



## MEMORANDUM

**To:** Environment and Regulatory Committee  
**From:** Darren de Klerk (3 Waters Programme Manager)  
**Date:** 9<sup>th</sup> August 2019  
**Subject:** CHBDC Residents Survey input into WMMP Review

This memo is to provide additional information to the formal submission process relevant to the Waste Management and Minimisation (WMMP) consultation period.

Through the recent resident's survey, council officers identified significant feedback provided on solid waste services, that are worth acknowledging and considering as part of the WMMP consultation and review.

Overall comparative scores for CHBDC services provided;

### Comparative scores 2018/19

|   | Positive scores<br>2018 | Positive scores<br>2019 |   |
|---|-------------------------|-------------------------|---|
| Roading, not including state highways                   | 78%                     | 78%                     | – |
| The cleanliness and provision of public toilets         | 91%                     | 87%                     | ▼ |
| Cemeteries  | 98%                     | 96%                     | ▼ |
| Council's economic and community development activities | 89%                     | 88%                     | ▼ |
| Swimming pools - being only the Waipawa Pool            | 79%                     | 90%                     | ▲ |
| Libraries   | 96%                     | 96%                     | – |
| Parks and reserves                                      | 96%                     | 94%                     | ▼ |
| Solid waste services, that is, rubbish and recycling    | 85%                     | 81%                     | ▼ |
| Animal Services   | 79%                     | 85%                     | ▲ |
| Building consents and compliance                        | 72%                     | 77%                     | ▲ |
| Other compliance and monitoring                         | 66%                     | 91%                     | ▲ |
| Drinking water supply                                   | 81%                     | 82%                     | ▲ |
| Stormwater drainage                                     | 87%                     | 85%                     | ▼ |
| Wastewater  | 87%                     | 93%                     | ▲ |

*\*Note positive scores comprise of very satisfied + satisfied + neither satisfied nor dissatisfied as per 2018 to maintain trackability*



## SUGGESTED IMPROVEMENTS

Residents were asked to list three improvements they would like to see in the services and facilities the Council provides. The top three improvements they would like the Council to focus on are:

- Roothing/Traffic control
- Water supply/Quality
- Rubbish/Recycling

**Table 3.2.1 Suggested improvements by Residents - Top 10 mentions (n=419)**

| Areas of improvement         | Percentage (weighted) | Number of respondents |
|------------------------------|-----------------------|-----------------------|
| Roothing/ Traffic control    | 29%                   | 119                   |
| Water supply/quality         | 24%                   | 103                   |
| Rubbish/ Recycling           | 17%                   | 81                    |
| Footpaths                    | 8%                    | 37                    |
| Wastewater/ Sewage ponds     | 9%                    | 37                    |
| Rates                        | 7%                    | 31                    |
| Stormwater/ drainage         | 7%                    | 30                    |
| Communication/ consultation  | 7%                    | 30                    |
| Council spending/ management | 7%                    | 29                    |
| Parks/ playgrounds/ reserves | 5%                    | 23                    |
| Don't know/ No suggestions   | 24%                   | 87                    |

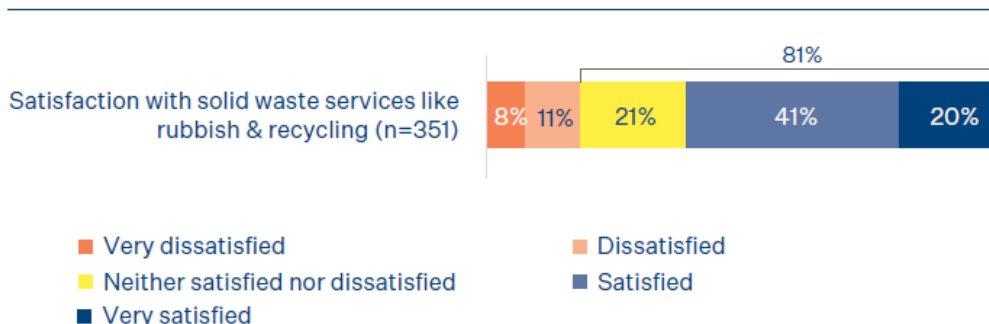
## SOLID WASTE SPECIFIC

Residents were asked to rate waste services such as waste transfer stations, kerbside rubbish & recycling services if they have used them.

- 56% have used kerbside rubbish collection services
- 46% have used kerbside recycling collection services and
- 77% have used a waste transfer station

Out of the people who used these services, overall 81% respondents are satisfied with solid waste services, while 21% stated they are neither satisfied nor dissatisfied.

