



Christchurch City Council 2019 General Services Satisfaction Survey

Verbatim Responses | April 2019





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Contents

Reason for satisfaction/dissatisfaction with the performance of Christchurch City Council	Page 4
Things Christchurch City Council Does Best	Page 62
Things Christchurch City Council Needs to Improve	Page 118

|



Reason for satisfaction/dissatisfaction with the performance of Christchurch City Council

Reason for satisfaction/dissatisfaction with the performance of Christchurch City Council	Community Board	Demographics
<p>Around the kerb and roadside, it is so overgrown and there is just sporadic maintenance. Also, the domain in Little River - we have to ring the Council to maintain it and mow it on quite a regular basis. Then we have a problem with the excess grass being left behind. If it was mowed regularly, we would not have this problem. Also, our community tennis courts have not been repaired from the flooding in 2013-14. Also, the rubbish dump is only open for three hours on a Saturday morning because we don't get red or green bins, yet Little River is bigger than Akaroa. There should be a transfer station available for the residents of Little River like there is in Davauchelle. It is a long way for Little River residents to go to Davauchelle.</p>	Banks Peninsula	Female, 25-49, Banks Peninsula Ward
<p>As far as some of the communication with myself and the public - it's pathetic, but the range of services is adequate.</p>	Banks Peninsula	Male, 65+, Banks Peninsula Ward
<p>Because I believe that there are certain things they have to perform, such as safety and law. I think they farm out things like roads and berms and they are not done to a high standard. They need to have someone check in on the work. I think they need to use a bit more intelligence in the rubbish collection. In summer, when people are out in their gardens more, they need bigger bins, and to not collect the green bins as often in winter.</p>	Banks Peninsula	Female, 50-64, Banks Peninsula Ward
<p>Because I live in Akaroa we have trouble with infrastructure dealing with the amount of tourists arriving on cruise ships.</p>	Banks Peninsula	Female, 25-49, Banks Peninsula Ward
<p>Because it's the classic kind of, looking out for each other's jobs and no one wants to take responsibility. I have been dealing with the planning department and a building consent. It was obstructive and things have changed recently and improved remarkably. I'm pretty sure it was due to workload.</p>	Banks Peninsula	Male, 50-64, Banks Peninsula Ward
<p>Because of my situation with my property leak, chlorinated water coming into neighbouring property and no rubbish collection, cracks around the property. No letter or phone call, have to pay to dispose of rubbish. Footpaths not maintained.</p>	Banks Peninsula	Male, 50-64, Banks Peninsula Ward
<p>Broken promises i.e., like our roading in Montgomery Road Little River. They have just spent a lot of money on it and now after rain its slippery and dangerous and that is in a four-wheel-drive.</p>	Banks Peninsula	Female, 25-49, Banks



		Peninsula Ward
I find them pretty good. Akaroa being a small place and if you contact them and its important it gets done.	Banks Peninsula	Male, 65+, Banks Peninsula Ward
I Live in a rural area where the Council's services don't apply.	Banks Peninsula	Female, 65+, Banks Peninsula Ward
I'm impressed the way they handled everything after the Mosque. No lack of care with rural areas.	Banks Peninsula	Male, 65+, Banks Peninsula Ward
The Council, they seem to do things that affect the public i.e. going ahead with water for the Chinese and yet they tell us to conserve water. If I was living in town, I would still hose my garden irrespectively and I am brownd off about this water. The Mayor has got an interest or husband in this overseas bottling company. I am from the old school and just not happy the way things are going in this country.	Banks Peninsula	Male, 65+, Banks Peninsula Ward
There are pluses and minuses. We've come across an issue that we're not happy about - subdivision of neighbouring properties.	Banks Peninsula	Male, 65+, Banks Peninsula Ward
They are pretty good - always quick to respond when you need them.	Banks Peninsula	Male, 25-49, Banks Peninsula Ward
Understanding the constraints of public service, I won't be negative about the service and seeing waste, as I understand the organisation is very large. So, I understand this as I see waste, but in saying that, I understand it, as it is a part of a large organisation.	Banks Peninsula	Male, 50-64, Banks Peninsula Ward
We are in Little River and we have tennis courts that had a flood through them and have never been repaired - it's been going on for years.	Banks Peninsula	Female, 25-49, Banks Peninsula Ward
Well they've stepped up on a few things I really haven't followed them recently. Some things they're very quick to get on top of other things they seem to be slower on.	Banks Peninsula	Female, 50-64, Banks Peninsula Ward
A couple of times I've needed to get to the right person in the right area in the Council, and it's been a bit of a challenge to find them.	Coastal-Burwood	Female, 50-64, Burwood Ward



All of the staff on the end of the phone when you ring are very friendly and most helpful. Also, the guy who takes the graffiti off our fence is really fantastic. His name is Tom. He's good.	Coastal-Burwood	Female, 25-49, Coastal Ward
All the services have been completed in an orderly time. The areas in Parkland have been maintained well, and I know what is going in the areas of governance because had experience in this before in my area.	Coastal-Burwood	Male, 50-64, Coastal Ward
Any contact I've had with them, they've responded straightaway.	Coastal-Burwood	Male, 50-64, Coastal Ward
Because I am plumber and drain layer, I had to use the services of the Council to get a work-permit, to carry on my work, which is dis-satisfactory, so that's why you're quite satisfied. But it is not a one, due to comments I have heard from customers having to deal with the Council. My experience is good, but from the customers' feedback I am dropping down from a one to a two.	Coastal-Burwood	Male, 25-49, Burwood Ward
Because I don't really have an opinion.	Coastal-Burwood	Female, 18-24, Coastal Ward
Because I don't really have any issues.	Coastal-Burwood	Male, 50-64, Burwood Ward
Because I have had dealings with the service centre at Shirley Library - the dealings have been helpful and sorted out properly and quickly.	Coastal-Burwood	Female, 65+, Burwood Ward
Because I have rung on occasions and usually have prompt and good service.	Coastal-Burwood	Female, 65+, Burwood Ward
Because I haven't had a lot to do with them.	Coastal-Burwood	Female, 25-49, Burwood Ward
Because I see lots of things like the footpaths that are in the city that are smooth but in my area it's rough. There are a lot of things that are needing to be fixed. It's like a bit of a warzone but the parks are lovely.	Coastal-Burwood	Female, 25-49, Burwood Ward
Because I was a coordinator of a neighbourhood. I could ring the Council and they would do the repair jobs. After they repaired faults, they would check in with me to make sure it was done correctly.	Coastal-Burwood	Male, 65+, Burwood Ward
Because I'm pretty happy with the service that I've got with the things that I needed.	Coastal-Burwood	Female, 25-49, Coastal Ward
Because I'm still waiting for my house to be repaired by the Council, and I am in a wheelchair. The footpaths are no good for me, they are not properly accessible, and because we live on the East side, we get forgotten.	Coastal-Burwood	Female, 50-64, Burwood Ward
Because of the chlorination of the water.	Coastal-Burwood	Male, 50-64, Coastal Ward



Because some of the areas aren't kept as tidy as other areas and when you make a complaint, they don't necessarily do anything. Some other good things are done in other areas.	Coastal-Burwood	Female, 25-49, Burwood Ward
Because some of the things they said they were going to do I am still waiting for. Some of the things they have done, I don't like the way they have been done.	Coastal-Burwood	Female, 50-64, Burwood Ward
Because the red zone area is just disgusting e.g., the roads. I had to get my tyres replaced.	Coastal-Burwood	Female, 25-49, Burwood Ward
Because they have been taking care of roads etc.	Coastal-Burwood	Male, 18-24, Coastal Ward
Because they have done some good things in the communities, but then, there are still lots of issues - roads and the chlorine in the water. It wasn't huge consultation process I have heard of. They have really made decisions there are a huge amount of considerations.	Coastal-Burwood	Female, 25-49, Burwood Ward
Cause I think we're doing pretty well the only thing I have an issue with is parking by the hospital or the lack there of. Lack of flood mitigation for South Brighton.	Coastal-Burwood	Female, 25-49, Coastal Ward
Certain things about certain Counsellors. I hear things about them.	Coastal-Burwood	Female, 50-64, Burwood Ward
Dealing with the different departments is easy.	Coastal-Burwood	Male, 65+, Coastal Ward
Don't deal with them very often and it varies what it is like.	Coastal-Burwood	Female, 25-49, Coastal Ward
Don't have anything to complain about.	Coastal-Burwood	Female, 65+, Burwood Ward
Haven't had to complain and nothing has annoyed me.	Coastal-Burwood	Male, 50-64, Coastal Ward
I am speaking for our area, we feel quite neglected in our area - green spaces, the parks, and the reserves. The Spencer Park playgrounds are all well overdue for maintenance. Down at the park, cabbage tree leaves are all over the place.	Coastal-Burwood	Female, 25-49, Coastal Ward
I do not have problem with anything the Council has done.	Coastal-Burwood	Female, 25-49, Burwood Ward
I don't have any contact apart from paying rates.	Coastal-Burwood	Male, 65+, Burwood Ward
I don't have much to do with the Council as I work out of town.	Coastal-Burwood	Male, 18-24, Coastal Ward
I don't know I just have everything needed provided.	Coastal-Burwood	Female, 25-49, Burwood Ward



I don't like lime scooters, because they are dangerous, and not actually environmentally friendly in my opinion. Why are we letting an overseas company make a lot of money? Why do we have Wilson Parking, when there should be more Council parking, the Council could run these spaces. Water bottling - ECAN?	Coastal-Burwood	Male, 50-64, Coastal Ward
I don't like the lack of input around our water being sold and the speed with which they communicated about chlorine in the water. I am not happy with the size of red bin. I am not happy with the lack of transparency when it comes to planning and repair work on Christchurch roads.	Coastal-Burwood	Male, 25-49, Coastal Ward
I don't really hear much about the Council and its actions/decisions.	Coastal-Burwood	Male, 25-49, Coastal Ward
I don't really look into what they really do and I'm interested in it. Like, for example, Cathedral Square - you would like to keep updated on, the church is being rebuilt. That's on the square.	Coastal-Burwood	Female, 25-49, Burwood Ward
I don't use too many of the Council services, but I do use the libraries, especially the Turanga one. I found it very easy to use the service at that library and other libraries throughout Christchurch.	Coastal-Burwood	Male, 18-24, Burwood Ward
I feel like all my dealings have been fine - I haven't had any major issues or anything.	Coastal-Burwood	Male, 25-49, Coastal Ward
I feel like they maintain well and keep things running. Some things aren't necessarily prioritised.	Coastal-Burwood	Female, 18-24, Coastal Ward
I feel that they have done a lot of things that were quite back-handed. For example, the Ocean Cloud water consent - I think that was a little bit back-handed how they dealt with it. The fact that they are making some silly decisions is costing the Council more than it should be.	Coastal-Burwood	Male, 25-49, Coastal Ward
I hadn't really thought about it too much. The water situation, the Mayor and her husband, she should have declared that. That is why she won't get my vote again. Apart from that, no problems.	Coastal-Burwood	Male, 65+, Coastal Ward
I have found that any verbal dealings with the Council over the phone, I've been amazed how they are consistently courteous. On a one-to-one basis, there is a good attitude. Always a helpful manner.	Coastal-Burwood	Female, 50-64, Coastal Ward
I have had dealings with the City Council today and over the year and they have always been very prompt in fixing the problem.	Coastal-Burwood	Female, 50-64, Burwood Ward
I have had dealings with the Council - I rang them about the roadworks outside our house - I was well spoken to and I was directly put through to the right person. I was more than happy, they were great. The bins are collected, but sometimes I do have to go to the dump because the green bin and the red bin need to be bigger. My green bin lid was broken and I rang the Council. I am still waiting to hear back.	Coastal-Burwood	Male, 25-49, Burwood Ward
I have had dealings with them. Just, with Council, regarding certain aspects and it has not been the easiest to get a response or a clear, straight answer.	Coastal-Burwood	Male, 25-49, Burwood Ward



I have not had any problems with them so I have to be satisfied. Everything seems to be working and running very well, so everything's good.	Coastal-Burwood	Female, 25-49, Burwood Ward
I have not had many dealings with the Council.	Coastal-Burwood	Female, 50-64, Burwood Ward
I haven't had any issues to be dissatisfied about.	Coastal-Burwood	Male, 50-64, Burwood Ward
I haven't really had much to do with them.	Coastal-Burwood	Female, 25-49, Burwood Ward
I just don't feel they are doing enough. I live in the east and it's just a mess. New Brighton is disgraceful - it's just about like a ghost city compared to what it used be i.e. empty buildings, empty sections.	Coastal-Burwood	Female, 50-64, Burwood Ward
I just think the majority of the Council are doing a good job. They are finishing projects and starting new projects to move ahead.	Coastal-Burwood	Female, 25-49, Coastal Ward
I listen to the news. I am quite pleased with what they have done before, but there's always room for improvement.	Coastal-Burwood	Female, 65+, Burwood Ward
I mean, I have no complaints.	Coastal-Burwood	Female, 25-49, Burwood Ward
I really don't have much to do them, but anything I've rung them about they've done something about it.	Coastal-Burwood	Female, 65+, Burwood Ward
I think it's a bit of inefficiency at times, which otherwise could have been a good response.	Coastal-Burwood	Male, 18-24, Burwood Ward
I think that I engage pretty well with most of the services I use and I'm quite happy about the level of information I get from those services.	Coastal-Burwood	Female, 25-49, Coastal Ward
I think the basic services that I get are fine, but there's other aspects of Council that frustrate me. It's too bureaucratic and I don't agree on some of their spending outside of core Council responsibilities.	Coastal-Burwood	Male, 50-64, Coastal Ward
I think the Council is doing very well, just in general.	Coastal-Burwood	Female, 18-24, Coastal Ward
I think they are doing a good job and they are on track with what they are saying they are going to do.	Coastal-Burwood	Female, 50-64, Burwood Ward
I think they are trying their best, but money could be used on better things - things that are needed more.	Coastal-Burwood	Male, 50-64, Coastal Ward
I think they do their best and under the circumstances, I am very satisfied with what they have done.	Coastal-Burwood	Male, 50-64, Burwood Ward



I think they have their priorities wrong. I live in the east of Christchurch and the state of parks, roads, rivers, and everything in the east is appalling.	Coastal-Burwood	Male, 50-64, Coastal Ward
I think, in general, they have done a reasonable job.	Coastal-Burwood	Male, 25-49, Coastal Ward
I use the library quite often and I really enjoy that I live around the corner from one, so I can walk to it. I am a good reader.	Coastal-Burwood	Female, 25-49, Burwood Ward
I'm not sure - there's always room to improve, but they are doing alright.	Coastal-Burwood	Male, 18-24, Burwood Ward
In the last 12 months, we had to get a building consent to get renovations done on our house and they did a really good job in terms of how quickly they turned it around.	Coastal-Burwood	Male, 50-64, Coastal Ward
It goes both ways, they're good sometimes but they are also bad.	Coastal-Burwood	Female, 18-24, Burwood Ward
It is an admirable performance and you can definitely see that there is effort made to rebuild the city.	Coastal-Burwood	Female, 18-24, Burwood Ward
It seems like every time I have used the Council facilities they are, there and reliable e.g., parking, swimming pools, and green spaces.	Coastal-Burwood	Male, 25-49, Burwood Ward
I've had a couple of issues. One was resolved and the other had to be resolved by, say, an owner. Owner of a tenancy in town. The water issue one was resolved.	Coastal-Burwood	Male, 25-49, Coastal Ward
Just that they do a good job on most things. Disappointed about the water situation. The bottling of the water going offshore.	Coastal-Burwood	Male, 25-49, Burwood Ward
NA	Coastal-Burwood	Female, 25-49, Coastal Ward
No real complaints about it. In the small number of cases where it has come up, it hasn't been bad.	Coastal-Burwood	Male, 18-24, Coastal Ward
Particularly the footpaths in Christchurch - they are disgusting. Most of it has got to do with the fibre cable - they don't put it back properly when they have finished the job. It makes the grass verges look terrible. Nine months ago I called to tell them about an issue on our street and we haven't heard anything. Footpaths to walk to the malls are terrible. They are rough, wheelchair unfriendly, and pram unfriendly - the best example is The Palms.	Coastal-Burwood	Male, 50-64, Burwood Ward
Public parks and library seem okay and I have no complaints.	Coastal-Burwood	Male, 25-49, Burwood Ward
Satisfied - because had no problem when dealing with the Council.	Coastal-Burwood	Female, 18-24, Burwood Ward



Some of the things I agree with and some I don't. Like some of the art work, the money could have been spent better on roads, footpaths, and some of the heritage buildings they pulled down, like the old court house. Those stones could have gone to repairing the cathedral, because the cathedral is the main Icon of Christchurch and it is never going to change.	Coastal-Burwood	Female, 50-64, Burwood Ward
Some things are good and some things aren't.	Coastal-Burwood	Male, 50-64, Coastal Ward
Some things could be better, like the lawns on the side of the roundabouts - specifically Travis Road and QEII Drive.	Coastal-Burwood	Female, 25-49, Coastal Ward
The changing of the District plan without consultation with the public i.e. South Shore.	Coastal-Burwood	Male, 50-64, Coastal Ward
The chlorine in our water, that stupid statue in the middle of the Avon, and all the camper vans down by Marine Parade.	Coastal-Burwood	Female, 25-49, Coastal Ward
The city seems to be running reasonably well.	Coastal-Burwood	Female, 65+, Burwood Ward
The facilities, we live just around the corner from QE II and belong to the swim club and the children have had their swim club cancelled due to "code Brown" there seems to be something happening at QE II on this subject. Its constant and I don't know if they are being targeted. The facilities that QEII now offers to what it used to is disgraceful. i.e. used to have 50 metre pool hydro slides and track ,squash courts and a gym and now we are stuck with a 25 metre pool and the Council has used the insurance money that got for QEII and has spent it else where and not put it back into the facilities at the new QE II.	Coastal-Burwood	Female, 25-49, Coastal Ward
The parks could have more work done on them especially in the City centre and around the suburbs some of them are terrible.	Coastal-Burwood	Male, 65+, Coastal Ward
The roading is "pretty shit" in Aranui, but they are good when they come and fix all of the leaks in the water.	Coastal-Burwood	Male, 25-49, Burwood Ward
The services in the area I live are very neglected, like the roads, and my rates are ridiculously high. I don't want to pay to fix the Cathedral. I am also really annoyed - I got a \$65 ticket in a Council parking facility.	Coastal-Burwood	Female, 25-49, Coastal Ward
The state of the public transport the buses.	Coastal-Burwood	Male, 50-64, Coastal Ward
There is a lot of thing that are a s*** house, but compared to other cities but they don't have the damage we have had and they don't have unlimited amounts of money. Otherwise, the roads are mostly trafficable.	Coastal-Burwood	Male, 25-49, Burwood Ward
There's an awful lot of meetings, but no decision making. We need to get on and get things done, particularly in the residential red zone, and the big empty spaces to make it feel like a city. There are far too many Wilson car parks on gravel. He's making far too much money out of the empty spaces.	Coastal-Burwood	Female, 50-64, Burwood Ward



There's been a lot of difficult events to deal with. Post earthquake there's been a lot more to deal with, especially. It's definitely a different city than it was pre-earthquake, and the Council has done a good job restoring it over the past few years. So far it's pretty good.	Coastal-Burwood	Male, 18-24, Burwood Ward
They do a lot of things right generally. The roads and the water maintained, but the chlorine in the water and the whole saga over David East's treatment was negative for the Council. Also, what has been left out of the report for South New Brighton.	Coastal-Burwood	Female, 25-49, Coastal Ward
They do their job alright, I guess.	Coastal-Burwood	Female, 25-49, Burwood Ward
They don't keep up with what they all do. For example, cleaning up after everything and every little tosser spray painting over the walls. Also, cleaning the guttering properly.	Coastal-Burwood	Male, 50-64, Burwood Ward
They have been okay, but there have been areas that have let them down and been disappointing. The water problem with chlorine was disappointing.	Coastal-Burwood	Male, 25-49, Coastal Ward
They haven't done to bad and they follow through with everything, they seem to be moving along.	Coastal-Burwood	Male, 25-49, Burwood Ward
They look after the parks and gardens I am involved with, and very helpful in helping us run it. Very great with entertainment run for the city. I noticed the sponsorship has changed for the free Sunday concerts, and brass bands are hardly getting any jobs anymore, same with the venues. Having gone through the trouble of repairing the band rotunda in the Botanical Gardens why don't they use it.	Coastal-Burwood	Female, 65+, Burwood Ward
They support good events and mayor has been public since the attack.	Coastal-Burwood	Female, 25-49, Coastal Ward
They tend to get stuff done.	Coastal-Burwood	Female, 18-24, Burwood Ward
Thing don't get done fast enough in our area/Aranui.	Coastal-Burwood	Male, 50-64, Burwood Ward
Things are alright I guess - Christchurch is slowly coming back to Christchurch - it all takes time, doesn't it?	Coastal-Burwood	Female, 25-49, Coastal Ward
Things still potter along and things still happen.	Coastal-Burwood	Female, 65+, Burwood Ward
User friendly and they are easily accessible. As in, parks, swimming pools, etc.	Coastal-Burwood	Male, 25-49, Coastal Ward
We have got flooding on the sides of the roads when it rains, one side of the road has new kerbside and the side which we are on which is outside is still got the old guttering and pool out in front of us and it doesn't run out. They have repaired one side of the roads, new kerbside and on the other side hasn't been serviced at all. They have redone Bower Avenue quiet a few times and it is all up there, Keyes	Coastal-Burwood	Male, 25-49, Coastal Ward



Road is all done and its all up there, basically all the roading are not yet repaired and some repaired are all up there, not properly done. I am not sure with who the contract is but it is not done properly.		
We have that new sewerage system. It was making a hell of a noise. I called them they were here within 15 minutes.	Coastal-Burwood	Female, 65+, Coastal Ward
Well everything still seems to be running, I have got water and electricity.	Coastal-Burwood	Female, 50-64, Burwood Ward
Well, I have no complaints and I have no reason to complain.	Coastal-Burwood	Male, 65+, Burwood Ward
Well, I look at the city and there is a lot of work that has gone in to try and bring it back to what it was. It's just lovely to drive by or just walk. We are getting the Cathedral back, so that is a big plus. That is a big part of the city and that is a big part of us.	Coastal-Burwood	Female, 65+, Burwood Ward
Well, we're still recovering from the earthquakes. So there is still a lot to be done in east Christchurch. I do like how they won't be railroaded by Central Government. With the Council, despite their differences, they do want to work for the betterment of the city.	Coastal-Burwood	Female, 50-64, Burwood Ward
Where do I start? The park out behind me, they sent the residents a feedback sheet about replacing the park, but they never listened to us. They just did what they wanted - they cut down the trees that shaded the playground. They don't maintain the creek that is behind us, I have a problem with mosquitos because the creek is not being maintained. The water just sits there.	Coastal-Burwood	Female, 25-49, Burwood Ward
You get the information when you need it.	Coastal-Burwood	Female, 50-64, Burwood Ward
You notice the leaking pipes, you ring them and they don't come, leaking over the roads, we have water shortages.	Coastal-Burwood	Female, 25-49, Burwood Ward
A lot of things go extremely well, but a few phone queries that I have made have been recorded but not responded to.	Fendalton-Waimairi-Harewood	Male, 65+, Harewood Ward
All the services I have used have been pretty good. The inner city parking annoys me, like the parking buildings they are not advertised enough I did know they were there until you go looking and you hear it from friends and other people. Also the Wilsons car parking are a scam and they should be bloody well driven out of town.	Fendalton-Waimairi-Harewood	Male, 18-24, Waimairi Ward
All the things they provide, swimming pools are good, nice parks.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
Apart from rubbish collection, no other services are provided to my home.	Fendalton-Waimairi-Harewood	Female, 65+, Harewood Ward



As I said I had on occasion, I made a couple of complaints about the pot holes on the road and leaking water pipes and they were dealt with, promptly and efficiently.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
Because all the services I've used, I've been happy with.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Because I am not unhappy about anything.	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward
Because I have some outstanding issues with the Council over a number of years. A Heritage property and demolition by neglect. It's difficult to find who is responsible for a property that I have described. Council doesn't have a proper system to go to a specific person.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
Because I haven't heard anything about what the Council's been doing. Can't really comment on it. Can't give an informed decision on it.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
Because I like what kind of things the Council does.	Fendalton-Waimairi-Harewood	Female, 18-24, Fendalton Ward
Because of the Northern corridor transport plan and the downstream effects of what it will do.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
Because the city seems to be running fine, I haven't noticed anything wrong and I like cycle paths that have been put in and also I like that their trying to fix the water.	Fendalton-Waimairi-Harewood	Female, 18-24, Fendalton Ward
Because there are some things they do very well and some things they don't. They took six weeks fixing the a leaky pipe outside my house and they spent months fixing the road. Once they fix it, they dig it up again and there is little to no explanation on why they do this, but development in the inner city is nice to see.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
Because there have been no problems and I feel we hear about the Council regularly.	Fendalton-Waimairi-Harewood	Female, 18-24, Waimairi Ward
Because there have been some instances where it has been easy to get information and answers and there have been instances where it has not.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
Because there is something that Council has done that is good and that there are quiet few things that require attention	Fendalton-Waimairi-Harewood	Male, 18-24, Waimairi Ward



Because there is too much parking meters and there is not enough free parking and have to pay too much.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Because they dealt with a noise complaint I had straight away on two different occasions.	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward
Because they do the essential services pretty well, but they are sabotaging central city drivability for cycleways.	Fendalton-Waimairi-Harewood	Male, 18-24, Harewood Ward
Because they have a range of issues they deal with - respond to issues in a timely manner.	Fendalton-Waimairi-Harewood	Female, 50-64, Harewood Ward
Because we are pretty lucky because we get things such as Xmas in the Park.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
Because what I have noticed is good but not actively involved.	Fendalton-Waimairi-Harewood	Female, 18-24, Waimairi Ward
Because when I rang up I got a person who dealt with me straight away and said they'd sent out people in three days and completed the job in three days and checked up.	Fendalton-Waimairi-Harewood	Female, 50-64, Fendalton Ward
Different events from City Council - management of those events has not been well performed.	Fendalton-Waimairi-Harewood	Male, 50-64, Fendalton Ward
Disorganised. Lot of talk not much action. Cost overruns. Poor time and money management. Lack of experienced people. Too bureaucracy.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Don't get involved with anything.	Fendalton-Waimairi-Harewood	Male, 18-24, Fendalton Ward
Don't have any issues.	Fendalton-Waimairi-Harewood	Female, 18-24, Fendalton Ward
Essential services are well kept. They respond well to things and I see them be proactive trying increase peoples usage in services.	Fendalton-Waimairi-Harewood	Female, 25-49, Waimairi Ward
Everything has worked in the last 12 months for us I have made contact with the Council once regarding a dog and everything went well.	Fendalton-Waimairi-Harewood	Female, 25-49, Waimairi Ward



Everything I have contacted them about, they have sorted pretty quickly.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Everything you need you get. There's no wants for anything and the city's beautiful.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
Facilities are good, no problem with water and electricity. Ambulance, cops, everything is available.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
For what they have done in such a short time I think they are doing a great job. There is still a lot of things to do but you can't just do it over night.	Fendalton-Waimairi-Harewood	Female, 50-64, Fendalton Ward
Given the misfortunes that seem to befall the city every now and then, the city seems to be doing well in spite of it. In spite of the mass murders and earthquakes that happen, the Council seems to be doing very well.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
Hard to think of 12 months, they are dropping the ball and not enough happening and some good things like the opening of the Town Hall, Victoria Street by the river fantastic but then come up Cashel Street and its a concrete wind tunnel and on a grey day in winter its awful and to park its \$8.00 for 2 hours. The charges are too high to park. If you want to bring people into the city its should be capped i.e. like \$1.00 one dollar an hour. They are making a mess of the roads in town, there is a bus light, a tram light, and a car light and then people are getting confused as it is off putting and putting people off of coming to town. Because of the nature of our weather climates, damp and cold for the elderly and the young we are a city of car drivers and pushing cars out of the city is stopping people going in. Bikes are not for every body, so don't fully support the cyclists at the expense of the motorists.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
I do not have any problems with the City Council.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
I don't have any problems.	Fendalton-Waimairi-Harewood	Female, 18-24, Fendalton Ward
I don't have anything to complain about, they have fixed the road outside our house. Once they didn't collect the red bin, I phoned up and they collected it.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
I don't think we can expect much more of them after the earthquakes, with them getting everything sorted again.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward



I feel I have relatively good information and contact with the Christchurch City Council.	Fendalton-Waimairi-Harewood	Male, 18-24, Harewood Ward
I feel some of the views of the present Council - I am wondering, at times, if they should be standing up for the elections. I am waiting for the local election. I believe one or two are doing an excellent job. Sometimes I wonder about their actions and statements.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
I get all the services on time each time. We normally get notices in the mailbox and I am happy with the information I get.	Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward
I had a call in reference to my rubbish bins not being collected then Council gave a time and date to collect them, then Council collects them at said time and date.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
I had very little to do with them to say whether their services or good or not.	Fendalton-Waimairi-Harewood	Male, 50-64, Fendalton Ward
I have both experienced issues with your water outlet flow which is the Councils responsibility to fix, it took 6 months and 3 visits and the last visit it was fixed and the other 2 visits who were useless nothing ever happened. I keep ringing, in the end the guy who fixed it was the most delightful person and he was just about to retire. At the other end of the scale we use the library service and they are incredible and they have been a God send. We do home school and with the libraries we couldn't do it, it's as simple as that. No way.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
I have had no call for anything so I cannot judge either way.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
I have had no dissatisfaction with the services which I have directly experienced including road transport, condition of roads, rubbish bins, facilities for pedestrians pavements etc, water services, appearance of public areas and building and maintenance of parks. Direct interaction with Council all experiences have been positive. Very positive about city libraries.	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward
I haven't got anything I'm really upset about. I will give them a two because they haven't done anything to really upset me.	Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward
I haven't had much interaction with them so I can't rate them.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
I haven't had to do a lot with them, but they've been good lately with cleaning out leaves and gutters. Phone conversations have gone well, I had to ring about rates and they were able to give me a succinct answer.	Fendalton-Waimairi-Harewood	Female, 50-64, Waimairi Ward



I haven't really dealt with any of the Council things. The only things I've dealt with are applying for disability carparks and parking tickets through work	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
I haven't relied on it.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
I just feel in some areas I'm happy and in other areas I'm not happy so I'm in the middle.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
I need the Council to help and support me in a lot of ways, and they haven't been able to do that. I want to open a small business, but they won't allow me to do this, and they haven't given me the information that I need to move forward with that. Also within the CBD, there is not a lot of parking, and it's expensive. When a supplier needs to come here to deliver stock, there's no parking for them available, and there's a lack of parking in general. There needs to be support from the Council towards small businesses to allow them to operate in the CBD.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
I phoned the Council one morning to say that a shrubbery and tree had fallen in the rain on the footpath and when I went back to my car that night, it had been all cleared away.	Fendalton-Waimairi-Harewood	Female, 50-64, Waimairi Ward
I really like all the green spaces around the town and Otakaro walkway and the new library and the cycle ways, Margaret Mahy and the Town Hall.	Fendalton-Waimairi-Harewood	Female, 50-64, Waimairi Ward
I think basically the Mayor has done a good job, I am very pleased what they did for the Muslim community. It is the best thing they have done for a long time.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
I think it's pretty good. But, some of the services, such as the painting services are a problem, I know that a paedophile painted the court house. I think that is disrespectful to me. It affects me personally and they should check who their contractors are.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
I think mainly they provide a generally efficient and effective service, marginally better than other cities in NZ but there are areas to improve. I could easily be persuaded to give it a 2 rather than a 3 but generally they do a good job.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
I think the Council has done a very good job, but I think they could do a bit better with there communication and ways of connecting with the community.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
I think they are a bit disjointed. I don't think there is a cohesive plan with central government.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward



I think they are doing alright and things take time. In terms of the Cathedral, like nothing has happened to that, but we have had a lot happen with the roadworks recently.	Fendalton-Waimairi-Harewood	Female, 18-24, Harewood Ward
I think they are very involved in community and provide lot of amazing services.	Fendalton-Waimairi-Harewood	Female, 25-49, Waimairi Ward
I think they could do better in some areas that are not in this survey but what is in this survey they have done well.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
I think they have been very proactive. I think they are working really hard on continuing the post-earthquake repairs and providing new facilities for the city.	Fendalton-Waimairi-Harewood	Female, 50-64, Fendalton Ward
I think they work pro-actively to resolve issues with water especially people protesting and they continue to work on restoring heritage buildings where they can with a list of priorities. I appreciate how they brought the things together for the vigil after March 15th, after a short time. Organise large events and organise large national events in a such a small amount of time.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
I think they're doing a pretty good job. They're doing a pretty good job even with the stress they've gone through with the rebuild. There is room for improvement though.	Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward
I think they're working under challenging times, and everyone wants what they want, so they've got to balance those decisions. I don't like the 30 km/h zone in the city. Manchester street traffic is a nightmare.	Fendalton-Waimairi-Harewood	Female, 50-64, Harewood Ward
If you don't hear their name used all the it means things are going well. So it is a good sign that their name is not used often and things are going well.	Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward
I'm just a little bit disappointed with how things have gone with water. Its my understanding that they've opted for chlorination and I think it was more in response to fear. I think that the Lime scooters are a bit of a fad and it should not be a priority. I think that there is an opportunity to focus on cultural values - starting with Maori discussion and expanding to other groups from across the world. It can make this a better place to live.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
I'm pretty happy. I don't have a particular reason.	Fendalton-Waimairi-Harewood	Female, 18-24, Fendalton Ward
I'm quite happy with the Council's facilities and services.	Fendalton-Waimairi-Harewood	Male, 65+, Waimairi Ward



In some ways I don't know how they do things, but am happy with some of the another services.	Fendalton-Waimairi-Harewood	Female, 18-24, Waimairi Ward
It varies in different situations - sometimes it's very efficient and other times it's not. It depends on the person dealing with it.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
It's difficult to say - I'm a commercial truck driver, and I'm not finding it user friendly, nothing in town is user friendly. They'd like to think they are putting things in to help cyclists, but they don't consider the other users of the roads. Like commercial vehicles and service providers who need to use the roads as well.	Fendalton-Waimairi-Harewood	Male, 50-64, Fendalton Ward
It's not a five because a lot of things run smoothly, but it's not a positive response because I intensely dislike what has happened to the city since the earthquakes. I dislike the attack on motorists and the fact that roads are being destroyed. Christchurch is no longer motorist friendly.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Just in the area I live it is very untidy and the residents had to clean up themselves.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
Just some things I felt that they could of acted quicker on and more public information would of been ideal.	Fendalton-Waimairi-Harewood	Female, 50-64, Harewood Ward
Just the restriction on water use when watering the gardens.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
Just with the roads with the cathedral taking so long to decide to do something with it its taken five years. They should have done something a long time ago.	Fendalton-Waimairi-Harewood	Male, 18-24, Fendalton Ward
Lately they have been wonderful with things happening, like the shooting.	Fendalton-Waimairi-Harewood	Female, 65+, Harewood Ward
Mainly, like some information I get is more handy than other information. There needs to be more advertisements regarding the information.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
My dealings with the Council have not always been happy as they don't really listen to what I have to say. They say they do, but they actually don't.	Fendalton-Waimairi-Harewood	Female, 65+, Fendalton Ward
My main concern is with the likes of town planning and developers proposals for subdivisions. Being in the business industry I have seen a lot of subdivision with narrow roads, which is a danger. Poor urban planning, and traffic management, in term of street layout. Quite often their are large booms outside peoples property which could be road widening.	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward



Need faster decisions on stadiums and metro sport and use local contractors.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
No major problems. Most services seem to be working relatively well.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
Once you bring an issue to their attention, they get onto it. Sometimes there are obvious leaks in water meters around some areas (Merivale and Fendalton) and nothing seems to happen to them unless you ring them.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
Overall, I think they're doing a good job with what they have to work with. I would like to see them listen to people a bit more.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
Peaceful country compared to Europe. Spacious compared to Europe. Not as many people which makes it peaceful, not as many people getting frustrated.	Fendalton-Waimairi-Harewood	Female, 65+, Harewood Ward
Probably with the way that they carry themselves and conduct themselves over the last few weeks in regards to what has happened with the devastation of the shootings.	Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward
Regarding the chlorine levels in the Avonhead water, it was a lot higher than they originally said it would be. But, they did apologise afterwards.	Fendalton-Waimairi-Harewood	Female, 25-49, Waimairi Ward
Slowness to action services.	Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward
Sometimes I don't know what the Council is doing.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
The core services are delivered very well.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
The Council has supported the community through a hard time.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
The huge increase in rates since the earthquakes. The lack of consideration for motorists. For example, green lights for cycle paths are not synchronized with the normal street green lights and the curtailment of on street parking. Plus the continual road maintenance in Riccarton road.	Fendalton-Waimairi-Harewood	Male, 65+, Waimairi Ward



The money factor, the money being spent is wasted.	Fendalton-Waimairi-Harewood	Female, 50-64, Waimairi Ward
The rates you pay for things, you don't get good return on that and also the water bottling at Belfast not putting the local residents before overseas, they should be looking at maybe other something than the overseas looking after. They should do it themselves, do the work permit themselves rather than letting the overseas do it.	Fendalton-Waimairi-Harewood	Female, 25-49, Waimairi Ward
The roading system as far as the 30kms goes is absolutely ridiculous and St. Asaph Street is ridiculous. It seems ridiculous to me to close a one way main artery street to allow cyclists to bike on it.	Fendalton-Waimairi-Harewood	Male, 65+, Harewood Ward
The staff that I have struck have done their job efficiently and cheerfully. The processes involved in the things that I have been approaching the Council about have been explained to me in a transparent manner.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
The water debacle, the chlorination of it, the waste of money of on sculptures, and too much money spent on cycle ways. Fix the roads.	Fendalton-Waimairi-Harewood	Female, 50-64, Fendalton Ward
The water quality, they haven't fixed the water in timely manner as promised even. The roads are been made less car friendly, not happy with the financial management of the Council.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
The way that the Council coordinate with the NZ Police in terms of keeps events safe and having a safety first attitude overall when it comes to events.	Fendalton-Waimairi-Harewood	Male, 18-24, Harewood Ward
The way they do things is very good. The organising of events and the way they keep our monuments.	Fendalton-Waimairi-Harewood	Male, 18-24, Fendalton Ward
There are certain things they have provided quite well but some things are a waste, like the roads are being dug up and they are not designed for mass usage.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
There are some things I'm definitely not happy about, but I suppose the good far outweighs the not-so-good. I think I would like them to consider the burden of rates on retired persons. I think some of the garden plots, especially going up Cambridge terrace look ghastly. I don't think some of the plots around the city do Christchurch justice, since we are supposed to be the garden city. Don't take this funding out of the rates.	Fendalton-Waimairi-Harewood	Female, 65+, Harewood Ward
There have been several issues: One being City care doing water maintenance outside our house which caused a hydrant patch to flood, which caused my wife to have a car accident. I spoke to one of the City Care members and he was quite abusive and said they didn't need to inform us beforehand. The main issue for me, though, is the city planning regarding footpaths, cycle ways and roads and the different uses of pathways and roads. Some of the city town planning design leaves a bit to be desired. It seems to me, from what I hear, that one person in the	Fendalton-Waimairi-Harewood	Male, 65+, Waimairi Ward



<p>Council can have an unfair influence over what happens. I know that the Council is a huge body, but the internal communication doesn't seem to be very effective. This is probably the biggest weakness of the Council. I haven't had a chance to give much feedback on these areas. Another issue is the Lime Scooters which seem to have been brought in without any regards to rules or right of way. I assume this is a Council issue. In some ways I think the Council are doing a good job in general, but I also think there seems to be very little monitoring of water quality. I know that the chlorine addition was done in a very ad-hoc manner, and I wonder how much scientific advice was given. Overall, though I am reasonably happy with the way the Council is going, and I understand the difficulties caused by the earthquakes, but I wonder if the system is as finely tuned and as structured as it could be.</p>		
<p>There is a degree of offerings, which is optimistic, and not happening. Not getting value for money. Rates exceed the value of what we receive.</p>	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward
<p>There is a lot going on in the city and I do feel like they are doing their best. The length of time it is taking to build a new stadium is a concern of mine, but apart from that, they are doing a good job.</p>	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
<p>They are doing the best that they can and keeping the appearance of the city welcoming.</p>	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
<p>They are dragging the chain on key projects including stadiums and roading. Disappointed on the water; lots of things happened behind closed doors which we are not privy to. Lots of decisions made without public opinion. It was clear that Council knew about water risk before the public. nothing was done at the time, we don't know why we weren't told earlier. I believe Dalziel lied on that. We are still in the dark about whether it is going to be ongoing issue. I'd like to understand why, after the 15th of March. I would like to know why the Christchurch Mayor gave a submission on the arms issue- decision made by the Council members and herself, rather than the public. How can a Christchurch city Mayor who is for the people, go and talk on behalf of the people without talking with the people. That to me is an abuse of power. I think she should have stayed out of matter. She can have as a personal opinion- as Dalziel. But not on behalf of people, when people aren't consulted.</p>	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
<p>They are good people doing their best.</p>	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
<p>They have delivered on the services that I have required in the last 12 months, but previously they have not delivered as well.</p>	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
<p>They have had a hard road, but you need be reasonable as they are doing the best they can.</p>	Fendalton-Waimairi-Harewood	Female, 65+, Fendalton Ward



