



OUTSIDE RATEPAYERS

Analysis Of The Survey Results Of Ratepayers That Live Outside Of The District

Council conducted a survey of our 'Outside Ratepayers' in January and February this year, to try to gain a bit more understanding of who they were and what kind of impacts this group has on our district.

We sent out a total of 2200 surveys to this group (along with the Solid Waste surveys). We have had an amazing almost 30% return rate (640 from 2200 surveys). The usual return rate for this type of survey runs between 5 and 10%. The survey has been very helpful for us to understand this group.

The survey asked a number of questions and the following is the analysis from these questions.

How many 'Holiday Homes' do we have in Ruapehu?

The first series of questions we asked were to gain an understanding of how many of our outside ratepayers considered their properties to be 'holiday homes'. This meant that these properties were not rented out full time, but could be rented out seasonally and used by the owners at other times.

We found out that 86% of the Outside Ratepayers own residential property, and of the remaining 14%, half is bare land, one quarter is land earmarked for development and one quarter is commercial. A small percent (15%) of the residential properties are rented full time. One quarter are rented seasonally and 62% are not rented out at all, but are used by the owners as weekend and holiday homes.

The analysis of these numbers shows that 1608 of the 2200 outside ratepayers therefore own 'holiday homes' in the District, either rented out seasonally or not rented out at all but used by owners.

We then worked out the number of 'holiday homes' in each area of the district. This analysis is shown below in Table 1.

Number of 'Holiday Homes' by area

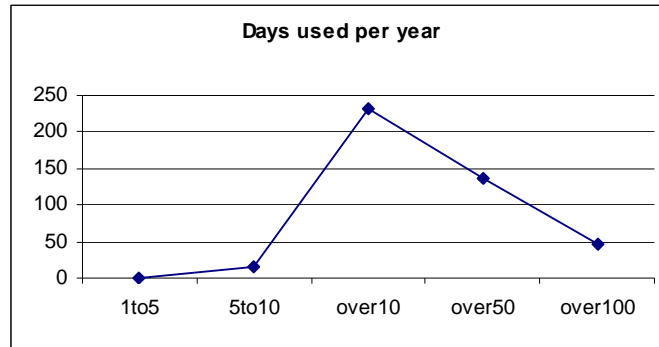
Area	Number of Holiday Homes
Taumarunui	321
National Park	128
Ohakune	498
Rural Waimarino	192
Raetihi	96
Waiouru	112
Other	261
Total	1608

Table 1

How often do these 'Holiday Homes' get used?

Next we wanted to identify how often these homes get used during the year. We asked some questions on how often people stay each year. The results were surprising. We found that 42% (almost half) are used on an average of most weekends (over 50 days per year) and over 10% of these are used for more than 1/3 of the year (>120 days).

Of the remaining 68%, 54% of the Holiday homes are used for 2-7 weeks of the year.



How many extra people in each area?

We really wanted to find out how many extra people this equates to, that is how many extra people are in the District each day due to these holiday homes. We therefore also asked how many people visit each time. Our analysis, from asking how many people visit each time, found that there are an average 4.1 people for every holiday home occupied, making a total of 965 extra people in the District each day. They are spread across the District as below:

In Addition

We also found that many of the holiday homes are also 'lent' out to friends and families during the year. Of the 1608 'holiday homes', 1027 are 'lent' out more than twice a year.

Area	Number HH	Extra people per area
Taumarunui	321	189
National Park	128	71
Ohakune	498	298
Rural Waimarino	192	118
Raetihi	96	69
Waiouru	112	65
Other	261	155
Total	1608	965

Average Daily Population

The purpose of the survey, apart from finding out more about our outside ratepayers, was to work out what this does to our Usual Resident Population numbers, and also our 'Peak Population' numbers. Our analysis found that an average of 965 extra people were in the District every day.

URP 2006 census	Plus residents of Holiday Homes
13,596	14,557

The numbers of extra people in the District above have been worked out as an average per day, but these people are more likely to be present at particular times of the year. Therefore peak populations have also been worked out.

