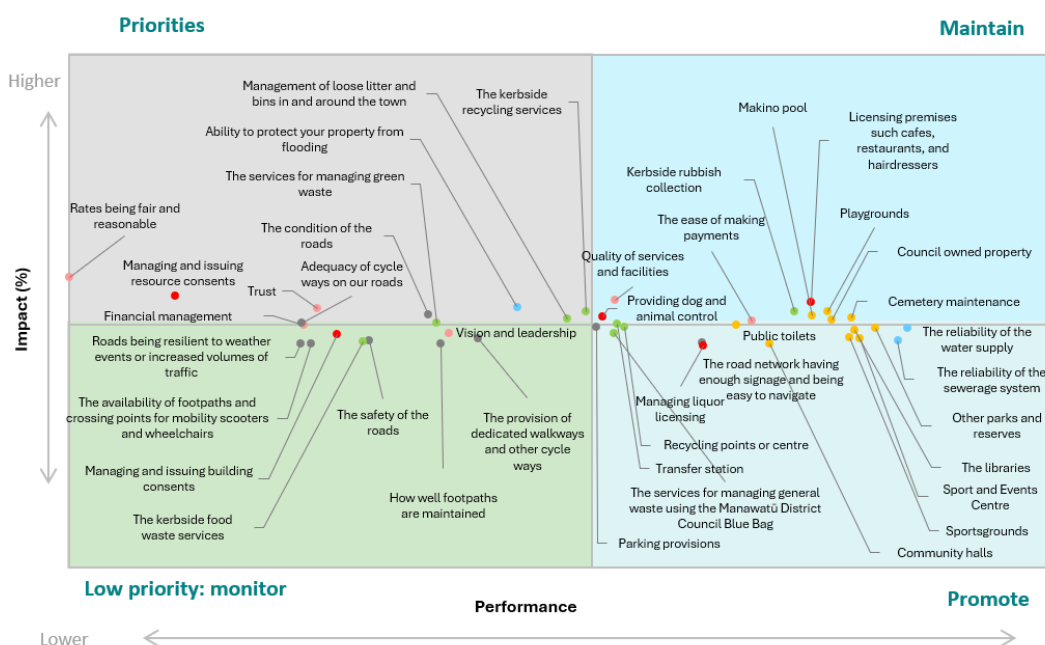
- Several key services and infrastructure recorded significantly higher satisfaction levels compared to the previous year. *Outdoor spaces* received the highest satisfaction rating (94%), followed by *Public facilities* (89%), *Water management* (81%), and *Handling of enquiries* (77%).
- Despite these improvements, satisfaction with *How Council informed the public* (62%) has continued to decline year-on-year, highlighting an opportunity to better communicate Council's initiatives and developments.

Reputation

- The Council's reputation benchmark has increased year-on-year and continues to be within 'acceptable range' at +76, marking the highest recorded since 2024.

Drivers and Priorities

- Reputation and Value for Money* combined is the strongest driver of the Council's overall performance, with a 24% impact score.
- Several areas have been identified as aspects for improvement, including Reputation and Value for Money attributes (*Trust, Rates being fair and reasonable*), Roading infrastructure (*Adequacy of cycle ways on our roads, and Condition of the roads*), Waste management (*The services for managing green waste, The kerbside recycling services, and Management of loose litter and bins in and around the town*) as well as *Ability to protect property from flooding and Managing and issuing resource consents*.



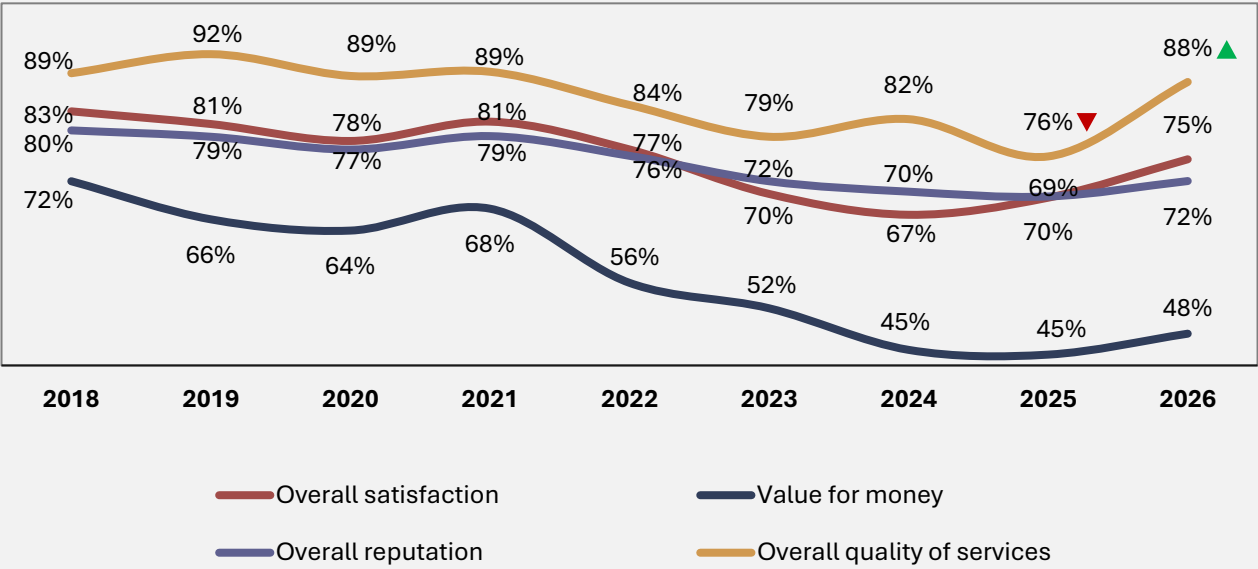
Quality of Life and Perception with the District

- Residents' perceptions of the District as an *Environment to be proud of* has increased significantly since 2025 (from 75% to 82%). Similarly, perceptions of overall *Quality of life* have improved from 89% in 2025 to 94% in 2026, reflecting a more positive outlook among residents.
- Residents' perception of *District going in the right direction* improved by 3% points since 2025 (from 74% to 77%).

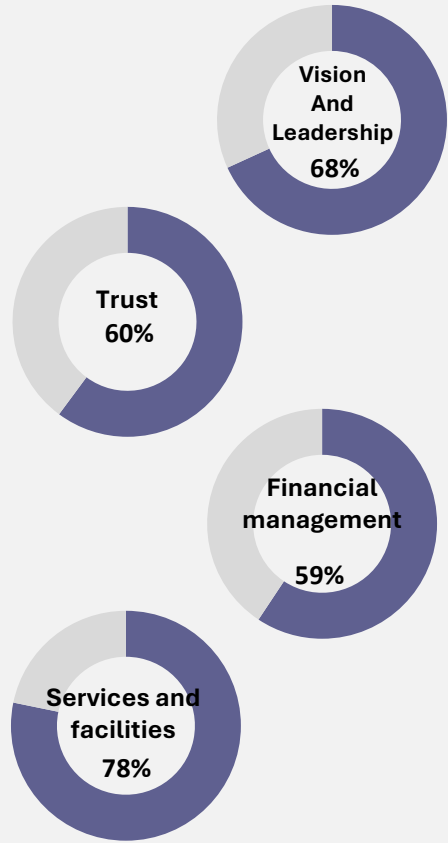
Summary of Key Performance Indicators (%6 – 10)

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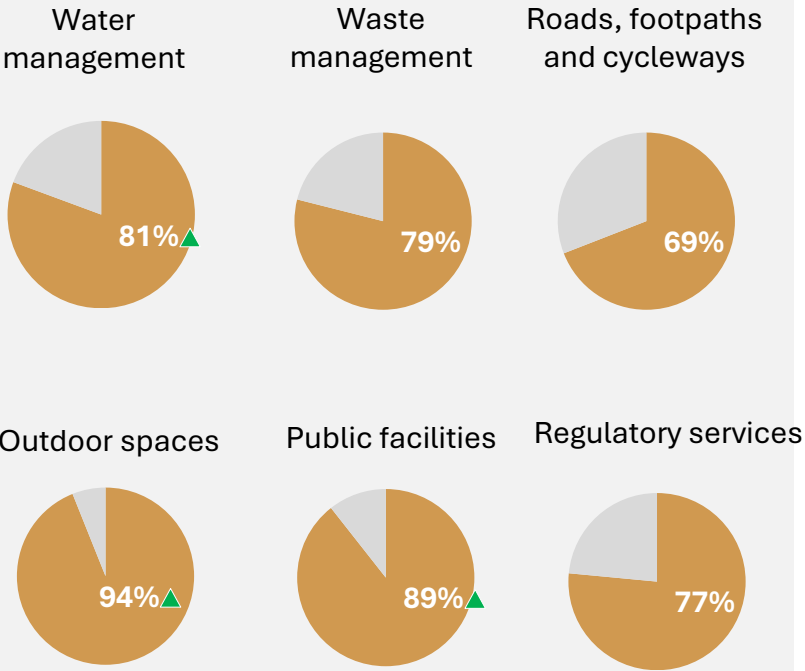
OVERALL MEASURES



REPUTATION



SERVICES AND FACILITIES



Trends in Satisfaction (% 6-10)

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	% point increase / decrease (2026-2025)	Percentage of respondents satisfied, or very satisfied				
		2026	2025	2024	2023	2022
The resolution or outcome achieved	20%	73%	53%	52%	47%	43%
Overall enquiry handled	19%	77%	58%	57%	50%	39%
How long it took to resolve the matter	19%	75%	56%	54%	46%	37%
How well the stormwater system is maintained	14%	64%	50%	48%	54%	62%
Overall satisfaction with water management	13%	81%	68%	70%	72%	78%
The information provided being accurate	13%	74%	61%	64%	52%	45%
Overall services and facilities	12%	88%	76%	82%	79%	84%
How well Council staff understood your request and how they communicated with you	10%	79%	69%	68%	58%	52%
The taste of the water	10%	72%	62%	66%	73%	70%
Keeping roads and footpaths free of flooding	10%	65%	55%	55%	54%	63%
Providing dog and animal control	10%	78%	68%	75%	77%	79%
Managing and issuing building consents	10%	61%	51%	59%	50%	57%
Infrastructure fit for the future	10%	66%	56%	55%	57%	65%
The clarity of the water	9%	87%	78%	81%	86%	86%
Cemetery maintenance	8%	93%	85%	94%	89%	91%
Overall satisfaction with council's regulatory services	8%	77%	69%	76%	72%	75%
The condition of the roads in your area being to a quality that you expect	7%	67%	60%	59%	61%	68%
How the Manawatu District Council treats and disposes of sewage	7%	96%	89%	90%	90%	92%
An environment to be proud of	7%	82%	75%	77%	76%	81%
Transfer station	6%	78%	72%	73%	74%	76%
Overall performance	6%	75%	69%	67%	70%	77%
The pressure of the water	6%	85%	79%	84%	86%	87%
Ability to protect your property from flooding	6%	72%	66%	66%	66%	72%
Overall satisfaction with - Sports and events centre	5%	93%	88%	87%	87%	93%
Rates being fair and reasonable	5%	45%	40%	45%	48%	54%
Overall satisfaction with parks, reserves and sportsgrounds	5%	94%	89%	93%	93%	95%
Managing liquor licensing	5%	84%	79%	88%	78%	80%

Year-on-year difference

Higher	Significantly higher
Lower	Significantly lower

Trends in Satisfaction (% 6-10)

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	% point increase / decrease (2026-2025)	Percentage of respondents satisfied, or very satisfied				
		2026	2025	2024	2023	2022
Overall quality of your life	5%	94%	89%	92%	93%	-
Sportsgrounds	4%	93%	89%	90%	93%	94%
Overall satisfaction with council's public facilities	4%	89%	85%	85%	86%	89%
Licensing premises such cafes, restaurants and haird	4%	90%	86%	92%	83%	80%
The Council is doing a good job growing the district economy	4%	63%	59%	64%	69%	69%
Services and facilities	4%	78%	74%	74%	75%	80%
It is easy to find out what Council funding is available	4%	47%	43%	48%	49%	47%
The reliability of the water supply	4%	96%	92%	91%	95%	96%
Financial management	4%	59%	55%	51%	63%	66%
The odour of the water	3%	77%	74%	77%	84%	78%
Recycling points or centre	3%	79%	76%	75%	75%	79%
The services for managing green waste	3%	67%	64%	60%	64%	67%
The services for managing general waste using the Manawatu District Council Blue Bag	3%	78%	75%	79%	80%	81%
Overall satisfaction with - Public toilets	3%	86%	83%	76%	81%	87%
How easy it was to make your enquiry or request	3%	85%	82%	79%	64%	66%
You're confident that the District is going in the right direction	3%	77%	74%	72%	74%	82%
Overall value for money	3%	48%	45%	45%	52%	56%
Other parks and reserves	3%	94%	91%	92%	93%	94%
I am aware that Council is working with, and funding, external agencies to develop, improve and promote the local economy	3%	59%	56%	60%	61%	66%
The safety of the roads	2%	63%	61%	60%	62%	65%
How well footpaths are maintained	2%	68%	66%	66%	68%	69%
Overall satisfaction with - The libraries	2%	93%	91%	77%	85%	90%
Overall satisfaction with - Makino Pools	2%	90%	88%	81%	85%	89%
A prosperous, resilient economy	2%	72%	70%	74%	73%	78%
The ease of making payments	2%	87%	85%	90%	92%	91%
Overall reputation	2%	72%	70%	70%	72%	76%
The process to apply for funding for events and projects is easy	2%	42%	40%	48%	52%	52%

Year-on-year difference

Higher	Significantly higher
Lower	Significantly lower

Trends in Satisfaction (% 6-10)

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	% point increase / decrease (2026-2025)	Percentage of respondents satisfied, or very satisfied				
		2026	2025	2024	2023	2022
The provision of dedicated walkways and other cycle ways around the Manawātū district	2%	70%	68%	69%	68%	72%
Overall satisfaction with roads, footpaths, cycle ways	2%	69%	67%	66%	66%	76%
The reliability of the sewage system	1%	95%	94%	95%	96%	97%
Management of loose litter and bins in and around the town	1%	75%	74%	78%	78%	81%
Overall satisfaction with waste disposal services	1%	79%	78%	79%	78%	82%
Playgrounds	1%	91%	90%	90%	93%	90%
Overall satisfaction with - Community halls	1%	88%	87%	86%	87%	91%
I am aware that Council is working in partnership with Palmerston North City Council (PNCC) to develop, improve and promote the region's economy	1%	62%	61%	64%	64%	69%
I am satisfied with the economic development services	1%	57%	56%	60%	66%	70%
The kerbside recycling services	-	76%	76%	74%	77%	81%
The kerbside food waste services	-	63%	-	-	-	-
The road network having enough signage and being easy to navigate	-	84%	84%	82%	82%	88%
Parking provisions	-	77%	77%	74%	75%	79%
Roads being resilient to weather events or increased volumes of traffic	-	59%	-	-	-	-
Overall satisfaction with - Council owned property e.g. Civic Centre, Council offices	-	91%	91%	91%	89%	93%
Vision and leadership	-	68%	68%	66%	67%	74%
The availability of footpaths and crossing points for mobility scooters and wheelchairs	-1%	60%	61%	58%	65%	66%
Adequacy of cycleways on our roads	-1%	59%	60%	56%	58%	59%
A place to belong and grow	-1%	75%	76%	78%	75%	78%
A future planned together	-1%	62%	63%	57%	61%	62%
Trust	-1%	60%	61%	60%	65%	70%
Managing and issuing resource consents	-2%	51%	53%	56%	48%	51%
I feel a sense of connection with my neighbourhood or community	-3%	67%	70%	68%	66%	71%
Satisfaction with Overall communication	-3%	62%	65%	67%	66%	71%
I am satisfied with Community Funding services	-4%	44%	48%	59%	55%	60%
Kerbside rubbish collection	-4%	89%	93%	91%	89%	91%

Year-on-year difference

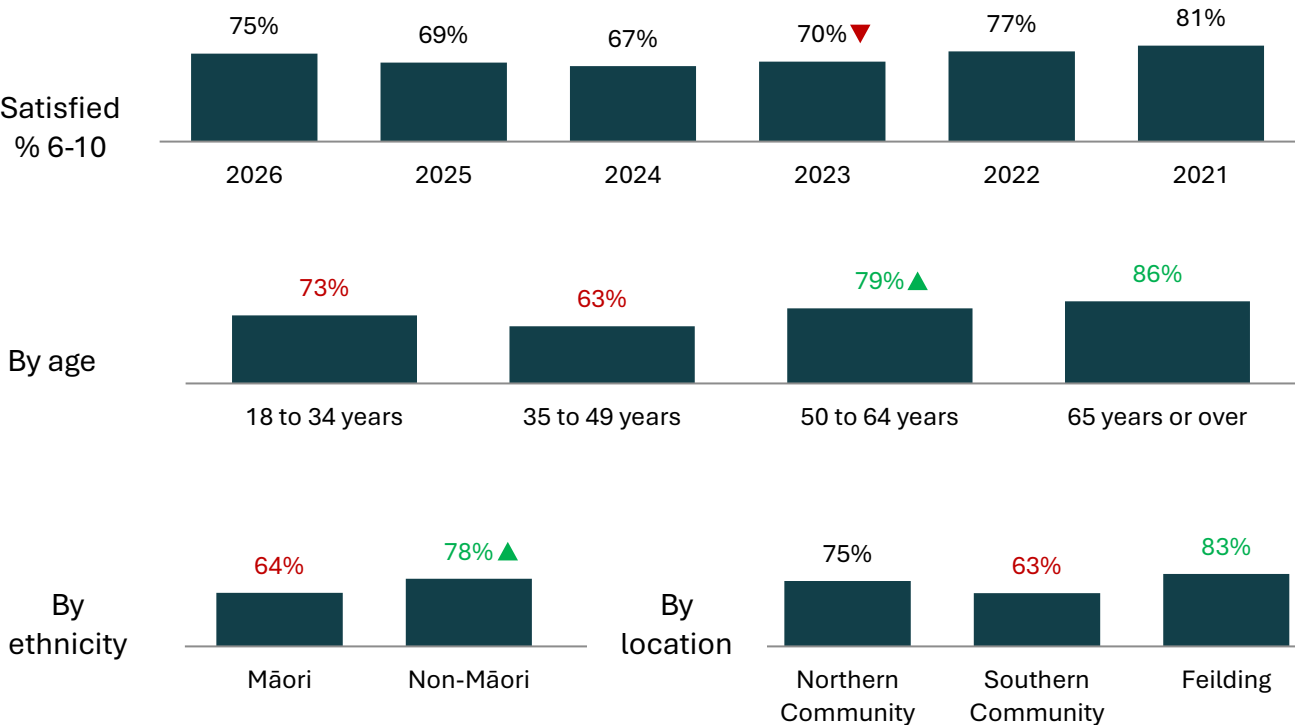
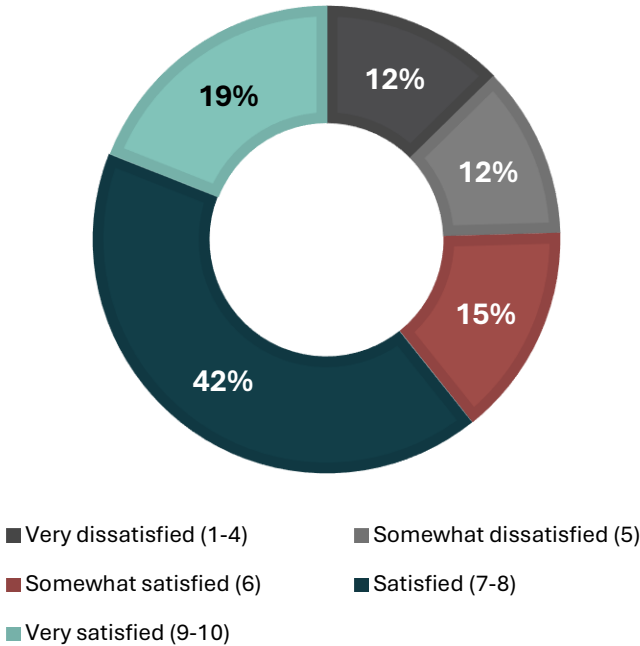
Higher	Significantly higher
Lower	Significantly lower

Key Performance Measures

Overall Satisfaction with Manawatū District Council

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- Satisfaction with Council’s *Overall performance* (75%) has increased by 6% points since 2025 (69%).
- This improvement is likely due to a significant increase in satisfaction among residents aged 50 to 64 years (from 65% to 79%) and Non-Māori residents (from 71% to 78%) since 2025.
- Most residents who provided a general comment (25%) expressed positive views, stating they are *Satisfied with Council / Council actions / enjoy living in the area*.



Notes:

1. OP1. Everything considered, reputation, services and facilities, and value for money, how satisfied are you with the overall performance of the Manawatū District Council? n=426

Year-on-year

▲ Significantly higher

▼ Significantly lower

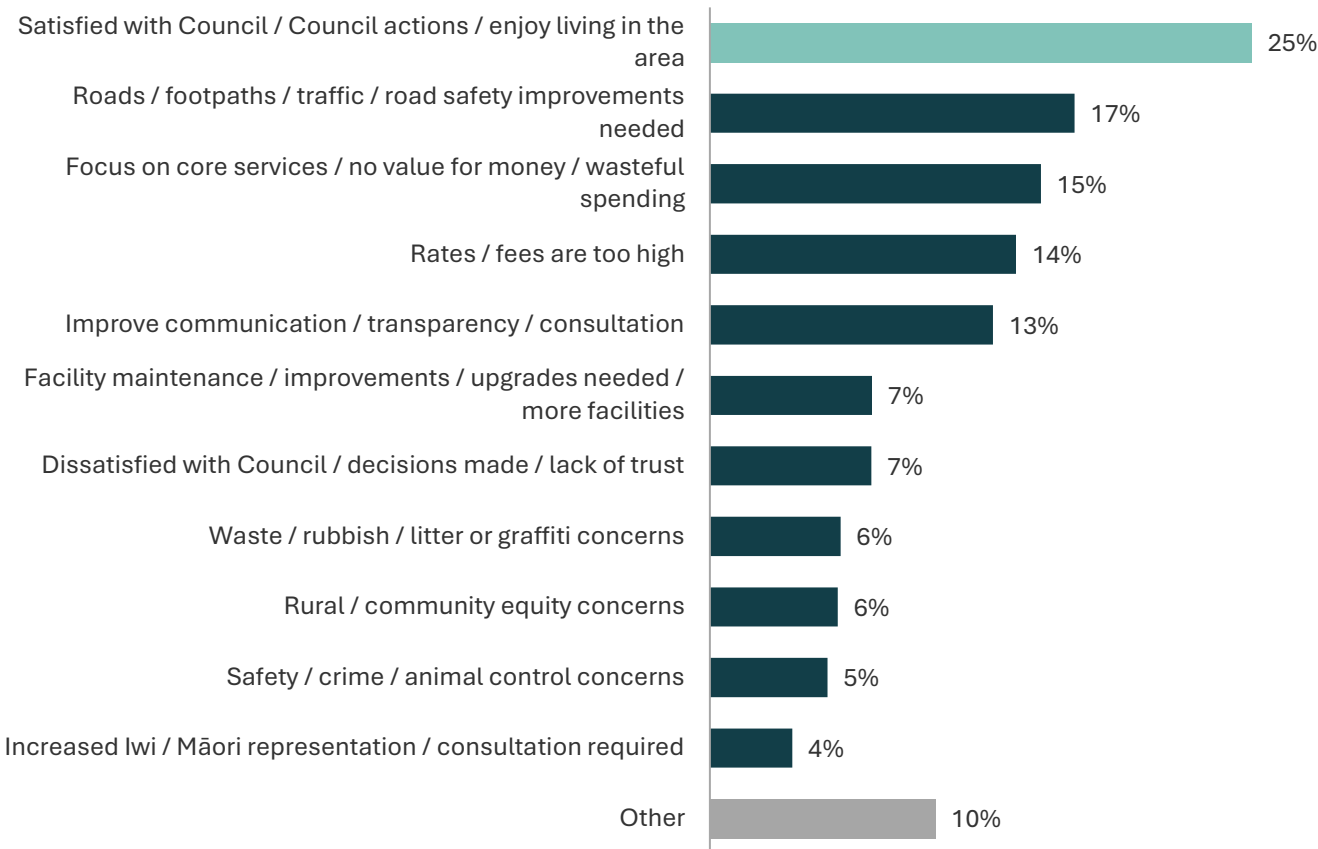
Between demographics

▲ Significantly higher

▼ Significantly lower

General Comments*

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- I have really appreciated the weekly Council reports that the mayor has given about the happenings of that week and what is coming up.*
- I think they do a great job in a difficult time.*
- Generally, overall satisfied with the Manawātū District Council.*
- I feel very fortunate to live in this area and to have 2 of our children have returned home to Feilding after living in Australia for 20 plus years and both have been bought in the town and are in full employment.*
- They give me confidence.*
- Overall I am a satisfied customer. Good job, well done.*
- We are retired and find Feilding suites our requirements.*
- Just continue listening to the community and ratepayers.*
- Only ever hear good things about Council, which I guess means they're doing a great job keeping things working.*