They have tough job and they do pretty well, but everything is not perfect.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Town hall has been fixed, roading has coming along, rates haven't gone up too much.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Trying to communicate with the Council we seem to get passed from one to another. The interface with the Council is not user friendly.	Fendalton-Waimairi-Harewood	Male, 65+, Waimairi Ward
We do use a lot of services in this house, such as going to the pools, libraries, and facilities that the Council runs. Whether we use it at work or as a family, there isn't a week that we don't use a facility that is Council-run.	Fendalton-Waimairi-Harewood	Female, 50-64, Waimairi Ward
We don't have any complaints because we put out our bins and they collect them. There is never any rubbish left laying around. The trucks come around and clean and sweep our gutters.	Fendalton-Waimairi-Harewood	Female, 65+, Waimairi Ward
We don't really hear much from them. Some of the stuff coming out is costing rate payers money.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
We have made tremendous progress since the earthquakes and so much has been Council lead and doing very well.	Fendalton-Waimairi-Harewood	Male, 65+, Harewood Ward
We haven't had any building consents or interactions with them this year so I won't soil them or praise them.	Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward
We live in clean and green city that I'm proud of.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Well I just deal with Waimairi for dealing with rates and I find them very efficient and nice. I think the libraries are excellent.	Fendalton-Waimairi-Harewood	Female, 65+, Waimairi Ward
Well in relation to the limited contact with the Council, it was timely and efficient.	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward
Well they do their work but they seem to have some stranger ideas, Council. I don't wholly think they are doing great job but they are doing work all right, this is hard.	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward
Whenever I've phoned the Council for advice - one call was regarding a leaking sewer pipe on a property boundary - they helped me get in contact with them and solve the situation. Also, registering a dog went smoothly.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward



You can see the effort that has been put in under quite difficult circumstances the allocation of resources is as good as they could do it. If they diverted those resources to other things, I could see it would leave a hole somewhere else. Their prioritizations have been quite good.	Fendalton-Waimairi-Harewood	Male, 65+, Harewood Ward
1 - I don't think they have handled the water chlorination thing very well. 2 - it's disappointing that the news we get from Council comes through the press and not from the Council, but I do acknowledge that, given the earthquake, they are doing their best.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
A lot of it doesn't affect me only my friends. I am going off what they say that's why I am sitting on the fence really.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
Any dealings I have had with their call centre and their functions centre have been awesome and of a high standard. Their staff represent them well.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
Anytime I called the Council, I was not given a straight answer and customer service was bad.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
As a person on social media very often I don't see much about Council. It hasn't been advertised enough to me. Nowadays everything goes through social media, they don't even send out letters or information to tell us about events.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
As I say, apart from the water having the chlorine, I am satisfied. I am very angry with rent payer money going into the Cathedral.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward
Basically I've had no dealings with the City Council so I can't really judge either way so I wouldn't want to say they are fabulous or bad - they haven't done anything wrong in my book.	Halswell-Hornby-Riccarton	Female, 25-49, Halswell Ward
Because all of the events are properly organised. And lots of security people at the events.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
Because all the dealing I've had with the Council they just haven't gone well, I can't really think of the information they have given the city over the, last 12 months.	Halswell-Hornby-Riccarton	Male, 18-24, Hornby Ward
Because all the dealings I have with them have been very helpful and friendly. We have lots of new facilities. We have reliable water and rubbish collection and just feel lucky.	Halswell-Hornby-Riccarton	Female, 25-49, Halswell Ward
Because every time we elect them (the counsellors)and every time a decision needs to be made, they bring in consultants at terrific expense to the ratepayer. I want to know why so much attention has been given to cyclists. For example, Sparks Road, with all these concrete things in the middle of the road, which are a	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward



threat to your tyres and at night they are not visible. I go down that road three times a week and I have very rarely ever seen more than five cyclists.		
Because I can turn on a tap and have a drink of water, I am able to get into my car and drive around with no hassle, everyday life has no problem.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward
Because I hate the chlorinated water and more could be done about it. It's busting a lot of people's water cylinders and it's so harsh on our hair.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward
Because I think they made an abysmal mess of the roads in town with the cycleways and the proposed cycleways in town.	Halswell-Hornby-Riccarton	Male, 50-64, Hornby Ward
Because I've been to some events and I've had paper work about things the Council has done, but I have found out about some too late and I've missed them. So, I'm satisfied with the events but there could have been a little bit more notice.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward
Because I've had several disagreement with them in regards to the upkeep of the old Addington sale yards in Deans Ave.	Halswell-Hornby-Riccarton	Female, 50-64, Riccarton Ward
Because of lack the of public consultation.	Halswell-Hornby-Riccarton	Female, 65+, Halswell Ward
Because of the length of time it took to get building consents also the costs of getting consent.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward
Because of the problems with the roading repairs outside my place.	Halswell-Hornby-Riccarton	Male, 50-64, Riccarton Ward
Because services just happen around me, if you know what I mean. The services and communication seem to go okay. I think there should be Council parking around the hospital. There's a lot of stress around parking for visitors as well as staff.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
Because some of the Council performance does not affect me. The road work is really slow.	Halswell-Hornby-Riccarton	Female, 18-24, Halswell Ward
Because the Council is very good at helping out its environment and helping its citizens and is improving more and more.	Halswell-Hornby-Riccarton	Male, 25-49, Hornby Ward
Because the street has not been adequately dealt with over a long period. The drainage system halfway along the street has not been repaired to take traffic	Halswell-Hornby-Riccarton	Female, 65+, Riccarton Ward



within one year. It's been immobilised for over a year. This is for Totara street in Riccarton. Also I am unhappy about Akaroa in regards to proposed medical tax.		
Because there are some things I am very dissatisfied with, but they aren't connected with the things the Council can budget for.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
Because they do not follow up on water main leakages, or repair footpaths and road repairs. The roads in Christchurch are pathetic. Auckland can get a new tunnel and Christchurch can't even get roads fix. The have been putting cycle lanes in many of the roads and most cyclists don't even use them. I know first hand as I am a truck driver. I see that on a day to day basis.	Halswell-Hornby-Riccarton	Male, 25-49, Hornby Ward
Cause I haven't had any bad issues or any negative interactions, haven't had any interactions at all but I am satisfied.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
Consistency of cleaning the city and the green spaces clean.	Halswell-Hornby-Riccarton	Male, 18-24, Hornby Ward
Council is very positive. All my dealings with the Council have been very positive - everything seems to run well.	Halswell-Hornby-Riccarton	Male, 18-24, Hornby Ward
Couple of job requests have been answered.	Halswell-Hornby-Riccarton	Female, 25-49, Halswell Ward
Every time I have had dealings with the Council, they have been more than helpful and able to help me. That's what I wanted.	Halswell-Hornby-Riccarton	Female, 50-64, Riccarton Ward
Feels like they do a good job.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
From what I have seen in the paper, the Council seems to be making good decisions.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
Generally no problems, I'd just like to find out more about what's happening in the city.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
Great customer service.	Halswell-Hornby-Riccarton	Female, 65+, Hornby Ward



I am a plumber and I have approached Council about water issues. Service in the last 2 years has gone downhill. Before when you would ring up to say 'I have got a water leak and it's coming from a City Council main' they would be really helpful and get on to it, they would give you a case number. Now the first answer I get is, 'oh no that would be on private property and it's not our issue'. I would almost say they were obstructive when all you are trying to do is stop water being wasted. They appear to be very defensive and non-committal. I have also approached Council about a particular parking issue that we have in our street. They were evasive, non-committal and basically just not interested. Also I am particularly unimpressed with the extent of the rates rises in the last 5-10 years.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
I am happy with the rubbish collection. I am happy with water even though it is no fit to drink. It does laundry but not fit for watering plants. I do not go to the CDB as I do not think it is driver friendly.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
I am not satisfied or dissatisfied. You just deal with it - they are what they are, you deal with what you've got.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward
I belong to an organisation that has tried to get the land leased and some people really try their hardest but the people in the background like the legal department hold you up for 9-12 months and can let you down.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
I can see the cycle lane improvement although discontinued cycle lanes from the City to Airport needs to be re-done, in general improvement has been made.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
I can see the improvements and safety and for the people, vehicles and everything.	Halswell-Hornby-Riccarton	Male, 25-49, Hornby Ward
I don't have a problem with the Council.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
I don't have much to do with the Council.	Halswell-Hornby-Riccarton	Female, 18-24, Hornby Ward
I don't really know how it applies to me.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
I don't see, I see a lot of things that could be cleaned up around the area. There are verges (Carmen road) that needed chopping down and cleared cause they ran along the railway tracks.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
I feel I am provided with all the information I need.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward



I have given up on, they don't answer letters.	Halswell-Hornby-Riccarton	Male, 65+, Riccarton Ward
I have had no problems, and they seem to be doing an all right job.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
I haven't had a lot of personal dealings with them. I'm happy enough.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
I haven't had many dealings with the Christchurch City Council, but when I have, everything has run smoothly and I haven't had any issues.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
I just see the Council doing what they pretty much need to do. The Council hears the people voice and they are likely to solve such issues for the people of Christchurch.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
I just think the Council is doing a good job with keeping things modern and up-to-date in terms of fixing facilities in a timely manner and providing a way forward into the future of our city.	Halswell-Hornby-Riccarton	Male, 18-24, Hornby Ward
I just think with the most recent events in Christchurch they've been supportive which has been great.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
I just well, I don't know, they seem to have done stuff but we are not getting anything. The city still looks like a parking lot.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
I live out the west and I only shop when I absolutely have to. I won't go into a mall, I won't drive over a bridge, so I am fairly limited, I don't ride a bus as the bus service is hopeless out here, for example I wanted to go from here to Sydenham and I had to catch a bus from here to Barrington and then wait an hour to get a bus to Sydenham so I walked to Sydenham and was on my way back before the bus from Barrington came through, so it is absolutely hopeless they need to do something with the bus service.	Halswell-Hornby-Riccarton	Female, 65+, Halswell Ward
I never really had any issues, like water shortage or rubbish collection - so I'm pretty satisfied. I am not in agreement with the bin collection system - green bin gets collected every week. The red and yellow aren't collected every week. In some places, they don't collect the green bins at all. I would rather have them all collected every week.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
I rang a few times and nothing has happened with it - can't see the street light in the night. The trees branches are all over the road. Over 28 days I thought something would happen, but it hasn't.	Halswell-Hornby-Riccarton	Male, 25-49, Hornby Ward



I think Christchurch is a really awesome city. There's a lot of cool places to be involved with, a lot of places to go. That the parks and the areas we go to on our side of the city, such as Halswell quarry and parks nearby always look pretty. There's always room to improve, but the Council is clearly busy. I think we have a great city.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
I think generally doing a very good job.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
I think it is because of what happened last week. Their support and response was amazing	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
I think most things are really good and the Council getting behind events is great, but the pools that have been fixed up after the earthquakes, like QEII, have been designed for little kids or adults who want to get fit. There is nothing in between for teenagers. Also, the red bin is not big enough. We live in a flat with six people. We really try to get everything in the bin. They should consider what size bin goes to what size household.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
I think that, at times, there's hidden costs and too many recovery agencies doing the same things. It costs too much.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward
I think the central city is looking really good, so is the transport. The water and bins bring it down. We lost our red bin and it took a while to get it fixed.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
I think the Council is totally inefficient and lacks leadership.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward
I think they are just doing a great job.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
I think they do a good job. They do best they can. Horrible things happen and they are there working on it the best they can.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
I think they have improved with their response within the community time wise.	Halswell-Hornby-Riccarton	Female, 65+, Halswell Ward
I think they offer a wide range of activities and it is very diverse in term of what they do.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward



I think they're doing all their best in the past 12 months especially dealing with the water and rubbish. I think they're doing their job.	Halswell-Hornby-Riccarton	Male, 18-24, Hornby Ward
I think they're trying to upgrade the city the best that they can.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
I think where they fail is on the water supply having being involved in that many years ago, they definitely missed an opportunity. Thinking about Cloud Ocean Water, in Belfast, and the Councils lack of foresight in this regard... they could have purchased this sight and in so doing future proofed the water supply.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
I'm in the transport industry and the structures of the roads are very poor, the roads seem to be run by people who don't have any experience, they don't consult the industry. they don't approach the professionals of the road industry. There's no ability to park and to get your vehicle into the city too many parking restrictions, e.g. the parking in the airport. The worst case the cycle lanes have been in the wrong places. The worst one would be the one that runs from east to west. The bus lane on St. Asaph street. There isn't the cycle lane on the other side of the street when no one gets off the bus. The worst ones are the ones that cross into Brougham street. Its a 60 km zone, someone pushes a button and it all stops the trucks pile and they pay for it, the roads and cyclists and pedestrians.	Halswell-Hornby-Riccarton	Male, 50-64, Riccarton Ward
I'm not sure that I agree with where the funding goes on spending money.	Halswell-Hornby-Riccarton	Female, 50-64, Riccarton Ward
I'm overall satisfied with their motivations to keep water chlorine free, keeping peoples' interests at heart, and not getting involved with private enterprise. I think the Council does too much work that would be better offloaded onto competitive, private enterprise.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
In general, I am quite happy with the Council. No problems.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
In spite of everything they are doing an exceptional job.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
It executes its core functions well, but there are some public facilities that need more accessibility. For example, the public pools might not be accessible for everyone. Another thing with the pools, the facilities that are there might not be good for everyone. Some people that might want to casually swim might not have an area in some pools. Other pools might not have an area for lap swimmers. For parks, there are some areas that are not as nice as they could be. The appearance of public areas - the aesthetic appeal is not as high as it could be.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward



It is hard to get their approval, everything is privatised and have to pay money, they charge hourly rate like \$5000, very expensive.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
It was pretty good, as in they updated me with all the information and stuff.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
Its a great place to live and I think they are doing a great job.	Halswell-Hornby-Riccarton	Female, 25-49, Halswell Ward
It's a tough job at the moment for them. Rather them than me.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
It's just that everything has stayed the same. It's very slow. Nothing seems to move - they're taking a long time.	Halswell-Hornby-Riccarton	Female, 65+, Hornby Ward
I've had dealings with Animal Control and reporting a water leak - they were very good with both of those things. But I do have concerns regarding consultation. It seems like they might have their mind made up before they consult with anyone.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward
I've had no dealings with them, but what I've heard from other people's experiences, they've never had any issues with them. I'm not going by my own experiences, but other people's experiences.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
I've had problems with recreational facilities e.g., the gym. Alternate rubbish collection is a pain for house full of people. The road works are a problem.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
I've never had any issues with the Council, so no bad experiences so far.	Halswell-Hornby-Riccarton	Male, 18-24, Halswell Ward
Just generally satisfied. Well I haven't had a lot to do with them but what I have had to do with them has been okay.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
Just in general.	Halswell-Hornby-Riccarton	Female, 18-24, Halswell Ward
Just too much stuff being done behind closed doors. Too many poor financial decisions being made. And finally, they've cancelled a lot of Council-run events that gave a lot to the city, such as the Buskers Festival, night markets, and the garden show.	Halswell-Hornby-Riccarton	Male, 50-64, Hornby Ward



Mostly I find the services good and timely. Occasionally I have found that things have not been repaired after I have reported them and that affects my satisfaction. Also I have had things happen in my community that I had not been informed about, like playground in Upper Riccarton Domain was taken out and I don't feel like we were consulted at all.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
My husband has been involved with the Council and I have no problem with them.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward
No problems apart from chlorine in the water.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward
No strong feelings one way or the other . No great service and no poor service.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
On the whole they do an okay job. The chlorinated water has gone on for far too long and no one is happy about it, we don't have a deadline on when its ending. The recycling bins aren't picked up every week which they need to be, and the green bin need to be a bigger bin. The cycle way is a huge investment that is going to be used minimally.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
One or two of them are good, one or two are bad. The water again, I can't understand why a water trap is leaking at the back of the gate. There are 6 caps at the gate and they leak for days when we are supposed to be conserving water. It's approximately a 3 hour fix and it goes on for 10 days. It seems to be more people driving around looking at the things than people fixing them.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
Only because I don't really take a lot of notice of what's going on.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
Outside where I live - the people have complained about the roads outside our flats, as they are all breaking up. This is in Hei Hei road.	Halswell-Hornby-Riccarton	Female, 65+, Hornby Ward
Overall you think the city is slow, since the earthquakes.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
Pretty onto it with things that are wrong and fixing them straightaway.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
Probably from what I have seen like that parks generally kept clean, noise control have been kept.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward



Problems with the water - pulling water from the aquifer.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward
Services and stuff like that Halswell park is always kept clean.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
So because like where my daughter goes to school, they have parking by the Council, and those wardens give us tickets even before me dropping my daughter crossing the road. They are opportunists.	Halswell-Hornby-Riccarton	Female, 25-49, Halswell Ward
Some good and bad experiences specifically with building consent... Council seems to have forgotten about it.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
Some of the one-on-one dealings with people on the ground are fine but as you move further up the line the systems and stupidity just ruin the whole image.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
Some of the stupid decisions they have made. They have spent millions altering St Asaph St and now they have admitted it its wrong. The guy who suggested we put trees on Riccarton Road should lose his job for such a stupid idea. They have made some very stupid decisions that have cost the rate payer.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
Some try hard and some don't. Feels people only working for their wage, feels people don't know what their doing, clean properly clean out drains, don't finish road work repairs, bad roads in Riccarton.	Halswell-Hornby-Riccarton	Male, 50-64, Riccarton Ward
Some work on footpaths is not done from more than 12 months (2-3 years).	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
The call has answered by people that weren't able to help me.	Halswell-Hornby-Riccarton	Female, 50-64, Riccarton Ward
The Council stands for Cantabrians. There are some things I don't stand for, like selling our water and how the City Council has decided not to hold certain public events.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
The Council try to do their job up to their ability. There is nothing the Council has done to dissatisfy me.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
The dealings over Denton Park - they were hopeless. The chlorinating of water is not flash and it should have been done over time, not just last minute. I think the mayor has been a little remiss over the bottling of water.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward



The libraries and facilities like the pools are well maintained and run.	Halswell-Hornby-Riccarton	Male, 18-24, Hornby Ward
The one thing that pops into my mind is QEII. They've had to close for a number of days for code browns because of how they set up the water system.	Halswell-Hornby-Riccarton	Female, 50-64, Riccarton Ward
The problems with the scooters in Christchurch and the footpaths and over hanging trees in Ilam. If you are a blind person walking along they would be bowled over. Cyclist are on the footpaths and they don't slow down. It's a student area and we are over 70 and they are cycling at full speed and I don't know why they are cycling on the footpath when the roads are empty.	Halswell-Hornby-Riccarton	Male, 65+, Riccarton Ward
The services Council provides are regular and consistent. The water is always working and recycling is always there and the CBD is looking great.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
There are a lot of things that can be improved, particularly parking options around the University of Canterbury.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
There are areas I don't understand. At the moment we have a situation out on our road and I have no idea where this decision came from. The highway where they are building bridges. I can't work out what they are doing. It's just not understanding.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
There are somethings I don't agree with their decisions in Christchurch.	Halswell-Hornby-Riccarton	Female, 50-64, Riccarton Ward
There are too many questions.	Halswell-Hornby-Riccarton	Male, 50-64, Hornby Ward
There's a garden outside my place that's supposed to be done by the Council. They can't even come around and prune the flowers, I have to do it myself and get rid of the remains, as the Council is too poorly organised to come do it themselves. It gets put off and off and off, and you have to do it yourself.	Halswell-Hornby-Riccarton	Male, 65+, Riccarton Ward
There's always something silly that they do once in awhile.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
There's different parts of the Council that work well and others that are very frustrating to deal with.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
They come on time if you need anything. They're efficient and my dad works for the Council.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward



They done some stupid things and done some things.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
They have a hard job doing them all with the finances the way they are, given the circumstances.	Halswell-Hornby-Riccarton	Female, 65+, Riccarton Ward
They have been rushed and coped well under pressure.	Halswell-Hornby-Riccarton	Male, 18-24, Halswell Ward
They have just had an issue where water is supposed to be conserved we had a leaking metre on the road 3 weeks later it was running, there response was it was non-urgent. It would be dealt with in the next 12 months.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
They haven't done anything to really annoy me in the last twelve months. And I don't many dealings with the Council as I am not the rate payer.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
They just have absolutely no transparency. Every submission that we submit they ignore and do everything that they want to anyway. Our city isn't accessible anymore, you can't park anymore, except for the three people that cycle there everyday.	Halswell-Hornby-Riccarton	Male, 25-49, Hornby Ward
They let us know what they're doing, even though I might not agree with it.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
They should have been aware that the water wells were at risk of not being safe for our drinking water. There should be policies in place that don't allow other organizations to disguise issues arising. By other organizations, I mean other organizations advising the Council.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
They tend to do whatever they want most of the time, and they don't tend to sort of listen to the general public.	Halswell-Hornby-Riccarton	Male, 25-49, Hornby Ward
They think to be trying to improve the city as much as they can.	Halswell-Hornby-Riccarton	Male, 50-64, Riccarton Ward
They've been dealt a bad hand in the last few years so making do with the resources that are available like chlorinating the water/it's a hard battle dealing with the media. I guess it will depend on the elections and see how they go.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
Things have been handled in spite of the recent events.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward



Think they are doing a good job everything seem to be alright.	Halswell-Hornby-Riccarton	Male, 18-24, Halswell Ward
We are using a Christchurch City Council facility to run our Tangata Atumotu Trust group exercise every week. The facility is accessible and everything is there when we need it. We use the kitchen to provide lunch afterwards.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
We do go to a lot of festivals. We got involved in a lot of things around town. The websites always have information. The Council is doing some water drainage work behind our property and they've kept us informed throughout the whole process.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
We had a water leak and it took them (the Council) over 100 days to repair and we had to contact our local counsellor to get this done.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
We have the Delta come around and do gardening. I'm right beside a walkthrough entrance. I've asked the guys to do the gardens on that side, but they said it wasn't their job. They told me to ring the Council, but the receptionist was rude. One lot of roses hasn't been done in 12 years because the Council say it isn't their problem. They don't seem to know what they should be doing. I don't know if it is a lack of communication between City Care and Delta, but nothing seems to get done. It seems like a breakdown in communication to me. We have also had problems with a neighbour who used to let his dogs run free in the mornings. I rang dog control and they came out once and spoke to the neighbour, but nothing further was done. I was then told that I needed to take photos as evidence, which I did, but I have been told that I need to take photos every time the dogs are let out. I don't think it should be my responsibility and I think this is dog control not doing their job. I think it was put in the "too hard basket."	Halswell-Hornby-Riccarton	Female, 65+, Halswell Ward
Well all the stuff that is supposed to happen as a rate payer is covered.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
Well apart from a few footpaths, I'm happy with what they've done. It's hard to say really, all in all I'm very happy with what the city provides.	Halswell-Hornby-Riccarton	Male, 65+, Riccarton Ward
Well because we had a meeting at our club last night about redevelopment in the navel point area. And the clubs have had dealings with the Council/negotiations about the redevelopment area.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
Well I have had some very specific concerns with their building consent process which have been appalling. I am also dissatisfied with the time taken to respond to water maintenance issues.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
Well I think I've had no issues to really complain about. I think that the earthquakes were a while ago, but we're still in a rebuild phase from that. We've been through some difficult times, and despite that the Council has remained pretty positive, and kept people engaged, and offered entertainment and recreational opportunities when they could've turned their backs on it. For those	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward



reasons I feel they've done a reasonable job on bringing the views of the city residents into the rebuild. Bear in mind a lot of these decisions were taken out of the residents hands. I live in a pretty cool place, lots of cool parks around it and streets are well lit.		
Well the drains were blocked and it took some time to after I asked for them to be cleaned and after a reminder then they did it.	Halswell-Hornby-Riccarton	Male, 65+, Riccarton Ward
Well, I don't see the Council as democratic. So, like, the decisions are made on business interests.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward
Well, I've got no complaints. Anything that I've had to do through the Council is through "Snap. send. solve." I haven't really had to deal with them. I just wish they'd sweep the streets and tidy the footpaths.	Halswell-Hornby-Riccarton	Female, 65+, Riccarton Ward
Well, there are some things we are not really consulted on. It happens and has been talked about, but we don't get a say in it.	Halswell-Hornby-Riccarton	Female, 65+, Halswell Ward
We've never had issues with Council over the last 12 months.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
Whatever they are doing they are trying to do things better for providing services.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
Whenever we've reported something, they've been onto it for responding.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
You just need to look around and everything is getting modernized like it should be. Out here in Halswell we have a new library.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
A couple of things that need to be fixed. Lime scooters are unsafe - my friend was hit by a Lime scooter.	Linwood-Central-Heathcote	Male, 18-24, Central Ward
Actually, things work very smoothly. I never had any issues that made me dissatisfied.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Any dealings I have had or dealt with have been great. My rubbish gets collected most of the time. The things that I need are generally supplied in a good manner.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward



As of now I am very satisfied the way City Council doing there work I walk up the street its very peaceful. After the mass shooting I feel secure the way City Council is doing their work including the police in the city. The are monitoring and securing the peaceful city they are doing their work and I am very happy for that.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Aside from the rubbish man being hopeless and missing our street. Everything has been good and the Council has responded to complaints about the rubbish man quickly.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
Because I can see the reason why some things don't happen. I see something that they are going to do, but if they don't do it, it is for the best reason for us.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
Because I do think they've dropped the ball on a lot of things such as water and roading, especially on the east side of the four avenues. There doesn't appear to be any plan on that. That includes the roading, footpaths, and stuff, so if you were disabled or elderly - that worries me.	Linwood-Central-Heathcote	Female, 50-64, Linwood Ward
Because I don't got any problems here in Christchurch.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
Because I have had quite a few conversations on several occasions- they are always courteous, friendly, and helpful.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
Because I haven't had any problems.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
Because I think there have been a few things I've been dissatisfied with, but overall some things are satisfactory, so I went somewhere in-between.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Because I think they have delivered on most things, and there has been good upkeep of services and infrastructure, but there is still some work to be done.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Because it's in an orderly manner and I like the way they deal and the way the streets are organised with the sign boards. There is timely waste management.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Because our street is part of the cycleway, they beautified it. They put a garden plot right outside of seven flats. This is inconvenient for kerbside collection and emergency services. They gave us a letter and then, in about a week, the work started, they gave little time for feedback.	Linwood-Central-Heathcote	Female, 50-64, Linwood Ward
Because the MP said she would look after the east and the businesses are gone, the footpaths are gone, and it's like we don't exist. The roads and footpaths are wicked.	Linwood-Central-Heathcote	Female, 65+, Central Ward



Because the only dealings I've had with the Council have been very good.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
Because the roads are stuffed. She's obviously corrupt, you can't trust them.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
Because their call centre doesn't work. If you can't complain about pot holes, leaking water mains or damage to Council property what is the point of having a call centre.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward
Because they are contradicting each other, E.g.: small parking space at end of drive, when called Council, some said yes and some said NO so they quite don't know themselves.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Because they come in a timely way to inspect the house and the fire, etc.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Because they have had a huge, massive ongoing effect after the earthquake and they have preformed very well.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Because they haven't done. They're more focused on doing the cycle paths rather than fixing the roads and facilities. They haven't fixed the need halves.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Because they update us immediately on everything.	Linwood-Central-Heathcote	Male, 18-24, Linwood Ward
Because they've let down people with the rebuild. It has taken too long.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Dogs not on leads when in public. Council doesn't communicate well with the public.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward
Don't involve myself in much.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
Especially with parking which effects me directly. They have done this pretty well.	Linwood-Central-Heathcote	Female, 18-24, Central Ward
Even if we go to events, like New Year events, the information provided on the website regarding parking facilities is good, but they should bring some international artists to Christchurch like they do in Dunedin.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward



Everything has just been good.	Linwood-Central-Heathcote	Male, 18-24, Central Ward
Everything is good. Everything is as I expect it to be.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Everything is running smoothly given the current events e.g. post quake.	Linwood-Central-Heathcote	Female, 25-49, Central Ward
Everything is running.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward
Everything seems to be running fine and they are taking steps to sort out the chlorination issue with the water supply. Hopefully, our water supply will not be chlorinated in the near future.	Linwood-Central-Heathcote	Male, 50-64, Central Ward
Generally, I think they are doing a good job. I think there are some issues, like parking at the Christchurch Hospital, that haven't been dealt with.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Generally, they have done what I would expect them to do.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
Good experiences with all Council events.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Haven't used them	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward
I am a cyclist and there is some delay on when the cycle lanes will be completed. There are some on a map that haven't been completed or started and there is no information about that. The map I am referring to is promoting cycling in Christchurch. I would like the Council to look into allergies that people have had to chlorine in the water. I have developed dermatitis from the chlorine in the water. I have talked to numerous people that also suffer from it. There has been no information from the Council about this problem.	Linwood-Central-Heathcote	Female, 25-49, Central Ward
I am happy with limited facilities e.g., the library.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
I can see that they're trying i.e. fixing up roads and parks, but you don't associate that with the Council. You associate that with City Care. A lot of the roadworks are funded by the country government, not the city government, so it's hard to tell what	Linwood-Central-Heathcote	Male, 25-49, Central Ward



the Christchurch Council is doing and what the New Zealand Government is doing. I don't like the cycleways that are taking away carparks. There is not enough capacity for the rubbish collection.		
I contacted the Council about two and a half months ago - the footpaths are cracked, the trees are hanging over in Dyers Road, the trees that are ripped out, having been replanted when Council said they would be. Signposts in the wind have been taken down and no one's replaced them. Cabbage trees in the wind cause the gutters to be blocked. General appearance and lack of work. The grass around the river banks, the grass was 1200mm and dry as. It was a fire waiting to happen and I haven't heard back from the email that I sent about this. They need something to happen with Dyers Road as the potholes just keep reappearing and when they mow Dyers Road, they don't go in with the weed eaters by the river. It took them seven years to remove the signs that were left lying in the grass on Dyers, entrance to Brookhaven. On the Linwood Avenue side, the storm that brought limbs down six weeks ago were only just taken away this week. I think that Ruth Dyson should come and have a look.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
I deal with the sports (elderly table tennis) and the art society and I find the Christchurch City Council very easy to deal with - very obliging and helpful.	Linwood-Central-Heathcote	Male, 65+, Linwood Ward
I deal with them though building and project management and whenever I ask a question I get a prompt response, within 24 hours.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
I feel like the Council is acting in the best interests of the people and always trying to do their best. The people that work at the Council are trying their best to do what is right. They are only human and mistakes can happen.	Linwood-Central-Heathcote	Male, 25-49, Central Ward
I feel things are going along and step by step.	Linwood-Central-Heathcote	Female, 50-64, Linwood Ward
I have always had positive dealings with the Council and have had no problems with them.	Linwood-Central-Heathcote	Female, 25-49, Central Ward
I have had no problems with them. They have always been fine.	Linwood-Central-Heathcote	Female, 25-49, Heathcote Ward
I have no complaints about the City Council. Nothing good and nothing really bad.	Linwood-Central-Heathcote	Female, 18-24, Central Ward
I haven't had any complaints. They've done a terrific job with the terrorist attacks and what they've organised in a short time.	Linwood-Central-Heathcote	Female, 65+, Central Ward



I haven't had to deal with them last year about anything.	Linwood-Central-Heathcote	Female, 50-64, Heathcote Ward
I just agree with the decisions that they make.	Linwood-Central-Heathcote	Female, 18-24, Central Ward
I just feel like, on the whole, they are pretty good and I think we have a pretty good city. You can see they are making an effort to make this a nice and good place to live.	Linwood-Central-Heathcote	Female, 25-49, Heathcote Ward
I just feel that Christchurch City Council, once they make a decision, they conduct meeting and take decisions without asking. And I also feel some of the decisions are really poor, like decisions regarding roading and a parking on a Sunday. They should bring back the one hour free parking.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
I just think they have had a lot of problems and with not address things in a timely manner and dragging on and on. They don't seem to get it done.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
I keep ringing them about a leak outside and they haven't done anything about it.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
I mean they are delivering with the posters, the water supply, everything. The only thing that was not good was the parking around the hospitals, that was very, especially walking around the hospitals around the night, the only concern I have from the City Council is the parking around the hospital in the night.	Linwood-Central-Heathcote	Female, 18-24, Heathcote Ward
I rang about my rubbish bins, a lid was broken. They were very prompt in delivering me a new bin and lid. Also, the person I dealt with was very pleasant and efficient.	Linwood-Central-Heathcote	Female, 50-64, Heathcote Ward
I see what they do. That's why I am satisfied. On the whole they are pretty good. It's not easy work.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward
I thing the CBD needs to be made better, more infrastructure and like a place you can have and also cheaper parking spaces.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
I think Christchurch is looking very beautiful compared to 4 years ago when I first came. Improvement is very quick. I think there is enough parking new malls to go to new libraries to do my assignments. I am just happy.	Linwood-Central-Heathcote	Female, 25-49, Central Ward
I think overall they do a pretty good job, I mean sometimes there are things I wonder why they've done that, but I think they're trying to get a good balance of peoples wants and needs.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward



I think that even after the earthquakes, it's been a trying time. Balancing scheduled maintenance and repairs. They have the constant concerns with budget and they are slowly fixing the earthquake damage. I have kind of accepted that some things are lower priority.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
I think that's because you dive into needing to use the Council.	Linwood-Central-Heathcote	Female, 18-24, Heathcote Ward
I think they are doing a good job in rebuilding.	Linwood-Central-Heathcote	Male, 18-24, Heathcote Ward
I think they are doing a lot of good work. They are okay, like the roads and clean water.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
I think they have working very hard under trying conditions and they are improving their communication.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
I think this because of concert, festivals etc. However I think more could be done for poorer families, such as opportunities to excel in sport, proper diet, and generally breaking the cycle of crime etc. This is based on my personal experience of a young person I know with this background. Another idea I have is getting children, or prisoners into music, or skills, and/or work skills.	Linwood-Central-Heathcote	Female, 50-64, Heathcote Ward
I use Hagley Park and the Botanic Gardens quite a lot, and I'm very satisfied with their services.	Linwood-Central-Heathcote	Male, 65+, Linwood Ward
I was a little disappointed when they agreed to give away our water. Also, the Bromley recycling centre has a terrible smell.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
If I really need something, I ring the Council and they help me straight away. I don't have to wait for days. They are polite and helpful.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
If you want any information, you can find it easily. Christchurch does a lot in terms of entertainment. There has been a lot of improvement since the earthquake.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
I'm just going along with what is there & I don't have any complaints with them.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
I'm not a ratepayer.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward



In some cases, very good, could be improvements.	Linwood-Central-Heathcote	Male, 18-24, Linwood Ward
In the case of roads- a lot of them are being patched rather than repaired. Footpaths are not being attended to. Repairs from earthquakes that haven't been fixed. Some places, like the city, they've given attention. Outside of that, it's not so good. Not just the red zone, but in suburbs like Sydenham.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
It seems like the delivery of the key projects in Christchurch haven't been managed well. They have overspent and the rates are going up which puts pressures on households.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
It seems to run quite smoothly in general.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
It varies - inconvenience and lack of options available for people in my condition.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
It would be nice to know how they make certain decisions.	Linwood-Central-Heathcote	Female, 18-24, Central Ward
I've got a workshop office area in Bromley, they haven't maintained the grass. They dug it up and I have complained and complained and they have never gotten back to it. They don't respond to complaints. That's the problem.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
I've had trouble with a section I'm trying to change the access point on.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Just because everything is not accurate.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Just because I think they've got a hard job in front of them and they're keeping the city going as it is without increasing rates too much. Council have got a hard job they're working on. The statues and the gardens keep a bit of vibrancy in the city instead of getting demoralised and depressed. To see things happening and have some nice events occurring bring back some life and I think that's great.	Linwood-Central-Heathcote	Male, 50-64, Central Ward
Just from the work I have seen through friends that work with them and the work on buildings coming down.	Linwood-Central-Heathcote	Female, 18-24, Linwood Ward
Just I am satisfied but not very satisfied because I am only satisfied.	Linwood-Central-Heathcote	Female, 25-49, Central Ward



Just maybe the rubbish skips, doing a job emptying the skips.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
Just stuff I had to deal with them on wasn't up to date.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
Lack of response and lack of communication around billing.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Minimal disabled parking in the city there is not a lot of long term parking to get to work or go shopping.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
Needs more public communication.	Linwood-Central-Heathcote	Female, 25-49, Central Ward
No reason to not be.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
Not sure to be honest cause I'm young.	Linwood-Central-Heathcote	Male, 18-24, Heathcote Ward
On one hand, they're doing a reasonably good job with every day stuff, but I tried to set up a wee business with art work on the side of the road and it was really difficult to navigate the system.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
On personal individual dealings with staff members OK, but the bureaucrats do not listen to the people like the cycle lanes and trees in Riccarton Road. The traffic engineers should all be fired, and the elected Council members should have more control over the bureaucrats.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward
Overall what they are doing is A - okay. I have to disagree of the planning of the roads and the way they have done the inner city. I don't go into the centre city because of what they have done to the roadways in there. It's impossible to move around there.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
Overall, it's pretty good, though everything could be better in some areas. Some things are hard to improve on, and in other areas I'm satisfied, but the services could always be better.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
Proud to be here a gorgeous place to be (originally from Holland) - its the parks and I live opposite one and I am a gardener.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward



Roads are being fixed, there's always something being done.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Some of the decision are not readily available to the public and meetings are held in private. The rate increases and the spending is not controlled as well as it should be.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Some of the projects the Council has worked on have been very positive. There's other areas they haven't focused on at all.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Some services are good, some aren't.	Linwood-Central-Heathcote	Female, 25-49, Heathcote Ward
The centre town is looking nice and clean at the moment and is generally a nice place to be and Christchurch city has been good at cleaning out weeds in gardens.	Linwood-Central-Heathcote	Female, 18-24, Central Ward
The City Council just delivers services to the well-off. They don't care about the east side and they don't care about services for poor people. They only care about those who are wealthy and powerful. When it comes to services - for instance, take the convention centre - it's a complete waste of money and time. Why aren't they building houses for homeless people? They focus on businesses. By doing that, poor people are excluded. Eventually, the businesses lose out anyway - if you have poor people who can't participate in the economy - homeless and near homeless, businesses will fail. The City Council is useless really.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
The condition of the water supply. Collection of bins.	Linwood-Central-Heathcote	Male, 25-49, Central Ward
The Council are trying to do a good job.	Linwood-Central-Heathcote	Male, 65+, Linwood Ward
The dealings I have had with the Council over the last week have been very good.	Linwood-Central-Heathcote	Female, 65+, Heathcote Ward
The Lantern Festivals, Noodle Market, live music in the gardens are good. One thing I think of about the on-street parking, is that its too expensive.	Linwood-Central-Heathcote	Female, 25-49, Heathcote Ward
The last 12 months have been good - no difficult situations experienced. I've put plans in to the Council to put rockwork around the creek. Around eastern terrace now, they're filling it with rocks and making it look pretty. When I wanted rocks, they said no, it was hypocrisy at it's finest.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward



The majority of dealings I've had with the Council have had positive outcomes.	Linwood-Central-Heathcote	Female, 50-64, Heathcote Ward
The new library. Also, the Council are prompt and attentive, and they communicate promptly. Generally, I like the decisions they're making around the things that they're attending to.	Linwood-Central-Heathcote	Female, 50-64, Heathcote Ward
The roadwork around my area.	Linwood-Central-Heathcote	Female, 25-49, Central Ward
The services are smooth - rubbish collection. I can see they are working on roads etc. I can see that they are doing work.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
The staging of public events and the stress they have been under in the rebuild - I think they do well.	Linwood-Central-Heathcote	Male, 65+, Central Ward
The street we live in, the road got redone, but it is like a piece of corrugated iron to drive on. There's flooding on a regular basis, even when it's not raining because the Heathcote is tidal. This is on Sullivan Avenue and Richardson Terrace.	Linwood-Central-Heathcote	Female, 25-49, Heathcote Ward
The water is the issue as I have psoriasis and chlorine dries my skin out so after the shower I get very itchy.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
The way they handled the mosque attacks and the way they got people together was really good and the events that they did for that were great.	Linwood-Central-Heathcote	Female, 18-24, Central Ward
There are a lot of things that you have not mentioned that I am not happy with. They make a lot of decisions in committee and exclude residents from asking questions. I am unhappy about the fact that they use commissioners to make planning decisions and do not make public notifications. They need to honour the Resource Management Act. They fail completely on public consultation. I am not thrilled that they are spending money on artwork in the city when other parts of the city are needing repair. The primary purpose of the Council is to provide infrastructure. They should make it a safer place to live in.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
There are some disadvantages. There are some things that they deliver, like if we call them and complain about kerb, they'll fix it as soon as possible. Any leaks on the property will be sorted out quickly.	Linwood-Central-Heathcote	Male, 25-49, Central Ward
There is always more to a picture, but I think they're doing pretty well.	Linwood-Central-Heathcote	Male, 18-24, Linwood Ward