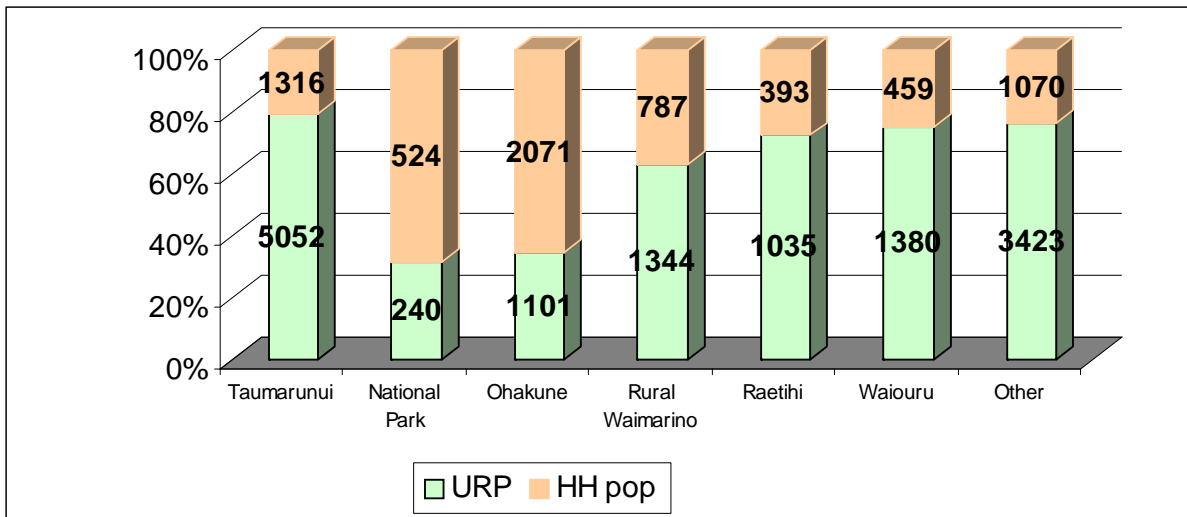
Peak Resident Population (Urp And Holiday Homes)

The extra number of people that could be in residence from Holiday Homes (a daily peak) is 6,592:

2006 census	Peak population
13,596	20,188

Peak Populaions

The following table shows the percentage and number of usual residents and the percentage and number of holiday home residents that could be in residence at one time. It shows that the Holiday Home residents in National park and Ohakune are larger than the usual residents, and that there are a significant number of holiday home residents overall.



Comments from the Surveys

The following is a selection of the comments we received from the surveys.

- Survey waste of ratepayers money (Taumarunui)
- Shops close to early (Ohakune)
- Town potential is great (Ohakune)
- More activities for families needed (Ohakune)
- Ratepayer removes all waste to Hamilton
- Rates for empty section too high -charged for all the services
- Great place to visit
- Taumarunui is central and a lovely town. Great place to be.
- Hope to commence building on site in next 12 months
- In general holiday homes are a lot tidier therefore improving the look of the town which encourages tourists.
- Ski chalet in 10 unit complex. Used mainly in ski season
- We use house all year round not just ski season. Make use of summer activities in the area.
- Change rubbish pick up day back to Monday in Ohakune (tourist) area as most people leave on Sunday and put their rubbish out on the curb
- We/I have a boarder full time in our property. I personally visit the property as I run stock 1-2 weekends monthly
- I am very happy with the existing transfer station hours and rubbish bag arrangements at Ohakune
- Rented out and occupied all winter
- The rubbish collected in Ohakune on Tuesday which is nonsensical when ski visitors leave on a Sunday evening and put rubbish out. It should be a must that Ohakune collectors are on a Monday to save animals attacking rubbish
- Property on Matapuna Rd, Horopito. As there are more lifestyle blocks on or off Matapuna Rd the traffic is getting heavier.
- Please revert to having the rubbish collected on Monday especially during ski season, reducing the risk of rubbish bags being opened by animals and left strewn around.
- Use smaller free post envelopes
- It is a great district and I find the council staff incredibly helpful. I just do not understand how a property valued at \$35k pays about the same rates as Taupo.
- Visits mostly in Winter but 20% of use is in summer.
- We charge friends \$25 per night to stay in our chalet. The chalet sleeps 8 and is busy during the ski season.
- During the summer the chalet is only used once every 2 month on average
- What is the real purpose of this questionnaire? Something smells
- The Council should always try to work with ratepayers
- Council works for ratepayers not the other way around
- Good idea for Council to try to reduce rates
- Do we get to vote - do we need to register?
- Our house is our home away from home not used for monetary gain
- We appreciate the effort made by Council on our behalf to keep Ohakune the wonderful town it is
- we want to retire to Ruapehu District
- My major concern is rubbish collection in Ohakune, because we are not always at our property on the collection day the establishment of a site where rubbish could be left would be good
- Our rates are extremely high for such a facility as ours
- Sorry I have residential and commercial rentals. The tip issues are best left to the locals
- with opening times to reflect the weekend and seasonal influx.