- Remove the speed bumps on Denbigh Street and Derby Street.*
- Please do something with the safety of our roads. This town is forever growing, and the current layout of areas is very concerning, especially for our young children, often vehicles don't stop at pedestrian crossings, especially on Kimbolton Road which is know for the majority of accidents.*
- I wish there could be traffic lights along Kimbolton Road but know that is out of the Councils hands.*
- Be wise and practical in deciding.*
- Keep to a budget. Reduce staff. Reduce consultants.*
- Keep focused on the core functions. have a long-term strategy for these. Cognisant of future growth in population.*
- The Council needs to stem spending where possible. Rates just keep going up and up and up.*

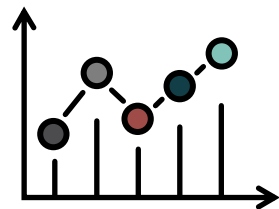
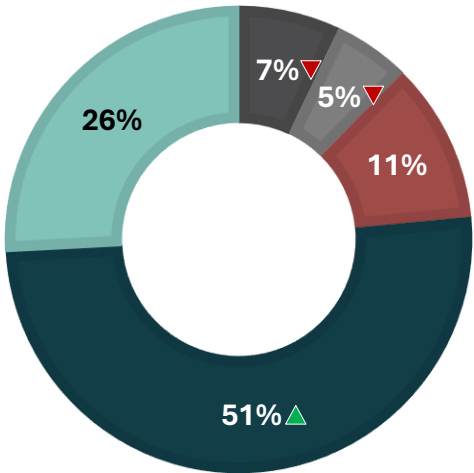
Notes:

1. GEN1. Are there any other comments that you would like to make about the Manawātū District Council? n=139

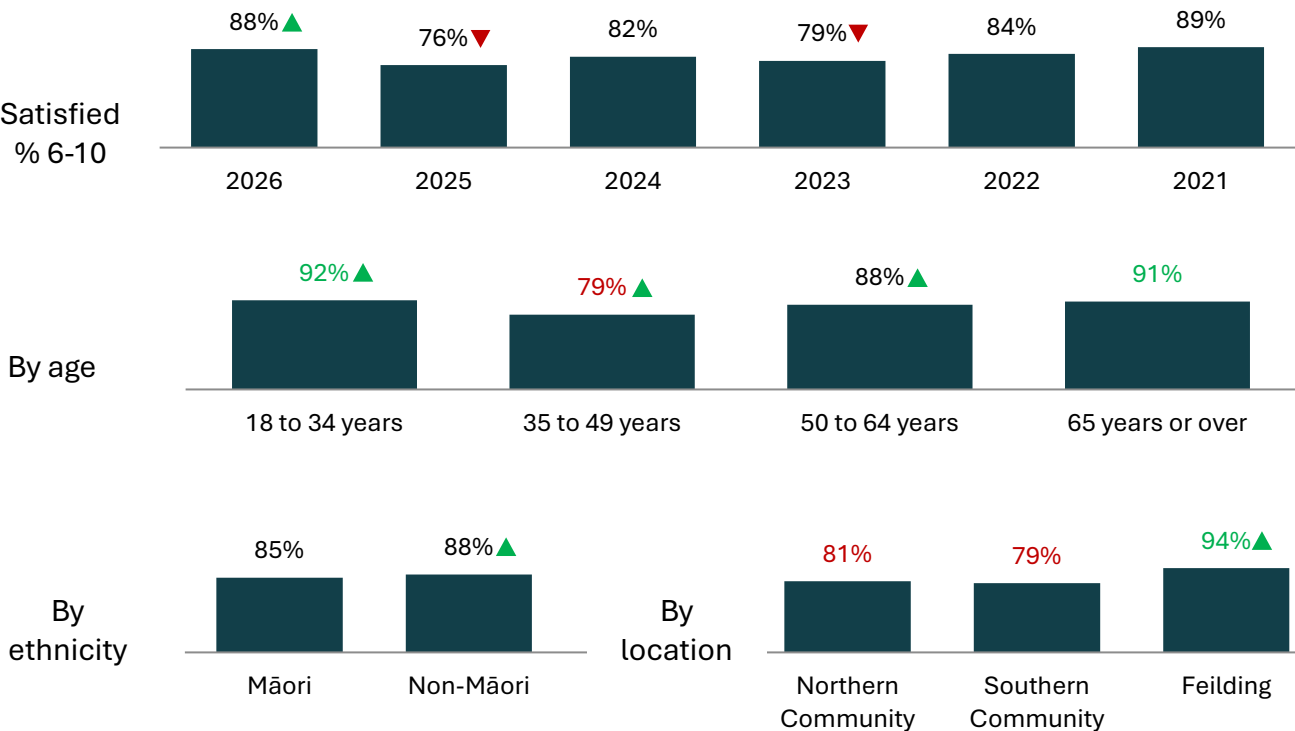
Overall Services and Facilities

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- A significant increase in satisfaction with *Overall services and facilities* Council provides has been recorded, increasing from 76% in 2025 to 88% in 2026. This is the highest rating recorded since 2022.
- Nearly all residents of Feilding (94%) are satisfied with *Overall services and facilities*.



- Very dissatisfied (1-4)
- Somewhat dissatisfied (5)
- Somewhat satisfied (6)
- Satisfied (7-8)
- Very satisfied (9-10)



Notes:

1. OVLSV. When you think of all the services and facilities that Council provides; roads, parks, water reticulation, waste disposal, swimming pools, museums, libraries and so on, and its regulatory services such as animal control, building consents, overall, how satisfied are you with the services and facilities that Council provides? n=414

Year-on-year

Between demographics

Significantly higher

Significantly lower

Significantly higher

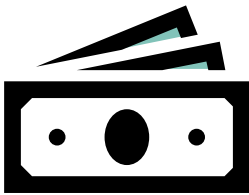
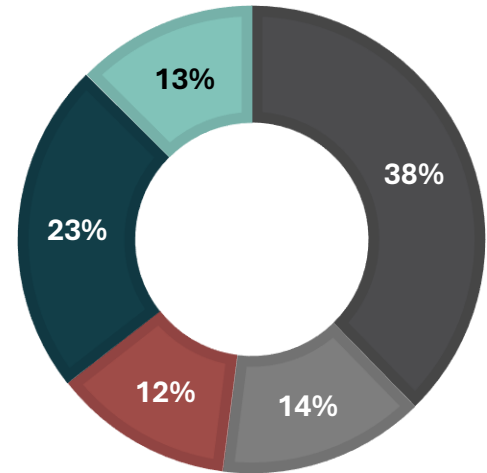
Significantly lower

Value for Money

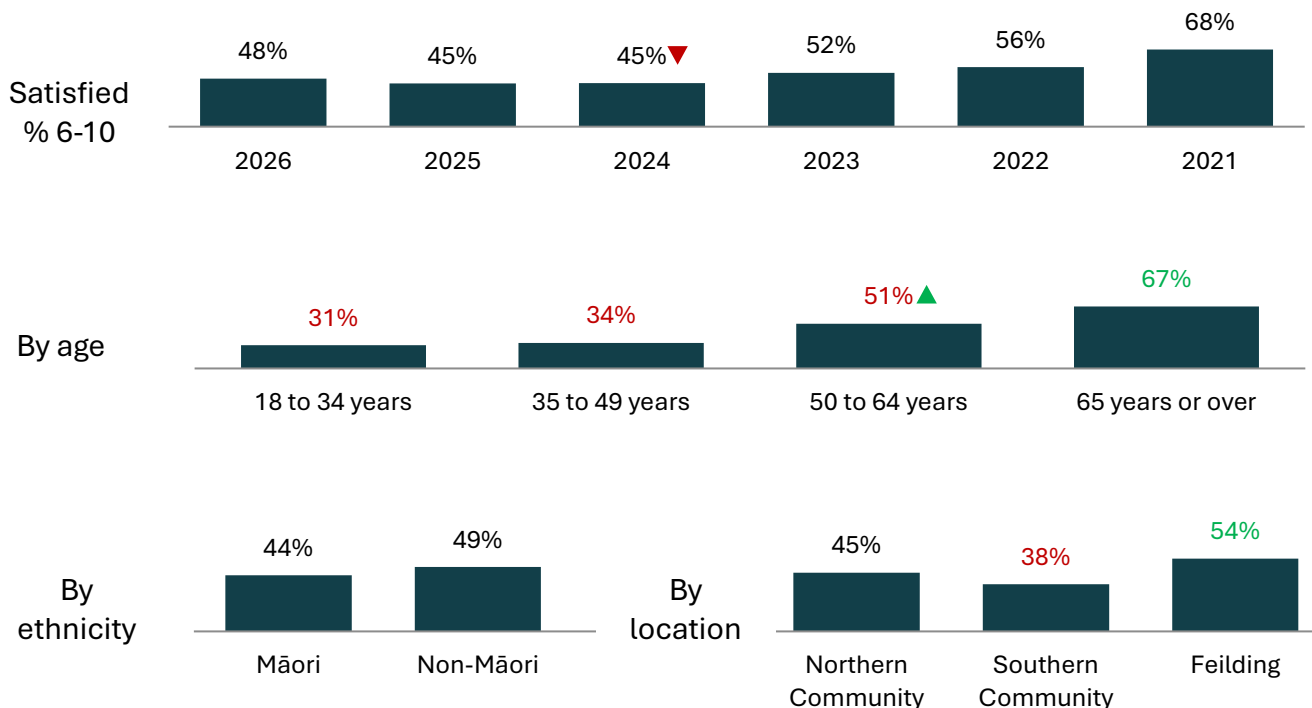
Value for Money

◀ TOC

- Satisfaction with *Overall value for money* (48%) remained relatively consistent year-on-year.
- A significant increase in satisfaction has been recorded among residents aged 50 to 64 years, from 36% in 2025 to 51% in 2026.
- Residents in Feilding (54%) are significantly more likely to be satisfied with this measure than those in the Southern Community (38%).



■ Very dissatisfied (1-4) ■ Somewhat dissatisfied (5)
 ■ Somewhat satisfied (6) ■ Satisfied (7-8)
 ■ Very satisfied (9-10)



Notes:

1. VM2. Considering all the services and facilities that the Manawātū District Council provides, overall, how satisfied are you that you receive good value for the money you spend in rates and other fees? n=410

Year-on-year

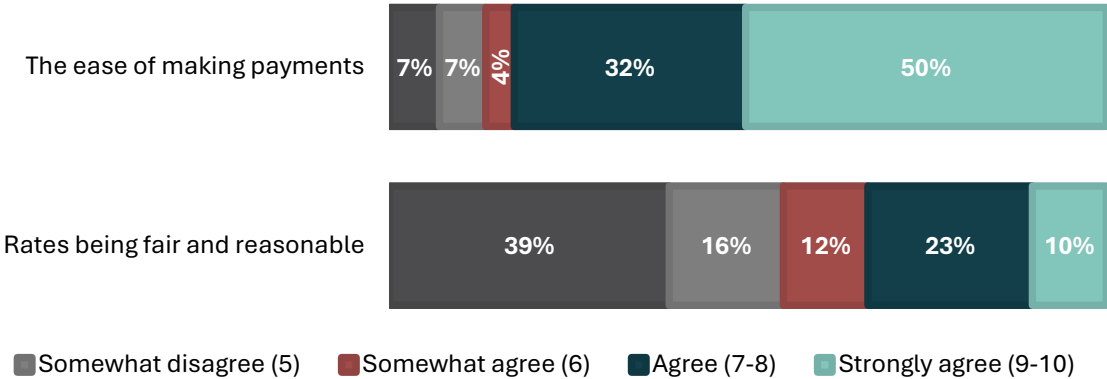
▲ Significantly higher
 ▼ Significantly lower

Between demographics

▲ Significantly higher
 ▼ Significantly lower

Other Measures Related to Value for Money

[<< TOC](#)



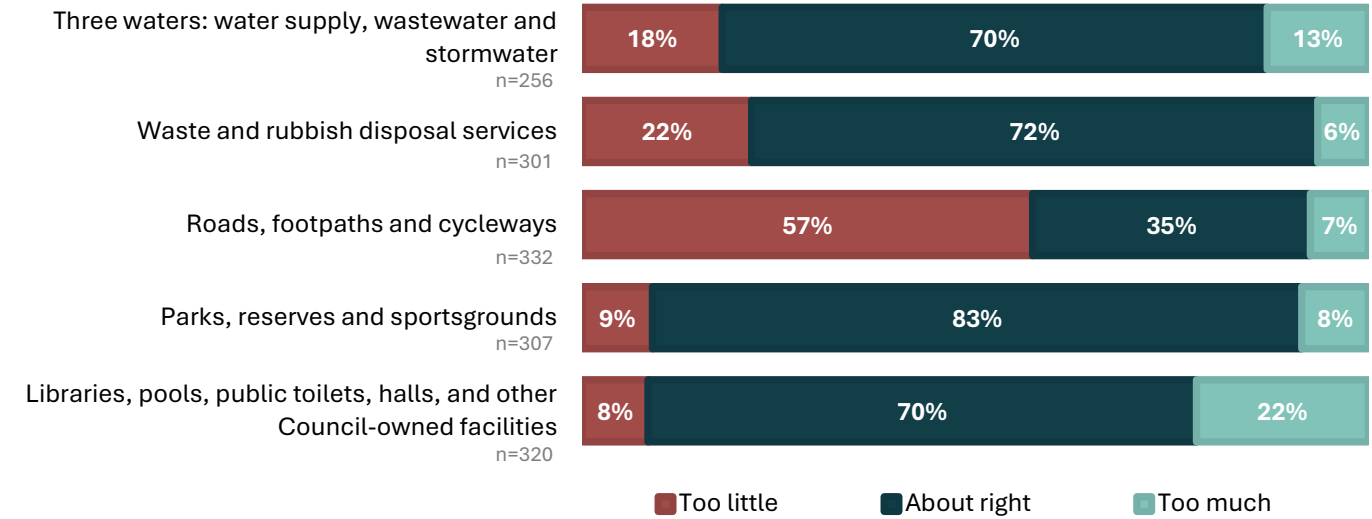
Scores with % 6 - 10	2026	2025	2024	2023	2022	2021
The ease of making payments	87%	85%	90%	92%	91%	94%
Rates being fair and reasonable	45%	40%	45%	48%	54%	57%

Scores with % 6 – 10 (by ethnicity and location)	Māori	Non-Māori	Northern Community	Southern Community	Feilding
The ease of making payments	83%	87%	85%	77%	92%
Rates being fair and reasonable	38%	46%	37%	39%	50%▲

Spending Priorities**

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- Most respondents believe that Council spending is 'About right' in regard to *Parks, reserves and sportsgrounds* (83%).
- In contrast, 57% of residents think there is 'Too little' money spent on *Roads, footpaths and cycleways*.



Three waters	Māori			Non-Māori		
	Too little	About right	Too much	Too little	About right	Too much
Three waters: water supply, wastewater and stormwater	20%*	59%*	21%*	18%	71%	11%
Waste and rubbish disposal services	32%	65%	3%	19%	73%	7%
Roads, footpaths and cycleways	60%	29%	11%	57%	37%	7%
Parks, reserves and sportsgrounds	14%	74%	12%	8%	84%	8%
Libraries, pools, public toilets, halls, and other Council-owned facilities	14%	67%	20%	8%	70%	22%

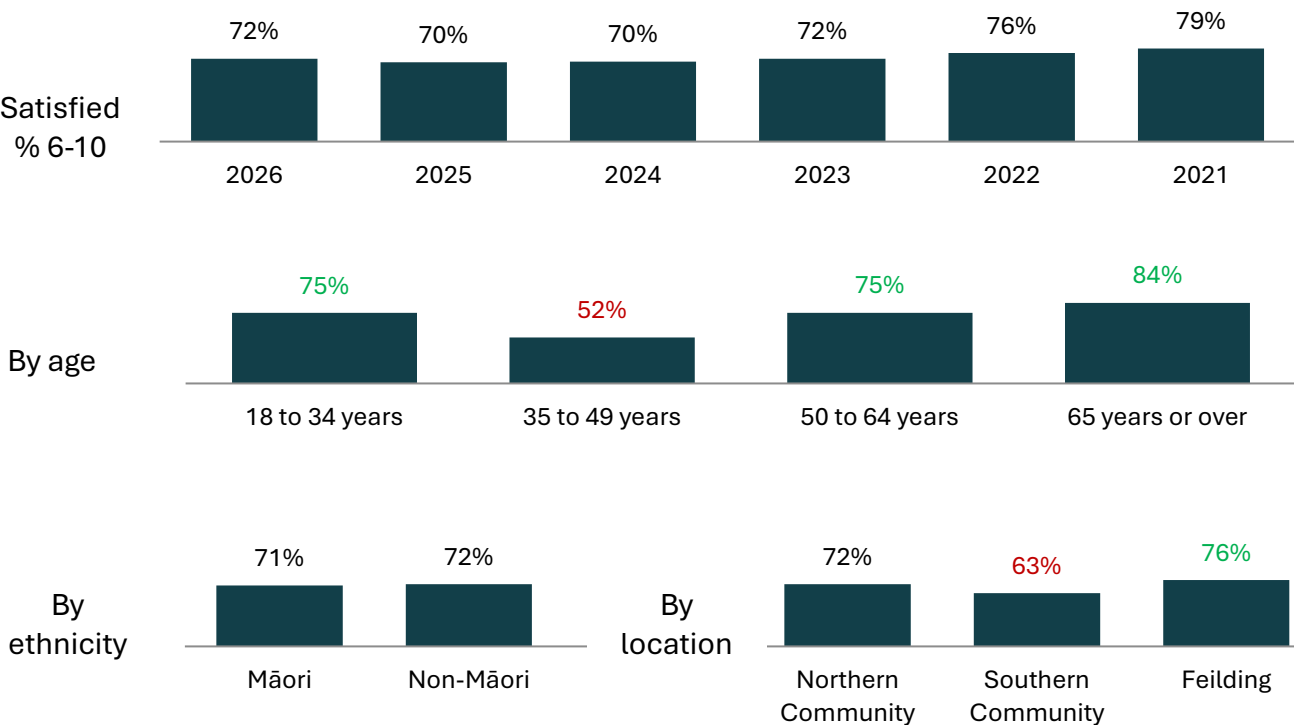
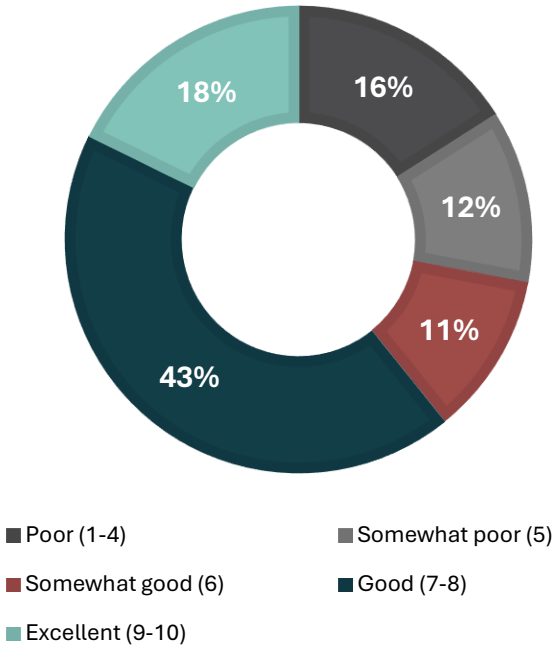
Three waters	Northern Community			Southern Community			Feilding		
	Too little	About right	Too much	Too little	About right	Too much	Too little	About right	Too much
Three waters: water supply, wastewater and stormwater	25%	47%	28%	27%	58%	15%	12%	81%	7%
Waste and rubbish disposal services	37%	55%	9%	42%	53%	4%	6%	87%	7%
Roads, footpaths and cycleways	65%	22%	13%	65%	31%	4%	50%	42%	8%
Parks, reserves and sportsgrounds	9%	82%	10%	6%	87%	6%	10%	81%	9%
Libraries, pools, public toilets, halls, and other Council-owned facilities	5%	74%	21%	9%	73%	19%	9%	67%	24%

Image and Reputation

Overall Reputation

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- Just over seven in ten residents (72%) are satisfied with Council’s *Overall reputation*.
- Satisfaction is significantly lower among residents aged 35 to 49 years (52%) compared to other age groups.
- Quality of services and facilities* continues to receive the highest satisfaction rating among all related attributes, at 78%. Satisfaction with this measure has significantly increased year-on-year among the Southern Community, from 58% in 2025 to 71% in 2026.



Notes:

1. REP5. So, considering, leadership, trust, financial management and quality of services provided, how would you rate the Manawātū District Council for its overall reputation? n=397

Year-on-year

▲ Significantly higher

▼ Significantly lower

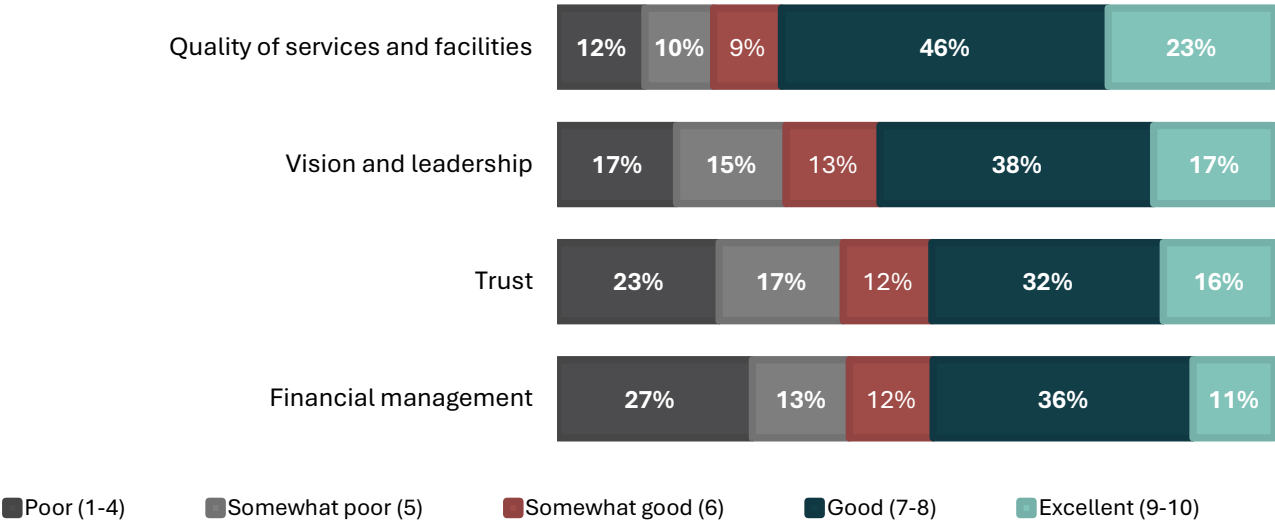
Between demographics

▲ Significantly higher

▼ Significantly lower

Other Measures Related to Image and Reputation

◀ TOC



Scores with % 6 - 10	2026	2025	2024	2023	2022	2021
Quality of services and facilities	78%	74%	74%	75%	80%	83%
Vision and leadership	68%	68%	66%	67%▼	74%	72%
Trust	60%	61%	60%	65%	70%	64%
Financial management	59%	55%	51%▼	63%	66%	60%

Scores with % 6 – 10 (by ethnicity and location)	Māori	Non-Māori	Northern Community	Southern Community	Feilding
Quality of services and facilities	75%	79%	72%	71%▲	84%
Vision and leadership	58%	70%	56%	55%	77%
Trust	51%	62%	53%	54%	65%
Financial management	59%	59%	47%	48%	68%

- Notes:
- 1. REP1. ...how would you rate the Council for its vision and leadership? n=348
 - 2. REP2. Overall, how would you rate the Council in terms of the trust you have in them? n=360
 - 3. REP3. How would you rate the Council overall for its financial management? n=295
 - 4. REP4. ...how would you rate them for the quality of the services and facilities they provide? n=419

Year-on-year

Between demographics

▲ Significantly higher

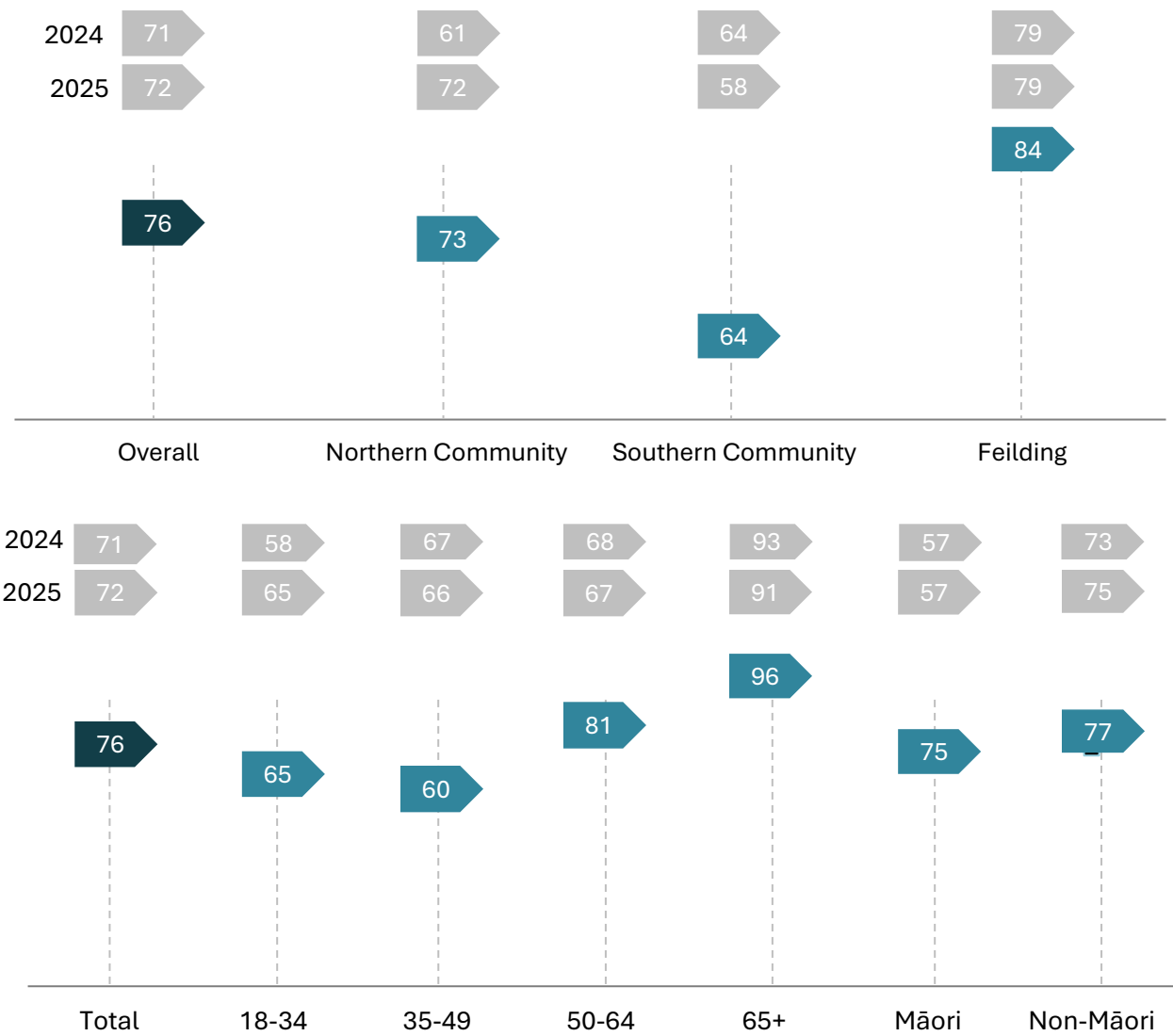
▼ Significantly lower

Significantly higher

Significantly lower

Reputation Benchmark

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- Council’s reputation benchmark continues to improve, increasing from +71 in 2024 to +72 in 2025, and further to +76 in 2026.
- Residents aged 65 years and over recorded the highest reputation benchmark score of +96, indicating an ‘excellent reputation’. Residents in the Southern Community recorded the lowest reputation benchmark of +64.