There is no reason to be dissatisfied but I didn't put one because I have been away for most of the year. Excellent libraries and the service in the libraries.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward
There's a whole raft of things. Chlorine in the water that needs to go. The chlorine going through the pipe systems is causing major problems. The footpaths and roads out side of the Red Zone need to be repaired and if we complain about our wheel alignment damage to our cars if you ring the Council they don't except responsibility. The road repairs need to be done on the majority of Christchurch roads.	Linwood-Central-Heathcote	Female, 50-64, Heathcote Ward
There's not a lot to do with the Council. I'm fully informed with what's going on with their handout/booklet through post.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
There's some things that have taken a long time - the decision about the Cathedral is still going and a stadium for concerts should have been sorted out a long time ago. Less talk, more action.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
They are good. They are nice. They are doing a good job.	Linwood-Central-Heathcote	Male, 25-49, Central Ward
They are pretty good really. Few issues with roading and property, got things done pretty quickly, parking is central and you had few parking problems but its all sorted out.	Linwood-Central-Heathcote	Male, 65+, Central Ward
They are slow at getting things done, especially infrastructure. Also, not letting the public know what they are doing.	Linwood-Central-Heathcote	Male, 50-64, Central Ward
They do some good, I guess. The chlorinated water was an issue. I like the cycle lanes - it's good to have them in the city, but there will always be push back.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
They don't answer the phone, the roads are bad, we have bad water supply, China is taking the better resources, the Council are spending millions of dollars on moving monuments from the square, they are spending money unwisely, the concrete blocks are dangerous and cause damage to cars. Cycle lanes would be better if they were kept as painted lines - can't see cyclists, narrowly avoids accidents	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
They have a done a lot in the time that they have had. They are trying. Starting with a crap situation, they have a long way to go.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
They have done a good job of what they have done after the earthquake all over Christchurch, the West side is not so good.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward



They have done some good things yes, but they have done a few things that annoy me, like emails are almost never replied to, and phone messages are almost never replied to.	Linwood-Central-Heathcote	Male, 65+, Central Ward
They have done what they have been elected to do and they have looked after us.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
They haven't done anything extraordinary to make them stand out or anything particularly bad. They kind of melt into the background and are just kind of there. They don't have an active voice.	Linwood-Central-Heathcote	Gender diverse, 25-49, Central Ward
They just do a good Job.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
They keep us all up date, especially on Facebook, and we have had no problems.	Linwood-Central-Heathcote	Female, 18-24, Heathcote Ward
They made the cycleways pretty cool and the riverbanks are looking good around Cashmere, but they probably need to work on the Woolston riverbank.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
They say what they are going to do and then they do it, I'm am satisfied with it.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
They've been good but in some parts they've not been good.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
To me they spend money on the wrong things.	Linwood-Central-Heathcote	Male, 65+, Linwood Ward
Uhm, probably there is only small things that would alter, and do a good job, rubbish bins lack of these around the area, areas that need them.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
Usually, if I call up with a complaint, I have no trouble communicating with them.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
Very pleasant to deal with very honest and straight forward.	Linwood-Central-Heathcote	Female, 18-24, Heathcote Ward
Water and sewerage are alright.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward



We had an old house behind us and we'd been trying to get it taken down, it was overgrown and full of rats. I spoke to Poto Williams, a labour representative, who would get onto the Council and they had sent letters to get this person tracked down (the owner of the property). They did get it taken down and there was determination by the Council to get it done. It took awhile, but in the end we got the result.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
We have never had any trouble with them.	Linwood-Central-Heathcote	Male, 65+, Linwood Ward
We use the cycleways that have been put in and has made it a lot safer. That's important to us because we have 2 boys that we cycle with. I now cycle to work. We've cycled all the way into town. In terms of roading and living in Richmond the roads are pretty bad, but the Council are doing an excellent job restoring them. Also we appreciate all the events that the city Council put on. I work for a charity that the Council gives funding to, and I can see more about how the Council are helping community groups. I'm appreciative that we no longer have chlorine in our water.	Linwood-Central-Heathcote	Female, 25-49, Central Ward
Well I live around the Heathcote River, and they have done nothing really constructive to stop hundred year floods, where I live 40 years have had about 10 hundred year floods, and nothing constructive has been done.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward
Well the few instances I have been to the Council I have been well served.	Linwood-Central-Heathcote	Male, 65+, Linwood Ward
Well the roads have been bad for a while, the pot hills are still there, very damaged, and the roads are just left until they get worse.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
What I'm getting and what I am paying for is not satisfactory.	Linwood-Central-Heathcote	Male, 50-64, Central Ward
When we have problems with the Council - grass in front of our house and trees falling and they haven't kept with the upkeep of these due to its size - in Isabella Place.	Linwood-Central-Heathcote	Female, 18-24, Linwood Ward
While the Council does get things done, it can take a while and communication can be a problem.	Linwood-Central-Heathcote	Male, 18-24, Linwood Ward
With some of the events they have put on, they have put a lot of effort into the events around town.	Linwood-Central-Heathcote	Male, 25-49, Central Ward
Woolston has got some very bad roads. Some of the changes to the parking in the Woolston Village are going to be taken away. I like to park near where I am going because of my disability. I would like more disability car parks everywhere that	Linwood-Central-Heathcote	Female, 65+, Linwood Ward



there are car parks, like malls and even street side. There are not enough of them. I know I am in a flood zone but there's not much I can do about that.		
You have no ability to get numbers to do follow ups. Numbers aren't given out, so we usually have to go through the front desk. If people want to be unavailable, they certainly are. There seem to be a level of incompetence in the Council too, which privately owned companies could not afford to do. We just had the head of this Lyttleton thing (high pressure pipe) to come down last month, with a threat of injunction. We just watched them put a bailey bridge put into place (\$50000), which would be removed in 8 months, seems to be extremely futile and costly exercise. If this had been properly planned, there would be an asset at the end of this for the city.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
A lot of these questions are yes/no. I am not happy with the way they frivolously spend money on minority projects i.e. cycle ways versus road maintenance. Their views don't match my views.	Papanui-Innes	Male, 50-64, Papanui Ward
After the quake everything was destroyed by the Council is making nicer for the tourists. And for the residents as well.	Papanui-Innes	Female, 18-24, Innes Ward
All services, less talking about stuff and more action required.	Papanui-Innes	Male, 50-64, Papanui Ward
Any time I've seen anything that need their attention is dealt with timely. And since I don't see a lot of it, I assume they're very efficient	Papanui-Innes	Male, 18-24, Papanui Ward
Because I have come from India and I was able to get as far as possible in the city because they were very friendly in the services which they provide. I was able to get to my university and that is very good compared to other countries due to working conditions and driving conditions. So obviously, all the credit goes to the City Council, it is user friendly. As far as being a stranger from country goes, from my perspective, the rules an regulations are easy to follow.	Papanui-Innes	Male, 25-49, Innes Ward
Because I have had a issues and I have called the Council and they have fixed my problems to the best of their abilities.	Papanui-Innes	Male, 65+, Innes Ward
Because I think they're fleecing us. I am appalled and disgusted that our mayor and her husband have power to make decisions about selling our water. I cannot believe they are selling our water from underneath us and telling us we have to conserve it.	Papanui-Innes	Female, 50-64, Innes Ward
Because our recycling bins are picked up when they need to be.	Papanui-Innes	Male, 25-49, Papanui Ward
Because some stuff is fixed and some probably not fixed.	Papanui-Innes	Female, 25-49, Papanui Ward
Because they are timely and I get reminders on services that would be provided.	Papanui-Innes	Male, 25-49, Papanui Ward



Because they are trying to clean up the green spaces and waterways, but the budget is low. They're doing their best.	Papanui-Innes	Male, 50-64, Innes Ward
Because they have not sorted out the community centre for Shirley, Shirley is been neglected. There is no multi-sport facility in Shirley, Mairehau and St. Albans.	Papanui-Innes	Male, 50-64, Innes Ward
Christchurch has been through a lot, the mayor and the councillors have been there for everyone. To do with the earthquakes and the shooting, Christchurch has done themselves proud and long may they continue doing so.	Papanui-Innes	Female, 65+, Papanui Ward
Council has a lot to take on at the moment, repairing roads, buildings and building new structures, so I can understand that it is hard to address every situation ASAP but when they do, they do a good job.	Papanui-Innes	Male, 25-49, Innes Ward
Every time I have rung them up they have helped me out or put me in touch with the people who can help with the problem, and even transferred me to the right people if they cannot help.	Papanui-Innes	Male, 50-64, Innes Ward
Generally the services like rubbish collection and cycle ways are really good. There's always information in The Press and Facebook about events. Some of the road out East aren't good and chlorine in the water aren't good.	Papanui-Innes	Male, 25-49, Innes Ward
I don't really have much dealing with them personally. I haven't had to ring them with any issues recently.	Papanui-Innes	Female, 25-49, Papanui Ward
I don't think they have implemented roading design, too narrow and not utilised properly. They have small mines for a large city scale.	Papanui-Innes	Male, 25-49, Innes Ward
I don't use a lot of Council services, so I can't comment on the quality and what is delivered.	Papanui-Innes	Male, 50-64, Papanui Ward
I have always found the Council to be very helpful with any enquiry I have had with them.	Papanui-Innes	Female, 25-49, Papanui Ward
I have been to the Council about our leaking toby's and they haven't done anything for three weeks. We wait ages. The last time we waited nine hours with no water and that was with no notification. The online service said there was no problem, but there was.	Papanui-Innes	Male, 50-64, Papanui Ward
I have had very good service when needing to contact the Council and had got hold of the right people.	Papanui-Innes	Male, 65+, Papanui Ward
I have no complaints except for the selling of the bottled water.	Papanui-Innes	Female, 50-64, Papanui Ward
I haven't experienced any personal issues.	Papanui-Innes	Female, 25-49, Papanui Ward
I haven't had a lot of dealing but just with things like the library with the kids, I'm satisfied.	Papanui-Innes	Female, 25-49, Papanui Ward



I haven't had much occasion to ring them but whenever I have I find they are quite prompt to fix it or at least acknowledge that they will do something about it.	Papanui-Innes	Female, 50-64, Papanui Ward
I just feel that there is more that could be done, like about water leaks (on pavements) I have noticed a lot and they take forever to get fixed.	Papanui-Innes	Female, 50-64, Innes Ward
I just have no problems	Papanui-Innes	Male, 25-49, Innes Ward
I like what they do and what they help.	Papanui-Innes	Male, 25-49, Innes Ward
I love the events they put on, brilliant value. I think they try to do the best job they can and the drinking water is better.	Papanui-Innes	Male, 50-64, Papanui Ward
I question the honesty of Lianne Dalziel because she has her son working for the Council and her husband is on the board for the control of sales for our water supply and bottling, so I question what is happening. Everyone should be answerable and to see what is going on.	Papanui-Innes	Female, 50-64, Innes Ward
I think overall things aren't too bad there room for improvement but on the whole it is not too bad.	Papanui-Innes	Female, 25-49, Innes Ward
I think the traffic and traffic lights aren't synchronized, traffic problems and right turning greens should allow more cars to go through on the green turning lights.	Papanui-Innes	Female, 65+, Papanui Ward
I think they are doing a reasonable job.	Papanui-Innes	Female, 50-64, Innes Ward
I think they have done alright and we are still recovering from the earthquakes. Although I don't agree with all that has been done, they are doing the best they can with the resources they have available.	Papanui-Innes	Male, 50-64, Innes Ward
I think we are doing a fine job.	Papanui-Innes	Male, 25-49, Innes Ward
I think we get a good range of services, facilities, and events.	Papanui-Innes	Female, 50-64, Innes Ward
I walk to the park with my dog but there are no seats or anything to sit and watch the soccer games and I inquired about this and mentioned the seats could be relocated from the red zone. I was told they would cost \$3000 and that was end of the story.	Papanui-Innes	Male, 65+, Papanui Ward
I'm not a great deal to do with the Christchurch City Council but on the occasions when I have things they have been dealt with minimal fuss.	Papanui-Innes	Male, 25-49, Papanui Ward
I'm not dissatisfied and there isn't anything I have a problem with so they are doing a good job.	Papanui-Innes	Female, 18-24, Papanui Ward



I'm not happy about them spending rate payers money on the Cathedral, very unhappy about that. I'm Catholic and they are not fixing the Basilica. And obviously the whole water thing, the chlorination was way too strong. And water mains around the city not being fixed in a timely manner. We walk our dogs everyday and the same ones have been leaking for months even though we're told to conserve water.	Papanui-Innes	Female, 25-49, Innes Ward
It depends on which department you are dealing with, it varies a lot, some are really good and really work hard and some are bureaucracy bound and drive us nuts.	Papanui-Innes	Male, 65+, Innes Ward
It's been good but mass improvement is needed.	Papanui-Innes	Female, 25-49, Innes Ward
It's providing good service with any problem.	Papanui-Innes	Male, 25-49, Innes Ward
I've had no issues, no problems. They have to be doing something right.	Papanui-Innes	Female, 25-49, Papanui Ward
I've only really had one phone call with them and the information they provided was fine but the out come wasn't satisfactory.	Papanui-Innes	Male, 25-49, Papanui Ward
Just especially recently, in their handling of what happened on the 15th of March and getting people here and organising memorials, It seem they're very capable.	Papanui-Innes	Female, 18-24, Papanui Ward
Just some of the decisions they have made haven't reflected what the residents want. The condition of some parts of the city.	Papanui-Innes	Female, 18-24, Papanui Ward
Look, when I've reported stuff on the mobile app or on the phone, it's been dealt with within a short amount of time. Some of the things took a bit of time, but that's because of the state of Christchurch, but most of it was done within a few hours.	Papanui-Innes	Male, 25-49, Innes Ward
Mainly because most of the decisions haven't affected me. Most of the things have been actioned within a period of time.	Papanui-Innes	Male, 65+, Innes Ward
Mainly I interface with the council through the library and using cycleway.	Papanui-Innes	Female, 25-49, Papanui Ward
Most of the streets are tidied up and plant a whole of grass and people get tangled up on the footpath.	Papanui-Innes	Female, 65+, Papanui Ward
My son looks forward to the buskers and its always well advertised same as KidsFest. Sunday music in the park over summer well advertised.	Papanui-Innes	Female, 25-49, Papanui Ward
Nothing has been done regarding the complaints.	Papanui-Innes	Male, 25-49, Papanui Ward
Our streets around here have not been fixed they have still got big bumps in them. We are still paying our rates and our house has still not been fixed since the quakes. They are spending thousands on the sculpture statues around the city, and the money can be spent better elsewhere. We were late with our rates. Got	Papanui-Innes	Female, 25-49, Innes Ward



penalised. We have to pay the rates on the 15th, but being self employed we don't get paid till the 20th, and there is not alternative payment option; e.g. automatic payment.		
Our suburb at least is well serviced. We haven't had any complaints when we had a water leak down our street. It was appropriately noted and fixed with in a couple of days.	Papanui-Innes	Male, 50-64, Papanui Ward
Over the years of living in Christchurch, I like the way the Council supports community events, and tries to look after the community and what it needs and wants. Generally the services they provide are adequate and available, and the try to advocate for Christchurch with central Government. I like the way they keep certain resources and assets, such as the airport, within the ownership of local government. However, this depends on the Council. There are times when the Council caters more towards businesses. Generally speaking, I believe that we have had in recent years an amazing run with those who have been Mayors. For example, Vicky Puck, and Gary Moore.	Papanui-Innes	Male, 50-64, Papanui Ward
Part of it is that some of the services are made out that they are free but they are not. Some things are advertised as free but when you turn up it costs 2 or 5 dollars and there is no ethos at these events, such as the Light Festival near the Botanic Gardens. There is not enough saying what there is in the City that families can go to.	Papanui-Innes	Female, 25-49, Innes Ward
Probably because I haven't had any issues and haven't had any dealings with the Council.	Papanui-Innes	Female, 25-49, Innes Ward
Some things are done very well and other things are not done very well, call centres are good but face to face not too flash.	Papanui-Innes	Male, 50-64, Papanui Ward
Specifically the issue of the water bottling grants is a sticking point, but everything else I'm pretty happy with.	Papanui-Innes	Female, 18-24, Papanui Ward
The delay, late.	Papanui-Innes	Male, 25-49, Innes Ward
The library and bus services are good. Our rubbish are collected.	Papanui-Innes	Female, 65+, Papanui Ward
The only services I used is dogs. I found stray dogs and they were prompt enough that they came out on time.	Papanui-Innes	Female, 25-49, Papanui Ward
The performance is good because they give information that is easy to understand and make the city a good place to be.	Papanui-Innes	Female, 25-49, Papanui Ward
The pool is brilliant and the people are great. Local library good. I had dealing with building control and they didn't know what way was up. Had dealings with elections and they didn't know which way was up. The people within the Council within the democracy who run the elections. The bureaucratic side of the election.	Papanui-Innes	Male, 50-64, Innes Ward



The thing they are doing for immigrants for safety and taking care of them is really good.	Papanui-Innes	Male, 25-49, Innes Ward
There are some things they have done well and some things I disagree with.	Papanui-Innes	Male, 18-24, Innes Ward
There's nothing they haven't done that I don't want done. They take a long to get things done but they get there (water works).	Papanui-Innes	Male, 50-64, Papanui Ward
They are definitely trying to do their best and get the place back up and running. It's taken a long time to get there, but they are doing their best.	Papanui-Innes	Female, 65+, Papanui Ward
They do pretty good job. They seem to keep everything up to day, considering what we went through.	Papanui-Innes	Male, 25-49, Papanui Ward
They don't think about motor vehicles and the disruption they cause by narrowing roads. Putting in traffic lights when they are not necessary at all causing gridlock.	Papanui-Innes	Female, 25-49, Papanui Ward
They resolve issues when I contacted them promptly.	Papanui-Innes	Male, 25-49, Innes Ward
They seem to be doing alright.	Papanui-Innes	Female, 50-64, Papanui Ward
They seem to be getting things done that they say they're going to do.	Papanui-Innes	Female, 18-24, Innes Ward
They're getting on with the things. The only thing that gives me grief is that we're treated like a mushroom farm, they keep us in the dark give us big quantities of bull dust.	Papanui-Innes	Male, 65+, Innes Ward
Things like the roads that need fixing and polices need to be changed.	Papanui-Innes	Male, 50-64, Papanui Ward
We had a water leak from stormwater pipes outside our home. I registered the issue with Council on the 3rd of January. I was informed there was a back log of two weeks. Other neighbours started having the same issues as well. They dealt with theirs first, even though we were the first to have the issue. I had to call the Council again. They said they had completed the job, but they hadn't even dealt with it. There was nothing done. They then put us on the bottom of the queue instead of dealing with it urgently. I was very dissatisfied with the service. The 3rd of January to the end of March, I shouldn't have had to wait that long.	Papanui-Innes	Female, 25-49, Papanui Ward
We live next to a Council run reserve. They hardly ever do the upkeep. The waterway beside it is unkept. And the footpath is unsafe in some area and you contacted them about it. And we had a builder contact them about it as well. They weren't interested. They don't cut back the trees and it's causing a problem.	Papanui-Innes	Female, 25-49, Papanui Ward
Well the Council is working on lot of things; parking, making city more beautiful, that's the main thing as Christchurch is doing things, lot of things to make it more beautiful. I think they should provide anything to get more people to Christchurch. First thing it is little bit laid back than other cities compared to Auckland and	Papanui-Innes	Female, 25-49, Papanui Ward



Wellington, may be it was there before earthquake, maybe it is little down, more activities will be good for the families		
Any time I've rung the Council about something (broken street light, water main burst), they've got straight onto it. Even one time, in the middle of the night, when my house lost power, they were onto it. I've always found them helpful whenever I've rung them.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
Because I don't agree with some of the consultations as they seem to be empty consultations.	Spreydon-Cashmere	Female, 50-64, Cashmere Ward
Because I have no reason not to and they paid for a community movie, which was pretty cool.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
Because I think they do some things very very well, but other things are invisible, like sacking the leaves from the gutter and maintaining the footpath.	Spreydon-Cashmere	Female, 50-64, Cashmere Ward
Because there's no parking outside the hospital. It's very very difficult. They could use part of Hagley for car parks. They've used some of it for a cricket arena.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
Because they don't listen to the public and have just carried on and made their own decisions e.g. the strip shop on Ferry road etc. and cutting down speed limits in the one way street systems. Mobility access is useless for many people. For example, the public library and the Art Centre - there is a lack of ramps, bad access, and bad parking at pools.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
Because they focus money on the wrong areas e.g., cycleways costing \$262 million dollars.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
Because they gave up having that garden show in Christchurch, because instead, they concentrated on water supply. It's through my community board that I have good contacts and they do respond to requests (through the right processes) and I believe the mayor has done a good job in stressful situations. I'm really pleased they didn't buy the late Kate Shephard's house.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
Because they have provided pamphlets of information. For example, road repairs, and when something needs to change. Like when they have to put some installations of plants and trees.	Spreydon-Cashmere	Male, 25-49, Spreydon Ward
Because to get them to do anything is bloody hard work and too much tape.	Spreydon-Cashmere	Male, 25-49, Spreydon Ward
Because you know they've had a lot of stuff going on. They've managed to keep water and sewerage coming to us.	Spreydon-Cashmere	Male, 50-64, Spreydon Ward



Cause some of the repair work they've done they've cut corners on and had to go back to fix them. Specifically Sydenham park for instance. They've spent 1.2 million on it. They now need to spend a couple of hundred thousand to repair what they haven't done.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
Don't have any complaints.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
Every time I ring up and ask for something they do it. The workmen on the side of the road are very polite and they help you when they can.	Spreydon-Cashmere	Female, 50-64, Spreydon Ward
I am quite happy with the services provided.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
I am satisfied to the extent that Christchurch post-quake initiatives have progressed.	Spreydon-Cashmere	Male, 65+, Spreydon Ward
I believe that most of the stuff they do, they do well. The core stuff is okay, but the extras could be done better.	Spreydon-Cashmere	Male, 25-49, Spreydon Ward
I believe that the Council has provided good facilities for Christchurch people so far; however, there still needs to be some improvement.	Spreydon-Cashmere	Female, 25-49, Cashmere Ward
I can't think of any areas that the Council has clearly not delivered on any of the areas that it should. Therefore, I am satisfied.	Spreydon-Cashmere	Male, 18-24, Spreydon Ward
I disagree with some of the things that money has been spent on. Other than that, I think that I agree with them. That wooden sculpture in the park is a waste of money, but the Margret Mahy Park is great and I take my family there. It balances out in the end.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
I don't like the inner city street design, narrowing of arterial routes is terrible. I like the idea of cycle way but the implementation is bad. Loss of parking and some intersections in town are full of traffic poles, just an eye sore.	Spreydon-Cashmere	Male, 50-64, Spreydon Ward
I guess it would be the state of some of the heritage buildings. And the state of the water in Christchurch as well, especially the chlorine. Overall the appalling state of the roads at the moment.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
I guess nobody is perfect they do alright.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
I have had no complaints.	Spreydon-Cashmere	Male, 65+, Cashmere Ward
I have not had much contact with the City Council. Feels they do more good than bad.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward



I haven't had any dealings with them, the rates get paid by direct credit, so I haven't talked to anyone.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
I just find the City Council really stand off-ish and I find they are not listening to the residents and what they want for Christchurch.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
I know that the Christchurch City Council have been working hard on the cycle lanes, the walkways and the city gardens. The central city is looking much better than what it was.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
I like all the activities they put on in the parks and around the city.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
I pay my rates, I get my rubbish collected, I get water. I'm satisfied.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
I think it does some things very well and some things not so well, so it averages out. The water and libraries are done well. I think it's waterway maintenance and park and town planning/consenting that is really badly done.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
I think they have done a pretty good job overall.	Spreydon-Cashmere	Female, 50-64, Spreydon Ward
I think they're quite good. They seem to do what they're supposed to do as far as a Council is concerned.	Spreydon-Cashmere	Male, 65+, Cashmere Ward
I use the swimming pool and the library. I use walking places like the Quarry and Hagley Park. I take the dog. In the past, I've had prompt replies to queries and complaints	Spreydon-Cashmere	Female, 65+, Spreydon Ward
I'm fine with what they are currently doing now.	Spreydon-Cashmere	Female, 25-49, Cashmere Ward
I'm just not happy with the whole water plant debacle. The Chinese people come here, take our water and sell it. City Council expects residents to save water when they're willing to give it away.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
I'm not dissatisfied so I am satisfied.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
I'm satisfied with the speed that my complaints are dealt with such as water pipes and gutter cleaning.	Spreydon-Cashmere	Female, 50-64, Spreydon Ward
It just, the things that we have been involved in are excellent. I really appreciate how the Council looks after Cashmere - the planting and such. The art festivals are really appreciated. The Duke of Edinburgh award ceremony was good too.	Spreydon-Cashmere	Female, 25-49, Cashmere Ward



I've dealt with their building consent team so that put me off. I don't like that they have been terrible to work with.	Spreydon-Cashmere	Male, 25-49, Spreydon Ward
I've rung up a few times to fix a few water leaks in this area and they do it (usually in a few days).	Spreydon-Cashmere	Male, 65+, Spreydon Ward
Just because the dealings I've had with them with noise control was fine and got resolved and rubbish pick-up is on time, also using the green spaces and parks provided by the council.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Just everything seems to drag out they seem to debate everything and nothing seems to get done.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
Lot of road works. And no maintenance of lights.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
No comment	Spreydon-Cashmere	Female, 50-64, Cashmere Ward
Overall, doing a good job.	Spreydon-Cashmere	Female, 25-49, Cashmere Ward
Personal experience, I do not know. But I read on the newspaper, my overall impression. It is not a strong Council with strong leadership but I think it could be. And in view of the earthquakes. And in the tragedy of the attack last week I think they handled it well. But I think that was more the government. In everyday things not so much. The water control. it says no automated arrogation. I would recommend timed arrogation be exempt.	Spreydon-Cashmere	Female, 65+, Spreydon Ward
Prompt and reliable.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Pull their finger out and get the repairs done.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
Street and park maintenance seems to have been neglected. Does the company still provide this service?	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
The chlorination of the water and the introduction of the cycleways.	Spreydon-Cashmere	Male, 18-24, Spreydon Ward
The Council provides opportunities for people to participate in decision making but sometimes it seems that they don't pay full attention to people's concerns.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward



<p>The Council seems to do an adequate job, some things are probably better than others. So, on average, it's probably the middle of the road.</p>	<p>Spreydon-Cashmere</p>	<p>Male, 25-49, Spreydon Ward</p>
<p>The one thing that annoys me is that we have a spa pool that we have never used, and we have had random inspections from a Council inspector to make sure we are not using it. He just turns up on the property without even knocking on the front door and just goes around the back to have a look. That is pretty rude and he needs to ask if he wants to come onto our property.</p>	<p>Spreydon-Cashmere</p>	<p>Male, 25-49, Cashmere Ward</p>
<p>The only thing they have done for me in the last 12 months is replace the lid on my green bin, and it was fine, a nice new shiny lid.</p>	<p>Spreydon-Cashmere</p>	<p>Male, 65+, Cashmere Ward</p>
<p>The reason for my answer is that I do not feel I have enough information on what they are doing. They are very visible in times of crisis but not the rest of the time.</p>	<p>Spreydon-Cashmere</p>	<p>Female, 50-64, Spreydon Ward</p>
<p>The water is not so clean and we had damaged water service pipes that do not work too well. We had a water strike somewhere in Linwood and it could have been fixed faster.</p>	<p>Spreydon-Cashmere</p>	<p>Male, 25-49, Spreydon Ward</p>
<p>Their consultation with the public. They do things that the public has not been informed of. They often send out things, but will not provide enough time to respond.</p>	<p>Spreydon-Cashmere</p>	<p>Female, 25-49, Cashmere Ward</p>
<p>There is a lot that the Council does that I don't approve of and if there was a Council vote I would be voting no confidence. They are spending a lot of money on things that are not important, such as art. I am strongly against the Lime scooters because they are dangerous. They are a danger to people who can't see. They are left laying around where people can trip over them. They weave in and out of traffic. They go too fast on the footpaths. Sometimes there a 2 people on one scooter and people who are definitely under age. I don't think they are being governed properly.</p>	<p>Spreydon-Cashmere</p>	<p>Female, 65+, Cashmere Ward</p>
<p>There is not enough communication. They send out leaflets, but the leaflets are out of date. They are too way out with their ideas with all these cycleways. We do not need them or all the walkways. It's made Christchurch too closed in. They do not take into consideration older people or people who are disabled. The access to pavements and to the traffic islands, there's no way down - you have to climb up or climb down and you cannot in wheelchair. You have to tip the wheel chair, and then you can go. The pavements are too rough. The islands you have to get across to, you have to get quickly across to the island and then you wait and then take the other part of the road. You have to be very quick and alert as you have traffic coming both ways.</p>	<p>Spreydon-Cashmere</p>	<p>Female, 65+, Cashmere Ward</p>
<p>There were a couple of big fissures on the side of the road in St. Martins, one being in front of my house and the other 100 yards away on the corner of Wilson and Wades. I rang the Council, informed them of the issue, and explained the urgency, and they were here within half an hour. They were sympathetic about the fissure in front of my property but less able to deal with the issue urgently. Repairing this fissure took longer, but the opening on the corner was remedied</p>	<p>Spreydon-Cashmere</p>	<p>Male, 65+, Cashmere Ward</p>



straight away. My big gripe road in and around this area is South Hampton Street, which needs serious repair.		
They are giving our water away to Chinese, millions away a week to Asians for nothing. There has to be a price on it. I am not a charity. Excuse is the government said no one owns the water.	Spreydon-Cashmere	Male, 65+, Cashmere Ward
They are pretty slack in some parts. When they did our footpaths they made them higher than the driveways on the street. Now it floods on the boundary as the water doesn't flow out of the property. I spent 6 months or so trying to get the Council to come back and have a look, but they either never got back to me or they would say it was the sub contractors problem. So in the end I gave up.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
They are very proactive and doing lot at the moment, at the moment lot of roads and footpaths are being repaired, lots of notices being put-up to let people know that this is happening, many of times I live right by Christchurch Stadium, and I get letters in mailbox to let me know in advance of any road closures or events that is happening that is really helpful.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
They could be better and plan roadworks more appropriately, so as to be safe for everyone. With regards to the kerbside collection, they should do it better so as not to cause traffic disruption.	Spreydon-Cashmere	Male, 65+, Cashmere Ward
They do a good job, not outstanding, residents have to pay extra maintenance due to bad road.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
They do an okay job.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
They have a huge job to do and they keep us informed and not everyone is going to agree with everything, but mostly it's good.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
They have attended to any questions I have promptly.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
They're not transparent. They lock people out of their Council meetings. Just the Saint Asaph Street fiasco. Metro services and ambulances were against reducing the speed, but they went ahead anyway. Christchurch people have been excluded too much.	Spreydon-Cashmere	Male, 50-64, Spreydon Ward
They've done a good job overall. The Council needs to approach the problem of racism in government full-on rather than beating around the bush.	Spreydon-Cashmere	Female, 50-64, Spreydon Ward
Things that could be achieved - there are more things that could be done in an emergency.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Under the circumstances that the area is in, post quake stresses and finances, they have done the best that they can.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward



Very hard to deal with, doesn't respond properly. Make you feel like you're annoyed.	Spreydon-Cashmere	Male, 50-64, Spreydon Ward
We have got too many lanes for cyclists for the number cyclists that use it . They use it morning and night i.e. 8.30am and the rest of the day the lanes are empty so actually if they were sharing the lanes like when the cyclists are not using it. The other thing please don't put those stupid little concrete edges beside the bike lanes like in Frankleigh Street i.e., From Barrington Road to Hoon Hay Road as you can not move over if you need to. They have ruined the turning place into Hoon Hay Road.	Spreydon-Cashmere	Female, 65+, Spreydon Ward
We have put in feedback on their website and their APP about a couple of water leaks and blown bulb and they were fixed in less than a week, great response, very impressed.	Spreydon-Cashmere	Male, 25-49, Spreydon Ward
We haven't had any dealings. No problems. We just deal with it ourselves.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
Well I think they're trying and its a really big task I don't think they're getting they're priorities in the right order.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
Well we live near the Heathcote and they're doing a fantastic job of restoring the river. We really appreciate it.	Spreydon-Cashmere	Female, 50-64, Cashmere Ward
Well, it's a tough job and they do it well.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
Well, since the earthquakes, they have had a hell of a struggle. In the face of it, they have done really well. I don't agree with putting the rates up. I think they have had a tough job over the last eight years and there's still a lot of work to do. We have come a long way in the last 12 months. Rome wasn't built in a day. I do sympathise with them. As long as they take into consideration the residents have to pay all the extra money. We want our cake and to eat it to.	Spreydon-Cashmere	Female, 50-64, Spreydon Ward
Well, they've always responded when I've have an issue that I've emailed them about. I think they've done a good job to restore the city post-earthquake.	Spreydon-Cashmere	Female, 50-64, Spreydon Ward
With everything being updated, I think, in general, things are coming up from the earthquakes. The city is looking like a new city.	Spreydon-Cashmere	Female, 18-24, Cashmere Ward



Things Christchurch City Council Does Best

Things Christchurch City Council Does Best	Reason	Community Board	Demographics
Aftermath of the earthquake 2010. Earthquake repairs.	Because their getting the job done. Immediate. Roads, and rubbish collection haven't improved.	Banks Peninsula	Male, 65+, Banks Peninsula Ward
Bringing overseas people here, like buskers.	I think it brings more money into the city and we should have a stadium for overseas singers. It brings in a lot of revenue into the city.	Banks Peninsula	Male, 65+, Banks Peninsula Ward
I think they collect their rates the best. They make sure they get their rates.	Because they will send the debt collectors when they don't pay, I don't know. And I hope they would not let unpaid rates fester.	Banks Peninsula	Female, 50-64, Banks Peninsula Ward
In Akaroa, it is sewerage and wastewater.	They spent millions . Everything I can not complain.	Banks Peninsula	Male, 65+, Banks Peninsula Ward
Libraries.	I think that their current up to date great facilities and they are free.	Banks Peninsula	Female, 25-49, Banks Peninsula Ward
Libraries.	The attitude of the library staff is very good and the standard of service is also very good.	Banks Peninsula	Male, 65+, Banks Peninsula Ward
Public information about parks and things to do in Christchurch.	They seem to present it nicely. It's information.	Banks Peninsula	Female, 25-49, Banks Peninsula Ward
Rubbish collection.	We never had any problems with it.	Banks Peninsula	Female, 25-49, Banks Peninsula Ward
The libraries.	The new library is fantastic. All community libraries are good, it is easy to request and get books out.	Banks Peninsula	Female, 25-49, Banks Peninsula Ward



The parks and pools.	They have been left with a great legacy. They have been looked after very nicely. It attracts tourism dollars and looks nice for the locals. They could have decided to level it and put retail there but they haven't which is good.	Banks Peninsula	Male, 50-64, Banks Peninsula Ward
The recreational swimming pools.	I think it is nice out at Rolleston they have a hydro-therapy pool or though it would be better in Little River.	Banks Peninsula	Female, 25-49, Banks Peninsula Ward
All of them.	Everything is still running.	Coastal-Burwood	Female, 50-64, Burwood Ward
Animal control.	If your dog goes missing they have a fast response time and they call you up about it.	Coastal-Burwood	Male, 18-24, Burwood Ward
Beautifying the city. I.e. the riverbank enhancement programme, public places, and the Library.	Because it is so visually obvious, they've put a lot of effort into those areas. There is a lot of emphasis on the aesthetics of the city. I wonder if this to attract the tourist dollar.	Coastal-Burwood	Female, 50-64, Coastal Ward
Clean water.	Because other towns that I've stayed in don't have that - they have much stronger chlorine levels.	Coastal-Burwood	Female, 25-49, Coastal Ward
Council pools - Jellie Park, QEII.	Ease of parking, it's relatively cheap.	Coastal-Burwood	Male, 25-49, Coastal Ward
Dog control.	When I got a dog bite they were extremely helpful and kept me up to date with how the investigation was going. They were also helping with us adopting a dog.	Coastal-Burwood	Female, 25-49, Burwood Ward
Event information.	Because without them telling us what is going on in our city we wouldn't have a clue what was going on.	Coastal-Burwood	Female, 50-64, Burwood Ward
General course.	We don't have to call on them much and things are running smoothly in general.	Coastal-Burwood	Female, 50-64, Burwood Ward
Getting Christchurch on its feet after the earthquakes.	The central city is starting to come back to life and made to bring the infrastructure up, but I feel the east is still a bit neglected.	Coastal-Burwood	Female, 25-49, Coastal Ward
Housing.	Not as many people out of houses as what there was.	Coastal-Burwood	Male, 50-64, Coastal Ward
I don't know.	N/A	Coastal-Burwood	Female, 25-49, Burwood Ward



I suppose actually keeping Christchurch beautiful with maintaining gardens and that.	Because we're the garden city. That's how Christchurch is promoted as the garden city so they put in a lot of effort.	Coastal-Burwood	Female, 50-64, Burwood Ward
I think the rubbish and work.	Well, they have put chlorine in the water which stops you from being sick and safe.	Coastal-Burwood	Female, 50-64, Burwood Ward
I think the rubbish collection is very good generally. I think that would be the top thing the Council does best.	I think the service is efficient. The communication about date changes is timely and the service is reliable.	Coastal-Burwood	Female, 50-64, Burwood Ward
I think they collect the rubbish pretty good.	It's the most regular thing that I see.	Coastal-Burwood	Female, 18-24, Burwood Ward
I think they're doing really well at public spaces, and things like that. Like green spaces and the library.	It seems like they are actively trying to make these spaces good, functional and useable for as many people as possible.	Coastal-Burwood	Male, 25-49, Coastal Ward
I would probably say the libraries.	The libraries are kept clean and tidy and there is plenty of information available about the services the libraries offers.	Coastal-Burwood	Male, 18-24, Burwood Ward
Informing residents about major road works in the area.	Making it easy for people to take an alternative route to work and just to get around easier. Because some of the road works around here have been terribly noisy at night and we have been advised of the Burwood- Travis road/QE11 upgrade.	Coastal-Burwood	Female, 65+, Burwood Ward
Keeping the city clean and tidy.	I haven't heard of any issues around that, and I haven't seen any huge clean up efforts.	Coastal-Burwood	Male, 25-49, Coastal Ward
Libraries.	Because they have built and restored the town. They made it better and made it easier to access for lots of people like it's supposed to be.	Coastal-Burwood	Female, 25-49, Burwood Ward
Libraries.	I like the number of libraries and the services they provide.	Coastal-Burwood	Male, 25-49, Coastal Ward
Libraries.	Kids enjoy the libraries around town and it's nice because they are paid for by the Council and swimming pools as well.	Coastal-Burwood	Female, 25-49, Coastal Ward
Library service.	New central library is nice and you get a warm friendly feeling when you are inside and a good number around the city.	Coastal-Burwood	Male, 25-49, Burwood Ward



Looking after the parks.	They always look very good, clean, and tidy and never had any issues.	Coastal-Burwood	Male, 25-49, Coastal Ward
Makes sense of the local parks, it's the visual thing I see rather than what I hear in the background.	Because it is visual.	Coastal-Burwood	Male, 25-49, Burwood Ward
N/A.	N/A	Coastal-Burwood	Female, 25-49, Coastal Ward
N/A.	N/A	Coastal-Burwood	Female, 25-49, Burwood Ward
Parks and green spaces.	It seems like there is enough resources and the parks and greens spaces are well kept.	Coastal-Burwood	Male, 25-49, Burwood Ward
Parks and recreation.	Because that's the one I use the most. I use the parks, the footpaths and the recreation things a lot. It really works for me.	Coastal-Burwood	Female, 50-64, Burwood Ward
Picking up the rubbish.	They are picking up the rubbish and they are not dropping anything on the ground.	Coastal-Burwood	Male, 50-64, Burwood Ward
Probably the parks and things and the Town Hall.	The people want it, and push for it, and it happens.	Coastal-Burwood	Female, 50-64, Burwood Ward
Probably with the parking and stuff.	Quite a few bit of parking, and it's easy for people to access parking.	Coastal-Burwood	Male, 18-24, Burwood Ward
Public areas.	To attract tourists and keep residents of Christchurch here, because they care about the people that live here.	Coastal-Burwood	Male, 18-24, Coastal Ward
Public facilities - libraries, swimming pools, and parks.	I walk a lot and use the library a lot. I am pleased to see the Brighton Swimming Pool is being developed and the QE2 pool is up and running.	Coastal-Burwood	Female, 65+, Burwood Ward
Public facilities.	Community well-being is highly popular for them, attracting the public.	Coastal-Burwood	Female, 25-49, Coastal Ward
Public facilities.	It has the CCC on the end of the library.	Coastal-Burwood	Female, 65+, Burwood Ward
Public pools.	I think they're well looked after.	Coastal-Burwood	Male, 25-49, Coastal Ward
Rebuilding.	City looks better and preforms better.	Coastal-Burwood	Female, 18-24, Burwood Ward



Recreational services.	Because I think our libraries are an awesome service. Parks and all that stuff are great, and pools too.	Coastal-Burwood	Female, 25-49, Coastal Ward
Refuse collection.	Well they always collect them on the day they say they will collect them. They are always emptied completely and they don't leave rubbish on the road.	Coastal-Burwood	Female, 65+, Coastal Ward
Roading.	I am not sure, they have been spending lot of money elsewhere, when it comes to roads, its less behind, the Councillor David East he lives here. Want some work done here, so that services are up, keep storm water flowing properly, stop the flooding.	Coastal-Burwood	Male, 25-49, Coastal Ward
Roadways and rebuild.	Because everyone is starting to see progress. People are starting to head to the town centre rather than staying on the outskirts.	Coastal-Burwood	Male, 25-49, Coastal Ward
Rubbish bins.	Always on time.	Coastal-Burwood	Female, 25-49, Burwood Ward
Rubbish collection.	Because everyone knows exactly what is happening, even when the day changes. For example Christmas and public holidays.	Coastal-Burwood	Male, 50-64, Coastal Ward
Rubbish collection.	Because they are always on time and they can provide you a big bin if you want. They are very good with what size bin you want and it is a very reliable service.	Coastal-Burwood	Male, 50-64, Coastal Ward
Rubbish collection.	Consistent performance.	Coastal-Burwood	Male, 65+, Coastal Ward
Rubbish collection.	I never had an occasion when the rubbish truck didn't turn up, you can not fault that.	Coastal-Burwood	Male, 18-24, Coastal Ward
Rubbish collection.	It is always on time and always collected.	Coastal-Burwood	Female, 65+, Burwood Ward
Rubbish collection.	It's always gone on a Wednesday morning.	Coastal-Burwood	Female, 25-49, Coastal Ward
Rubbish collection.	Reliable. The bins are always left tidily and no spillage. They do a great job driving big trucks around small areas.	Coastal-Burwood	Female, 65+, Burwood Ward
Rubbish collection.	The whole three bin method is a good method. The collection days. The "love your rubbish love your organics" campaign has really been good for raising awareness for making people use it.	Coastal-Burwood	Male, 18-24, Burwood Ward



Rubbish collection.	They are consistent with their rubbish collection.	Coastal-Burwood	Male, 50-64, Coastal Ward
Rubbish collection.	They have drivers to pick up all the rubbish. This is a lot easier than doing it yourself. Most of your rubbish is collected, which mean there is only ever a few extra trips.	Coastal-Burwood	Male, 50-64, Coastal Ward
Rubbish collection.	Well, they are reliable and always on time and are every efficient and on the ball about what goes into and doesn't go into the yellow bin.	Coastal-Burwood	Female, 25-49, Coastal Ward
Rubbish collection.		Coastal-Burwood	Female, 65+, Burwood Ward
Rubbish.	Because they are always on time.	Coastal-Burwood	Male, 25-49, Burwood Ward
Rubbish.	Cause everything seems to work smoothly.	Coastal-Burwood	Male, 50-64, Burwood Ward
Rubbish.	Happy with rubbish collection.	Coastal-Burwood	Female, 65+, Burwood Ward
Service.	Because something the city is known for, is having a lot of green spaces especially with the new development. It is maintained and well presented around the Avon river.	Coastal-Burwood	Female, 18-24, Coastal Ward
Snap, Send, and Solve App.	It enables the Council's attention to be drawn, and the problems that they don't see and they can get on and do something.	Coastal-Burwood	Female, 50-64, Burwood Ward
Support in the community.	Due to the recent events we have had in Christchurch, the support they have given to the Muslims and all of that.	Coastal-Burwood	Female, 25-49, Burwood Ward
Support.	The shooting and stuff. They rallied around the victims of the shooting; but not just that, but in other events and times of need the Council acts as a family. They have a lot of services available to help people who need them.	Coastal-Burwood	Female, 18-24, Burwood Ward
The accents of the park and art work.	They're trying to bring more vibrance to the city.	Coastal-Burwood	Female, 18-24, Coastal Ward
The activities for the children.	They are more up to date and there is more to do at parks for children.	Coastal-Burwood	Female, 25-49, Coastal Ward
The bins.	They are picking them up on the right time.	Coastal-Burwood	Female, 25-49, Burwood Ward



The bins.	They're pretty organized.	Coastal-Burwood	Female, 25-49, Coastal Ward
The boarding of the new parks and playgrounds, and toilet facilities for people.	Basically making things better for people and encouraging people to come here.	Coastal-Burwood	Male, 50-64, Coastal Ward
The city. It has worked really hard to promote events to make the city come alive.	I see a lot of the promotion of the events that are obvious to me which I'm happy with.	Coastal-Burwood	Female, 25-49, Burwood Ward
The cleanliness and friendliness of everywhere.	I see the evidence of how clean it is, there is no rubbish and the waterways are clean as well.	Coastal-Burwood	Female, 18-24, Coastal Ward
The libraries.	I think the design of the buildings is good and goes with the times and the services are up with the times.	Coastal-Burwood	Male, 65+, Coastal Ward
The libraries.	The people that work there are passionate. The people make it real and are there because they love the books. We love the libraries and I encourage my kids to read books.	Coastal-Burwood	Female, 25-49, Burwood Ward
The libraries.	They have made it some sort of priority.	Coastal-Burwood	Male, 50-64, Coastal Ward
The library.	The library is useful and also resource consent.	Coastal-Burwood	Female, 25-49, Burwood Ward
The library.	They provide an excellent service and are very "tech" friendly.	Coastal-Burwood	Male, 65+, Burwood Ward
The parks and reserves.	It's good for the children to be there for the clean environment and the Council is doing a really good job there. Overall I think it is just what we need.	Coastal-Burwood	Female, 18-24, Coastal Ward
The people they employ.	Every time we had to phone through to the call centre everything has been handled our questions. Graffiti been handled when we have lodged complaints.	Coastal-Burwood	Female, 25-49, Coastal Ward
The public pools.	There are a lot of them, they are clean and affordable.	Coastal-Burwood	Female, 25-49, Coastal Ward
The recreational programs and sites it provides.	Because I use some of these sites and therefore I see it first hand.	Coastal-Burwood	Male, 50-64, Coastal Ward



The reserves and parks.	They maintain them a lot easier and if there are problems they fix them.	Coastal-Burwood	Male, 25-49, Coastal Ward
The rubbish and recycling.	Because it never fails and its done all the time.	Coastal-Burwood	Female, 25-49, Burwood Ward
The rubbish collection - which also includes the green bins and recycling.	Well, it's reliable and it's accurate and that's about it really.	Coastal-Burwood	Male, 65+, Coastal Ward
The rubbish collection, all the bin collection.	They are always emptied and good at communicating when they will be a day late due to public holidays.	Coastal-Burwood	Female, 25-49, Coastal Ward
The rubbish collection.	It's an efficient prompt service.	Coastal-Burwood	Male, 50-64, Burwood Ward
The rubbish collection.	It's easy and its reliable. The only negative is the fact that there is no large rubbish collection. I used to live in Auckland and once a month they use to do a bulk rubbish kerbside collection.	Coastal-Burwood	Male, 25-49, Burwood Ward
The rubbish collection.	Its the only thing I can think of.	Coastal-Burwood	Female, 50-64, Burwood Ward
The rubbish collection.	Prompt, normally on time. The only problem is the size of the bins the Green and the Red bin need to be bigger.	Coastal-Burwood	Male, 50-64, Coastal Ward
The rubbish.	It is done in a timely fashion and it has always been collected/never been missed in my experience.	Coastal-Burwood	Male, 25-49, Burwood Ward
The rubbish. I have always been impressed by the rubbish collection. I think it is the best in the country.	Well, we compost and recycle.	Coastal-Burwood	Male, 65+, Burwood Ward
The swimming pools.	They are getting up and operating again and getting the kids back in the pools again as there was not a lot happening before that. The QE2 needs to be a bit bigger.	Coastal-Burwood	Male, 25-49, Burwood Ward
The water supply.	I think they are doing their best to get the chlorine out of the water as quickly as possible and the repairs to the well heads.	Coastal-Burwood	Male, 50-64, Coastal Ward
Their general maintenance and tidying of green areas.	Well, especially in the red zone keeping the grass well trimmed especially during the summer.	Coastal-Burwood	Female, 25-49, Burwood Ward



Their libraries are good.	It is just a good resource, easy accessible.	Coastal-Burwood	Female, 25-49, Coastal Ward
Tsunami warning system.	Because of everyone safety.	Coastal-Burwood	Male, 50-64, Burwood Ward
Water and waste water.	As we take it for granted and it just goes and come.	Coastal-Burwood	Male, 25-49, Burwood Ward
Whatever part deals with disabilities.	This is the one I've had the most experience with, my encounter with the service has been relatively pain free and helpful in pretty much all cases. No complaints to leverage against them and all the other ones in comparison I haven't interacted with much, so I have no idea how good or bad they are.	Coastal-Burwood	Male, 18-24, Coastal Ward
Wheelie bins.	Because I've got no complaints.	Coastal-Burwood	Male, 25-49, Burwood Ward
All the necessary ones like sewerage, rubbish, and water.	Because it has not broken down. They need to fix the chlorine in the water a bit quicker but understand they are on to it.	Fendalton-Waimairi-Harewood	Female, 50-64, Waimairi Ward
Bins are good.	Fortnightly bin collection is good, would be better if it was weekly. They could look at bigger family sizes.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
Booking the community centre.	The staff are polite, the facilities are clean.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
City libraries.	The city libraries are well stocked, well run, and are easily accessible from all areas of the city.	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward
Collection of rubbish.	They realize that keeping the roads, streets, and collection of rubbish is important for the health. They are performing it very well. And the welfare of the city of Christchurch.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
Collection of rubbish.	Well, they say they are coming on Saturday and they are there on a Saturday. It's reliable. If they are not going to pick them up they will tell you.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
Community events.	Just because I see the most of the events and they always have the information available.	Fendalton-Waimairi-Harewood	Female, 18-24, Waimairi Ward
Community events.	The marketing; the information we get is the most I hear about.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward



Contacting the Council is free.		Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Cycleways.	They have increased the budget for cycleways by about one hundred million dollars.	Fendalton-Waimairi-Harewood	Male, 65+, Waimairi Ward
Doing well at getting the central city back and functioning well.	It's just evident in what is going in the city. I went and visited the Library and the Town Hall when it re-opened and it was lovely and buzzing with people. It's well used and lots of good feedback from people who use the library regularly.	Fendalton-Waimairi-Harewood	Female, 50-64, Waimairi Ward
Emergency notification through civil defence.	They have access to the resourcing and facilities to respond quickly.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Events in the city. Public events like Sparks in the Park, the Town Hall opening, and the Lantern Festival.	There is a lot of variety, there is something for everyone. That appeals to a large range of people.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Festivals and events.	A wide range of events available for all age groups. We manage to have quality events.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Gardens look good.	Keeping on top of it.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
Giving information on all the events around Christchurch.	You get lots of notice of when the event is happening.	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward
Good at maintaining the public green spaces, especially in the middle of town.	They always look clean and tidy and well looked after.	Fendalton-Waimairi-Harewood	Male, 18-24, Waimairi Ward
Green spaces.	It provides good quality and well kept spaces.	Fendalton-Waimairi-Harewood	Female, 25-49, Waimairi Ward
Gymnasiums.	The gymnasium is well run, easy to use, and meets my expectations.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward



I guess the libraries and swimming pool facilities.	I think it's easy access, there is a good range of services provided for the wide range of people. The library is free, free services.	Fendalton-Waimairi-Harewood	Female, 25-49, Waimairi Ward
I guess the rubbish collection because I have no complaints with that.	It's always collected.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
I know they are trying to do the big roads and the highways. That will get the trucks away from the main roads which will be good for Christchurch.	I can see it getting done and I can see the work getting done which is good.	Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward
I think repairs and maintenance to infrastructure.	I think its been a tough time since the earthquakes and the Council has done a great job in maintaining the infrastructure.	Fendalton-Waimairi-Harewood	Female, 50-64, Fendalton Ward
I think the beautification of the city centre. The Avon River walkway, Victoria Square and the Margaret Mahy playground.	They are involved in the city's recovery after the earthquakes and they are doing a good job.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
I think they are making really good moves toward halting flood water.	Because I went on a bus trip yesterday. Looking at water issues in Christchurch, I am impressed with what they are doing.	Fendalton-Waimairi-Harewood	Female, 65+, Fendalton Ward
I would think what impresses me the most, is the maintenance of trees and parks, they do it very well.	Well, I drive regularly through the city and often I take my wife and we are very lucky to have city like this well maintained.	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward
I wouldn't know.		Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward
Improving things.	I think they are improving things.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
It would be the entertainment, festivals, etc.	They are supporting wide range of events and international foreigners are coming to Christchurch.	Fendalton-Waimairi-Harewood	Female, 25-49, Waimairi Ward
Keeping clean.	It keeps parks, swimming pools, beaches and even the public toilets clean.	Fendalton-Waimairi-Harewood	Female, 25-49, Waimairi Ward



Keeping parks tidy.	Keeping the streets tidy like neat and clear road signs.	Fendalton-Waimairi-Harewood	Male, 65+, Waimairi Ward
Keeping up the services.	The parks for the children. It's giving them the activities for the young ones.	Fendalton-Waimairi-Harewood	Female, 50-64, Fendalton Ward
Libraries.	Because there's a whole range of variety and there is a lot of libraries in Christchurch.	Fendalton-Waimairi-Harewood	Female, 18-24, Waimairi Ward
Libraries.	It's the librarians, the people who work there.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
Libraries.	Staff are extremely helpful and they are lovely places. They provide a lot of options and different good things you can do there.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
Library services.	Because that's the most interaction I have with the council. I go around to a lot of libraries and everything's clean and tidy. Good coverage of hours, including Saturdays. There is a good selection of books, and just the new buildings that have been provided. There's the one in the city, and the new one at Bishopdale that's been renovated.	Fendalton-Waimairi-Harewood	Female, 50-64, Harewood Ward
Library.	Friendly staff, excellent resources and fine buildings.	Fendalton-Waimairi-Harewood	Male, 65+, Harewood Ward
Library.	It provides a service which is really available and online. There are many locations throughout the city.	Fendalton-Waimairi-Harewood	Female, 50-64, Harewood Ward
Library.	Recently built a new one near me, built a new one in central city, really great facilities.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Mostly the Council pools are cheaper; free hours for the mums swimming in the mornings.	I think it's just the council opportunities, and staff.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
Parks.	Maintenance such as planting trees.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward



Probably fixing chlorine in the water.	Because they shut the works pretty fast to get back to normal.	Fendalton-Waimairi-Harewood	Male, 18-24, Waimairi Ward
Probably roadside management of rubbish and recycling.	Because I've lived in areas where it's not managed as well. I've lived in places where rubbish and recycling was handled by private contractors instead of the Council.	Fendalton-Waimairi-Harewood	Male, 18-24, Harewood Ward
Probably rubbish collection.	The fact that we've got the three bins and they're always collected on the days they said they are and its done really efficiently. Just the fact that we have the three alternatives. The green bin its good for the environment.	Fendalton-Waimairi-Harewood	Female, 50-64, Fendalton Ward
Probably the rubbish and recycling.	They do a good job, it seems to work.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
Promoting Christchurch and Canterbury, and responding to emergencies.	I see promotion items, and I hear leaders verbally promoting Christchurch always in a positive view.	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward
Public events.	They put a lot for the community and there's a lot of information about these events and they are usually free.	Fendalton-Waimairi-Harewood	Female, 50-64, Harewood Ward
Public libraries.	Well, its got wide space, good resources.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Public library.	Because they put good infrastructure to put a central library and that was seen as priority.	Fendalton-Waimairi-Harewood	Male, 50-64, Fendalton Ward
Public pools and buses.		Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
Public pools.	They make it really family friendly. Such as children under five being given free entry.	Fendalton-Waimairi-Harewood	Female, 25-49, Waimairi Ward
Public transport and event organising.	Public transport and the bus system are very efficient. Organising events such as the Chinese lantern festival, although it was a little small but it was a very well run event apart from that.	Fendalton-Waimairi-Harewood	Male, 18-24, Harewood Ward



Public transport.	A lot of people I know use the public bus system and they all agree that it is a very well run service.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Public venues that they put on.	It is just one of those things that I enjoy going to and other people have told me the same.	Fendalton-Waimairi-Harewood	Male, 65+, Harewood Ward
Reacting to requests and issues quickly.	For example, if see a leaking water meter on our street and I ring, they are usually there the same day or soon after. I walk around a lot of streets so I'm mainly concerned for my street. But nothing seems to happen for the ones I see leaking on other streets. As a result of calling about leaking water meters the Council has replaced all the water pipes on our street.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
Recreation centres like Jellie Park.	Because they have a lot information about it and it's useful for all ages.	Fendalton-Waimairi-Harewood	Female, 18-24, Waimairi Ward
Recreational activities like the swimming pools and all those things. They're always well looked after when I visit the facilities.	They're well looked after when I visit the facilities. They're always clean.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Recreational facilities.	Because I take the grandkids to the swimming pools, and the sports grounds. The library is also good.	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward
Repairing and updating our central services. E.g. water, sewage etc.	Because they have to there is no other choice.	Fendalton-Waimairi-Harewood	Male, 65+, Harewood Ward
Roadside collection.	Nothing wrong with it as it works.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Rubbish collection - red and yellow.	Because of the fact they got rid of bags- dogs and other animals would break them and litter the streets.	Fendalton-Waimairi-Harewood	Male, 50-64, Fendalton Ward
Rubbish collection service.	Because they come when they say they will.	Fendalton-Waimairi-Harewood	Female, 50-64, Fendalton Ward
Rubbish collection service.	It just happens; like magic every week on time.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward



Rubbish collection services.	Frequent and consistent.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
Rubbish collection.	Because it works.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Rubbish collection.	Because they turn up like clockwork and you always know what to do.	Fendalton-Waimairi-Harewood	Female, 65+, Waimairi Ward
Rubbish collection.	Consistency, it's been pretty consistent and if you have a problem they sort it out.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
Rubbish collection.	Every time you put your bins out they get picked up. It is a very efficient service and it is good all the recycling.	Fendalton-Waimairi-Harewood	Male, 65+, Waimairi Ward
Rubbish collection.	It is reliable.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Rubbish collection.	It just seems to work there's no problems or anything.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
Rubbish collection.	It's collected regularly and there's no issues. They collect bins on the road and put them back. They inform us of public holidays and how that will effect collection.	Fendalton-Waimairi-Harewood	Female, 50-64, Waimairi Ward
Rubbish collection.	Its very reliable. It's timely.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
Rubbish collection.	They're consistent no matter what. They let you know if they're not going to be in advance.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
Rubbish collection.	When it is rubbish day they always come and do it and never rubbish on the road. They do their job well.	Fendalton-Waimairi-Harewood	Female, 65+, Harewood Ward
Rubbish collection.;	Rubbish collection is reliable and you know it is going to be done. Your rubbish is disposed of in the correct way.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward



Rubbish services.	You can get the app on the cell phone and if you are unsure about what is happening you can look it up and it is 98% accurate.	Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward
Rubbish.	Because they collect on time all the time. They are on top of it.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
Rubbish.	It is regular, they don't miss bins. It is a good service.	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward
Services surrounding the rates (e.g. water supply).	I think they have the local home owners best interest at heart. We are not paying for water as residential. We have the use of water when needed and are able to keep our own properties at best and visual properties for passersby. Keeping the Christchurch city at its best.	Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward
Sports and leisure.	The quality of the facilities; availability at low price.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Street lights.	Flawless, they come on first thing in the morning and they light up the streets during the night and turn off in the morning.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Swimming pools.	Every time I used the swimming pool it was clean and well maintained in my experience.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
The best service is kerbside rubbish, the pickup is good.	Well, they are reliable and it works.	Fendalton-Waimairi-Harewood	Male, 50-64, Fendalton Ward
The Botanical Gardens and the work on the river.	I was not to adversely effected in the earthquakes.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
The bus exchange.	Because it's always nice and clean and tidy.	Fendalton-Waimairi-Harewood	Female, 18-24, Fendalton Ward
The buses.	They are quite good for the elderly people and the bus stops are just around the corner.	Fendalton-Waimairi-Harewood	Female, 65+, Harewood Ward
The central public facilities.	It's good that Council is trying to get key facilities up and running again so that Christchurch is seen as a place to visit rather than travel through.	Fendalton-Waimairi-Harewood	Male, 65+, Waimairi Ward



The City Council providing support for the victims.	The Council's relationship between itself and the public is very strong.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
The essential services such as sewerage, water, and rubbish collection.	Because in my experience, where I live those things tend to run extremely smoothly.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
The events in Christchurch City.	Because they offer something new every month.	Fendalton-Waimairi-Harewood	Female, 18-24, Harewood Ward
The libraries.	There's plenty of libraries in Christchurch and they are all current with their catalogues.	Fendalton-Waimairi-Harewood	Male, 65+, Harewood Ward
The library.	I just like the Turanga new library. The breadth of services provided.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
The library.	I love the library. I think it's a wonderful service, and it's free. For people like myself who are prolific readers, it's a wonderful service.	Fendalton-Waimairi-Harewood	Female, 65+, Harewood Ward
The new library is amazing.	I think its not just the Library it's all the regional and suburban libraries. Its important for the community to have access to information and a space where they're not sold things all the time, where they can learn and interact. And I guess to provide good social spaces for all ages.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
The parks and recreation areas.	In the past few months maintaining them quite well, using them a bit more. Getting out and about and seeing more of them.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
The parks are looking pretty. Maintenance on the parks.	The presentation and cleanliness.	Fendalton-Waimairi-Harewood	Female, 50-64, Waimairi Ward
The public spaces, the parks.	Because they are in a decent condition and accessible.	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward
The repair of the water source because they have had to repair the wells over the last 12 months.	I think it is something that they have communicated OK, and they have stuck to their schedule.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward



The rubbish and recycling collection.	The rubbish is picked up on time, no mess, it's put away and gotten rid of.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
The rubbish bins, they make it very convenient for residents in collecting the bins.	The Council gives convenience to residents by collecting the bins.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
The rubbish collection.	Because it gets done every time I put my bins out.	Fendalton-Waimairi-Harewood	Female, 18-24, Waimairi Ward
The rubbish collection.	Because it's regular as clockwork.	Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward
The rubbish collection.	The information availability on the website is good if I need to look something up.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
The rubbish collection.	They are always on time and don't leave a mess, not at my place anyway.	Fendalton-Waimairi-Harewood	Female, 50-64, Fendalton Ward
The rubbish.	Because I never have cause to question it. No mess.	Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward
The water.	I am just privileged to have water in my life.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
They are keeping everything up to date.	They have enough people employed so it can be kept in a tidy situation.	Fendalton-Waimairi-Harewood	Female, 65+, Waimairi Ward
They're doing well.		Fendalton-Waimairi-Harewood	Male, 18-24, Harewood Ward
Transport.	Because they introduced e-scooters.	Fendalton-Waimairi-Harewood	Male, 18-24, Fendalton Ward
Transport.	By covering lots of places and easy to use and a website to check bus times.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward



Umm, I would say rubbish collection.	It's the only thing I could think of.	Fendalton-Waimairi-Harewood	Male, 18-24, Harewood Ward
Upbeat entertainment.	They provide a wide range on events that are for the whole family.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
Upkeep on inner city.	What they have done since the earthquake is wonderful. It's clean, it's easy for people to get around. I know there is a lot of building still going around, but it doesn't detract from what they have accomplished. It feels like a new city, but it still has the Christchurch charm that we all know and love. There's a lot of new things that make it interesting. Things that we've never had. It's modern, but at its core it's still Christchurch as we knew it.	Fendalton-Waimairi-Harewood	Female, 50-64, Waimairi Ward
Waste collection.	The waste collection is regular, on time, and if it is not collected the information is regular on the website.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Water service.	I'm living in Christchurch for 2 years, no problems regarding water.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Water supply.	Well, because normally it does not have any need to put chlorine in the water. It's the best municipal water on earth, or at least whatever I've drank. I think it's great.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
Water.	I have never had a problem with the water, even though there's chlorine in it, it is still of drinking quality.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Water.	I haven't run out of water and no problems overall.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
Activities.	Always having something to do, mostly free and caters to all ages.	Halswell-Hornby-Riccarton	Female, 65+, Hornby Ward
Animal control.	I think I contacted them twice, and it was easy to get through to them, they came out straight away, and they followed-up with me regarding the result of the situation I had contacted them about.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward
Anything related to drinking water, sewage and storm water.	I never have to stop and deal with it, I do not have to think about anything.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward



Basic requirements apart from chlorine in water.	Council does a great job apart from chlorine in water.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward
City lights.	A bulb near my house broke and the repair was fast, quick, and efficient .	Halswell-Hornby-Riccarton	Male, 25-49, Hornby Ward
Collecting rubbish.	It's very regular, never missed always do the job.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
Collecting rubbish.	They just collect it every week.	Halswell-Hornby-Riccarton	Female, 65+, Riccarton Ward
Cul-de-sac clean-up.	Keeping the area clean. Council trucks come round and do curb cleaning and water cleaning.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
Cycle paths.	It just seems to me that they have put a reasonable amount of time into producing cycle ways.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
Cycling lanes.	There's been a lot of it in the media. Something I've kept up with, and something that'd be good for the city. Something we should keep a good attitude about.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
Emergency services.	During last weeks events their response was quick and efficient.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
Entertainment.	Now we have Christchurch Symphony Orchestra, and the Town Hall. There are a "prolific amount" of concerts taking place. The buskers, are fantastic.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
Event promotions.	I think the Council really gets behind community events and initiatives, and promotes them so a lot families can go.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
Events - all the big family events, Sparks in the Park and that sort of thing - really well organised every time.	Having Hagley Park is the biggest asset in the city so being able to utilise it for those kind of events as opposed to other events that aren't so well organised like the Lantern Festival.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
Events.	They have lots of cool events like the Buskers festival, Christmas in the park, and Night Noodle markets. Lot of fun for families.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward



Fixing potholes.	Service provided within 48 hours.	Halswell-Hornby-Riccarton	Female, 50-64, Riccarton Ward
Garbage collection.	They do the garbage collection continuously and regularly.	Halswell-Hornby-Riccarton	Male, 65+, Riccarton Ward
General safety.	The lights and the main safety. Walking around I feel safe. Yeah, that's one of the main thing in the city. I would say that maintaining and upgrading the lighting and the footpaths is the best thing I can make of that.	Halswell-Hornby-Riccarton	Male, 65+, Riccarton Ward
Happy with kerbside services.	Quite happy sorting rubbish, everything goes on time.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
I can't answer that because I don't have enough knowledge.	I can't answer that because I don't have enough knowledge. As far as I'm concerned the Council's been fine for me.	Halswell-Hornby-Riccarton	Female, 25-49, Halswell Ward
I think all the activities are well arranged. E.g. The shootings and the World Cup.	They probably have a good younger team that work well and are motivated.	Halswell-Hornby-Riccarton	Female, 65+, Halswell Ward
Information about events.	The advertising is everywhere, you can't not see it.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
Keeping everything clean.	The places where I usually go I don't see litter and I've notice an increase in upkeep.	Halswell-Hornby-Riccarton	Male, 18-24, Halswell Ward
Keeping the city clean.	Again, going back to the consistency and always people around keeping it tidy.	Halswell-Hornby-Riccarton	Male, 18-24, Hornby Ward
Keeping the place safe and clean.	They're doing a great job.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
Kerbside recycling.	Its regular and reliable.	Halswell-Hornby-Riccarton	Female, 50-64, Riccarton Ward
Libraries and parks.	There are many parks and lots of libraries and they are maintaining them.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward



Libraries, recreation, and function centres.	Because I have used it and it's been simple. They provide a service that functions.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
Libraries.	The libraries. There's a big effort to get communities in and engaging. The staff are very helpful, buildings are well kept, and easy to access online. An essential thing that's accessible for my family.	Halswell-Hornby-Riccarton	Female, 25-49, Halswell Ward
Libraries.	The new libraries that have been put in are great. The information they provide via email alerts regarding library information are good.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
Libraries.	The standard of service and the quality of the facilities are excellent.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
Libraries.		Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward
Library and pools.	The Library offers lots of resources and activities and the pool equipment is safer because of my request.	Halswell-Hornby-Riccarton	Female, 25-49, Halswell Ward
Library.	I feel like they are very accessible and there's a variety activities that take place in them. The staff are helpful and friendly.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
Library.	Library is easily accessible.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
Moving forward with the future of the city.		Halswell-Hornby-Riccarton	Male, 18-24, Hornby Ward
No problems.	I have no problems.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
Oh that's tricky, I suppose trying to integrate events in the city.	Some of the events I have been to, the noodle market and it's very helpful to have them in Christchurch.	Halswell-Hornby-Riccarton	Female, 50-64, Riccarton Ward
Our city library services.	They are very good libraries that provide an excellent variety of materials. That being your books, DVDs, online books, and magazines. Very helpful staff. The interior of the libraries are of a very high standard.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward



Outdoor tracks and areas.	There's a good variety to go for outdoor activities. That the walking options are generally well looked after. The cycling tracks, as in the cycle ways or the biking you can do along the rivers, you know the different options. There's a variety of options for people who want to be doing something different. The mountain biking tracks around the port hills and Victoria tracks and the Halswell quarry. There's a large variety on offer for that and that's what we like.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
Park maintenance.	The parks are always well maintained, clean, and nice to spend time in. Regarding the water service, you haven't had any issues regarding the addition of chlorine to the water supply.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
Parking.	Can get a space every day.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
Parks.	All the parks are very well presented and maintained.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
Parks.	Christchurch has always been a green city.	Halswell-Hornby-Riccarton	Male, 18-24, Halswell Ward
Parks.	I think they are well-maintained and aesthetically pleasing. They have enough parks in the city.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
Parks.	More of an awareness about the environment and making sure we are a clean New Zealand. Whenever there is a problem they are on to it, making New Zealand look beautiful.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
Parks.	Parks have been kept tidy.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
Pools.	Close between pools and parks around the city. They got kids using pools, they always have a lot of staff, and are always clean.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
Probably the rubbish and recycling collection.	Because when I go to other cities in New Zealand it hasn't been applied. Especially in Auckland, and it makes things easier for Christchurch residents because they have gone through a lot.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward



Providing a van for our exercise group.	Every time I ring to book the van we are always given the first option to use the van before other groups.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
Public events.	They always seems to be council events running on and good variety.	Halswell-Hornby-Riccarton	Female, 50-64, Riccarton Ward
Public facilities.	There's been a public library/swimming pool built near Halswell that's done a great job at accommodating the public's needs recently. They're doing a reasonable job of keeping things looking good. City is looking tidy, even bearing in mind the issues the city's gone through in the last few years. I know the council had a hand in responding to the mosque killings, and I think they did a great job in that. Assisting general councils, and the public was a good response in general. In terms of when and wherever we've had to contact the council, we've always had a quick response, and it's just been about minor things anyway.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
Public facilities.	Well I visit them often and have had no problem with them.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
Public libraries.	They have a range of services for different groups of people and recognise that the area will be used in different ways by different groups.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
Public pools.	Because I use several of the pools and they are fantastic I never have a problem with them.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
Public relations.	They provided supported for those affected by the attack and are still providing that support to this day.	Halswell-Hornby-Riccarton	Female, 18-24, Hornby Ward
Public transport.	More buses, covered areas for waiting.	Halswell-Hornby-Riccarton	Female, 50-64, Riccarton Ward
Rates stuff - rubbish, water, and parks.	Because they actually have people employed to do those jobs and it's not left to the councillors. Because if was left up to the councillors it wouldn't get done, typical government. I do a similar job in grounds maintenance.	Halswell-Hornby-Riccarton	Male, 25-49, Hornby Ward
Recreational facilities, libraries, swimming pools.	They have established these facilities very well and are maintaining them well. The information to use them or access them is well presented.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward



Roadside collection.	Because bins are organised and there are three bins.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
Rubbish and the recycling rubbish and the bins for the next pretty much six years.	I don't know, it seems to be sufficient, there seems to be no problem, I put the rubbish out and it seems to disappear on time.	Halswell-Hornby-Riccarton	Male, 50-64, Riccarton Ward
Rubbish bins.	Just because they do really well to be able to collect everyone's bins in a week, it's a weekly thing or fortnightly for some people.	Halswell-Hornby-Riccarton	Male, 18-24, Hornby Ward
Rubbish collection and cycleways.	I like the three bin system. Cycleways are good.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
Rubbish collection because it is the one that applies to me and I have no problem with it.	Because it is the one that applies to me and I have no problem with it.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
Rubbish collection because it's done by contractor. They're organised.	Because they couldn't perform themselves, and they've let it out to a private contractor who can perform, and on time.	Halswell-Hornby-Riccarton	Male, 65+, Riccarton Ward
Rubbish collection seems fine.	I have lived in Christchurch for 13 years and my rubbish is always picked up. I do have concerns that recycling is being recycled. It's either being recycled or going to landfill. It would be difficult if it was going straight to landfill and not being recycled after we are separating everything.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
Rubbish collection service.	It's going smoothly.	Halswell-Hornby-Riccarton	Male, 18-24, Halswell Ward
Rubbish collection.	Because I put my bins out and they are emptied. No hassles at all.	Halswell-Hornby-Riccarton	Female, 65+, Halswell Ward
Rubbish collection.	Because there is no rubbish lying around the city and surrounding areas.	Halswell-Hornby-Riccarton	Male, 25-49, Hornby Ward
Rubbish collection.	Because they actually collect the rubbish it's cleaned up and any bins tipped over it are picked up. Rubbish guys usually pretty friendly anyway.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward



Rubbish collection.	I look back over the years and this system is very good.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
Rubbish collection.	In comparison to the rest of New Zealand it does a great job in keeping it clean and green.	Halswell-Hornby-Riccarton	Female, 18-24, Halswell Ward
Rubbish collection.	It's done to the timetable that its supposed to be done. Its pretty good.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
Rubbish collection.	It's something I use on a regular basis and it's reliable.	Halswell-Hornby-Riccarton	Female, 25-49, Halswell Ward
Rubbish collection.	Kept well informed, really reliable.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward
Rubbish collection.	My rubbish gets taken away each week.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
Rubbish collection.	On timely collection and no issues.	Halswell-Hornby-Riccarton	Male, 18-24, Halswell Ward
Rubbish collection.	Pretty consistent, no problems. It's a basic need that they take care of.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
Rubbish collection.	Reliable, no mess and fair cost.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward
Rubbish collection.	They are always on time, it keeps the streets tidy especially down university flat streets (Hanrahan Street).	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
Rubbish collection.	They are collecting on time. Normal schedule days.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
Rubbish collection.	They have staff that are very responsive and quick to clean up any bins that have tipped over onto the street.	Halswell-Hornby-Riccarton	Female, 50-64, Riccarton Ward
Rubbish collection.	Timely, as you can rely on it.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward



Rubbish collection.	Well they turn up every week and pick them up.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
Rubbish collection.	Well, it's never delayed. It's always on time.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
Rubbish recycling.		Halswell-Hornby-Riccarton	Male, 25-49, Hornby Ward
Rubbish.	Because I think they follow overseas standards.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward
Rubbish.	It's a reliable and consistent service.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward
Rubbish.	Out there in all weathers, reliable, bins go every week.	Halswell-Hornby-Riccarton	Male, 50-64, Riccarton Ward
Sewage disposal.	I haven't had any trouble and it gets carted away.	Halswell-Hornby-Riccarton	Male, 65+, Riccarton Ward
Sewerage.	I think they're doing their best to kill the odour. We haven't got any disease.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
Sports facilities.	Because of the tennis, swimming, all kind of indoor games, and the Governor's Waka.	Halswell-Hornby-Riccarton	Female, 25-49, Halswell Ward
Summer times.	They are providing a cross section of entertainment for all ages and delivering it well.	Halswell-Hornby-Riccarton	Female, 65+, Riccarton Ward
Support for the community.	With everything that's been going on, the communication and support that has been given out has been great. As someone who lives behind the mosque, I've been visited by multiple people checking in on us and our well being multiple times.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
Swimming pools.	Because they're always clean and the changing rooms are clean. They maintain the pool.	Halswell-Hornby-Riccarton	Male, 25-49, Hornby Ward



Swimming pools.	Well, I go to the swimming pool twice a week. This week in particular, this pool was closed for the day to cleaned. They get it done as quickly as they can. Looking forward to the new Hornby library and swimming pool. Thank you for saving Denton Park.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
The appearance of the city.	There is less rubbish around. If people are dumping then council picks it up. The appearance is coming around slowly. I think they are thinking on the needs of each area. Hornby needs a recreation area.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
The basic services like "clean water in and grey water out."	Because this is the absolute bottom fundamental of what they should be doing the core service. In times they have gone more for the glossy stuff and forgotten their basic obligations.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
The best would be the progress that they're making with the rebuild. Getting the city centre into a living breathing thing again.	It's bringing a whole lot of life to the city centre, bringing a lot of business back to the city centre, which on the whole makes Christchurch far more attractive. They've done a really good job of finding the right balance to attract talented businesses and competition into the city centre.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
The bins- keeping everything neat and tidy.	They have been very good every time I have gone out to parks. Everything has been neat and tidy. And they have been good at fixing or replacing bins when we've needed them to be replaced.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
The Central Library.	It's a service that's open for all and it's a very modern building that engages everything.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward
The Council does a great job with the wide range of events they do.	For events they understand that Christchurch has a lot of diversity and we like different aspects.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward
The Council services, the swimming pools, and the libraries.	Not costing too much for the family to attend these venues. It provides a lot of choice for the areas.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
The drains.	They seem to be working really hard and fixing them, the water. To get the drains flowing, I think they are doing a good job of it.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
The kerbside rubbish bins are brilliant.	Its a regular thing every week without fail.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward



The libraries.	I think they've invested heavily in the provision of new Library buildings in a lot of places. I go to a number of libraries most days of the week. The Christchurch public Library should be labelled as such. I'm really glad we have a service available free of charge.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
The libraries.	The two libraries I have been into, they are very modern.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
The library.	Nice new library.	Halswell-Hornby-Riccarton	Female, 65+, Halswell Ward
The library.	They've made it modern, the suburban libraries are good. The facilities and services you can conduct in them.	Halswell-Hornby-Riccarton	Female, 65+, Halswell Ward
The library.	Well maintained and run. Nice places to be.	Halswell-Hornby-Riccarton	Male, 18-24, Hornby Ward
The parks and reserves.	Well, I think the quality and appearance of the parks and reserves is excellent.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
The recreational facilities along the libraries. Some damn good libraries especially the one in town.	On the parks and recreation side they have a lot of land from the red zone and the same answers for the library. The one in Halswell is pretty good and the Upper Riccarton library. Its on the Riccarton High School paddock and the people can use it.	Halswell-Hornby-Riccarton	Male, 50-64, Riccarton Ward
The roading.	They have done tremendous work with the repairs since the earthquake with the money and limited resources. Such as having to dig up holes to fix the sewerage and water problems. I know the east is not so good, but the rest is pretty good.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
The rubbish and recycling.	They pick it all up and its clean and they do a good job. No mess left.	Halswell-Hornby-Riccarton	Male, 50-64, Riccarton Ward
The rubbish collection and the refuse stations.	Always clean and tidy. Always on time. Always well informed.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
The rubbish collection is very well done and the libraries.	Rubbish is reliable and on time and we have an awesome Library out here in Halswell.	Halswell-Hornby-Riccarton	Female, 25-49, Halswell Ward



