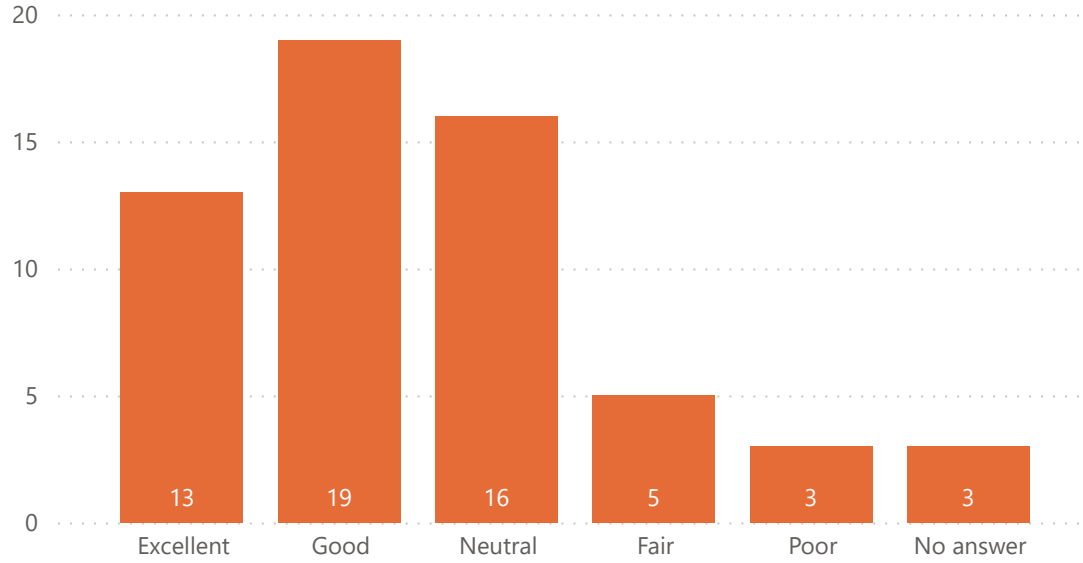


Seadown Scheme Customer Survey

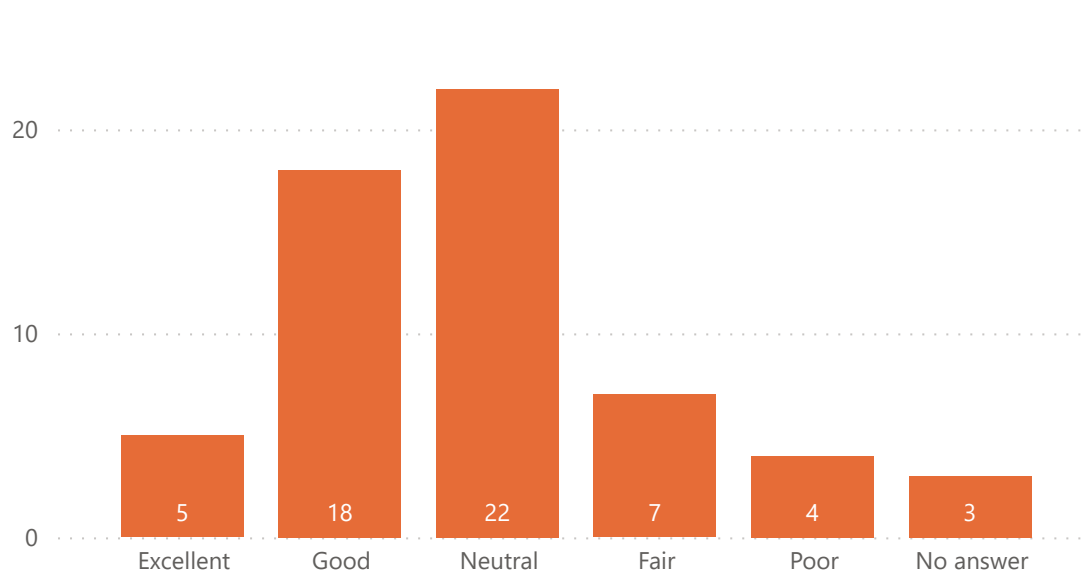
13 January 2022 to 8 March 2022

59 responses

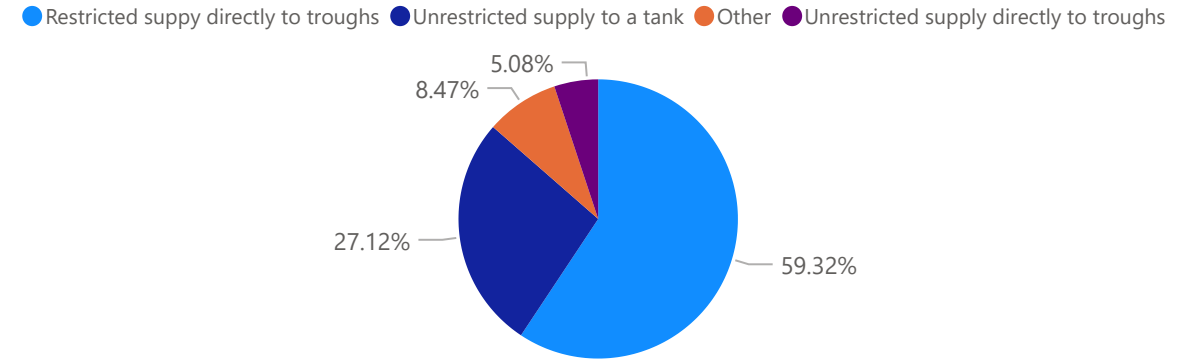
Q11. How do you rate the level of service you receive as part of the scheme?



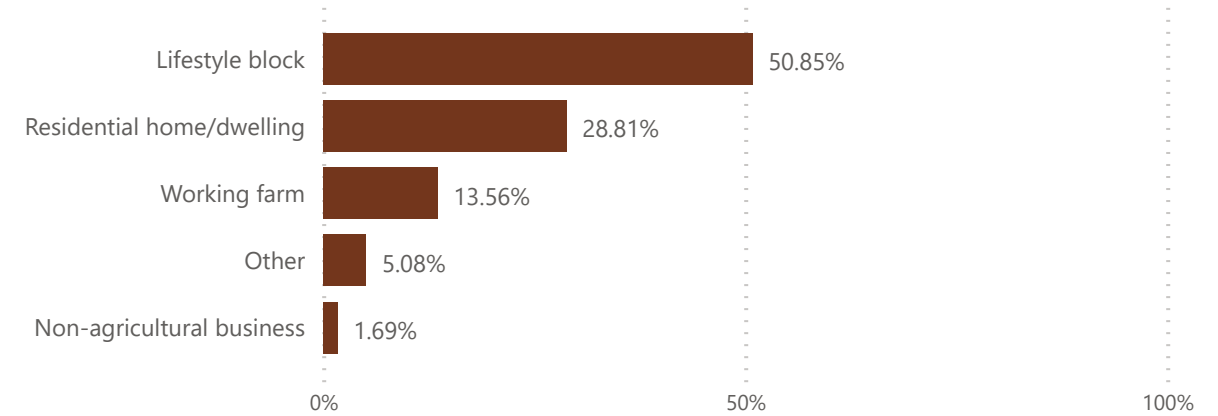
Q12. How do you rate the Timaru District Council's management and maintenance of the scheme?



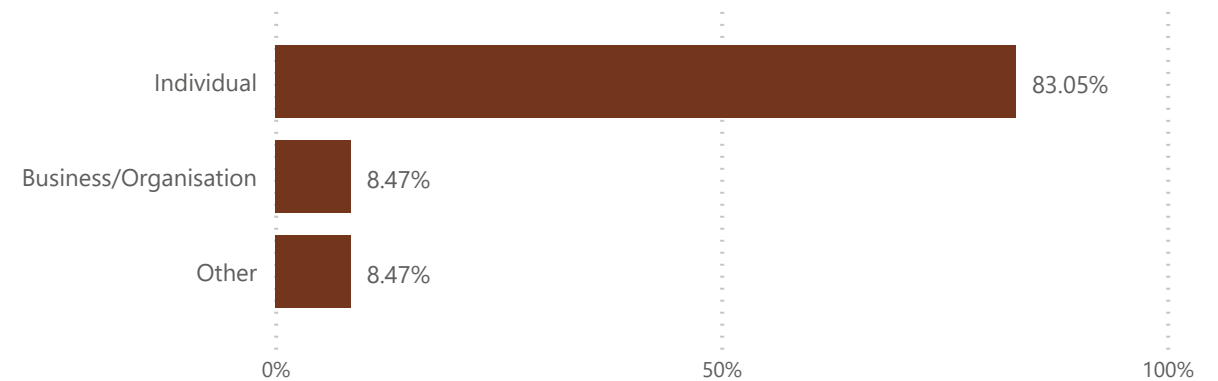
How are you connected to the scheme?



