

Results snapshot

How we're doing

The annual Residents Survey programme, which finds out what people think about Christchurch City Council services, shows that overall satisfaction is at 43% in 2022/23 – consistent with last year's 42%.

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

- The Point of Contact Surveys+, which were carried out throughout the year with 8572 Council customers.
- The General Satisfaction Survey, carried out online in January and February 2023 with 774 randomly selected residents.
- The Life in Christchurch booster survey of 256 respondents, making sure various ethnic and younger age groups are represented better.

The 2022/23 Residents Survey again provides mixed results, but with some notable improvements on last year. More services are meeting their targets and/or have improved their satisfaction scores. Overall dissatisfaction has reduced but the reasons for that dissatisfaction haven't changed: roading, water supply issues, and the Council's decision-making and financial management.

As in previous years, the services with the highest satisfaction among residents were our education programmes, walk-in customer services, libraries, the Botanic Gardens and Mona Vale, Hagley Park and cemetery administration services.

Read the full results at:

ccc.govt.nz/residents-survey

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

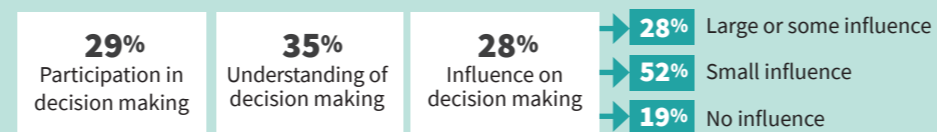
What you say we do well

- 100%** Satisfied  **Education programmes**
"An amazing experience for all our tamariki."
- 99%** Satisfied  **Botanic Gardens and Mona Vale**
"The Christchurch Botanic Gardens are always wonderful, they change with the seasons and are a wonderful asset to the city."
- 97%** Satisfied  **Cemeteries Administration Services**
"Cemeteries, I'd say, I am appreciating the most currently [...] This service is very supportive when needed, thank you."
- 97%** Satisfied  **Hagley Park**
"It is a treasure, and we are fortunate to have it."
- 96%** Satisfied  **Libraries**
"They are incredibly useful resources, staffed by passionate people, and used by so many diverse groups in the community."
- 91%** Satisfied  **Sport and Recreation facilities**
"Sports facilities great and a friendly helpful community vibe."
- 89%** Satisfied  **Community events**
"I think the Council does a great job with putting on free events in the city. It is great for families and friends to join and be a part of. It makes Christchurch more fun and interesting [...]"
- 87%** Satisfied  **Customer service**
"Great customer service from front line people [...]"
 - 98%** Satisfied Walk-in
 - 90%** Satisfied Telephone
 - 74%** Satisfied Email
- 82%** Satisfied  **Kerbside collection**
"Rubbish and recycling collection is excellent. Something we can all be proud of, so much so that I think most residents are oblivious to how effective the service provision is."
 - 84%** Satisfied Residual waste
 - 81%** Satisfied Recycling
 - 81%** Satisfied Organic waste
- 81%** Satisfied  **Regional parks (presentation)**
"Maintenance of parks and 'Green Spaces' is the best in the country. The parks are stunning and truly wonderful places to spend time. I'm spoilt for choice when it comes to areas to run/jog/walk in, not only are they well maintained but they are safe."
- 81%** Satisfied  **Community facilities**
"They're well maintained, decent price, good facilities, just wish there were more!"
- 79%** Satisfied  **Reliability of water supply**
"Existing water quality generally is fantastic and reliable."

Where you think we could improve

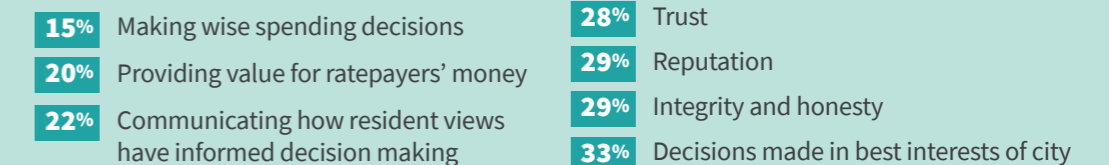
- 71%** Satisfied  **Resource consents**
"Time-frames are long and always hurdles to jump. Always given different advice from different people."
- 59%** Satisfied  **Wastewater reliability and responsiveness**
"I'm satisfied with [...] wastewater collection [...] excellent compared to other places in the world!"
- 59%** Satisfied  **Water supply responsiveness**
"Service calls reporting burst water mains or overflowing storm water have been quickly attended to, with follow-ups. Full marks to the team that does this!"
"The works were shoddy because leaks appeared in about one in three [replaced water meters]."
- 56%** Satisfied  **Sports park surfaces**
"Investment into sports field maintenance [needed] to allow for more frequent mowing and line marking."
- 55%** Satisfied  **Parks heritage buildings**
"Great to see [...] heritage buildings being restored but shocking how long it's taken to do so meaning it will cost more."
- 55%** Satisfied  **On-street parking**
"My one problem is the cost and limit of parking."
- 53%** Satisfied  **Water supply quality**
"It tastes ghastly, but it's always there."
- 43%** Satisfied  **Stormwater management**
"Our street has flooded multiple times and there seems to be nothing done to solve it."
- 32%** Satisfied  **Footpath condition**
"The footpaths are in terrible condition making it unsafe to go for walks in the neighbourhood."
- 28%** Satisfied  **Road condition**
"Roading is an absolute disgrace. So many years after earthquakes and the condition of these is appalling. Also, the disruption caused by any roadworks they do is terrible [...]"

Public involvement in decision making (surveying residents in general)



"My feeling is that [...] the councillors have more entrenched views when making decisions and are not always in touch with their customers, the people of Christchurch."

Reputation and trust



"[...]Sometimes I get the feeling the Council is looking after itself, its image, rather than doing the tough stuff [...]"