The rubbish collection.	Because they are always on time and always show up.	Halswell-Hornby-Riccarton	Male, 25-49, Hornby Ward
The rubbish collection.	Because they are on time.	Halswell-Hornby-Riccarton	Female, 18-24, Halswell Ward
The rubbish collection.	Because we have a set schedule of when to put the bins out and it separates into recycling which is good for the environment.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
The rubbish collection.	It's regularly collected and dealt with.	Halswell-Hornby-Riccarton	Female, 65+, Riccarton Ward
The rubbish collection.	My bins get emptied every week I put it out and I have no problems.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
The rubbish collection.	That's working fine, it gets picked up accordingly and we are advised accordingly if there are public holidays. Happy on the decision made. E.g. Denton park: not to put the swimming pool and Council rooms there.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
The rubbish collection. It's neat and tidy. When you go to other cities it's obvious we have the best in Christchurch.	When you go to other cities, it's obvious we have the best in Christchurch.	Halswell-Hornby-Riccarton	Female, 65+, Halswell Ward
The rubbish waste collection.	There are so many other areas that they are not doing their best in.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward
The rubbish.	For me the rubbish they collect the all the time. I live in Hornby so it would be Thursdays, and they collect it all the time.	Halswell-Hornby-Riccarton	Male, 18-24, Hornby Ward
The rubbish.	Well I just love the bins. I was really happy when they got the bins in. They're just clean, tidy, easy to use. Dogs and cats can't get into them so rubbish isn't spread across the street.	Halswell-Hornby-Riccarton	Female, 65+, Hornby Ward
The service which has the most value in terms of making my life easier is wastewater and sewerage obviously.	Because it works.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward



The water service.	They took action to realize that the well heads were well below the ground and they are working on bringing it up to standard. They continue to monitor the water supply to ensure the quality.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
The water service.	We never found any issues with the water service. If you give them a call, the actions are taken on the time.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
The water supply.	Monopoly; they are the only ones they are doing it. We can't complain about anyone else or go elsewhere as opposed to the USB cable where you have ten people offering the same service.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
They are all good.	I haven't had any problems.	Halswell-Hornby-Riccarton	Male, 50-64, Hornby Ward
They are doing a good job with the rubbish and recycling.	Probably because of the regularity and they don't miss anything as they sort out the waste in an appropriate way for a good environmental impact.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
They are trying to please the people and work out what's best Christchurch.	Because they try to listen to the people and do the best for Christchurch.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
Training recreation.	Because of the option available and the locality.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
Waste management.		Halswell-Hornby-Riccarton	Female, 65+, Hornby Ward
Wastewater.	I think that we have a very reliable service, and there is work going on in my suburb which means the Council is keeping on top off any future problems.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
Water management.	Drainage and flooding control. When it does flood it is swiftly taken care of.	Halswell-Hornby-Riccarton	Male, 18-24, Hornby Ward
Water supply.	No trouble with water supply.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
Water supply.	They had the problem with chlorine and I've been here for 20 years and never had a problem.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward



Water supply.		Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
Water supply.		Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
Water.	Because it is there always and I haven't tasted it being funny. The taste has always been okay.	Halswell-Hornby-Riccarton	Female, 65+, Riccarton Ward
When I have reported a fault it has been acted on within 24 hours.	They listened.	Halswell-Hornby-Riccarton	Female, 50-64, Riccarton Ward
Basic services - sewerage and water.	It works most of the time. We always have water and can flush.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Beautifying the central city.	They are completing projects quickly to promote tourism in Christchurch. I walk into town often and I notice things changing constantly. It is a positive view since the earthquakes.	Linwood-Central-Heathcote	Female, 25-49, Central Ward
Because that seems to be their main focus.	They collect the rubbish on the scheduled day and time, without any laid back. So we never miss disposing your rubbish.	Linwood-Central-Heathcote	Female, 25-49, Heathcote Ward
Clean streets.	Because not many streets you would travel down in Christchurch and find rubbish and or the gutters full.	Linwood-Central-Heathcote	Female, 50-64, Heathcote Ward
Cleaning the water, like the rivers.	I know.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
Cleaning.	The gutters are always clean and the rubbish trucks are always efficient in what they do.	Linwood-Central-Heathcote	Female, 18-24, Central Ward
Collecting rubbish.	I think it's just very organised they don't miss. They will tell you in advance if there is something. I live with five adults and children we collect a lot of rubbish like in everyday. The collection of rubbish in general weekly is just okay.	Linwood-Central-Heathcote	Female, 25-49, Central Ward
Collecting the rubbish.	They have never let me down. They have picked up my bin every time.	Linwood-Central-Heathcote	Male, 25-49, Central Ward



Collection of bins.	Because they collect the bins at a certain time and day.	Linwood-Central-Heathcote	Male, 25-49, Central Ward
Collection of rubbish.	They are collecting on time. Normal schedule days.	Linwood-Central-Heathcote	Female, 25-49, Central Ward
Council is best on delivering events.	Very good work on festivals. They also keep the city clean and tidy.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
Cultural and social interaction.	I think that it's an open mindedness that we have in Christchurch; in reference to the diverse ethnic backgrounds we have here. The lantern festival, Maori festivals, even the Buskers festival.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
Cycleways.	Cause that's all they seem to care about.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Cycling lanes.	It's safer for those who still ride their bikes, like the kids. It's less hassle for the motorists and parents can go out with their kids. It's safer for everyone.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
Drainage and sewerage, storage systems.	Stopped lot of flooding in areas during winter time. Certain areas renewed lot of drains damaged from earthquakes and will not have any problem in future.	Linwood-Central-Heathcote	Male, 65+, Central Ward
Electricity.	Because it is very reliable and we're not getting any problems with brownouts etc.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Events and attractions.	Because it's trying to promote Christchurch as a gateway to the South Island.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Events.	Because after Friday and everything that has happened.	Linwood-Central-Heathcote	Female, 65+, Central Ward
Events.	Just because I have seen the most information about them, people I know only really know about the events as well.	Linwood-Central-Heathcote	Female, 18-24, Linwood Ward
Everything and anything the City Council does.	Well, there is new footpaths around where I am living, which is very easy access to bikers. The water supplies and everything has improved in my area.	Linwood-Central-Heathcote	Female, 18-24, Heathcote Ward



Facilities like the libraries, swimming pools, gardens and the parks. The city is well presented.	Everything is clean and well maintained. From my experience all staff are friendly and helpful.	Linwood-Central-Heathcote	Male, 25-49, Central Ward
Fibre broadband. I need a fast internet. Fibre makes it fast, 10 times faster.	So New Zealand is a small country and a lot of multicultural people live in New Zealand. For example, Samoa, India, Tonga, Cook Islands, and Australia. It's good to get fast internet, now days technology is the thing, most of the things are now done with phone and internet. It's got to be done ultra-fast.	Linwood-Central-Heathcote	Male, 18-24, Central Ward
For example, sometimes we have water leaks in the room and they are taking action right away.	To make people happy that are living in Christchurch and then making it their job. Good job for the services of people to make it happy for the people living in Christchurch.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
Free libraries.	It is a really important part or of our daily life. Our boys take out thirty books a week.	Linwood-Central-Heathcote	Female, 25-49, Central Ward
Garbage collection.	It's reliable.	Linwood-Central-Heathcote	Male, 65+, Linwood Ward
Giving consents in a short the time frames - "What it should be" - keeping to their own-time frames i.e. no delays.	They have enough resources in this area.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Good parks.	I think the grass is cut well. They've got good grounds for sport teams, like Sydenham Park. Good playgrounds.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Hagley Park.	The lawns are done, the trees are maintained, the garden is fantastic. They are always cleaning the river there.	Linwood-Central-Heathcote	Female, 25-49, Heathcote Ward
Health facilities.	Because we are immigrants here, came from Philippines. The free dental check up for our kids that will be awesome for me. They are very helpful also helpful & reliable also.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
I don't know honestly, I like the new libraries and events.		Linwood-Central-Heathcote	Female, 25-49, Central Ward



I have rung up and complained about a couple of things and their service on that front was very good actually - their response time. Someone stole the covers off the toby boxes on the edge of the road where you turn the water off and on and Council responded very well to that. I've rung up about flooding from the stormwater drain and their response time was very good.	The response time was really good and they did the job that needed to be done.	Linwood-Central-Heathcote	Male, 50-64, Central Ward
I think it does well in the provision of activities. I think our Council is pretty good. I mean there's food, markets, and concerts. Christchurch does very well in that space.	Same as before.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
I think the public pools, they are doing that very well.	They are doing a good job with the service, I enjoy.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
I think the rubbish.	They don't leave a mess.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
I think the weekly kerbside bin collection.	They collect the rubbish on the scheduled day and time, without any laid back. So we never miss disposing your rubbish.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
I would say the roads assistant and cycle ways. They have spent five years on repairs and its been done, mostly done.	I think they left it for someone else to do.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Information mostly.	They keep us informed about what is happening in the city especially after the terrorist attack, they have been very good.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward



Inner city rejuvenation.	The way they are repairing is modern and up to date and they are future proofing.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
Inspections.	Because I saw they were coming to inspect the house to know if it is good living here.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Keeping parks and gardens looking good.	It's just the fact that whenever you drive around all the parks, gardens in different suburbs they seem to be attending to those areas. Let's face it, it is the garden city. It is nice to see well-kept gardens and shrubbery.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
Keeping roadways clean and making the waterways clean.	They clean up and keep it hygienic.	Linwood-Central-Heathcote	Female, 50-64, Heathcote Ward
Keeping the city clean.	The parks are clean. I visit the parks frequently because I like to exercise and they are always clean.	Linwood-Central-Heathcote	Male, 18-24, Linwood Ward
Keeping the environment clean.	So far all the places that I have been to in Christchurch are really clean. You don't really see anything that stands out like rubbish etc.	Linwood-Central-Heathcote	Female, 18-24, Central Ward
Keeping the maintenance of the buildings and stuff.	Everything looks nice, the city is coming together.	Linwood-Central-Heathcote	Male, 18-24, Central Ward
Keeping the parks and stuff clean.	They always have someone there to clean it and it is of a high standard.	Linwood-Central-Heathcote	Female, 18-24, Heathcote Ward
Keeping the residential parks clean and tidy and looking nice. They do a really good job of mowing the red zone grass.	They have a very park like appearance.	Linwood-Central-Heathcote	Gender diverse, 25-49, Central Ward
Kerbside collection service.	It's efficiently run, done with a smile, and basically no mess left.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Kerbside collection.	It's a great benefit and people don't realise it.	Linwood-Central-Heathcote	Male, 50-64, Central Ward
Libraries.	Good areas for use for reading, good personal service, availability of JP's. Got quite good opening hours. Pleasant environment.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward



Libraries.	I think it's an amazing service. The new library is beautiful, the old library was beautiful. It's great the fact it's free and relatively easy access. The librarians are a treasure absolutely wonderful.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
Libraries.	The new library is a real asset to the city. There's something for everybody, it's very inclusive. A great range of books, activities, areas and it has a very nice cafe.	Linwood-Central-Heathcote	Female, 50-64, Heathcote Ward
Libraries.	They have created new libraries, with parking.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
Library and rubbish collection.	Sumner's new library is very good. The rubbish collection is of a very high standard.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Library.	Because it's accessible, and easy to access. The online facilities are good, it's great. It's just a great place to be.	Linwood-Central-Heathcote	Female, 50-64, Linwood Ward
Maintained of the city's parks.	There are plenty of parks with many playgrounds and maintenance with native plants and gardens e.g. rain gardens.	Linwood-Central-Heathcote	Female, 25-49, Central Ward
Maintaining the parks like the Botanical Gardens and Hagley Park.	Normally when I visit the parks, I have seen at least one person maintaining the parks.	Linwood-Central-Heathcote	Male, 18-24, Heathcote Ward
Maintains trams.	Mainly because they don't mess around and they brought back the trams after the earthquake. Knowing the heritage.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Making the city environment visually appealing .	To reinvigorate the city's businesses.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
Noise control.	Good response and "some" good follow up.	Linwood-Central-Heathcote	Male, 65+, Central Ward
Park maintenance	Green areas, parks, gardens, and flower beds are always looking good. Always free of rubbish as well.	Linwood-Central-Heathcote	Female, 18-24, Heathcote Ward
Parks and gardens.	The general maintenance and appearance.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward



Picking up rubbish.	Need to preform well because it effects everybody.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Picking up the rubbish.	Motorways are good.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Public events.	The last events I have attended and the new library was well managed and staged.	Linwood-Central-Heathcote	Male, 65+, Central Ward
Public facilities.	I think the library has moved with the times and they meet the needs of both old and young people.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
Public facilities.	The parks and toilets and things like that.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward
Rate increases.	Because that's what they best, they keep grabbing it	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
Recycling.	It's reliable for her.	Linwood-Central-Heathcote	Female, 18-24, Linwood Ward
Recycling.	Less rubbish accumulated on the street.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
Reducing the speed in the city to 30k per hour.	The 30k per hour speed makes it good for walking and cycling in the city. That creates a more vibrant people and centric city.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Roads.	I think because that is their duty and responsibility.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Roadside rubbish collection.	Because it's an easy to use service.	Linwood-Central-Heathcote	Female, 50-64, Linwood Ward
Rubbish and roads.	It happens regularly and we don't think to much about it. No problems with it.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
Rubbish collected on time.	Rubbish leaving on time.	Linwood-Central-Heathcote	Male, 18-24, Linwood Ward



Rubbish collecting.	They are reliable and they are friendly and wave.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Rubbish collection.	Because it happens regularly and with out any problems.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward
Rubbish collection.	Because they are consistent.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Rubbish collection.	I guess it's the thing I notice them doing the most.	Linwood-Central-Heathcote	Female, 25-49, Heathcote Ward
Rubbish collection.	I haven't had any issues with drums being collected and it keeps the city tidy and it is good that we don't have to pay for it.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Rubbish collection.	It's picked up regularly, there aren't any issues with reliability and smell. I would be interested if they brought back soft plastic recycling.	Linwood-Central-Heathcote	Female, 25-49, Heathcote Ward
Rubbish collection.	It's reliable and on time.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
Rubbish collection.	Service is reliable.	Linwood-Central-Heathcote	Male, 65+, Linwood Ward
Rubbish collection.	They do a good job. They never miss a rubbish bag. They could improve communication with the public.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward
Rubbish pickup.	Reliable.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
Rubbish removal.	Because I have been to other cities in New Zealand and this Council is doing it properly.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward
Rubbish.	Just emptied one time, they never miss out.	Linwood-Central-Heathcote	Female, 25-49, Heathcote Ward
Rubbish.	Reliable.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward



Rubbish.	They have big bins which many other cities don't have. They collect it on time, and it's good to have the three bins.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Rubbish.		Linwood-Central-Heathcote	Female, 65+, Central Ward
Services to housing and offices. E.g. stormwater, water, and sewerage. And power but that's not really the Council.	The future proofing they have done in Christchurch, it has carried out. The services are carried out in a timely manner, if they are cut or damaged they come back on reasonably quickly.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Sewage and water.	I live in an area that is very earthquake damaged. They had people working 24 hours a day, working to get it back. They work hard to maintain the sewer lines. The downside is that there's overflow into the rivers (when it rains). Under the circumstances, they do the best they can. They have maintained water supply. They need to replace the pipes. They would rather repair than replace them. There is one pipe in my neighbourhood that breaks all the time. It has been repaired about five times in front of my house. They need to replace them.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
Swimming facilities, parks and its quite a clean city. Rubbish collecting is very good.	I guess the rubbish is very effective and reliable and generally is kind of a rubbish free environment.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
Swimming pools.	It's been hot and it's part of the summer time programme. They have different pool activities throughout the summertime program.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
The bins.	They always get picked up.	Linwood-Central-Heathcote	Female, 18-24, Central Ward
The bus.	I think it provides a good bus service, and mostly they are on time. But I am disappointed that some of the bus routes have been changed, and it's quite difficult sometimes to get to different areas.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
The city centre.	There is so much more to do now. The beautiful buildings and the whole "lot more" places where you can get food from when you are in town.	Linwood-Central-Heathcote	Female, 18-24, Linwood Ward



The community events.	They bring communities together and give us good things to focus on and do. It is also at a minimal cost or free.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
The Council is doing good with giving out notifications such as when you will have water interruptions etc.	For me, I needed the water for my dog and keeping me posted with water services is helpful.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
The culture.	Because they have multi-cultural strategies	Linwood-Central-Heathcote	Female, 25-49, Central Ward
The four avenues within the CBD area. The progress or achievement they have done is the best.	They need to. As an international city we need to.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
The general running of the city.	All the extra damages etc. Especially after the earthquakes.	Linwood-Central-Heathcote	Male, 65+, Linwood Ward
The graffiti removal has been good in the last two weeks, and the rubbish removal is good all the time.	That is what I have seen happen.	Linwood-Central-Heathcote	Female, 65+, Heathcote Ward
The libraries and recreation centres. The swimming pools and services at the public library.	They are offering a good range of free or affordable activities or services that are delivered at a consistent level.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
The library in the south.	They think because they are taking accounts of people in all sorts of ways. E.g. games afternoons, Robotics classes and a café. It feels alive.	Linwood-Central-Heathcote	Female, 50-64, Linwood Ward
The library service.	The great new central library. As it's forward thinking and a great support and upgrade of all the support libraries.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
The library.	Because it is probably on of the best council services that I use readily and the library in town is amazing, and free books are good.	Linwood-Central-Heathcote	Female, 50-64, Central Ward



The library.	The libraries were still open during the earthquakes, and they still have many varieties of books available. They also have libraries throughout the city, not just in the city centre.	Linwood-Central-Heathcote	Male, 18-24, Linwood Ward
The Library. I am really happy with the libraries.	I think they have managed really well with the repairs. Setting up the smaller libraries in town while they worked on making one big central city library again.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
The maintenance of parks and roads.	I would say that rubbish cans placed on the parks are always empty. It's always clean and it's hard to find rubbish. Sign boards are everywhere which is helpful. There are a lot of benches, and kids area is filled and it's good.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
The new library.	By providing a new facility with updated features like computers.	Linwood-Central-Heathcote	Female, 25-49, Central Ward
The overall plan for Christchurch. The big development of the doing up of heritage buildings and new buildings makes the city look attractive. New developments forward, I think is good.	Because they have got youngish councillors; very dynamic, very creative, not a bunch of old cronies or old farts.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
The parks and bits and pieces like that.	It always looks fairly neat and tidy and there is not a lot of rubbish floating around.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
The public transportation - buses.	All the buses are always on time and clean.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
The roads.	Towards the traffic, the rush of it.	Linwood-Central-Heathcote	Male, 18-24, Linwood Ward
The rubbish and recycling collection.	In our area the collections are on time and happen without any issue. They never miss a day or fail to collect.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
The rubbish collecting.	They do a fantastic job.	Linwood-Central-Heathcote	Male, 65+, Linwood Ward
The rubbish collection is good.	It is regularly picked up and we have never had any problems with them.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward



The rubbish collection is really good.	Even on a public holiday they still come collect your rubbish. They never miss. They are really good.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
The rubbish collection.	Because if you say that last time I kept my yellow bin someone kept an unwanted object, they came back and collected the bin next day itself.	Linwood-Central-Heathcote	Male, 25-49, Central Ward
The rubbish collection.	It's never missed. They are always emptied and never been an issue. It's a great service.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
The rubbish collection.	They are normally on time they do a good job, I have noticed that someone near us does not put the right things in the right bins, so the council don't pick up their bins.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
The rubbish collection.	They used to have breaks for public holidays, now they continue through. When it's a statutory holiday they publish a date when your rubbish will be collected.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
The rubbish removal.	I think the way they're doing it is that they are hiring an independent contractor.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward
The rubbish.	Because Auckland doesn't even have a green bin, and we have a weekly rubbish collection service which is fantastic. But I think they could have a free pick up day for recycling, like they have in Australia, this is a day once a month when things like this are picked up.	Linwood-Central-Heathcote	Female, 50-64, Heathcote Ward
The rubbish.	Because it gets picked up.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
The support it gives to the festivals and the cultural side in Christchurch.	Because of the high quality of the events i.e. it takes in account parking and it makes sure it is safe as well as additional services like transport.	Linwood-Central-Heathcote	Female, 25-49, Heathcote Ward
The swimming facility in New Brighton.	Well, it's a new facility and it caters for a wide range of ages and groups of people.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Their reserves.	They're just tidy and putting a little effort in planting around the joint.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward



They are good at mucking you around. I can't think of anything.	It is hard to think of anything good they are doing. Because everything is mediocre or half-arsed.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
They do a really good job on everything.		Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
They do quite a good job running the libraries and pools.	I find them really pleasant places to be for the most part.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
They've been good at doing public transport and stuff like that.	They are pretty good but they could drop the bus price a bit.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
This rate rebate is a good thing.	I think they are helping us residential people, just helping my retirement go nicely. Council helps me better.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
Walking tracks.	I own a dog so I use a lot of tracks in the parks and the beach is good to relax.	Linwood-Central-Heathcote	Female, 25-49, Central Ward
Waste disposal.	It's easy. They collect early.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
Waste management.	They seem to have a better plan and more easier than when I was younger.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
Waste management.	Timing is perfect. They come on time to take the rubbish.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Wastewater management.	I have worked in this area previously and I know how it goes. There's no hiccups about it.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Wasting money.	Because they are wasting too much money.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Water and rubbish.	Well, they appear to be doing a very good job. No complaints.	Linwood-Central-Heathcote	Male, 65+, Linwood Ward
Water and sewerage networks.	Because what I got works.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward



Water delivery in the household.	Water supply always has been reliable and the speed in which it was restored in after the earthquake was commendable.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Water, wastewater, and rubbish. I'm grateful that there is such a service even though it's not done as well as I want.	That's the area I can see and judge. I don't know about most of the events that the Council is putting on, where the carparks are that council provides, so not able to judge how they're going in the other areas.	Linwood-Central-Heathcote	Male, 25-49, Central Ward
Well, at the moment, that are improving the local road and that is excellent.	The roads and sewerage. They have done pretty well.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward
Actioning the complaints on time.	When you raise a complaint they understand the need and importance.	Papanui-Innes	Male, 25-49, Innes Ward
Building inspection and compliance.	The ease of communication and possibly the safe they have in this department.	Papanui-Innes	Male, 25-49, Papanui Ward
Collecting rubbish.	The Council is collecting our waste on time and is rarely late. If there is a problem with our collection we can write letter and get a response solution in a timely manner.	Papanui-Innes	Female, 25-49, Papanui Ward
Cycle paths.	The cycle paths are good. Well, it's safe for pedestrians, cyclists, and people using lime scooters, etc.	Papanui-Innes	Female, 25-49, Papanui Ward
Emptying the rubbish bins.	Because it happens every week regularly.	Papanui-Innes	Female, 18-24, Papanui Ward
Entertainment.	They have taken us from a dead city to a bustling hive. They have brought us back. They need to ask the public on where they place event, they need to bring them, back to Hagley park. The Chinese lantern festival and the big light show that they have.	Papanui-Innes	Female, 25-49, Innes Ward
Events for the city.	The council provides a wide range of free events for everyone.	Papanui-Innes	Female, 50-64, Innes Ward
Events.	Our family regularly goes to them and they are a highlight of our week.	Papanui-Innes	Male, 50-64, Papanui Ward
Health service.		Papanui-Innes	Female, 18-24, Papanui Ward
Heritage.	After the earthquakes we have very little heritage buildings left so what we do have left should be well be looked after so they will stay another two hundred years.	Papanui-Innes	Female, 50-64, Innes Ward



Household rubbish and recycling collection.	When we had someone destroy one of our rubbish bins, the Council replaced it the next pickup day without any hassles.	Papanui-Innes	Male, 50-64, Innes Ward
I like how they do the KidsFest and everything with the kids over the holidays.	Being a foster parent, it's really awesome that there are things the Council does to help them to have a normal childhood. With the Kids fest you have a booklet of things to do and most of them are free.	Papanui-Innes	Female, 25-49, Papanui Ward
I suppose the sewerage and waste water is working.	There doesn't seem to be any problems with it, at least from our home.	Papanui-Innes	Female, 25-49, Innes Ward
I think it's walking around and beautifying the city, like the fountains that were there before earthquake are back on again. It is mostly that they should focus on repairing the roads as the condition is very bad.	The same thing, the Council is mostly focusing on the city, building and making city close to what it was before earthquake, which is good.	Papanui-Innes	Female, 25-49, Papanui Ward
I think the library and the Botanical Gardens.	They have good staff and gardens are kept well.	Papanui-Innes	Female, 65+, Papanui Ward
Just with the recycling service, it being picked up and on time.	Just with the picking up the bins and on time.	Papanui-Innes	Male, 25-49, Papanui Ward
Keeping the grass tidy and collecting rubbish.	Because the grass is always tidy and the garbage gets picked on time.	Papanui-Innes	Male, 25-49, Papanui Ward
Kerbside recycling.	Easier, not so messy, clean, and it's all being recycled.	Papanui-Innes	Female, 50-64, Papanui Ward
Libraries.	They are doing a good job of engaging young people.	Papanui-Innes	Female, 50-64, Innes Ward
Libraries.	They are open so that everyone can use them and it's free. At the library I go to, I see the young ones on the computers.	Papanui-Innes	Female, 65+, Papanui Ward
Library services.	They're everywhere and are really good.	Papanui-Innes	Female, 25-49, Papanui Ward
Looking after the green spaces.	They just do it look good to me.	Papanui-Innes	Male, 25-49, Innes Ward
Maintaining the city heritage.	Because they fixed some of the buildings destroyed by the earthquakes.	Papanui-Innes	Female, 25-49, Papanui Ward



Maintenance of greenage.	It's quite easy to admire Christchurch's greenery and all the life we have around the city, which we couldn't do if we weren't having regular clean ups through the city.	Papanui-Innes	Male, 18-24, Papanui Ward
Nil.		Papanui-Innes	Male, 50-64, Papanui Ward
Organic collection.	It is fantastic and it is always collected on time.	Papanui-Innes	Female, 18-24, Innes Ward
Parks and gardens maintenance.	Because I think they are well maintained and kept tidy and asset to the city.	Papanui-Innes	Female, 25-49, Innes Ward
Parks and gardens.	Because it is probably less expensive than other areas.	Papanui-Innes	Male, 50-64, Innes Ward
Picking up the rubbish.	Well, because when I bike I see less with rubbish on the ground.	Papanui-Innes	Male, 65+, Innes Ward
Probably I think the road planning is going well.	Just a lot of the intersections used to be quite dangerous and now there's a lot of controlled traffic crossing, and instead of give ways there's actually lights and they have swapped a lot of roundabouts for traffic lights.	Papanui-Innes	Male, 25-49, Papanui Ward
Probably the noise control problems and the dogs around the place.	Immediate problems fixed with noise control.	Papanui-Innes	Male, 65+, Papanui Ward
Providing extra activities. E.g. concerts, etc., and the KidsFest and stuff.	I don't know any other city that does the Kids fest like Christchurch. It provides a lot of different activities.	Papanui-Innes	Female, 25-49, Papanui Ward
Public facilities of the new library and town hall.	Because they are as asset we lost due to the earthquake and they are important to the community. Good for exercise and good venue to take the family.	Papanui-Innes	Male, 25-49, Innes Ward
Reliable water supply.	It just comes down to sticking to the knitting and not help the developers out and just taking care of the core services.	Papanui-Innes	Male, 50-64, Papanui Ward
Removal of the rubbish or waste.	A system that is the best in working and keeps the city clean.	Papanui-Innes	Male, 50-64, Innes Ward
Repair of the roads.	Because they are mainly trying to maintain the beauty of the city, and trying to attract tourists to the city of Christchurch.	Papanui-Innes	Male, 25-49, Innes Ward



Rubbish collection and the good water supply.	Simple thing is they work and do it simply. It works; the water and rubbish are reliably consistent and they work.	Papanui-Innes	Male, 65+, Innes Ward
Rubbish collection.	Because I know in some other areas in New Zealand there is no recycling or green waste collected from the roadside so the effort of recycling is very good.	Papanui-Innes	Female, 25-49, Papanui Ward
Rubbish collection.	I believe that they arrive every week on time they don't leave a mess when they collect the rubbish and recycling and the bins are a good size to make sure that every things properly removed.	Papanui-Innes	Female, 25-49, Papanui Ward
Rubbish collection.	It is very timely, they pick them up when they say they are going to and replace the bins when they get run over.	Papanui-Innes	Female, 65+, Papanui Ward
Rubbish collection.	Seems to work.	Papanui-Innes	Male, 50-64, Papanui Ward
Rubbish collection.	They come around every week on time, and the bins are put back on the footpath. Sometimes they are on the road and they just drop them.	Papanui-Innes	Female, 65+, Papanui Ward
Rubbish collection.	Very efficient and always on time.	Papanui-Innes	Female, 25-49, Papanui Ward
Rubbish is the best.	Three bin system is fantastic. Because it means at home we are dealing with recycling. Finding what is recyclable and what is combustible.	Papanui-Innes	Male, 50-64, Papanui Ward
Self-promotion.	Well, they are basically looking after themselves in the sense, you can't self-criticize an organisation.	Papanui-Innes	Male, 65+, Innes Ward
Sending the information by mail.	They care about us.	Papanui-Innes	Female, 18-24, Innes Ward
Sewerage disposal.	It just works. I like the fact that the waste is treated as much as it can be before being pumped out into the bay. The council managed to get through the situation caused by the earthquakes with what appeared to be minimal disruption. I believe the council now has an improved, updated system within the ground designed to cope with the future growth of the city.	Papanui-Innes	Male, 50-64, Papanui Ward
Sewerage.	A property manager of manager of many properties and I have never had a sewerage problem that's not my own. And that's for twenty years. And that was during the earthquakes.	Papanui-Innes	Male, 50-64, Papanui Ward



Swimming pool.	You can do go anywhere to swim, do the gym and other facilities.	Papanui-Innes	Male, 25-49, Innes Ward
Taking my rates money, they're very good at that.	Think with ever increasing property vales I think the rates have become out of sync with peoples incomes. Too expensive for general incomes especially the late aged and retirees.	Papanui-Innes	Male, 50-64, Papanui Ward
The buses.	They seem to run on time and bus drivers help people out.	Papanui-Innes	Male, 25-49, Innes Ward
The CBD in general.	For the pure fact 80% of it was knocked down, and to repair and put Christchurch City back into a glamorous new city is absolutely marvellous.	Papanui-Innes	Male, 25-49, Innes Ward
The libraries.	I think there's a great selection of books, the librarians are always helpful and approachable and I think the facilities that the members of public can use are good e.g. the printers and computers are really good.	Papanui-Innes	Female, 25-49, Innes Ward
The library.	I think that the Library is very well stocked and the librarians are very helpful with lots of activities for the kids.	Papanui-Innes	Female, 25-49, Papanui Ward
The library.	They spent a fair bit of money on it. They're doing adequately there.	Papanui-Innes	Male, 65+, Innes Ward
The one service I think the council is doing good at sending notices and billing people.	I think they are collecting as much money as they can .	Papanui-Innes	Male, 50-64, Papanui Ward
The parks and gardens.	You can't really fault the condition that most of the parks are in, they are all well-maintained and lovely to visit.	Papanui-Innes	Female, 18-24, Papanui Ward
The pickup of the utility bins.	They do it regularly.	Papanui-Innes	Female, 50-64, Papanui Ward
The playgrounds.	They are thinking about kids. Good safe play areas, the grounds are better, they don't get hurt, and are good with sun protection.	Papanui-Innes	Male, 25-49, Innes Ward
The QEII pool.	It works, the timing, (5:30am) the cost isn't excessive. It has everything I need. It's an important part of my rehab. It's a good group of people running it. The staff are friendly.	Papanui-Innes	Male, 50-64, Innes Ward



The rebuild of the city. The upkeep of the central city and the gardens.	It's the garden city and that's what we are recognized for. As examples, especially the gardens on the outskirts such as Johns Road and Bealey Avenue. I see people weeding and looking after it which is good.	Papanui-Innes	Male, 18-24, Innes Ward
The refuse, recycling, and green waste collection.	Because they are actually doing it and it is keeping our country tidy.	Papanui-Innes	Female, 25-49, Innes Ward
The rubbish collection.	I live on a private land and they actually come into my lane to pick up my bins. It means I don't have to walk it out to the main road which as I get older becomes more of a challenge, and I don't want to do it in the rain.	Papanui-Innes	Female, 50-64, Innes Ward
The rubbish collection.	Very efficient, always empty, when the bin need replacing they replace it, if has been missed they come and collect it, good having separate bins.	Papanui-Innes	Male, 50-64, Papanui Ward
The rubbish.	There's never any delays. They've always communicated if it's going to be picked up another day if there's a public holiday. They've never missed it.	Papanui-Innes	Female, 25-49, Innes Ward
The water works.	I did not like the chlorine but I realize this was the cows fault so I think they should get rid of the cows.	Papanui-Innes	Male, 65+, Papanui Ward
Trying to get the water up and running. Get rid of the chlorine.	I think they are doing really well, with the well caps in and taking their time to do a proper job.	Papanui-Innes	Female, 65+, Papanui Ward
Waste management.	It's working regularly with no unplanned shutoffs.	Papanui-Innes	Male, 25-49, Innes Ward
Water re-check.	Water may fall into the roads and they have fixed it up.	Papanui-Innes	Male, 25-49, Papanui Ward
Water service.	because I haven't lost any water in the last 12 months.	Papanui-Innes	Male, 25-49, Innes Ward
Water.	We have good quality water that flows when we need it.	Papanui-Innes	Male, 50-64, Innes Ward
	Bins will be clear and there won't be any waste at all. So neat and tidy.	Papanui-Innes	Male, 25-49, Innes Ward
Activities in Christchurch.	Affordability of those events, variety of those events and frequency.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Activities.	I'm talking like stuff in the parks, Sparks in the park, and all the activities they have for families.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward



Basic services.	I think because of the rebuild most of Christchurch, Council have got the majority of Christchurch up and running.	Spreydon-Cashmere	Female, 50-64, Spreydon Ward
Beaches.	Because they know how to talk the talk.	Spreydon-Cashmere	Male, 25-49, Spreydon Ward
Bicycle paths.	It made it easy for the bicycles to travel around.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
Bus service.	I think they are really providing very good parks and reserves. Some people might run in putting rubbish, most of them are doing quiet good.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
City park maintenance.	The parks are always kept clean and makes for a good environment to live in.	Spreydon-Cashmere	Female, 50-64, Spreydon Ward
Events throughout the year: Sparks in the Park and the Buskers Festival.	It draws people together and that's a good thing. And it makes people feel good if you're partying. Those sort of things are great. The Council should be recommended for that. I remember when Vicky Buck were here and we had all these concerts every January, February. Jenny Morris.	Spreydon-Cashmere	Male, 50-64, Spreydon Ward
Events.	A wide range of events that everyone can enjoy. A lot are free.	Spreydon-Cashmere	Female, 25-49, Cashmere Ward
Events.	They're providing a free service in Hagley Park and New Brighton fireworks. Its a public service to the city. Sparks in the park is a great event.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
Every service they provide is excellent.		Spreydon-Cashmere	Male, 65+, Cashmere Ward
Flood management.	They seem to be doing it in a timely manner, efficient, putting a lot of thought into the aesthetics of what they're doing. It makes us feel that they are lessening the risk of future flooding.	Spreydon-Cashmere	Female, 50-64, Cashmere Ward
I quite like the information on events. I travel on the bus quite a lot. I see services that Council puts on, and I take my family to them.	I just think they get more people that way. They get the information out and more people get to go to these things.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward



I think the City Council is making it a city to attract tourists. I think the city library is amazing.	They are thinking of the children in the city. Places around the river bank and in the city where you can sit.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
I think their rubbish collection is good.	Because it's regularly, they tend to give you updates in changes to service and their website keep you up to date. They keep it simple an they do a good job, and the people who do it do a good job.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
Infrastructure.	Because they are required to provide water and power (even through sub-contractors if necessary) and clean water services. Libraries are fine, in our democracy at least.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
Just looking after the city and the people in it.	It's more just the fact in the letterbox. We are receiving updates for our area, like a new cycle way nearby me. It's just keeping us updated with road works, we know about it.	Spreydon-Cashmere	Female, 18-24, Cashmere Ward
Libraries.	Because I use the library. I use all of them, not just one. I haven't been to the new library.	Spreydon-Cashmere	Female, 65+, Spreydon Ward
Libraries.	Libraries, they have books and they are open until late.	Spreydon-Cashmere	Female, 18-24, Spreydon Ward
Libraries.		Spreydon-Cashmere	Male, 25-49, Cashmere Ward
Library services.	Well they have to see the quantity and staff they employ. I think it is excess, and have over done it.	Spreydon-Cashmere	Male, 50-64, Spreydon Ward
Library.	They are well staffed, knowledgeable staff, and they're well resourced. They are welcoming.	Spreydon-Cashmere	Female, 50-64, Cashmere Ward
Maintaining the parks.	I guess it would be the overall upkeep.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
Maintenance and upkeep of parks and green areas.	They're keeping things up to date and making things look presentable.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Maintenance of green spaces.	Just because I think the green spaces and parks are the best places in Christchurch and are very nice places to visit.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward



Oh my goodness. They have agreed to fund a new stadium, it's a great thing. The second one is that they have supported the government convention centre. The third is the central library, and the fourth that they supporting the Metro Sports Centre.	Because finally those projects have started.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
Park maintenance.	There's a lot of aspects they could be better at, but the park maintenance has always been consistent. The park near my place has been done up recently, and other parks in the area has been done up as well.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Parks and reserves.	Well, we use them. I think that they do well in other areas but I've noticed the parks.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
Parks.	A great variety of parks. It's great for kids to have variety in leisure activities.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Probably fixing up the roads. They are trying to make little destruction as possible They are doing as much as possible at this time.	Because they are organised. They are always planned in advance with what they are doing, and they are letting people know what they are doing.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Probably the rubbish, recycling, and waste collection.	Well their system always seems to operate smoothly. It appears to work better than other areas in New Zealand that I have visited.	Spreydon-Cashmere	Female, 50-64, Spreydon Ward
Public parks.	Park are generally well maintained.	Spreydon-Cashmere	Female, 50-64, Spreydon Ward
Public playgrounds.	I believe that the playgrounds are well maintained.	Spreydon-Cashmere	Female, 25-49, Cashmere Ward
Public transport.	They have finally got around to putting in the traffic light control for buses so that the buses go first.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
Reducing the carbon footprint of the city.	They are doing a much better and more visible than any other city I have visited this year, job. There is so many power plugs for EV cars, it is great.	Spreydon-Cashmere	Male, 25-49, Spreydon Ward



Rubbish and recycling.	I think it's an easy system to use and always goes. It's simple and effective.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
Rubbish collection - since having the wheelie bins it's made a huge difference. They could provide a bigger green one.	Totally agree with recycling, minimal rubbish, and good green waste.	Spreydon-Cashmere	Female, 50-64, Spreydon Ward
Rubbish collection is good. The pools are good. The library is good.	It was much more clear and easy for me to book those community halls and conduct events.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
Rubbish collection.	I think it's just efficient. We fill them up and they collect them. We don't have to worry as long as we sort them appropriately.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
Rubbish collection.	It's a simple reliable system.	Spreydon-Cashmere	Male, 25-49, Spreydon Ward
Rubbish collection.	Simply because it is always on time and it is always delivered on time.	Spreydon-Cashmere	Female, 65+, Spreydon Ward
Rubbish collection.	That's the one service that seems to be reliable.	Spreydon-Cashmere	Male, 50-64, Spreydon Ward
Rubbish collection. It's very prompt and we're well informed about it. Like holidays when they collect on odd days, we are well informed on it.	They keep us well informed.	Spreydon-Cashmere	Female, 50-64, Spreydon Ward
Rubbish removal.	It's a constant need of the residents, and the rubbish is even removed over long weekends. They do marvellously. Very rarely in Christchurch would you find rubbish out on the roadside outside of a bin. And a secondary consideration is the sweeping of the streets. Overall it's kept very well. There is also the beautifying of the banks of the Heathcote river and the Avon river.	Spreydon-Cashmere	Male, 65+, Cashmere Ward
Rubbish.	Because it's regular and the boys are efficient. It would be useful if they had a skip space at the end of a park where people could put biggish items in it, because not everybody can get to the tip. If they had a special phone number that people could ring and they come and remove the items at a small cost.	Spreydon-Cashmere	Female, 65+, Cashmere Ward



Rubbish.	I can tell by how clean our suburb is.	Spreydon-Cashmere	Female, 25-49, Cashmere Ward
Rubbish/recycling collection.	We put out the bins and they get collected, no issues.	Spreydon-Cashmere	Male, 65+, Spreydon Ward
Taking rubbish.	They pick up on the schedule.	Spreydon-Cashmere	Male, 25-49, Spreydon Ward
Taking the rubbish away.	Because the guys come and there's never a mess. They pick up the bins they come they go.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
The buses.	Good variety of bus routes.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
The buses.	It is how I get around. This is the only way I can get around, or a taxi.	Spreydon-Cashmere	Female, 50-64, Spreydon Ward
The landscaping and the work of the environment in our area.	Perhaps it's pressure from the people and the tourist dollar.	Spreydon-Cashmere	Female, 25-49, Cashmere Ward
The libraries.	The central library is an asset to Christchurch- the way that it is laid out, and the staff are so good.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
The libraries.	Very satisfied.	Spreydon-Cashmere	Female, 65+, Spreydon Ward
The library.	The libraries are very convenient, very modern, the staff are very knowledgeable, and they keep in touch with people really well. A really good Facebook page for the library.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
The parks and cycleways.	The quality, the number, and network.	Spreydon-Cashmere	Female, 50-64, Cashmere Ward
The parks, the wide open spaces, the hills. The parks are open to the public.	Because I enjoy the hills and they are open to the public. I do a lot of mountain biking and running out there.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
The parks.	Both our kids do sports and are using the playing fields a lot. They are always in good condition. The walking tracks through the parks are always kept in good condition and are nice to walk through.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward



The roads.	They are fixing up the roads up. They are being improved dramatically.	Spreydon-Cashmere	Male, 65+, Cashmere Ward
The roadside collection of the three bins: recycling, rubbish, and the green bin.	That it is a really handy service and it is effective and never had a screw up with it.	Spreydon-Cashmere	Male, 18-24, Spreydon Ward
The rubbish collection is probably one of the better things they do but there is room for improvement with the green bin.	I put it out at the gate and they take it away. You can't get any better than that.	Spreydon-Cashmere	Male, 50-64, Spreydon Ward
The rubbish collection.	I think it is a good system. They are up to date with telling you what you can put in your bins.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
The rubbish collection.	It gets done regularly with no problems. It's a core service.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
The rubbish collection.	It is done on a regular basis and it is done well.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
The rubbish collection.	Rubbish gets collected on time and there are no delays.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
The sewerage, waste management.	Well you never seem to have any problems with it really so it must be functioning properly. It goes unseen.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
The water supply is good you can count on it (except the chlorine in it).	Compared to other places, it's good where I live in Hoon Hay. Please put more money into fixing the well heads and then maintain them.	Spreydon-Cashmere	Female, 65+, Spreydon Ward
Their rubbish service is good. Waste management.	They always pick up promptly. They're careful and place the bins back well. When we had to replace a bin, they've done it quickly and they're attentive. It seems on the surface an efficient service. They give notification on changing their days.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
They are good at sending out rate bills when they want the accounts paid.	It's consistent.	Spreydon-Cashmere	Female, 25-49, Cashmere Ward
They do a great job with the rubbish collection.	Because they're on time and there is never any mess. Because they inform you of any changes in a timely manner.	Spreydon-Cashmere	Female, 65+, Cashmere Ward



They do a wonderful job in all areas.	All areas they do a great job.	Spreydon-Cashmere	Male, 65+, Cashmere Ward
They have done well with the bike tracks and trails.	They're trying really hard to get more people to bike, which is working, and I feel this is because they feel safer due to the bike tracks and lanes. I think some of the bike tracks need a bit more work on them, but at least the council seem to be looking into things and are responding to residents' feedback.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
They've done a great job in the public library.	The planning of City Hall, public libraries, and convention centres which can make the city successful.	Spreydon-Cashmere	Male, 65+, Cashmere Ward
Utilities.	Because everything seems to work.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
Utilities. I am very satisfied with water, waste water, rubbish collection, and electricity services.	Those areas are areas that should never have any problems, and I haven't had any problems.	Spreydon-Cashmere	Male, 18-24, Spreydon Ward
Walkways.	Very accessible and very safe to public.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Waste management.	It's completely consistent and it falls on a public holiday as a backup plan.	Spreydon-Cashmere	Female, 50-64, Cashmere Ward
Waste water, the sewage.	They are attempting to not discharge into the rivers during emergencies.	Spreydon-Cashmere	Male, 65+, Spreydon Ward
Water, sewage and rubbish.	At the end of the week rubbish is picked up. Always have water and no sewage problems.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
Well, I suppose the rubbish collection. They are doing a good job and dealing with the rubbish.	I think the park reserve, they do a marvellous job.	Spreydon-Cashmere	Male, 65+, Cashmere Ward
Working on the city being very clean.	They are rebuilding the city and for tourist attractions it's really good.	Spreydon-Cashmere	Male, 25-49, Spreydon Ward





Things Christchurch City Council Needs to Improve

Things Christchurch City Council Needs to Improve		Reason	Community Board	Demographics
Building consent process.		I think it shouldn't be self funded.	Banks Peninsula	Female, 25-49, Banks Peninsula Ward
Camping and roading specific to tourism.		There is little provision for tourism and there is not a lot of thought put into how to deal with the increasing numbers. They banned camping. You can go to the 2 or 3 campgrounds in the Bank Peninsula but they get overwhelmed. Now there's a sign that says no camping when it could be made into a good facility. It annoys me as a local that I can't go to local spots like I used to. There were toilets that have become old and need maintenance and they have been closed, fancy toilet blocks have been put in places and then closed again because they didn't work, or the systems they connect to are just not up to it.	Banks Peninsula	Male, 50-64, Banks Peninsula Ward
Fault reporting.		Letting people know how to fix issues, rather than ignore rate payers.	Banks Peninsula	Male, 50-64, Banks Peninsula Ward
General tidiness of the area.		As far as we are concerned, in Akaroa we need a council resident in Akaroa.	Banks Peninsula	Male, 65+, Banks Peninsula Ward
I think just getting on with the decisions about the Red Zone, and getting them up and running.		Making decisions that the Christchurch people want, not what government/council organisations have decided.	Banks Peninsula	Female, 50-64, Banks Peninsula Ward
Pay attention to the Banks Peninsula area.		We feel forgotten and we have a lot of overseas visitors over here. They need to improve the basic services to the area of Little River and	Banks Peninsula	Female, 25-49, Banks Peninsula Ward



		Birdlings Flat. We really don't have enough services for the amount of people that live here and for the number of visitors we have.		Peninsula Ward
Probably roading.		Allocate more funds.	Banks Peninsula	Male, 65+, Banks Peninsula Ward
Recycling.		More ads.	Banks Peninsula	Male, 25-49, Banks Peninsula Ward
Roading.		You go into areas and things are certainly improved, but still there is a lot of work to be done. The only thing that bugs me is that I know they're putting all these cycle ways down the roads, but they seem to be the prominent part of the roading. It brases me off that people can't park in front of their house because of the cycleways. The roads are getting narrower as these cycle ways become the prominent part of the road, especially Sparks road, the cycle lanes there are just too wide. When you get older, there are things that you just used to turn a blind eye too, but when you have issues walking, they become an issue. I don't personally walk around the city a lot, but I'm a lot more likely to pick-up on the things that effect me personally.	Banks Peninsula	Female, 65+, Banks Peninsula Ward
Roading.		Fix the road, Montgomerys Road, Little River, I want it sealed.	Banks Peninsula	Female, 25-49, Banks Peninsula Ward
Rural rubbish collection.		Collecting it all. Red and green not just yellow, supplying and collecting.	Banks Peninsula	Male, 65+, Banks Peninsula Ward
Sea walls in Akaroa.		Climate change.	Banks Peninsula	Male, 65+, Banks



				Peninsula Ward
Sporting area in Little River playground and tennis courts.		We need more playground equipment and also need tennis courts to be fixed.	Banks Peninsula	Female, 25-49, Banks Peninsula Ward
The chlorine in the water.		Take the chlorine out of the water.	Banks Peninsula	Female, 25-49, Banks Peninsula Ward
The Red Bus.		I don't know what goes on behind close doors with the council and the Red Bus. Something to do with the tenders.	Banks Peninsula	Male, 65+, Banks Peninsula Ward
The water. The drinking water.		Just hurry up and get on with cleaning up the bore. Maybe see if the level of chlorine can be lowered in the drinking water, to a sustainable healthy drinkable amount.	Banks Peninsula	Female, 50-64, Banks Peninsula Ward
A bit more attention to the Red Zone area.		Just some progress on the plans we have talked about for a long time, nothing seems to be coming to fruition really.	Coastal-Burwood	Female, 65+, Burwood Ward
Building consents.		Be less adversarial.	Coastal-Burwood	Male, 50-64, Coastal Ward
Building consents.		They need to take more notice of trades people who have been in the industry a long, long time. Just use a little bit more common sense occasionally.	Coastal-Burwood	Male, 50-64, Burwood Ward
Communication.		With the residents.	Coastal-Burwood	Female, 65+, Coastal Ward
Council interaction and monitoring.		There should be a note handed out, that comes out with the rates, that asks people to keep overhanging foliage off the paths and behind the boundary lines. Additionally the cycle lane, all the way along the Avon, between Kerr's Reach and New Brighton, isn't wide enough. And when they're planting along	Coastal-Burwood	Female, 65+, Burwood Ward



		pathways that are near the river, please don't plant grasses that grow over the pathway and trip up little old ladies.		
Dechlorinating the water as another waste fixing the pumps.		They need to fix the pumps and speedily.	Coastal-Burwood	Female, 65+, Burwood Ward
Definitely footpaths and roads.		Because I see a lot of injuries, I'm a nurse and I see a lot of injuries from people on footpaths. People falling because it is unsafe and people on mobility scooter cannot get onto the paths, it is very unsafe.	Coastal-Burwood	Female, 50-64, Burwood Ward
Education.		The School in our area is not working, having the young children and the older children all put in one group and one school, Haeata School.	Coastal-Burwood	Male, 50-64, Burwood Ward
Enforcing their rules.		Actually running people up for littering, not picking after their dogs and noise complaints.	Coastal-Burwood	Female, 25-49, Coastal Ward
Flood mitigation for South Brighton.		They should just actually do something.	Coastal-Burwood	Female, 25-49, Coastal Ward
Follow-up.		My green bin has been broken for a few months and it hasn't been fixed. I have reported it.	Coastal-Burwood	Female, 25-49, Burwood Ward
Footpaths and roads.		Need more attention and better maintenance.	Coastal-Burwood	Male, 50-64, Burwood Ward
Fresh water supply.		Make the water safe and chlorine free.	Coastal-Burwood	Male, 65+, Coastal Ward
Getting a green spine.		It should be in the residential red zone, and get on to it as soon as possible.	Coastal-Burwood	Female, 50-64, Burwood Ward
I don't like way the areas of reserve being watered, could be improved. They don't maintain/irrigate these areas.		They should start a gradual repair of the irrigation systems at some of these reserves because it is a long time since the earthquakes.	Coastal-Burwood	Male, 50-64, Coastal Ward



I think the roads.		After the earthquake all the roads and stuff are still quite damaged and they need to be improved.	Coastal-Burwood	Male, 18-24, Burwood Ward
I think the swimming pools, the QEII is not big enough, everyone on the east side agrees there was more money needed, it almost seems a stab against the east side, the west side seemed to get it all. We had this amazing pool and then it moved to the city. QEII pool are missing the pool for the older kids, they have one pool for the 5-7 year olds but there is a gap for the kids in between, there is nothing to do for these kids.		I think make more recreational on the east side of Christchurch.	Coastal-Burwood	Female, 18-24, Coastal Ward
I would say particularly in our area its flood protection around the estuary. Especially in the New Brighton and Southshore area.		Well, we need flood protection barriers built along the edge of the river and along the estuary to protect from erosion. It needs to be returned to how it was prior to the earthquakes and remediated.	Coastal-Burwood	Male, 50-64, Coastal Ward
I would say the road management.		In relation to upkeep of roads and road works, it would be more helpful, to the public, to coordinate the contractors to all work on the road at the same time.	Coastal-Burwood	Male, 18-24, Burwood Ward
I'd say roading. Things like the quality of roads and the patching of roads, when they grade a bit it doesn't seem super great. Even freshly		Potentially just spending more time or investing more into better quality roads, rather than what would seem to be cheap seals.	Coastal-Burwood	Male, 25-49, Coastal Ward



resealed roads can be bumpy and holey and it can take a while to fix them when they do get holes.				
Improve the roads.		What's the timeline to get the roads sorted.	Coastal-Burwood	Female, 50-64, Burwood Ward
Keeping the grass edges tidy and mowed.		Follow through with complaints and mow the lawns like they are supposed to.	Coastal-Burwood	Female, 25-49, Burwood Ward
Lowering there rates (home ownership).		The rates should directly represent what people actually own, for example, if you own a small run down home, compared to a large flasher property, then your rates should be different.	Coastal-Burwood	Female, 25-49, Coastal Ward
Maintain water.		Regular checks on water supplies.	Coastal-Burwood	Male, 65+, Coastal Ward
My footpaths and roading in the east side.		Fix them.	Coastal-Burwood	Female, 25-49, Burwood Ward
No.		It is a park, it should not have a lot of commercial activity. Stop buildings/setups going up in haggie park, this will ruin the grounds.	Coastal-Burwood	Female, 25-49, Burwood Ward
Our water.		Getting it back to the nice taste it used to have so I don't have to use my filtered jug any more, it would be nice.	Coastal-Burwood	Female, 65+, Burwood Ward
Park maintenance.		Consistent maintenance and making sure the paths are safe from over hanging foliage, i.e. Broad Park.	Coastal-Burwood	Female, 25-49, Coastal Ward
Parking.		Improving parking in the city. Better layout of streets in rural area.	Coastal-Burwood	Female, 18-24, Burwood Ward
Parking.		I work at the hospital, roadworks all around it, a few paid car parks, very far away, poorly lit and have to get in early or won't get a space.	Coastal-Burwood	Female, 25-49, Burwood Ward



Probably ecological reserves and cleaning waterways.		I think it's more just a lack of staff helping to keep parks and waterways clean.	Coastal-Burwood	Male, 18-24, Burwood Ward
Public information.		Public submission, and their notification of changes.	Coastal-Burwood	Female, 25-49, Coastal Ward
QEII pools need improvement as they are often closed for maintenance.		They should of build it properly in the first place and they didn't.	Coastal-Burwood	Female, 25-49, Burwood Ward
Road conditions.		It's really horrible in the east side. We have massive potholes. In New Brighton, they aren't really solving the problem and just keep re-digging roads, filling the pothole. The road is not smooth because of how they are repairing it.	Coastal-Burwood	Female, 18-24, Coastal Ward
Road works.		Take all the lumps out, it's quite bumpy in places. I was driving the car yesterday, or the day before, and they fixed the road, Bealey Ave I think, I'm not sure, and it's still bumpy and it's only just been fixed.	Coastal-Burwood	Female, 65+, Burwood Ward
Roading and maintenance.		Actually fixing the roads properly, not just patching them.	Coastal-Burwood	Male, 25-49, Burwood Ward
Roading in the east.		Fixing roads in low social economic areas of the city.	Coastal-Burwood	Female, 25-49, Coastal Ward
Roading.		I think resurfacing roads and segregated bike lanes.	Coastal-Burwood	Male, 25-49, Burwood Ward
Roading.		All the roads just about need resurfacing, potholes. I work at the hospital and I have a nightmare getting there because of the cycle lanes, because I have to drive down St Asaph and it's just horrible to drive down . People come out at you.	Coastal-Burwood	Female, 50-64, Burwood Ward
Roading.		Redoing the roads out in the east side. Because they tend to do just little blocks.	Coastal-Burwood	Male, 50-64, Coastal Ward



Roading.		I really don't know. Repair roads that are still bumpy, i.e. Hills Road.	Coastal-Burwood	Male, 25-49, Burwood Ward
Roading.		I think more efficient use of resources.	Coastal-Burwood	Male, 18-24, Burwood Ward
Roading.		Personal experience, they do a lot of patching on the roads, which is only temporary. They need to do a more permanent fix, especially on the east side of Christchurch.	Coastal-Burwood	Female, 50-64, Burwood Ward
Roading.		Roading.	Coastal-Burwood	Male, 50-64, Coastal Ward
Roading.		Fixing the roads up since the earthquakes, still on the east side.	Coastal-Burwood	Female, 25-49, Coastal Ward
Roading.		More contractors working further hours to improve the speed in which maintenance and repairs get done.	Coastal-Burwood	Female, 25-49, Coastal Ward
Roading.		There are still a lot of sink holes around and the potholes are getting water under them and it's starting to lift the tar seal.	Coastal-Burwood	Male, 25-49, Burwood Ward
Roading.		Consistency between suburbs.	Coastal-Burwood	Male, 50-64, Coastal Ward
Roads - just the surfaces and the impact they have on your vehicle.		Maybe trying to service the areas that have high traffic needs.	Coastal-Burwood	Female, 25-49, Coastal Ward
Roads, footpaths, and walkways.		You have elderly people on their mobility scooters that have to use the road because the footpaths are not good and they have to keep zig zag to get to good ground. Like from the road, then there is a pothole, so back to the footpath, and then the footpaths have cracks and breaks so goes back onto the road.	Coastal-Burwood	Female, 50-64, Burwood Ward
Roads.		Focusing on the areas in which they are undertaking repairs and focusing on the speed of repairs.	Coastal-Burwood	Male, 25-49, Coastal Ward
Roads.		I live in the east, there's potholes, roads falling apart, whole thing	Coastal-Burwood	Female, 25-49, Coastal Ward



		needs a revamp, needs repairs from the earthquake.		
Roads.		In some parts of Christchurch the roads are not maintained.	Coastal-Burwood	Male, 25-49, Burwood Ward
Rubbish in the parks/street.		I know when I lived in Nelson, they had public bins in more main streets. If people had a place to put the rubbish, they would be less likely to put it on the ground.	Coastal-Burwood	Female, 25-49, Burwood Ward
Safety of footpaths.		I am a caregiver for a lady who is blind and has a guide dog. The condition of footpaths is dangerous, with over hanging trees and cracks in the footpaths.	Coastal-Burwood	Female, 65+, Burwood Ward
The Bromley plant where the sewerage goes through for treatment.		In theory but in practice, the plant needs a complete overhaul, it needs to have been the first thing repaired, replaced at the time of the earthquake due to the amount of the waste, silt and rubbish that is been prevented to go to the waterways. And there should be a methane plant to run and park council vehicles.	Coastal-Burwood	Male, 25-49, Burwood Ward
The care of the poor, there needs to be more emphasis on meeting the social needs of the poor.		I feel there needs to be more facilities for the homeless in the city. They are so obvious amongst all this city aesthetics. Because I work in the health centre and in winter, they have nowhere to go. This needs to be council led. I know they are involved but some actual infrastructure would be good and there needs to be some initiative. Provide for people and open facilities, even in the bus exchange with paid staff to manage it, it's a huge building just locked up. A place for those who fall through the cracks. As a ratepayer I'd be happy for some of my rates to go towards this.	Coastal-Burwood	Female, 50-64, Coastal Ward
The chlorination in the water.		Take the chlorination out of my drinking water.	Coastal-Burwood	Female, 25-49, Burwood Ward



The chlorine in the water.		Get rid of the chlorine in the water and roads on the East side are just shocking. On Dennitt Street, when they re-did it, the street now slopes up towards the storm water drains and so the water never drains away and therefore it cracks up the road and the edge of our drive way and ends up with surface flooding 90% of the winter months.	Coastal-Burwood	Female, 25-49, Coastal Ward
The cycle lanes.		There is no like direct route for people on bikes and it can get dangerous for people on bikes, like my cousin, who lived in Australia and cycle lanes there are amazing, better than like they are here.	Coastal-Burwood	Female, 25-49, Burwood Ward
The drinking water.		Just continue to repair the water mains and get to where there is no chlorine in the water.	Coastal-Burwood	Male, 18-24, Coastal Ward
The infrastructure in Eastern Christchurch.		Repair the roads properly. Repair the footpaths properly. Make sure that they have got the zoning right so that we can get some shops back into the area. Give some tender loving care to the parks, please.	Coastal-Burwood	Male, 50-64, Coastal Ward
The infrastructure.		I just think they should be doing it much faster and it should be done by now, some of the things they promised.	Coastal-Burwood	Female, 50-64, Burwood Ward
The rates.		Lower them.	Coastal-Burwood	Female, 50-64, Burwood Ward
The roading and footpaths, out east specifically. Still pretty bad.		I think they need to look at the quality of repair and how many streets are still left with not great surface, post quake. When it rains heavily, holes reappear regularly.	Coastal-Burwood	Female, 50-64, Burwood Ward
The roading network.		I guess trying to smooth out the roads, as a lot of roads have been patched up and not fixed properly and can do with improvement.	Coastal-Burwood	Male, 25-49, Burwood Ward
The roading.		It hasn't been fixed economically, they keep coming back, they keep	Coastal-Burwood	Male, 25-49, Coastal Ward



		fixing the same roads, instead of fixing them properly.		
The roading.		Spend money wisely and fix our roads properly, instead of patch jobs, as when it rains they don't last, and also footpaths.	Coastal-Burwood	Female, 25-49, Coastal Ward
The roads in the east.		Coming and driving on the roads on the east side and checking them, as they are very rugged. The big thing is that, not waiting for a complaint before fixing things. The people in the more affluent parts of town complain right away and it gets fixed, whereas people who don't have too much and will just deal with it. They don't complain, as they don't want to be a bother.	Coastal-Burwood	Female, 25-49, Burwood Ward
The roads, just like the potholes and just general maintenance.		The quality of the water. Removing all the chlorine. Cleaning the whole system out as well.	Coastal-Burwood	Female, 25-49, Coastal Ward
The roads.		Fixing the roads, fixing them properly.	Coastal-Burwood	Female, 25-49, Burwood Ward
The roads.		Less detours.	Coastal-Burwood	Female, 18-24, Burwood Ward
The roads.		They should fix the roads so that they don't have to repeat doing what they have already done.	Coastal-Burwood	Female, 25-49, Burwood Ward
The roads.		Spend money wisely and fix our roads properly, instead of patch jobs, as when it rains they don't last, and also footpaths.	Coastal-Burwood	Female, 50-64, Burwood Ward
The taste of the water.		Get rid of the chlorine.	Coastal-Burwood	Male, 50-64, Coastal Ward
The water.		I don't really understand it. The chlorine in the water.	Coastal-Burwood	Female, 50-64, Burwood Ward
The water.		Take the chlorine out of it.	Coastal-Burwood	Female, 25-49, Coastal Ward
The water.		The quality and information about the chlorine.	Coastal-Burwood	Male, 25-49, Coastal Ward



Their maintenance of storm water pipes and water ways.		Just a faster response time to fixing things.	Coastal-Burwood	Female, 18-24, Coastal Ward
Things for the elderly.		Better walkways for wheelchairs and more things for them to do	Coastal-Burwood	Female, 25-49, Coastal Ward
Transport.		Safer cycle lanes. Still a lot of roads that don't have proper cycle lanes which endangers cyclist and the bus system could have a larger reach than they have at the moment.	Coastal-Burwood	Male, 25-49, Coastal Ward
Water improvement.		Be honest.	Coastal-Burwood	Male, 50-64, Coastal Ward
Water in our homes.		Put in better piping.	Coastal-Burwood	Female, 50-64, Burwood Ward
Water management.		Stop putting chlorine in the water and start putting more resources into fixing the issue head on.	Coastal-Burwood	Female, 25-49, Coastal Ward
Water management.		Improve the leaks and problems with the roadside drains in the area.	Coastal-Burwood	Male, 65+, Burwood Ward
Water supply.		Fix the wells and remove chlorine from water supply.	Coastal-Burwood	Female, 65+, Burwood Ward
Water supply.		De-chlorinate and stop giving our water away. Clean aquifers.	Coastal-Burwood	Female, 65+, Burwood Ward
Water supply.		Making sure that the water is not chlorinated.	Coastal-Burwood	Male, 18-24, Coastal Ward
Water.		Stop giving our water away, stop shipping to China with a trade me act. They should never have let them dig the second hole. Give the public the real information on what they are putting in the water. The % is too high, it is not chlorine, it is a bi product, we are only 1 of 3 countries in the world that is using chlorine in our water, they need to look at why. We live with water restrictions but they are shipping it away. I want to know that my children will have water for their children.	Coastal-Burwood	Female, 25-49, Burwood Ward



Water.		Getting rid of the chlorine in the water. Because it tastes like s**t!	Coastal-Burwood	Male, 50-64, Burwood Ward
Water.		Eliminate the chlorine.	Coastal-Burwood	Male, 25-49, Burwood Ward
Waterways.		I understand that when we get massive rainfalls the overflows go into our rivers, there's got to be ways of catching any rubbish that goes through. Could you not put nets to catch anything going through? If they were catching in nets less plastics and less solid pollutants in the waterways. My understanding is if the sewer overflows it can also go in there. It doesn't happen often but is there any way of stopping that?	Coastal-Burwood	Male, 25-49, Coastal Ward
Waterways.		The Avon River and other rivers are poorly maintained and could do with a lot of work.	Coastal-Burwood	Female, 18-24, Burwood Ward
Waterways.		I think tidy them up, particularly the ones on the east side of the city.	Coastal-Burwood	Male, 25-49, Coastal Ward
You guess, cleaning out the waterways. They are doing stuff in town with the Avon - from the city to the east, but there is not a lot of progress from there. Not progress anywhere else only in the east. Kerr's Reach is what they are not doing anything with. It seems to be taking too long to reach a decision.		Just speed the process, what ever it is, regarding waterways and what they are going to do with it.	Coastal-Burwood	Male, 25-49, Coastal Ward
Youth outreach.		Social media presence.	Coastal-Burwood	Female, 18-24, Burwood Ward
All the things they do, they seem to do well and regularly.		Maybe prioritising road levelling and removal of potholes as opposed to aesthetics.	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward



Better financial planning.		Get better advice before projects are started. For example, that metro sports facility where thousands of dollars have been wasted. And give us our stadium, please.	Fendalton-Waimairi-Harewood	Female, 50-64, Harewood Ward
Bringing the city back to normal.			Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Bus routes could be improved.		No more cycle routes.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
Business development.		The Stadium. Delays and the impact it has on businesses in the City. The tourism, restaurants, bars and accommodation. The same business development has failed to attract businesses to the City. They have lost the big money in the first year after the earthquakes, then they stimulated businesses in the suburbs and they are not telling anybody, keeping it quiet. The Council should get the plan and make decisions rapidly.	Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward
City car parking.		They should have 2 hours free parking in all their parking buildings, otherwise the inner city will not work.	Fendalton-Waimairi-Harewood	Male, 50-64, Fendalton Ward
Communication and listening to the residents.		With the added traffic that's coming in, there should be improvement in communication.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
Communication.		Just keeping people in the loop and making things more transparent so people can see what's going on. Providing opportunity for people to get involved.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
Community relations.		They should consult the public before making any important decisions.	Fendalton-Waimairi-Harewood	Female, 65+, Harewood Ward
Consents.		Because it takes a long time and going through this process and interviews and sometimes time can	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward



		be important, the one thing we are lacking. It takes a long time.		
Construction of the new stadium.		They need to speed up the process and get it done. It's been frustrating that it is taking so long. We are constantly missing out on events in Christchurch.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Council transparency in decision making.		Basically listening to Christchurch. A classic example is the water- yes there was a risk, and I'm sure no one wants to get sick, but it was happening anyway- could that have been managed better- yes.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Drinking water.		Remove the chlorine.	Fendalton-Waimairi-Harewood	Female, 18-24, Fendalton Ward
Fresh water quality.		As they are securing the well heads, not the wells themselves.	Fendalton-Waimairi-Harewood	Female, 25-49, Waimairi Ward
Future thinking.		Be brave, take risks.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
Getting rid of rundown houses.		Getting rid of the houses that are run down, the landscaping is all over grown. Well, the homeless are living in them so they are getting trashed.	Fendalton-Waimairi-Harewood	Female, 50-64, Fendalton Ward
Good articulated, clear, pure, drinkable water.		Past council should have done a lot more. It should be a priority of the present council. It is important to get our pump system of a pure water system. I think they are working on it but they could be working on it more. Water is going to be more in demand. We had a magnificent artisanal water system a couple years ago, in the past, and I would like to see it like that again.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
I think they have to repair the footpaths.		I guess they need to continue to identify footpaths that need repairs after the earthquake. It's just that when I walk in my neighbourhood	Fendalton-Waimairi-Harewood	Female, 50-64, Fendalton Ward



		there are a number of paths that aren't even.		
I would say building consent processes.		I think getting the right people for the job, who are not ticking box type people. The system needs to be encouraging the average New Zealander to get consent and not be discouraging them.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Improve on roading repairs.		Maybe getting more input from the public and having better or more information available to them before decisions.	Fendalton-Waimairi-Harewood	Male, 65+, Harewood Ward
Improving cycle access. Some of the roads in the city like the main thoroughfares are dangerous and providing a clear route for cyclists like define markings on the road.		Some of the roads in the city, like the main thoroughfares, are dangerous and providing a clear route for cyclists, like defined markings.	Fendalton-Waimairi-Harewood	Male, 18-24, Waimairi Ward
Inner city roading system.		First of all get rid of the 30kph inner city speed limit, and St. Asaph Street.	Fendalton-Waimairi-Harewood	Male, 65+, Harewood Ward
Issues regarding roading and infrastructure.		Speeding things up.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Just the water restriction and cheaper parking.		I think they should make the water restriction a few hours, instead of a whole day.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
Long term city planning.		I think it could be making provisions for planning, for a more equitable balance between sport and cultural endeavours. I don't feel that the council has prioritised arts and culture, post earthquake, as much as it did pre-earthquake.	Fendalton-Waimairi-Harewood	Male, 65+, Waimairi Ward
Maintenance of public waterways.		Taking greater care to take care of waterways so they don't get contaminated.	Fendalton-Waimairi-Harewood	Male, 18-24, Harewood Ward



Maintenance of streams and banks.		Planting sympathetically/natives and insuring all banks are neat.	Fendalton-Waimairi-Harewood	Male, 65+, Harewood Ward
Making more free parking spaces available.		Removing the few parking meters.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Making the roads more motorist friendly.		Less speed restriction, less speed humps and less cycle ways.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Management of Heritage properties throughout the whole of the Council, which includes the Banks Peninsula.		It needs to have a policy on what to do with 30 different reserves that the council doesn't have a plan for, such as Kukui School reserve. They need to have a plan for how they are going to manage these properties. They need to be managed properly and it's not.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
Maybe make some bus routes more convenient.		Well it's hard to say. I know there are lots of conflicting needs. The bus that goes past my house now goes to Riccarton and I have to catch another one to town. Used to go straight to town.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Maybe better communication on decision making.		Maybe getting more input from the public and having better or more information available to them before decisions.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
Maybe the drinking water.		Removing the chlorination of the drinking water, sort of aiming to get it back to how it was before.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
Maybe the roads and footpaths.		Just some repair in town and central city, there's some footpaths that are uneven still.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
More carparks.		Add more carparks.	Fendalton-Waimairi-Harewood	Male, 18-24, Harewood Ward
More green space.		They are eating the green space. I think right from the start they shouldn't have houses in the red zone, that was a mistake they made in the nineties. They are developing areas for housing they shouldn't be.	Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward



		I think they need more greenbelt. The danger is taking easy options as where there has been greenbelt they are doing commercial buildings. They are eating into the greenbelt close to the airport. If they need to, they should go onto the other side of the airport if they really want to, but they keep using the greenbelt.		
More information about what is happening in the Belfast area. General information.		You have the radio, TV and flyers that can go out. I would like community service notices on the local radio or something like that.	Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward
More work repairing the roads.		More maintenance on suburban roads.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Need to work on transportation around the city.		Making it more about inclusiveness, about pedestrians, motorists and cyclists equally. Not have these absurd speed limits in the town, i.e. 30kph, and I hear somewhere it's going to 10kph in a proposal and I just think it's another thing that will keep people out of the city.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
None that I can think of.		Every Autumn our drains get completely blocked with huge piles of leaves and the street floods- Arlington Street.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Nuisance control - barking dogs.		More quick and more positive feedback to complaints. I don't feel that my previous complaints have received adequate attention and likewise my neighbours complaints.	Fendalton-Waimairi-Harewood	Male, 65+, Harewood Ward
Our drinking water in the wells should be kept for the people of Christchurch and should be not be sold off.		I feel that nobody knows what is going to happen in the future. Our water should be kept in prime condition in case we need it and certainly not sold to overseas, because if we need it, we will have lost it.	Fendalton-Waimairi-Harewood	Female, 65+, Waimairi Ward



Parking problems.		Very hard to get parking during emergencies.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Parking.		Attention to hospital parking and providing more parking. Allocating the closest corner of Hagley Park to the hospital, while waiting for the new parking solutions. Also parking on streets with cycle ways, that removed parking.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
Pavement condition.		They just need to be made safe for those people in wheelchairs, also making pavements more accessible.	Fendalton-Waimairi-Harewood	Female, 18-24, Waimairi Ward
Picking up all the autumn leaves on the streets.		Every Autumn our drains get completely blocked with huge piles of leaves and the street floods-Arlington Street.	Fendalton-Waimairi-Harewood	Female, 50-64, Waimairi Ward
Planning.		Thinking longer term and multiple benefits.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Probably general maintenance in the green areas. There are lots of parts where the grass comes too long. The rubbish bins are not cleaned. Again resources are stretched and the frequency is reduced from what they have normally done.		I just think that it is time and patience from the ratepayers.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
Probably roading.		Fixing the roads once and not multiple times.	Fendalton-Waimairi-Harewood	Female, 25-49, Waimairi Ward
Provision of cycling lanes.		I think it's ludicrous providing cycle lanes on arterial roads. I mean the one going along the railroad track, from Hornby to Papanui, has lanes going along the side of it. While it's a great thing, serious cyclists wouldn't use it. I think it's ridiculous that	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward



		there's cycle lanes out on Blenheim road. It's a safety thing.		
Public transport.		Probably more on the greater amount of buses on the roads and the time that passes in between so people have less waiting times. Especially the young person who cant take care of their own transport.	Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward
Rebuilding areas.		It has taken so long and the expense has gotten way out of hands. Concerts now are usually held in Auckland or in north island and Dunedin, could be held here if we rebuild stadiums and event areas. We are missing potential income because of this.	Fendalton-Waimairi-Harewood	Female, 50-64, Harewood Ward
Recycling.		I think it is really important to work out the recycling now that China stopped taking our plastic bags. We have got to do something here locally and that may mean the council needs to take a strong initiative about doing something. Even if it means dealing with other councils and leading something in the country. So, saying that in the garden city we want to do the right thing and set something up that is appropriate to handle plastic waste, to facilitate people to recycle what can be and to provide alternatives wherever possible for what can't be recycled. To make sure the public are informed about what you can and cannot be put in yellow bins and what can be recycled, and which are going to be turfed into the red bins when they get it to the site. A council wide, even a nation-wide level and the council should be pushing it to make sure it happens, not leaving it for someone else to come up with solutions.	Fendalton-Waimairi-Harewood	Male, 65+, Harewood Ward
Responding to the calls from residents when the infrastructure issues		I think they should perform better in two things, the call centre should not contradict what council websites say, like affecting waterways and	Fendalton-Waimairi-Harewood	Male, 50-64, Fendalton Ward



e.g. water mains and increase the response rates to their issues.		call centre says they don't have means and need 3 weeks to repair, so they should be clear on what they say.		
Road maintenance.		They fix a lot of roads, but after they have fixed them they are usually just worse, as workmanship is pretty bad.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Road repairing.		Probably be looking at more damaged areas inside the town and addressing those before other things.	Fendalton-Waimairi-Harewood	Male, 18-24, Waimairi Ward
Roading and footpaths.		They need to do a good job so they are not continually coming back and should provide a smooth surface.	Fendalton-Waimairi-Harewood	Male, 65+, Waimairi Ward
Roading, the condition of some roads are poor and also the standard of repairs, they repair a road and then they have to rip it up again. Are we paying for sub standard repairs to start with?		Doing the job properly the first time, a good example of this is Riccarton Road.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Roading.		I would say stop prioritising cycleways over efficient central city roading.	Fendalton-Waimairi-Harewood	Male, 18-24, Harewood Ward
Roading.		They should be looking at more electronically controlled intersections at key points, i.e. lights or roundabouts.	Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward
Roading.		Repairing some of the roads that need repairing and not only busy and new roads.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
Roading.		Do one suburb at a time and do a quality job so it doesn't need to be redone every few months.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward



Roading.		Lot's of flooding happening after any kind of rain, I thought something like that could be fixed.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Roading.		Basically they've just got to continue doing what they're doing and finishing off the job as soon as possible. Some of the inner city roads that are 30kph are too slow, 40kph is fine but 30kph, it just doesn't work.	Fendalton-Waimairi-Harewood	Female, 50-64, Fendalton Ward
Roading. The inner City accessibility.		Make the right decisions, all the roading in the city and it's accessibility, these questions have not been put out to us.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
Roads and footpath.		I had a blow out on a tire, said it was common because of the earthquake.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
Roads and footpaths.		Roads and footpaths, after earthquake damage, they are not being fully repaired. Patch work.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Roads and footpaths. I'd also like to see soft plastic in the recycling. I'd like to see the chlorine out of the water. I'd like to see fluoride in the water. I'd like to stop to water bottling by international companies, and I think council should support this. I think if we are going to take water from aquifers we should go to people from our own country. For example if Marlborough is in a drought and they need drinking water. My last point is that		Fixing some stuff.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward



Council parking is more expensive.				
Roads.		Getting more road works improved.	Fendalton-Waimairi-Harewood	Male, 25-49, Harewood Ward
Roads.		It's hard, because it is obviously ongoing from the earthquake. Probably minimizing the time spent on repairing the roads, example, digging them up, fixing them, then digging them up again.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
Roads.		I think some of the roadworks can be done after working hours to avoid traffic.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Roads.		They put in the cycle lanes, and then they put parking on the side of them as well. It's difficult for bigger service vehicles, dooring can be very dangerous. If they were to put cycle lanes, no parking on the sides. I understand why they put the lights on the cycle lanes, but that stops the traffic, often there is no cyclists, and still the lights go. Sometimes there is no opportunity for the vehicles to go.	Fendalton-Waimairi-Harewood	Male, 50-64, Fendalton Ward
Roads.		Informing people when they are digging up roads, how long it takes and why they are digging up a road if they have previously fixed the road before. Example, Moorhouse Ave, Montreal street and Blenheim Road have repeatedly been dug up after being fixed with little to no explanation why.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
Roads.		It's been 8 years since the earthquakes, and even driving along a main road you can still feel the bumps along the road through the suspension of the car. Additionally, they need to stop digging and re-digging the same patches of road.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward



Roads.		The bumpiness of the roads, the state of them, but understanding why they are not.	Fendalton-Waimairi-Harewood	Female, 50-64, Waimairi Ward
Roadworks.		I just feel like it's the same roadworks getting done over and over again. I'm not sure why, or if there's an underlying issue I'm unaware of. I feel like my rate dollars are going down the drain. On Colombo street, they seem to go from Strickland Street all the way to the Port Hills and back. Additionally St. Asaph Street and Antigua. There's a block between those two that seems to be constantly being dug up, and the routes to go through or around it seem to change daily.	Fendalton-Waimairi-Harewood	Female, 50-64, Waimairi Ward
Schools.		Interacting more with them, more opportunities for that.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
Selling city assets.		I think they should state in the city plan that they will not sell the core assets of the city.	Fendalton-Waimairi-Harewood	Female, 65+, Fendalton Ward
Some positive actions taken in the Square.		Building the monuments, i.e. the Service men's one should be taken out of the Square and put into Cranmer Square. The buildings the council is thinking about putting into the square would make the Service men's memorial be out perspective .	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
Stop wasting money.		Stop wasting money on sculptures, and more cycle ways, we do not need them.	Fendalton-Waimairi-Harewood	Female, 50-64, Fendalton Ward
Street beautification, which includes tree planting.		Improvement of street planting, particularly in new sub-divisions. Well, we moved into our house and the council still haven't planted the ornamental trees they promised on the roadside. They are quick to make us fulfil our responsibilities as rate payers and very slow in performing their responsibilities. There is no communication about it on local level. We shouldn't have to	Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward



		ring, they should make us aware of it.		
The chlorine.		It would be good when the water is all cleaned but things do take time.	Fendalton-Waimairi-Harewood	Female, 65+, Harewood Ward
The Council is supposed to be a service for the ratepayers, but they are running it like a corporate business and they are wasting ratepayers' money.		First of all if they want to ask what people want then they need to make these times that people can meet, instead of times that they can't. They need to make more time for people to make their requests.	Fendalton-Waimairi-Harewood	Female, 65+, Fendalton Ward
The maintaining of our rates at a reasonable level.		I just think that sometimes, with buildings and different services, there is a mass blowout in the budget, and budgets need to be abided by.	Fendalton-Waimairi-Harewood	Female, 65+, Harewood Ward
The new sports stadium.		Get it built.	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward
The organising of events.		Better advertising and getting it more out on social media.	Fendalton-Waimairi-Harewood	Male, 18-24, Fendalton Ward
The quality of the footpaths. I find a lot of them need to be flattened out. Have lots of bumps and tree roots growing through them i.e., The one on Yaldhurst Road that starts on Main South Road.		Repair them.	Fendalton-Waimairi-Harewood	Female, 18-24, Harewood Ward
The red bin.		It should be a weekly collection of the Red bin, instead of fortnightly.	Fendalton-Waimairi-Harewood	Female, 18-24, Fendalton Ward
The repairing, making sure there are no drinking water leaks, and		More funding and effort to get things fixed in a timely manner and to protect what we have.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward



stopping the waste water getting into the rivers and creeks.				
The roads and walkways.		It is very much time management and resources, basically they are not talking to each other, they seem to be doing a lot of repetitive unnecessary work.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
The roads in the city should be done because the trucks are causing damage to them. The roads in town should be smoothed out a bit better.		Probably goes back to the first one, which they are already doing by fixing the highways. Once they get the highways done and trucks out of town it will be improved.	Fendalton-Waimairi-Harewood	Male, 50-64, Harewood Ward
The roads.		It should be laying hot roll asphalt on every bus route. I travel on a lot of buses with my gold card, and the state of the roads which the buses travel on is largely appalling. In my view more people would travel on the buses if all bus routes were hot rolled asphalt. Regarding the pavements, pedestrians are in undue peril. I was under the impression that, on pavements, pedestrians had the right of way. In Christchurch, they manifestly do not, when having regard to the behaviour of everyone else who uses the pavements, apart from pedestrians. Additionally there is a distinct smell of sewage on Edgeware Road. It's not everyday, but I go up there every few months. It was bad because of earthquakes, and I know a lot of work was done on it, but occasionally, when I go down it, I still get a whiff of sewage.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
The roads.		Traffic management at peak hours and completion of earthquake related repairs.	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward



The roads.		We are rural and when we want to do a burn off there is no information on the website. The information is not up to date. It sends you from one page and then to another page and in the end you just give up.	Fendalton-Waimairi-Harewood	Male, 18-24, Fendalton Ward
The roads.		Not wasting the money on the roads, in the city roads, as they have been.	Fendalton-Waimairi-Harewood	Female, 50-64, Waimairi Ward
The rubbish.		Clean up general rubbish. I want to know what happens to the rubbish after the council has collected it, and if there is anything that I can do to help with the bigger picture. What happens to all of our rubbish at the dump.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
The street sweeper.		It used to be a regular event. It's quite rare to see the sweeper come down our street in Merivale.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
The thing is getting their finances.		Concentrate on their budget.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
The water chlorination.		The chlorination of the water has been enormous for us. There are apparently other ways the water can be made safe, like irradiation. We have issues like eczema, dry skin and had to put in a very expensive purification system.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward
The water issues.		Try and get it sorted so we don't have chlorine in the water.	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward
The water pipes. "Frameworks or infrastructure"... this is more for drinking water.		Improving the water tanks, where the water is held.	Fendalton-Waimairi-Harewood	Female, 25-49, Waimairi Ward
The water supply.		I just want un-chlorinated water again, that would be nice because chlorinated water tastes bad.	Fendalton-Waimairi-Harewood	Female, 25-49, Fendalton Ward



The water system.		Get rid of the chlorine, as the water tastes like crap.	Fendalton-Waimairi-Harewood	Male, 18-24, Fendalton Ward
The water.		They need to hurry up and get the chlorine out of it. They need to fix water leaks more promptly, i.e. there is one in Roslyn Avenue that I have sent several emails about, and it is still not fixed.	Fendalton-Waimairi-Harewood	Female, 50-64, Fendalton Ward
Town planning.		Take an honest look at town planning, don't be pushed/pressured by developers. This is my biggest concern, really.	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward
Transport.		I could get a bus into town, free of charge. They could put more buses on, to lots of different areas.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
Tree trunks.		They need trimming, detracts from the overall look of the tree.	Fendalton-Waimairi-Harewood	Female, 65+, Waimairi Ward
Use local contractors and make decisions quicker.		Don't give contracts to overseas contractors.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
Waste water management.		Get rid of the chlorine, as the water tastes like crap.	Fendalton-Waimairi-Harewood	Female, 18-24, Waimairi Ward
Water condition.		Water in our area has a strange smell & taste different.	Fendalton-Waimairi-Harewood	Female, 25-49, Harewood Ward
Water draining.		I just don't like seeing when the sewage water discharges into the river.	Fendalton-Waimairi-Harewood	Male, 25-49, Waimairi Ward
Water quality.		Remove chlorination and insure sustainability. No bottling.	Fendalton-Waimairi-Harewood	Male, 50-64, Waimairi Ward
Water quality.		Taking the chlorine out of the water.	Fendalton-Waimairi-Harewood	Female, 50-64, Waimairi Ward



Water services.		Speed up the process getting the chlorine out of the water.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Water supply (non chlorinated).		I was disappointed by the over chlorination. The whole chlorination has been badly organized.	Fendalton-Waimairi-Harewood	Male, 65+, Waimairi Ward
Water supply.		Not to approve so many people access to the wells for commercial uses and clearing out the chlorine.	Fendalton-Waimairi-Harewood	Female, 25-49, Waimairi Ward
Water treatment.		Strong smell from treatment pond.	Fendalton-Waimairi-Harewood	Female, 50-64, Harewood Ward
Water, car travel.		Remove the chlorine. Improve the survey to get all answers because they are not asking about car travel around the city, they need to stop doing things that block the traffic and making the journey start/stop, because that ruins the productivity of the city and bad for the environment.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward
Water.		Providing artesian water. Reducing the amount of irrigation to dairy farmers. Preventing people from bottling and selling our water.	Fendalton-Waimairi-Harewood	Male, 65+, Fendalton Ward
Water.		I strongly feel the fiasco with the bottling plant would have been handled better by the council, as compared to how the Canterbury environment handled it. There needed to be public consultation, because there is a growth of opinion of people who are angry about it. I thought it was the councils fault and it wasn't their fault at all. The chlorination of the water the council did was responsible and necessary at the time for when they did it.	Fendalton-Waimairi-Harewood	Female, 65+, Waimairi Ward
Water.		Putting in place infrastructure to prevent this from happening again.	Fendalton-Waimairi-Harewood	Male, 25-49, Fendalton Ward



When it come to the buildings, the resource consent, the Council need to be more user friendly for people who are applying. Resource consent, building consent, that's just the process so long at the moment, they don't make it easy for people who want to grow their business, they make it hard, so slow it down for companies trying to expand and Council seems to make it difficult for them.		I think maybe have the processes clearer, just make it easier for people, when people are doing the right things, they keep getting so many hurdles, it seems to be ridiculous.	Fendalton-Waimairi-Harewood	Female, 25-49, Waimairi Ward
Access to parking in the centre city.		Easy access to parking, more well known car parks. Cheaper fares to park in the city centre.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
Being transparent.		Letting people know what is going on in regard to water issues.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward
Building consent and resource consent.		Maybe work down on approvals as soon as and also at a lower cost.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
Building consents and approvals.		Reduce costs and time delay on building consents, e.g. 4 months to get consent for a lap pool.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward
Building, consenting.		Get more people on there so that its faster.	Halswell-Hornby-Riccarton	Male, 50-64, Riccarton Ward
Bus service.		The buses are not user friendly for a lot of us. I can get on a bus and go to the Palms but I don't want to go to the Palms, I can get a bus to Merivale Mall but I have to walk a couple of kms to catch the bus. The routes aren't friendly for some of us, yet some people have a great	Halswell-Hornby-Riccarton	Female, 65+, Halswell Ward



		service they are on the bus route and have choices of buses.		
Buses.		I've given this one a lot of thought. The challenge with the bus system is that the council is losing a lot of money keeping the service going, but it needs to be accessible to the public. I don't think the business model works, I think a subscription model would work better to save money for the council and potentially make a profit (rather than the pay as you go system). An observation, when we had the free bus day, I didn't see any more people using the bus. Currently the only people using the bus are those who can't drive and people who I know that use the bus are usually because they don't have their full license and they can't wait to get their full licence and are relieved when they don't have to use the bus.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
Can be working on all of them all of the time.		Take the chlorine out of the water.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
Chlorine.		Sorting the pumps, getting them fixed. Being honest about it being a long term fix or fixing it properly cause people are unhappy.	Halswell-Hornby-Riccarton	Female, 25-49, Halswell Ward
Communication with community.		If I talk about my area. I use to get a lot of chlorine then sometimes it taste different.	Halswell-Hornby-Riccarton	Male, 18-24, Hornby Ward
Cutting of grasses and weeds along the railway cycle track that leads through the city and some of the other cycling tracks further afield.		During the summer all tracks should be clear of dry grass and weeds to reduce the fire risk. These cycle tracks are all well used.	Halswell-Hornby-Riccarton	Female, 65+, Riccarton Ward
Drinking water quality.		Get rid of chlorine, stop bottled water and drink tap water.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward



Drinking water.		I think keeping residents well informed about the status of our drinking water and work to improve quality.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
Driving on the road.		More safety on the road, and drink driving safety.	Halswell-Hornby-Riccarton	Female, 18-24, Hornby Ward
Event organization.		Communication. Making a polling system engaging with the use of things such as social media.	Halswell-Hornby-Riccarton	Male, 18-24, Hornby Ward
Everything.		I think they need more experienced employees that have knowledge and are qualified to deal with any questions.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
Flooding, drains and flooding.		Around the Heathcote, more stormwater drains.	Halswell-Hornby-Riccarton	Male, 25-49, Hornby Ward
Footpaths.		They need to repair them and make them fit for purpose so you don't trip over tree roots, cracks, broken footpath seal and it would be nice not to trip over Lime Scooters.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
Fresh water.		It needs to be an advocate for the residents to ensure our drinking water is kept pristine and protected.	Halswell-Hornby-Riccarton	Male, 50-64, Hornby Ward
Get rid of the bloody chlorine from the water.		Get the wells head fixed so they can eliminate the chlorine.	Halswell-Hornby-Riccarton	Male, 65+, Riccarton Ward
Getting all the jobs (finishing the roads and footpaths) in the central city done.		Letting the public know what jobs they are doing and when they will be finished.	Halswell-Hornby-Riccarton	Male, 65+, Riccarton Ward
Getting the water back without the chlorine and not letting a Chinese company take our water.		Getting the water back without the Chlorine and not letting a Chinese company take our water.	Halswell-Hornby-Riccarton	Female, 25-49, Halswell Ward
Giving consent for building.		Make it a quicker process to get consent.	Halswell-Hornby-Riccarton	Male, 18-24, Halswell Ward



Honesty and transparency.		Transparency regarding the water chlorination issues, and the nepotism prevalent in the city. Regarding the water systems, the information regarding the wells wasn't disclosed to the council. If the information was disclosed, we may have not been in the same situation regarding the well heads and the councillors may have reacted differently.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
I don't know.		There is still a lot of road works going on in main roads.	Halswell-Hornby-Riccarton	Female, 25-49, Halswell Ward
I really think they need to watch their spending.		Put the questions to the people that count, the ratepayer, how much they are spending. They must be held accountable like running a household, i.e. if you earn \$20.00 a week you can not be spending \$21.00 a week.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward
I think fixing the roads in the inner city. Everywhere I go there's always cracks in the road where they have tried to fix but just covered it instead.		Just keeping people in the loop and making things more transparent so people can see what's going on. Providing opportunity for people to get involved.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
I think issues around water extraction.		I think that if the council is going to allow local or foreign companies, they need to be charging a lot more for the water than they currently are.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
I think our roads and cycle lanes.		It could just be focusing more on fully sealing the roads in certain areas that need it the most, like out in the eastern suburbs.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
I think perhaps responding to problems on the roads, e.g. if there is something dangerous they need to respond		I think they need to acknowledge and have communication with the public.	Halswell-Hornby-Riccarton	Female, 65+, Halswell Ward



more quickly, e.g. a direct number.				
I think they need to work the public transport.		Such as continuing with walking and biking and bus services and bring people from satellite areas.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward
I wish they would hurry up and get the water right because I am still buying water, this has gone on way too long.		They just need to take the chlorine out, I can smell it when I fill the jug up or have a shower.	Halswell-Hornby-Riccarton	Female, 65+, Hornby Ward
I worry that the recycling isn't working out.		Make sure the recycling actually works. The plastic mainly, that they are actually getting to the manufacturing. In conjunction with that, making sure the manufacturers are being responsible in what they are producing, but that is higher than the council.	Halswell-Hornby-Riccarton	Male, 50-64, Hornby Ward
Improve recreational areas e.g. dog parks.		Dog park wanted in Hornby.	Halswell-Hornby-Riccarton	Female, 65+, Hornby Ward
In the Hornby area. Need to clean up Hornby.		Hornby is a forgotten suburb. Keeping weeding out of the centre, roads to the airport need to be maintained. When spoken to the council they say LTA and then LTA said it's a council issue. No one wants to own Hornby when it comes to cleaning up the centre plots.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
It is very hard as after the earthquake, there is a lot of roading that needs to be fixed.		I could give you several answers but it is difficult, but I would like to see them fix the roads a lot quicker. But I understand it is down to finance availability.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
Keeping the city clean and the road works with making it easy to access in the city centre.		Take too long.	Halswell-Hornby-Riccarton	Female, 18-24, Halswell Ward



Libraries.		Stop naming things with stupid names that no one knows what they means. The signs could say in English that the building is a library. You can give it a fancy Maori name, just call it what it is as well.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
Library mobility, more mobility parks in general.		Change the parks for the library, closer to the front door. More available mobility parks in the city, more notice for the people that need it.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
Listening to the people.		Not to go ahead with some of these stupid things that they do. Get rid of cycle ways.	Halswell-Hornby-Riccarton	Male, 50-64, Hornby Ward
Making an inquiry or complaint.		I think the Council, through the counsellors, should remember the policies they stood for council on and the fact that they are there on behalf of the voters and not on behalf of the council management and the people who run the various services. They are there for us and sometimes it doesn't seem like they remember that.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
Maybe road maintenance.		Fixing up potholes and repairing road services.	Halswell-Hornby-Riccarton	Female, 50-64, Riccarton Ward
Media relations.		Being more transparent with the public.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
NA		They need to talk to the road users and the other transport companies, they need to open the dialogue and go to the professionals to seek their opinion, like they used t. The trucks in New Zealand got bigger and longer.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
No choline in the water.		They are doing the best they can, it just takes time.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward



Notice of Council dealings .If they are changing or wanting feedback.		Mail campaigns and flyers in letter boxes.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
Our footpaths.		To communicate with the residents a little bit better. They're not quite as open as they should be.	Halswell-Hornby-Riccarton	Female, 65+, Halswell Ward
Parking and warden.		Don't have grumpy wardens.	Halswell-Hornby-Riccarton	Female, 25-49, Halswell Ward
Parking.		Build parking buildings and more parking spaces available where you have removed roads for cycle lanes.	Halswell-Hornby-Riccarton	Male, 25-49, Hornby Ward
Parking.		Sometimes in town, like, everything is pay. Create free carparking in town.	Halswell-Hornby-Riccarton	Male, 18-24, Hornby Ward
Parking.		I think more public parking is needed.	Halswell-Hornby-Riccarton	Female, 18-24, Hornby Ward
Planning and building consents.		There are so many building consents that are being approved that don't comply with the New Zealand building code or the by laws, i.e. accessibility.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward
Provide more attractions in the city, to bring more people in.		Because the economy is not looking good, and everyone is struggling for their lives.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
Public transport , the bus service.		Make it cheaper, for the people that are less well off.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
Recycling.		I would really like to see the Council recycle soft plastics.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward
Recycling.		By repairing the broken roads and damaged roads that existed since the earthquakes. Providing contracts to companies, to people who actually fix roads. There are a lot of roads that have been rebuilt but are	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward



		in a bad case of needing to be rebuilt again.		
Red bin collection.		They should take into account how many people live in a house because they have made some red bins smaller. We have 6 adults and our red bin is too small, so it would be good if we could have a red bin the same size as the yellow bin.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
Repairs in the city.		The earthquakes happened how long ago, the work is still going on in the buildings and roads.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
Riverway.		Working on cleaning them up, enhancing them.	Halswell-Hornby-Riccarton	Female, 50-64, Riccarton Ward
Road and footpath maintenance.		Put money into cleaning the road and footpaths rather than planting on Riccarton Road. The trees they've planted are going to create more maintenance that they are not going to do.	Halswell-Hornby-Riccarton	Female, 65+, Riccarton Ward
Road conditions.		When they are restructuring or redesigning the roadways they should do some research on how to better design them so that they can be more usable and less confusing. For example, the intersection of Ilam and Riccarton Road, if people are turning to the right they are confused if they should cross together or should one of them wait. It would be better if there was a roundabout there.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
Road maintenance.		Getting on to it ASAP, making it taste less like chlorine, less strong.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
Road work should be done at more friendly hours (not at night).		Planting sympathetically/natives and insuring all banks are neat.	Halswell-Hornby-Riccarton	Male, 25-49, Hornby Ward



Road works and construction.		It's really horrible in the east side. We have massive potholes. In New Brighton, they aren't really solving the problem and just keep re-digging roads, filling the pothole. The road is not smooth because of how they are repairing it.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
Road conditions.		Too much patching going on that doesn't last.	Halswell-Hornby-Riccarton	Female, 25-49, Halswell Ward
Roading and footpaths.		Making the footpaths nice and level without bumps, as it hard for me to walk on the footpath.	Halswell-Hornby-Riccarton	Male, 50-64, Riccarton Ward
Roading in the Red Zone.		Should put more resources in the roading.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
Roading infrastructure.		By repairing the broken roads and damaged roads that existed since the earthquakes. Providing contracts to companies, to people who actually fix roads. There are a lot of roads that have been rebuilt but are in a bad case of needing to be rebuilt again.	Halswell-Hornby-Riccarton	Male, 25-49, Hornby Ward
Roading.		Completing the work in a timely manner and using roading of a good quality at the end of it. We've been living alongside Riccarton Road for the last 4 years. There's always been ongoing Roadworks, and the finished product after over a year of waiting was unsatisfactory and now the fact there's more roadworks is frustrating.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
Roading.		More repairs.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
Roading.		Making the cycle lanes more user friendly rather than obstructive.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward



Roading.		Their roading closures need to be more timely. Cashmere Road, Hoon Hay Road, Hendersons Road, Sparks Road, what a cock up that was, as far as timing went, because there were very few alternative routes. Why couldn't they have staggered it or sped it up?	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
Roading.		Getting it finished.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
Roading. I'm including the footpaths as well. The total roads not just the road where you ride your bike, also ban the lime scooters. The Lime scooters can stay if they meet the health and safety rules. If they have helmet lighting and they go too fast they have to keep off of the walkways.		They need to talk to the road users and the other transport companies, they need to open the dialogue and go to the professionals to seek their opinion, like they used t. The trucks in New Zealand got bigger and longer.	Halswell-Hornby-Riccarton	Male, 50-64, Riccarton Ward
Roads are bad, blocked drains, rubbish around streets.		Not enough information.	Halswell-Hornby-Riccarton	Male, 50-64, Riccarton Ward
Roads, just the general quality. Especially the main thoroughfares.		Maybe prioritising road levelling and removal of potholes as opposed to aesthetics.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
Roads.		Most of the 60-80kph zones are running at 30kph, because of maintenance works, and maintenance never seems to end.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
Roads.		Fixing roads faster and more effectively so that there's less road works, so that there are less dangerous drivers due to road works.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward



Roads.		It's somewhat tricky when the quakes damaged them all. They all seem to be patched and then they break down again, it's also intriguing the type of surfaces, smooth versus wet tarmac surfaces.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
Roads.		Listening to people who complain.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
Roads.		Certain paths are rough.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
Roads.		Bike lanes are nice but they are not being used so they are not necessary and the roads are still a bit rough.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
Rubbish collecting.		I would like one free pass to the rubbish dump at least once a year for all rate payers.	Halswell-Hornby-Riccarton	Female, 50-64, Riccarton Ward
Rubbish collection.		Educating people how to use their bins better so they don't leave you stranded with a full bin for a week.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
Rubbish collection.		Maybe having bins emptied earlier so there's no chance of rubbish being blown out of bins and blown around our city.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward
Spending less on cycle ways and making it easier for motorists.		Widening the roads and narrowing the cycle ways. Being faster at road repairs.	Halswell-Hornby-Riccarton	Female, 50-64, Riccarton Ward
Street signs.		Some signs are too old or broken and bent so you can't read it properly which is dangerous for drivers and people walking the street.	Halswell-Hornby-Riccarton	Male, 25-49, Hornby Ward
Take the parking metres out.		Re-condition the road, some have potholes and are bumpy, reducing the speed, instead of fixing the roads.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward



The bin system, bigger families need more bin space compared to others.		Allow the option for bigger bins for bigger families.	Halswell-Hornby-Riccarton	Male, 18-24, Hornby Ward
The Cathedral.		It's been in a dilapidated state for far too long. It's been in a key part of the city. In my view, it's got no place being there recently. There should've been pressure on the Anglican community to tear it down. we've been far too patient with them. Even with tearing down heritage buildings, even if it's one stone down on top of each other, especially in an earthquake prone country. If we haven't learnt that lesson by now, we probably wont at this rate. It's an idiotic building, and it should be torn down.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
The chlorine in the water.		Get rid of the chlorine water, I even have to do filtered water for my dog.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward
The chlorine in the water.		I know they have to fix the wells, just hurry up.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
The chlorine in the water. They can improve water quality by getting chlorine out of the water.		Check all the old wells and repair them as quickly as they can.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward
The collection of rubbish.		When they collect the rubbish, they tip the bin upside down and it doesn't always clear the bin. Also taking into account the size of the household for the size of the bin.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
The drinking water.		Continue to secure the well heads so water does not need to be treated chemically.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
The drinking water.		Get rid of the chlorination.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward



The parks and green spaces. They seem to plant grasses and shrubs rather than trees. They seem to cut down trees and never replace them.		Replanting more natives.	Halswell-Hornby-Riccarton	Male, 25-49, Halswell Ward
The Riccarton Road waterworks development.		It is disrupting traffic, buses and businesses into the city. Rather than take 2 years, can they do it in 18 months? More workman working out of hours. Make it more hasty.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
The road maintenance.		Really need to be fixing things faster.	Halswell-Hornby-Riccarton	Male, 18-24, Hornby Ward
The road maintenance.		It needs a more complete road repair programme.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
The roads and footpaths.		They need to spend a bit more money on roads and footpaths. They are very undulating in parts, there's bumps and holes.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
The roads.		There is just a lot of construction going on. Now there should be a priority on focusing on getting things done, instead of having a lot of things on the go.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
The roads.		Fixing the roads, improve access.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
The roads.		I think they should be more active in what they're doing, they should be out front and doing it instead of putting it into the too hard basket. They need to cover all areas of Christchurch and not just what seems to appear to be the most affluent areas of Christchurch. There are quite a few areas in Christchurch that seem to be neglected more than others.	Halswell-Hornby-Riccarton	Female, 65+, Hornby Ward



The roads.		We get the road dug up for maintenance or whatever and then it gets dug up again for fibre optics or whatever. There doesn't seem to be any foresight to have everything done at the same time to save disturbances. Sick of seeing the road cones all over our roads, it's been 8 years.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
The roads.		There are potholes sometimes. To clean the walking paths because the green stuff is growing, and it is slippery. Well maybe more supervision.	Halswell-Hornby-Riccarton	Male, 65+, Riccarton Ward
The roads.		Some roads are still quite badly damaged from the earthquakes. I recognise they are doing their best but some roads have bad potholes in them and they damage your car.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
The roads.		Focusing on the worst areas.	Halswell-Hornby-Riccarton	Female, 18-24, Halswell Ward
The roads.		There still needs to be a lot of road work, and lots of hazards.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
The rubbish collection.		I use an app for the kerbside rubbish collection service and it doesn't seem to sync up with the council's schedule, at least at our address.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
The rubbish.		The yellow and red collected every second week and the rubbish piles up. Increase rubbish collection frequency.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
The sizing of the bins.		The red and green should be bigger. I look up what should be thrown out but it doesn't always match. Different types of plastic. There should be a more itemized list of things that should be going in each bin. There is a lot of confusion of when I look these things up.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward



The state of the roads and the footpaths.		Making timely repairs to all potholes and breakages for all roads and footpaths, not just the ones outside councillors homes. Not just Merivale and Cashmere.	Halswell-Hornby-Riccarton	Female, 65+, Riccarton Ward
The town hall.		They wasted a lot of money on the town hall. Money could have been spent much more effectively on other projects.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
The waste management.		So, the rubbish collection should be made often, rather than once in a week.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
The water quality.		Get rid of the chlorine.	Halswell-Hornby-Riccarton	Female, 50-64, Hornby Ward
The water quality.		Despite having the water up to par as with a couple of years ago and the water quality has dwindled and it's the chlorine in it.	Halswell-Hornby-Riccarton	Male, 18-24, Riccarton Ward
The water supplies.		Because when I go for a walk in the morning. I ring up about it and it's still there in 5 or 10 days later.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
The water supply.		Just removing the chlorine so they can get the water restrictions removed.	Halswell-Hornby-Riccarton	Female, 25-49, Riccarton Ward
The water taste for me.		I think they should minimise putting in the chlorine for the taste, because there's a strange taste.	Halswell-Hornby-Riccarton	Male, 18-24, Hornby Ward
The water.		They seem to be doing it. I just hope they can get the water back to being purer water, as it was.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
The water.		Well they should be speeding along with these wells, that they think will fix the chlorination they're putting in the water. Christchurch is well known for having the best of water in the country. They're letting the Chinese company pump water from out under our ground and they're letting them get away with that so	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward



		they should be able to give better water to the citizens of Christchurch.		
The water.		I have lived all over New Zealand and we used to have the best water in New Zealand. We need to get rid of that chlorine, it's worse than going to a swimming pool.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
The water.		They need to take the chlorine out of it.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
To fulfil their promises.		To get the chlorine out of my well in the Lulworth Lane area.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
Traffic flow. That's synchronization of lights and making more sensible intersections.		Probably use the money that would otherwise go to the cathedral for our roads.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward
Traffic management.		When they are driving around, open their eyes and do something about it, i.e. the traffic flow, efficiency, traffic lights, stupid arrows. Constant one step forward, two steps back and the silly layout.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
Traffic.		Riccarton Road has lots of traffic and the road works aren't helping and making things difficult around school/business time, road works also taking too long to complete.	Halswell-Hornby-Riccarton	Female, 50-64, Riccarton Ward
Transport.		Increasing travelling means for future use.	Halswell-Hornby-Riccarton	Male, 18-24, Halswell Ward
Travel to the Art Centre, Rolleston Avenue. The service to that by bus.		Well I think they could do well to reinstate the shuttle that used to run in that area.	Halswell-Hornby-Riccarton	Female, 65+, Riccarton Ward
Upgrading on the dog park at the Groynes.		Adding shade and filling holes that dogs make.	Halswell-Hornby-Riccarton	Female, 50-64, Riccarton Ward



Value for money for rate payers.		Rates keep going up but the range of services do not improve with it.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward
Waste control.		Too much chlorine, can taste it.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
Water and buses and roads.		Stop spending money on unnecessary trips for councillors.	Halswell-Hornby-Riccarton	Female, 65+, Halswell Ward
Water issues around West Morland.		Well obviously they have a system to prioritize the water issues, and we go walking a lot from our house around the Westmorland hill area and there would've been 5 or 6 places around the circuit I walk most days that have been walking for most days of the year. Some of them are coming from people's toby box, which is the issue we're having in our home. I think about how precious our water is, and about the water restrictions, and I can think of places where the water is literally going the drain. And they're literally letting the Chinese take our water for literally free.	Halswell-Hornby-Riccarton	Female, 50-64, Halswell Ward
Water quality and protection.		Remove chlorine and stop bottling.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward
Water supply, in general.		Get rid of the chlorination for a start. If they do that and keep it consistent, it will be reasonable.	Halswell-Hornby-Riccarton	Male, 65+, Riccarton Ward
Water supply.		Remove chlorine from water.	Halswell-Hornby-Riccarton	Male, 65+, Halswell Ward
Water supply.		Work on fixing pipes and wells to remove chlorine.	Halswell-Hornby-Riccarton	Female, 25-49, Hornby Ward
Water supply.		The taste of the water, we do not like it.	Halswell-Hornby-Riccarton	Male, 25-49, Hornby Ward



Water.		We have a water meter down the road that is leaking, and it's been leaking for a long time. No one has come out to see where the metre is leaking from. When I've been out walking, I've seen a lot of meters that are leaking and haven't been mended in a long time. I would like to know what the story is with water sprinklers being allowed in parks, yet individual residents have to conform to water restrictions. I understand why we have restrictions, and I will do my bit, but I don't think we're really that short of water.	Halswell-Hornby-Riccarton	Female, 65+, Halswell Ward
Water.		I eluded to it in a previous question, I think the security of the "drinkable water" in Canterbury is the number one resource that the community needs. I hope that the day does not come that we have to run a dual supply system of drinkable and grey water.	Halswell-Hornby-Riccarton	Male, 50-64, Halswell Ward
Waterways.		Management of roadworks.	Halswell-Hornby-Riccarton	Female, 18-24, Riccarton Ward
Would really like to be more aware of what's happening.		Not enough information.	Halswell-Hornby-Riccarton	Male, 25-49, Riccarton Ward
		Maybe having bins emptied earlier so there's no chance of rubbish being blown out of bins and blown around our city.	Halswell-Hornby-Riccarton	Male, 65+, Hornby Ward
A couple of services, roads, clean water.		They should bring more and more people in this country to develop faster, heaps of trained policemen and police women to control the criminals.	Linwood-Central-Heathcote	Male, 18-24, Central Ward
Accessibility to public transport, more accessible ways of getting around.		Not cutting bus services to cut costs. Providing reliable ways for people with disabilities to get around. My son is visually impaired and will not be able to drive. More cycle lanes for it to be safe. Just providing some	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward



		options. More reliable options so they are not excluded from life.		
Active transport - walking and cycling around the city and the suburbs.		I think there should be more cycleways and better public transport to facilitate walking.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Because there is something they should be improving lot in parks and maintaining and getting rubbish bins on them, they are getting local parks , there is probably better if the survey is suburb based rather than Christchurch based because I don't know which one gets better service, I am pretty sure that Fendalton parks get better but still most don't.			Linwood-Central-Heathcote	Female, 25-49, Central Ward
Being transparent.		Just being honest and up front with the public.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
Bus timetables.		I think it's their job, not ECAN, and the Council has a role to play with the bus stops and the timetables. This is what I use all the time, the buses mainly, and ECAN controls the buses. I rely on the buses a lot, but they are changing all the time. They used to be quite good before the earthquake but now they are quite a puzzle. Since they had the road done up for the new cycleway, I have to walk to China to catch a bus and it used to be just around the corner from me. Now they can't stop because they have these concrete mounds along the cycle way. Surely my bus fare starts when I get on, not when I have to go halfway to town to	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward



		<p>catch a bus. They need to look at that. They spent a lot of dough on that, especially down Strickland Street, where instead of just painting the cycleway they've got it mounted with concrete. So, buses can't stop at the bus stop anymore, what's the point of that when I used to catch it outside my door. It must be hard on the dairies because there are no parking places. I live in a council flat in Brougham street, I have to walk up to Selwyn Street and to Columbo Street as well. It's a long way on a wet day carrying my parcels. There are a lot of people that live in Norman Kirk Courts and they don't all drive. I'd like the council to walk it and see what I'm talking about.</p>		
Change the water policy for chlorination.		Think of an alternative, either shut of the effected wells or figure out another way to clean the water.	Linwood-Central-Heathcote	Female, 18-24, Central Ward
Cleaning of rivers and waterways.		There is a lot that is out of their control, constantly cleaning rivers.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
Communication on the way forward, especially with the city centre.		Communication with the public.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Communication.		Just communication, because this is what they are not good at.	Linwood-Central-Heathcote	Male, 65+, Linwood Ward
Community centres.		The community facilities are currently weighted towards groups which meet weekly or regularly, which makes it hard when you are arranging events annually. It's hard to plan events until you have a set location, so if you can't get a booking you can't plan anything you do.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
Consenting issues.		Just lift their game. They need to get things done in a more timely manner and stop putting things in the too hard basket they need to make a	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward



		decision. To be frank, they need to grow some balls instead of passing the buck all the time.		
Considering residents when approving breaches of building codes for new developments.		Actually talking to residents that will be directly affected by infill developments and actually addressing their concerns. Don't let William's corporation ruin our neighbourhood.	Linwood-Central-Heathcote	Male, 50-64, Central Ward
Council accommodation, rebuilding never happens.		Rebuild on claimed land, also the other thing is they should open the red zone land for camping and stuff.	Linwood-Central-Heathcote	Female, 25-49, Heathcote Ward
Cycle lanes.		Better separation between cars and bikes. It would be good to have more places where you can park a bike that are under camera surveillance.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward
Decision making and submissions. Communications with the final decisions to the community.		When raising the roads they are put back down exactly as it was and they need to make it better.	Linwood-Central-Heathcote	Female, 50-64, Linwood Ward
Disabled access.		Just general awareness, consulting with wheelchair users when there are roadworks, new buildings where wheelchair users are able to access the same as others, any differently able users, includes mothers with prams. No heavy doors.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
Dog registration.		They should clean up some of the dogs running around the area. There was a dog attacked in the park, this was Waltham park, it was a roaming dog and ours was on the lead.	Linwood-Central-Heathcote	Male, 65+, Linwood Ward
Drainage and roading.		Complete and fast track earthquake damaged areas.	Linwood-Central-Heathcote	Female, 50-64, Heathcote Ward
Drainage and services.		If we go into town and we have a bit of flooding.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward



Drinking water.		Continue to secure the well heads so water does not need to be treated chemically.	Linwood-Central-Heathcote	Female, 18-24, Linwood Ward
Drinking water.		They need to get someone with intelligence who knows more about water in Christchurch. Anne Flam.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
Fixing the roads.		Spending more time and doing it properly, there are many roads being ripped up and being fixed again.	Linwood-Central-Heathcote	Female, 18-24, Heathcote Ward
Fixing the storm water system.		Being effective in a way that there are no flooding issues.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Flooding issue, community participation in terms of decision making. it's not very accessible as only people who knows how it works can access it.		Flooding issue, maybe they need to have a long term plan in terms of the flooding management. The residential area is expanding, causing more runoff and this needs to be sorted.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Footpath maintenance I have made contact with the Council regarding a safety issues four times over the last two years and nothing has been done and it has resulted in someone being taken away in a ambulance.		Remove hazards.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Footpaths.		To deal with the weeds and uneven surfaces.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Footpaths.		I think they should perform better in two things, the call centre should not contradict what council websites say, like affecting waterways and call centre says they don't have means and need 3 weeks to repair,	Linwood-Central-Heathcote	Female, 65+, Linwood Ward



		so they should be clear on what they say.		
General rubbish runs and skips.		Taking greater care to take care of waterways so they don't get contaminated.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
Getting rid of the chlorine.		Finish the job they have started.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Getting roads fixed.		More staff to speed up the services.	Linwood-Central-Heathcote	Male, 65+, Central Ward
Give us a bigger green bin.		The size of the green bin provided should be based on the size of the section, not at additional cost either.	Linwood-Central-Heathcote	Female, 25-49, Heathcote Ward
Have less commercial activity in Hagley Park.		It is a park, it should not have a lot of commercial activity. Stop buildings/setups going up in haggler park, this will ruin the grounds.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
Heathcote River stop banks.		I have had flooded out in my house about 6 times since I have been here, completely surrounded and water coming in to the house, and nothing constructive has been done about it.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward
Housing.		Safer housing. I'm not sure if this is a Council problem or not, but make it more affordable. But, this isn't entirely true because it is affordable.	Linwood-Central-Heathcote	Male, 25-49, Central Ward
I have nothing, all I can think about is the parking around the hospitals.		Well there is a lot of buildings that have been built around the hospitals, there is no parking for people who are visiting the hospital, on the streets or you have to walk quiet a bit when there should be car parking beside the hospital, that makes peoples lives easier.	Linwood-Central-Heathcote	Female, 18-24, Heathcote Ward
I think they could really improve on their footpath and road maintenance.		I think the council should stop doing temporary repairs on roads and footpaths and do a permanent repair. Any time it rains any temporary they've made comes up with the rain and the traffic, which is	Linwood-Central-Heathcote	Gender diverse, 25-49, Central Ward



		pointless since it always rains in Christchurch. It's been ten years already.		
I would like to see the water supply fixed up so there is no more chlorine.		I guess they need to fix the wells so are not being contaminated.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
If they could focus on preserving the heritage buildings better. The central city heritage buildings along Oxford terrace have been scheduled for repair in the distant future but they need protecting from further damage until then.		Weather wrapping the buildings. Maintaining them until they can be repaired.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Improvement of the footpaths.		Checking them more often, there is a lot of tree roots affecting the footpaths.	Linwood-Central-Heathcote	Female, 65+, Heathcote Ward
Indoor stadium.		Get on with it , decision making.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Listening to people.		They should be more available to people and should be more open in council meetings. There is too much secrecy. The rates go up and getting nothing extra. The rates go up to build the big buildings in town, what about our roads footpaths and streets.	Linwood-Central-Heathcote	Female, 65+, Central Ward
listening to the people.		Get out into your communities. I only see them on TV or in the paper, I don't see them in the communities they represent.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Maintaining their budget so we don't have to pay higher rates.		Wise governance. Not overspending on things like town hall or the new projects that have been planned.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward



Maintaining waterways and banks.		Maintaining the area more often, such as weeding. Making it look nicer and well presented, not just at the beginning.	Linwood-Central-Heathcote	Female, 25-49, Central Ward
Managing footpaths rivers and roads.		Not too much red tape.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
More communication from them. Hard to get hold of them.		Ease of getting hold of them, communication.	Linwood-Central-Heathcote	Male, 50-64, Central Ward
More parking.		Maybe have more public parking areas, and during a day, when they have to host public functions and there is high unavailability of parking spots, if they could rectify that, it would be helpful.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Need to get chlorine out of water.		People having allergic reactions.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Parking at the library in the city.		Supply more parking for the Library in the city.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward
Parking enforcements.		Faster response to my callouts for blocked driveways. I have had to call several times to get somebody to come out and view double parking on my driveway. Less bureaucracy and legalities. There is a guy in the street who double parks regularly and I have offered to take a picture and send it in but they have said no, they have to see it themselves and by that time, the person has gone. Chester Street, Christchurch.	Linwood-Central-Heathcote	Male, 65+, Central Ward
Parking.		More parking in the city area, particularly the hospital.	Linwood-Central-Heathcote	Male, 18-24, Central Ward
Probably the image.		I think it comes down to leading from the front and conveying the trust.	Linwood-Central-Heathcote	Male, 50-64, Central Ward



Probably the rivers, the parks, and the trees.		We don't have enough looking after the parks because play equipment at parks hasn't been fixed and the trees in our street need to be checked.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
Probably water quality and stopping China from siphoning our water.		The water should be natural, no chlorine in the water and stop our most important resource from going overseas. Could they add fluoride to the water.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Public housing.		It needs to build public housing in the central city and make it cheaper, to deliver for the needs of the homeless, especially for single people. So lots of single units will be necessary.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Public transport.		Increase the energy efficiency of it. We should be doing more to be going to renewable energy for public transport. And public transport that is actually usable for the people of Christchurch, instead of having to use three buses to get somewhere.	Linwood-Central-Heathcote	Female, 50-64, Linwood Ward
Public transport.		More frequent bus trips and if there is room for it, less transferring to get from A to B. The old system we had when we could just hop on and hop off was far superior. They can't say it's not our problem, they should be influencing decisions in this area.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Public transport.		Because the buses sometimes don't run on schedule, aren't enough trips to get around.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Rebuilding.		They are currently rebuilding our city, so looking forward for finishing it in the near future.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Recycling, need better descriptions as to what could be recycled.		They should have a better description of what you can/cannot recycle.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward



Recycling.		Better sorting and reclaim and better facilities to recycle martials.	Linwood-Central-Heathcote	Male, 65+, Central Ward
Rivers, including creeks.		Cleaning it up better, especially around creeks, and making sure the creeks don't flood in heavy rain.	Linwood-Central-Heathcote	Female, 25-49, Heathcote Ward
Rivers.		They should be looking at the whole rivers, not just certain sections of rivers.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Road repairs.		Especially in those just out of red zone areas. I work all over town and whenever I go over to the east side of town, specifically east Fitzgerald Ave, road conditions change drastically.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
Road repairs.		I did this survey six months to a year ago and I mentioned the poor quality of the roading on our street and nothing has been done. Southampton Street.	Linwood-Central-Heathcote	Female, 25-49, Heathcote Ward
Roading in the eastern suburbs.		Fixing the roads.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward
Roading, especially urban.		Roading - They need to send crew to go round Christchurch and realise that they are terrible and get on to fixing them. Drive around themselves.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Roading.		Just fixing some of the potholes faster.	Linwood-Central-Heathcote	Female, 25-49, Central Ward
Roading.		Salisbury Street, I don't think it has been touched since the earthquake. When you go to the east side to Brighton, it is the forgotten area, compared to the north and the west, all the roads are lovely. But definitely Salisbury Street needs to be fixed. I think the 30kph goes out too far. The 30kph needs to be brought in a bit more.	Linwood-Central-Heathcote	Female, 50-64, Central Ward