Notes:

1. REP5. So, considering, leadership, trust, financial management and quality of services provided, how would you rate the Manawātū District Council for its overall reputation? n=459

2. The benchmark is calculated by rescaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking.

Key:

>80	Excellent reputation
60-79	Acceptable reputation
<60	Poor reputation
150	Maximum score

Year-on-year

▲ Significantly higher

▼ Significantly lower

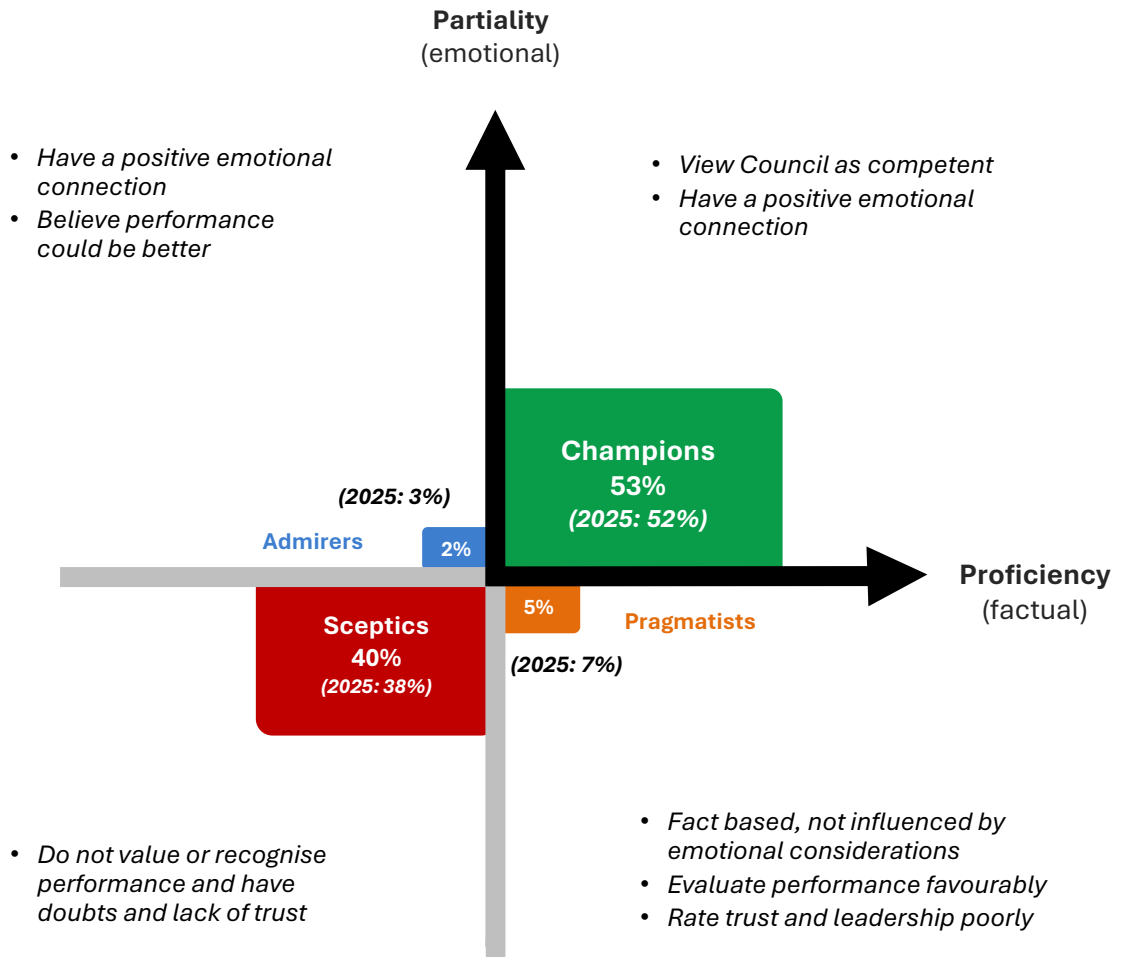
Between demographics

▲ Significantly higher

▼ Significantly lower

Reputation Profile

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- The overall reputation profile has remained relatively consistent since 2025. Small shifts between segments have been reported, with slight increases in both 'Champions' (from 52% to 53%) and 'Sceptics' (from 38% to 40%) .
- Residents aged 65 or above are most likely to be classed as 'Champions' (71%) compared to those from other age groups.
- 'Pragmatists' (5%) are the group that mostly approves of the Council's -making; however, they lack trust and often are not satisfied with leadership.
- 2% of residents can be classed as 'Admirers'. This group might not support all of Council's decisions, but overall they trust that Council is acting in the best interests of the District.

Notes:

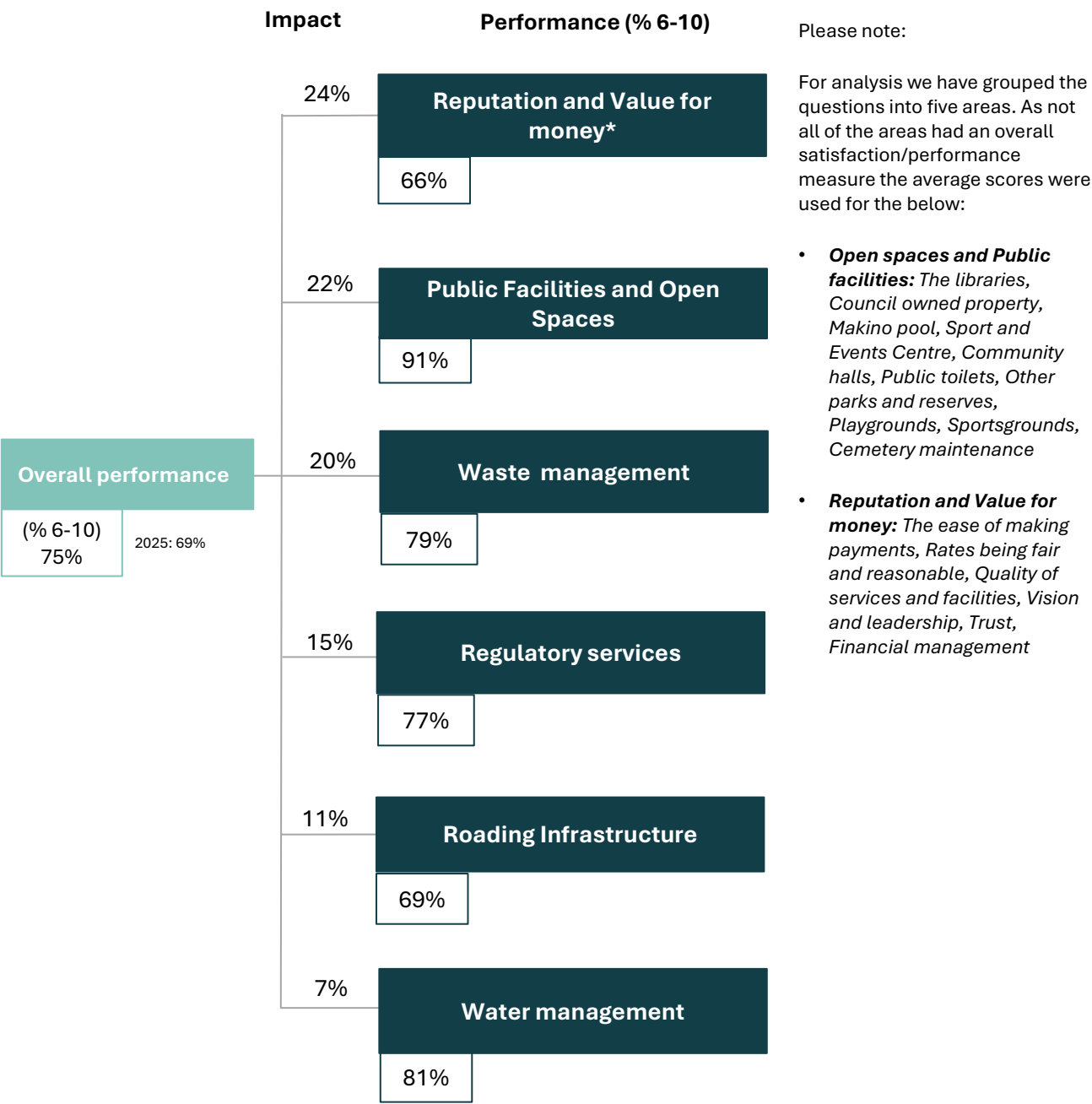
- Segments have been determined using the results from a set of five overall level questions
- REP1. ...how would you rate the Council for its vision and leadership? n=348
- REP2. Overall, how would you rate the Council in terms of the trust you have in them? n=360
- REP3. How would you rate the Council overall for its financial management? n=295
- REP4. ...how would you rate them for the quality of the services and facilities they provide? n=419
- REP5. So, considering, leadership, trust, financial management and quality of services provided, how would you rate the Manawātū District Council for its overall reputation? n=397
- Excludes don't know response

Priorities and Opportunities

Drivers of Perception of Manawatū District Council’s Performance

TOC

- *Reputation and Value for money* (24% impact) holds the greatest impact on Council’s Overall performance.
- Satisfaction with these measures has increased, contributing to the overall increase in satisfaction with Council’s *Overall performance*.



Year-on-year

- ▲ Significantly higher
- ▼ Significantly lower

NOTES:

1.

*These measures were grouped as they reflect overall resident sentiment about how well the Council is perceived to manage resources and maintain public trust.

2.

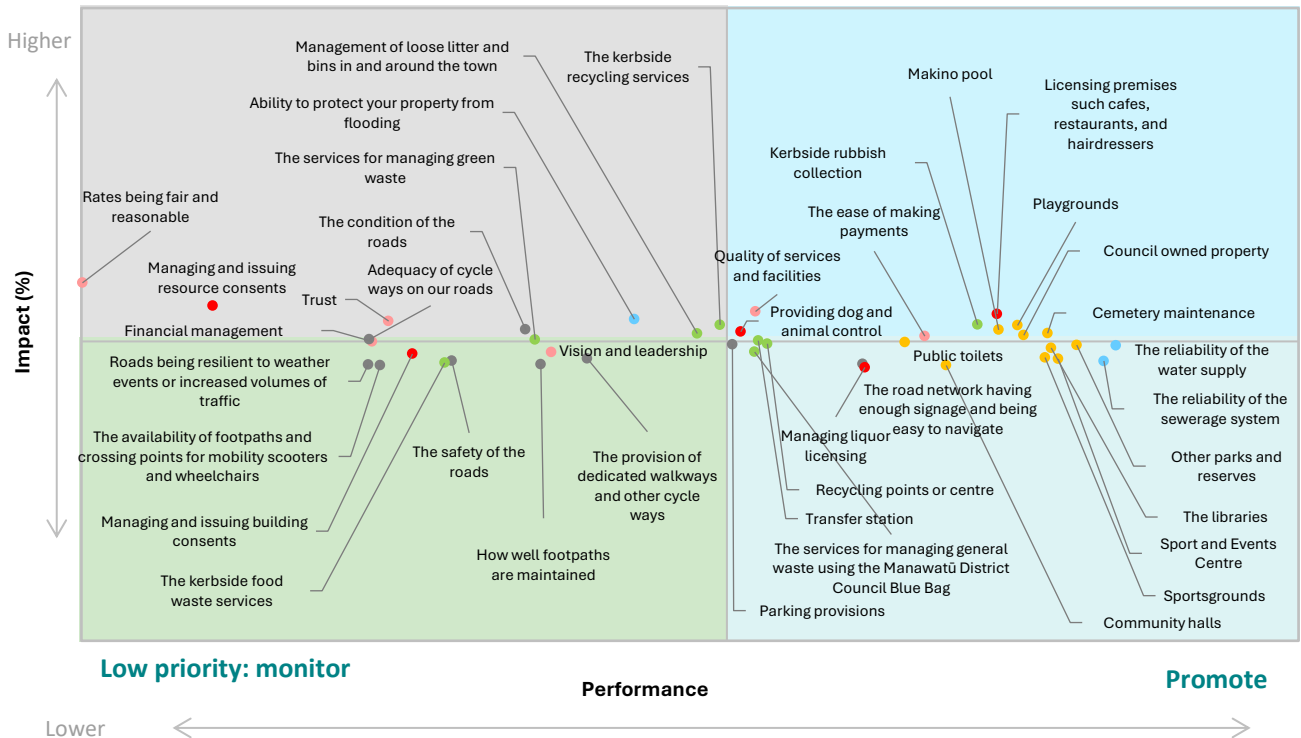
Excludes ‘Don’t know’ responses

Opportunities and Priorities - Overall measures

« TOC

Priorities

Maintain



Manawatu District Council needs to prioritise improvements across several key aspects, particularly in:

1. Reputation and Value for money

- Trust
- Rates being fair and reasonable

2. Rooding Infrastructure

- Adequacy of cycle ways on our roads
- Condition of the roads

3. Waste Management

- The services for managing green waste
- The kerbside recycling services
- Management of loose litter and bins in and around the town

4. Others

- Ability to protect your property from flooding
- Managing and issuing resource consents

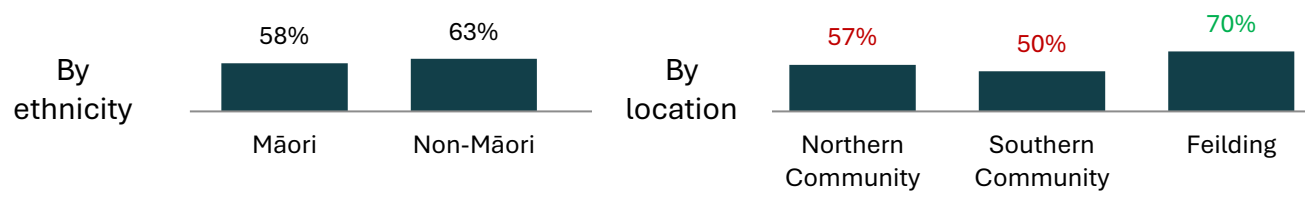
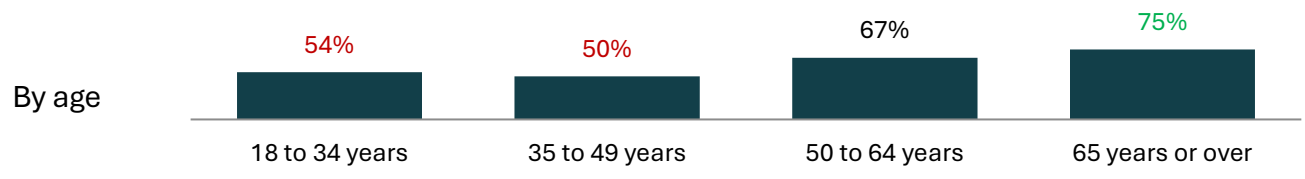
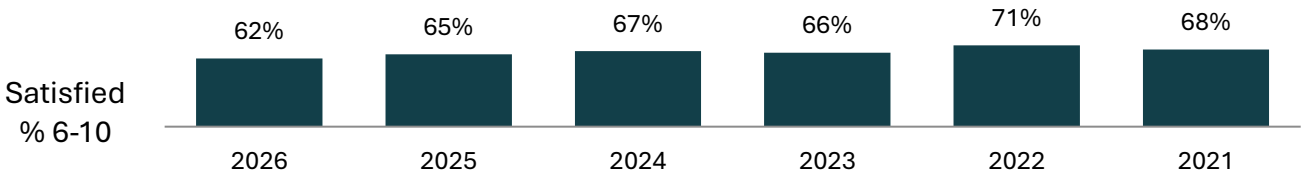
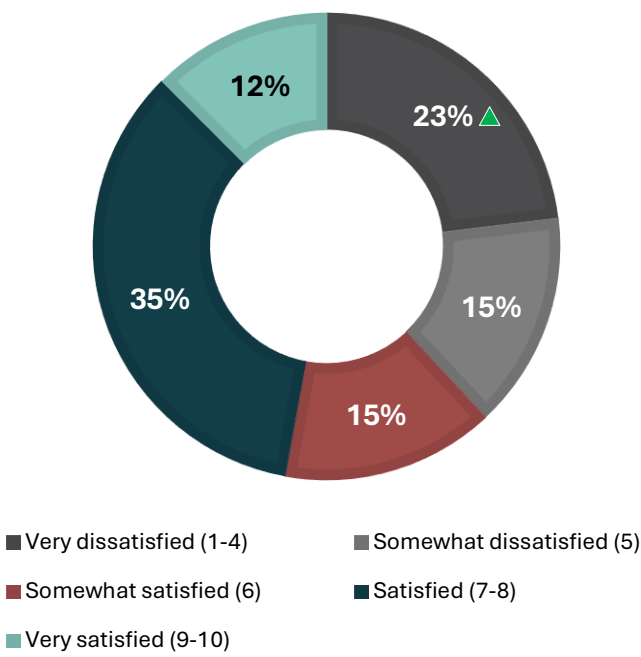
These findings suggest a need to strengthen both infrastructure-related services and efforts that build community connection and confidence in Council leadership.

Communication and Engagement

Overall Communication

[<< TOC](#)

- Satisfaction with *How Council keeps the public informed* (62%) has slightly decreased by 3% points since 2025 (65%).
- Satisfaction is significantly lower among residents aged 18 to 34 (54%) and 35 to 49 (50%) than among residents aged 65 years or over (75%).
- Preference for *Newspapers* as a source of Council information has decreased significantly since 2025, from 17% to 12%, while preference for *Instagram* as a medium for communication has increased significantly from less than 1% to 5%.



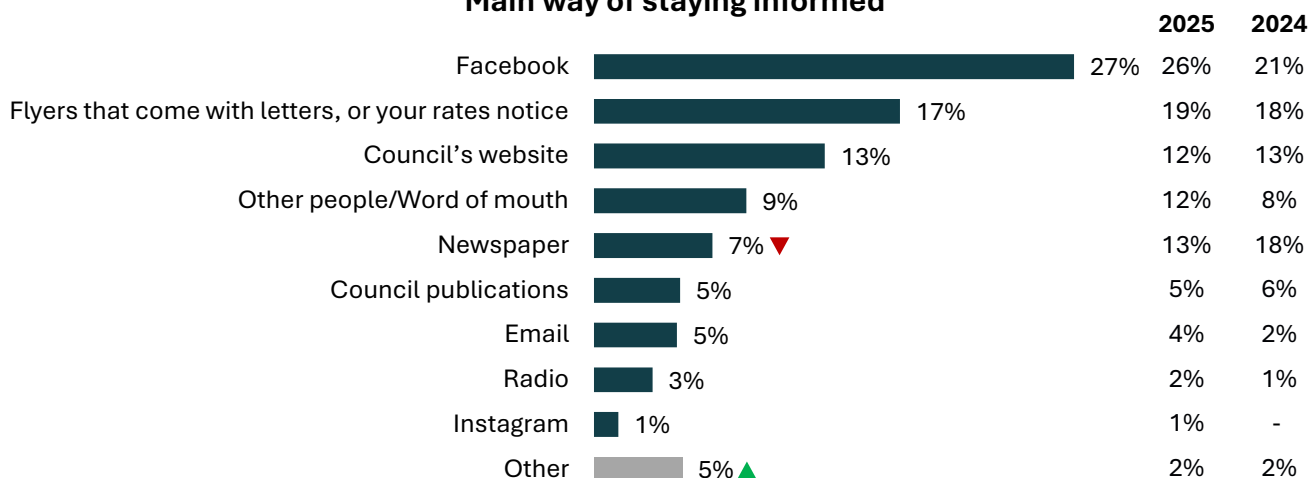
Notes:
 1. CM4. How would you rate council for keeping the public informed? n=401

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower
Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

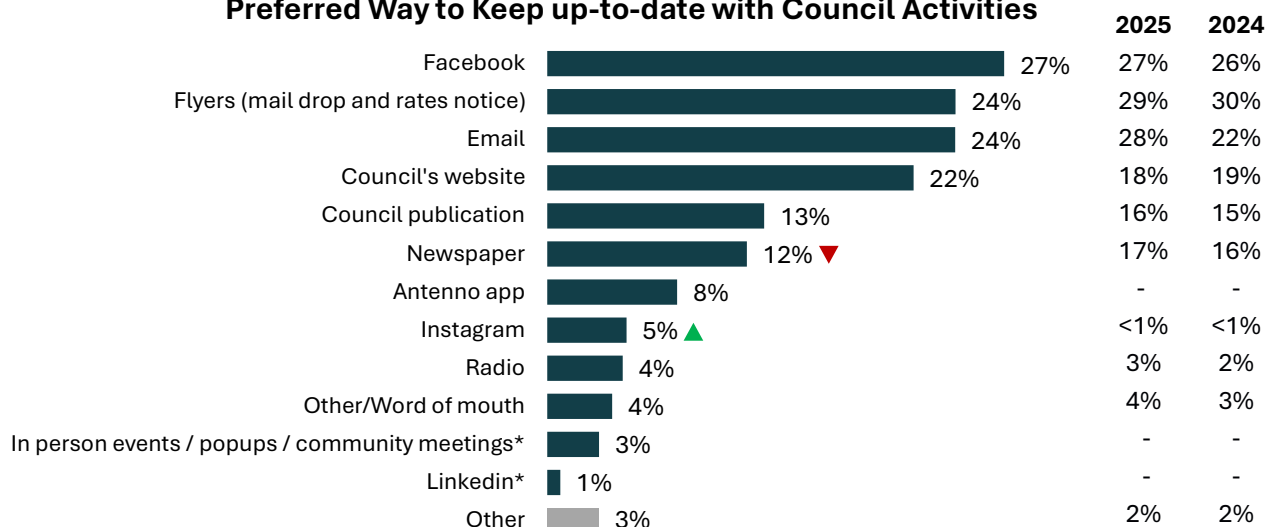
Communications

[◀ TOC](#)

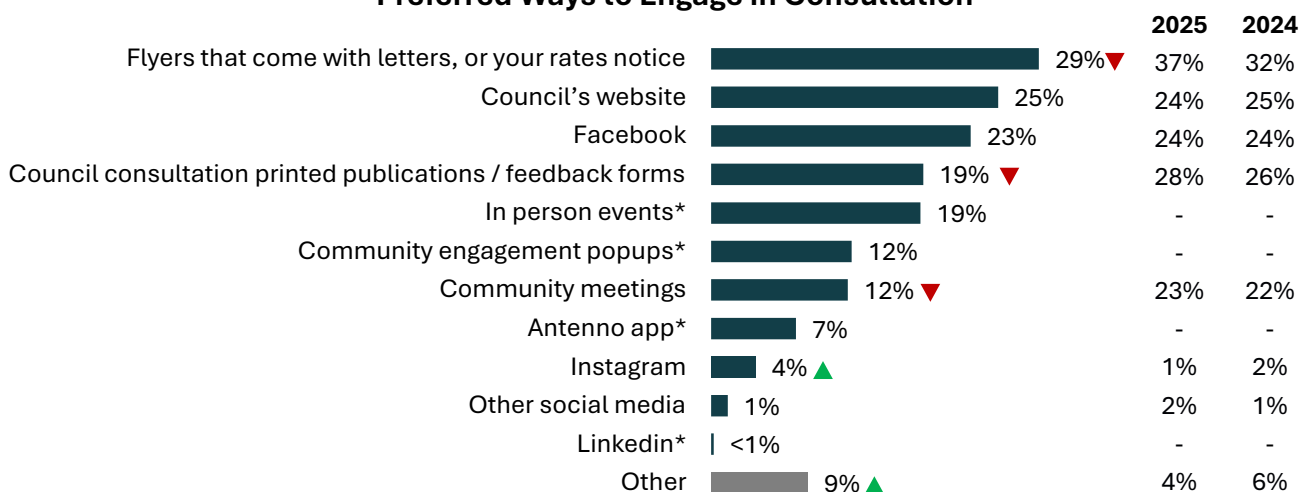
Main way of staying informed



Preferred Way to Keep up-to-date with Council Activities



Preferred Ways to Engage in Consultation



Year-on-year

▲ Significantly higher
▼ Significantly lower

Notes:

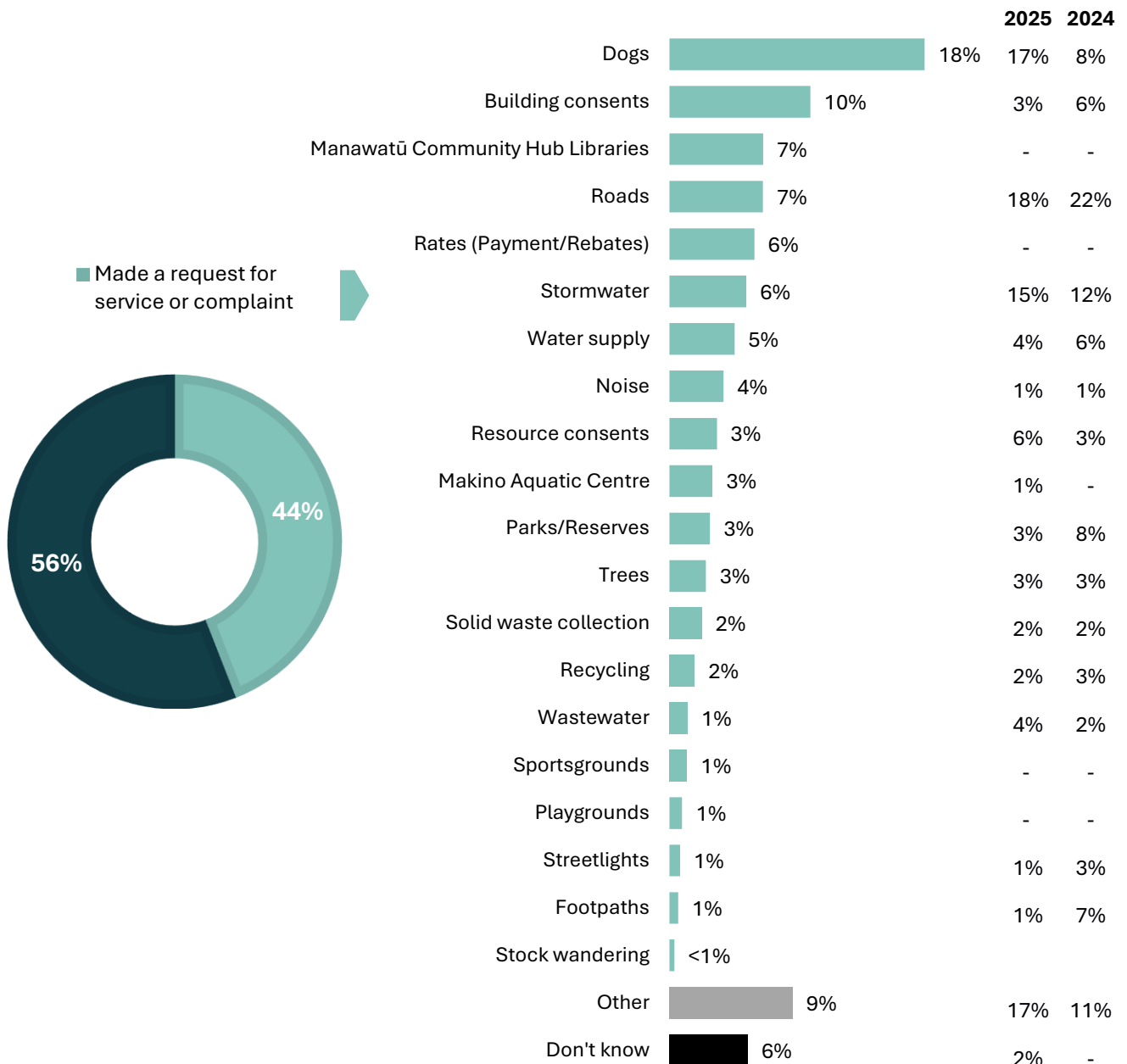
- CM1. Which of the following do you most rely on for information about the Manawātū District Council? n=459
- CM2. How would you prefer to receive information about Manawātū District Council? n=459
- CM3. Thinking about when Council wants your input to decisions, how would you prefer to engage in the process? n=459
- New item added to 2025/2026 survey. No historical data available.

Council Interaction

Council Interaction

◀ TOC

- 44% of residents had interacted with the Council during the past 12 months.
- Among those residents, aspects related to *Dogs* (18%) were the most prevalent reason for contacting the Council.



Notes:

- RS1. Have you interacted with Council during the past 12 months? n=456
- RS2. Thinking about your most recent request or complaint, what did it relate to? n=213

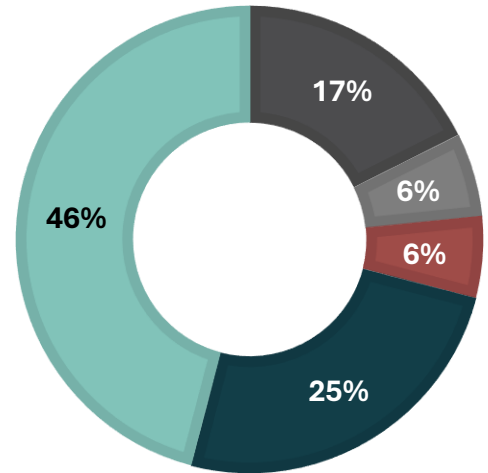
Year-on-year

▲ Significantly higher
▼ Significantly lower

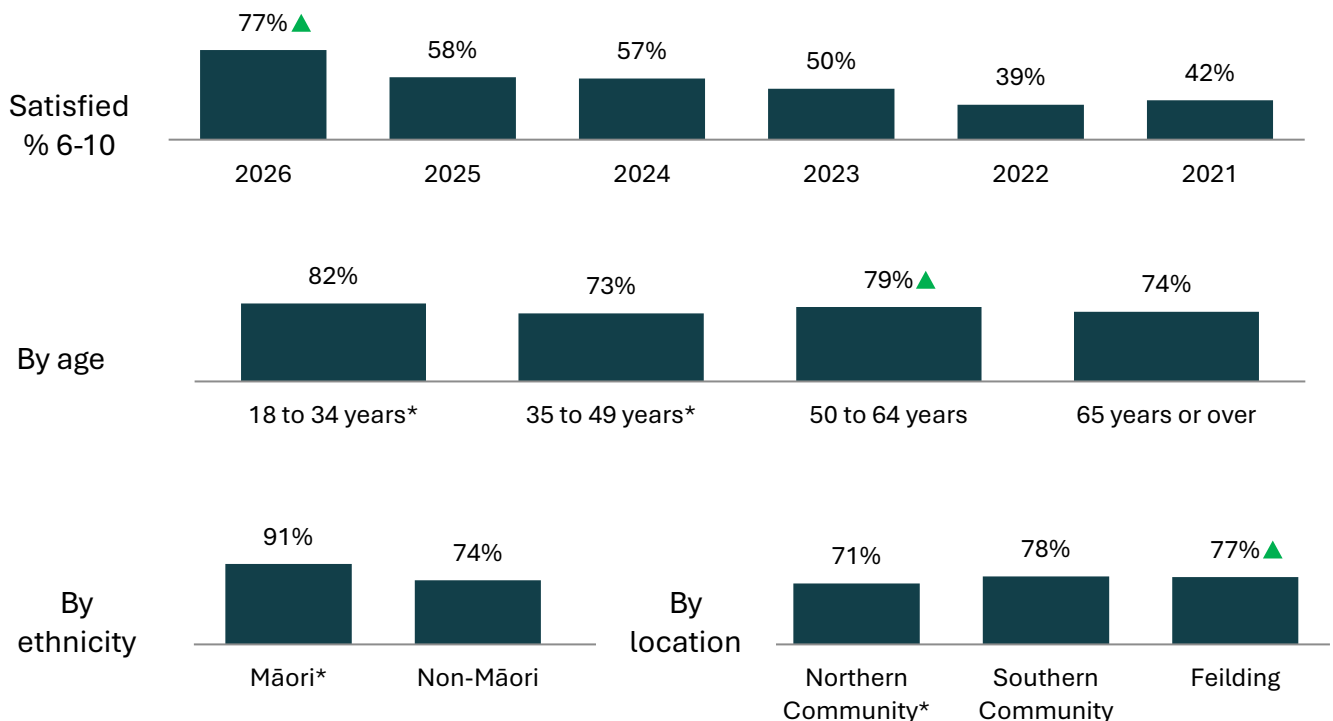
Overall Enquiry Handling

« TOC

- Satisfaction with *How Council handled enquiry overall* has significantly increased since 2025, improving from 58% in 2025 to 77% in 2026.
- Similarly, satisfaction has increased significantly among residents aged 50 to 64 years who contacted the Council, from 56% in 2025 to 79% in 2026, and among residents in Feilding, from 55% in 2025 to 77% in 2026.



■ Very dissatisfied (1-4) ■ Somewhat dissatisfied (5)
 ■ Somewhat satisfied (6) ■ Satisfied (7-8)
 ■ Very satisfied (9-10)



Notes:

1. RS3_F. How would you rate Council overall for how well they handled your enquiry? n=198
2. *Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

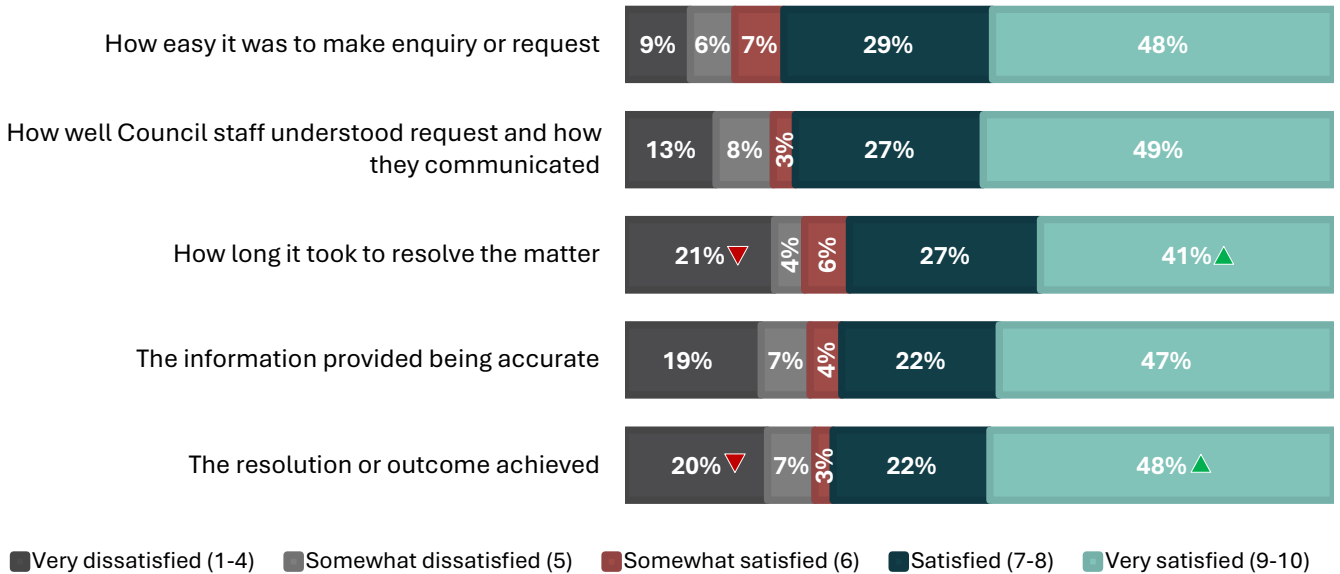
▲ Significantly higher
 ▼ Significantly lower

Between demographics

▲ Significantly higher
 ▼ Significantly lower

Enquiry Handling (continued)

◀ TOC



Scores with % 6-10	2026	2025	2024	2023	2022	2021
How easy it was to make enquiry or request	85%	82%	79% ▲	64%	66%	70%
How well Council staff understood request and how they communicated	79%	69%	68%	58%	52%	52%
How long it took to resolve the matter	75% ▲	56%	54%	46%	37%	33%
The information provided being accurate	74% ▲	61%	64%	52%	45%	50%
The resolution or outcome achieved	73% ▲	53%	52%	47%	43%	38%

Scores with % 6-10	Māori*	Non-Māori	Northern Community*	Southern Community	Feilding
How easy it was to make enquiry or request	85%	84%	85%	82%	85%
How well Council staff understood request and how they communicated	85%	78%	71%	80%	81%
How long it took to resolve the matter	87%	73% ▲	70%	70%	78% ▲
The information provided being accurate	84%	72%	64%	61%	81% ▲
The resolution or outcome achieved	83%	72% ▲	62%	70%	77% ▲

Notes:

- RS3. Thinking back to your most recent request, how would you rate your satisfaction with each of the following?
 - How easy it was to make your enquiry or request n=199
 - How long it took to resolve the matter n=187
 - The information provided being accurate n=177
 - How well Council staff understood your request and how they communicated with you n=197
 - The resolution or outcome achieved n=187
- *Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

▲ Significantly higher
▼ Significantly lower

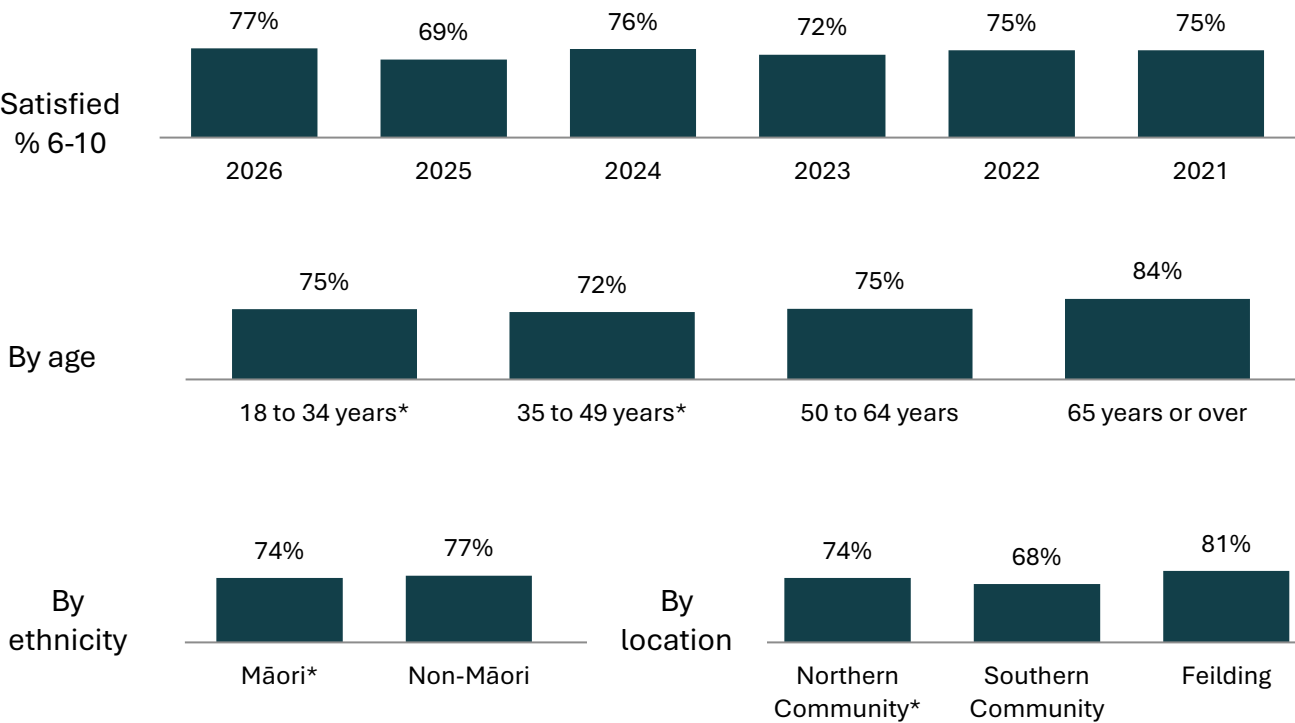
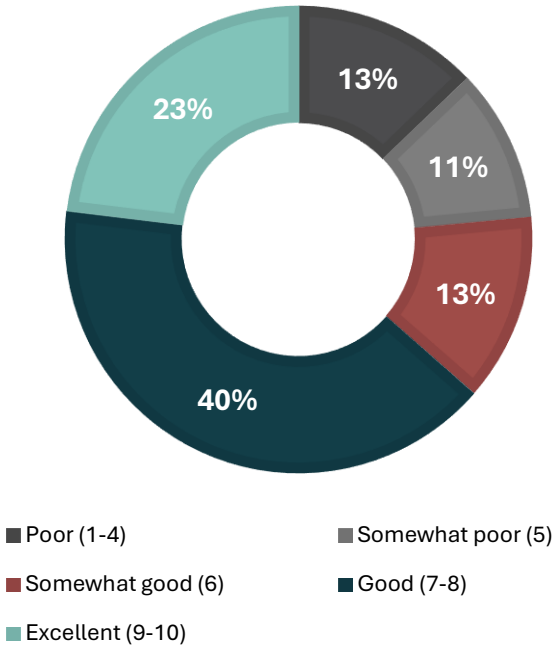
Regulatory Services



Overall Regulatory Services

TOC

- An 8% point increase in satisfaction with *Overall regulatory services* has been recorded, improving from 69% in 2025 to 77% in 2026.
- Across all other *Regulatory services*, *Dog or Animal Control* is the most prevalent reason residents contacted the Council in the past 12 months (17%).
- *Licensing Premises* received the highest satisfaction rating (90%), while *Managing and issuing resource consents* received the lowest rating (51%) and has been identified as an area for improvement.



Notes:

1. OS4. And how would you rate the Manawātū District Council overall for how well it provides these types of regulatory services? n=200

2. *Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

Significantly higher

Significantly lower

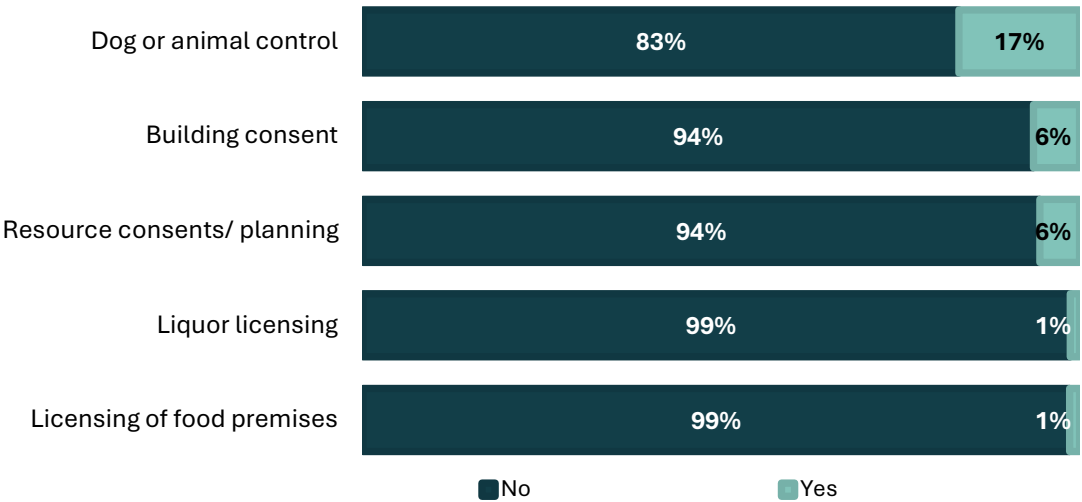
Between demographics

Significantly higher

Significantly lower

Involvement with Regulatory Services

◀ TOC



% Involved	2026	2025	2024	2023	2022	2021
Dog or animal control	17%	20%	18%	14%	17%	17%
Building consent	6%▼	10%	9%	11%	12%	14%
Resource consents/ planning	6%	8%	7%	10%	8%	9%
Liquor licensing	1%	2%	2%	2%	1%	3%
Licensing of food premises	1%	3%	2%	3%	1%	2%

% Involved	Māori	Non-Māori	Northern Community	Southern Community	Feilding
Dog or animal control	17%	17%	21%	16%▼	16%
Building consent	4%	7%▼	5%▼	10%	5%
Resource consents/ planning	4%	6%	4%▼	10%	3%
Liquor licensing	2%	1%	3%	0%	1%
Licensing of food premises	0%	2%	1%	1%	2%

Notes:

1. OS1. Council also provides a range of other services. In the last year have you had any direct involvement or contact with Council in relation to any of the following? n=459

Year-on-year

Between demographics

▲ Significantly higher

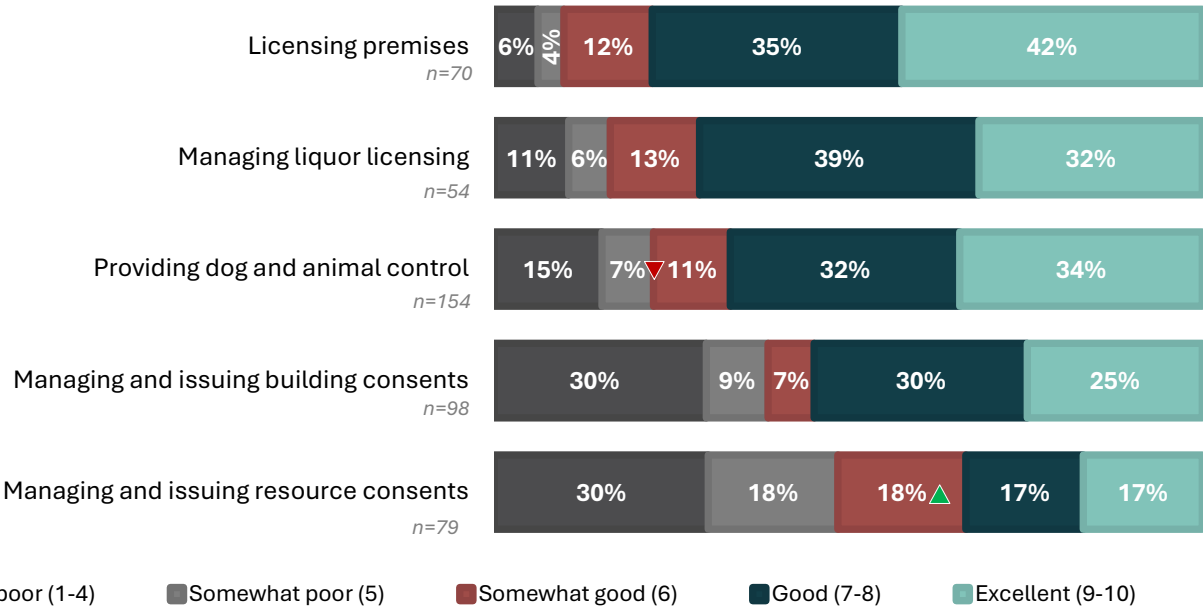
▼ Significantly lower

Significantly higher

Significantly lower

Satisfaction with Regulatory Services

◀ TOC



Scores with % 6-10	2026	2025	2024	2023	2022	2021
Licensing premises	90%	86%	92%	83%	80%	80%
Managing liquor licensing	84%	79%	88%	78%	80%	72%
Providing dog and animal control	78%	68%	75%	77%	79%	80%
Managing and issuing building consents	61%	51%	59%	50%	57%	50%
Managing and issuing resource consents	51%	53%	56%	48%	51%	50%

Notes:

1. OS2. Based on your experience and impressions, how would you rate the council’s performance in providing each of these services?