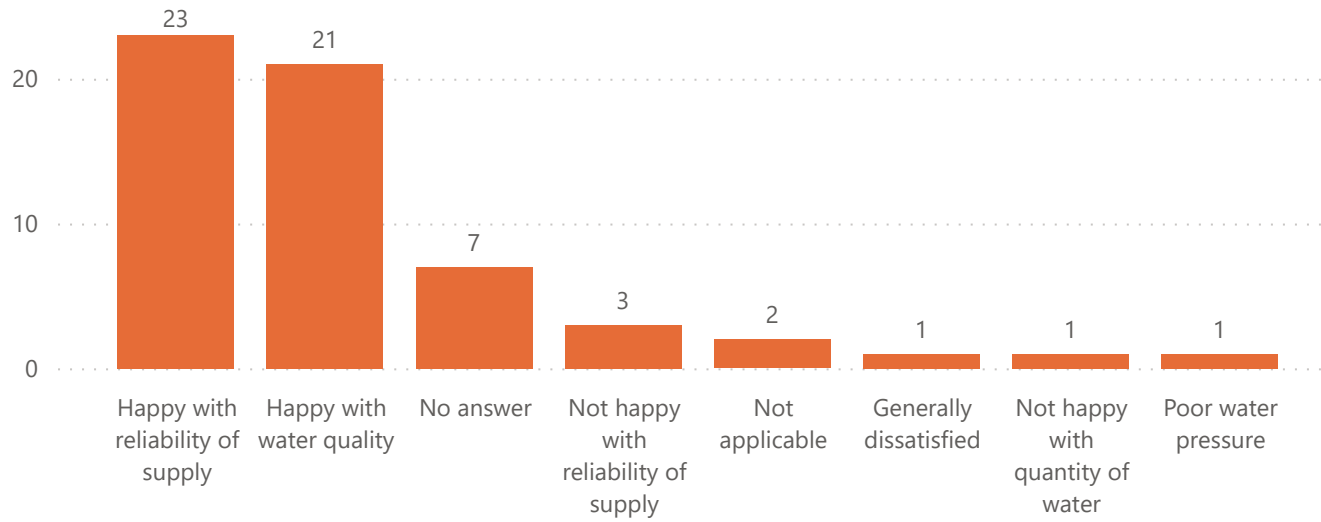
Land use on your property



Type of ownership for your property



Q13. In your opinion, what do you think works well with the scheme?

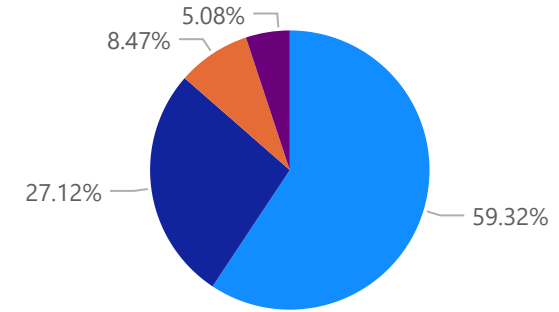


Detailed comments

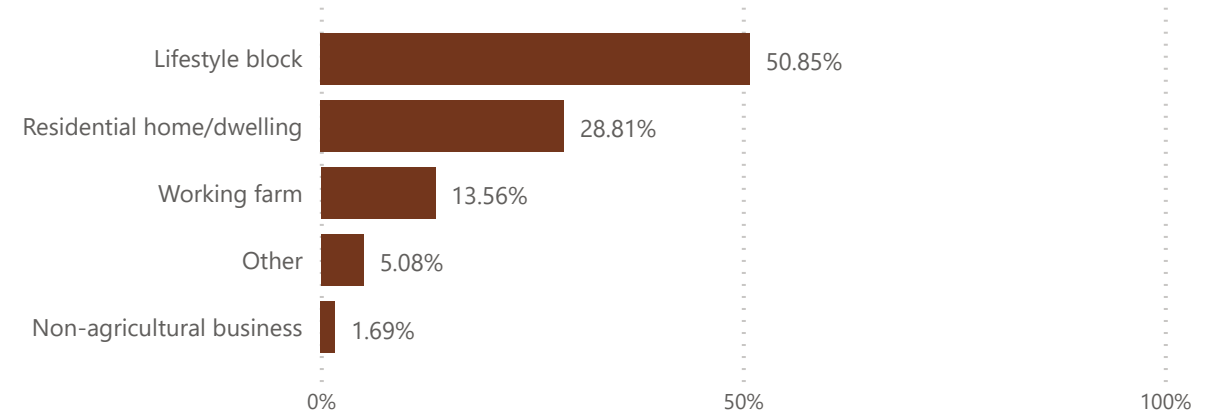
- Works fine for our personal use
- Works fine for our needs - we self monitor all our water needs
- with the introduction of dairying, well is not working as it should, supply is not there
- We have upgraded our tank storage and don't run out of water any more. Water is good quality.
- We have no problems
- Water Supply is good at my property
- Water quality
- Water is good quality and maintenance is efficient.
- Very rarely have any issues
- Very easy and quick to get City Care to do repairs. Water quality is always good.
- Unsure
- Turn the tap on and it comes out - fresh - no issues
- To date we have had no issues with supply or quality
- The water supply seems to be functioning well with only a few noticeable off periods in the 18 years I have lived here
- The water quality we receive appears to be very good
- The supply is not bad. However the water pressure has dropped considerably.
- The restricted connections
- Sufficient water
- reliable supply
- Regular consistent supply of good quality water.
- Reasonably consistent supply of good clean water

How are you connected to the scheme?

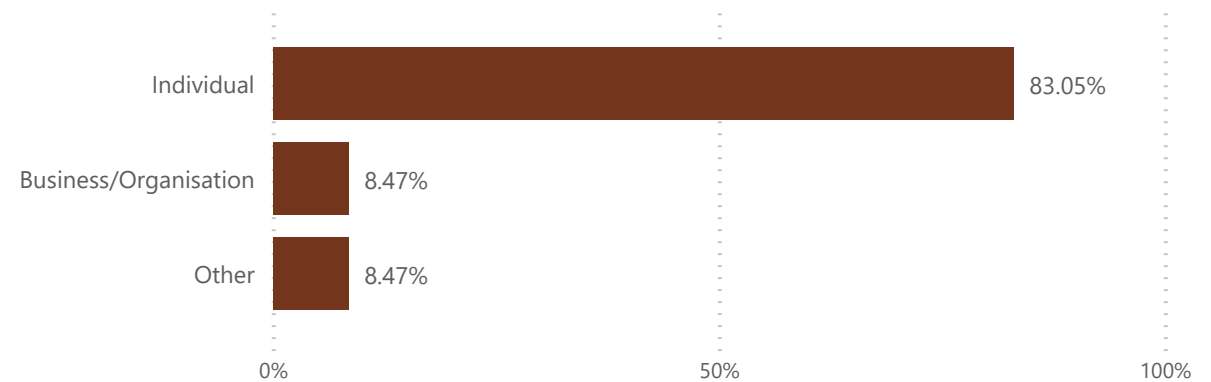
● Restricted supply directly to troughs ● Unrestricted supply to a tank ● Other ● Unrestricted supply directly to troughs



