

From: [REDACTED]
To: [Local Government Mailbox](#)
Subject: Randwick survey
Date: Wednesday, March 07, 2018 4:56:55 PM

Dear iPart,

I am writing to complain about the survey conducted by Randwick Council regarding rate rises.

I do not believe the results of this survey can be taken as a serious indication of the attitudes of Randwick residents.

I participated in the online survey and in a phone survey.

On the phone I was presented with the same limited range of options that were given in the written survey and on the phone I was able to say that none of options suited me.

The presumption was that there would be a rate rise and there was no option to decline any rate rise. Surely this would be part of a fairer survey. Nor was there an option to select what the money would be spent on, another factor affecting the choice.

The timing was poor, being over the holiday period with a lot of residents on holidays. This kind of obfuscation is not welcome and survey design needs to be less biased at all times. If a choice of no rate rise had been offered, it would have at least satisfied those who did not want it whereas 3 options were too confusing with the assumption that only the proposed short of longer term rate rises were possible. The Council has congratulated itself on a successful survey and proceeded to have it ratified. Each week in the local paper however people are complaining about the timing and nature of the survey. Overall the survey seemed to present biased options and that is not appropriate for an official survey. It appeared rather casual and non-official, and came with no notice, so that it was easy to look at it in a less serious manner.

In my opinion it should be run again with correct and expanded options to ensure community acceptance.

Yours sincerely,

[REDACTED]

[REDACTED]