Year-on-year

▲ Significantly higher

▼ Significantly lower

Between demographics

Significantly higher

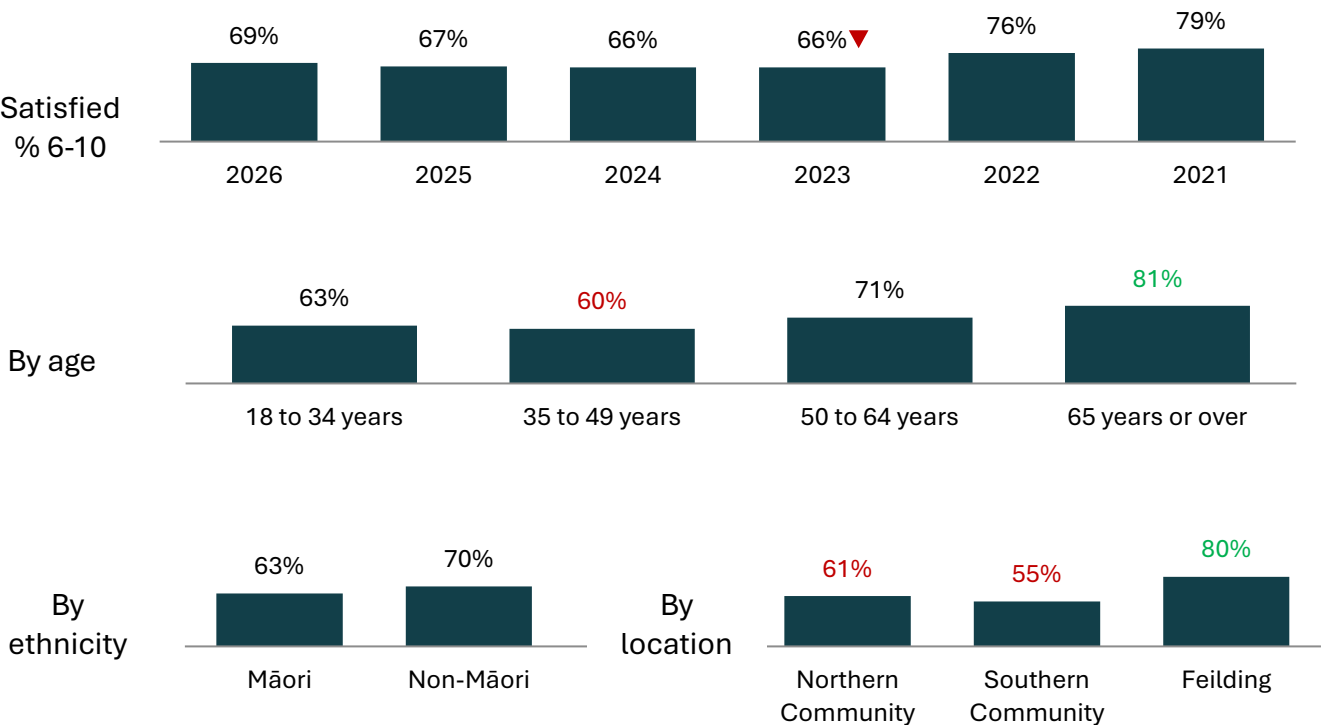
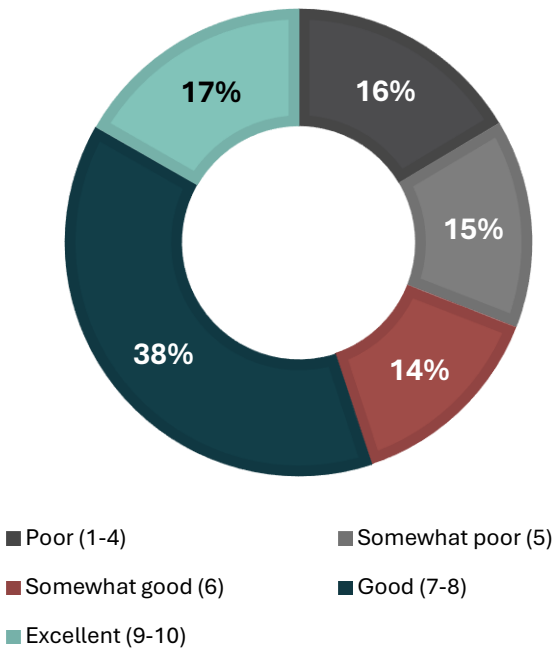
Significantly lower

Roads, Footpaths, and Cycleways

Overall Roads, Footpaths, and Cycleways

TOC

- A gradual increase in satisfaction with *Overall roads, footpaths, and cycleways* has been recorded, increasing from 66% in 2024, to 67% in 2025, and further 69% in 2026.
- Residents in Feilding (80%) are significantly more likely to be satisfied than those in other areas.
- Satisfaction with *The condition of the roads* has significantly increased since the previous reporting year, from 60% in 2025 to 67% in 2026.



Notes:

1. RF3. Overall, how satisfied are you with the roads, cycle ways, footpaths, and walkways around the Manawātū district? n=442

Year-on-year

▲ Significantly higher

▼ Significantly lower

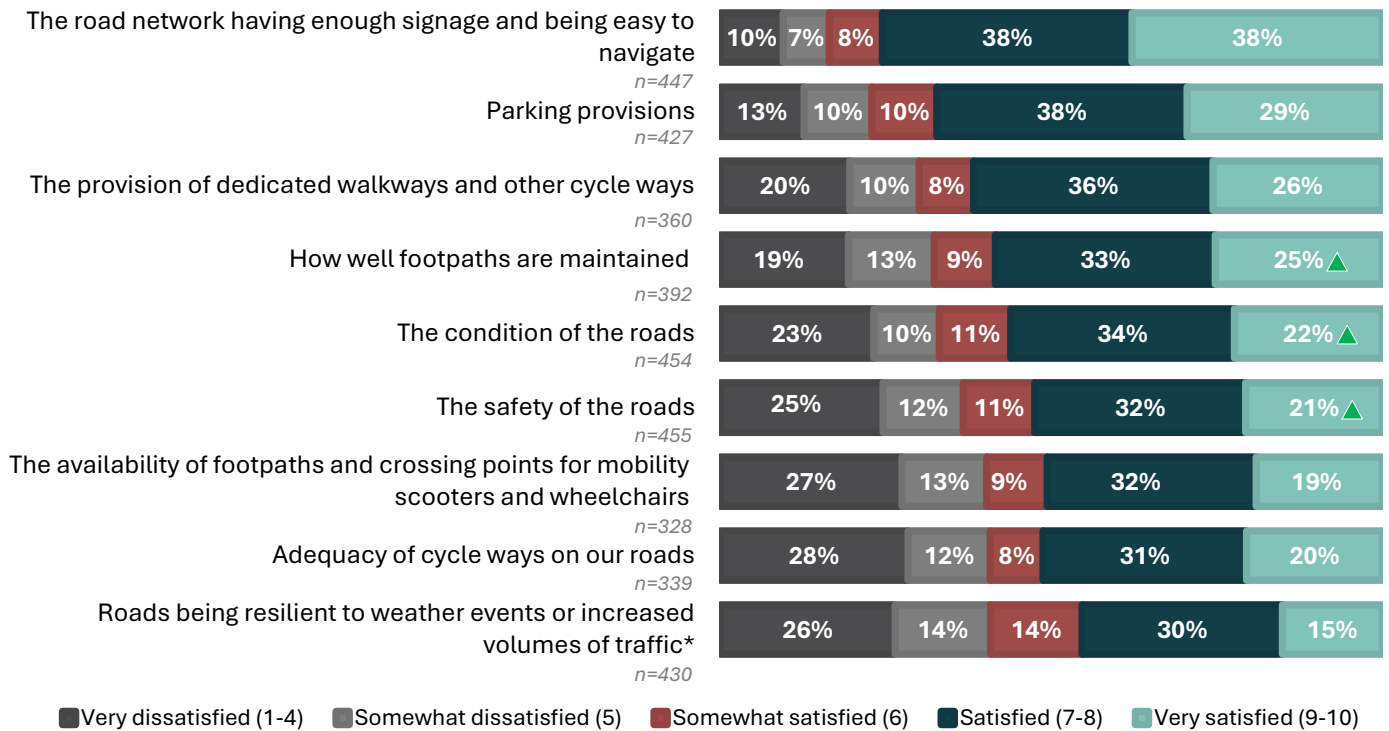
Between demographics

▲ Significantly higher

▼ Significantly lower

Other Measures Related to Roads, Footpaths and Cycleways

◀ TOC



Scores with % 6-10	2026	2025	2024	2023	2022	2021
The road network having enough signage and being easy to navigate	84%	84%	82%	82% ▼	88%	89%
Parking provisions	77%	77%	74%	75%	79%	82%
The provision of dedicated walkways and other cycle ways	70%	68%	69%	68%	72%	68%
How well footpaths are maintained	68%	66%	66%	68%	69%	71%
The condition of the roads	67% ▲	60%	59%	61% ▼	68%	69%
The safety of the roads	63%	61%	60%	62%	65%	70%
The availability of footpaths and crossing points for mobility scooters and wheelchairs	60%	61%	58% ▼	65%	66%	65%
Adequacy of cycle ways on our roads	59%	60%	56%	58%	59%	49%
Roads being resilient to weather events or increased volumes of traffic*	59%	-	-	-	-	-

Notes:

- RF1. Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following?
- New item added to 2025/2026 survey. No historical data available.

Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

Significantly higher
Significantly lower

Other Measures Related to Roads, Footpaths and Cycleways (continued)

◀ TOC

Scores with % 6-10	Māori	Non-Māori
The road network having enough signage and being easy to navigate	78%	84%
Parking provisions	57%	81%
The provision of dedicated walkways and other cycle ways	60%	72%
How well footpaths are maintained	63%	69%
The condition of the roads	62%	68%▲
The safety of the roads	51%	65%
The availability of footpaths and crossing points for mobility scooters and wheelchairs	50%	62%
Adequacy of cycle ways on our roads	57%	60%
Roads being resilient to weather events or increased volumes of traffic*	54%	60%

Scores with % 6-10	Northern Community	Southern Community	Feilding
The road network having enough signage and being easy to navigate	86%	73%	89%
Parking provisions	70%	74%	81%
The provision of dedicated walkways and other cycle ways	70%	52%	79%
How well footpaths are maintained	59%	61%	73%
The condition of the roads	53%	52%	80%▲
The safety of the roads	53%	46%	77%
The availability of footpaths and crossing points for mobility scooters and wheelchairs	46%	46%	69%
Adequacy of cycle ways on our roads	52%	37%	71%
Roads being resilient to weather events or increased volumes of traffic*	47%	48%	70%

Notes:

- RF1. Still using the 1 to 10 scale where 1 means ‘very dissatisfied’ and 10 means ‘very satisfied’, how would you rate your overall satisfaction with each of the following?
- New item added to 2025/2026 survey. No historical data available.

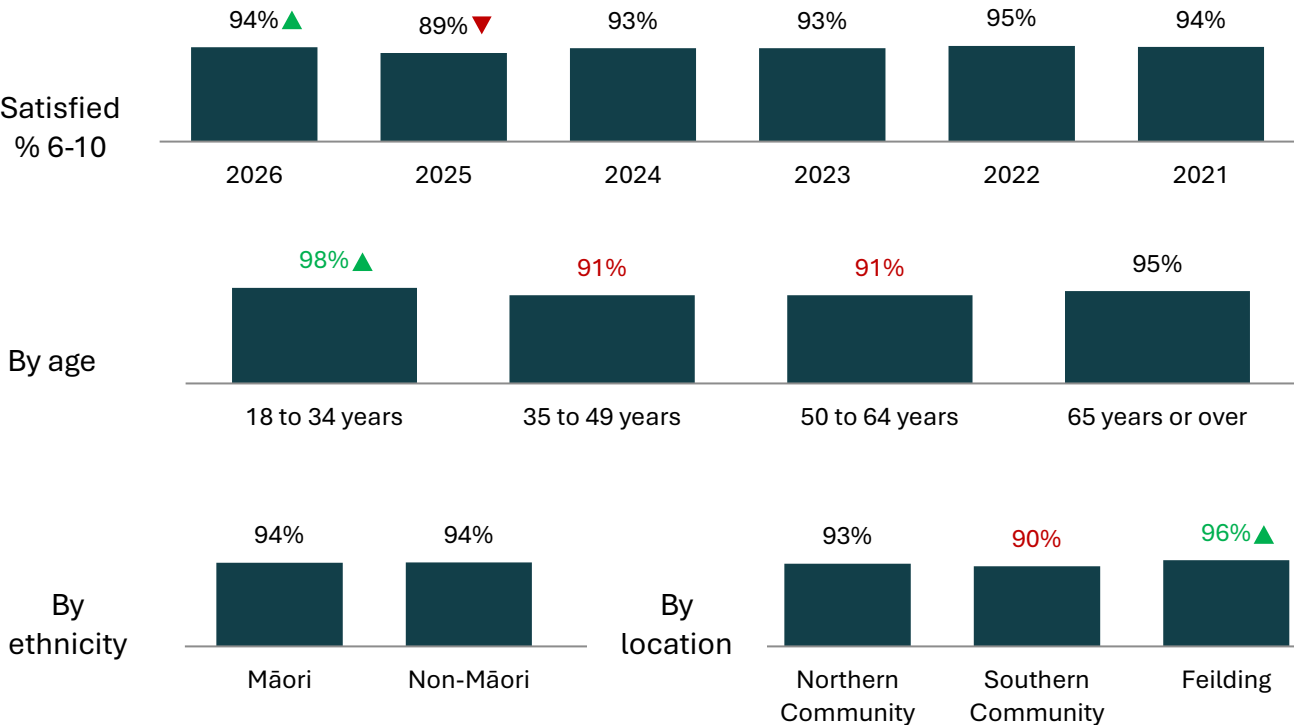
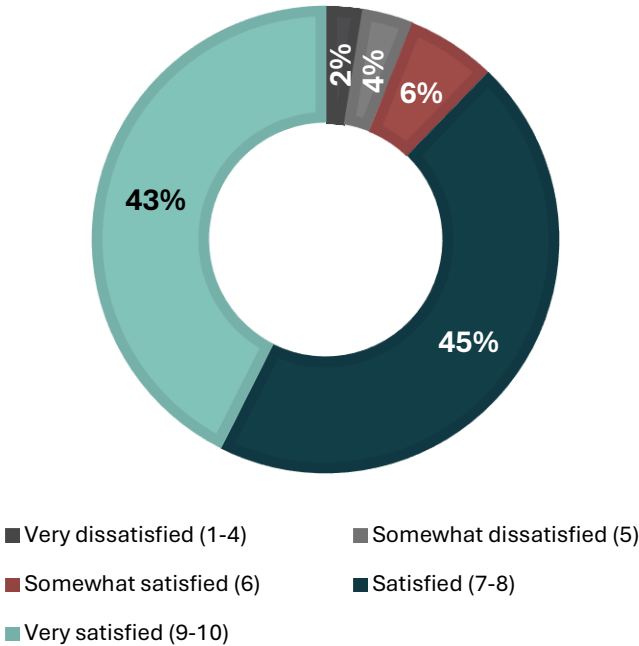
Year-on-year	Between demographics
▲ Significantly higher	Significantly higher
▼ Significantly lower	Significantly lower

Outdoor Spaces

Outdoor Spaces

◀ TOC

- Nearly all respondents (94%) are satisfied with the district’s *Outdoor spaces*, a significant increase since the previous reporting period (89%).
- Despite the slight decrease of 3% points, *Council-maintained parks, reserves or recreation areas* continue to be the most visited open spaces, with 76% of residents reporting visiting one in the past year.
- In contrast, only 27% of residents have visited *A cemetery* in the past year. Despite this, satisfaction has significantly increased from 85% in 2025 to 93% in 2026.



Notes:

1. PR4. And overall, how satisfied are you with how well Council maintains its sports-fields, parks, playgrounds, and other open spaces? n=385

Year-on-year

▲ Significantly higher

▼ Significantly lower

Between demographics

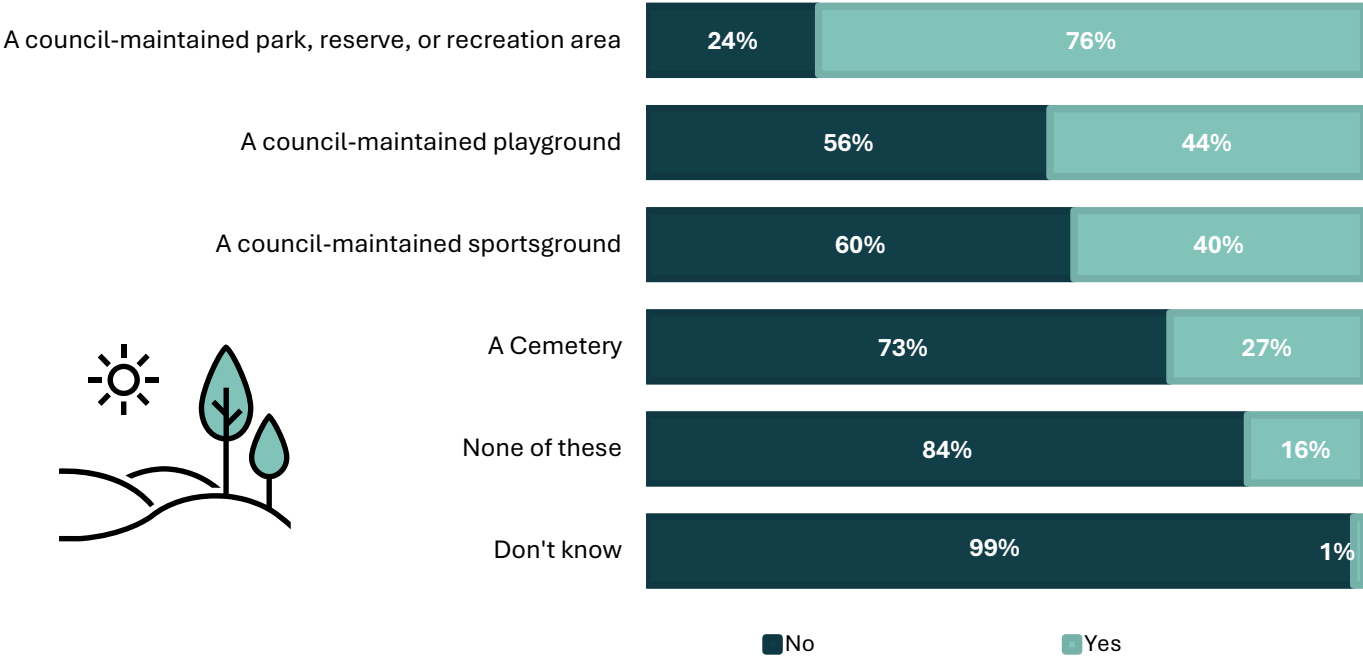
▲ Significantly higher

▼ Significantly lower

Visitation of Outdoor Spaces

<<

TOC



% Who visited the outdoor spaces	2026	2025	2024	2023	2022	2021
A council-maintained park, reserve, or recreation area	76%	79%	78%	76%	75%	78%
A council-maintained playground	44%	46%	48%	45%	48%	55%
A council-maintained sportsground	40%	46%	46%	39%	46%	60%
A Cemetery	27%	29%	27%	32%	33%	41%

% Who visited the outdoor spaces	Māori	Non-Māori	Northern Community	Southern Community	Feilding
A council-maintained park, reserve, or recreation area	75%	76%	80%	65%	81%
A council-maintained playground	46%	43%	60%	41%	40% ▼
A council-maintained sportsground	48% ▼	39%	43%	34%	43% ▼
A Cemetery	17%	29%	26%	23%	29%

Notes:

1. PR1. In the last year, which of the following have you visited? n=458

Year-on-year

▲ Significantly higher

▼ Significantly lower

Between demographics

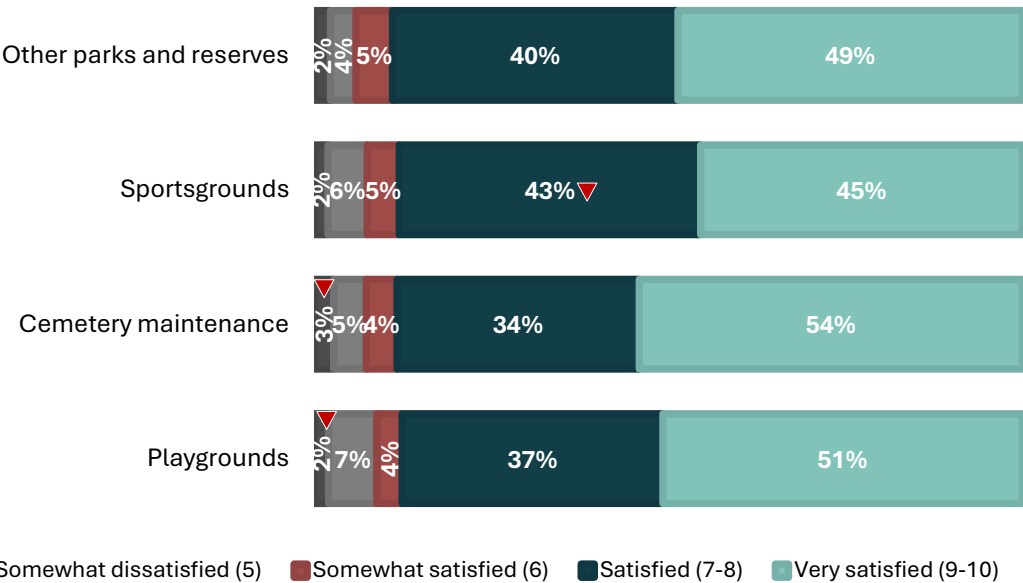
Significantly higher

Significantly lower

Page 43

Satisfaction with Outdoor Spaces

◀◀ TOC



Scores with % 6-10	2026	2025	2024	2023	2022	2021
Other parks and reserves	94%	91%	92%	93%	94%	96%
Sportsgrounds	93%	89%	90%	93%	94%	95%
Cemetery maintenance	93%▲	85%▼	94%	89%	91%	92%
Playgrounds	91%	90%	90%	93%	90%	94%

Scores with % 6-10	Māori	Non-Māori	Northern Community	Southern Community	Feilding
Other parks and reserves	91%	95% ▲	96% ▲	95%	93%
Sportsgrounds	93% ▲	92%	91%	91%	93%
Cemetery maintenance	88%*	94% ▲	93%*	87%	95%
Playgrounds	76%	95% ▲	93%	88%	92%

Notes:

1. PR2. Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall experience with Council's...
 - a. Sportsground n=285
 - b. Other parks and reserves n=376
 - c. Playgrounds n=277
 - d. Cemetery maintenance n=193
2. *Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

 Significantly higher
 *Significantly lower*

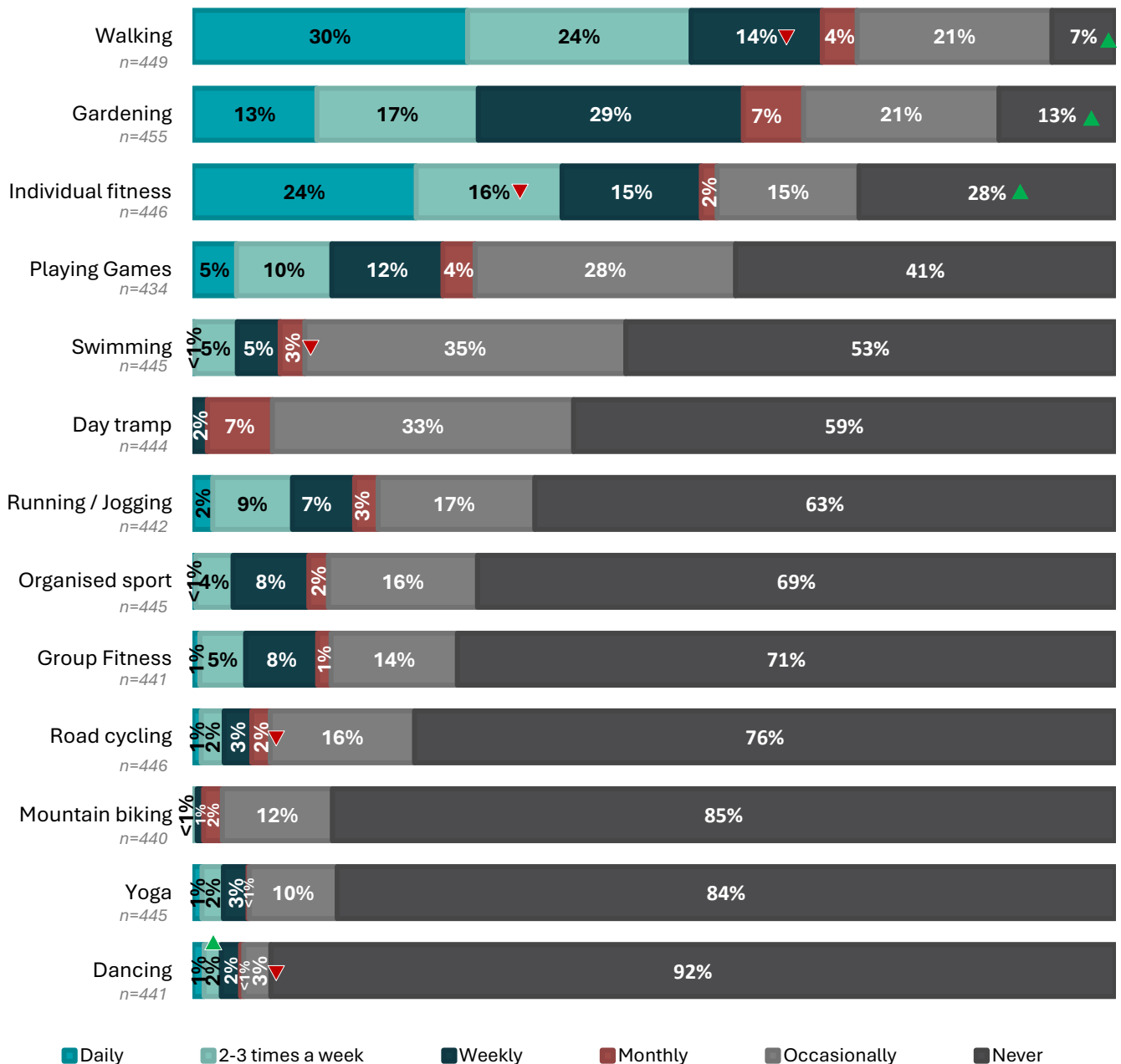
Between demographics

Significantly higher
Significantly lower

Leisure and Recreational Activities Residents take part in

◀ TOC

- Walking (93%), Gardening (87%), and Individual fitness (72%) are the top leisure activities residents participated in over the past 12 months.
- In keeping with the previous year, participation in Dancing (8%) and Yoga (16%) remains the lowest.