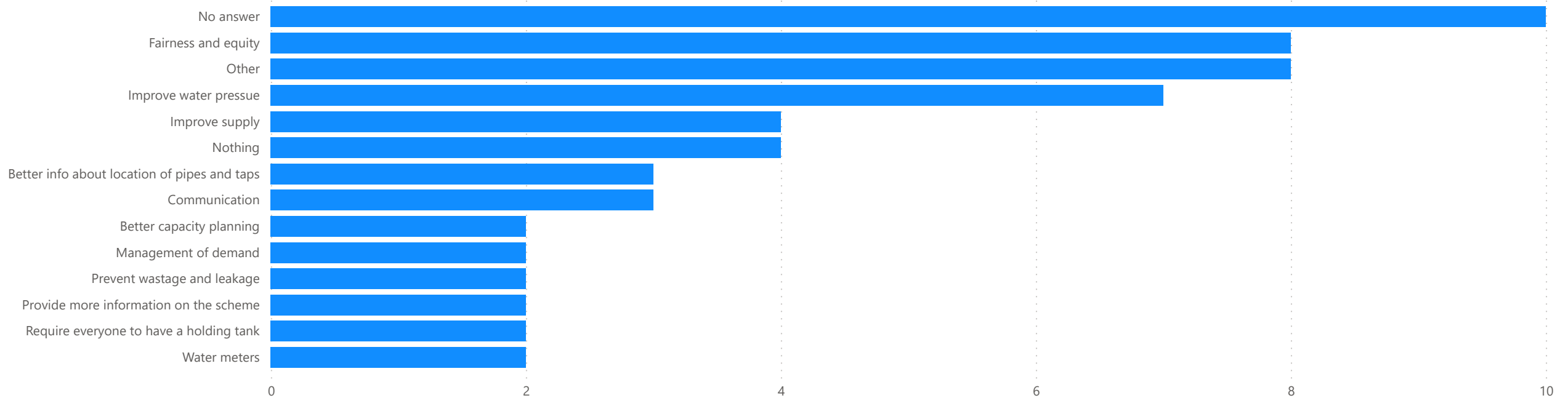
Land use on your property



Type of ownership for your property

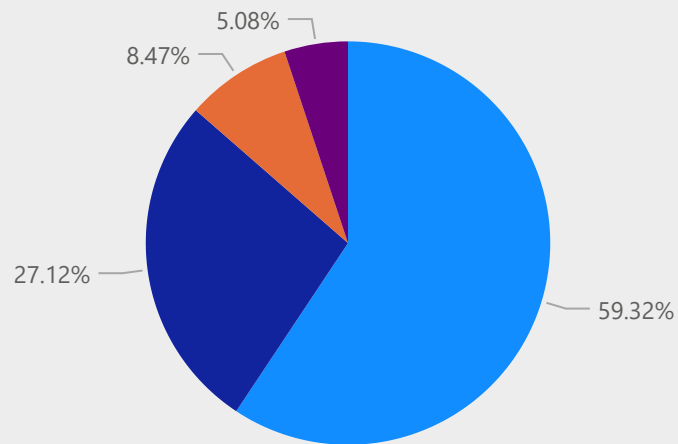


Q14. What could be improved with the scheme?

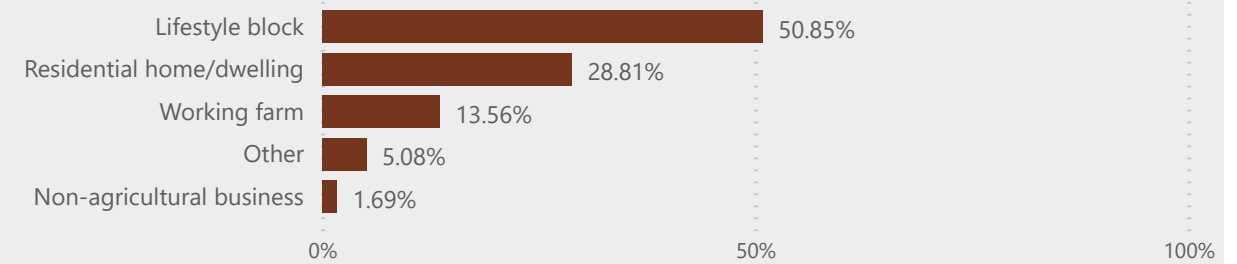


How are you connected to the scheme?

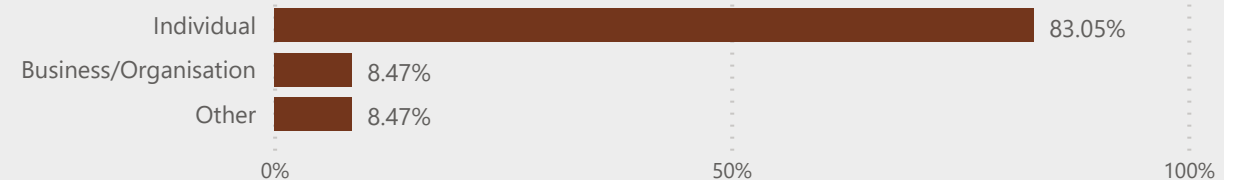
● Restricted supply directly to troughs
 ● Unrestricted supply to a tank
 ● Other
 ● Unrestricted supply directly to troughs



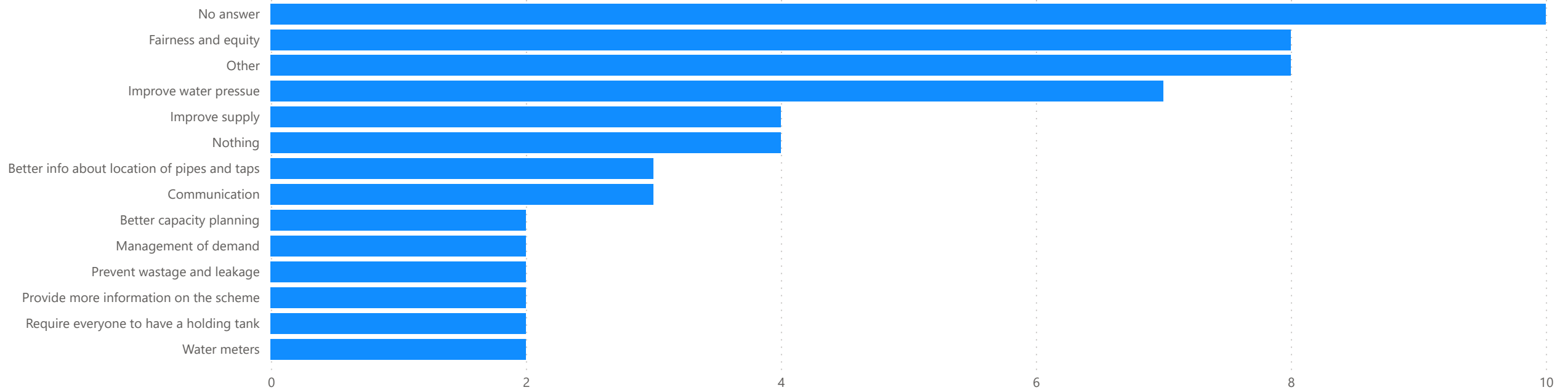
Land use on your property



Type of ownership for your property



Q14. What could be improved with the scheme?



Detailed comments

no more connections without upgrading the scheme which the additional customers would pay for. Do not allow more connections than the scheme can handle. use existing funds to fix and maintain the system e.g. leaks. Regulate backflow. All connections should have one set of rules and be compliant.

?

a bit more water availability would be nice

All supplies should be metered into individual tanks on each property. The property owner should then be responsible to disperse water from the tanks to buildings and troughs etc.

Allowance for more connections.

Better infrastructure. More information about scheme would be good.

Better mapping of piping and cut off taps

Better pressure

Change charging. Extra for troughs a lot of cattle at levels now user pays!

Closer monitoring of higher water use and noncompliance

Communication

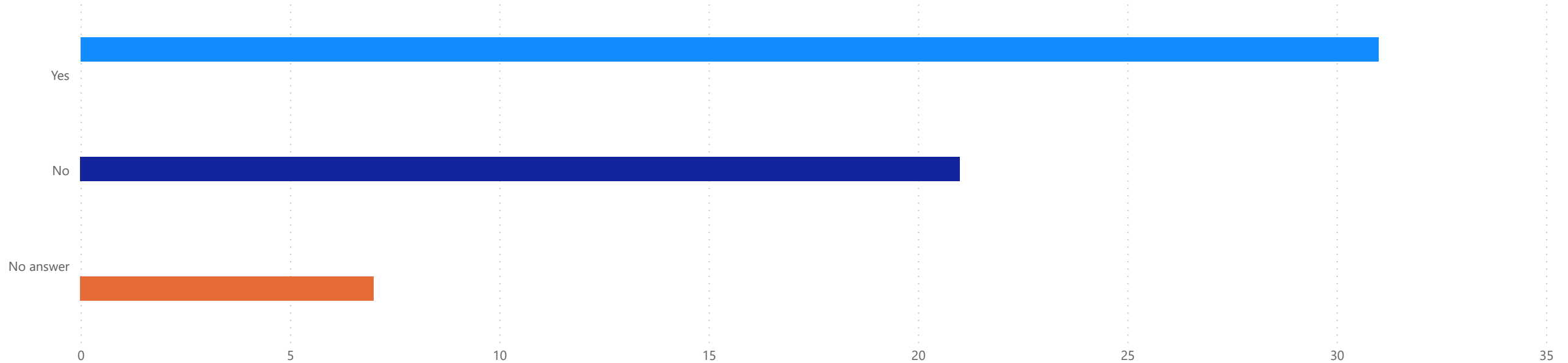
Delay in contractors doing repairs

don't know at this stage as still in the acquiring info stage. it is clear not all properties have equitable access to water or water pressure yet we all pay a similar rate??

drill residential well deeper

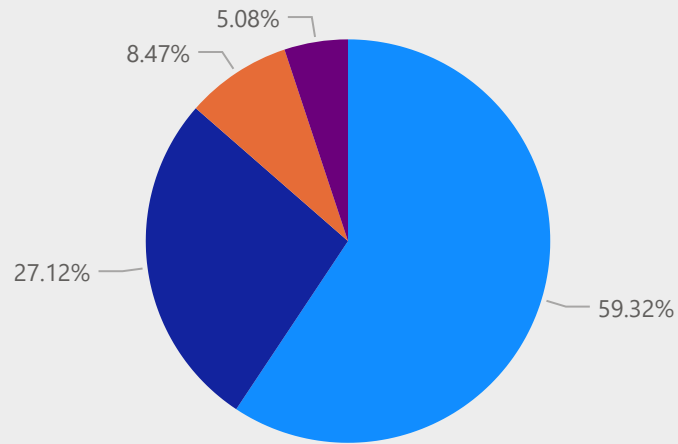
Q15. If your rates had to rise to help improve the scheme, would that be acceptable to you?