- We hoped that our views over the Kakahi Stream and the Waitea Rd would be preserved but the willows have taken over.
- When we leave Kakahi on Monday we are supposed to leave rubbish, recycling etc on the side of the road. BUT if cats and dogs savage your bag you have 2 pieces
- We need a small drop off rubbish collection point in Rangataua for people leaving Sunday night.
- Please put some judder bars on Lee Street to stop hoons racing down it. Thanks
- Ohakune and the Ruapehu area are still 'undiscovered' to most of New Zealanders',
- Promotion has been very good over the last 12-18 months of the area. Keep up the good work.
- The rates as a district do not reflect the facilities that are present or more to the point lacking.
- The roading and water control measures are almost third world
- Please note that when posting large pre-paid envelopes do not fold in half as the stick together.
- Cheers. Happy New Years.
- As a skier, if come off the mountain at 4.00pm don't get a lot of time to get to TS if closing at 5.15.
- The Owango Cemetery is a disgrace to an otherwise love this little community.
- Council appears to take no responsibility for upkeep/maintenance of this cemetery
- It would be helpful if access to 'recycle area' was available at all times, as previously.
- I pay rates by automatic payment that council hasn't decided the years rates at the end of last, causes difficulties in setting the next years automatics payments.
- We are waiting for road maintenance outside our Marino St Property- Needs some road metal and prevent water ponding.
- Would like to rent out our house to holiday makers. Taumarunui could be more inviting to holiday makers especially roadsides cleared more by riverside and cleaned up
- Ruapehu District is a very special place. We love it for its natural beauty and that so many areas are not commercialised within the district. Its really back to basics
- Please do not allow disgusting cheap house designs & infill housing. Its creating potential slum areas
- I'm delighted with this area. Refuse collection in my major problem - If council could organised a system of hooks on lamp-posts or poles
- Can you please do something about the road in Ward Street outside our house. It is Disgusting.
- Ohura needs more caring for, as it has a lot to offer. Road sides need to be mowed, drains and streams need to be widened as it will help to stop the flooding
- This survey used an excess of paper- it could have been done with 2x A4 sheets and an envelope
- Is it possible to pay rates by direct credit into RDC Banc A/C (Not by Online)
- Farm manager pays 'rental' to avoid 'perks' tax
- Question 4 – Our dwelling is used infrequently but it is of a standard suitable for "permanent" living.
- Why the discrimination re "holiday home" owners.
- Kakahi transfer station was more convenient but was not cleared often enough – f left full, leads to dumping of rubbish around bins. Collection does nothing for ratepayers
- The section I own at Erua has no services and is not accessible by road and cannot be built upon as it is swamp. I am exempt from most charges.
- We have a drystock farm with a residential home on it that is 'rented' out to our farm manager.
- Find all prices in the area to expensive. Food, power to holiday homes, rates etc.
- I pay less rates on my farm then I do at my holiday home.
- The dump is a rip off. I got charged \$5 to dump 2 supermarket bags of household rubbish!
- Rates are high but consistent with the zone.
- We think the transfer station is marvellous. One comment that I would like to make is provision for drop offs when gates are locked. Perhaps a shute for paid bags, paper etc.
- Domestic Airport in Ohakune? Would be used often & increase in tourism.
- Ohakune and all of Ruapehu would thrive.
- Our house is owned jointly by 8 people. We mainly use the during the ski season but it used all year round. It is mainly used on weekends, with the occasional week,

- Rates are excessive. Power charges excessive. Property values not realistic - too high.
- Service seem adequate and increase in service means increase rate right?
- Looking for another house to buy for family
- Looking at full time occupancy within two years
- Kerbing needs repairs
- Main concern lack of rubbish disposal facilities
- Rates are too high for people to sell empty sections - not worth buying them
- Rates should be in four separate payments not three
- Pays for cleanup on council land
- It's a beautiful place Rangataua and we would hate to see it built up - keep decent size sections – no infill - better recycling facilities needed
- We were encouraged to invest in this area because of the hunting and magnificent landscape and bush.
- Hunting and recreational block
- We think you do a great job in National Park - rubbish skips are sometimes very full
- House is used mainly for the ski season and not much at other times
- Designated pickup area in Turoa Village
- Why don't people know that each Council has its own rubbish bags
- Part of a body corp that has 13 chalets on it
- Your rubbish collection is sh** and should be Monday or Tuesday
- Get the Parapara road sorted out -it's a goat track - and a nightmare driving
- Should be controls at the Horopito crossing or at least more clearly painted road markings
- I want to ensure that people taking boulders out of the river have consents
- We do not use services as we are on tanks and septic tanks and transport our rubbish out of the district
- We source much of our building materials and products locally, only transporting materials that cannot be readily purchased there.
- Our dwelling is currently rented full time but in future will be a holiday home
- Our lodge caters for club members who want to ski at Turoa It is open for accommodation with a full time cook/manager from early July to late October each year.
- It is very busy during the ski season. At other time it is self catering.
- Have only owned the property for under two months and are anticipating staying 25 days per year during the ski season
- Current opening times (transfer station) don't make much difference however we have to detour to the Taumarunui Transfer Station - should be a drop off point in town
- During ski season suggest a refuse bin for Turoa village
- Empty section in Taumarunui, not used for anything and rates exceed what we pay in Mamaku for a property 20 x larger with 2 dwellings on.
- Taumarunui 's water is disgusting, to drink, to shower in, wash clothes in. it is an embarrassment.
- The rates we pay are ridiculously high for a small area,
- Some of that should go towards fixing the problem. Sort it out!
- Rates exceed \$6.000, the site doesn't even have sealed roads, a footpath or streetlight. Yes those charges will eventually see the club fold. (Navy ski club lodge, Thames st Ohakune)
- You do a good job.
- We do find the rates high considering the low level of service demanded by us. It is at a similar level to what we pay where we live full-time in Oakura.
- Rates are extremely high compared to the rest of the country. More marketing and international standard facilities to attract visitors to the area would inject more working capital to the District
- Wrong to package places as holiday homes , can be much more if lived in for 3-5 months of the year, unlike beach homes that may only be used 2-3 days at a time.

- I am not sure of the purpose of this survey however I would think the respondents location would be important, Ohakune in my case. It would probably also be useful to know when we visit so you know when 'out of towners' need services.
- I would love if we could pay rates by credit card, we cannot easily pay over the internet and otherwise must use a telegraphic transfer with the bank sending us a cheque to send on to you which can take over a week to organise.
- Please provide internet payments
- House is used for both holiday and staff accommodation
- Trying to sell - \$2000 for rates too high - also power is too high - we hardly use it. It just sits there empty
- Further development of the property is planned, however as this property is on the town boundary sewerage is a major concern for the future development of Ohakune
- Can you please place guidelines for out of town visitors regarding recycling and rubbish services
- Rates seem to high despite not be being connected to either sewerage or stormwater,
- We do not wish to see any reduction in waste management services, despite the high rates we pay.
- I think is an appalling waste of ratepayers' money to send out this survey in a large envelope with another for return, that doubles the cost which is an absolute waste of my money. You should take a good look at reducing your administration costs because if this is an example they suck.
- Future surveys to be sent out in a smaller envelope and also with a smaller return envelope, 50c instead of \$1 each!
- Holiday home' is a somewhat euphemistic term! And collect kerbside waste on Mondays, especially during the ski season.
- Rates are too high
- I work overseas and elsewhere in NZ for 6 months of the year, but not in summer, when
- I frequently return to Taumarunui for time out.
- Why do I pay more rates than some places in Auckland? Why do I have half a footpath and unfinished roads in National Park
- I am a trustee and have shares in property in the district. The land is up and around the mountain, it is not occupied or broken in and has mostly native vegetation cover on it.
- I find the rubbish issue around Ohakune of great concern. If we leave our rubbish out early, even a few hours, dogs spread it all over the street. Need proper wheelie bins.
- I would like to see green matter being received for free at the refuse centre in Ohakune.
- Get lawns mowed, 75 Arawa St, Ohakune, fire risk.
- Holiday home that we bought to go skiing but used all year round as lovely up in this area over summer and when on the way north.
- We are intending to use it more in the future, maybe spending up to 50% of our time here.
- Increase services as due to increased subdivisions the population is rising and the services are not meeting the demands.
- Advice on rubbish collection days and recycling. Advice on any consent applications (hotel/motel/camp) that may change the community.
- Currently the ski season is well catered for with Mon/Wed/Fri collections, Summer is poor, when many short stay visitors leave rubbish lying around for a week. If its not in a green bag, no-one seems to collect it or sort the problem. Recently (this summer) bags were left lying out for 2 weeks, while green bags were collected around them. Animals and vermin were spreading it around, it was tidied up by locals several times but not taken to the transfer station - not my rubbish, not paying. We reported this to Council and after six days, no action. You need to consider the type of collection when the town is catering for short stay visitors, non-locals, non-homeowners and sort this disgusting mess out!
- We have a property on Hatapina rd, Horopito, there is a large development on this road and the traffic increase over the last three years means this road needs to be addressed. I think it should be sealed.
- When there is a new development, and more rates paid by dwellers is there provision made for an improvement in roading?

- Shifting rubbish collection day from a Mon to a Tues was the most stupid thinking, in the winter if you leave it out on a Sun it won't sit around until Tues for a pick up, then locals complain about the rubbish.
- If the tip were open from 8am most people would use it if leaving the same day.
- Our property is in a managed resort, it is available for rent all year round and friends and family use it occasionally. PS. It's ridiculous using a large envelope to send out 3 sheets of paper.
- Free rubbish stations created on roads out of Ohakune that are secure from dogs etc, that seasonal residents can deposit waste after their stays, especially on Sundays. Rangataua needs secure rubbish collection from roaming dogs on rubbish day on the night before.
- Although this is a 'holiday home', it is our only house - we live in a apartment in the city and we use this house year round, not just in the ski season.
- Lack of drainage, flooding in winter
- Should be able to drop rubbish bags off at unmanned transfer station at any time.
- PLEASE give us basic, easy access to rubbish disposal facilities. The present system is draconian and frustrating, to say the least!
- We have offered to separate recyclables and place them in clearly labelled bins for collection.
- When making this offer it was rudely turned down. Recycling should be encouraged, especially during the ski season, not discouraged.
- We own a small section in Railway Row and pay rates of \$1,600.00 p.a This is the same as for friends who own a 4 bedroom home on twice the size section. Suggest to rate sections only on their unimproved value for rating.
- In National Park we don't know where to buy rubbish bags, an easy to read sign at the transfer station would help Thanks
- We used to have a weekly rubbish collection that was replaced by pre-paid bags that we now have to take to the transfer station which is not open on Sunday afternoon and the walk through door is closed. Sunday afternoon and evening are prime time for skiers and for the rates we pay
- I feel the door should be left open on Sunday afternoons and evenings. The extra costs would be save the current mess.
- Paying \$60 per month to the lines Co just to maintain lines is a bit rough. I think it is just for holiday homes, we don't even use much power. PS rate are very high!
- The rates you are charging are outrageous. The Council have not learnt to live within its budget,
- I say this to you every year. Nothing happens nor do you answer my comments!
- It would be good to see Council supporting more local events like the Mardi Gras and carrot carnival to promote the area and provide a more diverse range of activities for locals and visitors to enjoy.
- The pool is a fantastic asset, can you send information on this and other facilities to rate payers?
- Rubbish facilities are great (Ohakune)
- Ohakune transfer open more in ski season but rates increase paid by ski operators, not residents!
- This questionnaire did not need to be delivered in the oversized envelope, folded into a
- DHL envelope would've been acceptable and the return envelope should have been a DHL envelope too. This would've halved the costs for this mailing. This is unnecessary and irresponsible spending, of funds provided for Council to administer, by ratepayers.