Notes:

- PR5. In the last 12 months, what type of leisure and recreational activities do you take part in and how often do you do it?

Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

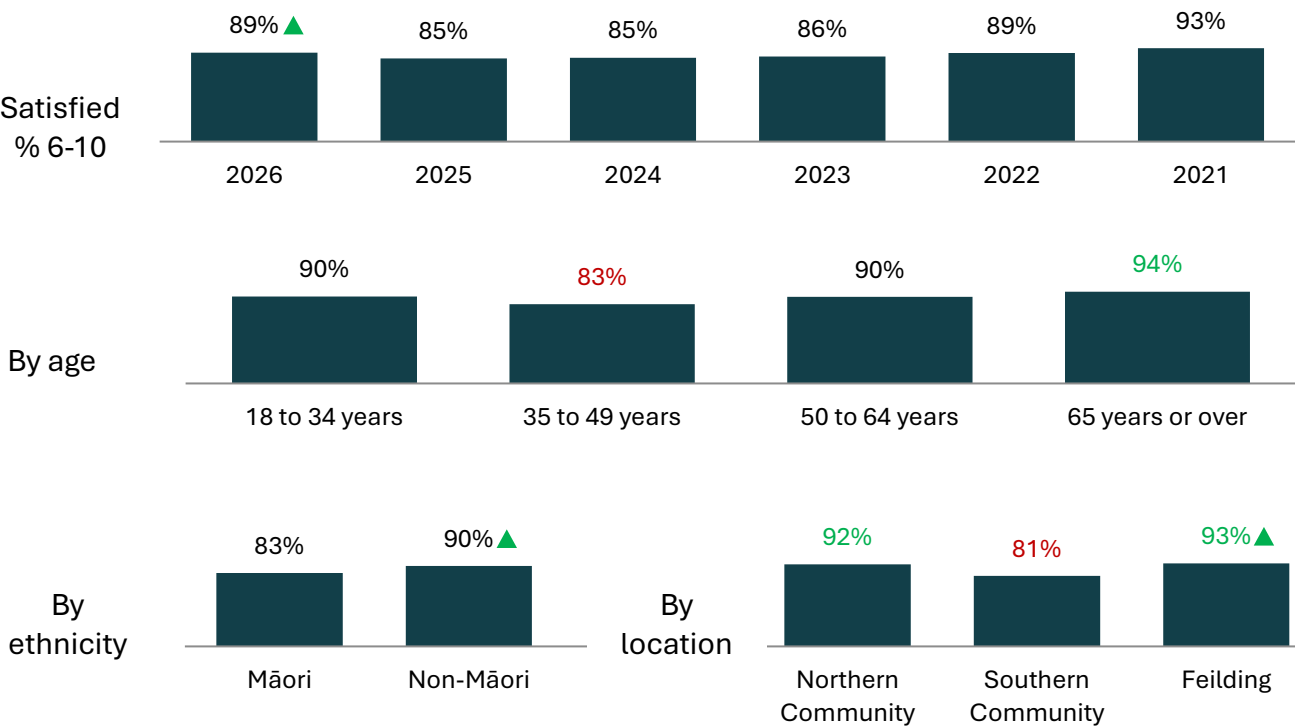
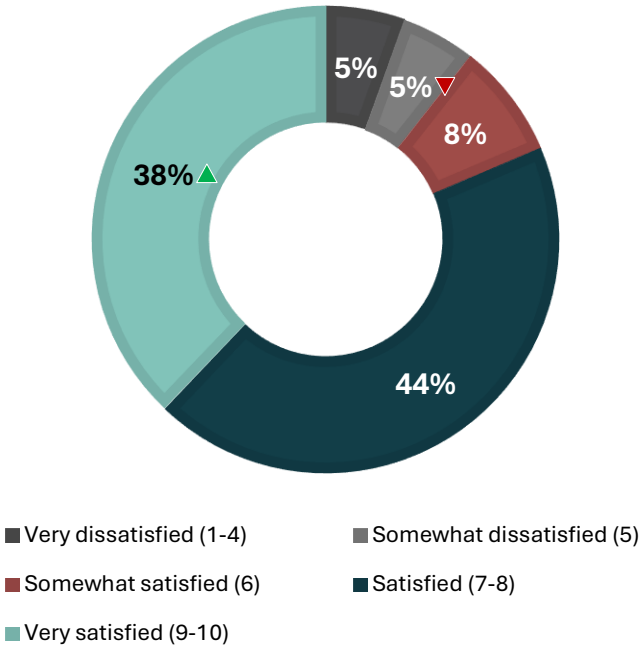
▲ Significantly higher
▼ Significantly lower

Public facilities

Public Facilities

TOC

- Satisfaction with *Public facilities* has significantly increased since 2025, from 85% to 89%.
- This improvement is likely driven by a significant increase in satisfaction among Feilding residents, from 87% in 2025 to 94% in 2026.
- Public toilets* (66%) and *Libraries* (55%) remain the most visited public facilities year-on-year.
- All public facilities receive high satisfaction levels, with the highest ratings for the *Sport and Events Centre* and *Libraries*, both at 93%.



Notes:

1. CF4. When you consider all the public facilities that are provided by Manawātū District Council including how well they are maintained, the opening hours and where applicable, the cost to use these, how would you rate your overall satisfaction with the public facilities that are provided? n=404

Year-on-year

▲ Significantly higher

▼ Significantly lower

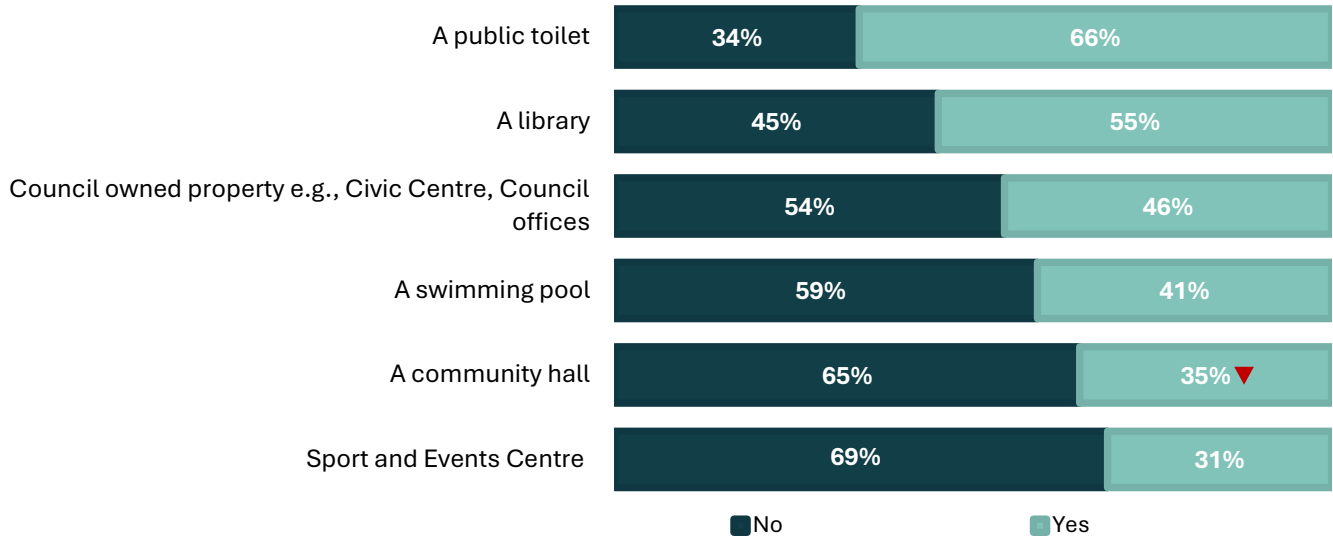
Between demographics

▲ Significantly higher

▼ Significantly lower

Visitation of Public Facilities

◀ TOC



% Who visited the public facilities	2026	2025	2024	2023	2022	2021
A public toilet	66%	68%	70%	67%	68%	74%
A library	55%	55%▲	45%	49%	49%	55%
Council owned property	46%	49%	52%	47%	46%	62%
A swimming pool	41%	38%	42%	42%	40%	45%
A community hall	35%▼	42%	46%	37%	37%	54%
Sport and Events Centre	31%	29%	33%	29%	32%	45%

% Who visited the public facilities	Māori	Non-Māori	Northern Community	Southern Community	Feilding
A public toilet	67%	66%	83%	60%	63%
A library	52%	55%	54%	36%	66%
Council owned property	52%	44%	45%	29%	55%
A community hall	37%	35%▼	41%	35%	33%
A swimming pool	67%▲	37%	46%	40%	40%
Sport and Events Centre	33%	31%	34%	34%▲	29%

Notes:

1. CF1. Which of the following facilities have you visited in the last year? n=458

Year-on-year

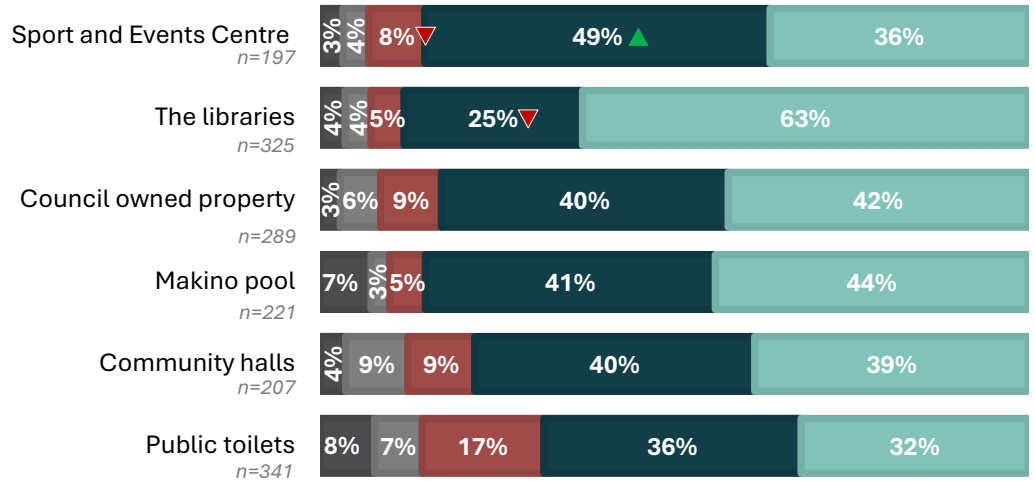
▲ Significantly higher
▼ Significantly lower

Between demographics

Significantly higher
Significantly lower

Satisfaction with Public Facilities

◀ TOC



Very dissatisfied (1-4) Somewhat dissatisfied (5) Somewhat satisfied (6) Satisfied (7-8) Very satisfied (9-10)

Scores with % 6-10	2026	2025	2024	2023	2022	2021
Sport and Events Centre	93%	88%	87%	87%	93%	89%
The libraries	93%	91%▲	77%	85%	90%	94%
Council owned property	91%	91%▲	91%	89%	93%	96%
Makino pool	90%	88%	81%	85%	89%	93%
Community halls	88%	87%	86%	87%	91%	89%
Public toilets	86%	83%▲	76%	81%	87%	89%

Scores with % 6-10	Māori	Non-Māori	Northern Community	Southern Community	Feilding
Sport and Events Centre	96%	93%	95%	86%	97%
The libraries	89%	94%	93%	89%	94%
Council owned property	86%	93%	93%	86%	93%
Makino pool	88%	91%	90%	82%	94%
Community halls	78%	90%	92%	77%	93%
Public toilets	76%	87%	88%	87%	84%

Notes:

- CF2. How would you rate your overall satisfaction with each of the following facilities?
- *Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

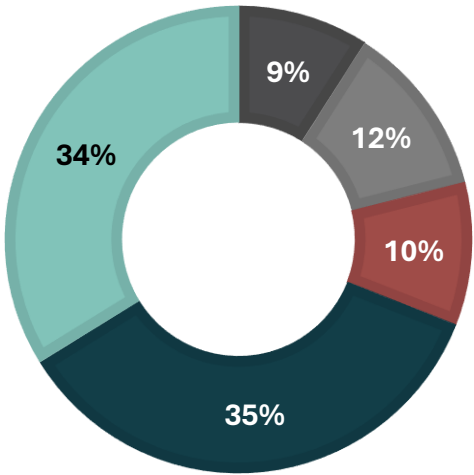
▲ Significantly higher
▼ Significantly lower

Waste Management

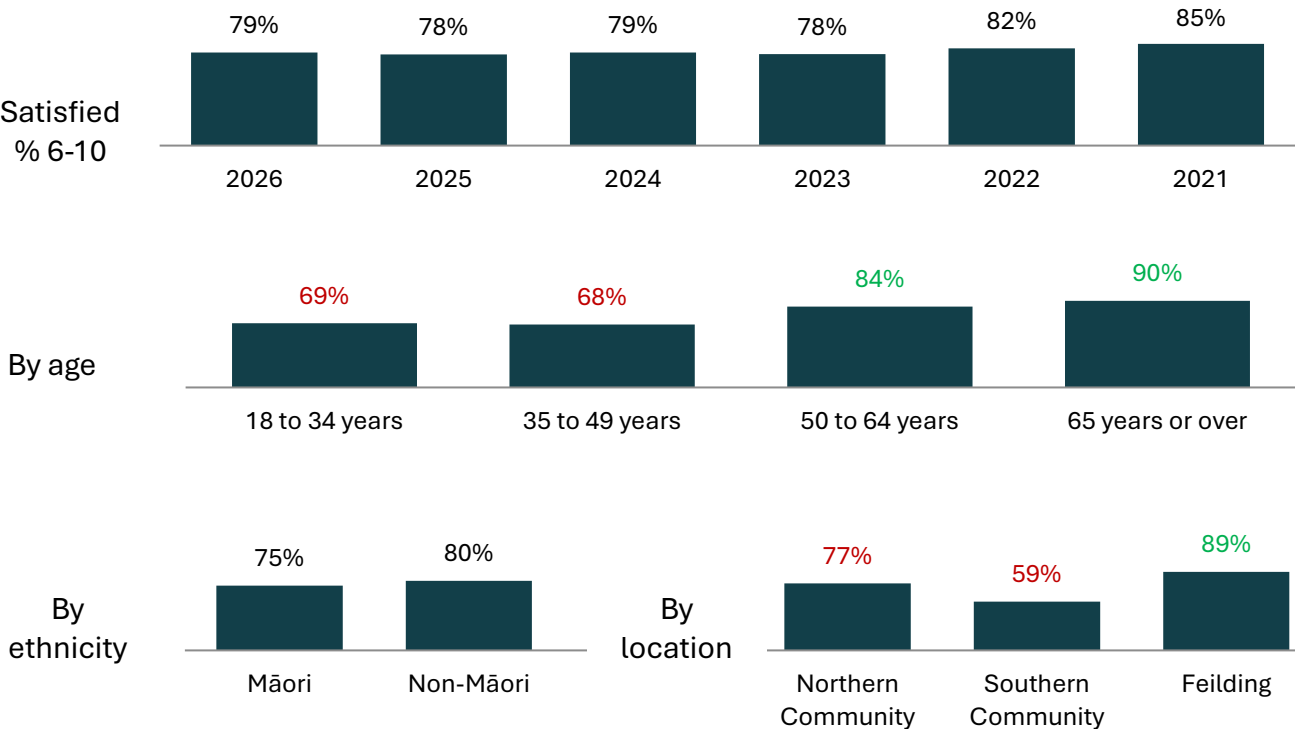
Overall Waste Disposal Services

TOC

- Satisfaction with *Overall waste disposal services* remained consistent year-on-year with nearly eight in ten residents (79%) satisfied.
- Six in ten households (60%) use *Regular kerbside collection* for disposal of their non-recyclable waste.
- Among them, 89% are satisfied, a 4% point decrease since 2025 (93%).



Very dissatisfied (1-4)
 Somewhat dissatisfied (5)
 Somewhat satisfied (6)
 Satisfied (7-8)
 Very satisfied (9-10)



Notes:

- WR6. How would you rate your satisfaction with the Manawātū District Council overall for its waste disposal services? n=398

Year-on-year
 Between demographics

Significantly higher
 Significantly higher

Significantly lower
 Significantly lower

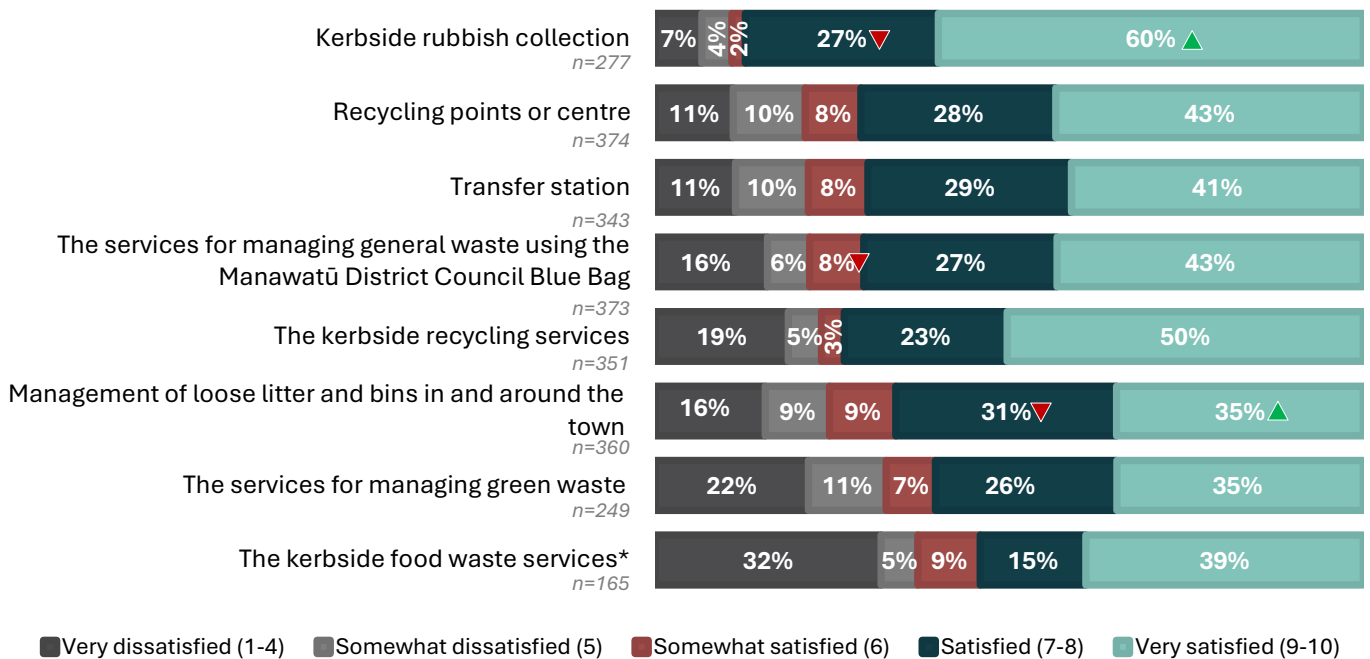
Satisfaction with Waste Disposal Services

« TOC

Method of Disposal For Non-recyclable Waste

		2025	2024
Regular kerbside collection	60%	63%	67%
Self-delivery to a transfer station / Landfill	39%	39%	33%
Private contractors' collection	25%	22%	18%
Burning	13%	12%	13%
Burying on private property	3%	3%	2%
Don't know	<1%	<1%	1%

Satisfaction with Waste Disposal Services



Notes:

- WR1. Which of the following methods does your household use for disposal of non-recyclable waste? *n=459*
- WR2. Still using the 1-10 scale, how satisfied are you with Council's kerbside collection service? *n=277*
- WR4. How satisfied are you with each of the following services that are provided by Council
- *New item added to 2025/2026 survey. No historical data available.

Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

▲ Significantly higher
▼ Significantly lower

Satisfaction with Waste Disposal Services (continued)

[◀ TOC](#)

Scores with % 6-10	2026	2025	2024	2023	2022	2021
Kerbside rubbish collection	89%	93%	91%	89%	91%	92%
Recycling points or centre	79%	76%	75%	75%	79%	84%
Transfer station	78%	72%	73%	74%	76%	82%
The services for managing general waste using the Manawātū District Council Blue Bag	78%	75%	79%	80%	81%	84%
The kerbside recycling services	76%	76%	74%	77%	81%	82%
Management of loose litter and bins in and around the town	75%	74%	78%	78%	81%	83%
The services for managing green waste	67%	64%	60%	64%	67%	69%
The kerbside food waste services**	63%	-	-	-	-	-

Scores with % 6-10	Māori	Non-Māori	Northern Community	Southern Community	Feilding
Kerbside rubbish collection	87%	90%	93%	74%	92%
Recycling points or centre	74%	80%	71%	66%	89%
Transfer station	62%	81%▲	78%▲	71%	82%
The services for managing general waste using the Manawātū District Council Blue Bag	71%	79%	75%	64%	86%
The kerbside recycling services	68%	78%	42%	38%	93%
Management of loose litter and bins in and around the town	73%	76%	71%	67%	80%
The services for managing green waste	74%	66%	52%	51%	76%
The kerbside food waste services**	54%*	65%	24%*	21%*	77%

Notes:

- WR2. Still using the 1-10 scale, how satisfied are you with Council's kerbside collection service? n=286
- WR4. How satisfied are you with each of the following services that are provided by Council
- *Caution: Small sample size (n<30). Results are indicative only.
- **New item added to 2025/2026 survey. No historical data available.

Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

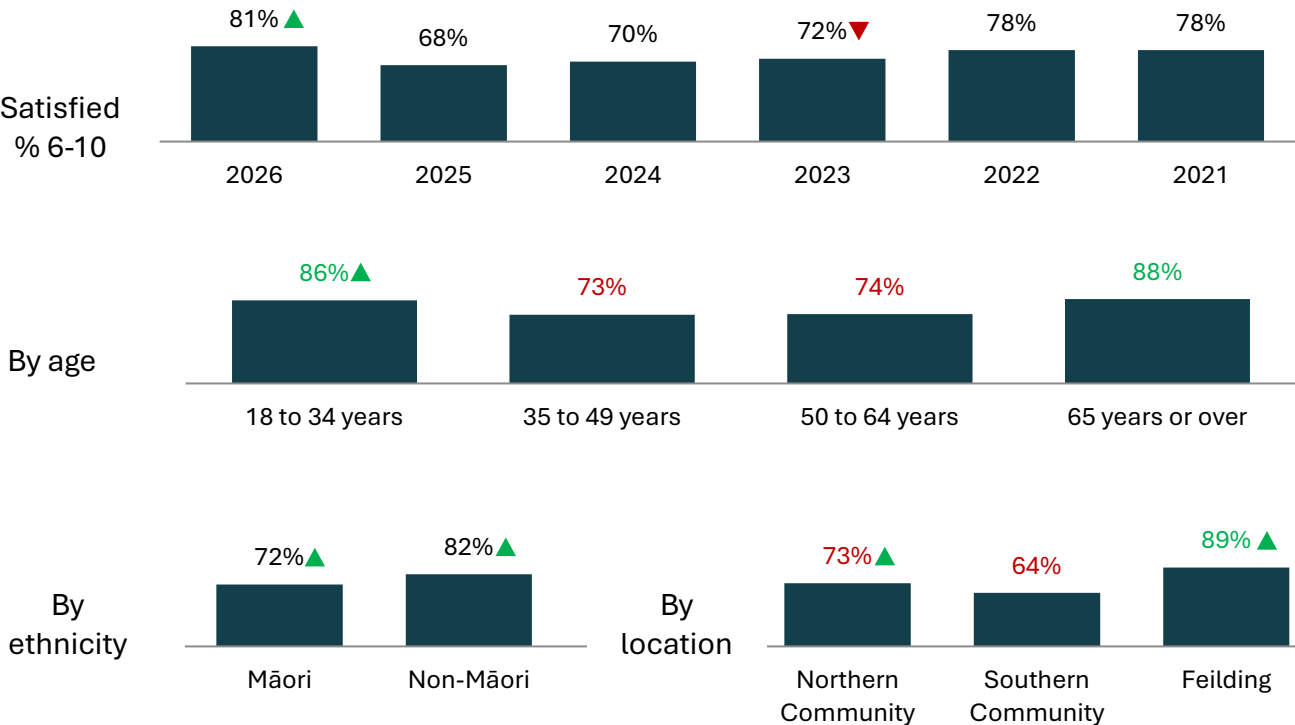
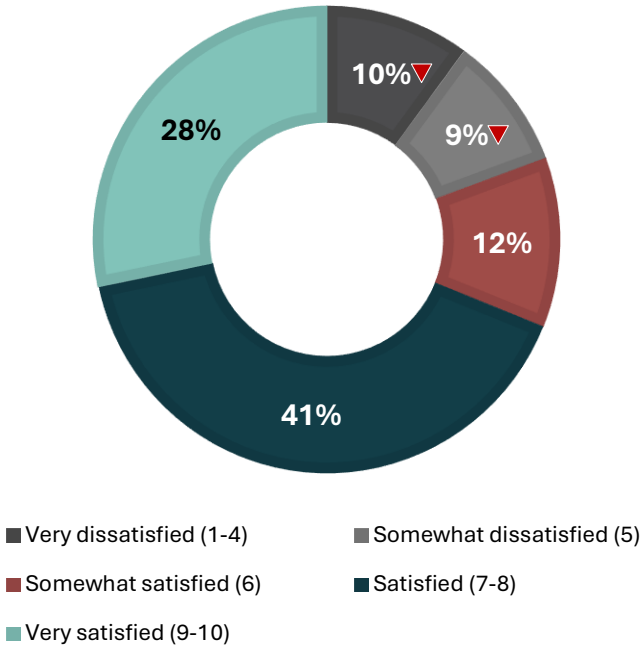
▲ Significantly higher
▼ Significantly lower

Water Management

Overall Water Management

TOC

- Just over eight in ten residents (81%) are satisfied with the Council’s *Overall water management*, marking the highest satisfaction level recorded over the past 5 years.
- Satisfaction among residents aged 18 to 34 years has significantly increased since 2025 from 56% to 86%.
- Similarly, satisfaction among the Northern Community (from 57% to 73%) and Feilding residents (from 78% to 89%) has significantly increased year-on-year.