Q15. Improvements to the Seadown Water Scheme will re... ● Yes ● No ● No answer

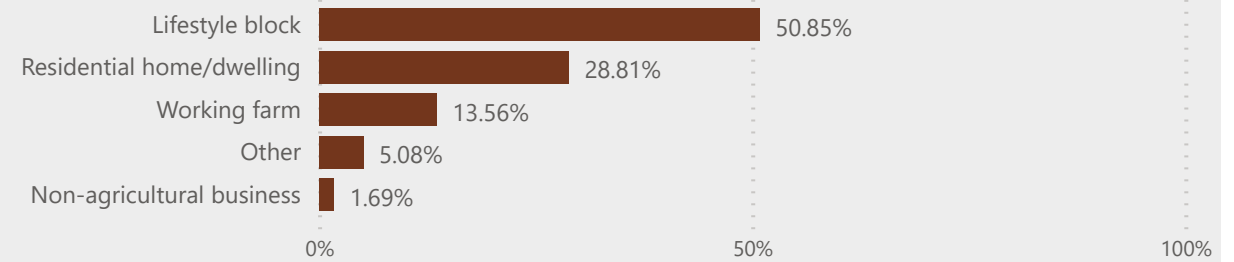


How are you connected to the scheme?

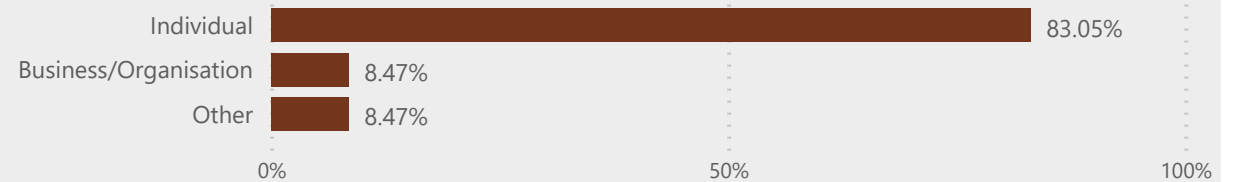
● Restricted supply directly to troughs ● Unrestricted supply to a tank ● Other ● Unrestricted supply directly to troughs



Land use on your property



Type of ownership for your property

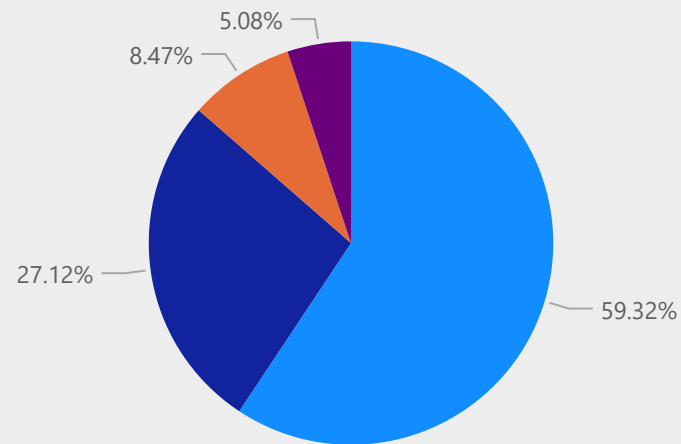


Q16. Which option for improvement do you prefer?

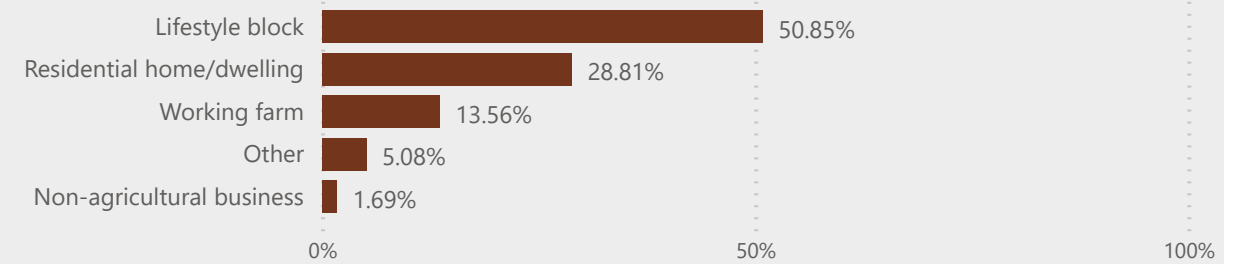


How are you connected to the scheme?

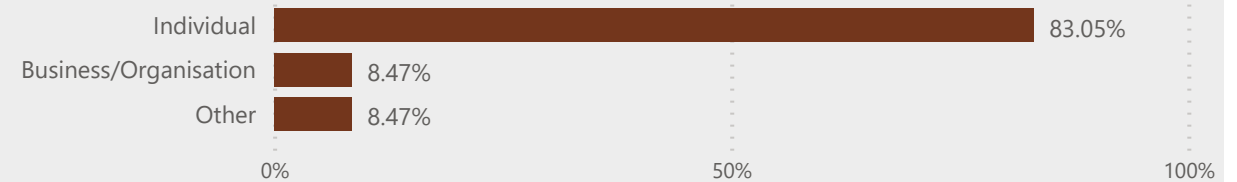
● Restricted supply directly to troughs ● Unrestricted supply to a tank ● Other ● Unrestricted supply directly to troughs



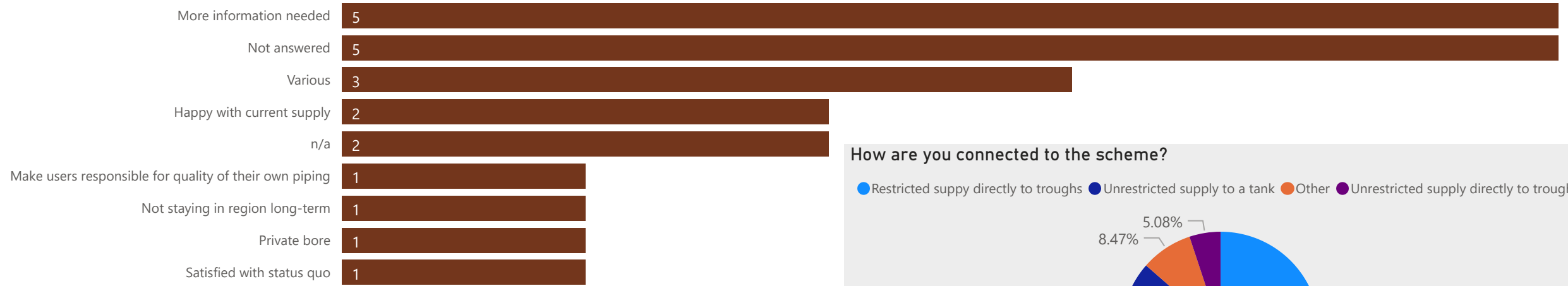
Land use on your property



Type of ownership for your property



Q16. Reason for choosing 'Neither option'?



Detailed reason

As Above

As above the questions and concerns raised at the meetings held have not been answered nor has there been information provided to allow us to make an informed decision on this matter.

comprehensive plan of improvement needed with targeted priorities. other options????

I outlined earlier what I think should be done to start with. Once this is done they will be able to accurately determine the need for improvements.

If it is going to be improved future proof the scheme

in 42 years have never seen any works/digging in this area

I've only noticed low pressure/flow once in the time I've been here. I am at the end of the line.

like what we have

Needs more detail.

