



RESEARCH FIRST



CHRISTCHURCH CITY COUNCIL

# GENERAL SERVICE SATISFACTION SURVEY

VERBATIM COMMENTS

**Christchurch**  
City Council 

RESEARCH REPORT  
April 2018

# Contents

General  
Service  
Satisfaction  
Survey

Verbatim  
Comments

## Disclaimer

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|          |                              |          |
|----------|------------------------------|----------|
| <b>8</b> | <b>Verbatim Comments</b>     | <b>3</b> |
| 8.1      | Things Council is Doing Well | 3        |
| 8.2      | Things Council Could Improve | 47       |

# 8

## Verbatim Comments

### 8.1 Things Council is Doing Well

| Things Christchurch City Council Does Best                    | Reason  | Community Board | Demographics                        |
|---|---|-----------------|-------------------------------------|
| Advice.   | They are pretty good if you ring up and want to know anything. Generally any questions I have had people are very polite. Dealt with in a good time frame and very practical.   | Banks Peninsula | Female, 65+, Banks Peninsula Ward   |
| Collecting the bins.  | It is a simple straight forward thing to do.  | Banks Peninsula | Male, 50-64, Banks Peninsula Ward   |
| Don't get anything from them and they ignore Banks Peninsula. | Don't think they are performing at all.   | Banks Peninsula | Male, 65+, Banks Peninsula Ward     |
| Emergency preparedness information.                           | The organisation of meetings post the Kaikoura earthquake and being able to assist with the community in better preparedness for any other events.  | Banks Peninsula | Male, 50-64, Banks Peninsula Ward   |
| Jobs for certain people.                                      | They are giving them income this way as people need money to live.  | Banks Peninsula | Female, 50-64, Banks Peninsula Ward |
| Just keeping going on the cycleways.                          | It's necessary and there is a lot of opposition, so I admire them for taking the long view.   | Banks Peninsula | Male, 50-64, Banks Peninsula Ward   |
| Libraries.  | Because I live in Akaroa it's the only library here.  | Banks Peninsula | Female, 25-49, Banks Peninsula Ward |
| Libraries.  | I think they keep in very close touch with people using the libraries. They communicate on email if a book is overdue. Their service is very good.  | Banks Peninsula | Male, 65+, Banks Peninsula Ward     |
| Libraries.  | Well there are plenty of them. Efficient and community-minded. Offering a range of services.  | Banks Peninsula | Male, 50-64, Banks Peninsula Ward   |
| Public libraries.   | Because it's still the hub of our community since the earthquakes.  | Banks Peninsula | Female, 25-49, Banks Peninsula Ward |
| Rubbish collection.   | Because it's the only thing that seems to function flawlessly.  | Banks Peninsula | Male, 25-49, Banks Peninsula Ward   |
| Rubbish.  | That's the only service we actually get.  | Banks Peninsula | Male, 65+, Banks Peninsula Ward     |
| The kerbside collection.                                      | It's regular and reliable and easy to follow the instructions on the lids of the container and the collectors are always cheerful and nice and if something is done incorrectly a note is left on how to do it right. | Banks Peninsula | Female, 65+, Banks Peninsula Ward   |
| The libraries.  | Because it's an excellent service and being in a semi-rural area and having access to the whole service is great.   | Banks Peninsula | Female, 25-49, Banks Peninsula Ward |
| The rubbish.  | Because they have an extremely difficult job on my steep street.  | Banks Peninsula | Female, 50-64, Banks Peninsula Ward |
| Waste water.  | Because we have no issues with it.  | Banks Peninsula | Male, 50-64, Banks Peninsula Ward   |
| Waste water.  | Our lines have already been set. Our waste water was done before the earthquake.  | Banks Peninsula | Female, 65+, Banks Peninsula Ward   |

| Things Christchurch City Council Does Best   | Reason   | Community Board   | Demographics                |
|--|--|-------------------|-----------------------------|
| Bin collection.  | Regular. Happens no matter what. No issues.  | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Bin collection.  | They're always on time every single week and they always seem to do every bin every time.  | Coastal - Burwood | Male, 18-24, Coastal Ward   |
| Bins.  | Not a lot of the rest of country have the same thing.  | Coastal - Burwood | Male, 25-49, Coastal Ward   |
| Clearing the rubbish.  | I think its efficient, on time, all used to the services and I think it keeps our city clean.  | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Collecting our rubbish.  | Because they do it every week on time and don't leave any mess.  | Coastal - Burwood | Male, 65+, Burwood Ward     |
| Collecting the rubbish.  | It gets done every week.   | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Communication.   | Just for the information. We get letterbox drops and we are kept up to date. As we are in Council Units we have a Community Hall here which regularly holds update meetings provided by the Council. | Coastal - Burwood | Female, 65+, Burwood Ward   |
| Communication.   | Notifying of their actions. Actions they may take without getting any sufficient feedback.   | Coastal - Burwood | Male, 18-24, Coastal Ward   |
| Community events that they are doing like the Lantern Festival, which was quite entertaining.                            | They have been consistent in having multiple events and they are family open, which is quite a good vibe.  | Coastal - Burwood | Male, 18-24, Burwood Ward   |
| Dog control. Dealing with dog complaints.  | Because it is the only thing I have had to deal with the Council with, in the last 12 months.  | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Earthquake damage repairs in the city.   | Because Christchurch is being rebuilt back to its normal self.   | Coastal - Burwood | Female, 18-24, Coastal Ward |
| Ensuring that people have a healthy environment.   | The city seems to be working alright.  | Coastal - Burwood | Female, 50-64, Burwood Ward |
| Events and festivals.  | They are always enjoyable, safe and all the info you need is easily accessible.  | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Events around the city.  | Providing regular and varied entertainment options for local people like Sparks, all the type of yearly events. The things they have every year regularly.   | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Events such as the Museum, the Gardens and such.   | Because they make our city attractive and a low cost entertainment for residents and tourists.   | Coastal - Burwood | Male, 25-49, Burwood Ward   |
| Events, safe drinking water, not keen on the chlorine but understand it. The pools and the libraries are great for kids. | Just that the services are available and we have safe drinking water and the community is involved, I think that Lianne is amazing.  | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Events.  | I have been very impressed with events lately. The amount they fund. Lots of variety. Lots of events in different communities.   | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Events.  | I think they do a good range of stuff and I know a number of people that go and they thoroughly enjoy it and I know a lot of it is free which is even better.  | Coastal - Burwood | Female, 65+, Coastal Ward   |
| I know we get an email from the library about things happening and what's coming up, and I find that very helpful.       | Because we are in one suburb it gives an overview of things going on around the city and issues that the Council are looking at addressing.  | Coastal - Burwood | Female, 50-64, Coastal Ward |

| Things Christchurch City Council Does Best   | Reason  | Community Board   | Demographics                |
|--|---|-------------------|-----------------------------|
| I think that the work that is being done around the river is great.  |   | Coastal - Burwood | Female, 50-64, Coastal Ward |
| Increasing rates.  | They manage to do it every year and get away with it. We don't get bang for our buck. It seems they take minimal stuff away from our house and we pay a fortune for that privilege. | Coastal - Burwood | Male, 25-49, Burwood Ward   |
| Kerbside collection.   | It's very consistent and it's a good system, especially compared to overseas examples.  | Coastal - Burwood | Male, 25-49, Coastal Ward   |
| Kerbside rubbish, recycling and organics service.  | It's always reliable and consistent.  | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Leisure facilities.  | Just so easy to use, cost effective and a fair price.   | Coastal - Burwood | Male, 25-49, Burwood Ward   |
| Leisure services.  | Just because I utilise them a lot and they're all good and kept well.   | Coastal - Burwood | Male, 25-49, Coastal Ward   |
| Libraries.   | There is a good coverage of libraries across the city and they are all well stocked and up to date.   | Coastal - Burwood | Male, 25-49, Burwood Ward   |
| Libraries.   | Because of the number of libraries available in different suburbs and what they have to offer.  | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Libraries.   | Because when I was a kid, everyone hated the library and these days kids love the library.  | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Libraries.   | They have quite a few programmes going on in the library.   | Coastal - Burwood | Male, 18-24, Coastal Ward   |
| Library services and things like that.   | I like the on-line services available and nice mothers and babies groups from them as well.   | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Library.   | That's what I use the most. It's a great service the people are good and helpful. It's something I like a lot.  | Coastal - Burwood | Female, 50-64, Coastal Ward |
| Maybe events and stuff, they are pretty good with that.  | Because there seems to be quite a lot of community events going on which the Council backs up and they are important for people to move forward.                                    | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Metro transport.   | Buses are well organised and the new building made it so much better than it used to be. Much more accessible for people and easier to follow.                                      | Coastal - Burwood | Female, 18-24, Coastal Ward |
| More to help people in their houses, helping more people on low incomes, they need to give them a bit more access to supplies. | Because of the Council, I think they have got a lot more push they should make more things freely available.  | Coastal - Burwood | Male, 50-64, Coastal Ward   |
| Our bin emptying.  | Because it is something that is consistently done, it's always done, regardless of if it's a public holiday or not, it still gets done.   | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Parks.   | I think they have put a lot of time and energy into the parks in New Brighton, Margaret Mahy and Green Spaces.  | Coastal - Burwood | Male, 25-49, Coastal Ward   |
| Playground facilities.   | Because it's in a timely frame and they've done a good job marketing. It's there and also designed very neat too.   | Coastal - Burwood | Female, 18-24, Coastal Ward |

| Things Christchurch City Council Does Best  | Reason  | Community Board   | Demographics                |
|---|---|-------------------|-----------------------------|
| Pools.  | It's cheap.   | Coastal - Burwood | Female, 18-24, Burwood Ward |
| Probably libraries.   | It's there - it's got great opening and closing hours.  | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Probably road and footpath condition, they are doing what they can with what they've got. I am living in the east side of town and the roads and footpaths were fixed quickly after the earthquake. | Who else is going to do it? That's what you pay rates for and that's what they do.  | Coastal - Burwood | Male, 65+, Coastal Ward     |
| Probably the roads.   | Well driving around town you see them working on roads around town and trying to improve them after the earthquake and trying to get them smoother.   | Coastal - Burwood | Male, 25-49, Coastal Ward   |
| Rates.  | I can't name anything the Council does the best.  | Coastal - Burwood | Male, 25-49, Burwood Ward   |
| Refuse collection. Rubbish and recycling.   | I think that the bins are a good size and its great that they encourage you to recycle more by giving you a larger recycle bin.   | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Roading.  | Given the fact that I've travelled to top of the North Island to the bottom the South and given the issues we've had with earthquakes and we've had to reconstruct our roads, Christchurch City Council is on par with the rest of the country. | Coastal - Burwood | Male, 25-49, Burwood Ward   |
| Rubbish Bins.   | They always pick them up and put them down nicely. Always pretty tidy with them.  | Coastal - Burwood | Female, 65+, Burwood Ward   |
| Rubbish bins.   | On time, easy, just straight forward.   | Coastal - Burwood | Male, 18-24, Coastal Ward   |
| Rubbish collection and sewerage.  | Because they're efficient and they do a very clean and tidy job.  | Coastal - Burwood | Male, 25-49, Coastal Ward   |
| Rubbish collection.   | Because it's easy - you put it out, it goes away and all the rubbish is gone.   | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Rubbish collection.   | I come home from work on the days my rubbish is out and it's gone.  | Coastal - Burwood | Female, 50-64, Burwood Ward |
| Rubbish collection.   | It's an easy system, that works well. User friendly. Put bins out, they're emptied, and bring them in again.  | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Rubbish collection.   | It's done on time.  | Coastal - Burwood | Male, 50-64, Burwood Ward   |
| Rubbish collection.   | We always know what bin to put out. They always come early.   | Coastal - Burwood | Female, 65+, Burwood Ward   |
| Rubbish collection.   | We've never had a problem and they always put fliers in the letterbox if there's going to be a change in delivery times or days.  | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Rubbish collection.   | It's just regular and easy to use.  | Coastal - Burwood | Male, 25-49, Coastal Ward   |
| Rubbish collection.   | There's no issues with it being collected weekly fortnightly. If there's public holidays coming up they inform you that your day could change quickly.  | Coastal - Burwood | Female, 25-49, Coastal Ward |

| Things Christchurch City Council Does Best   | Reason  | Community Board   | Demographics                |
|--|---|-------------------|-----------------------------|
| Rubbish collection.  | They provided information over the holiday times. Like if it's going to be on a different time. They've given people enough time for people to plan.  | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Rubbish, like recycling and organic.   | Much cleaner, better than anywhere else in New Zealand and it's better for the environment having 3 bins and it's easier for people.  | Coastal - Burwood | Male, 18-24, Burwood Ward   |
| Rubbish.   | Never had any issues with it. Always collected - recently had to call because the bin lid was broken they said leave it out we will fix it so it was dealt with.                              | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Rubbish.   | They're here, on time, all the time. We always get notified over holidays if they will change their times. I'm pretty happy with that, its the one thing you really want gone is the rubbish! | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Rubbish.   | The system seems to work alright. Finally got it right.   | Coastal - Burwood | Male, 50-64, Coastal Ward   |
| Rubbish.   | Well it looks tidy. They always seem to be on time. It's a good way of people getting rid of their rubbish.   | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Rubbish.   | Removal, collection. It's on time.  | Coastal - Burwood | Male, 25-49, Burwood Ward   |
| Sending out their rates, they take care of the west side more than they do of the east side. | The state of the roads for a start on the west side.  | Coastal - Burwood | Female, 65+, Burwood Ward   |
| Swimming pools.  | I find them easy to use and go to.  | Coastal - Burwood | Male, 50-64, Burwood Ward   |
| Swimming pools.  | Kids have told me that the pools are nice and close and makes it more accessible to go to.  | Coastal - Burwood | Female, 25-49, Coastal Ward |
| The bins.  | Seem to be quite good at it compared to other things. I just had two of mine fixed and they seemed pretty quick at it.  | Coastal - Burwood | Female, 25-49, Coastal Ward |
| The Christchurch events.   | It's a good night out for the kids, family friendly.  | Coastal - Burwood | Female, 25-49, Burwood Ward |
| The different events.  | It just helps Christchurch get more visitors. I guess it's something else to do with the family, like it, family friendly.  | Coastal - Burwood | Female, 18-24, Burwood Ward |
| The events, in Hagley Park.  | Because they practice at it and has been successful for many years and they follow a pattern. They do their part well and their equipment set up well, security for events are good.          | Coastal - Burwood | Male, 65+, Coastal Ward     |
| The events.  | I just think that we go along to these events they are family orientated.   | Coastal - Burwood | Male, 25-49, Coastal Ward   |
| The events.  | There is a variety and they are bringing the people back into Christchurch.   | Coastal - Burwood | Female, 25-49, Coastal Ward |
| The free events.   | It brings communities together.   | Coastal - Burwood | Female, 25-49, Burwood Ward |
| The gardens and rivers.  | The city looks nice and the public areas are kept clean and look nice.  | Coastal - Burwood | Female, 25-49, Coastal Ward |

| Things Christchurch City Council Does Best   | Reason  | Community Board   | Demographics                |
|--|---|-------------------|-----------------------------|
| The general inner city building programme that's been happening in the central city at the expense of other areas. | I think because of the speed that things have been done at in the central city - it's going really well. From the Council's point of view I think they are driven by money - they are not looking after the people that are disadvantaged such as New Brighton. I like the look of what they are doing. | Coastal - Burwood | Female, 65+, Burwood Ward   |
| The libraries are really cool.   | Staff are brilliant. I go for the computer use and the printing. They are great.  | Coastal - Burwood | Female, 25-49, Burwood Ward |
| The new community pool and it's on time, the replacement QE2 east pool.  | Because it appeals to me.   | Coastal - Burwood | Female, 25-49, Coastal Ward |
| The roadside rubbish bin collecting.   | I think they do an awesome job collecting rubbish on the right day. Making it easy for everyone dispose of their rubbish.   | Coastal - Burwood | Female, 18-24, Burwood Ward |
| The rubbish collection, a vast improvement compared to some cities.  | Minimising waste and recycling.   | Coastal - Burwood | Male, 50-64, Burwood Ward   |
| The rubbish collection.  | It's always on time and the bins have been damaged a few times but they have been fixed in time.  | Coastal - Burwood | Male, 25-49, Burwood Ward   |
| The rubbish collection.  | It is easy for us to use and understand.  | Coastal - Burwood | Female, 50-64, Coastal Ward |
| The rubbish collection.  | Their communication when there is a change in collection day or if it's a public holiday is great.  | Coastal - Burwood | Female, 25-49, Coastal Ward |
| The rubbish collection.  | They turn up on the day they say they are coming, and it's an excellent idea those bins.  | Coastal - Burwood | Female, 65+, Coastal Ward   |
| The rubbish collection.  | They're pretty much always on time on the day that you're supposed to have it collected.  | Coastal - Burwood | Male, 25-49, Coastal Ward   |
| The rubbish collection. The 3 bins.  | Because apart from the odd anal driver they pick it up regularly, they don't leave a mess and it's a good system - the 3 bins system. I remember the rubbish bags and that wasn't.  | Coastal - Burwood | Male, 50-64, Burwood Ward   |
| The rubbish.   | Just reliable and just know what's going on and no questions.   | Coastal - Burwood | Male, 25-49, Burwood Ward   |
| The rubbish.   | Rubbish is consistent so you know it is always going to get picked up on your day so you can't complain about that.   | Coastal - Burwood | Female, 25-49, Burwood Ward |
| The rubbish.   | It is regular and no hold ups.  | Coastal - Burwood | Male, 25-49, Coastal Ward   |
| The rubbish.   | It is very efficient and never any problems.  | Coastal - Burwood | Male, 50-64, Coastal Ward   |
| The rubbish.   | They dispose of our rubbish, recycling and green waste every week when they say they are going to. If it's a public holiday or a weather problem they will let us know that it's going to be a different day.   | Coastal - Burwood | Female, 25-49, Coastal Ward |
| The shows, performances, like Sparks in the Park.  | Because in Aranui we don't get the opportunity to have shows in our area, and I am thankful to the Council for that, the shows that they put on.  | Coastal - Burwood | Female, 18-24, Burwood Ward |

| Things Christchurch City Council Does Best   | Reason  | Community Board     | Demographics                 |
|--|---|---------------------|------------------------------|
| The wheelie bins.  | They are consistent.  | Coastal - Burwood   | Female, 25-49, Burwood Ward  |
| They are performing the best with the rubbish collection.  | The system seems to work very well, it's regular, it's a system that seems to be working quite well.  | Coastal - Burwood   | Male, 50-64, Coastal Ward    |
| Waste management.  | I think it's very well run and it's a very effective process to communicate what is required.   | Coastal - Burwood   | Female, 25-49, Burwood Ward  |
| Waste water.   | There doesn't seem to be much trouble with it, that's the main thing.   | Coastal - Burwood   | Male, 65+, Coastal Ward      |
| Water supply.  | The water quality here is exceptionally good and it seems to remain so for a number of years so I don't see a need for change.  | Coastal - Burwood   | Male, 25-49, Burwood Ward    |
| Water, the delivering of water is really good.   | We always have enough water, it's clean, it's nice, it's great and they always let you know if there is a problem and you need to boil it, which is hardly ever.                        | Coastal - Burwood   | Female, 18-24, Coastal Ward  |
| Bike safety.   | More accidents in cars, better to ride bikes.   | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |
| Collection of rates.   | It happens regularly. They send a rates demand every three months and they never fail.  | Spreydon - Cashmere | Male, 65+, Spreydon Ward     |
| Collection of rubbish.   | They take the rubbish at the right time.  | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |
| Community happiness, well-being, psychological support. They seem very empathetic to the ratepayers. | Because they've been through the earthquake with everyone else and I think it's made people come together.  | Spreydon - Cashmere | Male, 50-64, Spreydon Ward   |
| Cycleways.   | They seem to have prioritised it, seems to be more forward thinking and that the benefits are not apparent, but will have a long term effect, that uses mental and physical well being. | Spreydon - Cashmere | Male, 25-49, Cashmere Ward   |
| Cycleways.   | Well I think it is a really hard thing to achieve and lots of negativity from drivers but it is a future proofing move for Christchurch and feels so much safer for cyclists.           | Spreydon - Cashmere | Female, 25-49, Cashmere Ward |
| Entertainment options e.g. Sparks in the Park.   | I think they do a good job organising it.   | Spreydon - Cashmere | Female, 25-49, Cashmere Ward |
| Entertainment.   | I guess because lots of people are accessing it. You always seem to know what's coming up.  | Spreydon - Cashmere | Female, 50-64, Cashmere Ward |
| Events.  | Because they are putting on events that a range of people would enjoy. They are just kind of positive and fun.  | Spreydon - Cashmere | Female, 25-49, Cashmere Ward |
| Events.  | Creating events for people to go out to and see the city.   | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |
| Events.  | Events for Children. As a parent easily able to access that information from a library, Council, personal computer and other venues. It's decent and not costly.                        | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |

| Things Christchurch City Council Does Best   | Reason   | Community Board     | Demographics                 |
|--|--|---------------------|------------------------------|
| Events.  | There's a good variety. Plenty of parking and access. Well advertised.   | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |
| Getting up with the recreation of the walkways and cycleways, getting them up and going.             | It's something that interests me and you see the progress and I am a surfer and walking around Sumner and Redcliffs you can see the progress.  | Spreydon - Cashmere | Male, 25-49, Cashmere Ward   |
| I suppose the libraries.   | They are very well run, pleasant staff, a very good experience.  | Spreydon - Cashmere | Male, 65+, Spreydon Ward     |
| I think the recreation and the concerts. All that sort of stuff. They're doing well in that respect. |  | Spreydon - Cashmere | Male, 50-64, Cashmere Ward   |
| I think they do the libraries very well.   | I guess because it's free and everybody can use it. It's keeping them and that's important.  | Spreydon - Cashmere | Female, 50-64, Cashmere Ward |
| Keeping the streets tidy.  | There's stuff-all glass on the roads and footpaths. The Council workers cleaning up the broken glass makes it easier and safer for cyclists.   | Spreydon - Cashmere | Male, 18-24, Spreydon Ward   |
| Kerbside collection service.   | Good process, works really well. It's a good system. The 3 bins process works well for us and we upgraded our green bin, we paid to get a bigger one and it made a huge difference, as we didn't have to go to the dump anymore. | Spreydon - Cashmere | Male, 25-49, Cashmere Ward   |
| Kerbside rubbish collection and recycling.   | Because they are reliable, they complete the job every time without any hiccups and every week they do their job.  | Spreydon - Cashmere | Male, 50-64, Cashmere Ward   |
| Libraries.   | Good range of facilities. Able to use free WIFI. Always able to get a park in suburban libraries. Always able to get updated information.  | Spreydon - Cashmere | Female, 65+, Spreydon Ward   |
| Libraries.   | Just because they got the libraries rebuilt around town quickly and locations are easy to get to.  | Spreydon - Cashmere | Female, 25-49, Spreydon Ward |
| Libraries.   | Probably because I use that facility the most, the facilities are up to date and quite pleasant to use.  | Spreydon - Cashmere | Male, 50-64, Spreydon Ward   |
| Libraries.   | Very clean. Lots of accessible services. Variety of books for different ages. Kids are really happy there.   | Spreydon - Cashmere | Female, 25-49, Spreydon Ward |
| Library.   | Because I can walk to my library and it is staffed by friendly people who are helpful and I can order my books on-line.  | Spreydon - Cashmere | Female, 65+, Cashmere Ward   |
| Library.   | It's really user friendly and staff are very helpful.  | Spreydon - Cashmere | Female, 50-64, Cashmere Ward |
| Our at-the-gate services: rubbish collection, sewer and water.                                       | I don't know why they would be performing best in this area, they must have subcontracted it out to someone good.  | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |
| Parks, outdoor space.  | I think we have really good parks and a good variety of options, and I like the fact they are free. And they are all over the city.  | Spreydon - Cashmere | Female, 25-49, Cashmere Ward |
| Parks.   | They are great parks, they are kept well, clean, accessible, well used, beautiful and user friendly.   | Spreydon - Cashmere | Female, 18-24, Spreydon Ward |

| Things Christchurch City Council Does Best  | Reason  | Community Board     | Demographics                 |
|---|---|---------------------|------------------------------|
| Probably activities within the city.  | I don't know, there just seems to be a lot of things to do in the city.   | Spreydon - Cashmere | Female, 25-49, Cashmere Ward |
| Probably good clean water is always available.  | Because with all the disruption that's gone on over or since the earthquakes, our supply has always been available, and you know, good quality too!   | Spreydon - Cashmere | Male, 50-64, Spreydon Ward   |
| Probably rubbish.   | Because the rubbish pickup is reliable and I appreciate that we can recycle such a wide range of stuff and that there is a green wheelie bin - I've visited cities where the rubbish pickup is not effective and it makes the state of the city horrible. | Spreydon - Cashmere | Female, 25-49, Spreydon Ward |
| Probably the libraries.   | It's an area where the community can gather - they use them for meetings etc. so it's a bit like a community hub.   | Spreydon - Cashmere | Male, 25-49, Cashmere Ward   |
| Probably the rubbish collection.  | Because of the way it's set up and it's operating pretty efficiently - they always clear it on the day that they say they will - I use their app and I find it quite good and informative.  | Spreydon - Cashmere | Male, 65+, Spreydon Ward     |
| Probably the rubbish collections. They're done on the day they said they would.   | It's done when they say it will be, and no messes left.   | Spreydon - Cashmere | Female, 65+, Cashmere Ward   |
| Providing stuff for people to do, like events.  | Because at least every month there is an activity on and it caters to different age groups both young and old.  | Spreydon - Cashmere | Female, 18-24, Spreydon Ward |
| Public libraries.   | Opened new ones. The one near me that I went to recently was nice and modern.   | Spreydon - Cashmere | Female, 18-24, Cashmere Ward |
| Public transport.   | With the improvement of the cycle lanes.  | Spreydon - Cashmere | Male, 18-24, Spreydon Ward   |
| Rebuilding the city.  | Well there are a lot of new buildings going up so it is a sign of progress.   | Spreydon - Cashmere | Male, 18-24, Cashmere Ward   |
| Recycling service.  | Our recycling services are by far, superior to the rest of the South Island at least. Ease of use. Other city councils charge for dropping off recycling and their bin sizes are too small, which doesn't encourage people to recycle.                    | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |
| Refuse collection.  | I put the bins out and the rubbish is gone when I come home, seems good to me.  | Spreydon - Cashmere | Female, 65+, Cashmere Ward   |
| Rubbish and recycling collection. I think the events, the larger ones are good for families, things like Sparks in the Park and Coca Cola Xmas in the Park. | I don't have to worry about it, it's consistent.  | Spreydon - Cashmere | Male, 25-49, Cashmere Ward   |
| Rubbish and recycling service.  | Because it allows us if we choose to recycle very extensively.  | Spreydon - Cashmere | Female, 25-49, Cashmere Ward |
| Rubbish and waste collection. The bin pick ups.   | They're reliable. They do it in an efficient manner. It's performed very efficiently.   | Spreydon - Cashmere | Female, 65+, Cashmere Ward   |
| Rubbish collection and recycling.   | They've got ads on the radio saying what to do with the waste you're not sure about and we have the 3-bin system that works pretty effectively.   | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |

| Things Christchurch City Council Does Best   | Reason  | Community Board     | Demographics                 |
|--|---|---------------------|------------------------------|
| Rubbish collection.  | Collected on time. Prompt, efficient. Come on the day if they miss it they come back and pick it up. I have seen a lot of damaged bins - Council not interested in replacing the bins. Council have told them not interested need to buy a new one.   | Spreydon - Cashmere | Male, 65+, Cashmere Ward     |
| Rubbish collection.  | It's a structured system and collected regularly every week.  | Spreydon - Cashmere | Male, 25-49, Cashmere Ward   |
| Rubbish collection.  | You can always find if the pick up date has changed. They've never let me down. The guys on my street are courteous. They don't hog the road or make it difficult for passing, or getting in the way. They're really good.  | Spreydon - Cashmere | Female, 50-64, Cashmere Ward |
| Rubbish collection.  | Because of the 3 bin separation system.   | Spreydon - Cashmere | Female, 50-64, Spreydon Ward |
| Rubbish collection.  | It is just handy, same time every week.   | Spreydon - Cashmere | Male, 18-24, Spreydon Ward   |
| Rubbish collection.  | They are always on time and stuff like that.  | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |
| Rubbish collection.  | They stick to the plan. We get the plan, we know when they're coming and why they're coming and they follow it through, it's on time every week.  | Spreydon - Cashmere | Male, 65+, Spreydon Ward     |
| Rubbish.   | Well it's regular and on time. Certainly a lot easier to dispose of your rubbish. Categorized.  | Spreydon - Cashmere | Male, 65+, Cashmere Ward     |
| Rubbish.   | 2 points: A lot of other areas they are dismal but the rubbish system although it costs a lot I believe it is working well.   | Spreydon - Cashmere | Male, 50-64, Spreydon Ward   |
| Rubbish.   | Because it's efficient. We know when it's going to be picked up. It's always reliable.  | Spreydon - Cashmere | Male, 65+, Spreydon Ward     |
| Rubbish.   | It's way better than the rubbish bag collection we had before, an improvement.  | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |
| Rubbish.   | They are efficient. You know what it's about. You know where it's going and it's not confusing.   | Spreydon - Cashmere | Male, 65+, Spreydon Ward     |
| Services for the elderly.  |   | Spreydon - Cashmere | Male, 50-64, Spreydon Ward   |
| Swimming pools.  | Just how easy they've made it to get kids swimming, through the payment methods and pool options they've made the process so much easier.   | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |
| The 3 bins. The green, the red and yellow. My sister lives in Kaiapoi, and they still have to put rubbish into the black rubbish bags. I think the 3 bins are really intelligent and a good service. | Because up till now, we've always had our bins emptied exactly on the right day. When there was a holiday, we got a notice in the letterbox which day it was changed to, it was very clear and its all very efficient. I had a broken lid, so I called up and sure enough, there was a new lid on it by the next day so I'm thinking this is a really good service. | Spreydon - Cashmere | Female, 65+, Cashmere Ward   |

| Things Christchurch City Council Does Best                      | Reason  | Community Board     | Demographics                 |
|---|---|---------------------|------------------------------|
| The car parking.  | One hour free parking, lots of car parks, secure parking. The location is good however additional parking should be made nearer the Hospital in addition to the city centre.  | Spreydon - Cashmere | Female, 25-49, Cashmere Ward |
| The City Council leisure centre Pioneer Stadium.                | I have had excellent service every time I have been there and they have been very informative and helpful to me as a new member to their gym.   | Spreydon - Cashmere | Female, 25-49, Spreydon Ward |
| The cycle lanes.  | Because there is a lot of them and access to them is pretty easy. And they're usually well placed so they are not too close to the traffic.   | Spreydon - Cashmere | Male, 18-24, Cashmere Ward   |
| The cycleways.  | They have made a huge investment and commitment and they are popping up all over the city.  | Spreydon - Cashmere | Male, 25-49, Cashmere Ward   |
| The libraries.  | I think they're a wonderful resource, it provides as a community hub. It caters for the diversity of our population, librarians really want to help. I think we're really lucky - they update books - provide info about what's going on in the city. If you want to know anything its probably easier to go to a library than the Christchurch City Council. | Spreydon - Cashmere | Female, 50-64, Cashmere Ward |
| The Library bus.  | It turns up most weeks, the librarians are very cooperative, they respond well to any requests we have such as books and videos and they come approximately the same time each week.  | Spreydon - Cashmere | Male, 50-64, Spreydon Ward   |
| The parks and recreation.                                       | Most of it is low maintenance and therefore there's not so much of a priority on them.  | Spreydon - Cashmere | Male, 25-49, Cashmere Ward   |
| The port hills rangers service.                                 | I live near the Port Hills and the rangers are so easy to deal with and they go out of their way to help.   | Spreydon - Cashmere | Male, 65+, Cashmere Ward     |
| The road into the lakes, Council maintenance has been frequent. | The park ranger has managed issues with people, with vandalism, and road degradation well.  | Spreydon - Cashmere | Male, 18-24, Cashmere Ward   |
| The roads.  | Upgrading the roads makes for better car driving. Makes the city look better too.   | Spreydon - Cashmere | Female, 25-49, Spreydon Ward |
| The roadside collections are really good.                       | Always done perfectly every week.   | Spreydon - Cashmere | Female, 65+, Spreydon Ward   |
| The rubbish bin pick ups.                                       | I think they have the roster planned out very well and it works.  | Spreydon - Cashmere | Female, 18-24, Spreydon Ward |
| The rubbish collection.   | Always on time. Never a mess.   | Spreydon - Cashmere | Male, 50-64, Cashmere Ward   |
| The rubbish collection.   | It is always done, you don't have to worry about it, you put your bins out and it's all just done.  | Spreydon - Cashmere | Male, 50-64, Cashmere Ward   |
| The rubbish collection.   | They're always on time. The amount of rubbish we have so we would like the green bin increased in size.   | Spreydon - Cashmere | Male, 65+, Spreydon Ward     |
| The rubbish collection.   | We've never had any missed collections and on public holidays if the dates are changed we're advised well in advance.   | Spreydon - Cashmere | Female, 25-49, Spreydon Ward |

| Things Christchurch City Council Does Best   | Reason   | Community Board     | Demographics                 |
|--|--|---------------------|------------------------------|
| The rubbish.   | Consistent. The standard hasn't dropped since the earthquake, the standard of delivery has been the same and they are reliable what ever the dates are they do so they stick to the contract and they are always on time on the right date or day.   | Spreydon - Cashmere | Female, 25-49, Spreydon Ward |
| The rubbish.   | Hassle free and there have been no hiccups and everything is regular.  | Spreydon - Cashmere | Male, 50-64, Spreydon Ward   |
| The rubbish.   | The days and the times suit me especially as it is early in the morning and they don't stick around in the drive way, there's not much traffic around, and they don't hold the traffic up which is good.   | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |
| The rubbish.   | They always make sure that your bin gets picked up - if it's a holiday and they change the days they let you know so it's always done in an orderly fashion. The whole system is good - it's a great idea that they've got bins and you put out various ones each week - it seems to work very well. | Spreydon - Cashmere | Male, 65+, Spreydon Ward     |
| The upkeep of the Botanic Gardens.   | Because they have kept them the way the should be. They haven't let it go, like made it into a pile of rubbish.  | Spreydon - Cashmere | Female, 25-49, Spreydon Ward |
| There are a few events on.   | Maybe there's a conscious effort after the earthquakes for public to get together for positive occasions as venues and that kind of thing were absent for a time.  | Spreydon - Cashmere | Female, 25-49, Cashmere Ward |
| They are good at delivering activities for local people.                               | I just think they are informative and usually quite a bit going on for the local people.   | Spreydon - Cashmere | Female, 50-64, Spreydon Ward |
| They take my rubbish away without fail and they don't leave any mess on the footpaths. | It's not that they are performing best in that area, it's that they are underperforming in other areas - their performance is disjointed and inadequate.   | Spreydon - Cashmere | Male, 50-64, Cashmere Ward   |
| They're good at having meetings.   | Probably because they spend more time having meetings than they do actually doing anything.  | Spreydon - Cashmere | Male, 65+, Spreydon Ward     |
| Tidiness of the streets.   | Because there's not a lot of obvious rubbish around, especially in our area. They sweep the gutters and they have a truck that comes around every fortnight or so. I'm right by a storm water drain and I find it important.   | Spreydon - Cashmere | Female, 25-49, Spreydon Ward |
| Upgrading the roads.   | They are trying to improve the condition of the roads like putting in lights at the intersections instead of roundabouts.  | Spreydon - Cashmere | Female, 65+, Cashmere Ward   |
| Waste collection.  | It's reliable and efficient but a larger green bin at no cost would be helpful.  | Spreydon - Cashmere | Male, 50-64, Cashmere Ward   |
| Waste management.  | They are efficient. They are on time. It's taken away no mess left laying around. They are doing what they say they will do.   | Spreydon - Cashmere | Male, 65+, Cashmere Ward     |
| Water supply.  | It never fails. The water supply has remained uninterrupted.   | Spreydon - Cashmere | Male, 50-64, Cashmere Ward   |

| Things Christchurch City Council Does Best   | Reason  | Community Board               | Demographics                  |
|--|---|-------------------------------|-------------------------------|
| Waterways, looking after public places.  | I've been seeing a lot of works happening for the waterways, and it's not just one place, it's many and that's reassuring.  | Spreydon - Cashmere           | Male, 18-24, Cashmere Ward    |
| Would be the rubbish. I think they do a very good job.   | Because there never seems to be any problems, and it is always on time.   | Spreydon - Cashmere           | Female, 50-64, Spreydon Ward  |
| A wise thing they are doing is putting in the cycleways. The amount of money they're spending is a great deal at the present time, in the long run it will benefit the city. | Because I think that people are going to be getting on bicycles in the future as petrol prices rise and people get older they are going to need another way to get about and I think cycles will become more prominent. | Linwood - Central - Heathcote | Male, 65+, Linwood Ward       |
| Being there.   | Being there.  | Linwood - Central - Heathcote | Male, 18-24, Heathcote Ward   |
| Botanical Gardens.   | Having such a big beautiful area to go to for free in the city.   | Linwood - Central - Heathcote | Female, 25-49, Heathcote Ward |
| Carparking.  | There is plenty of places to park when you go into town.  | Linwood - Central - Heathcote | Female, 25-49, Central Ward   |
| Collecting rubbish.  | Because they are consistent with it and they pick it up regardless of what day it is.   | Linwood - Central - Heathcote | Male, 25-49, Heathcote Ward   |
| Collecting rubbish.  | They are pretty good at keeping the streets clean. Also good at keeping you updated when the bins won't be collected due to public holiday.   | Linwood - Central - Heathcote | Female, 18-24, Linwood Ward   |
| Collection rubbish.  | Just organised and they always pick it up and the bins are really good. You can sort the rubbish in the greens etc and it can hold quite a lot, never have to go to the dump.   | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| Council provided free facilities for children.   | For some families, books and swimming are a luxury that not all can afford. Swimming and reading are both very important and there is no excuse for not learning those skills with those services.                      | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| Drinking water.  | We currently have world class access to pure water. That may change soon. Do pay for it through our rates, but not on top of. Water is an essential for healthy daily life.   | Linwood - Central - Heathcote | Female, 25-49, Heathcote Ward |
| Events such as Cup and Show week.  |   | Linwood - Central - Heathcote | Female, 18-24, Central Ward   |
| Events.  | The frequency of them is good. It brings Christchurch together. I'm from Auckland originally so I have noticed things that the Christchurch Council does better than the Auckland City Council.                         | Linwood - Central - Heathcote | Female, 25-49, Heathcote Ward |
| Events.  | Just the advertising and things like that across the web and in general, even on the radio and broadcasting.  | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| Festivals.   | Trying to keep festivals and concerts even though they were trying to be taken away.  | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |

| Things Christchurch City Council Does Best  | Reason  | Community Board               | Demographics                  |
|---|---|-------------------------------|-------------------------------|
| Flood protection.   | The visual impact of what they are doing to drain the city of its flooding along the Heathcote and Avon Rivers. Not happy about the Cathedral or the conventional centre and we need a sport facility but I don't want a covered stadium. Can't afford it. Our flood protection and water supply is more important. | Linwood - Central - Heathcote | Male, 50-64, Heathcote Ward   |
| Footpaths.  | Satisfied with the availability of the sign boards and signage, accessibility as well very accessible.  | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| Fresh water and removal of rubbish and recycling provision of parks and walkways. | Delivery of fresh water that is essential and removal of waste water. Rebuilding of Scarborough paddling pool and the new library. They are improving Sumner and I'm appreciative of that.  | Linwood - Central - Heathcote | Male, 65+, Heathcote Ward     |
| Getting rid of sewerage.  | Because it doesn't flow in the other direction, very seldomly see spillage of the sewerage.   | Linwood - Central - Heathcote | Male, 25-49, Heathcote Ward   |
| Green waste. Someone in Bromley is doing an amazing job. Using EM on the land.    | Whoever's running this is doing a great job.  | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| I think maintaining the footpaths, they are safe and provided everywhere.         |   | Linwood - Central - Heathcote | Female, 25-49, Central Ward   |
| It delivers my water really well.   | This is the first time I've lived on a town water supply, and it is very good.  | Linwood - Central - Heathcote | Female, 65+, Heathcote Ward   |
| Kerbside and waterways.   | A complaint received to them was remedied quickly.  | Linwood - Central - Heathcote | Female, 50-64, Heathcote Ward |
| Kerbside collection.  | It's always been taken on time and emptied and drivers are very friendly, and do their job well.  | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| Kerbside rubbish collection.  | Because I live on a very narrow private lane and they had accommodated us at the bottom end of the lane. It's pretty hard to get the truck down and back up. It's also a bit steep.   | Linwood - Central - Heathcote | Male, 65+, Heathcote Ward     |
| Kerbside rubbish collection. I think that's good and it's nice.                   | I know when the collection is going to be, they do a good job. The one that collects doesn't leave anything behind, the rubbish or anything. They do a very clean job. They're on the time they say and if they change the time, they do around Christmas and Easter, they let us know and in a good time.          | Linwood - Central - Heathcote | Female, 65+, Central Ward     |
| Kerbside rubbish pickup.  | It's always on time, it's a regular weekly collection and compared to some other cities I think we're doing well here. They are also generously sized bins here.  | Linwood - Central - Heathcote | Male, 65+, Heathcote Ward     |
| Leisure facilities.   | Services are good, open good hours, they're just a good service.  | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |

| Things Christchurch City Council Does Best  | Reason  | Community Board               | Demographics                  |
|---|---|-------------------------------|-------------------------------|
| Libraries and service centres.  | Because in Christchurch we have several libraries, more than half a dozen and they all include service centres. It's fantastic that it's in the same place so if you have a bill to pay and get library books it's all in one place and there's lots of information that is available there.              | Linwood - Central - Heathcote | Female, 25-49, Central Ward   |
| Libraries, water supply, rubbish and recycling collection. I do like the summer events programme. | I think the libraries are well run, have enthusiastic and professional staff and the modern library is valuable to the cities inhabitants. Really like the delivery of good clean water in large amounts, it's nice to have a good clean drinkable water supply.  | Linwood - Central - Heathcote | Male, 50-64, Heathcote Ward   |
| Libraries.  | Because there is a lot of them. They are free. Open all weekend.  | Linwood - Central - Heathcote | Female, 50-64, Central Ward   |
| Libraries.  | Easy access, large variety and new technology.  | Linwood - Central - Heathcote | Male, 25-49, Heathcote Ward   |
| Libraries.  | The libraries are lovely. They have a range of books.   | Linwood - Central - Heathcote | Female, 25-49, Heathcote Ward |
| Libraries.  | There are plenty of them, easy to use, staff are great, easy parking.   | Linwood - Central - Heathcote | Female, 25-49, Heathcote Ward |
| Libraries.  | Up to date technology, ease of use, and friendly staff.   | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| Library.  | They are running a tight ship, the service is excellent.  | Linwood - Central - Heathcote | Male, 65+, Central Ward       |
| Love the rubbish system.  | Because it's really simple. Don't have to separate your recycling, you can put it in the one bin - coloured bins all makes sense, big cost up.  | Linwood - Central - Heathcote | Male, 25-49, Heathcote Ward   |
| Making the roads safer for cyclists.  | There's a lot of cyclists in my area, they've been fixing up the roads and making cycle paths.  | Linwood - Central - Heathcote | Female, 18-24, Central Ward   |
| Maybe the rubbish collection.   | I guess just they introduced the 3 bin systems, which I know not all the cities have in the country. It's regular and on time, and there helping with recycling. That's a big part of it.   | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| Metro buses.  | The new central station is really slick, easy to use, lots of good facilities, and cafes which is really handy. The introduction of the five coloured lines that are high frequency are really handy too. Plus the addition of the bike racks on every bus. They've also got really friendly bus drivers. | Linwood - Central - Heathcote | Female, 18-24, Central Ward   |
| Music in the Archery Lawn, Lazy Sunday programme.   | It's free and a variety of music and you choose. They are quality artists.  | Linwood - Central - Heathcote | Male, 65+, Central Ward       |
| New cycle lanes.  | I cycle, as I said, and these new cycle lanes are fantastic, they're safe, they're wonderful to use and I see a lot more people using them.   | Linwood - Central - Heathcote | Male, 50-64, Central Ward     |
| Our water.  | Real clean water and foreigners always say that we have real clean water.   | Linwood - Central - Heathcote | Male, 18-24, Linwood Ward     |

| Things Christchurch City Council Does Best                                       | Reason   | Community Board               | Demographics                  |
|--|--|-------------------------------|-------------------------------|
| Outdoor entertainment. Sparks, Christmas in the Park and fireworks etc.          | They have a wide variety for different age groups and different cultures.  | Linwood - Central - Heathcote | Female, 25-49, Heathcote Ward |
| Parks and Recreation.  | Well maintained, regularly maintained, readily available and free and accessible easy parking.   | Linwood - Central - Heathcote | Female, 18-24, Linwood Ward   |
| Parks and reserves.  | Because they keep the parks and reserves very well. The lawns are mowed, the gardens are done and generally looks quite good.                                  | Linwood - Central - Heathcote | Male, 65+, Heathcote Ward     |
| Planning.  | Just seeing the central city finally coming, planning for the central city being played out.   | Linwood - Central - Heathcote | Female, 18-24, Central Ward   |
| Public events.   | There has been a number of really good events run for the community in the last couple of months. Really good variety.   | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| Public transport, there are multiple buses, pretty much go anywhere.             | They go everywhere and they usually run on time and easy to get to bus stops.  | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| Public transport.  | I like the buses because I can go anywhere I walk everywhere and to get to Northlands it's 3 - 4 hours and on the bus it's 20 minutes.                         | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| Public transport.  | It's there for people who need it.   | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| Recreational facilities.   | Well provided for good conditions, clean and tidy.   | Linwood - Central - Heathcote | Male, 65+, Central Ward       |
| Recreational facilities.   | Swimming pools. Cycleways they are putting in. New swimming pool planned for Linwood which will be good.   | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| Recycling, rubbish and organic pick up.  | I moved from another region where recycling, rubbish and organic pick up was inadequate compared to Christchurch.  | Linwood - Central - Heathcote | Male, 18-24, Central Ward     |
| Roads.   | Mainly motorways.  | Linwood - Central - Heathcote | Female, 18-24, Heathcote Ward |
| Roads.   | Building roads really quickly. I am a driver and I like to get somewhere really quickly. When the road is good you can always get to your destination on time. | Linwood - Central - Heathcote | Female, 18-24, Linwood Ward   |
| Roads.   | The roads in our area are improving.   | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| Rubbish bin services are good.   | It always takes it away on time and it takes the right bin, there is plenty of room in the bins.   | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| Rubbish bins.  | It's a good service, very reliable.  | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| Rubbish collection   | It's the best in the country. The bins are handy and easy to use. I can recycle and not have to take it down to the centre.                                    | Linwood - Central - Heathcote | Female, 25-49, Central Ward   |
| Rubbish collection for a start - that's good.                                    | They are good, the rubbish collection - no problems. They just come along and people dump things on the side of the road and they come and pick it up.         | Linwood - Central - Heathcote | Male, 65+, Linwood Ward       |
| Rubbish collection, at least it gets picked up on the right day of the week now. | With the bins being picked up every week.  | Linwood - Central - Heathcote | Male, 18-24, Linwood Ward     |

| Things Christchurch City Council Does Best   | Reason  | Community Board               | Demographics                |
|--|---|-------------------------------|-----------------------------|
| Rubbish collection, it's collected every week, we know when its collected, only the green is too small, other than that it is all pretty good in the way that we can get rid of our household rubbish. | I guess because they get rid of my rubbish, and they're trying to recycle a lot of the plastics, bottles and cans and I think that's a really good thing and they're not wasting the landfill.  | Linwood - Central - Heathcote | Male, 65+, Heathcote Ward   |
| Rubbish collection, they get their bins out pretty fast which is pretty good at times.   | Because they haven't not picked up the rubbish and they usually get their bins out earlier or sooner than required, they excel at their timeframes .  | Linwood - Central - Heathcote | Male, 25-49, Heathcote Ward |
| Rubbish collection.  | Collection is reliable and variety of bins - 3 bins.  | Linwood - Central - Heathcote | Male, 25-49, Central Ward   |
| Rubbish collection.  | It's visible.   | Linwood - Central - Heathcote | Male, 50-64, Central Ward   |
| Rubbish collection.  | The green bin they take away all that green material and compost it. The yellow bin it goes and gets recycled. The red bin weight is very light every fortnight and there is very little that goes into the red bin. It's there to be worked on and people should be encouraged to work on recycling properly. Need proper rubbish bins, probably just the red and yellow so that people will put their cans and bottles at night in there and not drop it on the street because there is no where to put it. | Linwood - Central - Heathcote | Male, 65+, Central Ward     |
| Rubbish collection.  | Well it's consistently timely and efficient.  | Linwood - Central - Heathcote | Female, 50-64, Central Ward |
| Rubbish collection.  | They are consistent.  | Linwood - Central - Heathcote | Male, 25-49, Heathcote Ward |
| Rubbish collection.  | It's regular and you don't have to ask them to pick it back up again.   | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward   |
| Rubbish collection.  | It's very simplistic and straight forward and you can't get that wrong. It's very efficient. They clean up all the rubbish that people dump.  | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward   |
| Rubbish collection.  | Rubbish taken away same time every rubbish day.   | Linwood - Central - Heathcote | Female, 65+, Linwood Ward   |
| Rubbish collection.  | There is never a problem with the rubbish. I would like a larger green bin.   | Linwood - Central - Heathcote | Male, 65+, Linwood Ward     |
| Rubbish collection.  | They're on time, they're one week early one week late, we gauge our pension pay days on the late one. In general pretty good.   | Linwood - Central - Heathcote | Female, 65+, Linwood Ward   |
| Rubbish kerbside collection.   | The frequency of the collection is good. The size of the bins are great and overall it's a great service..  | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward |
| Rubbish.   | Wheelie bin service works well and I like that they are differentiating between different types of rubbish.   | Linwood - Central - Heathcote | Female, 65+, Central Ward   |
| Rubbish.   | Never had a problem. Always come.   | Linwood - Central - Heathcote | Male, 18-24, Heathcote Ward |
| Rubbish.   | Regular and reliable.   | Linwood - Central - Heathcote | Male, 65+, Heathcote Ward   |

| Things Christchurch City Council Does Best        | Reason  | Community Board               | Demographics                |
|---|---|-------------------------------|-----------------------------|
| Rubbish.  | They empty the bins. They are regular.  | Linwood - Central - Heathcote | Male, 65+, Linwood Ward     |
| Rubbish.  | They pick it up when they say they're going to pick it up. Not the rubbish but when furniture is left on the side of the road, someone has to take responsibility. But I understand it's not the Council's fault.   | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward |
| Rubbish.  | They take mine away and I don't have to worry about it. It's taken away every week.   | Linwood - Central - Heathcote | Female, 65+, Linwood Ward   |
| Sanitation.                                       | Well it's fairly efficient collecting the rubbish keeping the place looking tidy. No huge amounts of rubbish laying around the place.   | Linwood - Central - Heathcote | Male, 50-64, Linwood Ward   |
| Sewerage and storm water.                         | It has taken a long time but they are getting there.  | Linwood - Central - Heathcote | Male, 65+, Heathcote Ward   |
| Sewerage.   | Well because it's still going. After all the destruction with the underground pipes we have had continuous service.   | Linwood - Central - Heathcote | Male, 25-49, Central Ward   |
| Snap & Send app.                                  | It is easy to use, they get back to you quick and it works. That is what I use most.  | Linwood - Central - Heathcote | Male, 25-49, Central Ward   |
| Spending our money.                               | They just think we're all made of money and keep putting rates up. So they can spend more, instead of cutting costs which they should be.   | Linwood - Central - Heathcote | Female, 65+, Heathcote Ward |
| The alcohol management side of things.            | They are very good and very efficient.  | Linwood - Central - Heathcote | Female, 18-24, Linwood Ward |
| The bus service.                                  | Very reliable, very punctual, drivers are polite and the bus exchange is a credit to whoever designed it.   | Linwood - Central - Heathcote | Male, 65+, Central Ward     |
| The collection of rubbish.                        | Given the nature of the earthquakes, they've done their best to improve things.   | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward |
| The collection of the rubbish.                    | Basically it's always on time on the day with no hassles.   | Linwood - Central - Heathcote | Male, 25-49, Central Ward   |
| The construction work.                            | Been here for 12 months and had no problems with all the rubbish things and parking, my daily use things.   | Linwood - Central - Heathcote | Male, 25-49, Central Ward   |
| The cycleway.                                     | It's an area they are definitely developing and making safe to you throughout the city.   | Linwood - Central - Heathcote | Female, 18-24, Linwood Ward |
| The cycleways.                                    | I just think they are changing the city to a cycle friendly city by providing alternatives to using motor vehicles. Not burning a fossil fuel is a good thing.  | Linwood - Central - Heathcote | Male, 25-49, Heathcote Ward |
| The different events, I think they are fantastic. | Because of the events like Sparks in the Park, they are good occasions for people to get together, I believe the Council operate it and they do a good job. Providing facilities and making them user friendly for the public. Because you do get a diversity of age of groups which is good. | Linwood - Central - Heathcote | Male, 50-64, Linwood Ward   |
| The election every 3 years.                       | Because we get a change.  | Linwood - Central - Heathcote | Male, 50-64, Central Ward   |

| Things Christchurch City Council Does Best             | Reason   | Community Board               | Demographics                  |
|--|--|-------------------------------|-------------------------------|
| The entertainment.                                     | Because I work in the industry.  | Linwood - Central - Heathcote | Male, 25-49, Central Ward     |
| The event side of things.                              | I think the events appeal to a wide range of people and age groups and its well advertised, it's good and exciting.  | Linwood - Central - Heathcote | Female, 25-49, Central Ward   |
| The gardens always look really nice.                   | When I drive to and from school and work, I always see people out doing things, and making it look nice.   | Linwood - Central - Heathcote | Female, 25-49, Central Ward   |
| The green waste.                                       | I think it's important the environment is looked after as we live in a green country, we are known for our greenness and knowing that whatever I dispose of is disposed of properly.   | Linwood - Central - Heathcote | Female, 18-24, Heathcote Ward |
| The libraries and I like the swimming pools.           | Because they are family focused, they don't cost too much money.   | Linwood - Central - Heathcote | Female, 25-49, Central Ward   |
| The library.   | The areas for young families are the thing we use the most and we think it's fantastic.  | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| The library.   | They are always open when I need them and always a friendly smile.   | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| The library.   | They have taken a great deal of trouble to make sure the staff are well qualified and polite. A good selection of books, every month a pamphlet of new ones are added and each month you can get a new one if you pick one off that list brand new. Really like the fact they have new acquisition list and you can pick it up and take it away. | Linwood - Central - Heathcote | Male, 65+, Linwood Ward       |
| The needs of the residents.                            | For me it is about keeping the community clean and tidy as in the rubbish removal.   | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| The public events they put on e.g. Sparks in the Park. | Because the public is made aware of events and information leading up to it e.g. on the radio.   | Linwood - Central - Heathcote | Male, 25-49, Heathcote Ward   |
| The public library.                                    | Affordable for everyone, friendly staff and opening hours are generous.  | Linwood - Central - Heathcote | Female, 50-64, Heathcote Ward |
| The rubbish and recycling collection.                  | It's just working smoothly, meets all our needs.   | Linwood - Central - Heathcote | Female, 25-49, Heathcote Ward |
| The rubbish and recycling.                             | They always come at the time and if not and they will come back to collect it if you miss their collection.  | Linwood - Central - Heathcote | Female, 18-24, Linwood Ward   |
| The rubbish collection and recycling.                  | They are prompt and reliable.  | Linwood - Central - Heathcote | Female, 25-49, Central Ward   |
| The rubbish collection is brilliant.                   | They're pretty much always on time, they never leave a mess, don't drop the bins around the place.   | Linwood - Central - Heathcote | Female, 65+, Linwood Ward     |
| The rubbish collection.                                | It's just reliable, it gets picked up every week. It's just easy.  | Linwood - Central - Heathcote | Female, 25-49, Central Ward   |
| The rubbish collection.                                | Because they always do it, they are reliable.  | Linwood - Central - Heathcote | Male, 50-64, Heathcote Ward   |
| The rubbish collection.                                | It is good they collect everything. It is easy to use. Don't need to buy bags.   | Linwood - Central - Heathcote | Female, 18-24, Heathcote Ward |

| Things Christchurch City Council Does Best   | Reason  | Community Board               | Demographics                  |
|--|---|-------------------------------|-------------------------------|
| The rubbish collection.  | It's always on time, always picked up.  | Linwood - Central - Heathcote | Male, 25-49, Heathcote Ward   |
| The rubbish collection.  | For us, it depends on where you are. Our rubbish collection they don't skip us, they always pick up the rubbish, I do like that its separated and the Council sorts out recyclables, At first when you have to sort it out it was a bit of pain, but now I'm use to it. | Linwood - Central - Heathcote | Female, 50-64, Linwood Ward   |
| The rubbish collection.  | It happens.   | Linwood - Central - Heathcote | Female, 65+, Linwood Ward     |
| The rubbish recycling collection efforts.  | Happens on time on a regular basis without any missed collection or late collections.   | Linwood - Central - Heathcote | Male, 50-64, Heathcote Ward   |
| The rubbish, the bins. They are fine.  |   | Linwood - Central - Heathcote | Female, 65+, Linwood Ward     |
| The rubbish.   | If you get missed you can ring and tell them and they will come and pick it up.   | Linwood - Central - Heathcote | Female, 50-64, Linwood Ward   |
| The thing the Council is doing the best is the activities they are putting on. The best aspect of it that is goes across all demographics. | I think it understands the needs for the a greater range of people to be involved in community events.  | Linwood - Central - Heathcote | Male, 50-64, Heathcote Ward   |
| The waste collection the red and yellow bins.  | It's providing an excellent service and they do a good job.   | Linwood - Central - Heathcote | Male, 50-64, Heathcote Ward   |
| The wheelie bins.  | They're just the best thing ever, they're so easy.  | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| Their libraries are amazing.   | They have wonderful library staff, and wonderful selection of books and services in the containment of the library. So like the computers and the feel of the place is just wonderful.  | Linwood - Central - Heathcote | Female, 50-64, Central Ward   |
| Their rubbish collection, the bins.  | They are consistent and it happens without fail around about the same time every week.  | Linwood - Central - Heathcote | Female, 25-49, Central Ward   |
| They're pretty good at taking the rubbish out.   | I think the ECO system, the way it is managed works pretty good, and efficient.   | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| Walkways, cycleways and dog parks.   | I think its just because I use these. They deal with them personally.   | Linwood - Central - Heathcote | Male, 25-49, Central Ward     |
| Waste water removal.   | There were huge infrastructure problems which they got onto quite quickly. Sewer, waste water, as a result we could have had an outbreak of infectious diseases but we never did.   | Linwood - Central - Heathcote | Male, 65+, Central Ward       |
| Water quality.   | Because there is currently very good quality water.   | Linwood - Central - Heathcote | Male, 50-64, Heathcote Ward   |
| Water supply.  | I just think everywhere there's water here and there's nice quality running water for everyone.   | Linwood - Central - Heathcote | Female, 25-49, Heathcote Ward |
| Water supply.  | They provide clean water regularly to my house. They take the wastewater away. It comes out without a hassle.   | Linwood - Central - Heathcote | Male, 65+, Heathcote Ward     |

| Things Christchurch City Council Does Best  | Reason  | Community Board                 | Demographics                  |
|---|---|---------------------------------|-------------------------------|
| Actioning things when people actually say this place needs sorting. Actioning a request for the sweeper truck to come and clean the gutters out. Identifying something needing to be done and they put the request through to the right people to deal with it. | All about providing that service to the tax payers. If they don't know, they can't fix it.  | Fendalton - Waimairi - Harewood | Female, 25-49, Harewood Ward  |
| Activities.   | It's a beautiful city which they look after very well. They provide a lot of activities during the year to make it really interesting.  | Fendalton - Waimairi - Harewood | Male, 65+, Waimairi Ward      |
| Botanic Gardens.  | Because it's one of the best Botanic Gardens in the world.  | Fendalton - Waimairi - Harewood | Male, 18-24, Fendalton Ward   |
| Clean water.  | I've often said, "we've got nice water, it doesn't need chlorination" I think because they were upfront about what they had to do with it and why, because they were honest about temporarily chlorinating water - it wasn't a big deal. It could have gone pear shaped, but it didn't. | Fendalton - Waimairi - Harewood | Female, 25-49, Waimairi Ward  |
| Collecting rubbish.   | It is consistent, it comes when it says it's going to come. Has access to refuse station.   | Fendalton - Waimairi - Harewood | Female, 65+, Waimairi Ward    |
| Community events.   | I think that there's a variety of different community events.   | Fendalton - Waimairi - Harewood | Female, 25-49, Harewood Ward  |
| Cycle friendly.   | I like the fact that they are making it more cycle friendly. They have looked to the future in spite of standing on a lot of toes, a gutsy move.  | Fendalton - Waimairi - Harewood | Female, 25-49, Harewood Ward  |
| Cycle lanes. There are lots around the city.  | I think there is really good access for cyclists, and they're safe.   | Fendalton - Waimairi - Harewood | Female, 18-24, Waimairi Ward  |
| Cycleways.  | Because it's taking the initiative away from the shopkeeper.  | Fendalton - Waimairi - Harewood | Male, 65+, Waimairi Ward      |
| Do well with the water and the sewerage side of things.   | At least they are supplying water unlike the North Island and under trying circumstances with broken pipes.   | Fendalton - Waimairi - Harewood | Male, 25-49, Fendalton Ward   |
| Doing well in rubbish collection.   | It's a good service and they're on time and the bins are returned and not damaged.  | Fendalton - Waimairi - Harewood | Male, 50-64, Waimairi Ward    |
| Events and festivals.   | Always heard positive stuff about the festivals and events and it's a great opportunity to unite people of Christchurch.  | Fendalton - Waimairi - Harewood | Female, 18-24, Waimairi Ward  |
| Events around the city, variety of the events.  | There's a good variety of events.   | Fendalton - Waimairi - Harewood | Female, 25-49, Fendalton Ward |

| Things Christchurch City Council Does Best  | Reason   | Community Board                 | Demographics                  |
|---|--|---------------------------------|-------------------------------|
| Events.   | I hope they are the ones who organise events like the Busker's Festival, I would be disappointed if I was praising them and it wasn't them, and do they do the Fireworks Display? On the other hand, they do spend a lot of money on events and were pro-active in advertising them as they sent out a large Calendar of Events which I didn't read.   | Fendalton - Waimairi - Harewood | Male, 50-64, Fendalton Ward   |
| Events.   | There seems to be at least one event most weekends. They are easy to find.   | Fendalton - Waimairi - Harewood | Female, 25-49, Fendalton Ward |
| Events.   | They are easy to get to, well run and a variety.   | Fendalton - Waimairi - Harewood | Female, 25-49, Fendalton Ward |
| Events.   | Variety of events. They seem to be quite well run.   | Fendalton - Waimairi - Harewood | Female, 25-49, Fendalton Ward |
| Events.   | Information around events. Quality of the events.  | Fendalton - Waimairi - Harewood | Male, 50-64, Harewood Ward    |
| Events. The service they provide when you ring up they are very good at providing answers.  | I guess it's knowledgeable staff.  | Fendalton - Waimairi - Harewood | Male, 50-64, Fendalton Ward   |
| Functions.  | Council organised functions I think they do a good job bringing the life back to Christchurch.   | Fendalton - Waimairi - Harewood | Male, 50-64, Waimairi Ward    |
| I daresay the rubbish collection, they are performing quite well at that. The events are good, we need some more free ones and need to communicate more with the community. The services are pretty good. I don't use them often but they need more services for the elderly. They need to allow for more bus services, the convenience because they are sometimes far and few between, the timetable for buses as to where you want to go from A to B, you have to jump buses a few times. The cycleways, some intersections you kind of wonder why they have got them there especially on Matai Street and Harakeke Street where cyclists don't give way to the cars, where motorists cannot see cyclists which is a huge hazard and needs to be rectified. | The kerbsides are looking really tidy and keeping the trees tidy and the round area is quite good with the off street parking. The funeral home down the end of the street is not a good thing to have and needs to be gone. We don't want a commercial property in a residential zone we and are all dissatisfied with that. Don't allow commercial properties in residential zones, keep them in the city. | Fendalton - Waimairi - Harewood | Female, 25-49, Fendalton Ward |
| I disagree with paying out ratepayers money for the rebuild of the Cathedral. I think in general the Council is doing a reasonable job, some of the public initiatives are taking longer than they should and the bill is rising because of the delays in starting working. A good example is the pool in town which has gone up by \$75 Million (Metro Sports Arena).  | They have had a hard road to hoe with the earthquake. and they have made a reasonable fist of it.  | Fendalton - Waimairi - Harewood | Male, 50-64, Harewood Ward    |

| Things Christchurch City Council Does Best  | Reason   | Community Board                       | Demographics                  |
|---|--|---------------------------------------|-------------------------------|
| I think infrastructure is probably the best, as it's coming along.  | Well, they're taking a long time, but I think what they have achieved is pretty amazing, and there is still more to do but as it stands they are still doing a good job, although expensive.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Waimairi Ward    |
| I think keeping the activities going. Like the Chinese lantern festival etc.  | I think it must be difficult, with everything else that is needed and trying to save costs.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Harewood Ward  |
| I think the libraries are a good service.   | I guess I think that the libraries provide a good service and there are good locations of libraries and they have a good interloan service if they don't have what you want in stock. They are well located, you normally have one located near you. | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Fendalton Ward |
| I would think the Botanical Gardens.  | Well I think they're maintaining them to a wonderful standard and it's all free.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 65+, Waimairi Ward    |
| I'd have to say infrastructure.   | I think that given recent events, they have repaired as quickly as possible the damaged infrastructure so they've done a pretty good job.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Fendalton Ward   |
| I'm not sure about that, I agree with what the Council want to do, they do the best for NZ.   | I think things they do little things they are not sure but I think the whole thing is okay. Trees behind everywhere are problem close to the road, all the motorcars go past and it's dangerous to the side of the road close to the road.           | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Fendalton Ward   |
| Information that they give.   | I'm not quite sure.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 65+, Waimairi Ward      |
| I've got to say I think their rubbish removal is really good, I've never had any problems. When I got into the library to pay the dog registration you now don't need to take the paper work to complete the payment if you forget. | Technology for the library and I don't know about the rubbish.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Fendalton Ward |
| Libraries and swimming pools.   | They've got plenty of libraries. They keep the libraries well maintained.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 18-24, Fendalton Ward   |
| Libraries.  | Availability. The location is convenient to most people. Purchasing of new books and various forms of information technology kept up to date. Staff friendly and efficient.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Fendalton Ward |
| Libraries.  | Plenty of them. Easy to use. People that work there are very helpful.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Fendalton Ward   |
| Libraries.  | There's plenty of them, decent hours, longer hours than 9-5, open weekends and friendly, helpful staff.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Fendalton Ward |
| Libraries.  | I think they have made an effort to provide library services to most part of the city and putting as lot of effort towards the new ones.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 65+, Waimairi Ward      |

| Things Christchurch City Council Does Best   | Reason  | Community Board                       | Demographics                  |
|--|---|---------------------------------------|-------------------------------|
| Library services.  | Ease of use. Availability of services within the library.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward  |
| Library.   | Well because if you have problems with your handheld technological items, like cell phone or iPad, you can take them to the library and they can help you with their problem.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 65+, Waimairi Ward    |
| Maintaining community spirit. Creating free events for a community to come together. They do a lot to bring people together and to make sure that people have things to do. I think they are very aware that things are still a bit dodgy or broken. | Great leadership.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Harewood Ward  |
| More activities.   |   | Fendalton<br>- Waimairi -<br>Harewood | Female, 18-24, Harewood Ward  |
| Outstanding rubbish collection service.  | I believe we get the information and what goes in the bin and what day it is picked up and any changes to a pick up date due to holidays are well signaled and immediate response when bin goes missing or is broken. | Fendalton<br>- Waimairi -<br>Harewood | Female, 65+, Waimairi Ward    |
| Parks and maintenance.   | I used to audit City Care and have the knowledge of what they do.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward  |
| Parks.   | There is a lot of variety and playgrounds, a lot of free things to do. Well maintained.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Waimairi Ward    |
| Probably public transport  | Because they keep it pretty well up to date and because it's cheap and many people use it.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Harewood Ward  |
| Public spaces  | Having things like the Margaret Mahy Park, the botanic gardens and the range of festivals and parks.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Fendalton Ward |
| Public walkways.   | I struggled to find a park today in town and when I couldn't find a park it was very easy and accommodating to just walk.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 18-24, Fendalton Ward |
| Recreational facilities.   | They are available to a lot of people.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Harewood Ward    |
| Recycling system.  | They are never late at picking up the bins, they are always on time.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Waimairi Ward    |
| Recycling.   | The changes they made have been very efficient. Well executed.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Fendalton Ward   |
| Refuse.  |   | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Harewood Ward    |
| Road maintenance.  | They are always rather busy aren't they, I see them around often.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Fendalton Ward   |

| Things Christchurch City Council Does Best                 | Reason   | Community Board                       | Demographics                  |
|--|--|---------------------------------------|-------------------------------|
| Roading.   | I have experienced over the past 12 months a lot of development done around Shirley and Central City on fixing the broken roads. Hills Road and Bealey Avenue. | Fendalton<br>- Waimairi -<br>Harewood | Male, 18-24, Harewood Ward    |
| Roading.   | The road system in the city is better since the earthquake and still got a long way to go.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 65+, Harewood Ward      |
| Roads.   | Since the earthquake it's been a shambles. They are performing the best here because the public needs it.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 65+, Harewood Ward      |
| Roads.   | Trying to keep up with them. The new motorway they are building, they are doing really well.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Harewood Ward  |
| Rubbish and recycling collection.                          | The service is good and it works well. Whenever we have had issues they have responded quickly.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Waimairi Ward    |
| Rubbish and recycling.                                     | A no hassle service.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Harewood Ward  |
| Rubbish collection, events.                                | Because its rubbish collection is regular and reliable service. With events we have a variety throughout the year.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Fendalton Ward |
| Rubbish collection, sewerage, libraries are very good too. | Because it meets expectations for example sewerage you don't have to think about it, it just happens.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward  |
| Rubbish collection.  | I've never not had my rubbish collected, it happens every week, it's reliable.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Fendalton Ward |
| Rubbish collection.  | Never any complaints about it, it's always been good.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Fendalton Ward |
| Rubbish collection.  | Because it caters for everybody. It is well organised. Seldomly have hiccups.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 65+, Harewood Ward      |
| Rubbish collection.  | I think the collection is quite good. It is easy for residents to manage all the rubbish.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Harewood Ward  |
| Rubbish collection.  | It gets done every week don't have to worry about it. If it's not done that day it is collected the next day in the case of a public holiday.                  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Harewood Ward  |
| Rubbish collection.  | It's on time and consistent. They communicate well, for example Christmas times.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 18-24, Harewood Ward    |
| Rubbish collection.  | Just that they seem to try really hard and they always give us big size bins and that, and make it very obvious what goes in what bin.                         | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Harewood Ward    |
| Rubbish collection.  | They pick it up on time. If it's a holiday they let us know. It all goes, I have no complaints.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 65+, Harewood Ward      |
| Rubbish collection.  |  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Harewood Ward    |

| Things Christchurch City Council Does Best  | Reason  | Community Board                       | Demographics                 |
|---|---|---------------------------------------|------------------------------|
| Rubbish collection.   | Because they have contracted it out.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Waimairi Ward   |
| Rubbish collection.   | Collected on time.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward |
| Rubbish collection.   | I have had no issues in the 12 months.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 18-24, Waimairi Ward |
| Rubbish collection.   | It's very reliable and it works really well.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 65+, Waimairi Ward   |
| Rubbish collection.   | Simple and not a complex thing to do.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Waimairi Ward   |
| Rubbish collection.   | Well I think the idea of separating the rubbish, reds and greens in land fills is a good idea.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 65+, Waimairi Ward     |
| Rubbish collection.   | Well the rubbish is always picked up and empty and there is no problem with it at all.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 65+, Waimairi Ward   |
| Rubbish recycling.  | Because they make it so easy.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Waimairi Ward   |
| Rubbish removal.  | I have never had a problem. I like the fact we have 3 bins. I like the fact we recycle the paper and the plastic. I like the size of the bins.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Waimairi Ward |
| Rubbish removal.  | Overall they do really quite well, they always deliver on time. There's a couple small things. They collect on time, I did have my bin go missing and it was returned to me, that was quite good. | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Waimairi Ward |
| Rubbish, just the collection and the time it gets picked up and our rubbish man doesn't leave a mess. | It's easy and free and it's every week.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward |
| Rubbish.  | Because they pick them on time. If another day they give notice.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Fendalton Ward  |
| Rubbish.  | Ever since we had the bins we don't have the rubbish around the streets, since they were introduced. The collection- there is never any hiccup's, it runs smoothly.                               | Fendalton<br>- Waimairi -<br>Harewood | Female, 65+, Fendalton Ward  |
| Rubbish.  | Always on time. Collection is done.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Harewood Ward   |
| Rubbish.  | Because it's always on time and nothing too bad happens with it. It's consistently ok and never have issues with it.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 18-24, Harewood Ward   |
| Rubbish.  | Because it's an automatic service.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 18-24, Harewood Ward |

| Things Christchurch City Council Does Best                                 | Reason   | Community Board                       | Demographics                 |
|--|--|---------------------------------------|------------------------------|
| Rubbish.   | Convenient and easy for people.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 18-24, Harewood Ward   |
| Rubbish.   | They are consistently picked up on our street, on time. Reliable.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Harewood Ward   |
| Rubbish.   | They take the rubbish bins.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 18-24, Harewood Ward   |
| Rubbish.   | Well it is picked up regularly on the day and when its going to be a different day they let us know. Yellow bins maybe more education, when it's going to landfill why worry or bother, do it all in the red bin saves them money. | Fendalton<br>- Waimairi -<br>Harewood | Female, 65+, Harewood Ward   |
| Rubbish.   | Well it's consistent, it's timely, we're informed of the change of day if it's a public holiday. I've got no complaints about it.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Harewood Ward   |
| Rubbish.   | I have had absolutely no issues or problems. Consistent and reliable.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Waimairi Ward   |
| Rubbish.   | I have never had any big issues with rubbish collection. When I have had an issue it was dealt with quickly.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Waimairi Ward   |
| Rubbish.   | Communicate well if there is a change of date. Always collected on time.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Fendalton Ward  |
| Rubbish.   | Well obviously it revolves around their kerbside collection. Good efficient way of getting rid of recycling and green waste, this is something the Council does really well.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Waimairi Ward   |
| Services.  | Collection of rubbish, provision of water, infrastructure. Basic human needs, they are doing their best, sometimes their best is not enough.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Fendalton Ward  |
| Spending the ratepayers money.   | Because they keep increasing my rates.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Harewood Ward |
| Supporting the community events, night noodle markets, buskers etc.        | Promotion of them and encouraging people to attend.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Waimairi Ward |
| Taking away the household rubbish, I think they're doing an excellent job. | Because it's well organised, people who are doing it seem to care about what they're doing. I think we are one of the leaders in New Zealand in this area.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 65+, Waimairi Ward   |
| The bins.  | Because it has an App I can look up when confused.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Harewood Ward |
| The bus, the public transport.   | CCC to hear people. Asian people because they can't drive.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Harewood Ward |

| Things Christchurch City Council Does Best  | Reason  | Community Board                 | Demographics                  |
|---|---|---------------------------------|-------------------------------|
| The Buskers Festival.   | Just the world gets to see Christchurch. We get the best buskers from all over the world here, they like coming here for it.  | Fendalton - Waimairi - Harewood | Male, 50-64, Harewood Ward    |
| The city parking.   |   | Fendalton - Waimairi - Harewood | Male, 25-49, Harewood Ward    |
| The consenting process with building.   | I found what I needed to know as been responded well and happy with the results.  | Fendalton - Waimairi - Harewood | Male, 65+, Fendalton Ward     |
| The courier, is very good for us.   |   | Fendalton - Waimairi - Harewood | Male, 25-49, Fendalton Ward   |
| The entertainment and festivals and the stuff they do in the park. Water quality is good. Disposal of rubbish seems to be good. | Entertainment is good from what I can see.  | Fendalton - Waimairi - Harewood | Female, 50-64, Fendalton Ward |
| The events.   | Just the organisation of it.  | Fendalton - Waimairi - Harewood | Female, 25-49, Fendalton Ward |
| The libraries are amazing.  | It's very well run with the automatic check out of books and their online services to hold books and search. Just think they are great, lovely and clean.   | Fendalton - Waimairi - Harewood | Female, 25-49, Waimairi Ward  |
| The libraries are very good.  | The staff are well trained and a good sense of customer service.  | Fendalton - Waimairi - Harewood | Male, 65+, Fendalton Ward     |
| The libraries, good service.  | Because they attain a good standard.  | Fendalton - Waimairi - Harewood | Female, 65+, Waimairi Ward    |
| The libraries.  | They have always got things going on for children. They keep kids up to date and provide them with extra educational services. The online services allow the kids to be independent with their reading. | Fendalton - Waimairi - Harewood | Female, 25-49, Fendalton Ward |
| The library.  | A good range of books, good opening hours and it's a lovely environment with excellent staff - great buildings, good architecture.  | Fendalton - Waimairi - Harewood | Male, 25-49, Fendalton Ward   |
| The library.  | It is a good library and I have no issues and it has everything there.  | Fendalton - Waimairi - Harewood | Male, 50-64, Waimairi Ward    |
| The library.  | They are really good and well run. The staff are really good.   | Fendalton - Waimairi - Harewood | Female, 25-49, Waimairi Ward  |
| The parking in the city.  | It just makes people's lives so much easier, the options of parking - prior to that you had to park for miles away or you just didn't go in. Definitely going in to the city more.                      | Fendalton - Waimairi - Harewood | Female, 25-49, Harewood Ward  |
| The public libraries.   | Because they have ensured to reopen them up, in all areas of the city.  | Fendalton - Waimairi - Harewood | Female, 25-49, Waimairi Ward  |
| The recycling and rubbish bin collection.   | I feel that the Council provides information about which items should go in which bin and the bins are always collected on time.  | Fendalton - Waimairi - Harewood | Female, 25-49, Fendalton Ward |

| Things Christchurch City Council Does Best  | Reason  | Community Board                       | Demographics                 |
|---|---|---------------------------------------|------------------------------|
| The refuse service.   | I find the service to be very efficient .<br>The collection of rubbish being missed is efficient.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 65+, Harewood Ward   |
| The rubbish and recycling collection service.   | Because they never fail to do it and it would be such a huge fat pain to do it ourselves. The wheelie bins are a great improvement on the bags.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Waimairi Ward |
| The rubbish and water.  | It ticks away nicely, there are no problems with it.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Waimairi Ward   |
| The rubbish collection.   | They are always on time, even if they miss they come the next day, and well advised when collection is, if it is a public holiday.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Harewood Ward |
| The rubbish collection.   | I think it's because it's a consistently reliable service, and excellent information over variations on holiday times.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Waimairi Ward |
| The rubbish collection.   | Mainly because it doesn't cause any hassle in my life, and is very easy to use, and suits all my needs.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward |
| The rubbish collection.   | They actually collect it on the day they say they will.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward |
| The rubbish collection.   | We don't have any issues no issues the rubbish goes out and gets collected and I just clear the bins - painless.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Waimairi Ward   |
| The rubbish collections are going well, we get notified when collections change.                        | They come on time, they take everything away, seems to be no hassles with it.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Waimairi Ward |
| The sewerage and water systems.   | I haven't had a problem must be a good thing and they must be getting it right.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Harewood Ward |
| The swimming pools and the gyms.  | Reasonably priced for most families to use and the facilities are of a good quality.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward |
| The walkways.   | Providing lots of places to walk in the inner city and providing nice family walk tracks.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Harewood Ward |
| The weekly rubbish collection including the green and yellow bins.                                      | It's run on tight schedule.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 18-24, Harewood Ward   |
| They are doing a good job on the library and the stuff that was already there, the existing facilities. | Because they're still managing to provide them with some difficulties like roading, parking etc.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward |
| They are very much delivering to the rich and famous, upper class.                                      | Because the people with more money, have more say as they are paying more taxes. The people in the government, they are going to listen to people with a higher income than people with a lower income. | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Fendalton Ward  |

| Things Christchurch City Council Does Best                                | Reason  | Community Board                 | Demographics                  |
|---|---|---------------------------------|-------------------------------|
| To be honest I'd say the rubbish collection.                              | Because they are on time - at Christmas we got our rubbish collected on a different day and we got a notice in our letterbox letting us know. The collection of rubbish is a health and safety issue so they are keeping up with it - if they don't, we end up with a lot of health problems that they have to cope with. | Fendalton - Waimairi - Harewood | Female, 65+, Waimairi Ward    |
| Upping my rates every year at an exorbitant rate which exceeds inflation. | They hold you over a barrel if you don't pay your rates. You get taken to courts and get huge fines and interest penalties.   | Fendalton - Waimairi - Harewood | Male, 25-49, Harewood Ward    |
| Utilities.  | I don't have any problems with it.  | Fendalton - Waimairi - Harewood | Female, 25-49, Harewood Ward  |
| Waste collection.   | I think the way they collect during the week, it's tidy, neat. They are doing what they are paid for but they do it well.   | Fendalton - Waimairi - Harewood | Male, 50-64, Fendalton Ward   |
| Waste water.  | Because I haven't got sick from it. It's worked as it should.   | Fendalton - Waimairi - Harewood | Male, 18-24, Waimairi Ward    |
| Water and waste water system.   | We have never had any issues, I guess that is just really important.  | Fendalton - Waimairi - Harewood | Female, 25-49, Waimairi Ward  |
| Water supply before chlorination.   | Have the best water in the world no problems with it, the Council were doing pretty well.   | Fendalton - Waimairi - Harewood | Female, 18-24, Harewood Ward  |
| Water supply.   | It doesn't taste as chlorinated as everywhere else.   | Fendalton - Waimairi - Harewood | Female, 18-24, Fendalton Ward |
| Water supply.   | Because we have the cleanest, freshest water in the world here in Christchurch.   | Fendalton - Waimairi - Harewood | Male, 25-49, Harewood Ward    |
| Water supply.   | Well they responded pretty rapidly when the earthquakes happened and did the best they could for people and I thought that worked.  | Fendalton - Waimairi - Harewood | Male, 65+, Waimairi Ward      |
| Water.  | I don't know what they are doing.   | Fendalton - Waimairi - Harewood | Female, 25-49, Harewood Ward  |
| Water.  | Currently we haven't had any problems with it and it's chlorine free.   | Fendalton - Waimairi - Harewood | Male, 18-24, Waimairi Ward    |
| Water.  | Hasn't failed and it appears to be reliable and they are careful about considering Chlorination   | Fendalton - Waimairi - Harewood | Female, 50-64, Waimairi Ward  |
| Bin collection.   | Because I don't want to do it myself.   | Halswell - Hornby - Riccarton   | Female, 25-49, Hornby Ward    |
| Collecting our rubbish.   | They seem to be on time. We don't have any rubbish spills on our street. My husband doesn't have any complaints taking any extra green waste to the dump.   | Halswell - Hornby - Riccarton   | Female, 65+, Riccarton Ward   |
| Contributing to the Christchurch rebuild.                                 | They are able to give an impartial over view of the situation and make difficult decisions.   | Halswell - Hornby - Riccarton   | Male, 65+, Riccarton Ward     |

| Things Christchurch City Council Does Best   | Reason  | Community Board               | Demographics                 |
|--|---|-------------------------------|------------------------------|
| Events and activities.   | Because I have had most interaction with them through this forum and they always seem to go very well.  | Halswell - Hornby - Riccarton | Male, 25-49, Halswell Ward   |
| Events.  | I think they are catering for all and not just young but for all ages.  | Halswell - Hornby - Riccarton | Female, 18-24, Halswell Ward |
| Events.  | It's got quite a good variety of events put on during the year.   | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward |
| Events.  | The events are relevant, Classical Sparks, Christmas in the Park plus Summertimes. I enjoy music so I enjoy those.  | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward |
| Events.  | It's real cool to see our community coming together.  | Halswell - Hornby - Riccarton | Male, 18-24, Riccarton Ward  |
| Fresh water.   | I am happy with their performance.  | Halswell - Hornby - Riccarton | Male, 50-64, Halswell Ward   |
| Getting rid of waste.  | They recycle it and do their best. They are the best in NZ.   | Halswell - Hornby - Riccarton | Male, 65+, Hornby Ward       |
| Good at keeping us informed I've had much more confidence in the city since we have had Lianne as Mayor. | Well I think of where I live, I've been informed through the letterbox about road changes around me. I get emails from the City Council and the newspaper and library and I'm well informed. I also walk every morning with a chairman of one of the community boards.                      | Halswell - Hornby - Riccarton | Female, 65+, Halswell Ward   |
| I guess the rubbish. Good that they are recycling and regular collection.                                | Never had any problems, when had to contact their service centre there were no problems.  | Halswell - Hornby - Riccarton | Female, 50-64, Halswell Ward |
| I haven't been satisfied with anything the Council has done recently.                                    | Cycleways - I do a lot of walking - I walk down Cashmere Road and Sullivans Road, probably 1-2 km max, no matter what time of the morning I walk, there are always cyclists. Nothing is done for cycleways down Cashmere Road when I can see up to 30 cyclists on a half kilometre of road. | Halswell - Hornby - Riccarton | Male, 65+, Halswell Ward     |
| I suppose the water. Sewerage drains etc. We take it for granted.  | That is what their job is. They are expected to do it.  | Halswell - Hornby - Riccarton | Male, 65+, Halswell Ward     |
| I think probably the rubbish collection.   | Really well organised, and cleaner and tidier and options in bags.  | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward |
| I would say the rubbish collection. I think the events are good as well.                                 | The rubbish collection is weekly and fortnightly and community events are good to bring spirits back up.  | Halswell - Hornby - Riccarton | Female, 18-24, Halswell Ward |
| I'd say the rubbish.   | It's just emptied every time and we haven't had any dramas, it's just the staff they have driving the trucks.   | Halswell - Hornby - Riccarton | Male, 25-49, Riccarton Ward  |
| Information.   | They do listen to you. If you have a query they work on it straight away.   | Halswell - Hornby - Riccarton | Female, 65+, Halswell Ward   |
| Information.   | If I need information they quickly respond.   | Halswell - Hornby - Riccarton | Female, 25-49, Hornby Ward   |
| Keeping the libraries open.  | I get a lot of pleasure from books.   | Halswell - Hornby - Riccarton | Female, 65+, Riccarton Ward  |
| Kerbside bins.   | We live next to a Reserve Park and the Council keep it regularly maintained.  | Halswell - Hornby - Riccarton | Female, 50-64, Halswell Ward |
| Kerbside collection.   | It's always on time.  | Halswell - Hornby - Riccarton | Male, 25-49, Riccarton Ward  |

| Things Christchurch City Council Does Best   | Reason  | Community Board               | Demographics                  |
|--|---|-------------------------------|-------------------------------|
| Leisure centres.   | The Council run pools and gym outlets for people to utilise in places that are easy to access.  | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |
| Libraries.   | Got two very modern libraries with very good stock of books which changes frequently and the staff are extremely helpful.                                 | Halswell - Hornby - Riccarton | Male, 65+, Halswell Ward      |
| Libraries.   | I think they are performing best with the newer libraries and the new facilities in the library for children, school programs and things like that.       | Halswell - Hornby - Riccarton | Female, 65+, Halswell Ward    |
| Libraries.   | Because we have lived in other places and the libraries are brilliant. They are community friendly and up to date.  | Halswell - Hornby - Riccarton | Female, 65+, Hornby Ward      |
| Libraries.   | Halswell library is well presented, breakout rooms for community to use. Shared interest rooms.   | Halswell - Hornby - Riccarton | Female, 50-64, Hornby Ward    |
| Libraries.   | Libraries are easy to search, friendly staff, librarians.   | Halswell - Hornby - Riccarton | Female, 25-49, Hornby Ward    |
| Libraries.   | The libraries are so colourful and pleasant to walk into. The staff are really helpful and the variety of reading matter that's available.                | Halswell - Hornby - Riccarton | Female, 50-64, Riccarton Ward |
| Libraries.   | They did get libraries in the city very quickly after the earthquakes in a reasonable time and they've ensured that the libraries have remained open.     | Halswell - Hornby - Riccarton | Female, 25-49, Riccarton Ward |
| Library.   | Because they've got modern facilities and good service.   | Halswell - Hornby - Riccarton | Male, 65+, Halswell Ward      |
| Library.   | Because they provide more libraries. Anytime I can go to the library our library is open until 11pm. So I can study during the night without any problem. | Halswell - Hornby - Riccarton | Female, 18-24, Hornby Ward    |
| Lining their own pockets.  | They are worried about #1. They are only doing the minimum of what they need to do. They could be more proactive.   | Halswell - Hornby - Riccarton | Male, 50-64, Hornby Ward      |
| Mona Vale.   | I think it is fantastic, lovely plants, excellent for the dog to jump in the river.   | Halswell - Hornby - Riccarton | Female, 65+, Riccarton Ward   |
| Off the top of my head, road side bins are quite a reliable system, and efficient, and convenient.   | Nice to know that there is something reliable. It's just dependable and reliable.   | Halswell - Hornby - Riccarton | Male, 18-24, Riccarton Ward   |
| Organising the festivals, they are trying their best to sort the parking around the city centre, they are trying their best to sort the waterway issues, it's not something that can be fixed instantly. | You can see the results and base your opinion on that. I cannot really quantify it.   | Halswell - Hornby - Riccarton | Male, 50-64, Hornby Ward      |
| Parks and recreation stuff.  | The facilities are always kept tidy and it is important when you have a kid.  | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |
| Parks and recreation.  | Generally well maintained.  | Halswell - Hornby - Riccarton | Male, 50-64, Halswell Ward    |
| Probably the rubbish collection, I think it's very good and I'm very happy with that.  | Because collections are done when they say they will be done on the correct day. Rubbish is removed from the bins fine, yeah that's about all.            | Halswell - Hornby - Riccarton | Male, 50-64, Halswell Ward    |

| Things Christchurch City Council Does Best    | Reason   | Community Board               | Demographics                  |
|---|--|-------------------------------|-------------------------------|
| Probably the rubbish collection.              | Because the bins are fairly big, no trouble getting rid of rubbish. It's basically just easier.  | Halswell - Hornby - Riccarton | Male, 65+, Hornby Ward        |
| Probably the rubbish.                         | Because it saves us doing it and it gets picked up every week and we rely on it.   | Halswell - Hornby - Riccarton | Female, 25-49, Hornby Ward    |
| Public events.                                | They do have a good wide variety and they are always very well run, well managed.  | Halswell - Hornby - Riccarton | Male, 25-49, Halswell Ward    |
| Reconstruction.                               | Just getting things going, a huge task. Monumental.  | Halswell - Hornby - Riccarton | Male, 50-64, Riccarton Ward   |
| Recycling rubbish collection.                 | Compared to other areas it's the one thing we can rely on.   | Halswell - Hornby - Riccarton | Female, 50-64, Riccarton Ward |
| Responding to requests for things to be done. | Cutting back a hedge that was hanging over a path. Uneven footpath that was dangerous, action was prompt.  | Halswell - Hornby - Riccarton | Female, 65+, Halswell Ward    |
| Roading.                                      | After the earthquakes it needs to be better for everyone. The roads are good and they are doing the best they can with diverting traffic.  | Halswell - Hornby - Riccarton | Male, 18-24, Halswell Ward    |
| Rubbish and recycling and organic collection. | It's always reliable, it's always done on time, and easy to keep track of.   | Halswell - Hornby - Riccarton | Male, 18-24, Halswell Ward    |
| Rubbish and Recycling.                        | Because they have rubbish and recycling and because it's all separated and it's weekly or fortnightly depending on what it is.   | Halswell - Hornby - Riccarton | Female, 25-49, Hornby Ward    |
| Rubbish collection - all three.               | They're very organised and prompt and efficient. Always on time. They also video their bins, like everything that's chucked in.  | Halswell - Hornby - Riccarton | Male, 65+, Hornby Ward        |
| Rubbish collection, events.                   | It's consistent, it's regular. You're well advised for changes to the usual collection date with statutory holidays. If normally your collection falls when it's Easter or Christmas or any statutory days you're advised. Well informed of change to those dates. | Halswell - Hornby - Riccarton | Female, 65+, Halswell Ward    |
| Rubbish collection.                           | Issue free, it seamlessly happens.   | Halswell - Hornby - Riccarton | Male, 65+, Halswell Ward      |
| Rubbish collection.                           | It always gets picked up on time. They are very clean and the rubbish trucks are clean and the rubbish collectors are very happy.  | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |
| Rubbish collection.                           | It has proven in the last 12 months to be totally reliable and dependable and I have had no issues.  | Halswell - Hornby - Riccarton | Male, 50-64, Halswell Ward    |
| Rubbish collection.                           | It's timely. Very quick. My bins have never been missed.   | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |
| Rubbish collection.                           | No matter the weather they always provide the service. They contacted my area about the way people were putting the bins outside. They made an effort and it was helpful.  | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |
| Rubbish collection.                           | It is just a consistent service where we haven't had any problems and where I feel they are performing the best.   | Halswell - Hornby - Riccarton | Female, 25-49, Hornby Ward    |
| Rubbish collection.                           | It just works. It's on time.   | Halswell - Hornby - Riccarton | Male, 25-49, Hornby Ward      |
| Rubbish collection.                           | It's picked up on time, no dramas with stuff left in the bin or rubbish being dropped.   | Halswell - Hornby - Riccarton | Male, 25-49, Hornby Ward      |

| Things Christchurch City Council Does Best | Reason  | Community Board               | Demographics                  |
|--|---|-------------------------------|-------------------------------|
| Rubbish collection.                        | The boys are very efficient and they don't make a mess.   | Halswell - Hornby - Riccarton | Female, 65+, Hornby Ward      |
| Rubbish collection.                        | The contract they have with Waste Management is an independent company so they are providing the best service.  | Halswell - Hornby - Riccarton | Male, 50-64, Hornby Ward      |
| Rubbish collection.                        | Everybody has rubbish and it has to be taken away and with our bins it has made it very easy. We haven't got things blowing around in the wind.   | Halswell - Hornby - Riccarton | Male, 65+, Riccarton Ward     |
| Rubbish collection.                        | It's reliable.  | Halswell - Hornby - Riccarton | Male, 65+, Riccarton Ward     |
| Rubbish disposal.                          | The only area I have contact with the Council. I pay the rates they pick up the rubbish. They supply water and pick up the rubbish.   | Halswell - Hornby - Riccarton | Male, 65+, Halswell Ward      |
| Rubbish kerbside collection.               | It's just an excellent service. Takes away all of our rubbish, recyclable materials and organic waste.  | Halswell - Hornby - Riccarton | Male, 50-64, Halswell Ward    |
| Rubbish pickup.                            | There are times when I've put the bins out over full. And they always pick it up.   | Halswell - Hornby - Riccarton | Female, 50-64, Riccarton Ward |
| Rubbish removal.                           | Regular. Always done.   | Halswell - Hornby - Riccarton | Female, 50-64, Halswell Ward  |
| Rubbish service.                           | It's a nice easy clean service for us, we don't need bags, it's reliable and we have no problems with it.   | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |
| Rubbish.                                   | On time. Very efficient. Very helpful from the old system.  | Halswell - Hornby - Riccarton | Male, 18-24, Halswell Ward    |
| Rubbish.                                   | Because they very efficient and professional. Their trying to do their best in a city that is still suffering from an earthquake. I suppose we will get there eventually.                                     | Halswell - Hornby - Riccarton | Male, 50-64, Hornby Ward      |
| Rubbish.                                   | Because they come and take away the rubbish.  | Halswell - Hornby - Riccarton | Male, 25-49, Hornby Ward      |
| Rubbish.                                   | I have had no problems whatsoever.  | Halswell - Hornby - Riccarton | Male, 50-64, Hornby Ward      |
| Rubbish.                                   | On time. It's sorted/organised with your red, green and yellow.   | Halswell - Hornby - Riccarton | Male, 50-64, Hornby Ward      |
| Rubbish.                                   | Because I never have to worry whether the rubbish is going to be coped with, it's always on time and consistent.  | Halswell - Hornby - Riccarton | Female, 65+, Riccarton Ward   |
| Snap & Send app.                           | If you see rubbish or a broken pipe or any issues you can photograph it, it will automatically put the GPS co-ordinates in and then you send it and almost automatically get a response and reference number. | Halswell - Hornby - Riccarton | Female, 50-64, Riccarton Ward |
| Summertime series.                         | Good communication about what is on. Good follow up on specific events as they occur.   | Halswell - Hornby - Riccarton | Male, 65+, Riccarton Ward     |
| Swimming pools.                            | They are teaching little kids to swim and not drown. Teaching safe ways around water.   | Halswell - Hornby - Riccarton | Male, 18-24, Halswell Ward    |

| Things Christchurch City Council Does Best   | Reason  | Community Board               | Demographics                  |
|--|---|-------------------------------|-------------------------------|
| Swimming pools.  | I think it is quite well designed, very spacious for all the children and the adults to bring the family to. It's quite modern.   | Halswell - Hornby - Riccarton | Male, 25-49, Riccarton Ward   |
| The bins.  | Because the majority of them are on are on time and even if they are late it gives resident the extra opportunity to put out what they couldn't put out if they were at work.   | Halswell - Hornby - Riccarton | Female, 18-24, Hornby Ward    |
| The Botanic Gardens, Hagley Park and the Riccarton Bush and Cashmere hills.  | Because they are very adequately maintained and provide a lot of pleasure for a lot of people including myself.   | Halswell - Hornby - Riccarton | Male, 65+, Riccarton Ward     |
| The cycle tracks.  | They bravely got stuck into it. I hope they hold on to their faith because pressure from people that can't see the big picture for the long term benefits, health, economic and lifestyle.  | Halswell - Hornby - Riccarton | Male, 50-64, Halswell Ward    |
| The drinking water supply.   | I think that they are good at actively monitoring and responding if there are any issues.   | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |
| The earthquake stuff, just the rebuild.  | They have done really well with getting the CBD up, like Cashel Street mall and fixed it up all quickly.  | Halswell - Hornby - Riccarton | Male, 18-24, Halswell Ward    |
| The events information.  | Knowing ahead of time what you have to do in what kind of situations, what roads are going to close, and where the construction is going on, if we have to take some extra time to avoid roads and traffic during events.   | Halswell - Hornby - Riccarton | Male, 18-24, Riccarton Ward   |
| The events.  | Something good to do and a wide variety.  | Halswell - Hornby - Riccarton | Female, 18-24, Riccarton Ward |
| The family events.   | Quite a bit of variety and they are quite frequent. Good feeling to them.   | Halswell - Hornby - Riccarton | Male, 25-49, Halswell Ward    |
| The garbage cans.  | For environmental safety and sanitation and good health for people.   | Halswell - Hornby - Riccarton | Female, 18-24, Hornby Ward    |
| The garbage collection is good and is on time.   | I think it's been contracted out so the contractors are doing the job.  | Halswell - Hornby - Riccarton | Male, 25-49, Halswell Ward    |
| The kerbside rubbish collection.   | It's always pretty much collected on time every week and there is never a mess left and the truck drivers have to deal with cars parked in stupid places.   | Halswell - Hornby - Riccarton | Female, 50-64, Hornby Ward    |
| The libraries, only recently started to use them. The staff are wonderful, can take the grandkids to events. The Council people down there are always helpful, put the kids in the swimming pool, wouldn't change any of that. | The Council give the libraries money. I don't believe the Council have a lot of input into the running the libraries. If they wanted to cut back on costs it would be the last place. I would like them to cut back for older people the library is very good, news travels about how the library operates and learning new skills. | Halswell - Hornby - Riccarton | Female, 50-64, Halswell Ward  |
| The library.   | Our local library is new and modern and it is a great community hub. And it's got a pool.   | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |
| The library.   | There are so many libraries and the books, computers, movies and cafes. Great selection.  | Halswell - Hornby - Riccarton | Female, 25-49, Riccarton Ward |

| Things Christchurch City Council Does Best  | Reason  | Community Board               | Demographics                 |
|---|---|-------------------------------|------------------------------|
| The parks.  | They are all looking pretty good and well maintained. Good for walking, good scenery.   | Halswell - Hornby - Riccarton | Male, 18-24, Halswell Ward   |
| The public buses. It's a good service, they are doing there best with the roads anyway and keep to the timetable.                                     | All the roadworks and traffic in Christchurch they are doing their best anyway.   | Halswell - Hornby - Riccarton | Male, 65+, Riccarton Ward    |
| The public library.   | I think the environment there is quite good to go and have a break and relax. The staff there are quite good.   | Halswell - Hornby - Riccarton | Female, 18-24, Halswell Ward |
| The refuse service this includes the kerbside rubbish and recycling services. I think the cycle lanes are a disaster and the reading is a disaster.   | I don't think they know what they are doing half the time. I got the fibre put in and a meter square on the footpath they had to cut out and another guy came and put the tar seal back on again. Someone else came along a couple of weeks later and thought it wasn't up to scratch and had to be repaired again another gang arrived with three big trucks and about 8 staff, one man did the work and the balance stood and watched him. Another lot arrived the following day with three big trucks on the road and a supervisor arrived with his clip board and all the boys were standing around doing nothing they arrived about 10:30am and they left about 2:00pm that was for one square meter of tar seal. Asked the supervisor because we have a real bad cracks all along it and then the supervisor was asked why you cannot do that whole little patch and he replied ring the Council. | Halswell - Hornby - Riccarton | Male, 65+, Halswell Ward     |
| The roads.  | I think they try to do their best for people living in the city.  | Halswell - Hornby - Riccarton | Male, 25-49, Halswell Ward   |
| The rubbish and recycling, the whole Red/Green/Yellow bins and the Eco Depot. Dump. They make getting rid of your rubbish painless for the most part. | The service is regular, we haven't had any non-service days and the dumps are open pretty much 363 days a year.   | Halswell - Hornby - Riccarton | Male, 25-49, Hornby Ward     |
| The rubbish collection and the water supply.  |   | Halswell - Hornby - Riccarton | Male, 25-49, Riccarton Ward  |
| The rubbish collection, all the libraries and community centres that have been opened up.   | Keeps the streets tidier with the collection of the rubbish and it's great having a service centre where you can pay rates or have a coffee.  | Halswell - Hornby - Riccarton | Female, 50-64, Halswell Ward |
| The rubbish collection.   | Because it's reliable and efficient and it's recycling and composting - it's dividing the rubbish and I value that highly.  | Halswell - Hornby - Riccarton | Female, 50-64, Halswell Ward |
| The rubbish collection.   | Consistency.  | Halswell - Hornby - Riccarton | Male, 25-49, Halswell Ward   |
| The rubbish collection.   | It's a pretty good initiative - the three variety of bins. And it is efficient - they do the green bin weekly and the other two fortnightly, alternatively.   | Halswell - Hornby - Riccarton | Male, 25-49, Halswell Ward   |
| The rubbish collection.   | It happens every week and we've never had a problem with it.  | Halswell - Hornby - Riccarton | Female, 50-64, Hornby Ward   |
| The rubbish collection.   | It works. The contractor they use is punctual and courteous.  | Halswell - Hornby - Riccarton | Male, 25-49, Hornby Ward     |

| Things Christchurch City Council Does Best   | Reason  | Community Board               | Demographics                  |
|--|---|-------------------------------|-------------------------------|
| The rubbish collection.  | Always on time all the time.  | Halswell - Hornby - Riccarton | Male, 25-49, Riccarton Ward   |
| The rubbish is pretty good   | Well the rubbish gets collected every week and we never have a problem with it, and we had a broken bin and it was sorted out very quickly and easily.  | Halswell - Hornby - Riccarton | Male, 25-49, Hornby Ward      |
| The rubbish pick up.   | It's reliable, consistent and it always happens.  | Halswell - Hornby - Riccarton | Male, 50-64, Riccarton Ward   |
| The rubbish, recyclable and green waste collection.  | Because it's always collected on time, no hassles.  | Halswell - Hornby - Riccarton | Male, 25-49, Hornby Ward      |
| The rubbish.   | It is always on time and never a problem.   | Halswell - Hornby - Riccarton | Female, 50-64, Hornby Ward    |
| The waste services.  | Waste services are good, the bins are easy to use and if you can't use the bin then the transfer stations are easy to use.  | Halswell - Hornby - Riccarton | Female, 25-49, Riccarton Ward |
| The water supply, power and public transport.  | I don't have any problem with the water, power or public transport I'm pretty happy.  | Halswell - Hornby - Riccarton | Female, 25-49, Riccarton Ward |
| The water.   | The provision of clean and drinkable water.   | Halswell - Hornby - Riccarton | Male, 50-64, Hornby Ward      |
| They are doing their best on getting the cities roads back together again they are making a good effort. I know we all like to say "why this bit of road hasn't been fixed yet?" - there isn't one thing that stands out. I appreciate the Council pools and libraries. There should be better interaction between the Council and ECAN in terms of bus routes. ECAN has some responsibility and CCC has responsibility, there needs to be a better way to overcome their differences. | I just think they are doing their best under some tight conditions I really do. I do think long term not just as a city but as a country we need to look at a better way to tax everyone in terms of rates for services, efforts could be started to be made to look at this issue. | Halswell - Hornby - Riccarton | Male, 65+, Riccarton Ward     |
| Traffic management.  | I find it very easy to find updates about road works, detours and any future closures which may be planned. The Christchurch City Council website and the NZTA website are both good tools to find out about any updates.   | Halswell - Hornby - Riccarton | Male, 18-24, Hornby Ward      |
| Transportation.  | Because it seems like they have made it more accessible to every one and easier to get from place to place.   | Halswell - Hornby - Riccarton | Female, 18-24, Riccarton Ward |
| Utilities.   |   | Halswell - Hornby - Riccarton | Male, 65+, Riccarton Ward     |
| Waste management. The bins.  | At least they are regular on it.  | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |
| Water management.  | Well the fact that they are only chlorinating water for a short period of time. Every other city in the world - it's just standard practice.  | Halswell - Hornby - Riccarton | Female, 25-49, Hornby Ward    |
| Water supply.  | Because if they have a water issue they come around straightaway and fix it or try to fix it.   | Halswell - Hornby - Riccarton | Male, 25-49, Hornby Ward      |

| Things Christchurch City Council Does Best                     | Reason  | Community Board               | Demographics                  |
|--|---|-------------------------------|-------------------------------|
| Water supply.  | I don't remember ever having a water cut and in the last 12 months when there was a broken water pipe in Hagley park, we called the Council and they knew how long it was going to take to fix and it actually took even less time. | Halswell - Hornby - Riccarton | Male, 25-49, Riccarton Ward   |
| Water supply.  | The water is clean and they are looking to keep that with chlorination.   | Halswell - Hornby - Riccarton | Female, 25-49, Riccarton Ward |
| With my current area, I'd probably say the sewerage and water. | Because we have received good quality water and we have had no problems with sewerage.  | Halswell - Hornby - Riccarton | Male, 25-49, Riccarton Ward   |
| Collecting the sewerage.                                       | Because we do not have an issue with it. I think it just sums up we haven't had an issue in that department.  | Papanui - Innes               | Male, 25-49, Papanui Ward     |
| Communication.   | Well they send out the leaflets and if you take time to read them they keep you informed. This weekend in the newspaper there is a bit about Durham Street.   | Papanui - Innes               | Female, 65+, Innes Ward       |
| Community libraries.   | They have got information for the community and it's open general hours.  | Papanui - Innes               | Female, 18-24, Papanui Ward   |
| Customer service.  | They reply to e-mails in a prompt manner and when phoning answered very quickly and are quite helpful.  | Papanui - Innes               | Female, 25-49, Innes Ward     |
| Cycleway projects.   | Because they are forward looking. It's about the facilities that are fit for purposes in the future.  | Papanui - Innes               | Male, 50-64, Innes Ward       |
| Cycleways and facilities.                                      | The Council have been getting a bit of hurry from cyclists so the Council have responded.   | Papanui - Innes               | Male, 65+, Papanui Ward       |
| Cycleways.   | It gives you a good, smooth fairly direct ride to where you are going.  | Papanui - Innes               | Female, 25-49, Innes Ward     |
| Drinking water.  | We keep getting clean fresh drinking water. Although I realise it's going to be getting chlorinated soon.   | Papanui - Innes               | Male, 50-64, Innes Ward       |
| Emergency response.  | Their organisation appears to be able to be kicked into gear quickly and effectively.   | Papanui - Innes               | Male, 50-64, Papanui Ward     |
| Events.  | Just variety, something for everyone. I wished we were a smaller city so events were not so packed.   | Papanui - Innes               | Female, 25-49, Papanui Ward   |
| Flooding management.   | Being proactive, they're getting prepared in case of other floods.  | Papanui - Innes               | Female, 18-24, Innes Ward     |
| Household waste.   | I am 100% happy with it being taken away environmentally and it's gone from my house. Disposed of as environmentally friendly as it can be for the services we've got.  | Papanui - Innes               | Female, 50-64, Innes Ward     |

| Things Christchurch City Council Does Best  | Reason   | Community Board | Demographics                |
|---|--|-----------------|-----------------------------|
| I think the rubbish, really I just think people say that Christchurch is very slow at recovering and in conjunction with the government they have done the very best they could have done in the circumstances, I think people growl and complain and our city has never experienced such a major disaster and I think about what they have done above ground and the underground pipes and I don't think people should complain. | I suppose it's team work with all agencies and organisations.  | Papanui - Innes | Female, 65+, Innes Ward     |
| Information.  | It's very easy to use. Finding information is never a problem.   | Papanui - Innes | Male, 18-24, Papanui Ward   |
| Kerbside collection.  | I'm not aware of any other services that stuck out.  | Papanui - Innes | Female, 25-49, Papanui Ward |
| Kerbside collection.  | It's done in a systematic manner and the people doing the collection are very accountable. We've had our bins broken before and we lodged a complaint and a week later it was fixed and addressed quickly and efficiently. | Papanui - Innes | Male, 50-64, Papanui Ward   |
| Libraries.  | I think the library is fantastic. Really good.   | Papanui - Innes | Female, 25-49, Innes Ward   |
| Libraries.  | Range of variety of products and up-to-date facilities.  | Papanui - Innes | Male, 25-49, Innes Ward     |
| Libraries.  | Because they have everything you could possibly read there and good opening hours, knowledgeable staff and they're welcoming and they're free.   | Papanui - Innes | Female, 25-49, Papanui Ward |
| Libraries.  | It's probably the one place I have gone to the most, and I think they have a very big resource, and the staff are quite useful when you need them.   | Papanui - Innes | Female, 18-24, Papanui Ward |
| Libraries.  | The number of locations, variety of books, opening hours, other services provided at these locations.  | Papanui - Innes | Female, 25-49, Papanui Ward |
| Library.  | Just provides free access books for children.  | Papanui - Innes | Female, 25-49, Papanui Ward |
| Managing the water.   | We have all other operational systems, we always have enough sufficient to supply all the tap water in a time of need.   | Papanui - Innes | Male, 25-49, Innes Ward     |
| My local bus service.   | I just find the service enables me to get to where I want to easily without having to use a car or a bike - I can get across town easily enough.   | Papanui - Innes | Female, 65+, Papanui Ward   |
| Our refuse collection.  | It's reliable, efficient and hassle free really.   | Papanui - Innes | Male, 50-64, Innes Ward     |
| Parks and reserves.   | Well they probably get a lot of pressure from community groups and they have so many people to provide for, so they would be making a lot of people unhappy if not providing a decent service.                             | Papanui - Innes | Male, 65+, Papanui Ward     |
| Parks.  | Good for nature and good for life.   | Papanui - Innes | Male, 18-24, Papanui Ward   |

| Things Christchurch City Council Does Best   | Reason  | Community Board | Demographics                |
|--|---|-----------------|-----------------------------|
| Probably the rubbish collection.   | It's quick and easy but the green bin is ridiculously small but apart from that, everything goes along really smoothly.   | Papanui - Innes | Male, 50-64, Papanui Ward   |
| Providing information, we do get a lot of information around here.   | They seem to be sending out bulletins, brochures, they interview with the mayor every week, they're also available on the radio to talk to so we do keep reasonably well informed. Also as tenants (of Council property) they supply us with a lot of information.  | Papanui - Innes | Male, 50-64, Innes Ward     |
| Providing us the Graeme Condon Pool and the Papanui Library.   | Just because it's really accessible and local for us. Unfortunately it wasn't timed well, the earthquakes happened and because damage to QE Centennial, has been over run, if that had not happened Graham Condon would of been perfect. Too small for its population now. But that's not the council's fault. Library a great library but attracts a bit of riff-raff and there's a homeless man who sleeps regularly under it at the door way so maybe be good to have a security guard around. | Papanui - Innes | Female, 25-49, Papanui Ward |
| Rate payments.   | Very responsive.  | Papanui - Innes | Female, 65+, Papanui Ward   |
| Recreational centres.  | Just because there're plenty of recreational places you can do various sports.  | Papanui - Innes | Male, 18-24, Innes Ward     |
| Recreational facilities.   | They are doing the best they can considering recent events. Facilities that are available are well run and well kept.   | Papanui - Innes | Female, 25-49, Papanui Ward |
| Rubbish and kerbside collection service. We went through some horrible things in terms of rubbish collection when I was younger. | You know they are going to be there that day and usually at the same time each day. They don't often empty my green bin, I have a problem with people who leave their old mattresses on the side of the road, it makes the place look untidy.   | Papanui - Innes | Female, 65+, Innes Ward     |
| Rubbish collection bins.   | Because they have to pick them up every week and they don't fail on that yet.   | Papanui - Innes | Male, 50-64, Innes Ward     |
| Rubbish collection.  | Basically, it requires the least interaction from me to get a satisfactory result.  | Papanui - Innes | Male, 25-49, Innes Ward     |
| Rubbish collection.  | Because it happens regularly and it just gets done.   | Papanui - Innes | Male, 25-49, Innes Ward     |
| Rubbish collection.  | They are always regular, they don't leave a mess and you can rely on it to be done.   | Papanui - Innes | Female, 65+, Innes Ward     |
| Rubbish collection.  | It happens on time.   | Papanui - Innes | Male, 50-64, Papanui Ward   |
| Rubbish collection.  | It's regular, it's efficient and it works well.   | Papanui - Innes | Male, 50-64, Papanui Ward   |
| Rubbish collection.  | They are here every week, usually at the same time, never leaving a mess. Friendly people give you a wave.  | Papanui - Innes | Female, 65+, Papanui Ward   |
| Rubbish removal.   | It's collected in a timely manner early in the morning in our area and the bin size is adequate.  | Papanui - Innes | Male, 65+, Papanui Ward     |

| Things Christchurch City Council Does Best   | Reason   | Community Board | Demographics                |
|--|--|-----------------|-----------------------------|
| Rubbish system.  | We've got a good, comprehensive system that is easy to use and reliable. Particularly like the organics collection.  | Papanui - Innes | Female, 50-64, Innes Ward   |
| Rubbish.   | I guess compared to other councils we get a good deal. We don't have to pay extra like others do.  | Papanui - Innes | Female, 25-49, Innes Ward   |
| Rubbish.   | It happens every week in an orderly manner. It's easy to work with.  | Papanui - Innes | Female, 65+, Innes Ward     |
| Rubbish.   | It's efficient, effective and they let us know what's happening on holidays.   | Papanui - Innes | Male, 50-64, Innes Ward     |
| Sort of like the Lantern festival, which was in a very cramped space where it was hard to move and easy to lose people, also Sparks In The Park and those sorts of things with family activities   | It's bringing the city back to being united and things are going back to pre-earthquake standards.   | Papanui - Innes | Female, 25-49, Papanui Ward |
| Spending money.  | I used to be cyclist and gave it up because it was too dangerous, now I see them building cycleways and nobody on them.  | Papanui - Innes | Male, 50-64, Innes Ward     |
| Sports grounds.  | Well maintained in general.  | Papanui - Innes | Male, 18-24, Papanui Ward   |
| Summertime festivals.  | Very good at organising the many summer time festivals - I think it is the advertising of it, and the venues.  | Papanui - Innes | Female, 50-64, Papanui Ward |
| Swimming pool.   | We appreciate swimming lessons. And low cost entry for children. And that facilities are kept in a good condition.   | Papanui - Innes | Female, 25-49, Innes Ward   |
| The best service is actually listening to customers and taking action. Also I think they are doing well at providing services and also updating the central city. The improvements in the city also, improvements to the cycleways that are going ahead, that's an improvement, makes it easier getting around the city. | I think because they are listening to the needs of the residents and making it easier for people to get around.  | Papanui - Innes | Female, 50-64, Papanui Ward |
| The biking network, a lot of work has been put into that.  | Because there is a lot of information available and it's a forward thinking initiative to get more cars off the street and more people on bikes and to make cycling more safer and accessible.                 | Papanui - Innes | Female, 25-49, Innes Ward   |
| The entertainment.   | There's more opportunity for us to go out as a family.   | Papanui - Innes | Male, 25-49, Innes Ward     |
| The kerbside collection.   | It's timely and there's no hassle. Well scheduled.   | Papanui - Innes | Male, 25-49, Papanui Ward   |
| The libraries.   | Very switched on librarians, easily accessible buildings and very friendly and helpful.  | Papanui - Innes | Female, 25-49, Innes Ward   |
| The library.   | Because I like the fact they are teaching the elderly to use the electronics and that it encompasses all age groups from babies to the elderly by providing knitting groups, music groups and tutoring groups. | Papanui - Innes | Female, 25-49, Innes Ward   |
| The library.   | Because the staff are really friendly and it's almost free of cost to scan everything, so the staff are very helpful.  | Papanui - Innes | Male, 25-49, Innes Ward     |

| Things Christchurch City Council Does Best  | Reason  | Community Board | Demographics                |
|---|---|-----------------|-----------------------------|
| The public run events.  | The variety of different events for different age groups is adequate.   | Papanui - Innes | Female, 18-24, Innes Ward   |
| The recreational facilities (pools, parks, libraries etc).  | Affordable, accessible except peak times and well run and modern. Libraries are great facilities. Swimming pools are pretty good too.   | Papanui - Innes | Male, 50-64, Innes Ward     |
| The repairs of the infrastructure.  | I see it happening because I see it every day so 6 months ago there was a lot of work going on in a certain area and now you can see that it's been done and they've moved somewhere else and are working there.  | Papanui - Innes | Male, 50-64, Innes Ward     |
| The rubbish and that I think is quite good and I do like the libraries now that I'm getting used to that.   | I haven't had anything other than that in the Council to use, I don't use a lot of that stuff.  | Papanui - Innes | Male, 65+, Papanui Ward     |
| The rubbish collection is great.  | They always collect it, without fail and never an issue.  | Papanui - Innes | Female, 50-64, Papanui Ward |
| The rubbish collection services.  | It's reliable but more information on what is recyclable would be good. For instance, are all plastics considered recyclable, which ones are not considered? How should they be prepared before they're recycled? Maybe a notice saying whether they should be washed or not, or whether labels should be removed from tins or not. | Papanui - Innes | Male, 65+, Innes Ward       |
| The rubbish collection.   | Because it's regular and clean - it's efficient and good.   | Papanui - Innes | Male, 50-64, Innes Ward     |
| The rubbish collection.   | It is reliable.   | Papanui - Innes | Male, 50-64, Innes Ward     |
| The rubbish collection.   | They are always on time and quite proficient.   | Papanui - Innes | Female, 65+, Innes Ward     |
| The rubbish collection.   | The bins go out every Sunday evening and collected every Monday, come rain or shine. It's just exactly just the way it should be. The rubbish service is really good.   | Papanui - Innes | Male, 65+, Papanui Ward     |
| The rubbish pick up is pretty is good and they clean the leaves out of our gutters very well the basic services around the street. I can not complain though when you do have an issue they are never there it takes months to sort out in terms of our area. I'm pretty happy with that. Maintaining dog parks, Maintaining Victoria park walking tracks is done very well. The only thing they are failing on is the footpaths I took my kids for a push bike around the block the other day and she fell into a pothole and fell off her bike. | In terms of contact with the Council it takes way too long to fix anything.   | Papanui - Innes | Female, 25-49, Papanui Ward |
| The rubbish.  | Never had a problem with it - like with the rubbish. It's weekly ongoing.   | Papanui - Innes | Female, 18-24, Papanui Ward |
| The wastewater, the rubbish collection, the libraries, when I've called the Council they have answered in a timely manner and directed me to where I need to go (customer support).   | They seem to be doing a good job in those areas.  | Papanui - Innes | Male, 25-49, Papanui Ward   |

| Things Christchurch City Council Does Best | Reason   | Community Board | Demographics                |
|--|--|-----------------|-----------------------------|
| Waste collection.                          | It's reliable.   | Papanui - Innes | Male, 25-49, Innes Ward     |
| Waste collection.                          | Personally to me it is the most stress free thing the council does.  | Papanui - Innes | Female, 18-24, Papanui Ward |
| Waste management.                          | Kerbside rubbish collection happens in a straight forward and regular manner.  | Papanui - Innes | Male, 50-64, Papanui Ward   |
| Water and piping and sewerage.             | Because it's smooth running and the water tastes great the whole piping system thing. After the earthquakes I wish it had of got the piping repair more coordinated so they were not digging so often. | Papanui - Innes | Female, 50-64, Innes Ward   |
| Water supply.                              | I think that the Council is doing it's best to provide a safe water supply to Christchurch residents and I hope that the chlorination of the water supply is only temporary.                           | Papanui - Innes | Female, 65+, Innes Ward     |

## 8.2 Things Council Could Improve

| Things Christchurch City Council Needs to Improve  | Reason  | Community Board | Demographics                        |
|--|---|-----------------|-------------------------------------|
| Cleaning gutters.  | Our drains are blocked with leaves, it overflows, floods. Nobody has been since before the earthquakes. I have to clean them out.   | Banks Peninsula | Female, 65+, Banks Peninsula Ward   |
| Clear the gutters and drains and verges, just too many weeds growing in them in Lyttleton and other places in other suburbs. There is a huge drain at the top of my street which is going to block up again because it's got one of those cordon fences which is sitting horizontal over the drain and it is covered with leaves and rubbish. It is supposed to be an open drain and then it goes under the road. This is on Reserve Terrace, Lyttleton. | They need to do regular checking of all drains in Lyttleton as Banks Peninsula Council used to do, otherwise they block up and it costs more.   | Banks Peninsula | Female, 50-64, Banks Peninsula Ward |
| Concern for water and flooding and contamination.  | Council should be modelling flood waters along river and coastal settlements to pre-empt climate change implications which we're already experiencing. I think that they're not on the ball yet, I feel like it's reactive.   | Banks Peninsula | Female, 25-49, Banks Peninsula Ward |
| Consultation information.  | Making sure that the information provided matches the change being promoted.  | Banks Peninsula | Male, 50-64, Banks Peninsula Ward   |
| Flooding in the flood basin areas.   | They've taken advice already, so they need to work out how to organise the funding for the remediation of those. Giving the funding a priority to undertake the work.   | Banks Peninsula | Female, 65+, Banks Peninsula Ward   |
| Information Centre.  |   | Banks Peninsula | Female, 25-49, Banks Peninsula Ward |
| Infrastructure.  | Pipes under the roads, they have repaired them but not done fully. They can only do as much as they have funding for. Rural roads are not very good, inclined to do the city. Banks Peninsula is not very good, more needs to be done there.  | Banks Peninsula | Female, 65+, Banks Peninsula Ward   |
| Maintenance of reserve land.   | They should make a plan to be able to mow the grass at the appropriate time of year so that the grass is not a fire risk e.g. in the middle of summer.  | Banks Peninsula | Male, 65+, Banks Peninsula Ward     |
| Quality and condition of the roads.  | They need to improve traffic management and roadworks and reduce duration of roadworks. To reduce congestion.   | Banks Peninsula | Male, 25-49, Banks Peninsula Ward   |
| Roading.   | Not every road user is a cyclist.   | Banks Peninsula | Male, 50-64, Banks Peninsula Ward   |
| Roads and footpaths.   | Stop wasting money like putting things in the rivers, put it into road. Victoria Square people, I didn't want them to touch Victoria Square, what do they do, spent 10 million, that would have been a lot of roads. Don't put money into the Cathedral, not against religion at all, but that would do a lot of roads. | Banks Peninsula | Male, 65+, Banks Peninsula Ward     |
| Roads.   | Fixing them up quicker. They are doing a good job under the circumstances.  | Banks Peninsula | Male, 50-64, Banks Peninsula Ward   |

| Things Christchurch City Council Needs to Improve  | Reason  | Community Board   | Demographics                        |
|--|---|-------------------|-------------------------------------|
| Storm water.   | They have done so little and spent so much money in the wrong direction. It is catastrophic, it has cost me a lot of money. I have written to the Council in the last week.                           | Banks Peninsula   | Male, 65+, Banks Peninsula Ward     |
| Supporting outlying communities.   | Better with the local communities, such as Banks Peninsula. The Council appear not to be interested in the Christchurch residents.  | Banks Peninsula   | Male, 50-64, Banks Peninsula Ward   |
| The issue of flooding.   | They just have to sort out the river where it's overflowing in the terraces all the time.   | Banks Peninsula   | Female, 25-49, Banks Peninsula Ward |
| The roads.   | It is all about money and I know there is not a lot of that to go around in the Council and too many attempts to fix roads. They need a better strategy so there are not so many failed attempts.     | Banks Peninsula   | Male, 50-64, Banks Peninsula Ward   |
| The understanding that everyone that has been living in Christchurch from 2010 forward has been traumatised including most of them whether they believe it or not. | Slow down, quit making more rules, take time for a cup of tea.  | Banks Peninsula   | Female, 50-64, Banks Peninsula Ward |
| They could resign.   | Basically they need to understand that there are rural residents in Christchurch and the rural residents are completely ignored.  | Banks Peninsula   | Male, 65+, Banks Peninsula Ward     |
| Water supply.  | Better monitoring of the ground water system.   | Banks Peninsula   | Male, 65+, Banks Peninsula Ward     |
| Accommodation.   | Don't make the waiting list so long for a Council flat.   | Coastal - Burwood | Male, 25-49, Coastal Ward           |
| Bus service.   | Not getting rid of services and making sure drivers drive to road conditions.   | Coastal - Burwood | Female, 25-49, Coastal Ward         |
| Cleaning up the waterways where I live - in Prestons Road subdivision.   | Need people to come out from the Council and look and think it needs to be cleaned out quickly, as the ducks and the swans are finding it difficult to swim through the water and it also smells bad. | Coastal - Burwood | Female, 50-64, Burwood Ward         |
| Communications on the development of Christchurch.   | Just get it started instead of spending money on deciding, start building.  | Coastal - Burwood | Female, 25-49, Burwood Ward         |
| Conditions of roads and footpaths.   | Re-laying the roads and footpaths and repairing properly not patching.  | Coastal - Burwood | Male, 25-49, Coastal Ward           |
| Continuing earthquake repairs.   | Continue repairing drains and roads.  | Coastal - Burwood | Female, 25-49, Coastal Ward         |
| Cycleways.   | I think the planning of alteration to the roads isn't actually working very well for traffic. Bit more thought on the planning.   | Coastal - Burwood | Female, 50-64, Burwood Ward         |
| Definitely the roads.  | Just getting the roads fixed and also alerting the public especially the taxi drivers to roads that are out of commission.  | Coastal - Burwood | Male, 25-49, Burwood Ward           |
| Drainage.  | Making the drains work properly as we occasionally get blocked ones out the front.  | Coastal - Burwood | Male, 50-64, Burwood Ward           |
| Drinking water.  | Managing our drinking supplies. Minimal risk of contamination so we don't have to chlorinate it.  | Coastal - Burwood | Male, 18-24, Coastal Ward           |
| Earthquake damaged roads.  | Working on the roads that actually need to be done.   | Coastal - Burwood | Female, 18-24, Coastal Ward         |

| Things Christchurch City Council Needs to Improve   | Reason   | Community Board   | Demographics                |
|---|--|-------------------|-----------------------------|
| Fix Brighton.   | Rebuild it. Have a designer come in. Brighton doesn't have organised shops, it's not fixed up like Sumner is. There is random graffiti everywhere, shops are disjointed. The beach front looks good with what they've done lately but needs more work. | Coastal - Burwood | Female, 18-24, Coastal Ward |
| Fixing roads.   | Find the roads and fix them, don't focus on one area. New Brighton in particular, the carpark by the supermarket has holes all through it.   | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Footpath.   | On my street's footpath, cars are parked and trailers. They are a danger. People can't walk on the footpath, they have to walk on the road to get past the mess. It's a horrible mess.   | Coastal - Burwood | Female, 65+, Burwood Ward   |
| Footpaths.  | The footpaths in our street needs replacing. There's a lot of footpaths in our community that need ripping up and replacing.   | Coastal - Burwood | Female, 25-49, Coastal Ward |
| I think the roads.  | Getting them fixed properly - the potholes and the flooding are horrendous over here. I'm in North Brighton but I travel to Dallington most days - there seem to be patch-up jobs but they are never fully fixed.                                      | Coastal - Burwood | Female, 25-49, Coastal Ward |
| I think the sewerage - stop discharging it into the estuary.  | I'm not an engineer - I'm sure they've got engineers that are working on it - stop discharging it into the estuary.  | Coastal - Burwood | Male, 65+, Coastal Ward     |
| I would say they need to improve on roads, fix them, need to not concentrate only on one thing, one area.   | Maybe listen to people living in that area.  | Coastal - Burwood | Female, 25-49, Coastal Ward |
| I'm in New Brighton I don't think things are working out, very well for us now. We have no banks nothing now. Rumour around New Brighton I've heard a little say they are going to alter the bus routes. For people of my age that rely on bus routes we want a bus route close to our door. What I hear they are thinking about cutting some the routes out I'm not to happy about that lot. | I cannot answer that I wouldn't know where to start there is so much to be done.   | Coastal - Burwood | Male, 65+, Burwood Ward     |
| Improving some of the road conditions and I think that some areas have been neglected in that area.   | Just fixing the roads that are in a bad condition and a lot that are still difficult to drive on and in some cases they are not doing the best to our cars - rough on our cars. Think some of the less affluent roads have been left neglected.        | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Lawn mowing and the flooding  | Starting and finishing jobs - New Brighton Road is a nightmare and floods every time it rains or is high tide. Some of our roads have been fixed 100 times and they are still crap.  | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Listening to the public.  | Take on board what the public are wanting and make it easier to achieve - pick what the public want and less bickering, get on with it.  | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Looking after the river side areas, parks and berms.  | Keep them regularly cleaned, trimmed and free of weeds, and keep them accessible to the public.  | Coastal - Burwood | Female, 25-49, Coastal Ward |

| Things Christchurch City Council Needs to Improve  | Reason  | Community Board   | Demographics                |
|--|---|-------------------|-----------------------------|
| Maintenance of parks.  | Cutting the grass in our area. It doesn't get done enough I don't think.  | Coastal - Burwood | Male, 25-49, Burwood Ward   |
| Making sure that the water supply is good I suppose.   | I think they are doing all they can.  | Coastal - Burwood | Male, 25-49, Coastal Ward   |
| Making the east side waterways look more beautiful.  | Just some more TLC.   | Coastal - Burwood | Female, 18-24, Coastal Ward |
| Making things safer for cyclists.  | A pathway or footpath for cyclists - more cycle lanes.  | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Maybe like drainage.   | Just like making it easy for water to flow down especially in the colder months.  | Coastal - Burwood | Female, 18-24, Burwood Ward |
| More access to lunches, something like that.   | It's more for the people doing it hard, for people struggling day to day.   | Coastal - Burwood | Male, 50-64, Coastal Ward   |
| Parking.   | Making more of it. They are building more Council buildings and swimming pools and things like that but then parking needs to be increased as well.   | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Parking.   | I think more parking. More clear with who is running the parks - Wilsons, City Council, Parking Enforcement Services. Making the carparks useable, potholes and stuff.  | Coastal - Burwood | Male, 25-49, Coastal Ward   |
| Parking.   | They need to improve parking at the Christchurch Public Hospital. There isn't a reasonable drop-off point for the elderly.  | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Pavement.  | They have done a really great job but it will be great when it's all done.  | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Pools.   | Deciding to get on with building or starting the projects.  | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Probably better cycleways in Christchurch and New Brighton.  |   | Coastal - Burwood | Male, 18-24, Coastal Ward   |
| Prostitutes in Manchester Street - get them away from residential people with families and children. Needs to be back in the CBD, in a commercial area. So where it's wrong at the moment to me, there is children living in these areas I know of, that are subjected to pure filth, and it's the condoms and poos left in their gardens, and who should have to put up with that? This is a real Council issue because they can make the change. | Moving the prostitutes into the CBD and so the community feels safe again like they have a right to. Wellington is a great example of this as it is in the CBD in Wellington.   | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Protecting our water.  | Not selling it to foreign companies and protect it for people who live here.  | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Public engagement.   | They need to listen to their people and not just write it off. They just dismiss the people in the eastern suburbs. We got hit hard over here and it's taken 6 years to get back QE2 for our children and we weren't originally going to get it back. | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Public transport.  | They need to get control back of public transport. Of the buses. And to make it work for everybody.   | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Public transport.  | Make routes a lot easier to use.  | Coastal - Burwood | Male, 25-49, Coastal Ward   |

| Things Christchurch City Council Needs to Improve         | Reason   | Community Board   | Demographics                |
|---|--|-------------------|-----------------------------|
| Reply to my questions.                                    | I have contacted two councillors that are members of a committee that deal with the set back adjacent to streams. There was no communication with me after I requested information. I requested information why I was not notified at the time of the set back increasing, because I would have obviously objected to it. It is restricting me from building on my land. No one told me about it. No one informs regarding if you object to this. I'm at a loss. There should have been a consideration.   | Coastal - Burwood | Male, 50-64, Coastal Ward   |
| Road maintenance.   | More frequent inspections and better repairs, when they are completed.   | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Road repairs.   | Continuing checking on the roads to see if there are potholes and to see if any other damage from previous events has resurfaced.  | Coastal - Burwood | Male, 18-24, Coastal Ward   |
| Road surfacing.   | Because unfortunately, especially in this area, we end up with potholes again. All it takes is a bit of rain and the potholes form again and they're constantly refilling them. This section on Breezes Road is renowned for flooding which might have to do with the tides and storm water but that's when it fills with potholes. Every time it rains a lot it ends up with flooding there. It would be a good 8 months ago a car crashed into the railings on the Avondale bridge and that section of railing has never been replaced, it's just got a temporary fence put there. They resealed Avondale Road which was great but they put a sign up at least 4 months ago saying no road markings and they haven't put down any road markings and it's like they've forgotten. They need to come back and do it. | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Road.   | Fixing the roads properly. They fix a pothole and then a few weeks later it's repeated, not fixing it properly.  | Coastal - Burwood | Male, 25-49, Burwood Ward   |
| Roading and footpaths.                                    | Footpaths are needing to be repaired (uneven), the roads in the east. I expect them to stop using the excuse that they can't do it better.   | Coastal - Burwood | Male, 65+, Coastal Ward     |
| Roading service.  | Excluding the red zone I think they should try and do a better job of looking after the roads in the eastern suburbs.  | Coastal - Burwood | Female, 18-24, Burwood Ward |
| Roading, flood mitigation.                                | Actually doing something towards flood mitigation and do something to fix the roading.   | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Roading, improving the road quality and improving access. | I think they should be planning a wee bit better the roadworks and to minimise disruption more.  | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Roading.  | Paving over potholes and clear road marking.   | Coastal - Burwood | Male, 18-24, Burwood Ward   |

| Things Christchurch City Council Needs to Improve | Reason   | Community Board   | Demographics                |
|---|--|-------------------|-----------------------------|
| Roading.  | Spending more money on them and improving them.  | Coastal - Burwood | Male, 25-49, Burwood Ward   |
| Roading.  | Stop wasting money destroying inner-city roads and spend the money more wisely on roads that need repairing.   | Coastal - Burwood | Male, 25-49, Burwood Ward   |
| Roading.  | Get rid of all the potholes and rough roads.   | Coastal - Burwood | Male, 50-64, Coastal Ward   |
| Roading.  | Needs to look at flooding and the effects it has on roading. It causes closures, diversions and potholes.  | Coastal - Burwood | Female, 50-64, Coastal Ward |
| Roading.  | Sometimes we haven't been provided a notification of when they are going to be working on the roads.   | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Roading.  | Well it's the money they need isn't it? They need to make the roads smoother with less potholes. It's going to be quite a hard job to do isn't it?   | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Roading.  | Working faster.  | Coastal - Burwood | Male, 18-24, Coastal Ward   |
| Roads and footpaths.                              | Visit the east of Christchurch more often especially Avondale. We have got roads that are closed around the area just wish that they would be properly closed to stop people from dumping rubbish.   | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Roads, getting the roads done.                    | Probably just getting onto it faster and fixing up potholes faster.  | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Roads.  | Better quality fixes.  | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Roads.  | Get the east-side roads cleaned up. They come along filling up potholes and the following week they are back again.  | Coastal - Burwood | Male, 25-49, Burwood Ward   |
| Roads.  | I have had my street dug up 4 times. Once should have been enough, It has been an inconvenience. The cost of digging up the road also.   | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Roads.  | If they're going to do it - do it properly. It could be anything, we've seen where the roads started to sink a little, obviously a water leakage underneath making it do that. Or the constant potholes, when they come to fix it they come to just patch it instead of doing the whole road, so they will need to do the whole thing. | Coastal - Burwood | Female, 25-49, Burwood Ward |
| Roads.  | Still a lot of holes in Wainoni. Still bumpy.  | Coastal - Burwood | Female, 65+, Burwood Ward   |
| Roads.  | Fixing them up.  | Coastal - Burwood | Male, 50-64, Coastal Ward   |
| Roads.  | Have some crowd going round checking for potholes instead of having to call them all the time.   | Coastal - Burwood | Male, 65+, Coastal Ward     |
| Roads.  | Just fixing the earthquake damage to the roads.  | Coastal - Burwood | Male, 25-49, Coastal Ward   |

| Things Christchurch City Council Needs to Improve   | Reason   | Community Board   | Demographics                |
|---|--|-------------------|-----------------------------|
| Roads.  | Stop digging up the roads they have done nicely, and fix potholes properly not cheap fixes. Our street has a few potholes they have cheaply fixed and they come back again, and you just get rain and they come back again - Ashwood Street, Queenspark.   | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Roads.  | Where I live we could do with some footpaths to walk on - Lower Styx Road.   | Coastal - Burwood | Female, 65+, Coastal Ward   |
| Roadwork.   | I think putting in more signage out where the roadwork is based or doing a pamphlet run to show awareness.   | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Roadworks.  | Probably give two weeks notice before doing anything - sometimes they do, sometimes they don't.  | Coastal - Burwood | Male, 18-24, Burwood Ward   |
| Roadworks.  | Increase residential roadworks.  | Coastal - Burwood | Male, 18-24, Coastal Ward   |
| Sewer.  | The contractor is City Care, they do the sewer and I'm sure they only do it for a profit. They won't do anything unless they get paid for it, it's a profit only organisation. I'd rather it went back to the Council. When the Council was running it, it used to be done by the Council itself and it should revert back to the Council doing it, but what they did was contract it out to City Care.  | Coastal - Burwood | Male, 65+, Burwood Ward     |
| Sports facilities.  | QE2 pool should have been Olympic size and the metro sports facility should be finished by now.  | Coastal - Burwood | Female, 25-49, Coastal Ward |
| Storm water control.  | Putting a sea wall around the estuary, potentially have bubble up chambers for the main runs, as opposed to gravity for when it heavily rains.   | Coastal - Burwood | Male, 25-49, Coastal Ward   |
| Storm water.  | It's probably more the filtration going into the waste water. I have no answer to the problem and there are health implications that need addressing because we use those waterways for leisure like rowing and kayaking.  | Coastal - Burwood | Male, 25-49, Burwood Ward   |
| The bus service.  | Talking with people and putting out stuff about what they're doing about it because unless it's in their face people don't see it. It would be good to know what's going to happen about the bus service because on this side of town it's pretty appalling and we're losing bus service. The other thing is with the bus service changing you could put in submissions but we never really got a response back and what they planned to do went ahead anyway. | Coastal - Burwood | Female, 65+, Coastal Ward   |
| The chlorinated water, I am not too happy about that and the sooner they fix it the better. | Whatever they need to.   | Coastal - Burwood | Male, 25-49, Coastal Ward   |

| Things Christchurch City Council Needs to Improve   | Reason   | Community Board   | Demographics                |
|---|--|-------------------|-----------------------------|
| The city centre roading plan.   | I'm a cyclist and the cycleways are pathetic - mainly it's the way they are controlled by lights. It slows you down so much and the curb that separates you from the road is ineffective - it slows you down. It hinders cars, it hinders cyclists and pedestrians walk in it. Go back to the way it was is my answer. | Coastal - Burwood | Male, 25-49, Coastal Ward   |
| The footpaths and roading around the east side of Christchurch.   | Making them smoother and fixing them.  | Coastal - Burwood | Female, 25-49, Burwood Ward |
| The main roads around the red zone - the main road out to New Brighton in particular.   | I think probably being a bit more up front about why the delay is happening in that part of town. I think they need to require landlords to tidy up their properties in New Brighton. Supporting the people out in the red zone who are working very hard to lift the morale and business success out there.           | Coastal - Burwood | Female, 65+, Burwood Ward   |
| The protection of our waterways against tsunami threats and king tides.   | Increasing the size of the stop banks.   | Coastal - Burwood | Male, 25-49, Burwood Ward   |
| The road conditions.  | Just get the damage fixed as soon as possible.   | Coastal - Burwood | Male, 25-49, Burwood Ward   |
| The road works.   | Fixing them, they don't really fix them. They hold the roads up for 3 to 5 days and when they have finished there are still holes in the roads.  | Coastal - Burwood | Female, 18-24, Burwood Ward |
| The road.   | Can they work at night, so they can free up the lanes during the day?  | Coastal - Burwood | Male, 25-49, Coastal Ward   |
| The roads and footpaths   | By just keeping them in good condition as far as filling in potholes and just quicker to fix.  | Coastal - Burwood | Male, 25-49, Burwood Ward   |
| The roads around Christchurch.  | Fixing the potholes.   | Coastal - Burwood | Female, 25-49, Burwood Ward |
| The roads in the east.  | Fixing the roads.  | Coastal - Burwood | Male, 50-64, Burwood Ward   |
| The roads is probably the main one, the quality of the roads.   | I've noted in areas that the road keeps dropping away. Fix the problem underneath the road that's causing it to do that, rather than just fixing the surface. They really need to address that problem. Or say they're going to address this problem at a certain time.  | Coastal - Burwood | Female, 50-64, Coastal Ward |
| The roads, especially in the Central City so many are blocked off or one way, or roadworks. There is always roadworks and there is still a few potholes over the place. | Fix the roads quicker.   | Coastal - Burwood | Female, 18-24, Coastal Ward |
| The roads.  | Prioritising the way it spends it's money.   | Coastal - Burwood | Male, 50-64, Burwood Ward   |
| The roads.  | The potholes need to be dealt with and all the bumps they need to be smoothed out.   | Coastal - Burwood | Female, 25-49, Burwood Ward |
| The roads.  | Fixing the roads out East.   | Coastal - Burwood | Female, 25-49, Coastal Ward |
| The roads.  | Repair some of the rough roads especially over the east side.  | Coastal - Burwood | Male, 25-49, Coastal Ward   |

| Things Christchurch City Council Needs to Improve   | Reason   | Community Board     | Demographics                 |
|---|--|---------------------|------------------------------|
| The roads.  | The condition of the roads needs improving. Lots of the roads are rough and potholed. Lots of the roads have been repaired in patches and are uneven.  | Coastal - Burwood   | Female, 25-49, Coastal Ward  |
| The state of the roads on the east of the city, the quality of the Styx River - overhanging trees over certain streams.   | Perhaps they could employ PD workers to work on some of the things that obviously the regular workers don't get time to do. Put some of the unemployed people to a bit more use, give them some incentive to go to work perhaps. | Coastal - Burwood   | Female, 65+, Burwood Ward    |
| The streets and the footpaths. It's the unevenness and the ruggedness of the footpaths, and remedial repairs, especially in the eastern side.   | Ongoing communication and community consultation.  | Coastal - Burwood   | Male, 50-64, Coastal Ward    |
| They just need to speed things up, and not slow things down, the whole rebuild, everything.   | Why aren't there people working 24 7? I just want to see more work going on.   | Coastal - Burwood   | Female, 50-64, Coastal Ward  |
| They need to reinforce the water supply. Water supply has to be guaranteed.   | There are problems with shallow wells. Needs to be sorted. They need to draw deeper ones.  | Coastal - Burwood   | Male, 50-64, Burwood Ward    |
| Water drinking quality.   | It needs better management of its wells for drinking - clearly.  | Coastal - Burwood   | Male, 25-49, Burwood Ward    |
| Water quality and waterways.  | I am not sure they can but fixing the pollution.   | Coastal - Burwood   | Male, 50-64, Coastal Ward    |
| Water supply because we are getting chlorinated water from tomorrow.  | Maybe earlier warning about chlorination of water because it was quite late. They only gave one months warning.  | Coastal - Burwood   | Male, 18-24, Burwood Ward    |
| Water.  | We need to get this fixed, we need good water.   | Coastal - Burwood   | Female, 65+, Burwood Ward    |
| Water.  | I don't like the fact that they are going to start putting chlorine in it.   | Coastal - Burwood   | Male, 25-49, Coastal Ward    |
| Answering queries from residents about repairs to be done.  | More transparency around future plans for those repairs.   | Spreydon - Cashmere | Male, 25-49, Cashmere Ward   |
| Better footpaths for people in wheelchairs.   | I guess just having the work done faster.  | Spreydon - Cashmere | Female, 18-24, Spreydon Ward |
| Building consents.  | They need to reduce some of the restrictions placed on building consents.  | Spreydon - Cashmere | Male, 50-64, Spreydon Ward   |
| Clean out the rivers to improve storm water removal.  | Primarily dredging, getting rid of the filth and build up that occurred in the rivers after earthquakes, hence allowing the storm water capacity to move.  | Spreydon - Cashmere | Male, 50-64, Spreydon Ward   |
| Communication.  | Well they should concentrate on fixing the roads rather than putting in cycleways. It is a major inconvenience and a waste of money.   | Spreydon - Cashmere | Male, 65+, Spreydon Ward     |
| Consultation with homeowners around cycle lanes and making no parking lanes in residential areas and it has prevented residents parking around their residential homes in the Spreydon area. Cycle lanes are important but the way it is being done putting in cycle lanes around these residential homes is penalising homeowners. | Taking the grass berms outside some of the homes and using that as a cycleway and leaving the road available for parking on the roadside.  | Spreydon - Cashmere | Female, 65+, Spreydon Ward   |

| Things Christchurch City Council Needs to Improve  | Reason  | Community Board     | Demographics                 |
|--|---|---------------------|------------------------------|
| Cross contamination of the water.  | Making it a priority and the budget so they can do it as timely as possible, it's not the fault but I hope they make it a priority. Respond to earthquake repairs like water and wastewater water quality first and leave expensive metro sports facilities.                  | Spreydon - Cashmere | Female, 25-49, Spreydon Ward |
| Cutting down trees in front of houses which the city has planted and nobody has taken care of and all the grass and stuff on the sides of road - cannot see vehicles coming the other way. | Getting people to do some work in this area cutting branches and the grass needs to be done.  | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |
| Deciding what to do with the Anchor projects in the CBD, like the Convention Centre, the Metro Sports Centre and the Stadium and minimising the cost of those.                             | Minimising the cost and I would like to see them combining the Metro Sports Centre and the Stadium if possible and I would question the value of a large covered stadium for Christchurch, so reconsider those proposals with good business planning around them.             | Spreydon - Cashmere | Female, 25-49, Spreydon Ward |
| Decision making.   | Well they should be making decisions on getting things back to normal. Our children don't have a sporting facility to train in. 24 million in plans but no one wants to make a decision.  | Spreydon - Cashmere | Male, 65+, Cashmere Ward     |
| Disabled parking.  | Not enough mobility parking, too limited. Parking is often full when you get there, don't know where to go. Maybe a central registry would be useful. Sumner is particularly limited. Access often right beside the curb so can't use.  | Spreydon - Cashmere | Female, 65+, Spreydon Ward   |
| Drainage around Christchurch.  | More upkeep of drains, storm water systems through out the suburbs.   | Spreydon - Cashmere | Male, 50-64, Spreydon Ward   |
| Drainage.  | I suppose ensuring that the drains can cope in extreme weather conditions and that we don't have as much flooding as we have had.   | Spreydon - Cashmere | Female, 25-49, Spreydon Ward |
| Engaging with the residents of Christchurch and what their demands are.  | Creating a questionnaire perhaps for people to access online to have their say on what they want to see. Engaging with the public more, like surveying, and seeing what the people want.  | Spreydon - Cashmere | Male, 18-24, Cashmere Ward   |
| Flood management, both river flooding and surface flooding.  | I think there are times where there needs to be more clearing of drainage, and they have to do something about the Heathcote River flooding every time it rains. Every time we have a decent rainfall there are streets that are closed due to flooding around the Heathcote. | Spreydon - Cashmere | Female, 25-49, Cashmere Ward |
| Flood management.  | The Heathcote River - it floods. They can stop it flooding and communicate better to ratepayers how they intend to deal with the problem.   | Spreydon - Cashmere | Female, 25-49, Cashmere Ward |
| Flood risk.  | Looking at what the earthquake has delivered to us because in my view the whole of Christchurch has sunk because of liquefaction and the riverbeds need cleaning out.   | Spreydon - Cashmere | Male, 65+, Spreydon Ward     |

| Things Christchurch City Council Needs to Improve   | Reason   | Community Board     | Demographics                 |
|---|--|---------------------|------------------------------|
| Footpaths and roading.  | Fix the hole outside my house - Conway Street.   | Spreydon - Cashmere | Female, 25-49, Cashmere Ward |
| Free bigger green bins.   | Doing it.  | Spreydon - Cashmere | Male, 50-64, Cashmere Ward   |
| Gutters.  | A lot of rubbish in the gutters and the drain holes has been there for months nothing done about it. Regular clean.  | Spreydon - Cashmere | Male, 65+, Cashmere Ward     |
| Have improved roads and footpaths. I know they are working on them but they have a long way to go. They make our roads nice and smooth and then introduce speed bumps. It seems ridiculous. | They should coordinate services that dig up the roads. The piping system or drainage or even internet they are all digging up the roads for different reasons.   | Spreydon - Cashmere | Male, 65+, Spreydon Ward     |
| I think it's sorting our infrastructure.  | Well they should be prioritising the infrastructure instead of cycleways, where the budget was blown so in general the money needs to be invested in the infrastructure but not as an increase in rates which may mean that other projects are put on hold. I just really see that that will save us long term and if you are not investing in that infrastructure the rates will have to be increased in the future - already they are high enough. | Spreydon - Cashmere | Female, 25-49, Cashmere Ward |
| I think its the roads. They are putting a lot of emphasis on the cycle pathways.  | They should be repairing roads rather than concentrating on new cycleways.   | Spreydon - Cashmere | Female, 50-64, Spreydon Ward |
| I think the rubbish service they should provide bigger bins and the green waste bin should be bigger as well.   | I think they should be upgrading to bigger bins.   | Spreydon - Cashmere | Female, 50-64, Spreydon Ward |
| It would need to be the water, it needs to be the priority, need to get rid of the chlorine as quickly as possible.   | Working quickly to ensure that the problems that require the chlorine to be put into the water, are resolved.  | Spreydon - Cashmere | Female, 25-49, Spreydon Ward |
| Keeping the place better groomed and tidy.  | Spend a bit more money. Perhaps less parks and reserves but make them better. Make them nicer to look at.  | Spreydon - Cashmere | Female, 25-49, Cashmere Ward |
| Kerbside collection information.  | Is the organic and waste material kept separate at the dump or is it combined? There are rumours in the community that they are being combined, and it's in the Councils best interests to knock that rumour in the head.  | Spreydon - Cashmere | Male, 25-49, Cashmere Ward   |
| Maintenance of the roads.   | Putting it simply, fix the bumpy roads.  | Spreydon - Cashmere | Male, 25-49, Cashmere Ward   |
| Maintenance.  | Rubbish removal from Council-owned flats.  | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |
| Make sure the rivers are attended to so there is no flooding.   | It's exactly what they're going to be doing which is dredging, so the water will flow better. I think they're quite aware of what they have to do and I just hope they keep on doing it.   | Spreydon - Cashmere | Female, 65+, Cashmere Ward   |

| Things Christchurch City Council Needs to Improve  | Reason  | Community Board     | Demographics                 |
|--|---|---------------------|------------------------------|
| Making sure that water is clean and chlorination is short term if it is necessary.   | I don't know what it is but they need to find out where it's beginning to be contaminated, find the sources. That flood waters are managed so they don't contaminate other water supplies.  | Spreydon - Cashmere | Female, 50-64, Cashmere Ward |
| Not buying statues when there is a lot of people who need houses. The people need looking after more so.   | Thinking more sensibly about how they're spending their money, and how they're going to help the people.  | Spreydon - Cashmere | Female, 65+, Cashmere Ward   |
| Our local parks.   | Have festivals in local parks and by doing that they help local business in that area which in turn helps the community.  | Spreydon - Cashmere | Female, 25-49, Spreydon Ward |
| Parking.   | Easier parking for the hospital, I guess I am thinking of free parking at the hospital.   | Spreydon - Cashmere | Female, 50-64, Cashmere Ward |
| Parking.   | Not enough of it and it's very expensive and for older people it's hard to use the new parking meters and put in their license plates.  | Spreydon - Cashmere | Female, 18-24, Cashmere Ward |
| Parking.   | Parking around the hospital. I think it should have been a priority. Basically not enough parking, they need to create more.  | Spreydon - Cashmere | Male, 65+, Spreydon Ward     |
| Probably letting residents know earlier when they are going to do roadworks down the streets.  | Just posting a letter a week or two beforehand.   | Spreydon - Cashmere | Male, 18-24, Spreydon Ward   |
| Probably roading, getting roading up to scratch.   | I think just making the roads smoother, some are horrendous to bike on. Fixing patches and earthquake damage that doesn't appear to be fixed yet.   | Spreydon - Cashmere | Female, 25-49, Cashmere Ward |
| Probably the water - I'd like to see that rowing lake for the red zone.  | They seem to have gone off dredging the Avon River - they used to dredge it but they haven't done it in a long time - I'd like to see an expansion of the Avon River as a multi-purpose facility for kayaking and things in the red zone. | Spreydon - Cashmere | Male, 25-49, Cashmere Ward   |
| Public transport. They seem to be, instead of making it easier and more available for people and getting cars off the road they seem to be making it more difficult. | They should be using smaller buses, they should be using more smaller buses, and increasing frequency on majority of routes.  | Spreydon - Cashmere | Male, 65+, Spreydon Ward     |
| Reconstruction.  | Reconstruction of the city. They need to get the Cathedral, new Stadium and Metro Sports Centre sorted out faster.  | Spreydon - Cashmere | Male, 50-64, Spreydon Ward   |
| Reduction in Rates.  | They seem to put them up willy nilly. I don't feel there is a justification for the rate increases.   | Spreydon - Cashmere | Female, 65+, Cashmere Ward   |
| Roading programme. The road surfacing.   | Potholes. Erratic level of grids/manhole covers on the roads. Bad patchy repairs eg: Cashmere Road, smooth then patchy then potholes. They're spreading themselves too thinly, work is too spasmodic.                                     | Spreydon - Cashmere | Female, 65+, Cashmere Ward   |
| Roading rebuild quality.   |   | Spreydon - Cashmere | Male, 18-24, Spreydon Ward   |

| Things Christchurch City Council Needs to Improve   | Reason  | Community Board     | Demographics                 |
|---|---|---------------------|------------------------------|
| Roading.  | Co-ordinate all infrastructure repairs so that roads only need to be opened once and proper long term surfaces after a long term repair.  | Spreydon - Cashmere | Male, 25-49, Cashmere Ward   |
| Roading.  | Just probably fix roads more permanently so they don't have to come back to them.   | Spreydon - Cashmere | Male, 18-24, Cashmere Ward   |
| Roading.  | Actually doing the repairs.   | Spreydon - Cashmere | Male, 65+, Spreydon Ward     |
| Roading.  | Hurry up and fix the damn stuff.  | Spreydon - Cashmere | Male, 50-64, Spreydon Ward   |
| Roading.  | The planting of natives in public area and roadsides. Making more forest on road sides and around the road sides.   | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |
| Roading.  | Too many road cones so it makes driving difficult.  | Spreydon - Cashmere | Male, 65+, Spreydon Ward     |
| Roads probably - they seem to have made decisions on some of the roads in town that don't seem logical to me. Like St Asaph Street where there has been a lot of hoo-hah and they've narrowed it and they've got a cycle track on the Port Hills side that takes precedence over cars turning left. | I think they need to listen to what the people who use them want rather than deciding on an engineering basis that this is what should be done. I think they need to keep an open mind - I don't mind cycleways but they decide what they are going to do and they put them in without asking what anyone else wants. | Spreydon - Cashmere | Male, 65+, Spreydon Ward     |
| Roads, condition of the roads.  | Well, I suppose their answer will be that they need more money, so we're stuck with what we've got.   | Spreydon - Cashmere | Male, 65+, Cashmere Ward     |
| Roads.  | Do a decent surface on the roads at last.   | Spreydon - Cashmere | Female, 65+, Cashmere Ward   |
| Roads.  | Do the job right the first time around. Don't be digging the same stretch of road up several times, fix it properly the first time. That goes for the underground services as well.   | Spreydon - Cashmere | Male, 25-49, Cashmere Ward   |
| Roads.  | Finish stuff, get rid of some of the road works. Too much stuff closed off, too many orange cones. Too many detours.  | Spreydon - Cashmere | Female, 50-64, Cashmere Ward |
| Roads.  | Repairing properly. Not these pathetic rain - fill a pothole, rain - fill a pothole.  | Spreydon - Cashmere | Female, 65+, Cashmere Ward   |
| Roads.  | Getting the right people to do the right job.   | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |
| Roads.  | It takes time. Smoother so they are not bumpy.  | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |
| Roads.  | Taking too long to build and repair roads.  | Spreydon - Cashmere | Female, 25-49, Spreydon Ward |
| Roadworks.  | Have more people around to help. For people who need assistance.  | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |
| Rubbish collection. I need bigger bins and being able to leave big black rubbish bags with the bins.  | Either provide larger bins at lower costs or the optional use of black rubbish bags.  | Spreydon - Cashmere | Female, 18-24, Spreydon Ward |
| Some of the roads and footpaths.  | Not taking so long to fix things, rather than fix one patch on the road try and fix as much as they can.  | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |

| Things Christchurch City Council Needs to Improve   | Reason  | Community Board     | Demographics                 |
|---|---|---------------------|------------------------------|
| Standard of the rivers.   | What upsets me is the rubbish in the rivers. They need to be cleaned up. Attention to the flooding.   | Spreydon - Cashmere | Female, 50-64, Cashmere Ward |
| Stop making stupid cycle lanes.   | Just stop it. Stop.   | Spreydon - Cashmere | Male, 50-64, Cashmere Ward   |
| Storm water drainage.   | It seems to be a problem every time it rains in a lot of streets.   | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |
| Storm water management.   | I think they got to dredge particularly the Heathcote River. Make sure the storm water are kept clear - the likes of Fisher Ave a very leafy Ave needs to be kept clear to stop blocking the drains.  | Spreydon - Cashmere | Male, 65+, Cashmere Ward     |
| The biking lanes are pathetic so they need to sort that out - they are more concerned with getting traffic into town when they should be more concerned with getting traffic out of town. | I think they should all get on a bike and try to get around town at peak traffic, not on a Sunday - sometimes you're biking along a bike lane and suddenly it stops and there is traffic.   | Spreydon - Cashmere | Female, 50-64, Cashmere Ward |
| The bus routes.   | Bigger buses. More seating and more mobility to get onto the buses and more space between seats, also baggage holders on top of the bus.  | Spreydon - Cashmere | Male, 18-24, Cashmere Ward   |
| The buses.  | Having shelters at every bus stop.  | Spreydon - Cashmere | Female, 25-49, Spreydon Ward |
| The condition of the roads.   | They need to have a coherent plan for getting these roads fixed that everyone understands and not seemingly re-repairing the roads all the time. It just seems like the road repairs have been going on for a long time.                        | Spreydon - Cashmere | Male, 50-64, Cashmere Ward   |
| The cycleways.  | Maintain the focus on getting more people cycling, so it's safe for family and children to cycle. It's a key feature of Christchurch City because it's a flat city in it's layout and design, besides, that's what it's known for and embraced. | Spreydon - Cashmere | Female, 25-49, Cashmere Ward |
| The footpath maintenance.   | It should do a better job of fixing repairs. They fixed it by shoving in a bit of asphalt and it didn't fix it and it has potential to do harm if someone steps into it. Someone is likely to fall in it some time - Torrens Road, Hillmorton.  | Spreydon - Cashmere | Male, 50-64, Spreydon Ward   |
| The people they send out that are dealing with the retaining walls. They are bloody useless.  | Maybe someone with IQ. They are wasting ratepayer's money.  | Spreydon - Cashmere | Male, 50-64, Cashmere Ward   |
| The quality of roads.   | In Addington and Riccarton the surfaces of the roads are bumpy, not smooth.   | Spreydon - Cashmere | Male, 50-64, Spreydon Ward   |
| The road conditions.  | They are already under construction everywhere but just to continue that process.   | Spreydon - Cashmere | Female, 18-24, Spreydon Ward |
| The roading situation.  | I don't really know because it is a slow process.   | Spreydon - Cashmere | Male, 65+, Cashmere Ward     |
| The roads and footpaths.  | Get them finished quickly and efficiently.  | Spreydon - Cashmere | Male, 50-64, Cashmere Ward   |
| The roads, buildings, houses, and cycle lanes.  | Listen to the public more.  | Spreydon - Cashmere | Female, 18-24, Spreydon Ward |

| Things Christchurch City Council Needs to Improve   | Reason  | Community Board     | Demographics                 |
|---|---|---------------------|------------------------------|
| The roads.  | I think they are doing quite a good job at the moment.  | Spreydon - Cashmere | Female, 65+, Cashmere Ward   |
| The roads.  | I think once they pave the roads they should do it properly the first time instead of having to come back so that it is not bumpy.  | Spreydon - Cashmere | Female, 18-24, Spreydon Ward |
| The roads.  | Quicker turn around.  | Spreydon - Cashmere | Male, 18-24, Spreydon Ward   |
| The tidying up of the waterways, have given up on letting the grass grow or 'green something'.  | It just needs more mowing to keep them looking good.  | Spreydon - Cashmere | Male, 25-49, Cashmere Ward   |
| Their process in investing into things like the Cathedral and getting the public's opinion.   | I did not see an opportunity to put my opinion forward so more advertising to let the public know.  | Spreydon - Cashmere | Male, 25-49, Cashmere Ward   |
| They need to crack on and get roading and infrastructure repaired in a timely fashion - their timing and co-ordination seems to be rubbish - the amount of time that the construction goes on for is unbelievably long. | I would suggest they need to get people in key positions who understand the work that needs to be carried out - it seems there is a huge focus on fulfilling the Council processes, which seems to be more important than actually getting the job done, when it should be round the other way.         | Spreydon - Cashmere | Male, 50-64, Cashmere Ward   |
| To include customer discussion on future plans. We don't get enough input into how the city's going to change and how it's going to go ahead. They may listen to us but they don't seem to implement what we say.       | Listening to the people and not going ahead with things people don't want like 30km roads and cycle lanes. People don't want them.  | Spreydon - Cashmere | Male, 50-64, Cashmere Ward   |
| Water management.   | Tougher regulations on foreign companies making bores into Canterbury aquifers and taking the water for commercial use overseas.  | Spreydon - Cashmere | Female, 25-49, Cashmere Ward |
| Water resource consents.  | They could not give out to water bottling companies. Start prosecuting farmers for using more than they should.   | Spreydon - Cashmere | Male, 25-49, Spreydon Ward   |
| Water supply.   | Making sure they have a plan for the future and that we'll have enough water in the years to come. At one stage the Council put the meters in to charge for water but when there was a water leak into a house most of the time it was the water meter that was causing it so they done away with them. | Spreydon - Cashmere | Male, 65+, Spreydon Ward     |
| Water.  | They should be charging them or stopping them altogether - Asian Company Water Bottling Plant. This could affect our drinking water. They also tell us not to water our gardens during the day but just to water at night time which is not always convenient.  | Spreydon - Cashmere | Female, 50-64, Spreydon Ward |
| Waterways.  | Around the Hoon Hay area there seems to be a fair bit of blockage in the tunnel underneath the bridge. Maybe by deepening the waterways, digging it out and lowering the water level.   | Spreydon - Cashmere | Male, 18-24, Spreydon Ward   |

| Things Christchurch City Council Needs to Improve   | Reason  | Community Board               | Demographics                  |
|---|---|-------------------------------|-------------------------------|
| Air quality.  | Air quality in Bromley. The smell from the compost plant smells horrible, it stinks. I work in Newtown Street and sometimes you cannot go outside because it takes your breath away.  | Linwood - Central - Heathcote | Male, 50-64, Linwood Ward     |
| Amenities.  | Putting more toilets and rubbish bins in, in a public area like that.   | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| Better cycleways, make cycling more safe.   | Make lanes strictly for bicycles and stop parking in these lane ways and also buses are quite dangerous when they pull out from the kerb.   | Linwood - Central - Heathcote | Female, 18-24, Linwood Ward   |
| Better notification on road closures.   | Frustrating when you go down a road and not knowing it is closed. Maybe have a better updated notice on their website.  | Linwood - Central - Heathcote | Female, 18-24, Heathcote Ward |
| Building consents.  | The frontline staff should know what they are talking about. The frontline are too young and inexperienced. I went to get a phone number and they couldn't even get that right.   | Linwood - Central - Heathcote | Male, 50-64, Central Ward     |
| Buses.  | Where I work they are going to stop the buses and it's going to take me an hour to walk. Don't stop the buses so I don't have to walk to work in the rain.  | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| Central city parking.   | They should continue with the first hour free parking to encourage people to come into the city. We will go into a mall, the parking is free there.   | Linwood - Central - Heathcote | Female, 25-49, Heathcote Ward |
| City parking.   | Provide more parking with services better labelled. Parking meter wording is hard to read sometimes. On the meters themselves sometimes not all the information is there and times and prices are sometimes hard to find. The changing display after you've paid (inside the meters themselves), the information is hard to read. | Linwood - Central - Heathcote | Female, 65+, Central Ward     |
| Clearing up the waterways would be good, getting the drinking water to a stage where it doesn't need to be chlorinated. | Tightening the regulations of what can be put in the water. Drains, polluting it. More clean-ups.   | Linwood - Central - Heathcote | Male, 18-24, Linwood Ward     |
| Communicating to the public.  | Communicating to the public.  | Linwood - Central - Heathcote | Male, 18-24, Heathcote Ward   |
| Communication.  | Make it easier to understand. It is very jargon based. Some words are meaningless.  | Linwood - Central - Heathcote | Male, 65+, Central Ward       |
| Communication.  | They need to communicate with the public, they need to notify the public rather than hearing about it later. Use other methods other than newspaper, like social media as it's more available.  | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| Consultation.   | Have more focus groups.   | Linwood - Central - Heathcote | Female, 50-64, Central Ward   |

| Things Christchurch City Council Needs to Improve  | Reason   | Community Board               | Demographics                  |
|--|--|-------------------------------|-------------------------------|
| Cycle safety and pedestrian ease.  | With pedestrian ease, why do they have to stop in the middle of the road, on traffic islands? Why do they have to stop in the middle of the road and have to press the traffic light button again (that's twice)? That's rude. It's the people who drive that design these things, not the people who walk. The council is spending a lot of money on cycle lanes, but it is counter productive. It makes the drivers think less. By dividing the pathway of biking and cars it makes the car drivers more lazy. As international research has shown, combining different modes of transport (walking, biking and driving) will reduce accident rates. | Linwood - Central - Heathcote | Male, 25-49, Heathcote Ward   |
| Cycleways.   | Getting them done in a more timely manner. The Heathcote to town one is postponed till 2025.   | Linwood - Central - Heathcote | Female, 50-64, Heathcote Ward |
| Cycleways.   | I would use my voice here to say keep going with that, keep developing them.   | Linwood - Central - Heathcote | Female, 25-49, Heathcote Ward |
| Definitely roads and footpaths. They need not to be little patches everywhere, they need to get out there and get the road properly tarmacked, the patching does nothing. Also footpaths because we've had cracks in our footpaths since before the earthquakes they were marked down to be done and haven't been. Nicholas Drive in particular. | It needs someone to come around to see what needs to be done.  | Linwood - Central - Heathcote | Female, 65+, Linwood Ward     |
| Drainage.  | Clean the drains.  | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| Drinking water.  | They are on to this. It's an absolute must. They have let standards slip so a number of wells need remediation so we now have to chlorinate. We now need to get the water up to standard.  | Linwood - Central - Heathcote | Male, 65+, Central Ward       |
| Fair bit of road works that still need to be done.   | Don't know if they can improve it, just needs to be done.  | Linwood - Central - Heathcote | Male, 25-49, Central Ward     |
| Festivals.   | More variety of festivals.   | Linwood - Central - Heathcote | Female, 25-49, Heathcote Ward |
| Fix the roads.   | Fix the potholes.  | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| Fix the roads. A lot of the roads I travel on are pretty rubbish.  | I don't really know what their plan is. I'm sure they are working on it. We are now 7 years after the earthquake and there are still a lot of roads that need to be fixed up.  | Linwood - Central - Heathcote | Male, 50-64, Heathcote Ward   |
| Flooding.  | They need to dredge out the Heathcote River as soon as possible. All the native plantings are growing into the river and not helping with the flooding.  | Linwood - Central - Heathcote | Female, 65+, Linwood Ward     |
| Fluoridation.  | Very minimal period of fluoridation and then back to normal.   | Linwood - Central - Heathcote | Female, 50-64, Heathcote Ward |

| Things Christchurch City Council Needs to Improve  | Reason  | Community Board               | Demographics                  |
|--|---|-------------------------------|-------------------------------|
| Footpaths.   | Still just fixing a lot of the ruined footpaths from the earthquakes that are out in the residential areas.   | Linwood - Central - Heathcote | Female, 25-49, Heathcote Ward |
| Footpaths.   | Fix the things so we can get around on them. Some of us don't drive.  | Linwood - Central - Heathcote | Female, 50-64, Linwood Ward   |
| Footpaths.   | In some areas they are not steady to walk on. It is not wheelchair friendly. It seems to me they are not doing a lot of work over my way. They are doing some work but it seems to take a long time.  | Linwood - Central - Heathcote | Female, 65+, Linwood Ward     |
| Footpaths.   | They need to level out potholes. Tree roots and overhanging trees.  | Linwood - Central - Heathcote | Female, 65+, Linwood Ward     |
| For me personally, it's swimming pools. I know at the moment it's bad luck because of earthquakes but we do need more indoor swimming pools.   | Well we need to build more pools, I know where looking at the corner of Smith Street and Linwood Avenue, and I think that would be great idea! (The cycle lane that's been put in Linwood Avenue has taken a lot of the daffodils away which is affecting the health of the trees.) | Linwood - Central - Heathcote | Female, 50-64, Linwood Ward   |
| Garden city.   | More parks, trees, cycleways.   | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| General roads.   | Generally just road works take a bazillion years! I think that's really it. In town, in general, the bits not worked on aren't great understandably. I think road works in general are just a bit slow.   | Linwood - Central - Heathcote | Female, 18-24, Central Ward   |
| Getting rid of cycle lanes in the residential areas.   | Removing them.  | Linwood - Central - Heathcote | Female, 18-24, Heathcote Ward |
| Getting the roads up to speed, Red Zone stuff.   | Just getting the earthquake road repairs done, it's going on a bit.   | Linwood - Central - Heathcote | Male, 25-49, Heathcote Ward   |
| Homeless issue.  | Working more closely with homeless people to get them off the street.   | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| I think carry on working on the roads.   | Really, just keep on with it. I'm sure they know what they need to do but just keep pressing on.  | Linwood - Central - Heathcote | Male, 50-64, Central Ward     |
| I think it's effective management of household waste.  | Waste is contributing to environmental damage, and Council has a part to play in educating people about waste minimisation. Also needs to find ways to further reduce the impact on the environment.  | Linwood - Central - Heathcote | Female, 25-49, Heathcote Ward |
| I think they should improve their waste management service because in some places there are no green bins provided for green waste, it all goes in the red and yellow bins and people don't understand not to put in the wrong bins. There is no point in having different coloured bins if people cannot segregate their rubbish. | They shouldn't pick up the waste if its not segregated properly.  | Linwood - Central - Heathcote | Female, 25-49, Central Ward   |

| Things Christchurch City Council Needs to Improve   | Reason   | Community Board               | Demographics                  |
|---|--|-------------------------------|-------------------------------|
| Infrastructure.   | Improve the roading. Where I look at the moment the road has been dug up four times to do different things. One has come to do water, one has come to road repairs then another to fix a sinkhole. This could have all been done at once.  | Linwood - Central - Heathcote | Male, 50-64, Heathcote Ward   |
| Inner city parking.   | More consultation with the public. I don't mind paying if it goes back into the CCC resources and not into someone else's pocket 8000 miles away.  | Linwood - Central - Heathcote | Male, 50-64, Linwood Ward     |
| Interactions with residents.  | Better training on how to deal with the public.  | Linwood - Central - Heathcote | Female, 25-49, Central Ward   |
| It has to get out of things that aren't the Council's business and the layers of management are just crazy. | It needs to make some decisions for itself that's what they are elected to do instead of layers of public input. If they are paid to lead they need to lead.   | Linwood - Central - Heathcote | Male, 50-64, Heathcote Ward   |
| Just continue working on the waterway quality.  | Continue the planting around the rivers and continue the sweeping, cleaning of the debris in the rivers.   | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| Keeping the river edges looking nice and not overgrown as that is a problem.                                | They should be mowing the grass on the river edges and particularly in Woolston on Richardson, Clarendon and Cumnor Terraces. This keeps the rubbish out if the grass is cut short and the ducks cannot get up on to the bank if the grass is too long for them because it's disgusting. | Linwood - Central - Heathcote | Male, 25-49, Heathcote Ward   |
| Listen to what people say, then do what the people want, don't ignore what the people say.                  | Listen to what the people say, don't do what the Council want, regardless.   | Linwood - Central - Heathcote | Female, 65+, Linwood Ward     |
| More attention to the eastern suburbs.  | Just taking more care with maintenance and presentation. I don't think they would have let Merivale look a bit slumpy. Every suburb is paying rates so they should have the same care.   | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| More clarity and a greater range on what we can recycle with our yellow bins.                               | To consider accepting a larger range of recyclable materials. For example soft plastics can be recycled at the supermarket but the not the yellow bins.  | Linwood - Central - Heathcote | Male, 25-49, Heathcote Ward   |
| Mowing the lawns in the cemetery and the parks, they're not mowing the parks regularly enough.              | Mow them more regular. They don't mow them enough.   | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| Office works.   | Better communication with the people doing the jobs for them.  | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| Parking at the hospital.  | Building a parking lot for the patients and staff because it's a 24/7 facility and it's the biggest complaint I hear at work everyday.   | Linwood - Central - Heathcote | Female, 25-49, Heathcote Ward |
| Parking in the city and there are so many places that you cannot find easy parking.                         | They need to find a place where you can park your car near to the shopping centre or city.   | Linwood - Central - Heathcote | Female, 18-24, Linwood Ward   |
| Parking in town.  | Parking should be cheaper in town. Or more readily available.  | Linwood - Central - Heathcote | Female, 18-24, Linwood Ward   |

| Things Christchurch City Council Needs to Improve   | Reason  | Community Board               | Demographics                  |
|---|---|-------------------------------|-------------------------------|
| Parking meters.   | Remove parking meters from the city. It should be a free parking zone like it is everywhere else.   | Linwood - Central - Heathcote | Female, 18-24, Heathcote Ward |
| Parks are not kept very tidy at all - especially Alice Track - Flinders Road to the Port Hills. Again, after calling the Council as we could not use the steps as grass was overgrown. They advised they had a change of contractors and I don't believe they have done anything with this still. They tidied it up but said it would no longer be on the list. I believe a Dunedin firm. I don't believe its being maintained. People don't look after it the same if it's not maintained. | Maybe they need to look at different contractors, especially if they won't perform, hire someone who will.  | Linwood - Central - Heathcote | Female, 65+, Heathcote Ward   |
| Probably fixing up the roads is the most important, I know the central city is very bad.  | Making the roads smoother, getting rid of all the humps and holes in the road and getting rid of all the potholes. I did hit a couple of those in town yesterday.   | Linwood - Central - Heathcote | Male, 65+, Linwood Ward       |
| Probably the road maintenance.  | Just getting clarity about what they are doing because it takes so long to fix roads - it's like Riccarton Road which had roadworks on it for ages and it was impacting businesses and often there was nobody there working.  | Linwood - Central - Heathcote | Male, 25-49, Heathcote Ward   |
| Probably the roads.   |   | Linwood - Central - Heathcote | Male, 25-49, Central Ward     |
| Recreation centres.   | Just make things more available to the public. I know there are a couple of things in the making but let people know as much as possible.   | Linwood - Central - Heathcote | Male, 18-24, Heathcote Ward   |
| Recycle soft plastics.  | Pick them up at the gate.   | Linwood - Central - Heathcote | Female, 18-24, Heathcote Ward |
| Red zone.   | Upgrading those areas so that residents around it feel more safe and so it looks better.  | Linwood - Central - Heathcote | Female, 25-49, Central Ward   |
| Return phone calls.   | Returning phone messages when they are left. Very few do. Frustrating having to chase up people from the Council.   | Linwood - Central - Heathcote | Male, 65+, Central Ward       |
| River flooding, storm water overflow in my area.  | I'm not really sure, maybe just looking into the future, looking 10-20-30- years ahead. What houses would be affected? May be scary for some people.  | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| Road maintenance - it's shocking!   | Instead of doing patches, spend a bit more and fix it properly the first time, not the second, third or fourth time.  | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| Roading and footpaths.  | Forward planning would be good so they don't have to come back and repair it again. The left hand doesn't know what the right hand is doing. They are bringing in contractors and not doing the job properly and having to dig up the road again. There are no time limits on these jobs, don't appear to be. | Linwood - Central - Heathcote | Male, 65+, Central Ward       |

| Things Christchurch City Council Needs to Improve   | Reason   | Community Board               | Demographics                  |
|---|--|-------------------------------|-------------------------------|
| Roading is an ongoing thing.  | There should be more prioritisation of roading because sometimes they'll overlay a road in the western suburbs that doesn't need it and the poor eastern sides are suffering.  | Linwood - Central - Heathcote | Male, 65+, Heathcote Ward     |
| Roading on the east side.   | Don't spend so much on Fendalton and look after the rest of us.  | Linwood - Central - Heathcote | Male, 65+, Heathcote Ward     |
| Roading.  | Less attention to cyclists.  | Linwood - Central - Heathcote | Male, 25-49, Central Ward     |
| Roading.  | Seems they always fix up roads that look fine and I would like them to fix up the roads that are actually bad, Southampton Street.   | Linwood - Central - Heathcote | Female, 25-49, Central Ward   |
| Roading.  | Try and fix them up. Keep going with the cycleways. Maybe try to put light rails in.   | Linwood - Central - Heathcote | Male, 25-49, Central Ward     |
| Roading.  | More information about the detours and closed roads. Especially in town.   | Linwood - Central - Heathcote | Male, 25-49, Heathcote Ward   |
| Roading.  | Spend more money on roading.   | Linwood - Central - Heathcote | Male, 65+, Heathcote Ward     |
| Roading.  | Tackling smaller areas, and getting them done faster. Some areas, day after day, month after month they are still being repaired and I feel if they just tightened up and did a smaller area it would be so much better.           | Linwood - Central - Heathcote | Male, 50-64, Heathcote Ward   |
| Roading.  | More work to get the roads fixed quicker.  | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| Roading.  | They could widen the roads, remove the cycle lanes, give the cyclists their own cycleways. Return the roads to double lanes on the 4 major roads in and out of the city. Maybe better traffic control to reduce peak hour traffic. | Linwood - Central - Heathcote | Male, 65+, Linwood Ward       |
| Roading.  | We get frustrated when we feel that roads have been fixed in one area and then they seem to be closed again in another unrelated fix. So better coordination here would be fantastic.  | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| Roads and footpaths.  | They should have more quality control on the horizontal infrastructure rebuild.  | Linwood - Central - Heathcote | Male, 50-64, Heathcote Ward   |
| Roads, the one down by the cardboard cathedral, they are constantly fixing the same hole. | Fix it properly instead of temporarily.  | Linwood - Central - Heathcote | Female, 25-49, Central Ward   |
| Roads.  | I think probably good reasons why they cannot do something. Make it publicly "aware", on what is going on, and not going on and why roads are the biggie.  | Linwood - Central - Heathcote | Male, 50-64, Central Ward     |
| Roads.  | Using more porous aggregates to allow the water to run off.  | Linwood - Central - Heathcote | Male, 18-24, Central Ward     |
| Roads.  | Repairing the roads.   | Linwood - Central - Heathcote | Male, 65+, Heathcote Ward     |
| Roads.  | They need to be working 24 hours. Like they do in Japan after their earthquake so they can get things done quicker.  | Linwood - Central - Heathcote | Female, 25-49, Heathcote Ward |

| Things Christchurch City Council Needs to Improve | Reason  | Community Board               | Demographics                |
|---|---|-------------------------------|-----------------------------|
| Roads.  | Fixing the underlying problems rather than putting patches on the top. Where I live they have patched up 6 times but it keeps disappearing two weeks later. There is obviously a problem underneath - Tuam Street between Fitzgerald & Oliviers Road.   | Linwood - Central - Heathcote | Male, 65+, Linwood Ward     |
| