

# Results snapshot

## How we're doing

The 2025/26 results show that **overall satisfaction is at 60% up 7% from last year's 53%**

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 2025/26 Residents Survey shows solid improvements compared to last year.

Those who were satisfied said the Council was doing a good job and they were happy with recreation facilities and improvements in parks and other amenities:

- Most services (92%) met their annual satisfaction targets, up from 84% last year.
- Fourteen services scored more than 85% satisfaction and more services improved their satisfaction ratings by 1% or more.
- Reputation and trust measures improved, including the **Council providing value for ratepayer money** which improved 11% and **leadership of the Mayor and councillors** which improved by 10%.

Despite service improvements, concerns remain with our reputation and trust measures. Although improving, satisfaction ratings remain low (with an average of 38%), particularly perceptions of the Council making wise spending decisions and providing value for ratepayer money. Roading and Council spending remain the main issues driving negative perceptions of Council performance.

Read the full results at

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

The programme involves three pieces of research:

- The Point of Contact Surveys+, carried out throughout the year with 8089 responses.
  - The General Satisfaction Survey, carried out online 8 January to 2 February 2026 with a representative sample of 806 residents.
  - The Life in Christchurch booster survey of 243 respondents, making sure various ethnic and younger age groups are better represented.
- + 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**  
“Visuals, hands on resources. Engaging activities. Programme consolidated our learning. Great resource and delivery.”
- 99% Satisfied** **Botanic Gardens, Mona Vale and Hagley Park**  
“Having a lot of space, it's a proper escape from the city.”
- 97% Satisfied** **Cemeteries administration services**  
“The team, both in the office and in the field are friendly, knowledgeable and helpful.”
- 95% Satisfied** **Partnership Approvals Case Management Service**  
“They are always helpful to the applicants and provide early warning and advice to assist the applicants preparing documentations for consents.”
- 94% Satisfied** **Libraries**  
“Free, easily accessible, well maintained and staffed.”
- 93% Satisfied** **Recreation and sport support**  
“Staff promptly respond and [this] speaks volumes of the... knowledge of all services provided.”
- 91% Satisfied** **Council events support**  
“[The Events Team are] wonderful humans to deal with. They make holding an event remarkably straightforward and enjoyable...”
- 88% Satisfied** **Community development and capacity building**  
“The staff I have connected with have a good understanding of... community, relevant networks and opportunities to work together for common good.”
- 87% Satisfied Overall** **Customer service**  
“Much faster and easier than expected and lovely staff.”  
**99% Satisfied** Walk-in   **89% Satisfied** Telephone   **73% Satisfied** Email
- 87% Satisfied** **Community facilities**  
“Easily booked; and always in very good condition.”
- 82% Satisfied Overall** **Kerbside collection**  
“The kerbside collection of rubbish is reliable and the 3 bin system helps segregate waste.”  
**82% Satisfied** Residual waste   **84% Satisfied** Recycling   **81% Satisfied** Organic waste
- 82% Satisfied** **Water supply reliability**  
“It is nice that there is drinkable water from the Council's pipes.”
- 85% Satisfied** **Regional parks recreational opportunities and ecological experiences**  
“Local but feels like you're out of town, mix of recreation modes (Bottle Lake), lots of track options, green track.”

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



## What you say has improved the most

- 29% Satisfied** **Council providing value for ratepayer money**  
“Maintaining essential local infrastructure (roads, water, waste collection). Providing community services, Supporting local events and community wellbeing.”
- 45% Satisfied** **Leadership of Mayor and councillors**  
“We currently have a great community board who do their best to keep us informed via a Facebook community forum. We have a mayor who is striving to get our rates down.”
- 48% Satisfied** **Understanding decision-making**  
“First time I had engaged with it. The process for making a submission was well explained and easy to do.”
- 41% Satisfied** **Decisions made in best interests of the city**  
“Have Your Say is a good portal. Staff involved in community liaison and communication are genuinely motivated to include people and to reach good decisions.”
- 59% Satisfied** **Water supply quality**  
“I think Council is doing an excellent job of ensuring that there is always drinking water available.”
- 40% Satisfied** **Road condition**  
“Upgrading roads and underground power cables. They are doing amazing work...”

## Where you think we could improve

- 56% Satisfied** **Transport network is safe for all users**  
“Would like to see more care taken on the footpath/cycle track...”
- 58% Satisfied** **Stormwater management**  
“Burnside has a major flooding problem on Grahams Road with the trees at Memorial Ave end [creating] leaves and tree rubbish [...] They need to enhance the drainage system to avoid this situation.”
- 41% Satisfied** **Climate emissions targets will be met**  
“More attention to sustainability, environmental/wildlife protection and addressing climate change.”
- 44% Satisfied** **Footpath condition**  
“You planted the trees along the streets and yes at times they may look nice but there was no foresight in the ongoing damage that the root structure might do to the footpaths and the infrastructure. With the rises and cracks that have occurred, they become dangerous to the elderly and disabled in our communities.”
- 26% Satisfied** **Making wise spending decisions**  
“Clearer updates, plain language, and better explanation of decisions and spending.”
- 29% Satisfied** **Providing value for ratepayers' money**  
“Keep within inflation CPI. Houses have to budget, do the same!!!”