

Results snapshot

How we're doing

Our annual Residents Survey programme finds out what people think about Christchurch City Council services – important data that the Council uses to help inform decisions. The 2024/25 results show that overall satisfaction is at 53%, up markedly by 7% from last year's 46%.

The 2024/25 Residents Survey shows a number of improvements compared to last year. Those who were satisfied said the Council was doing a good job and that they were happy with the services provided.

- Most services (84%) met their annual satisfaction targets, up from 71% last year.
- Thirteen services scored more than 85% satisfaction and more services improved their satisfaction ratings by 1% or more.
- All reputation and trust measures improved, including the leadership of the Mayor and councillors and openness and transparency, which both improved 8%.

Despite service improvements, concerns remain, with our reputation and trust measures remaining low (with an average of 31%), particularly perceptions of providing value for ratepayer money and the Council making wise spending decisions. Roading and disapproval of Council spending remain the main issues driving negative perceptions of Council performance and once again, roading is the service judged as most needing improvement.

The services with the highest satisfaction among residents were our education programmes, cemeteries administration services, the Botanic Gardens and Mona Vale, walk-in customer services, Hagley Park presentation and our libraries.

Read the full results at:

ccc.govt.nz/residents-survey

The programme involves three pieces of research:

- The Point of Contact Surveys+, carried out throughout the year with 8889 responses.
- The General Satisfaction Survey, carried out online in January 2025 with 784 randomly selected residents.
- The Life in Christchurch booster survey of 159 respondents, making sure various ethnic and younger age groups are represented better.

+ 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**
“The tutors, interactive programme. The kids were engaged & had a lot of fun. Thanks for an exceptional morning.”
- 100% Satisfied** **Cemeteries administration services**
“The staff are all amazing to deal with and nothing is ever an issue when we have to call them.”
- 99% Satisfied** **Botanic Gardens and Mona Vale**
“Everything – flowers, kids’ playground, walking.”
- 98% Satisfied** **Hagley Park**
“Large park with lots of open space and access to nature.”
- 96% Satisfied** **Libraries**
“Book range, customer service, good hours.”
- 95% Satisfied** **Council events support**
“[The Events team was] awesome and really helpful and also wanted to see us deliver a successful event. We had some challenges with the power on the day and the Parks team were down in a flash to [help] sort it out”
- 94% Satisfied** **Recreation and sport support / Recreation and sport facilities**
“As a school we need health and safety to be the highest priority and the Council generally help us with matters efficiently and quickly.”
- 91% Satisfied** **Regional parks recreational opportunities and ecological experiences**
“Convenient, great for kids.”
- 89% Satisfied** **Cemeteries presentation**
“Always nice and tidy.”
- 87% Satisfied** **Partnership Approvals Case Management Service**
“People are great and help get through red tape [...]”
- 87% Satisfied** **Community facilities**
“Very reasonable cost for non-profit organisations. Flexible booking system. The facility we use suits our needs perfectly.”
- 87% Satisfied** **Customer service**
“Staff very friendly and respectful. Made request quick and easy.”
- 99% Satisfied** Walk-in **86% Satisfied** Telephone **72% Satisfied** Email
- 84% Satisfied** **Water supply reliability**
“Turn the taps [and] I get clean water!”
- 84% Satisfied** **Kerbside collection**
“Bin collection has been very good and consistent, with great communication [on] any changes.”
- 86% Satisfied** Residual waste **84% Satisfied** Recycling **83% Satisfied** Organic waste
- 84% Satisfied** **Bus Interchange and suburban hubs**
“Sheltered from weather, electronic displays, food options.”
- 77% Satisfied** **Parks network recreation facilities**
“The Council delivers good playgrounds for families with kids, nice places with picnic tables, great atmosphere.”

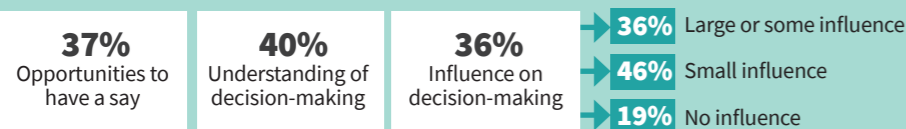
What you say has improved the most

- 36% Satisfied** **Influence on decision-making**
“Accessible Councillors. Ability to present to the Council.”
- 95% Satisfied** **Council events support**
“They are solutions focused - rather than saying no they will always see what they can do to help make things happen.”
- 35% Satisfied** **Leadership of Mayor and councillors**
“Generally, I have found council governance at Metropolitan level incredibly professionally helpful and proactive.”
- 29% Satisfied** **Council is open and transparent**
“Pretty transparent. Follows legal requirements. Best interests of city at heart.”
- 37% Satisfied** **Opportunities to have a say in decision-making**
“Personally, I appreciate the Council having a public forum at which people may speak on any subject that is material to them, and the Council (and the Mayor) will consider the issues raised and have the option to take appropriate action as it/they deem necessary.”
- 40% Satisfied** **Understanding decision-making**
“Clear efficient material. I like the new use of things like social pinpoint.”
- 33% Satisfied** **Road condition**
“The streets are well maintained. I rarely see any issues when I go for a walk or travel by car.”
- 78% Satisfied** **External communications**
“Clear and honest communication with residents.”
- 100% Satisfied** **Cemeteries administration services**
“Extremely efficient both at administration and Cemetery staff in attendance.”
- 56% Satisfied** **Stormwater management**
“Planting and maintaining most waterways.”

Where you think we could improve more

- 52% Satisfied** **Water supply quality (taste and odour)**
“The amount of chlorine in the drinking water. Sometimes the water tastes like a swimming pool and you end up smelling like chlorine after having a shower.”
- 55% Satisfied** **On-street parking**
“... All parking that has disappeared because of cycle lanes...”
- 55% Satisfied** **Community parks presentation**
“Appearance of parks – mow the grass better – too many recreation spaces overgrown for too long.”
- 64% Satisfied** **Water supply responsiveness**
“... I have seen water leaks under the street surface that creates potholes in the street and wastes water.”
- 33% Satisfied** **A lot of room to improve Road condition**
“Fix the roads!!! The surfaces are shocking and cause damages to vehicles... not good enough.”
- 39% Satisfied** **Footpath condition**
“The footpaths in Riccarton are disgraceful and dangerous...”

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



“There is a lack of time to do a good presentation and no open discussion [...] When a ratepayer provides factual supported information it seems to be ignored yet that ratepayer may have more knowledge and expertise than the staff in a particular area. It is disheartening to be ignored again and again despite all the time spent putting together a presentation.”

Reputation and trust (surveying residents in general)