Scheme was fully allocated were extra water from

We are happy with our current supply and too many new houses have been allowed onto scheme.

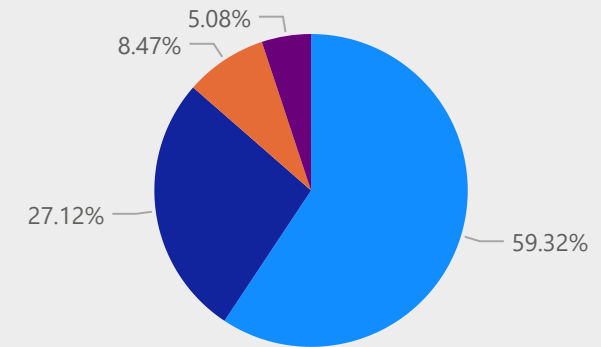
We don't feel we have enough knowledge to answer due to being unable to be at meetings offered. Tried to call, but unable to connect.

We have no information on either.

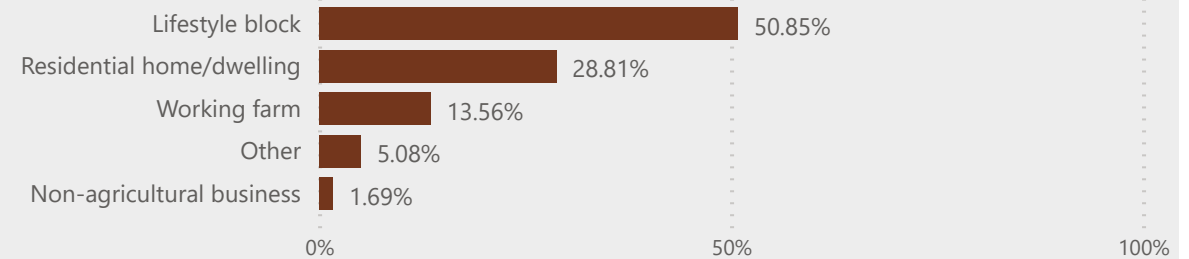
Why invest when we probably won't stay in area long term

How are you connected to the scheme?

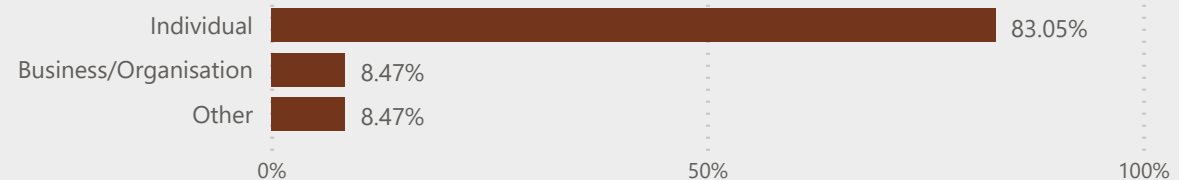
● Restricted supply directly to troughs ● Unrestricted supply to a tank ● Other ● Unrestricted supply directly to troughs



Land use on your property



Type of ownership for your property

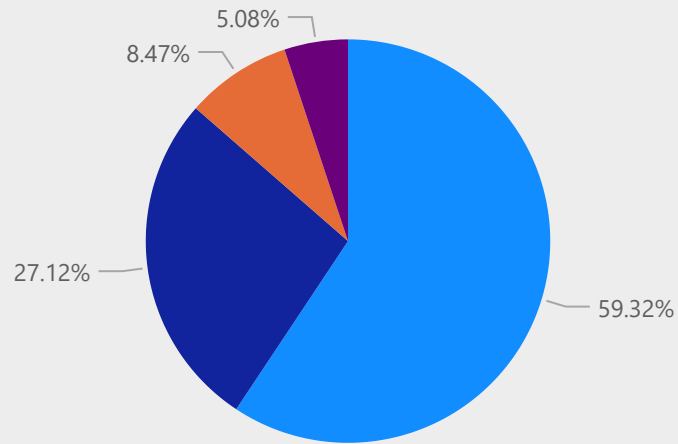


Q17. Do you think all properties should be on a restricted supply based on water allocation?

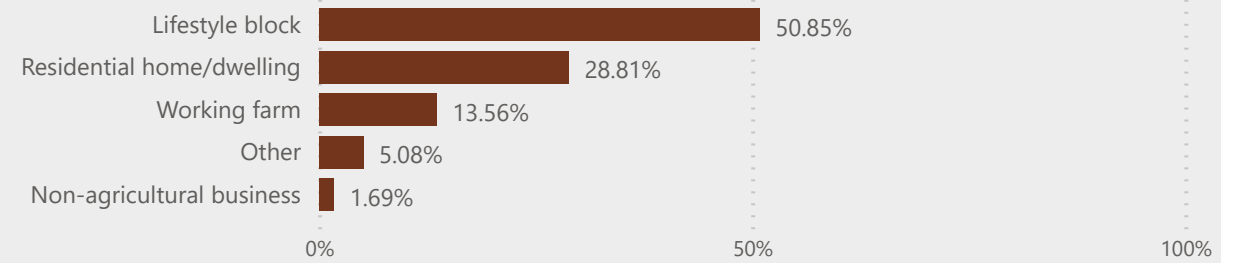


How are you connected to the scheme?

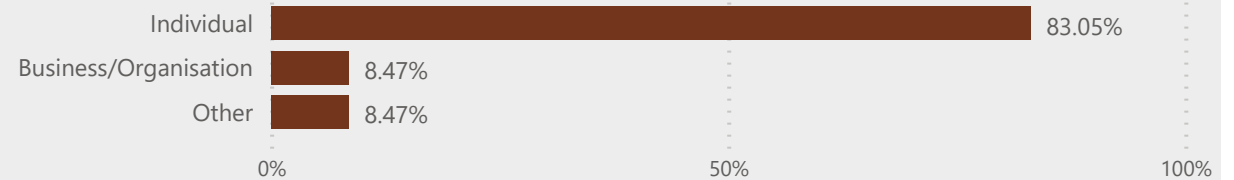
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Land use on your property

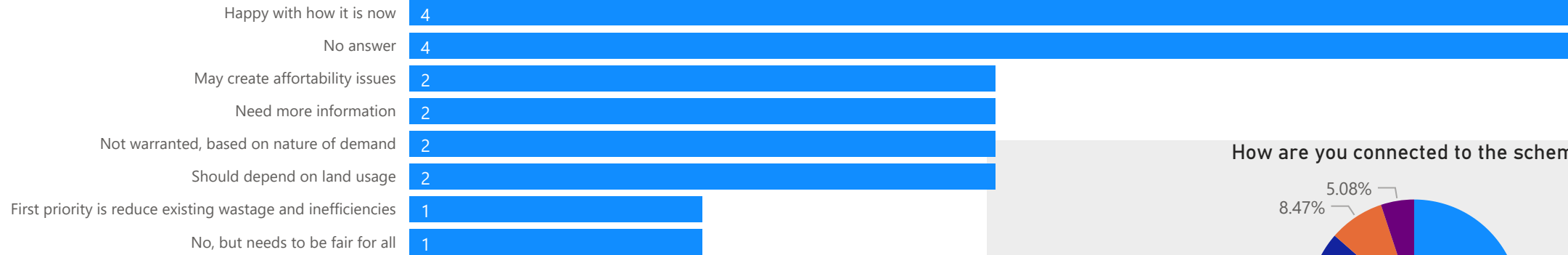


Type of ownership for your property



Q17. Reason for answering 'No' to all properties being on restricted supply?

Main themes



Detailed answer

All though I do think it is unfair for people to use this water scheme other than to water livestock troughs and household. This shouldn't be used irrigation.

As above I would like more information. It appears that you have only provided filtered information with no evidence to support that and then want us to make decisions based on that. Not a very good consultation process.

as long as all inefficiencies and illegal usage have been eliminated, and no one user is wasting large amounts of water because over the years this has not been a problem

Depends on how much. Sometimes I've got up to 700 dairy cows drinking.

For general house supplies all home owners treated the same. either restricted or unrestricted.

Happily with way it is

Need more info to be able to answer.

residential no but farmers yes

should depend on land usage.

Should not be a free for all for some

The need for stock water at high rates is needed at times but only for individual troughs. Might be the only trough used on a farm for that day

This would only increase the price for water.