Notes:

1. TW9. When you think about the supply of water, the management and disposal of stormwater and of wastewater, how would you rate your satisfaction with Council overall for its management of water in the Manawātū district? n=377

Year-on-year

▲ Significantly higher

▼ Significantly lower

Between demographics

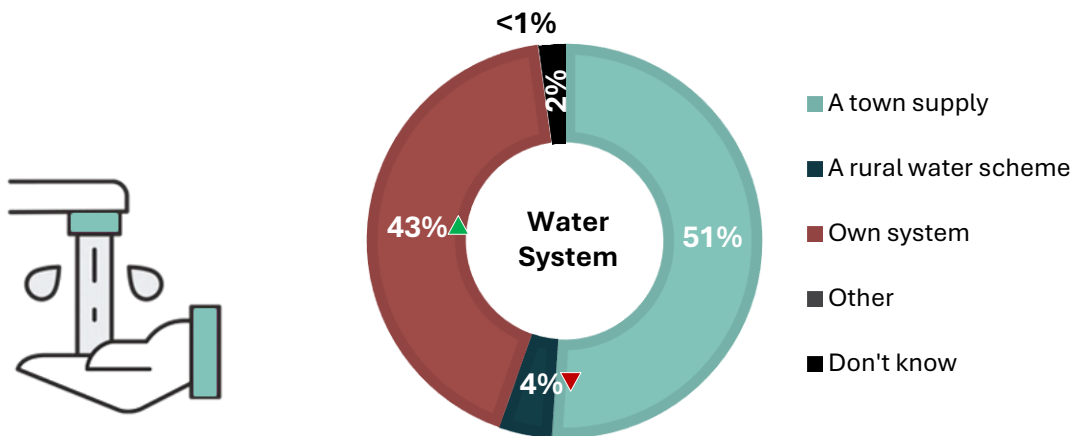
▲ Significantly higher

▲ Significantly lower

Water Supply

« TOC

- The proportion of households connected to their *Own system* has increased significantly, from 35% in 2025 to 43% in 2026.
- All water supply measures recorded year-on-year increases in satisfaction, with significant improvements reported in *The clarity of the water* (from 78% to 87%), *The pressure of the water* (from 79% to 85%), and *The taste of the water* (from 62% to 72%).



The reliability of the water supply



The clarity of the water



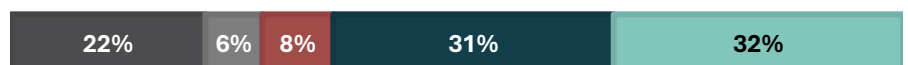
The pressure of the water



The odour of the water



The taste of the water



Very dissatisfied (1-4) Somewhat dissatisfied (5) Somewhat satisfied (6) Satisfied (7-8) Very satisfied (9-10)

Notes:

1. TW1. Which of the following best describes your water supply connection? n=459
2. TW2. On the scale of 1-10, how would you rate your satisfaction with each of the following?
 - a. The reliability of the water supply n=266
 - b. The taste of the water n=262
 - c. The clarity of the water n=266
 - d. The odour of the water n=262
 - e. The pressure of the water n=268

3. *Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

Significantly higher
Significantly lower

Between demographics

Significantly higher
Significantly lower

Water Supply (continued)

◀◀ TOC

Scores with % 6 - 10	2026	2025	2024	2023	2022	2021
The reliability of the water supply	96%	92%	91%	95%	96%	96%
The clarity of the water	87%▲	78%	81%	86%	86%	85%
The pressure of the water	85%▲	79%	84%	86%	87%	88%
The odour of the water	77%	74%	77%	84%	78%	81%
The taste of the water	72%▲	62%	66%	73%	70%	72%

Scores with % 6 – 10 (by ethnicity and location)	Māori*	Non-Māori	Northern Community*	Southern Community*	Feilding
The reliability of the water supply	90%	97%	92%	100%	96%
The clarity of the water	76%	89%▲	80%	85%	88%▲
The pressure of the water	63%	89%▲	86%	84%	85%
The odour of the water	51%	81%	58%	62%	79%
The taste of the water	51%	75%▲	54%	62%	74%▲

Notes:

- TW2. On the scale of 1-10, how would you rate your satisfaction with each of the following?
 - The reliability of the water supply n=266
 - The taste of the water n=262
 - The clarity of the water n=266
 - The odour of the water n=262
 - The pressure of the water n=268
- *Caution: Small sample size (n<30). Results are indicative only.

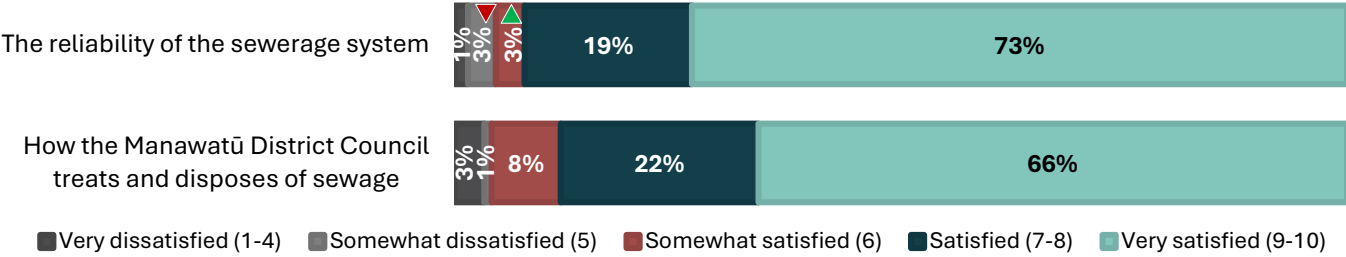
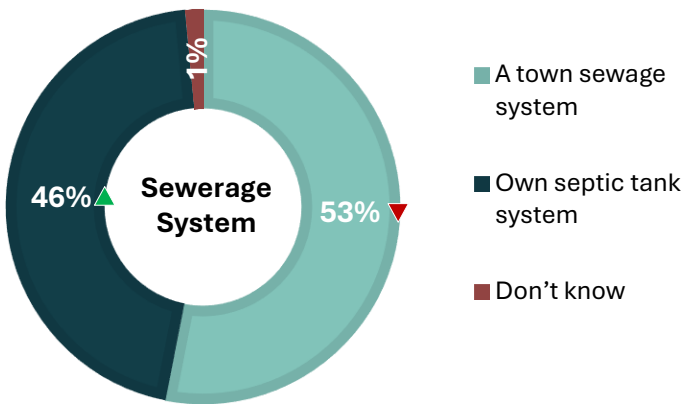
Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Sewerage System

TOC

- Almost all residents connected to *A town sewage system* are satisfied with all related measures.
- Satisfaction level with *How the Manawatū District Council treats and disposes of sewage* (96%) has significantly increased since the previous reporting period (89%).



Scores with % 6 - 10	2026	2025	2024	2023	2022	2021
How the Manawatū District Council treats and disposes of sewage	96%▲	89%	90%	90%	92%	86%
The reliability of the sewerage system	95%	94%	95%	96%	97%	96%

Scores with % 6 - 10	Māori*	Non-Māori	Northern Community*	Southern Community*	Feilding
How the Manawatū District Council treats and disposes of sewage	84%	98%▲	100%	54%	96%
The reliability of the sewerage system	77%	98%	79%	77%	97%

Notes:

1. TW4. Which of the following best describes the sewage system that your property is connected to?
n=459

2. TW5. On the scale of 1-10, how would you rate your satisfaction with each of the following?
a. The reliability of the sewerage system n=254
b. How the Manawatū District Council treats and disposes of sewage n=183

3. *Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

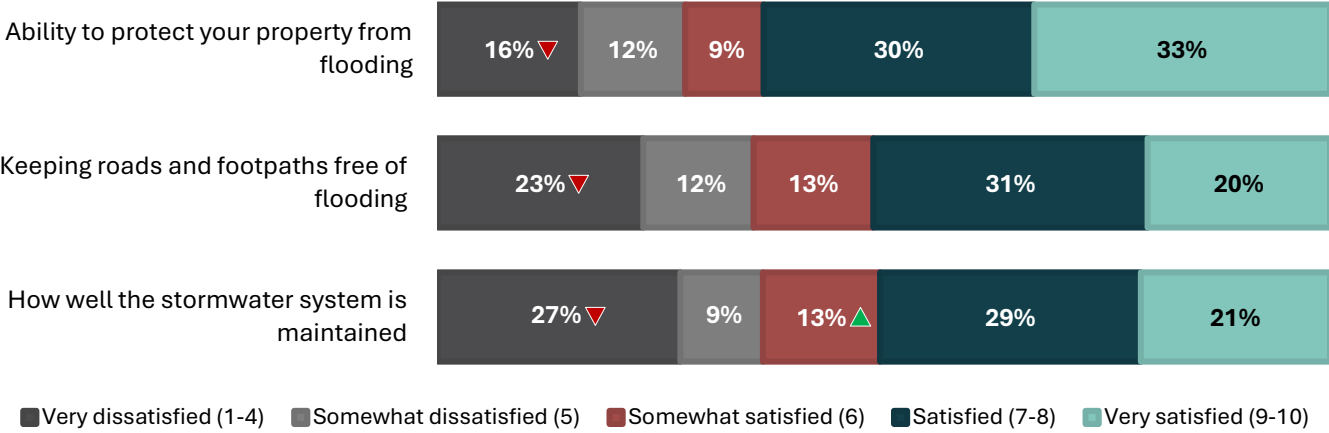
▲ Significantly higher
▼ Significantly lower

Page 58

Stormwater System

◀ TOC

- Over seven in ten residents (72%) are satisfied with the *Ability to protect property from flooding*, an increase from 66% in 2025.
- The proportion of low ratings (1-4 out of 10) for stormwater system-related measures has decreased significantly since 2025.
- Similarly, satisfaction with *Keeping roads and footpaths free of flooding* (from 55% to 65%) and *How well the stormwater system is maintained* (from 50% to 64%) has significantly increased year-on-year.



Scores with % 6 - 10	2026	2025	2024	2023	2022	2021
Ability to protect your property from flooding	72%	66%	66%	66%	72%	74%
Keeping roads and footpaths free of flooding	65%▲	55%	55%	54%▼	63%	70%
How well the stormwater system is maintained	64%▲	50%	48%	54%▼	62%	64%

Scores with % 6 - 10	Māori	Non-Māori	Northern Community	Southern Community	Feilding
Ability to protect your property from flooding	61%	74%▲	67%	67%	76%
Keeping roads and footpaths free of flooding	52%	67%▲	57%	59%	70%▲
How well the stormwater system is maintained	60%	64%▲	64%▲	46%	73%▲

Notes:

1. TW7. On the scale of 1- 10, how would you rate your satisfaction with the stormwater system in terms of the following?

a. Ability to protect your property from flooding n=407

b. Keeping roads and footpaths free of flooding n=420

c. How well the stormwater system is maintained n=349

Year-on-year

▲ Significantly higher

▼ Significantly lower

Between demographics

Significantly higher

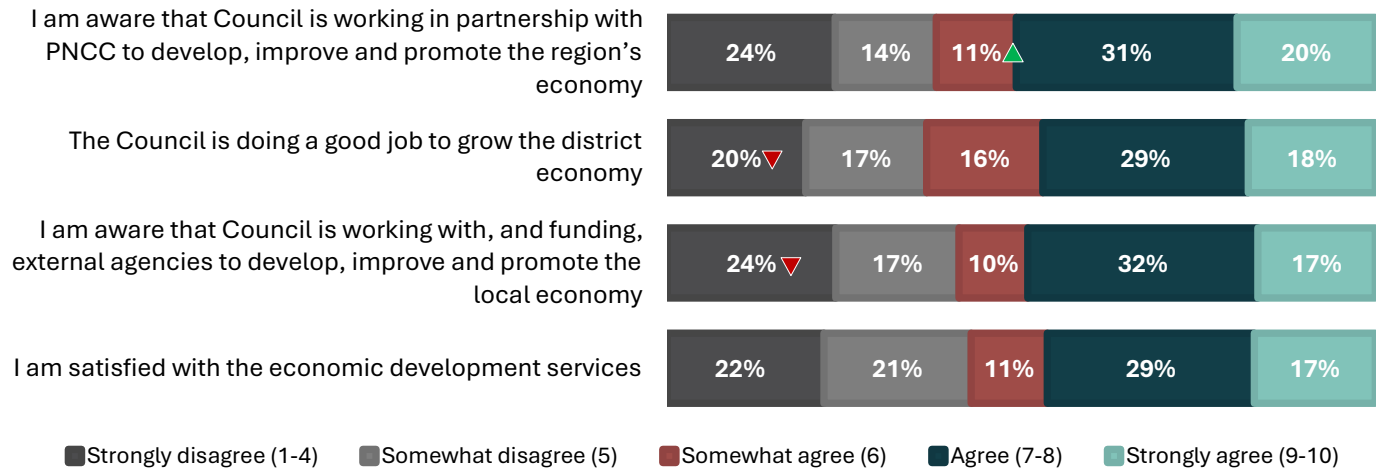
Significantly lower

District Development and Community Funding

District Development

◀ TOC

- Awareness That Council is working with, and funding, external agencies to develop, improve and promote the local economy, and satisfaction with the Economic development services have both increased significantly among Māori residents, from 36% to 67% and from 29% to 56%, respectively.



Scores with % 6-10	2026	2025	2024	2023	2022	2021
I am aware that Council is working in partnership with PNCC to develop, improve and promote the region’s economy	62%	61%	64%	64%	69%	62%
The Council is doing a good job to grow the district economy	63%	59%	64%	69%	69%	63%
I am aware that Council is working with, and funding, external agencies to develop, improve and promote the local economy	59%	56%	60%	61%	66%	61%
I am satisfied with the economic development services	57%	56%	60%	66%	70%	60%

Scores with % 6-10	Māori	Non-Māori	Northern Community	Southern Community	Feilding
I am aware that Council is working in partnership with PNCC to develop, improve and promote the region’s economy	61%	62%	63%	55%	66%
The Council is doing a good job to grow the district economy	60%	64%	56%	58%	69%
I am aware that Council is working with, and funding, external agencies to develop, improve and promote the local economy	67%▲	57%	54%	51%	65%
I am satisfied with the economic development services	56%▲	57%	43%	51%	65%

Notes:

1.

DD1. On the 10-point scale where 1 is ‘strongly disagree’ and 10 is ‘strongly agree’, please rate your level of agreement with the following economic development statements?

a.

I am aware that Council is working with, and funding, external agencies to develop, improve and promote the local economy n=301

b.

I am aware that Council is working in partnership with Palmerston North City Council (PNCC) to develop, improve and promote the region’s economy n=306

c.

The Council is doing a good job to grow the district economy n=307

d.

I am satisfied with the economic development services n=264

Year-on-year

▲ Significantly higher

▼ Significantly lower

Between demographics

Significantly higher

Significantly lower

2.

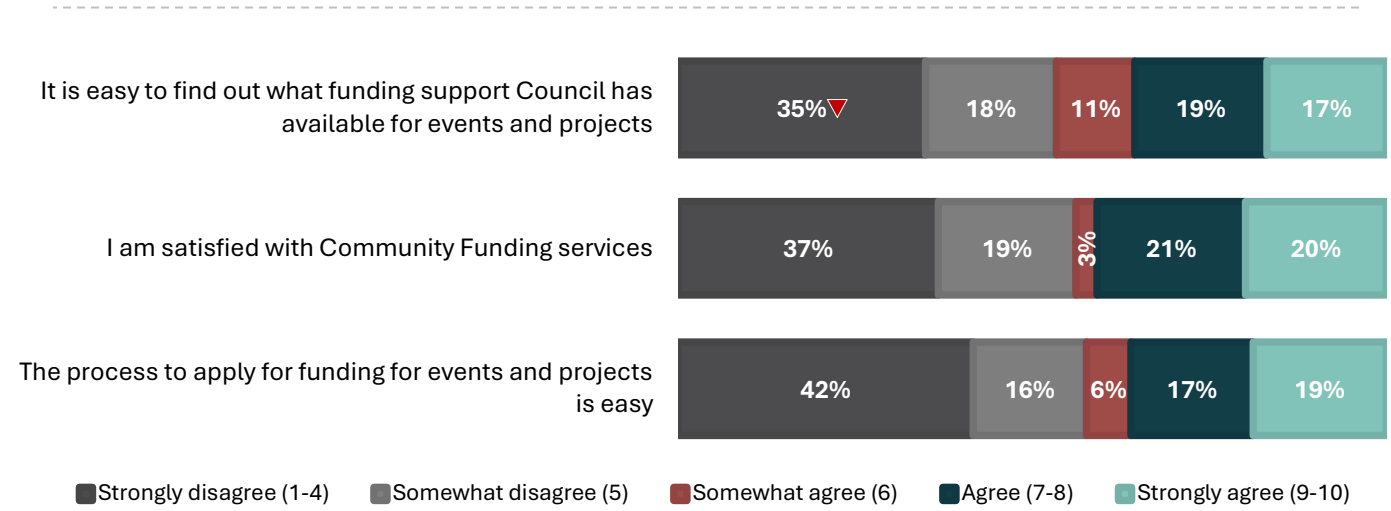
*Caution: Small sample size (n<30). Results are indicative only.

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Community Funding

◀◀ TOC

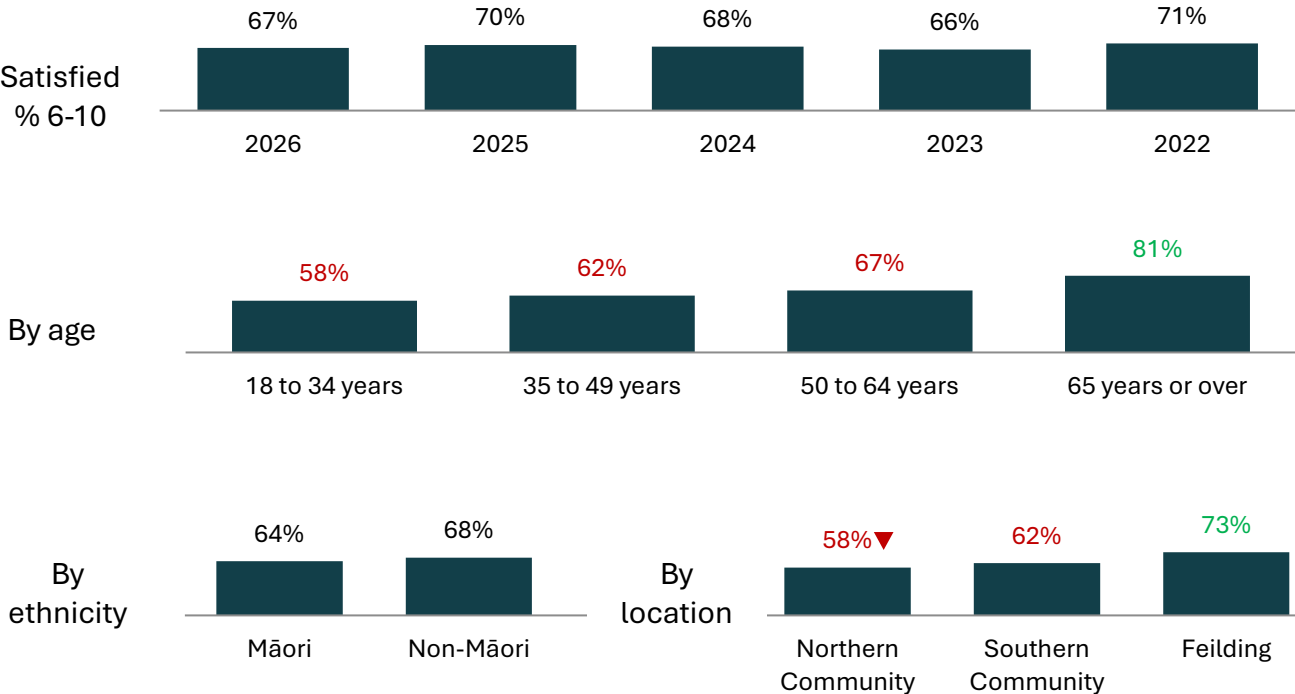
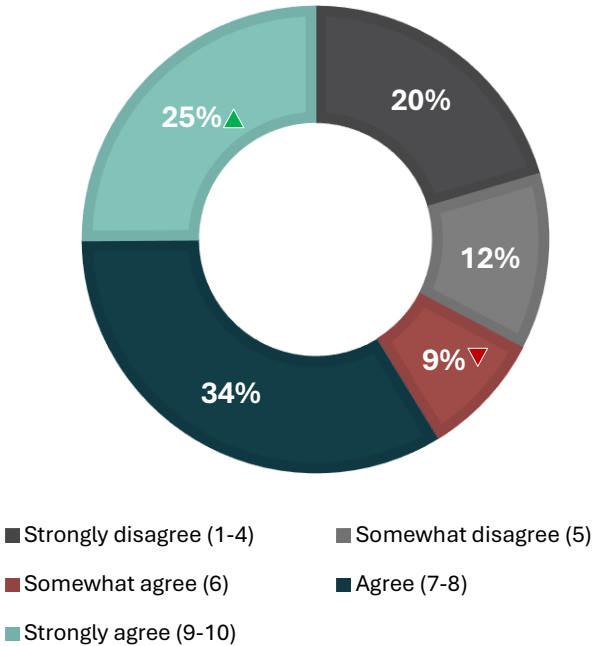
- Nearly half (47%) of residents *Find it easy to find out what funding support the Council has available for events and projects.*
- This perception has remained consistent since 2021.



Sense of Connection with the Neighbourhood

[<< TOC](#)

- 67% of residents feel a *Sense of connection with their neighbourhood or community*, representing a slight decline of 3% points since 2025 (70%)
- Residents aged 65 years or over (81%) continue to record significantly higher levels of *Sense of connection with their neighbourhood or community* than residents in other age groups.
- A significant decrease has been recorded among residents in the Northern community from 72% in 2025 to 58% in 2026.



Notes:

1. DD2. On the 10-point scale where 1 is ‘strongly disagree’ and 10 is ‘strongly agree’, please rate your level of agreement with the following statement: I feel a sense of connection with my neighbourhood or community n=436

Year-on-year	Between demographics
▲ Significantly higher	Significantly higher
▼ Significantly lower	Significantly lower

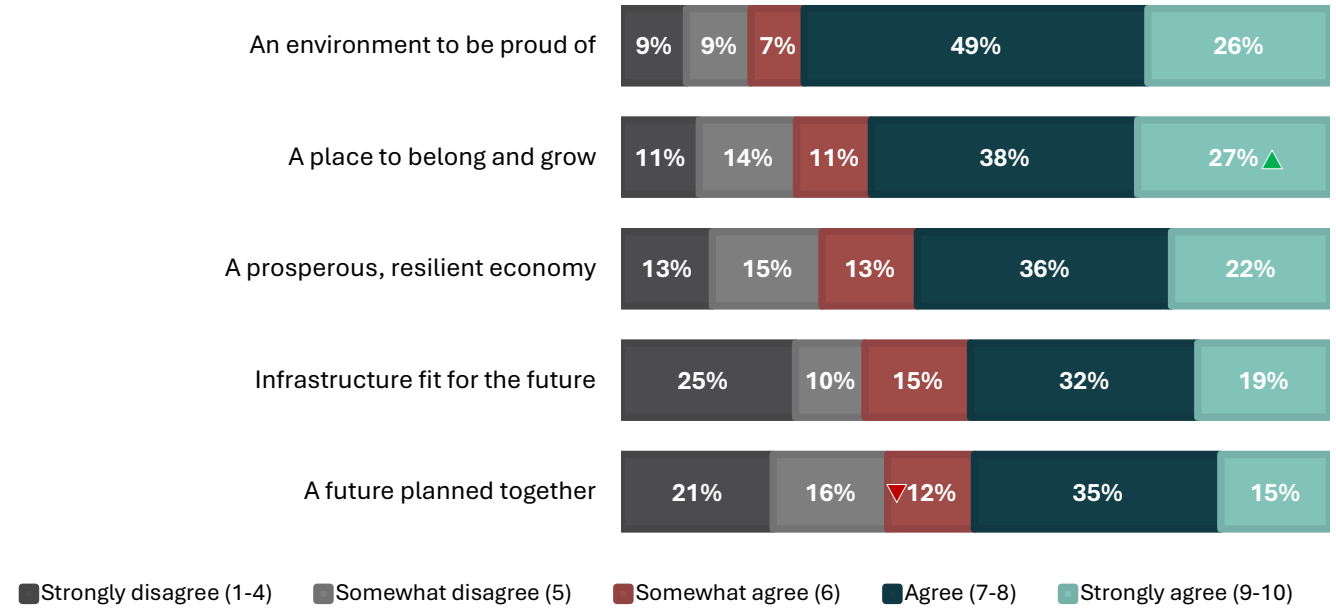
Community Outcomes



Community Outcomes Priorities

◀ TOC

- Over eight in ten residents (82%) agree that the Manawātū District is *An environment to be proud of*, representing a significant increase since 2025 (75%)
- Similarly, the perception that the district has *Infrastructure fit for the future* (66%) has significantly increased year-on-year (56% in 2025).