**Figure 7.4 Satisfaction with solid waste services**



\* Excluding don't know responses



## **VERBATIM RESPONSES**

### **Suggested improvements (All)**

- Better refuse collection. Expand roadside collection.
- Cheaper price for greenwaste dumping. It's all going back to the ground.
- Clean up the refuse station in Waipukurau. It is a disgrace.
- Get rid of the very expensive plastic rubbish bags.
- Greenwaste kerbside collection please.
- Have a recycling facility in central Waipawa.
- I would like to have council provide wheelie bins for household rubbish.
- Improve education on reusing and recycling, with a drive to reduce the quantity of stuff being sent to landfill and secondly being recycled. Make people trust in the recycling system provided; people feel like their recycling ends up in landfill so don't bother recycling. I know of people who burn their plastic (even plastic #1 and #2) because they think it goes to landfill anyway.
- Kerbside recycling.
- More recycling - so they collect it when its full and not when it overflows regularly.
- More recycling options.
- More recycling options. Get rid of black bin liners in public rubbish bins and replace with biodegradable options.
- More rubbish bins in residential areas.
- Only the transfer station as they have put up railings that make it difficult also to remove the metal on a regular basis.
- Paper delivery has not been happening at my place of residence for the past 3 weeks.
- Provide free green waste disposal at the dump and manage recycling better.
- Provide some stations where rural communities can drop of recyclables. I have to make a special trip into town and it's too expensive, and ridiculously there is collection from Kairakau which would have to drive right past Elsthorpe.
- Providing rubbish collection to rural areas.
- Recycling - more grades of plastics.
- Recycling and rubbish. There is a recycling depot in the middle of town and the way it is managed there is a very strong stench and there is a heap of rats. It needs to be moved away from the area as it is right next to the 4 Square Supermarket.
- Recycling.
- Recycling: create an enviro-centre.
- Recycling: finding a better way of reducing rubbish and reinstating the recycled goods shed down the transfer station.
- Recycling: I believe that a waste collection contractor has said on several occasions not to bother separating recycling from waste as it all goes into the landfill.
- Replace plastic bag rubbish collection with wheelie bins.
- Roadside rubbish pickup.
- Rubbish and recycling collection further up Porangahau and Racecourse Road (new housing is not being serviced).
- Rubbish collection in rural area.



# CENTRAL HAWKE'S BAY

DISTRICT COUNCIL

- Sort out the recycling and the kerbside facilities.
- Sustainability: reduction of waste in our community and better recycling and better information about recycling.
- The recycling and rubbish. We need more bins; two bins are not enough for a large family.
- Tidying up the transfer station. Emptying bins on regular basis.
- Extending the boundaries for rubbish and recycling collection.
- Waste reduction and recycling initiatives.
- Maybe have a free rubbish collection day once a month with limited bags etc.
- The rubbish dump should open more than two days a week.
- Kerbside pickup of rubbish and recycling.
- To plan ahead for rubbish disposal and recycling.
- Roadside rubbish in rural areas.
- Early morning kerbside collection of rubbish and recycling. Since changing companies, it is still there up til midday. Roaming dogs and strong winds then cause a mess.
- Improving the recycling.
- No charge on rubbish removal when rate payer pays for bins.
- Provide facilities for plastic recycling (#1 to #7) and soft plastic recycling. We collect our recycling and are happy to drop it off at the recycling centre once a month or so. Our only waste to landfill is soft plastic.
- Recycling in Otane.
- Recycling and waste minimisation. Making sure that systems are robust.
- More flexibility at the rubbish dump e.g. a half full vehicle should not be charged at the full rate.
- Refuse collection points in the country.
- Replace yellow and green rubbish bags with colour-coded wheelie bins as they have done in Christchurch.
- Dump charges lessened and hours extended.
- Enhance and encourage recycling in the district. Ensure the existing recycling containers are regularly emptied to avoid dumping of recyclable waste.
- Recycling.
- Keep the rubbish dump open for longer hours.
- Recycling. I would be really really like it if there was a recycling service. I would love them to do a rubbish run in the district. I know that's very expensive. It is a wish.
- Rubbish collection. Taylor Road in Ongaonga, there are no services to my knowledge. The area is growing with land being sold and new homes are going to be built. Is there any possibility of having services like rubbish collection and street lighting?
- Have a broader Council funded rubbish service. Our rates are something like 15 thousand dollars a year and we don't really get a lot for those rates.
- If they could put rubbish bins on some of the walkways and riverbanks. Such as the stock banks and some of the reserves. A lot of people walk on them, but there's no rubbish bins so I've been collecting rubbish and bringing it home myself.
- Recycling pickup, we have a recycling centre that is always full they should empty it more often or provide a kerbside collection.
- Improving recycling in Central Hawke's Bay e.g. increasing the range of things we can recycle and education of recycling.



- Recycling is hard to access.
- Reduce your dump charges then a few more people might use it more instead of dumping it at rivers etc.
- Better recycling options.
- I would like to see sustainability improve (better recycling for all communities, with supported green recycling like composting). This is hard for a rural community but I think we could do better than we currently do. I don't consider myself a greenie, but some sensible approaches would be great.
- Recycling. I think it needs to be organized better. I've heard the recycling is collected and is just being put into landfills. Whether it is true or not, it would be good to confirm.
- Fix up the approaches at the Waipukurau rubbish dump, it's a health and safety issue – the pipework in front of it. The engineer on site is aware of it, I've brought it up with him. It's not a user-friendly design.
- Clearer info about recycling changes. What can and can't be recycled and what happens to it, where does it go?
- Rubbish collection - I would like a place to drop rubbish that is not a Transfer Station. Somewhere open without restrictive hours.
- Better recycling opportunities, especially soft plastics.
- An improvement in recycling containers i.e. I would prefer to have wheelie bins as provided in the Auckland district.
- I enjoy the recycling centre so hopefully they won't have to do away with too much of it.
- The recycling pods are a great idea. I think more of these should be placed in high use areas like sports parks.
- Bigger recycling area. Bins are always chocka block. More of them.
- Thank you for removing the recycling bins from in front of the green patch.

## CONCLUSIONS and TRENDS

Based on the comments the following trends were identified;

| Topic Related to;         | Quantity |
|---------------------------|----------|
| Rubbish/ Refuse           | 7        |
| Recycling                 | 23       |
| Green Waste               | 3        |
| Food Waste                |          |
| Education/ Awareness      | 6        |
| Rural                     | 10       |
| Innovation/ Reuse/ Centre | 4        |
| Service Improvements      | 11       |
| Wheelie Bins              | 4        |



Residents Survey Feedback on Solid Waste

