

# Results snapshot

## How we are doing

The annual Residents Survey programme, which finds out what people think about Christchurch City Council services, shows that overall satisfaction is at 42 per cent in 2021–2022 – lower than last year’s 49 per cent.

The Residents Survey programme involves two pieces of research – the Point of Contact Surveys+, which were carried out throughout the year with 6,265 Council customers, and the General Satisfaction Survey\*, which was carried out in late January and into February 2022. They involved phone interviews with 773 randomly selected residents. The survey results are used to inform Council decisions.

This year the results show there is still dissatisfaction with services such as road and footpath condition. We have an action plan to respond systematically to the feedback.

As in previous years, the highest satisfaction services were walk in customer services, libraries, education programmes, and Hagley Park, the Botanic Gardens and Mona Vale.

Read the full Residents Survey Programme 2021–2022 results:

[ccc.govt.nz](http://ccc.govt.nz)

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

\*General Satisfaction Survey – 773 people surveyed in January and February 2022.

## What people say we do well

### Botanic Gardens and Mona Vale

“Hagley Park and the Botanic Gardens are fantastic.”



### Cemeteries administration

“We are very fortunate in Christchurch to have an amazing team at Cemeteries both in administration and front line staff.”



### Sport and Recreation facilities

“The staff are incredible – so welcoming and friendly”



### Libraries

“Libraries in Christchurch are wonderful - well resourced with helpful staff. New Brighton Library caters to its community very well.”



### Customer service

“The customer service representatives are always friendly and helpful.”



### Community development support

“Staff are always very approachable and helpful.”



### Kerbside collection

“The three kerbside bins are the best in NZ. They are always collected on time and put back in the correct place.”



“I really like the recycling and rubbish services, compared to other councils I have dealt with the waste disposal for Christchurch is the most comprehensive of all, I especially like that we have a green waste bin.”

### Resource consenting

“I was very impressed with the prompt communication from our processing planner, kept me informed of progress the whole way through and the consent was processed very efficiently.”



### Reliability of water supply

“The water...always work[s] well in my suburb.”



## Where people think we could improve

### A little room to improve

#### Water supply responsiveness

“They take too long to repair the water leaks in suburbs.”



#### Community parks

“Ease of access, the beauty of the green space, the plantings, both floral and other.”



Note: NIWA data confirms Christchurch experienced rainfall 2.5 times higher than usual in the last year. This limited the time service providers could operate, as well as leading to extraordinary growth.

#### On-street parking

“It will be good to create more affordable parking options in the CBD to encourage more people coming into the city.”



### A lot of room to improve

#### Condition of roads

Improve the condition of the road network across the city.

“Main areas I think need addressing is the roads, roadworks are taking too long and aren’t done to a good standard.”



#### Condition of footpaths

Improve the condition of the city’s footpaths.

“Roadwork disruption, footpaths not in good condition.”



#### Stormwater drainage

“Stormwater drains often aren’t cleared in time for heavy rains.”



#### Water supply and quality

“Dissatisfied with chlorine still in water...”



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

“I think the decision making around some of these things is very opaque - I suspect if the public understood some of the restrictions, funding issues, and moving parts around these decisions, we’d be a lot more understanding at perceived lack of progress on some issues. The main thing I’d like to see the council do more is be open about why they are or aren’t doing things.”