Thought all properties while maybe not restricted had daily allocation and all rural users should be mindful if their useage

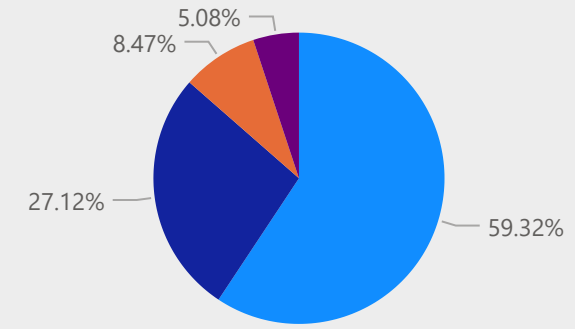
Too expensive. I don't care if someone gets more water than I do, I don't want to pay so much!

We are already restricted to 1800 litres per day

We personally have 9 laterals off the main lines and the cost of this options would be unsustainable - if you don't have stock water you can't farm at a realistic cost.

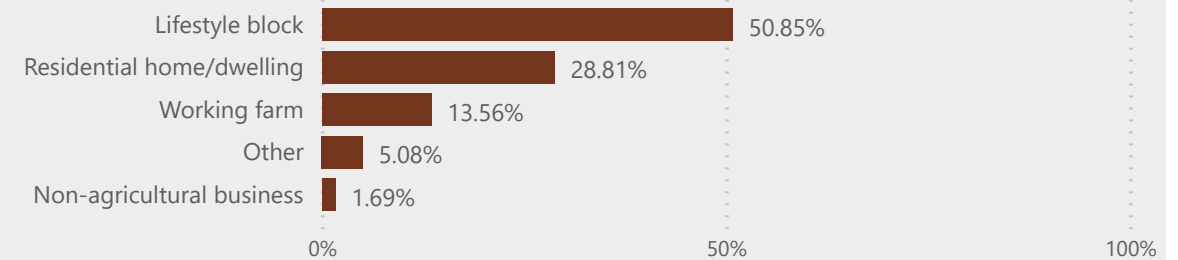
why should there be a request to discuss a negative response?

How are you connected to the scheme?

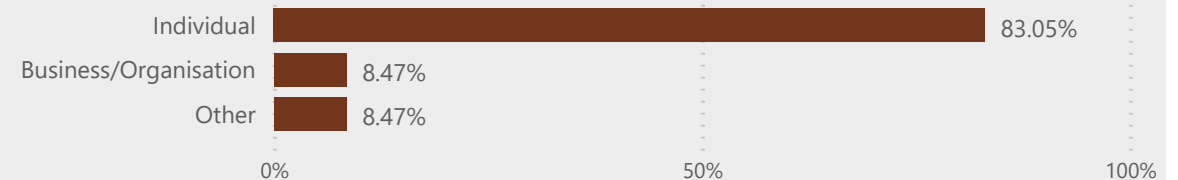


● Restricted supply directly to troughs ● Unrestricted supply to a tank ● Other ● Unrestricted supply directly to troughs

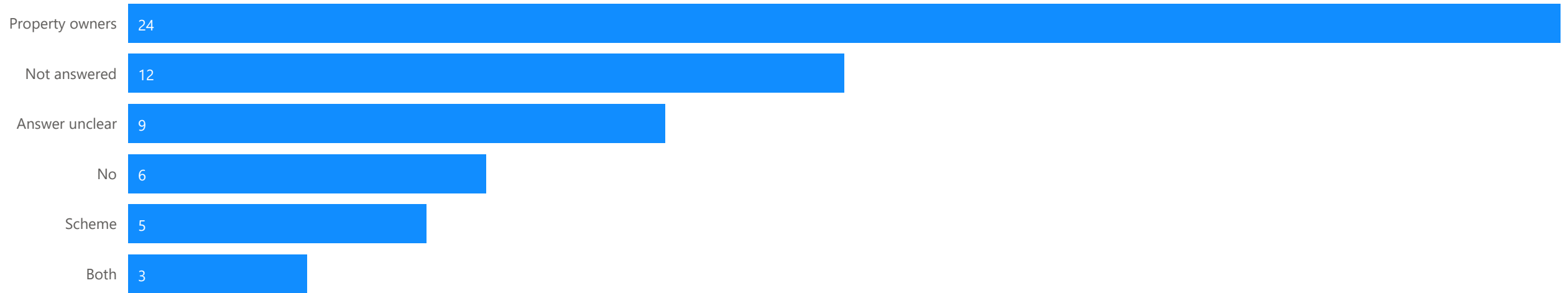
Land use on your property



Type of ownership for your property

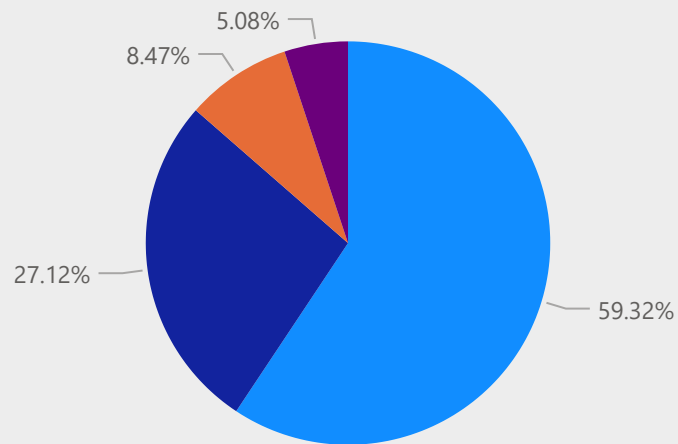


Q18. Should improvements to private properties be funded by the whole scheme or by the owners of the properties?

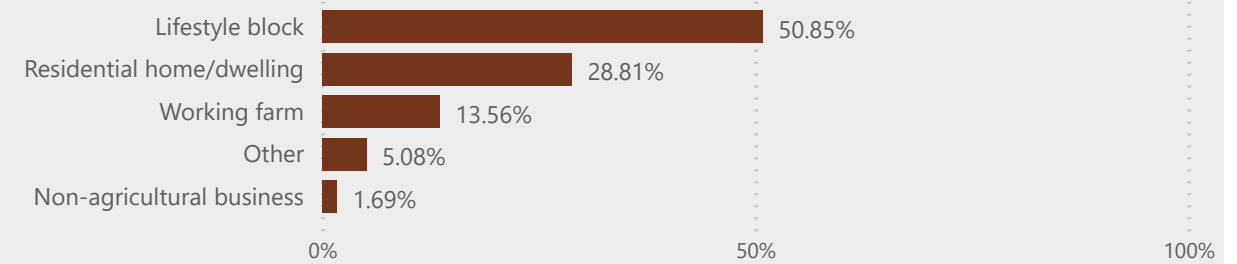


How are you connected to the scheme?

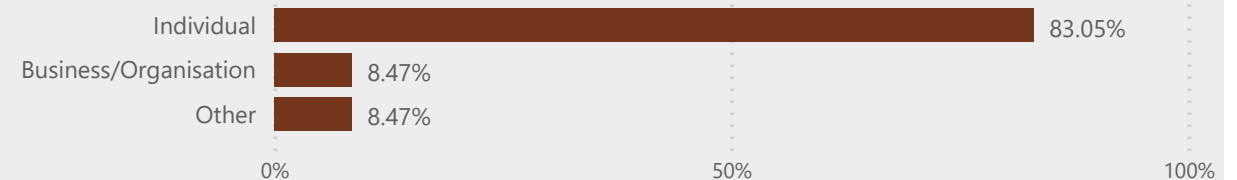
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Land use on your property

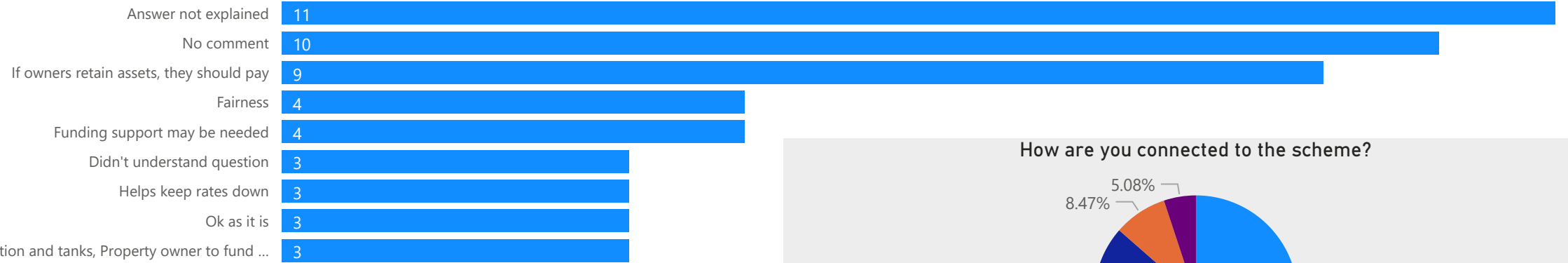


Type of ownership for your property



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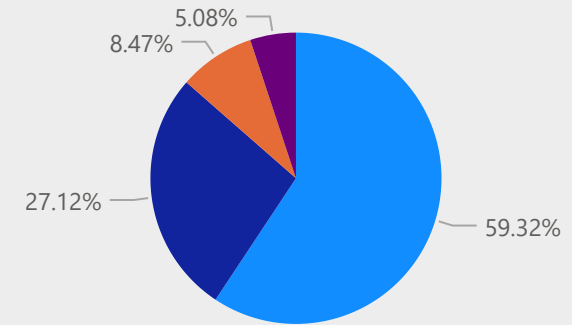
Main themes



