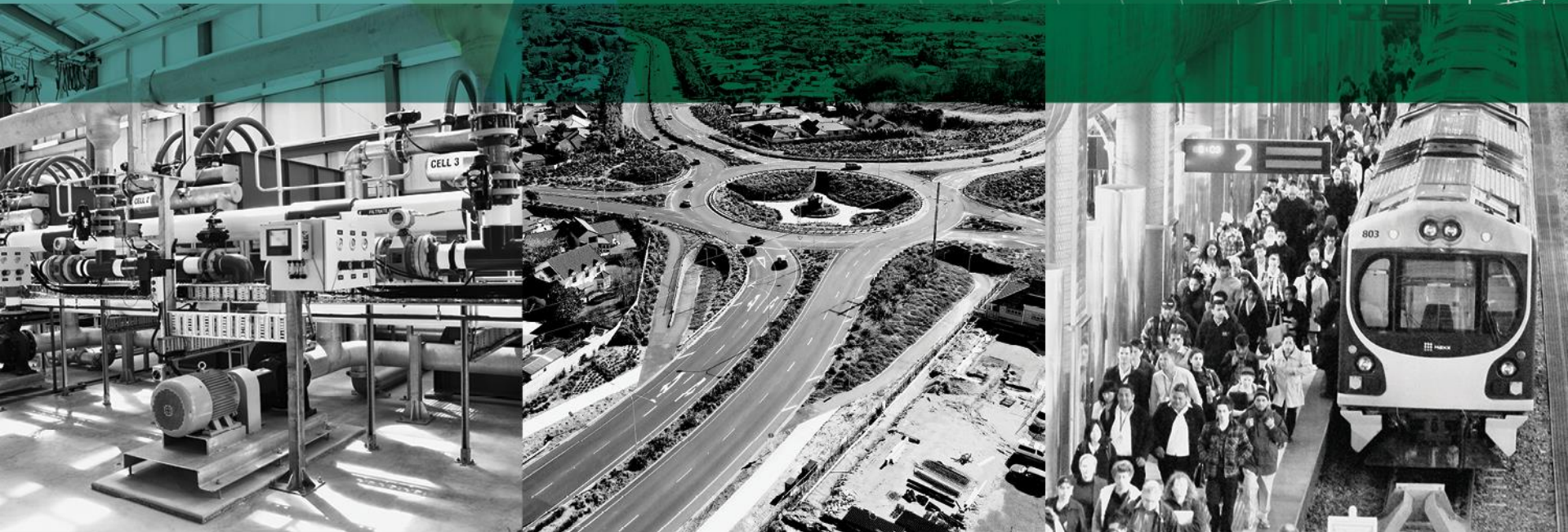


# STAKEHOLDER SURVEY 2015



# SURVEY METHODOLOGY

Councils were asked to rate LGFA using the following scale:

- Somewhat satisfied
- Neither satisfied or dissatisfied
- Somewhat satisfied
- Very satisfied
- Not applicable

The scoring was calculated as follows:

- Very dissatisfied = 1
- Somewhat satisfied = 2
- Neither satisfied or dissatisfied = 3
- Somewhat satisfied = 4
- Very satisfied = 5
- Not applicable = void response

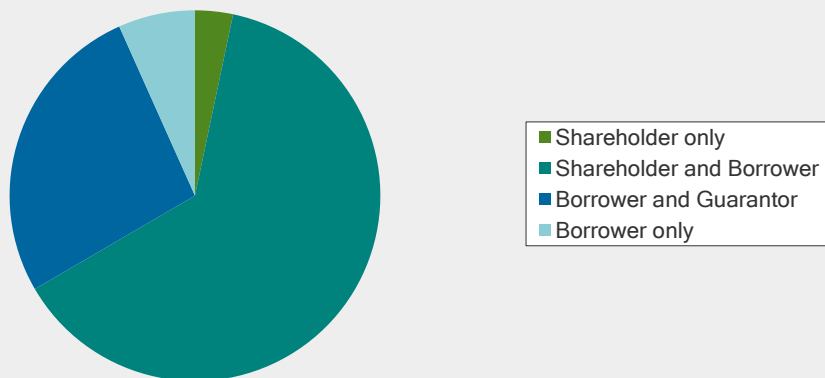


# SURVEY RESPONDERS

Please identify yourself from one of the following categories:

Answer Options	Response Percent	Response Count
Shareholder only	3.3%	1
Shareholder and Borrower	63.3%	19
Borrower and Guarantor	26.7%	8
Borrower only	6.7%	2
<b>answered question</b>		<b>30</b>
<b>skipped question</b>		<b>0</b>

Please identify yourself from one of the following categories:



# QUESTIONS

## How would you rate LGFA in meeting your borrowing requirements?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable	Rating Average	Response Count
0	0	0	1	26	2	4.96	29

### Additional Comments:

- A very easy and seamless process
- I know the LGFA is looking at a flexible credit facility and this would be good
- No issues
- Good price, good volume, regular opportunity, routine process.

## How satisfied are you with the pricing that LGFA has provided to your Council?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable	Rating Average	Response Count
0	0	0	6	22	2	4.79	30

### Additional Comments:

- Further reducing credit margin for unrated Councils would be appreciated.
- I would have liked to have been given an estimated indication of pricing before being committed to a tender. On one occasion ANZ could have provided better pricing for us, but by the time indicative pricing is given by LGFA it's too late, we were committed.
- Expected continued reduction in margins, particularly for the long dated issues.
- The rates are very good and better than what we could achieve from the banks

#### Are you satisfied with the LGFA expanded range of products?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable	Rating Average	Response Count
0	0	0	5	23	2	4.82	30

#### Additional Comments:

- The bespoke lending is a good option for us
- Haven't had a requirement to use these products, but may do in the future
- Look forward to the LGFA developing a short dated (CP) funding programme
- The planned CP will be a good addition
- Meets our needs

#### How satisfied are you with the post-tender communication and documentation process?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable	Rating Average	Response Count
0	0	0	9	20	1	4.69	30

#### Additional Comments:

- Although we have yet to be involved in a tender under the new LGFA documentation regime.
- As mentioned pricing indications would be great to have before commitment.
- Delivered on a timely basis and information is adequate and streamlined.
- It would be good if we didn't have to issue new security certificates for each new borrowing. To reduce the paperwork perhaps we could issue a general certificate instead.
- It's better, but it could improve all round.
- Always a tight turnaround required.
- Recent changes are helpful.



#### How satisfied are you with the settlement process?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable	Rating Average	Response Count
0	0	0	9	19	2	4.68	30

#### Additional Comments:

- Expect improvements after introduction of new system. It has been a bit slow under the DMO process in having data entered into NZClear.

#### How satisfied are you with Russell McVeah as agent for tender compliance requirements for LGFA?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable	Rating Average	Response Count
0	0	2	9	17	2	4.54	30

#### Additional Comments:

- It is a bit onerous having to have things vetted by your lawyers but I guess it is a necessary step given there are likely to a number of staff in Councils who are not too familiar with the processes.
- From our perspective we believe there is very little value added by them from the process as we are reliant on them to approve draft documentation before signing by CE because we are a regular borrower and the process is well bedded.
- Just wish there wasn't so much documentation. Only need to raise additional debt infrequently so each time a challenge.
- The LGFA should be doing this in house now?
- Always require a very tight turnaround. This probably can't be helped though.

#### How satisfied are you with the Statement of Intent Process?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable	Rating Average	Response Count
0	0	1	9	15	5	4.56	30

#### Additional Comments:

- Good having the Shareholders Council involved in this process.

#### How satisfied are you with the information presented in the LGFA Annual and Half Year Reports?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable	Rating Average	Response Count
0	0	0	6	23	1	4.79	30

#### If you attended the Annual General Meeting, how satisfied were you with the process and content?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable	Rating Average	Response Count
0	0	0	2	5	23	4.71	30

#### Additional Comments:

- Not able to attend.
- Did not attend.

**If you attended the Borrowers and Shareholders Day, how satisfied were you with the day?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable	Rating Average	Response Count
0	0	0	1	13	16	4.93	30

**Additional Comments:**

- Not able to attend.
- Excellent session.
- This year it was topical and well organised. The option of having it in Auckland should be explored.
- The venue and content and future options were discussed and provided.
- Unfortunately could not attend this year but like these days from past experience.

**How satisfied are you with LGFA's website as a resource?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable	Rating Average	Response Count
0	0	3	11	12	4	4.35	30

**Additional Comments:**

- Haven't checked it out to date.
- Have not used it.
- Adequate for what I need.
- Haven't used the website.
- Appreciate work done on web site. Information is easier to find.
- Has improved.



#### How professional are LGFA staff?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable	Rating Average	Response Count
0	0	0	1	29	0	4.97	30

#### How responsive are LGFA staff to your questions or requests?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable	Rating Average	Response Count
0	0	0	3	25	1	4.89	29

#### What is your overall assessment of LGFA's staff performance?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable	Rating Average	Response Count
0	0	0	0	30	0	5.00	30

**How satisfied are you with the performance of the Shareholders Council and the value they add?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable	Rating Average	Response Count
1	0	1	4	20	4	4.62	30

**Additional Comments:**

- The role of the shareholders Council does need to be kept under review. In the initial stages of the formation of LGFA the Council has played a useful role.
- I'd be interested being on the council?

**How satisfied are you with the information you receive from the Shareholders' Council?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable	Rating Average	Response Count
1	0	1	5	19	4	4.58	30

**Additional Comments:**

- In the recent round of amendments it would have been helpful to have the draft resolutions before papers had to be with Council.

#### How satisfied are you in general as a shareholder?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable	Rating Average	Response Count
0	0	0	0	21	8	5.00	29

#### Additional Comments:

- Higher dividends in future will always be appreciated!