Scores with % 6-10	2026	2025	2024	2023	2022
An environment to be proud of	82% ▲	75%	77%	76%	81%
A place to belong and grow	75%	76%	78%	75%	78%
A prosperous, resilient economy	72%	70%	74%	73%	78%
Infrastructure fit for the future	66% ▲	56%	55%	57% ▼	65%
A future planned together	62%	63%	57%	61%	62%

Notes:

- CO1. Priority 1: A place to belong and grow: Council provides and supports community spaces and activities that encourages a sense of belonging for everyone from all walks of life. n=386
- CO3. Priority 2: A future planned together: Council has a plan for the future and has involved the community in creating it. n=315
- CO5. Priority 3: An environment to be proud of: Council takes environmental responsibility seriously. n=397
- CO7. Priority 4: Infrastructure fit for the future: Infrastructure in the Manawātū District (water, roads, etc.) are in good shape and our upgrade plans will serve us well in the future n=385
- CO9. Priority 5: A prosperous, resilient economy: Council works hard to make the Manawātū District a great place to live, visit, and do business. n=379
- *Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

▲ Significantly higher
▼ Significantly lower

Community Outcomes Priorities (continued)

[<< TOC](#)

Scores with % 6 – 10 (by ethnicity)	Māori	Non-Māori
An environment to be proud of	82%	82%
A place to belong and grow	74%	75%
A prosperous, resilient economy	71%	72%
Infrastructure fit for the future	64%	66%▲
A future planned together	62%	62%

Scores with % 6 – 10 (by location)	Northern Community	Southern Community	Feilding
An environment to be proud of	83%	74%	85%
A place to belong and grow	74%	61%	83%
A prosperous, resilient economy	72%	60%	78%
Infrastructure fit for the future	59%	57%	73%
A future planned together	55%	48%	73%

Notes:

- CO1. Priority 1: A place to belong and grow: Council provides and supports community spaces and activities that encourages a sense of belonging for everyone from all walks of life. n=386
- CO3. Priority 2: A future planned together: Council has a plan for the future and has involved the community in creating it. n=315
- CO5. Priority 3: An environment to be proud of: Council takes environmental responsibility seriously. n=397
- CO7. Priority 4: Infrastructure fit for the future: Infrastructure in the Manawātū District (water, roads, etc.) are in good shape and our upgrade plans will serve us well in the future n=385
- CO9. Priority 5: A prosperous, resilient economy: Council works hard to make the Manawātū District a great place to live, visit, and do business. n=379
- *Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

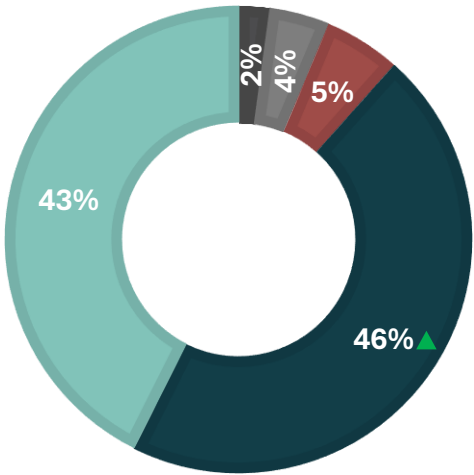
▲ Significantly higher
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Quality of Life

Quality of Life

TOC

- Residents' perception of their *Quality of life* (94%) has significantly increased since 2025 (89%).
- Residents aged 65 years and over are more likely to rate their *Quality of life* higher than those aged 18-34 years (96% compared to 88%).
- This perception is relatively consistent across other sub-groups.



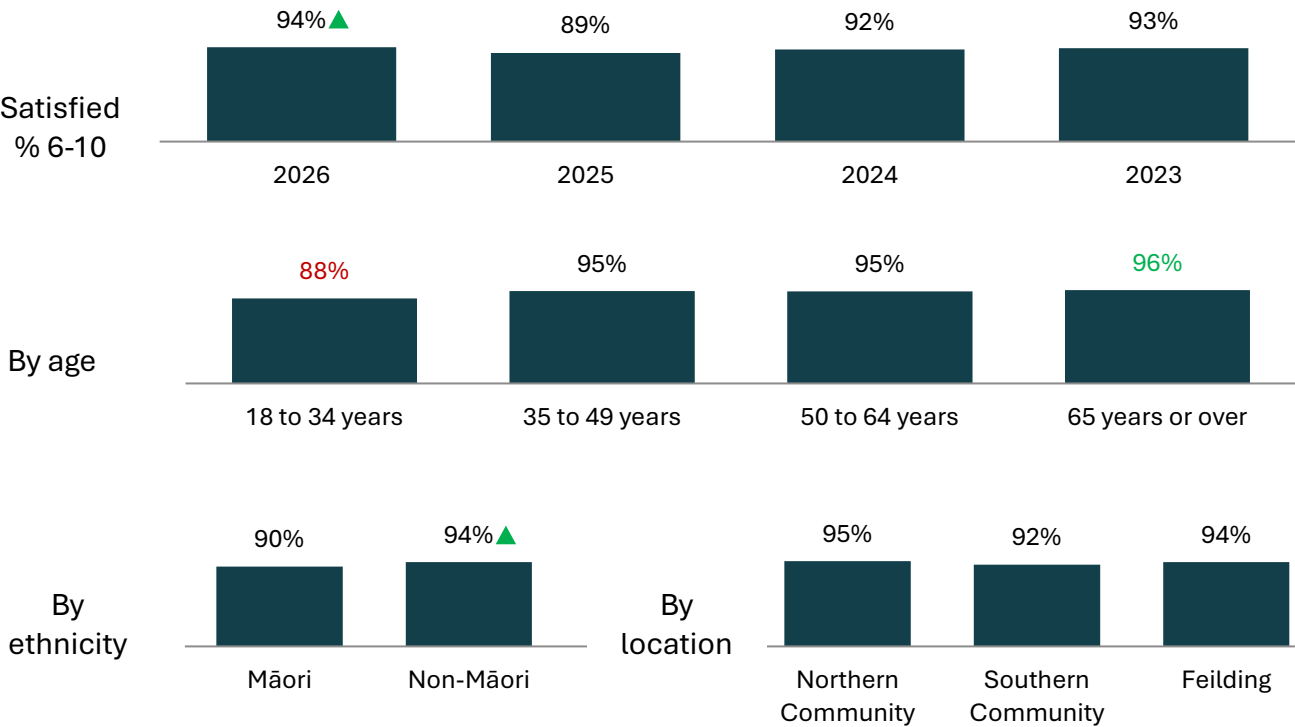
Poor (1-4)

Somewhat poor (5)

Somewhat good (6)

Good (7-8)

Excellent (9-10)



Notes:

1. QOL1. On a scale of 1 to 10 where 1 is 'extremely poor' and 10 is 'extremely good', how would you rate the overall quality of your life? n=443

Year-on-year

Between demographics

▲ Significantly higher

▼ Significantly lower

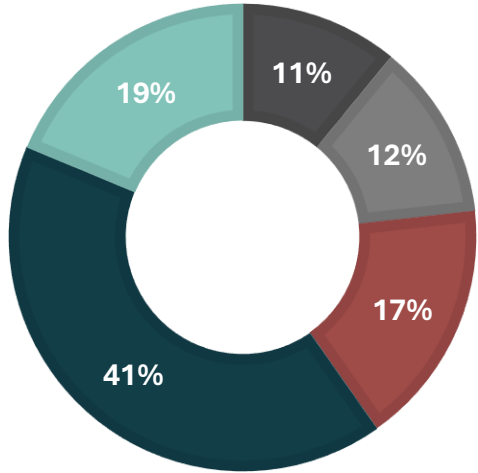
▲ Significantly higher

▼ Significantly lower

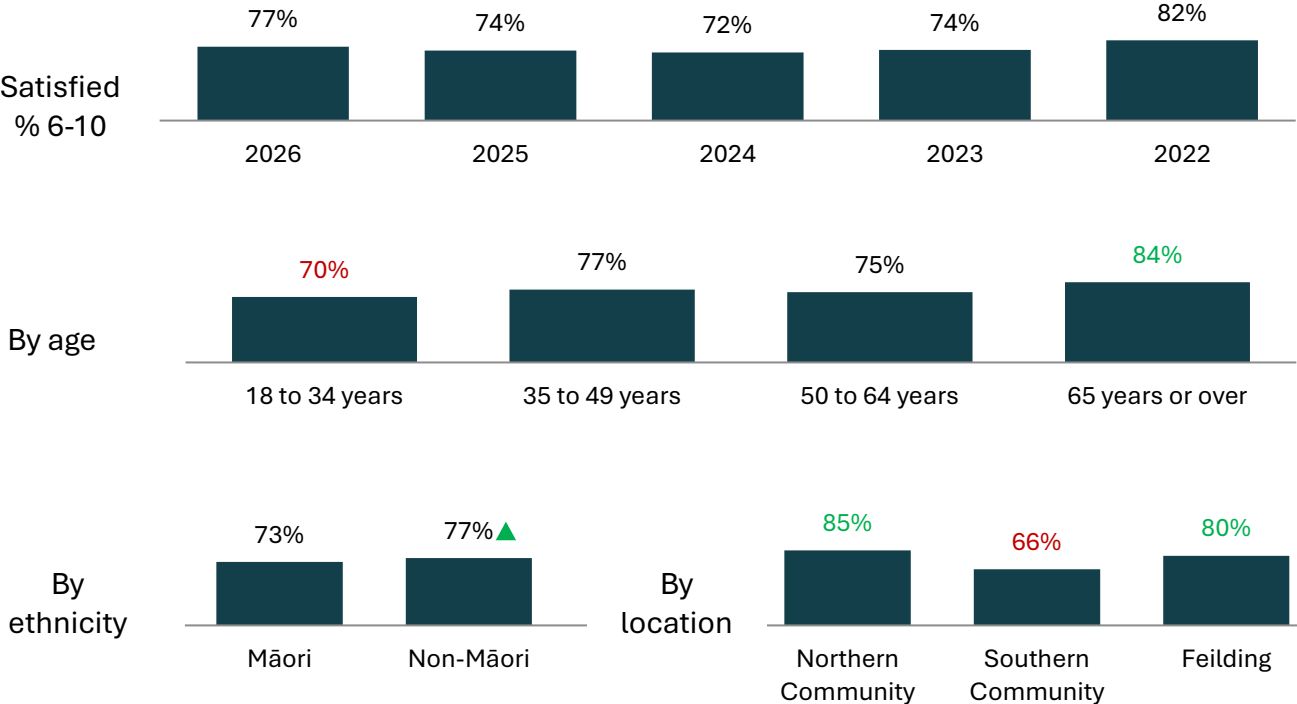
District Going in the Right Direction

TOC

- 77% of residents believe the *District is going in the right direction*, a slight increase from the level recorded in 2025 (74%).
- Residents in the Northern community (85%) and Feilding (80%) are significantly more likely to believe the *District is going in the right direction* than those in the Southern community (66%).



Strongly disagree (1-4) Somewhat disagree (5)
Somewhat agree (6) Agree (7-8)
Strongly agree (9-10)



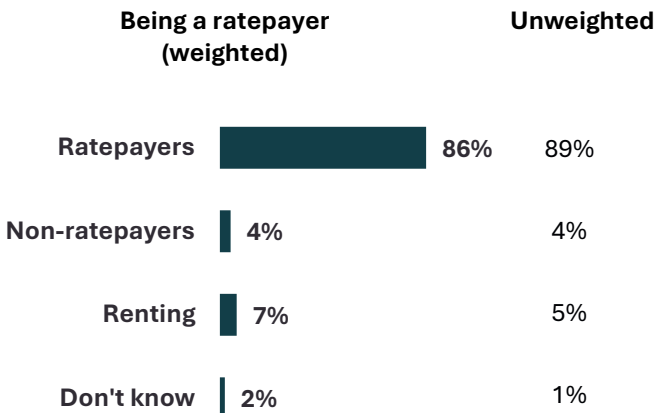
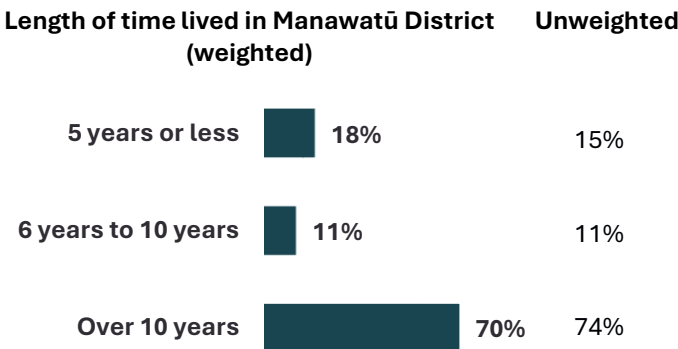
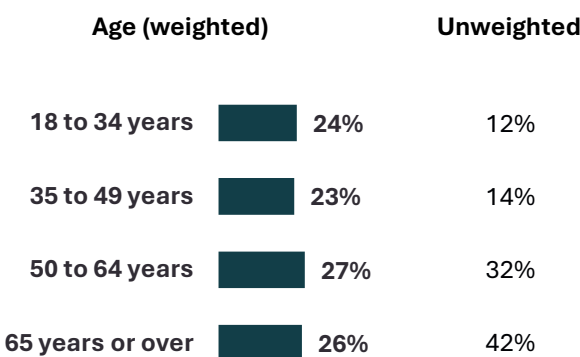
Notes:
1. QOL2. On a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree with the following statement about the District? n=391

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Sample Profile

« TOC



Year-on-year	Between demographics
▲ Significantly higher	Significantly higher
▼ Significantly lower	Significantly lower

Appendices – Comments

Residents' Comments

[<< TOC](#)

Comments on the Council's water supply service	%
Satisfied	36%
Dissatisfied with taste / smell	23%
Has to be filtered / boiled / poor quality	16%
Chlorine taste / smell	15%
Dirty and discoloured / cloudy	14%
Low pressure	13%
Hard / high level of minerals / scale built-up on appliances	5%
Have to buy bottled water / don't drink the water	4%
Other	6%

Comments on the Council's sewage system	%
No issues / satisfied with sewage system	82%
Environmental pollution concerns over discharge	9%
Water sewage systems infrastructure is insufficient	4%
Other	5%

Comments on the stormwater system in the district	%
Flooding / surface water concerns	43%
Blocked drains / need cleaning / maintenance required	28%
Satisfied / does not affect me	27%
Inadequate system / upgrades required	13%
Low quality work / poor contractors / inaction regarding repairs	8%
No system in place	5%
Damage to infrastructure	4%
Open drains	1%
Other	4%

Notes:

1. TW3. What were the main reasons for the ratings you provided in relation to the Council's water supply services? n=188
2. TW6. What were the main reasons for the ratings you provided in relation to the Council's sewage system? n=125
3. TW8. What were the main reasons for the ratings you provided in relation to the stormwater system in the District? n=302

Residents' Comments

« TOC

Comments on the Council's kerbside rubbish collection service	%
Satisfied with service	71%
Dissatisfied with the cost of the service	10%
Dissatisfied with bags / size of bags / prefer wheelie bin	5%
Dissatisfied with rubbish collection / litter left on street / bins not emptied fully / left in inconvenient places	5%
Request for change of route / traffic management / pick up location	4%
Dissatisfied with limited range of items collected / recycled	4%
Don't use service / don't need the service	3%
Missed collections / lack of communication	2%
Frequency of collections	2%
State of the central drop off / tip site	2%
Inconsistent collection times	1%
Other	2%

Comments on the Council's waste management services	%
Don't have / use kerbside rubbish or recycling collection service	29%
No complaints / satisfied with service	23%
Would like food waste service / don't know about food waste service	19%
Too expensive / fly tipping, dumping	18%
Address litter / more public bins / emptied regularly	14%
Green waste service inadequate	10%
Recycling Centre is not user friendly / untidy / bins need emptying more often	6%
Desire for increased range of items to be able to be recycled	6%
Need more recycling points and transfer stations / too far away / better opening hours	4%
Trucks leave mess behind / not always collected / irregular pick up times	2%
Prefer wheelie bins instead of bags / biodegradable bags / bigger bags / bigger bins required	2%
More information / communication needed	2%
Other	8%

Notes:

- WR3. What were the main reasons for the ratings you provided in relation to Council's kerbside rubbish collection service? n=175
- WR5. What were the main reasons for the ratings you provided in relation to Council's waste management service? n=302
- *Caution: Small sample size (n<30). Results are indicative only.

Residents’ Comments

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Comments on the roads, footpaths or cycle ways in the district	%
Footpaths are dangerous / uneven / tree, shrub maintenance needed / no footpaths	31%
Upgrades required to intersections / crossings / speed bumps	20%
Poor road maintenance / cheaply done / gravel roads/poor drainage	20%
Speeding / dangerous driving / safety / signage / lighting	19%
Potholes / uneven roading	14%
Satisfied / no issues	13%
Dissatisfied with parking / mobility parking	13%
Road layouts / roads not wide enough / road verges not maintained	12%
Cycleway is a waste of money / doesn't get used / cycling is unsafe	11%
Need more cycleways	9%
Need more walkways	5%
Other	4%

Comments on the parks, reserves, and playgrounds in the district	%
Satisfied with parks, reserves and playgrounds	69%
Safety concerns / freedom camping concerns / improve dog control	12%
Maintenance required	10%
More seating / shaded areas / beautification / rubbish bins / parking	8%
More facilities / upgrades to current facilities required	7%
More footpaths / walkways / cycleways / maintenance to current paths required	2%
Other	9%

Notes:

- RF2. What were the main reasons for the ratings you provided in relation to the roads, footpaths or cycle ways in the District? n=300
- PR3. What were the main reasons for the ratings you provided in relation to the parks, reserves, and playgrounds in the district? n=189

Residents' Comments

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Comments on the public facilities	%
Satisfied with facilities	43%
Pool upgrades required / dissatisfied with cost, staff, or opening hours / more activities or facilities required	12%
Need maintenance / upgrading (general)	12%
Don't use the facilities	12%
Library needs more books / seating / better opening hours	8%
Public toilets run down / unclean	7%
Wasted money / discounts needed for ratepayers / paid for in rates but don't use	7%
Lack of facilities / expensive to use or hire	4%
Customer service is lacking / not friendly	2%
Safety concerns	1%
Dissatisfied with lack of parking	1%
Other	5%

Comments on the Council's regulatory services	%
Animal control	43%
Satisfied / no issues	31%
Building / resource consents	29%
Take too long / costly / no value for money	24%
Council didn't help / staff lack of experience	7%
Lack of communication	4%
Licensing	3%
Encourage growth / types of businesses are not good	2%
Noise Control	1%
Rubbish / dog poo	1%
Other	1%

Notes:

- CF3. What were the main reasons for the ratings you provided in relation to public facilities in the district? n=201
- OS3. What were the main reasons for the ratings you provided in relation to Council's regulatory services? n=101

Residents’ Comments

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Comments on the community development including community funding	%
Do not use / have never used or been involved in community funding	47%
Unaware of what is available / where to find information	17%
Satisfied with community funding	10%
Wasteful spending / focus on core services	10%
More advertising / communication of available funding required	7%
Too hard to get funding / too much paperwork / eligibility criteria / takes too long	6%
Inequal funding / funding is too selective	5%
Rates are too high / increasing too much	1%
Other	3%

Comments on Council’s priority: a place to belong and grow	%
Great community / love living here / community feel, great for families / Council has done well	35%
Facilities, activities well used / good facilities, groups and activities	15%
Don't feel like I belong / not much provided / treat everyone equally	11%
Good job / could be better / average	10%
Budget restraints / excess spending / rates / prioritise core services	9%
More Council supported events	7%
Need age appropriate facilities / free facilities	4%
Need more info / Council needs to promote / Council to engage with people	3%
Security concerns / more police presence required	2%
Roads / footpaths	1%
Investments and upgrades have improved the community	1%
Fast growth of community / infrastructure not keeping up	<1%
Other	7%

Notes:

- CFU3. What were the main reasons for the ratings you provided in relation to community funding? n=144
- CO2. Why did you provide this rating for ‘a place to belong and grow’? n=155

Residents' Comments

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Comments on Council's priority: a future planned together	%
Was not involved / didn't know about it / not sure of plans / cannot give opinion	37%
Council has their own agenda / do what they want	16%
More consultation with community / better communication / listen to the community	13%
Satisfied with future planning	9%
Felt included / knew of plans / info in rates / lots of consultation / good communication	9%
Council can do better / they are ok	6%
Rates are too high / focus on core services / infrastructure	4%
Other	7%

Comments on Council's priority: an environment to be proud of	%
Is beautiful / good job / love our town / confident in Council	47%
More work can be done / Council is working on improving / no support	12%
Not Councils responsibility / focus on core services / don't waste money	6%
Need more planting of natives/trees	6%
Too much rubbish / fly tipping / tip is expensive / more rubbish bins / bins not bags	5%
Recycling / recycling plant	5%
Need to look after the environment / farming concerns	4%
Sewerage / pollution in rivers and waterways	3%
Improve communication and information in this area	2%
Increase alternative transport options	1%
Roadsides mowing needed / maintenance of berms	1%
Flood prevention work	1%
Bush and weeds need clearing from waterways / dredging / stop spraying	1%
Dissatisfied with air quality	1%
Crime / vandalism / safety concerns	<1%
Plant and animal pest control	<1%
Other	6%

Notes:

- CO4. Why did you provide this rating for 'a future planned together'? n=144
- CO6. Why did you provide this rating for 'an environment to be proud of'? n=140

Residents' Comments

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Comments on Council's priority: infrastructure fit for the future	%
Roads need fixing / traffic issues / parking	27%
Council are doing well / infrastructure is coping / satisfied	23%
There is room for improvement / financial constraints / don't know plans	15%
Infrastructure not keeping up with growth	10%
Water concerns / flooding / rivers / stormwater	9%
Need to future proof infrastructure / long-term planning required	8%
Footpaths / cycleways maintenance / more required	7%
Unnecessary work / bad contractors / repairs take too long / poor maintenance	6%
Badly organised / bad decisions / wasted money / investment not allocated evenly	5%
Too many new builds / population growth an issue	4%
Safety concerns	2%
Other	5%

Comments on Council's priority: a prosperous, resilient economy	%
Is a great place / making it a better place	23%
Is strong economically / business is good / businesses are supported	13%
Need more businesses / shops to encourage people to spend here / closed shops / more activities	10%
Need input from Government / not sure how much Council does	10%
Trying but could do better / room for improvement / versatile	9%
Not sure of plans / cannot give opinion / am neutral	6%
Do not agree that Council works hard to make the Manawatū District a great place to live, visit, and do business	5%
Town needs an upgrade / improve safety and facilities / address parking issues	5%
Rates too high and infrastructure is lacking	5%
Spend wisely / focus on core services / not Councils job	4%
Hard to measure / opinion is based on what I have seen or heard	3%
Improve promotion / communication / and information in this area	2%
Improve consent processes so it's easier to open a business or provide a service	2%
Rural communities are isolated / some areas benefit more than others	2%
Population growth / housing support required	1%
Other	7%

Notes:

- CO8. Why did you provide this rating for 'infrastructure fit for the future'? n=186
- CO10. Why did you provide this rating for 'a prosperous, resilient economy'? n=124

Residents' Comments

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Comments on value for money and excellence in local government	%
Rates are too expensive / keep going up / more houses means more rates for Council / expensive place to live	43%
Don't get or use services / only get basic services	27%
Satisfied / get value for money / Council working hard / great staff	15%
Wasted money	12%
Don't see work being done / services have not improved	5%
Invest in transport / roading / footpaths / cycleways / streetlighting	4%
Payments are easy / payment improvements	3%
User-pay system / discounts at facilities for ratepayers or residents	3%
Invest in water / stormwater / wastewater / drainage	3%
Financial rate breakdown	2%
Don't agree / don't pay rates	2%
No value for money / room for improvement / need to listen	2%
Parks and reserves / dog parks	1%
Improve recycling / rubbish	1%
Generally okay / good / average	1%
Other	3%

Comments on how Council handled enquiry or complaint	%
Satisfied	49%
Nothing was done after request or complaint/unresolved/no follow up/no communication	19%
Problems take too long to fix	7%
Staff are ill informed / unqualified staff / not enough staff / conflicting advice	5%
They could not help / private property / out of their control	2%
Bad service / do not return calls / don't take it seriously / not interested	2%
No time to investigate / no money to fix problem	1%
No clean up after work completed / poor quality work	1%
Other	7%

Notes:

- CO11. Why did you provide these ratings for 'value for money and excellence in local government'? n=227
- RS4. What were the main reasons for the ratings you provided in relation to how Council handled your enquiry or complaint? n=101

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