

# Results snapshot

## How we're doing

Our annual Residents Survey programme, which finds out what people think about Christchurch City Council services, shows that overall satisfaction is at 46% in 2023/24 – up slightly on last year's 43%.

The results of the Residents Survey are used to inform Council decisions. The programme involves three pieces of research:

- The Point of Contact Surveys<sup>+</sup>, carried out throughout the year with 9014 responses.
- The General Satisfaction Survey, carried out in January 2024 with a representative sample of 771 residents.
- The Life in Christchurch booster survey of 306 respondents, making sure various ethnic and younger age groups are represented better.

### The 2023/24 Residents Survey again provides mixed results, but with some improvements on last year.

The 46% who are satisfied say the Council is doing a good job and they're happy with the services provided. The majority of services (71%) met their annual satisfaction targets. More services scored a high 85%+ satisfaction than last year and more services improved their ratings by 4% or more. Our reputation and trust measures remain low (27% on average), and the main issues driving a negative view of the Council remain roading and disapproval of Council spending. Once again, roading is the service judged as most needing improvement.

Read the full results at:

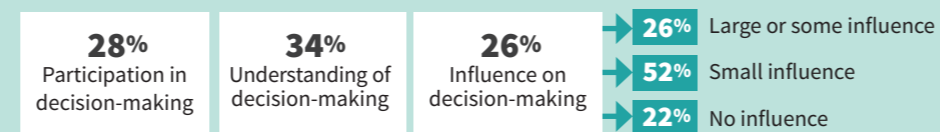
[ccc.govt.nz/residents-survey](https://ccc.govt.nz/residents-survey)

<sup>+</sup> Point of Contact Surveys – percentages are based on individual sample/respondent sizes, which vary for each survey.

## What you say we do well

- 100% Satisfied** **Education programmes**  
“Fantastic resources, great content and fun facts.”
- 99% Satisfied** **Botanic Gardens and Mona Vale**  
“I love all of it especially the rose garden and the NZ Garden, the children's playground and pool, the river walk.”
- 98% Satisfied** **Partnership approvals case management service**  
“Helped to ensure that we provided the Council with the right information and completed the right processes the first time. This greatly improved consenting timeframes.”
- 95% Satisfied** **Libraries**  
“Fantastic and informative staff. Very knowledgeable and friendly. We had an awesome experience on our school trip.”
- 95% Satisfied** **Cemeteries administration services**  
“I feel able to perform a necessary but stressful task with the feeling of support from people who are competent in their work.”
- 92% Satisfied** **Recreation and sport facilities**  
“Friendly staff, good facilities, good fitness classes.”
- 88% Satisfied** **Community events**  
“Well run and friendly. Family fun for all.”
- 85% Satisfied** **Inner city parks presentation**  
“Parks always clean, tidy, lovely displays of different plants.”
- 85% Satisfied** **Customer service**  
“Staff are excellent, extremely friendly and helpful, that's why I come.”  
  - 98% Satisfied** Walk-in
  - 88% Satisfied** Telephone
  - 68% Satisfied** Email
- 84% Satisfied** **Kerbside collection**  
“Done in a timely manner and we have never had a missed collection.”  
  - 84% Satisfied** Residual waste
  - 83% Satisfied** Recycling
  - 83% Satisfied** Organic waste
- 84% Satisfied** **Community facilities**  
“The facility that we use is always clean and tidy on our arrival.”
- 84% Satisfied** **Reliability of water supply**  
“Water supply – reliable and of good quality.”

### Public involvement in decision-making (surveying residents in general)



“Understanding of how [and] why decisions are made and [we want more] opportunity for people to submit their views with publication around this before decisions are made.”

## What you say has improved the most

- 86% Satisfied** **Resource consents processing**  
“Professional, accurate advice provided by the [...] team to ensure my application documentation was in line with what the planners were wanting to see. This streamlines the whole process.”
- 75% Satisfied** **Marine structure availability and access**  
“Safer than the old one, user friendly for yachts to tie on, easy access to ferry.”
- 51% Satisfied** **Stormwater management**  
“Proactive maintenance of stormwater in my street has prevented any surface flooding occurrences.”
- 85% Satisfied** **Inner city parks presentation**  
“The city parks and garden[s] are attractive and look well maintained.”

## Where you think we could improve

- 66% Satisfied** **Wastewater reliability and responsiveness**  
“[We] had a leak of grey water and sewerage from a nearby property and the Council did not deal with it very well or in a timely manner.”
- 56% Satisfied** **On-street parking**  
“[The cost of] parking – put me off going to town and paying \$12 to park and see a movie.”
- 54% Satisfied** **Community parks presentation**  
“The lawn needs to be mowed more regularly – the long wet grass doesn't make it easy to walk dogs [...] Our neighbours help out with weeding occasionally but it would be nice if [the] Council pruned trees and bushes more regularly.”
- 48% Satisfied** **Water supply quality**  
“Give us back our pure drinking and washing water. Sick of washing smelling of chlorine and drinking water tasting bad.”
- 36% Satisfied** **Footpath condition**  
“Many footpaths are uneven and dangerous, especially in low light conditions for those who [have trouble] seeing or [are] older.”
- 27% Satisfied** **Road condition**  
“Roading is appalling. So many years after earthquakes they still fool around doing patch up jobs.”

### Reputation and trust

- 16%** Making wise spending decisions
  - 18%** Providing value for ratepayers' money
  - 19%** Communicating how resident views have informed decision-making
  - 21%** Openness and transparency
- “Transparency for decision-making for the city. Need to understand why/how they are making decisions for the city.”