Roading.		When raising the roads they are put back down exactly as it was and they need to make it better.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
Roading.		Roading is seriously bad. I'm extremely frustrated, one section of my road is so bad and they fix everything around it. Stop wasting money on other stuff and spend more money on the stuff that has to be fixed.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Roads and chemicals in water.		There's chlorine and fluoride in the water, water is milky.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
Roads and footpaths.		They are very unsafe and broken, not safe to drive or walk on. I wouldn't go anywhere at night without a good torch. There is not much effort in restoring the footpaths here. We have damaged roads and footpaths. We have old ditch culverts and they are broken and full of silt. Every time it rains, it washes into the culverts. There appears to be no interest in maintaining the infrastructure which is not fair, since we pay rates, same as everyone else.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
Roads and footpaths.		Resealing the footpaths, potholes and wrinkly roads.	Linwood-Central-Heathcote	Male, 65+, Linwood Ward
Roads.		It's hard for me to pinpoint one particular thing. The council needs less cones on the road and it has been like that for the last 8 years, they maybe need to speed up their service.	Linwood-Central-Heathcote	Male, 18-24, Linwood Ward
Roads.		Doing much faster work, the road, to make it nice, to make it good.	Linwood-Central-Heathcote	Male, 25-49, Central Ward
Roads.		Upgrading the footpaths and the gutters, and the road surface.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward



Roads.		Fix the roads that need to be fixed and not the ones that don't need to be fixed.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Roads.		They should be fixing the roads once, not three or four times.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
Roads.		Bumpy, and construction/repairs takes too long.	Linwood-Central-Heathcote	Female, 18-24, Central Ward
Roads.		Probably just more work on the roads that need it, in areas that are often overlooked, potentially.	Linwood-Central-Heathcote	Female, 18-24, Heathcote Ward
Roadworks, I don't care if its not red zone. And has cost you to much money, on my one vehicle. East side has been neglected since the earthquake.		Probably regular checks and less patching and more permanent repairs.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
Rubbish collection.		I think that, as a rate payer, that ratepayers should be allowed to have 2 free loads of rubbish to the dump a year, one in winter and one in summer, to try and stop all this dumping of furniture on the side of the road. Send a lot more trucks and vehicles to pick up the road side trash. The dumping fees are way to expensive, if they were cheaper, you'd probably find people wouldn't dump on the side of the road. The green bin needs to be the same size as the yellow bin.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
Rubbish collection.		Get better drivers.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
Rubbish.		The yellow bin is too big for recycling. Because it's too big, people put their rubbish in it, maybe it should go to the size of the red. Make all bins the same size, even the green one.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward



So far I don't get any problems for next 12 months.		I think they are doing their job good, that they are serving people in Christchurch.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
Stop naming the buildings the Maori names.		Older people don't understand. If they are going to do it have both English and Maori names. Allow public views before decisions are made. They are making decision and then telling the public what they are going to do, for example the Redcliffs school re-naming, the rate payers have no say in the names, yet it's in our council.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Storm water collection and the gutters and grates more maintenance required, e.g. grates cleaned out more often.		Maintenance of the grates and gutters.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Stormwater drains, and heritage buildings.		Maybe coming around and fixing the drains, try in different systems with the help of better research. Maybe it could be better protected from the elements.	Linwood-Central-Heathcote	Female, 18-24, Central Ward
Swimming pools, and keeping the pools open for longer. Specifically Waltham Pool, which closes two weeks early, mostly in my opinion.		Keep the pools open for longer, and make it cheaper for children to have swimming lessons.	Linwood-Central-Heathcote	Female, 50-64, Heathcote Ward
Take the chlorine out of the water.		Resealing the footpaths, potholes and wrinkly roads.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
Taking the chlorine out of the water.		Just fix the well heads promptly, and effectively, and efficiently and I guess, for them, cost effectively. Stop dosing us with chlorine! Ad nauseum.	Linwood-Central-Heathcote	Female, 50-64, Heathcote Ward



Talking to the ratepayers.		Meet the people, go out and talk to the people and at least give out pamphlets or something to let us know what is going on, as they come here and started digging up the roads and we knew nothing. They closed off two major roads like Stanmore Road and North Avon Road, they need to put it on Facebook or something.	Linwood-Central-Heathcote	Male, 50-64, Central Ward
The Bromley recycling centre and the smell.		I do not know really, but they need to get on to them about it, I have rung them before and they did look into it because the smell did subside, but it is back to smelling again, it is like rotten meat, it is not all the time but it seems to be on a Sunday, Monday. I ring up and the smell stops within a few hours, so they can do something when they want to.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
The chlorine in the water.		To finish it when they actually say they are going to finish it. Perhaps consider reducing the chlorine in the Central City water supply and not to consider permanently keeping chlorine in the water supply.	Linwood-Central-Heathcote	Female, 25-49, Central Ward
The chlorine in the water.		Getting rid of it and even with the lower levels in some areas you still can not drink the tap water.	Linwood-Central-Heathcote	Female, 50-64, Heathcote Ward
The chlorine in water.		If I talk about my area. I use to get a lot of chlorine then sometimes it taste different.	Linwood-Central-Heathcote	Male, 18-24, Linwood Ward
The condition of Christchurch roads and footpaths.		There is a lot of over growth on footpaths. They could probably make some money out of it because I know you can be fined that. I would also like to see a few less bumps on the road. They dug up a road near me 3 times and I still don't think they have it right. That is a lot of waste of rate payer's money and disrupts the traffic.	Linwood-Central-Heathcote	Female, 50-64, Linwood Ward



The Council needs to continue to tell the people to cut down in their water usage. I boil my water but sometimes people are not caring because they are washing their cars.		They could send a letter to the people to remind them, because some people do not listen or care.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
The east people the east side roading making sure its good for those people.		Just make sure all the roads are fixed up in the east side, spend some money over that way and make sure people can travel in and out of the east side well.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
The kerbside recycling.		Be good to get some updates regarding what could be recycled locally and what is being shipped away.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
The mayor.		They need to get rid of the Mayor and investigate the corruption that is quite clearly there.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
The range of options available for disabled community and them being independent.		Delivering a flyer around the neighbourhood outlining month per month what's available in the region. A menu of events that's coming up in the month.	Linwood-Central-Heathcote	Male, 25-49, Linwood Ward
The Red Zone area and people that still don't have homes.		Need to focus on what is more important, people who live here, or bringing in people from overseas for the touristy kind things.	Linwood-Central-Heathcote	Female, 18-24, Linwood Ward
The river wastage.		I was behind the Christchurch South Library this afternoon, and I saw cans and rubbish floating down the river, mass amounts.	Linwood-Central-Heathcote	Male, 18-24, Heathcote Ward
The rivers.		The rivers are filthy because of the neglect and what has been allowed to be put in them over the years. I understand that the earthquakes would not have helped.	Linwood-Central-Heathcote	Female, 50-64, Heathcote Ward



The rivers.		Flooding of the Heathcote River in our area has been bad. Richardson Terrace and Ferry Road in Woolston. Cutting of the weeds in the rivers, I used to see them doing that but not so much since the earthquakes.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
The road conditions.		After every 2 or 3 months they are, like, making a new road, they need to use good stuff so they will last longer. Especially down Stanmore Road.	Linwood-Central-Heathcote	Male, 25-49, Central Ward
The roads and parking.		Making sure roads are done properly, not having to dig them up all the time. With the parking, we have a parking place across the road and we have tickets, said that I was parked longer on the street than what I said I was.	Linwood-Central-Heathcote	Female, 50-64, Heathcote Ward
The roads.		Tidy up the public transport system.	Linwood-Central-Heathcote	Male, 65+, Linwood Ward
The roads.		Tuam Street is shocking, there are potholes, they fix one and there is another one there, the problem is not being fixed. The cars are getting knocked around, like the wheel alignment.	Linwood-Central-Heathcote	Female, 65+, Linwood Ward
The roads.		Digging up the roads a bit more and laying them out satisfactorily.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
The roadworks, it seems ongoing.		Probably at night time it can't be avoided, sometimes it's a little too much. The road works at night are a little disturbing.	Linwood-Central-Heathcote	Female, 25-49, Central Ward
The safety of the people.		There still needs to be a lot of road work, and lots of hazards.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
The water supply.		They should be cleaning it up. It needs to be fixed as it is "bloody terrible!".	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward



The water.		Take away the chlorine. We had the earthquake and nothing happened, add the chlorine and all the problems came up.	Linwood-Central-Heathcote	Female, 65+, Central Ward
The water.		Get rid of the chlorination for a start.	Linwood-Central-Heathcote	Male, 65+, Linwood Ward
The water.		Probably just taking into account that we need the water more than offshore people do.	Linwood-Central-Heathcote	Female, 25-49, Heathcote Ward
The water.		There was so much chlorine that it was bad for the residents.	Linwood-Central-Heathcote	Male, 18-24, Linwood Ward
The water.		Just getting everything fixed up so they can get this chlorine out of the water. I personally have been having issues with it, with it causing skin problems.	Linwood-Central-Heathcote	Female, 25-49, Heathcote Ward
They need to improve the traffic, better traffic management. I don't like them getting rid of the roundabouts and replacing them with traffic lights.		It is hard for them to replace the traffic lights with roundabouts so I don't know.	Linwood-Central-Heathcote	Female, 18-24, Central Ward
Too much focus on the central city.		Looking at improving Christchurch in general, with the liveability in surrounding areas. Allowing more expansion and development.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Uhm, they do there services pretty well, one thing, they don't do planning as well. Don't think they don't do that very well, still waiting on a stadium and downtown housing.		I think having a clear and consent plan, and not change every year.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Water quality and supply.		Try to lower the chlorine levels, also more grey water and rain water storage.	Linwood-Central-Heathcote	Female, 25-49, Central Ward



Water quality.		Getting rid of the chlorine.	Linwood-Central-Heathcote	Female, 50-64, Heathcote Ward
Water supply - getting rid of the chlorination.		Getting rid of the chlorination.	Linwood-Central-Heathcote	Male, 25-49, Central Ward
Water supply.		Fix wells, take the chlorine out of the water.	Linwood-Central-Heathcote	Male, 65+, Heathcote Ward
Water supply.		Not at all suitable for drinking, and its odour is so bad, filled with chlorine.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Water supply.		The amount of chlorine is too high sometimes.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Water supply.		Having non-chlorine water, not allowing companies to drain aquifers.	Linwood-Central-Heathcote	Female, 50-64, Central Ward
Water supply.		Water - I'd just like it to go back to non-chlorinated.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Water supply.		Too much chlorine, can taste it.	Linwood-Central-Heathcote	Male, 18-24, Linwood Ward
Water supply.		Because in the 5k walk there's 15 house supply water mains leaking and nothings been done about it for months.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward
Water.		Quality of the water. So much chlorine, cannot really drink, it smells like we are drinking swimming pool water.	Linwood-Central-Heathcote	Male, 25-49, Central Ward
Water.		Get rid of the chlorine.	Linwood-Central-Heathcote	Female, 25-49, Heathcote Ward
Water.		Need to make sure our waterways, such as the Avon, need to be cleaner and more effort needs to be made.	Linwood-Central-Heathcote	Male, 25-49, Heathcote Ward



Water.		Stop the leaks along every road I drive a long. Sometimes on the road, outside people houses, there are leaks and some have been like it for a long time, so I think there is a reporting problem. Stop the chlorination.	Linwood-Central-Heathcote	Male, 50-64, Heathcote Ward
Water.		Big thing is to get rid of the chlorine.	Linwood-Central-Heathcote	Male, 50-64, Linwood Ward
Water.		The taste of the water. My daughter has a skin condition so it irritates the skin quite a lot.	Linwood-Central-Heathcote	Female, 18-24, Linwood Ward
We have a leaking meter on the footpath outside our house, I have rung about three times, they have been out but it is still not fixed, so I will ring again.			Linwood-Central-Heathcote	Female, 65+, Linwood Ward
What they do with all our recycling.		Looking at ways to reuse and recycle it and reduce the waste. We think we're recycling it while they are just shipping it to China.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Working on the roading, getting it sorted, it's been too long.		Fix all of the roads and speed up the southern motorway, it's taken two years and still not much closer to getting it done.	Linwood-Central-Heathcote	Female, 25-49, Linwood Ward
Cleaning drainage.		In my area the council is doing our job but the drains are still untidy.	Papanui-Innes	Female, 25-49, Papanui Ward
Cleaning up leaves in winter.		They came around to our street, which is all pensioners. I get all the leaves to pick up and that's hard to do in my seventies. A lot of neighbours sweep them into the gutter and leave them to rot there. Council plants leaves, so they should tidy them.	Papanui-Innes	Female, 65+, Papanui Ward
Communication with their public.		They probably need to publicise more what they are doing.	Papanui-Innes	Male, 50-64, Papanui Ward



Dealing with the Council.		Don't be secretive, no generic emails, direct to the person of concern, personal approach rather than a devalued customer approach.	Papanui-Innes	Male, 50-64, Papanui Ward
Discounted services.		Providing rate payers a discount for community services and recreation centres.	Papanui-Innes	Male, 50-64, Papanui Ward
Dog parks.		Providing more dog parks around the district.	Papanui-Innes	Female, 25-49, Papanui Ward
Drinking water.		They need to fix the wells so we don't need to have chlorine in the water. The taste is not as good as it was.	Papanui-Innes	Male, 25-49, Innes Ward
Enforcement.		Enforcing rules about tidy properties.	Papanui-Innes	Male, 50-64, Papanui Ward
Footpaths.		Actually get someone to do some maintenance on them and clear some of the weeds, which are encroaching on them. An example would be the Prestons Road and Marshland Road corner.	Papanui-Innes	Male, 50-64, Innes Ward
Getting the balance between the cyclist brigade and the ordinary citizens in motorcars.		The main cycle tracks in and out of Christchurch, but spending billions reorganising streets in town and traffic flow. People who need to do significant purchases need a place to park. You can't carry these packages on bikes.	Papanui-Innes	Male, 50-64, Papanui Ward
I suppose Red Zone roads. When you drive out east you can tell there's an obvious difference in the roads.		There's roadworks all over the place but there doesn't seem to be any there 8 years on.	Papanui-Innes	Male, 25-49, Papanui Ward
I think the consent-granting process particularly with reference to the Chinese water bottling plant deal.		I think there needs to be more public consultation and more response to the overwhelming public opinion regarding these matters.	Papanui-Innes	Female, 18-24, Papanui Ward



I would say inorganic Council pick-ups. E-waste and anything else that people throw of their houses and put on the street.		Pick-up stuff for a start. Just once a month pick-ups, it's not that hard. I do try and use the app to tell them these things to resolve.	Papanui-Innes	Male, 25-49, Innes Ward
Listening to the public.		The 30kph on St. Asaph Street, when they extended it to the hospital. They called for submission, the bureaucrats ignored the submissions. Listen to the people, do not go into a decision with your mind made up.	Papanui-Innes	Male, 50-64, Innes Ward
Looking after the roads.		Just getting onto any roads that are damaged and fixing them.	Papanui-Innes	Male, 25-49, Innes Ward
Main road surfaces.		Concentrating on the main arterial routes to get the flow of traffic going.	Papanui-Innes	Male, 65+, Innes Ward
Maybe than can concentrate more on parking.		They have to find several suitable areas of no use and make it available for parking for the people and provide this, for a low rate.	Papanui-Innes	Male, 25-49, Innes Ward
Parking.		They need to have a look at parking and ease of parking. It's just the volume, in town you can never get a par to pop in somewhere, you always have to go in a big building.	Papanui-Innes	Female, 50-64, Papanui Ward
Probably improve the range of books in outer suburb libraries and weeding needed in certain parks in Redwood.		Because the council are planting the wrong plants and they could do with a greater variety of magazines and books, as they seem old.	Papanui-Innes	Male, 65+, Papanui Ward
Probably just the road works, to fix more bumps and the potholes.		Hire more staff, so the job will be done quicker.	Papanui-Innes	Male, 25-49, Papanui Ward
Probably the footpaths.		Replacing them. Especially in the Redwood area. I like to go with the kids for bike rides and stuff, they are	Papanui-Innes	Female, 25-49, Papanui Ward



		bumpy and cracked, mainly from tree roots.		
Probably the footpaths.		Fixing them more.	Papanui-Innes	Female, 25-49, Papanui Ward
Probably the roads.		They should be fixing all the potholes that keep reappearing from the work they've been doing. They'd fix a pothole, then a week later the same pothole reappears.	Papanui-Innes	Female, 25-49, Papanui Ward
Recreation centres in the central city.		Provide access to more recreational facilities in the city, e.g. swimming pools, rec centres.	Papanui-Innes	Female, 50-64, Innes Ward
Recycling.		They should have a sticker or something to let people know what they can put in the bins via recycling number.	Papanui-Innes	Female, 25-49, Papanui Ward
Red tape.		Too strict. Very hard trying to do anything, takes too long and it's difficult. Adding gardens to perfectly wide roads and now they have narrowed them, causes chaos.	Papanui-Innes	Female, 25-49, Papanui Ward
Resident safety.		Because the economy is not looking good, and everyone is struggling for their lives.	Papanui-Innes	Female, 18-24, Papanui Ward
Road maintenance.		Insuring that logistically it's possible to get around the city, as more than once, multiple key roads have been closed, which prevented easy navigation around the city on the roads.	Papanui-Innes	Male, 18-24, Papanui Ward
Road service.		Because everywhere we're going its very hard for traffic.	Papanui-Innes	Female, 18-24, Innes Ward
Road.		Fix it once so they don't have to go back to it again and again. Overall improvement of infrastructure.	Papanui-Innes	Female, 25-49, Innes Ward
Roading have spent too long on some of these projects and some areas are not being attended to.		Some of the projects are too long and disruptive.	Papanui-Innes	Male, 65+, Innes Ward



Over the last few years really.				
Roading.		Do some road work on the east side and forget about the people in Merivale. Really the north-east. Realistically, we are the ones that miss out, they only patch roads here but they rebuild them there.	Papanui-Innes	Female, 50-64, Innes Ward
Roading.		The current focus on cycle lanes is wrong and it is causing disruptions to the roads.	Papanui-Innes	Male, 50-64, Innes Ward
Roading.		Motorway around the corner from my house and wondering how that is going to work for those in the residential area.	Papanui-Innes	Male, 65+, Innes Ward
Roading.		Fixing potholes.	Papanui-Innes	Male, 50-64, Papanui Ward
Roading.		Getting rid of it and even with the lower levels in some areas you still can not drink the tap water.	Papanui-Innes	Male, 25-49, Innes Ward
Roading.		Fixing them. There is a lot to do. I know it will take time but, it will be done. They are shocking. A gentleman in a wheelchair, out neighbour, asked my husband to grind part of the concrete edge so he can get onto the footpath after crossing the road from one side to the other. He couldn't cross the road from anywhere else because the lip is to high.	Papanui-Innes	Female, 25-49, Innes Ward
Roading.		They could make their contractor more accountable.	Papanui-Innes	Male, 25-49, Papanui Ward
Roads and traffic.		Spend more money.	Papanui-Innes	Male, 50-64, Innes Ward
Roads conditions and stop re-digging up the same roads.		Plan better to use the money better.	Papanui-Innes	Male, 25-49, Innes Ward
Roads in our area - Flockton Street.		Had a couple of repairs and a big sink hole has appeared . There's markings around it but we have not	Papanui-Innes	Female, 50-64, Innes Ward



		seen anybody for weeks and months.		
Roads.		Well the obvious one are the roads. I understand it's ongoing, but yeah, roads.	Papanui-Innes	Male, 65+, Innes Ward
Roads.		Fix the roads to avoid accidents and deaths.	Papanui-Innes	Male, 25-49, Papanui Ward
Roads.		More work at night instead of disrupting peak times. It blocks the roads less. Maybe 7pm-5am.	Papanui-Innes	Male, 25-49, Papanui Ward
Roadways in specific traffic.		Everyday buses are making more traffic on the roads, which is uncomfortable for the drivers.	Papanui-Innes	Male, 25-49, Innes Ward
Size of green bins.		Too small, we have a large property and the bin is too small.	Papanui-Innes	Male, 50-64, Papanui Ward
The appearance of some of the footpaths, so their not unsafe out in the suburbs not just in the city.		If they aren't going to come out and fix things they need better communication. That's why I gave them low scores as I don't feel they communicate well.	Papanui-Innes	Female, 25-49, Papanui Ward
The bus services.		Better routes, half the time I don't catch the buses because they don't go to where I need to go.	Papanui-Innes	Female, 18-24, Innes Ward
The chemicals in the water.		There still needs to be a lot of road work, and lots of hazards.	Papanui-Innes	Male, 25-49, Innes Ward
The city lighting.		Better lighting and street names because you can't see the names of the streets so it makes it very difficult for visitors, also I find the pedestrian bars in the middle of the roads are very dangerous, they should have lights on them.	Papanui-Innes	Male, 65+, Papanui Ward
The drinking water quality, get rid of the chlorine maybe, is the main thing.		Maybe to make sure everything is done quickly, everything is bit slow compared to before earthquake, as it has been 7-8 years now, it is done, but speed it up now.	Papanui-Innes	Female, 25-49, Papanui Ward
The drinking water supply.		They need to find an alternative to the chlorine. It has cost us \$10,000	Papanui-Innes	Female, 25-49, Papanui Ward



		to cover the cost of replacing the hot water cylinder and the damage it caused when it leaked and damaged the joinery in our kitchen. The chlorine was a Council led initiative and we had no recourse. I feel we should be compensated for it. The only thing the Council said they would do is reduce the amount of chlorine and that is not enough. It has been an absolute nightmare. There have been numerous houses up and down the street that have been affected. It needs to be sorted and fast, because it is getting worse.		
The green bin.		If you have a small green bin and you want a bigger one.	Papanui-Innes	Female, 65+, Papanui Ward
The roading network.		Renewing sections of roads as opposed to repairing.	Papanui-Innes	Male, 50-64, Papanui Ward
The roading.		I guess just maintenance and fixing.	Papanui-Innes	Female, 25-49, Papanui Ward
The roads, just the repairs.		Just get on with it, been a long time.	Papanui-Innes	Male, 25-49, Innes Ward
The roads.		Fixing potholes.	Papanui-Innes	Female, 50-64, Papanui Ward
The roads.		The roads still have potholes, fixing them. They seemed to fix them but they don't seem to last for long, I think instead of all the cycle lanes they would be best to have fixed roads.	Papanui-Innes	Female, 65+, Papanui Ward
The roads.		Fixing the roads and getting more people out there.	Papanui-Innes	Male, 25-49, Innes Ward
The rubbish collection.		More careful with rubbish bins.	Papanui-Innes	Male, 25-49, Innes Ward
The traffic management.		Widening the roads.	Papanui-Innes	Male, 25-49, Innes Ward
The water issue.		To make sure the wells are all fixed properly, I have good water but some of our family don't, so to have this fixed would be good.	Papanui-Innes	Female, 50-64, Innes Ward



The water issues.		Some areas still have chlorine, looking after the maintenance of the aquifers, it's maintained to a high standard obviously, but protecting the public health is important too.	Papanui-Innes	Female, 25-49, Innes Ward
The water supply.		I think they just need to maintain the water so it is clean.	Papanui-Innes	Female, 25-49, Papanui Ward
The water.		Make sure leaking water mains are fixed promptly and hopefully the whole chlorination thing gets better. And why are we giving it away to the Chinese when we need to conserve water, I don't understand. It seems a bit silly and yet we're paying rates for good water.	Papanui-Innes	Female, 25-49, Innes Ward
Their website.		We are rural and when we want to do a burn off there is no information on the website. The information is not up to date. It sends you from one page and then to another page and in the end you just give up.	Papanui-Innes	Female, 25-49, Innes Ward
There is a roading thing going on in Cranford Street, they are adding extra lanes so all the traffic coming into town are going to be funnelled into different areas so that will make it very difficult for people living in these areas.		Asking the community what they think, the ones that are directly affected.	Papanui-Innes	Male, 18-24, Innes Ward
To provide more parking at the Botanic Gardens and have a designated area for campervans.		If you can't get parking then we can't get to the gardens.	Papanui-Innes	Female, 65+, Papanui Ward
Waste of water.		Outside 201 Harewood road there is water spewing into the gutter and it was reported about a month ago, it needs to be looked at sooner, rather than later. It's not a good look for the Council because it's water being	Papanui-Innes	Female, 65+, Papanui Ward



		wasted and we are on water restrictions.		
Water supply.		They need to remove the chlorine.	Papanui-Innes	Female, 25-49, Innes Ward
Water, the chlorine.		In the Hoon Hay area I walk the streets a lot and I see a lot of water leakages going straight down the stormwater drains. Their action when you ring them up is not that prompt. You'd think that they would have someone out their finding and fixing the leaks. They have water restrictions on us in our private homes, yet there is water going to waste.	Papanui-Innes	Male, 50-64, Papanui Ward
Water.		The quality of the water. Removing all the chlorine. Cleaning the whole system out as well.	Papanui-Innes	Female, 18-24, Papanui Ward
Water.		Clean, tasty water.	Papanui-Innes	Female, 25-49, Papanui Ward
Water.		Be good to get the chlorine out of the water supply.	Papanui-Innes	Female, 25-49, Papanui Ward
Waterways.		They need to make sure there won't be any dirty water or pollution.	Papanui-Innes	Male, 50-64, Innes Ward
Well, it really annoys me with the yellow recycling bin that the recycling gets contaminated.		Well, we need to be separating plastic from glass to cardboard so that the recycling can actually be valuable.	Papanui-Innes	Female, 50-64, Innes Ward
		To communicate with the residents a little bit better. They're not quite as open as they should be.	Papanui-Innes	Male, 18-24, Innes Ward
Accessible city plans.		To have some car free streets, better walking facilities and longer crossing times.	Spreydon-Cashmere	Female, 50-64, Cashmere Ward
Bus system.		More bus stops, particularly on Tuam Street between the hospital and the bus exchange, the bus system needs to be a bit more user friendly and easy for commuters. Their app needs to be updated. Also	Spreydon-Cashmere	Female, 25-49, Spreydon Ward



		sheltered bus stops where commuters are frequently swapping buses, like at the hospital.		
Chlorine out of the water, water gets damaged soon as chlorine is in water. Stop all the bins.		Improving areas outside.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Council needs to be more clear with people about the difference between the Council and Environment Canterbury.		Providing more information to the people about the responsibilities of Environment Canterbury.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Cycle lanes it is the one that affects me the most.		Making sure that there are good cycle ways along the main roads, especially Moorhouse Avenue area and Blenheim Road area.	Spreydon-Cashmere	Male, 18-24, Spreydon Ward
Fixing the roads.		It has been so many years since the earthquakes and some of our roads still haven't been fixed.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Footpaths (outside my house).		There's a manhole outside my house that's too high, and it keeps damaging vehicles as they go past.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
Get rid of the chlorine as soon as possible.		Improving the roads.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
Get the chlorine out of the water.		I think it is doing fine as it is going along now. They have a lot to do and it is going well.	Spreydon-Cashmere	Female, 50-64, Spreydon Ward
Getting rid of the chlorine in the drinking water.		Just remove it and have it back to how it was. Chlorination.	Spreydon-Cashmere	Male, 25-49, Spreydon Ward
Green waste collection.		Providing a bigger organics bin.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Honesty.		Need to be transparent and straight up.	Spreydon-Cashmere	Male, 25-49, Spreydon Ward



I think they need to get the roads sorted.		They probably need to re-prioritise funding to sorting out roads and drainage to earthquake affected areas. They need to divert funds from their other grand plans, around stadiums and beautification projects, more around functions.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
I think waterway and street maintenance around weeding and keeping it tidy.		I think it needs to improve the frequency of weeding.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
I would like them to get rid of the chlorine in the water supply.		Keep to their original timetable.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
I would like to see improvement in the sewage, parking self vehicles, vehicle management.		Moving the road traffic, timing of the traffic lights to be improved, turn them off in low traffic situations.	Spreydon-Cashmere	Male, 65+, Cashmere Ward
If it's the buses, then it's the buses. I am not sure if Council does it or not. Buses do not run in the timetable and its really frustrating.		Not too sure, I guess talking to the bus drivers and telling them that they have timetable for a reason and there is no reason for the drivers to be going so slow.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Inner city roading.		Improving the traffic flow by increasing the width of inner city streets, design the cycle way to be on a separate roading network and provide more on street parking on places like Manchester and St Asaph Street. Get rid of the excessive quantity of traffic light poles at some inner city intersection, like the one on High Street. It looks ugly and an eye sore and it is confusing. It's just cluttered and confuses people. As a result it makes it more dangerous and a higher risk. There seems to be a lack of pedestrian crossings. A lot of pedestrian crossings are not pedestrian crossing as they don't have a zebra crossing but most of	Spreydon-Cashmere	Male, 50-64, Spreydon Ward



		the ones in the city just have an island in the middle and that does not constitute as a pedestrian crossing as per the New Zealand road code. If you want a pedestrian crossing paint some white strips on the road.		
Inner city roadside parking.		Get rid of all the new curbing that they have put in inner city parking.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
Keeping trees pruned.		Down my street, its a cul-de-sac. I'm going to have to ring them up because they're getting close to the power lines. They're good once in a while, but then they become rubbish again.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Kerbside car parking in and near the CBD.		Perhaps not so much a focus on parking meters and more of a time based free parking, so that the traffic flows and there is parking available for vehicles coming into the CBD for short a time, like 15 minutes. My bugbear is, I go into town and I have to pay a minimum fee to use a parking meter and I don't use the amount of time that I have paid for.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
Maybe improve the roads.		I think they should perform better in two things, the call centre should not contradict what council websites say, like affecting waterways and call centre says they don't have means and need 3 weeks to repair, so they should be clear on what they say.	Spreydon-Cashmere	Female, 50-64, Cashmere Ward
More consultation with the public.		They have cut some of the bus routes. There is that bottling company (Cloud 9) in Belfast (not 100%), and allowing that to go ahead without consultation.	Spreydon-Cashmere	Female, 25-49, Cashmere Ward
More efficiently manage money.		We need more money spent on infrastructure. Contamination of water services, road and foot path conditions, these need to be dealt	Spreydon-Cashmere	Female, 65+, Cashmere Ward



		with in a timely manner. Forget the expensive pipe dreams.		
My neighbour's dog attacked my dog so I rang the council and they came out, they did their job but my issue is that I had to take my dog to the vet to get stitched up etc and why should I be the one to pay the bills or get into an argument with my neighbour so it should be a prosecution of some sort because I pay my dog registration. There should be at least an apology.		They need to have someone to come and get a statement to see who is at fault, there should be a system. There should be something in front of a judge so they can see who is at fault. There are laws that all dogs should be on leash and not near a playground, children should not be in control of a dog. They were two Pit bulls and a child was in charge of them. I don't want to be involved with my neighbour, this situation needs some sort of support with certain dogs.	Spreydon-Cashmere	Male, 65+, Cashmere Ward
Parking for the hospital.		Needs to make room for it somewhere. Obviously that corner piece in Hagley Park.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
Parking.		To make parking free around University, there shouldn't be a time limit.	Spreydon-Cashmere	Female, 18-24, Spreydon Ward
Probably the storm water management.		More regular cleaning out of the road side drains and culverts.	Spreydon-Cashmere	Female, 50-64, Spreydon Ward
Repairing roads and footpaths. I'd like to see them stopping patching up things on the say so of someone reporting it and do some more solid fixing like bigger portions or a bigger piece.		More proactively, getting it sorted.	Spreydon-Cashmere	Female, 50-64, Spreydon Ward
Residential maintenance in regards to water.		Customer service could be better, could be more approachable, we were made to feel silly because it's not the customer's area of expertise.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward



Restoration of our drinking water.		Probably looking into the legal consent process allowing the industrialisation of drinking water.	Spreydon-Cashmere	Female, 50-64, Cashmere Ward
Road maintenance.		Bad roads all over the place.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
Road maintenance.		A continuation of repair for some of the roads, which are notorious for bumps and potholes.	Spreydon-Cashmere	Male, 65+, Cashmere Ward
Roads and footpaths.		Just repair the damn things, especially the east.	Spreydon-Cashmere	Female, 50-64, Spreydon Ward
Roads.		To continue to fill in holes or resurface roads that are still suffering post earthquake damage. Surfaces prepared for the bikes have been superior to the surfaces made for cars. Public transport has been slowed for implementation of cycle lanes. I would like to see higher quality surfaces for pedestrians, and more optimal pedestrian mobility and navigation access.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
Roads.		Management of roadworks.	Spreydon-Cashmere	Female, 25-49, Cashmere Ward
Roads.		Extra costs to residents to repair cars on bad roads.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Roads.		There is still a lot of road works going on in main roads.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Roads. There are several roads around the place that give a vehicle more wear and tear than they should.		Probably allocating more of the budgets towards it. I don't care if you raise the rates to get it done.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
Rubbish education.		There are a lot of people that do not correctly use the rubbish. They should put out more information stuck on the bins or in the paper. People are lazy.	Spreydon-Cashmere	Female, 65+, Cashmere Ward



Stop increasing the rates please.		Spending their money wisely. Really think twice about spending money on lunches perks, travel, etc, etc. We can't do that sort of thing so why should they?	Spreydon-Cashmere	Female, 50-64, Spreydon Ward
Storm water.		Quicker response time on repairs.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
Storm water.		Reaction to repairs.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
Street maintenance.		Maintaining side streets as much as they maintain the main streets.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
Swimming pools.			Spreydon-Cashmere	Female, 25-49, Spreydon Ward
The condition of some of the higher speed roads.		Re-condition the road, some have potholes and are bumpy, reducing the speed, instead of fixing the roads.	Spreydon-Cashmere	Male, 18-24, Spreydon Ward
The drainage going around the city when the water backs up it floods and when the convenience of driving through water and people getting water in their houses and we have not had the rain we used to have, and when we do the water will back up.		Money, maintenance on a regular basis and trying to clamp down on firms that dump their waste into the rivers, as this does not help.	Spreydon-Cashmere	Female, 65+, Spreydon Ward
The drinking water system.		In the Hoon Hay area I walk the streets a lot and I see a lot of water leakages going straight down the stormwater drains. Their action when you ring them up is not that prompt. You'd think that they would have someone out their finding and fixing the leaks. They have water restrictions on us in our private	Spreydon-Cashmere	Male, 65+, Spreydon Ward



		homes, yet there is water going to waste.		
The footpaths.		Just improving how easy it is for people to use high quality footpaths.	Spreydon-Cashmere	Male, 25-49, Spreydon Ward
The parking.		People need to be able to park around the medical centres and there needs to be parking by Deans Ave.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
The plastic recycling.		Soft plastic recycling, bug in the city, the new cycle lanes are dangerous, e.g. curbing in the middle of the road.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
The quality of the water long term - drinking water I mean. It would be a shame to chlorinate long term.		I'd just be guessing since it's not my area. Sustainability is important, because of the water table, salt water can leech into the system. It's important to prevent that.	Spreydon-Cashmere	Female, 25-49, Cashmere Ward
The road and streets infrastructure is confusing at the moment.		To re-access the motor vehicle usage.	Spreydon-Cashmere	Male, 65+, Spreydon Ward
The roading.		I have to drive up Manchester street and it is a disaster. It takes me 45 minutes to do 2Kms, that is from Margaret Mahy park to Pak'n Save, there is an extraordinary amount of lights in that distance. They need to be more transparent.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
The roads.		Fix the roads that were affected by the earthquakes.	Spreydon-Cashmere	Female, 25-49, Cashmere Ward
The roads.		Where the roads are bumpy and still haven't been repaired since the earthquakes or where there has been underground repairs. They just need to resurface those areas or re-lay the road.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
The traffic flow.		The traffic lights need more green arrows for right hand turns. When	Spreydon-Cashmere	Male, 65+, Cashmere Ward



		there is one lane to do two jobs one vehicle can hold up the entire lane.		
The trees.		The trees around the city are getting too large and will create problems. They just trim around the base and they grow upwards, becoming dangerous. We have two on our banks, if they fall they will land on our house.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
The water quality, like getting rid of the chlorine, the sooner the better.		Just get all the well heads fixed so they can get rid of the chlorine from the water.	Spreydon-Cashmere	Male, 25-49, Spreydon Ward
The water, the tap water.		Getting on to it ASAP, making it taste less like chlorine, less strong.	Spreydon-Cashmere	Female, 18-24, Cashmere Ward
The water.		Removing the chlorine.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
The water.		They should be sorting it out. We should be able to turn the tap on and drink the water. The water here is foul, it's terrible.	Spreydon-Cashmere	Male, 50-64, Spreydon Ward
Their budgeting.		Basically not wasting money on unimportant issues. I don't think the amount of money spent on art, that goes into the waterways is necessary.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
They are blocking roads everywhere. The roads should be in good condition and there are patches and bumps on the roads.		They can just repair the roads. Rebuild the roads properly.	Spreydon-Cashmere	Male, 25-49, Spreydon Ward
They need to improve the water and drainage.		The water treatment needs to be sorted, their contamination stuff, why they're putting chlorine in the water and they're doing maintenance and they need to get it nailed and sorted. I think they've got good plans with	Spreydon-Cashmere	Male, 50-64, Cashmere Ward



		the drainage, they need to hurry up and get it finished.		
To get a larger green bin.		They should just give a us a bigger one, the same size as the other two ones. There's an option but it's too expensive. To keep your garden tidy and your lawns mowed, it's really hard.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Traffic management.		Maybe improve the public transport so people would want to go on buses.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
Traffic management.		Planning the right turning arrows to avoid traffic disruption. To avoid red light running, as it makes motorist have no choice for doing so, as traffic is not moving.	Spreydon-Cashmere	Male, 65+, Cashmere Ward
Use of rate money.		The way in which they spend money, without looking after budget. They just spend money just like that, no accountability to the rate payers.	Spreydon-Cashmere	Male, 50-64, Spreydon Ward
Water and the chlorine and that could get better.		I know they work as fast as they can to restore it but I don't know there really is much to be done.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Water leaks.		The fresh water leaks coming up through the junctions to houses, every second or third junction around our neighbourhood, and there seems to be a lot of fresh water leaking and going to waste. Self monitoring, not relying on the public on reporting on it. If they know they have an issue in the area, they should be actively searching the area for any issues propping up, because I don't know if people know they should be reporting that in or not.	Spreydon-Cashmere	Female, 25-49, Spreydon Ward
Water quality.		Removing the chlorine. I know they have to fix these pumping stations, but it seems to be taking a long time.	Spreydon-Cashmere	Female, 65+, Cashmere Ward
Water quality.		They need to get rid of the chlorine in the water faster. The Cathedral needs to be rebuilt faster. There	Spreydon-Cashmere	Female, 50-64, Spreydon Ward



		should be a separate collection of toxic things, so people don't put things like that in there red bin. The price for a bigger collection bin should be paid or subsidised by the council. I don't want rate payers money to pay for a new rugby stadium, it should be privately funded if they want it so bad and it shouldn't be in the central city.		
Water rates.		To change the water rates, by per person household usage.	Spreydon-Cashmere	Female, 65+, Spreydon Ward
Water supply.		Getting rid of the chlorination.	Spreydon-Cashmere	Female, 50-64, Cashmere Ward
Water supply.		Dechlorinating it.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
Water.		We've got to get rid of the chlorination. We had the best water in the country until about a year ago, so we got to get water right, that is my biggest thing. I think there are too many cycle lanes, but above all, it's water. We pay rates on infrastructure, we don't pay to build cycle lanes. That's been the case for a couple of years, so the infrastructure's been run down.	Spreydon-Cashmere	Male, 50-64, Spreydon Ward
Water.		Get rid of the chlorine. Whatever it was supposed to be doing, especially in the well heads, it should've been done by now. Additionally, cycle ways are blocking entrance to his street, and it removes parking on a certain side of the street.	Spreydon-Cashmere	Male, 65+, Spreydon Ward
Water.		Bad odour for water.	Spreydon-Cashmere	Male, 25-49, Cashmere Ward
Water.		To get rid of the chlorine as quickly as they can and safely. I know why it	Spreydon-Cashmere	Male, 25-49, Spreydon Ward



		was put in but it is not the councils fault. Don't let it stay.		
Waterways. Cleaning the waterways.		Just cleaning it and getting rid of the weeds. Collecting the rubbish.	Spreydon-Cashmere	Male, 50-64, Cashmere Ward
		Letting people know what is going on in regard to water issues.	Spreydon-Cashmere	Female, 65+, Spreydon Ward