#### How satisfied are you in general as a borrower?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable	Rating Average	Response Count
0	0	0	1	27	2	4.96	30

#### Additional Comments:

- Borrowing rates achieved have been better than otherwise attainable on the commercial market.

## Other Feedback

What other areas or products would you like LGFA to focus on in future?

	Response Count
<i>answered question</i>	8
<i>skipped question</i>	22

### Comments:

- No other requirements at this stage
- As a borrower, log on to LGFA website with appropriate security to view borrowings and investments held by your Council
- Commercial Paper, Standby Facilities, Swaps
- indicative pricing provided early
- Continue to grow offshore participation and this will influence demand and pricing
- It was mentioned at the shareholders & borrowers day that LGFA was looking at offering short term debt eg CP. This would be quite useful, as we would then be sourcing almost all of our debt from LGFA
- Continue the good work

## Other Feedback

Any general comments you want to add regarding LGFA?

	Response Count
<i>answered question</i>	6
<i>skipped question</i>	24

### Comments:

- Happy with the bespoke lending.
- LGFA's performance to date has exceeded my expectations. Having in-house systems and processes, rather than the DMO, introduces a level of operational risk which needs careful oversight. As a small organisation its future success rests heavily on the quality of the staff. I also have some concerns if LGFA were to deviate too far from its principal role of providing long term funding for Councils. Commercial Paper, Standby Facilities, Swaps.
- Well done team - KCDC appreciates your efforts.
- Fantastic service to Local Government.
- Continue to lift your performance as you have done over the last few years
- Good job all round well done!

# COMPARISON TO 2014 SURVEY

Question (Sorted by Highest Rating Average)	Rating Average	Rating Average	Change
	2015	2014	
What is your overall assessment of LGFA's staff performance?	5.00	4.90	0.10
How satisfied are you in general as a shareholder?	5.00	4.88	0.12
How professional are LGFA staff?	4.97	4.95	0.02
How satisfied as a borrower from LGFA are you?	4.96	5.00	-0.04
How would you rate LGFA in meeting your borrowing requirements?	4.96	4.71	0.25
If you attended the Borrowers and Shareholders Day, how satisfied were you with the day?	4.93	4.69	0.24
How responsive are LGFA staff to your questions or requests?	4.89	4.61	0.28
Are you satisfied with the LGFA expanded range of products?	4.82	n.a.	n.a.
How satisfied are you with the pricing that LGFA has provided to your Council?	4.79	4.65	0.14
How satisfied are you with the information presented in the LGFA Annual and Half Year Reports?	4.79	4.65	0.14
If you attended the Annual General Meeting, how satisfied were you with the process and content?	4.71	4.71	0.00
How satisfied are you with the pre and post-tender communication and documentation process?	4.69	4.75	-0.06
How satisfied are you with the settlement process?	4.68	4.63	0.05
How satisfied are you with the performance of the Shareholders Council and the value they add?	4.62	n.a.	n.a.
How satisfied are you with the information you receive from the Shareholders Council?	4.58	n.a.	n.a.
How satisfied are you with the Statement of Intent Process?	4.56	4.55	0.01
How satisfied are you with Russell McVeah as agent for tender compliance requirements for LGFA?	4.54	4.40	0.14
How satisfied are you with LGFA's website as a resource?	4.35	3.50	0.85



# COMPARISON TO 2014 - LARGEST CHANGE

Question (Sorted by Largest Rating Change)	Rating Average	Rating Average	Change
	2015	2014	
How satisfied are you with LGFA's website as a resource?	4.35	3.50	0.85
How responsive are LGFA staff to your questions or requests?	4.89	4.61	0.28
How would you rate LGFA in meeting your borrowing requirements?	4.96	4.71	0.25
If you attended the Borrowers and Shareholders Day, how satisfied were you with the day?	4.93	4.69	0.24
How satisfied are you with the pricing that LGFA has provided to your Council?	4.79	4.65	0.14
How satisfied are you with the information presented in the LGFA Annual and Half Year Reports?	4.79	4.65	0.14
How satisfied are you with Russell McVeah as agent for tender compliance requirements for LGFA?	4.54	4.40	0.14
How satisfied are you in general as a shareholder?	5.00	4.88	0.12
What is your overall assessment of LGFA's staff performance?	5.00	4.90	0.10
How satisfied are you with the settlement process?	4.68	4.63	0.05
How professional are LGFA staff?	4.97	4.95	0.02
How satisfied are you with the Statement of Intent Process?	4.56	4.55	0.01
If you attended the Annual General Meeting, how satisfied were you with the process and content?	4.71	4.71	0.00
How satisfied as a borrower from LGFA are you?	4.96	5.00	-0.04
How satisfied are you with the pre and post-tender communication and documentation process?	4.69	4.75	-0.06
Are you satisfied with the LGFA expanded range of products?	4.82	n.a.	n.a.
How satisfied are you with the performance of the Shareholders Council and the value they add?	4.62	n.a.	n.a.
How satisfied are you with the information you receive from the Shareholders Council?	4.58	n.a.	n.a.



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