Explanation

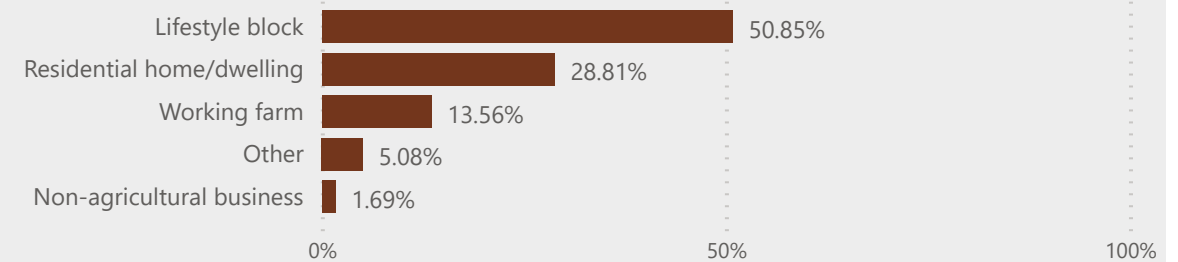
- Everyone wants something done but no one wants to pay, there is no fall so gravity won't work
- Fundd by the whole scheme - if the new scheme makes the service more efficient then ultimately everyone is benefiting
- Funded by owners.
- Funded by property owners
- Funded by scheme
- If the current agreement is an old one giving unrestricted access then that agreement should stand.
- if the scheme pays for it , it insures work is done without creating financial hardship and makes the scheme more efficient.
- Improvements are tax deductible and add to assets/value of the property. Would be unfair to those who have already installed such tanks. Would allow the property owner to customise the tanks. there are a number of wells in area and who polices how these are used? And whose tanks are filled.
- Improvements By owners of the property so they would retain the assets
- Improvements on private properties should be funded by the individual owners
- Improvements to private properties such as the installation of restricted tanks/on farm reticulation should be funded by the property owners as they retain the assets
- Installation of tanks should be paid for by individual properties/connections but funded by Council. Repayments by properties can be made to TDC by adding to rates payments over time. This means any debt can be carried over to new property owners of the debt hasn't been repaid at the time of sale. This approach has been used by other councils.
- It would increase water rates
- Local government problem
- Need more understanding of the question
- not funded by the whole scheme, to help keep the long term rates increases down
- Owners must do it and pay for their own infrastructure. If they are unable to pay then they must still do it, but the Council could pay for it and then put a lien on the property title and then once the property or part thereof is sold/changes hands

How are you connected to the scheme?

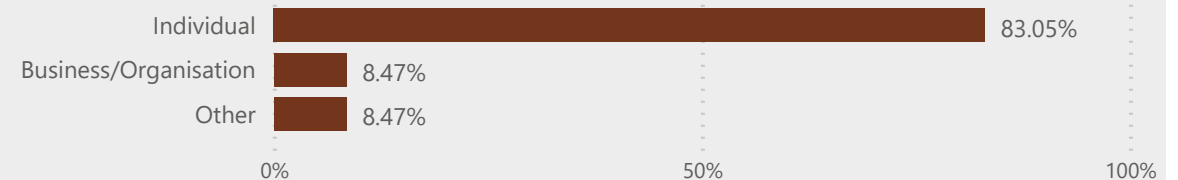


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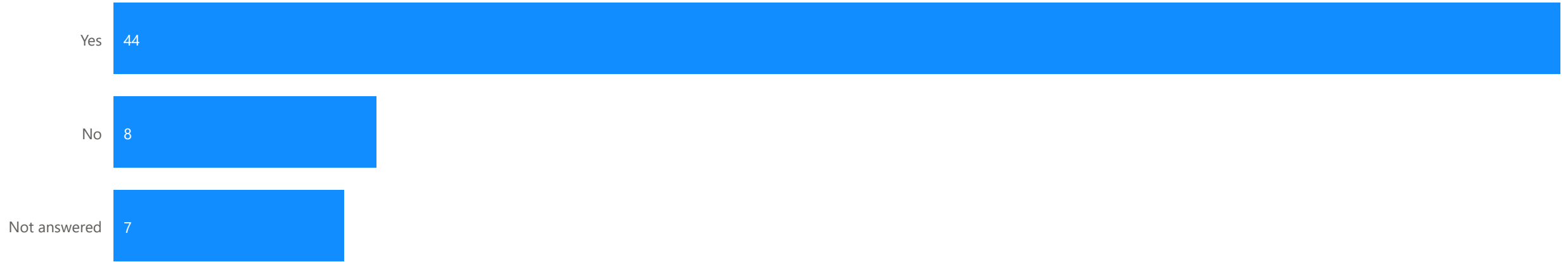
Land use on your property



Type of ownership for your property

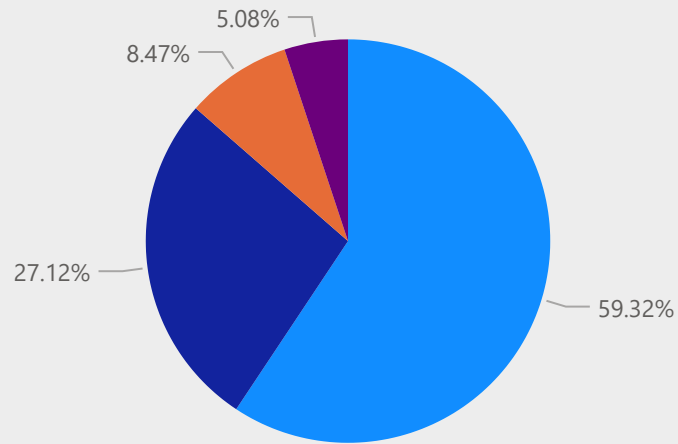


Q19. would it be useful for TDC to look at alternative funding options for private landowners to help make improvements?

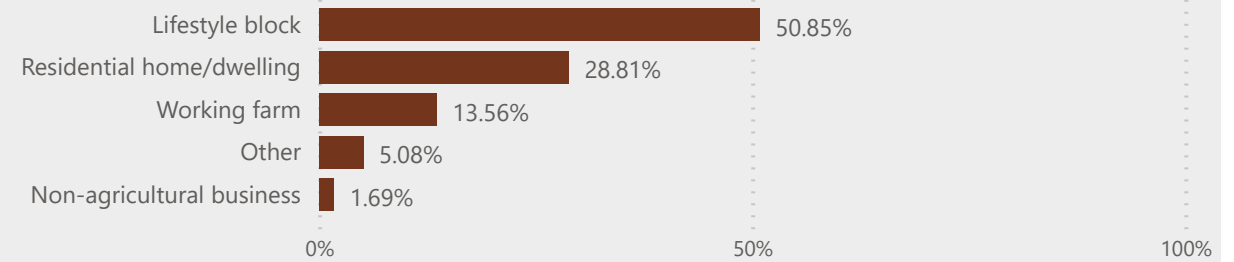


How are you connected to the scheme?

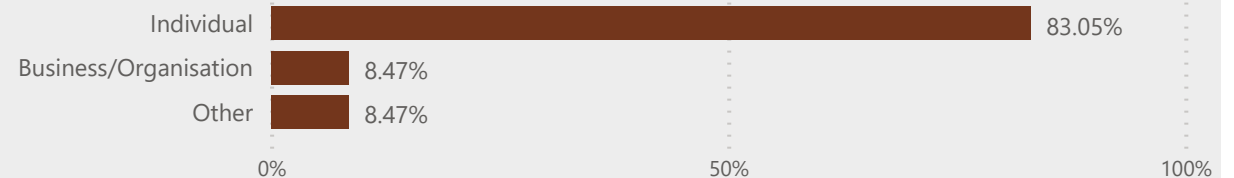
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Land use on your property

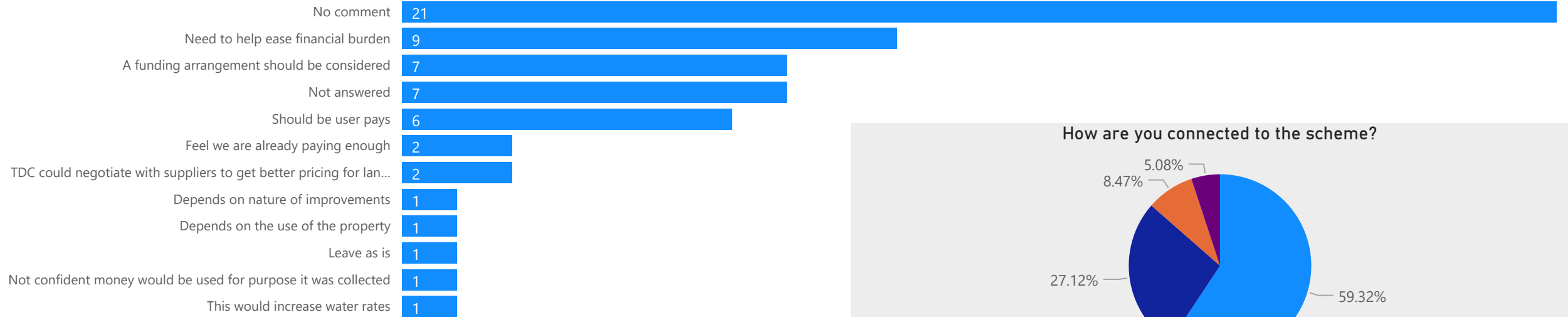


Type of ownership for your property



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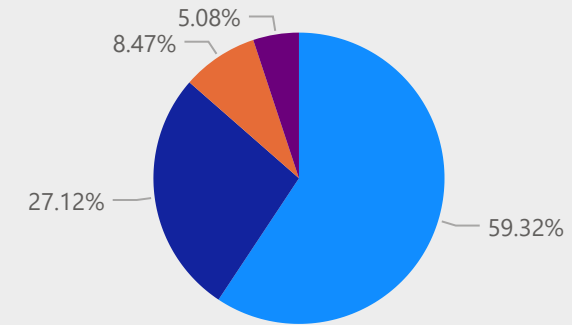
Main themes



Explanation

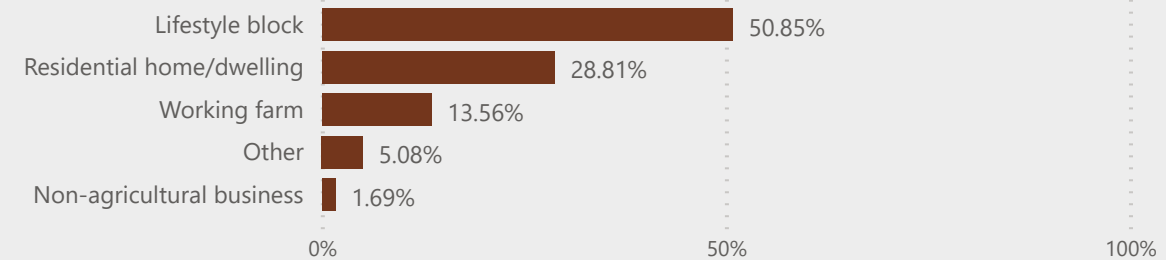
- You will be trying to make extra money from this
- We shouldn't be rooting the bill
- We don't all have spare thousands lying around
- User pays
- To ease the financial burden
- This would have to depend on the use of the property
- The council could provide what is required and the owner could pay off through a plan set up by the council and paid through their rates over time or just a lump sum payment on completion.
- That would be very helpful
- TDC could negotiate a better tank / pump price for the scheme users which would encourage more users to self fund.
- Targeted rates for them based on a low cost loan.
- Sounds good me
- some help in regards to helping land owners out by maybe negotiating bulk deals for tanks, piping, instalation etc and with the rising cost of everyday living some sort of payment plan via rates would be ideal
- see above in 18.
- see 18 above
- Property owners are big kids. They have raised finance to buy rural lifestyle blocks or farms, they can sort out their own property and how they pay for that and to what level of workmanship they choose
- On life styles - many are pensioners with little disposable income. Could be a scheme like that used for installation of bats etc

How are you connected to the scheme?

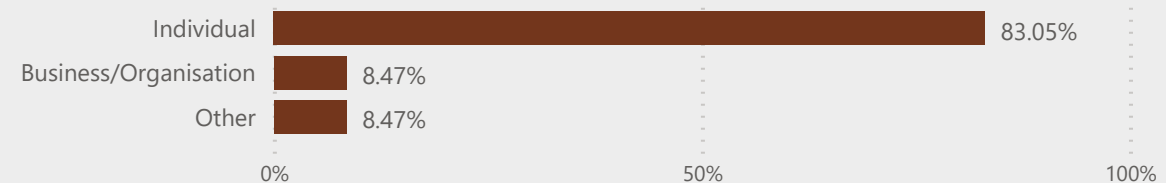


● Restricted supply directly to troughs
 ● Unrestricted supply to a tank
 ● Other
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Land use on your property

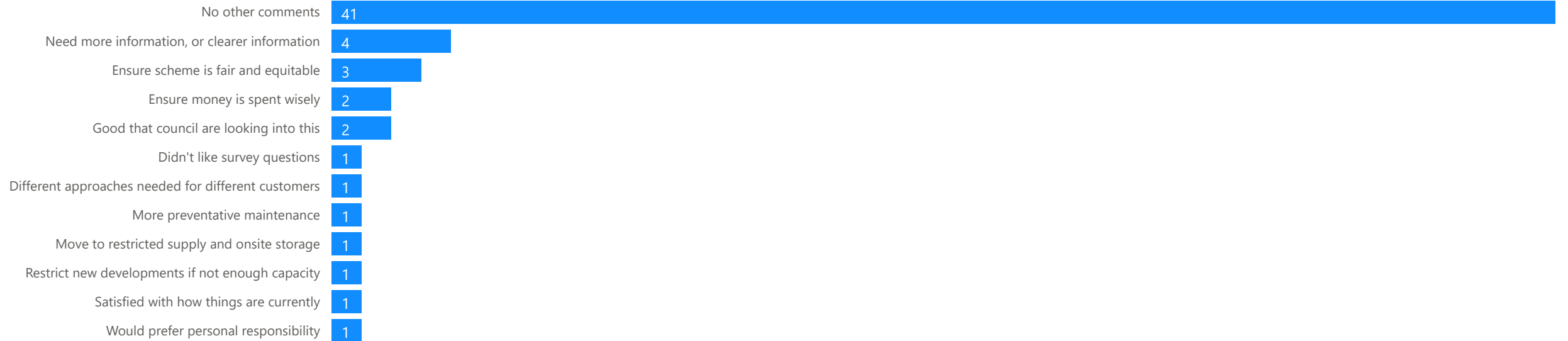


Type of ownership for your property



Q20. Do you have any other comments?

Main themes



Detailed comments

Be careful not to waste property owners money on unnecessary improvements!!!

Crazy questions

Did struggle with understanding provided information.

Don't go over spending. We are not a bunch of children needing to check up on each other and crying cause 'he got more than me!'

Good public meeting with lots of valid points made. A comprehensive review and upgrade of the scheme is required. Thank you

I think this is great, and we need to get on to it. Probably not a good time now because of the price rises and everyone will be hurting and trying to make ends meet. Council will be looking at more subdivisions etc in the future and possibly out onto the levels, especially when the horse racing track closes. Where is the water going to come from for new homes. Not fair if people can't subdivide because of the Council water schemes not coping, when other schemes are not restricted and are working well (we hope).

No

Not at present.

one point raised at the workshops i thought was good was at first halting and then restricting new housing developments within the scheme boundary, especially when told that the scheme is unlikely to be allowed by environment canterbury to increase the schemes water take in the future it seems logical to not put any additional pressure on the water scheme i am aware there are a couple of developers who have future plans to develop quite large housing developments in the area and seems like a system already struggling would collapse

Our view is that a comprehensive upgrade of the scheme should be completed now with restricted supplies and individual on-site storage. This would bring the scheme in line with other rural supplies such as Downlands which has worked well. Landowners have the ability to provide larger or additional storage tanks where necessary to meet individual needs.

Seadown Hall could be available for meetings of SWUG - Seadown Water Users Group. Nondiscriminatory meetings 25 max under red, 50 under orange, unlimited under green - for as long as the traffic lights last - think the lights are about to go out on that scheme. needs to be User driven, admin by council. etc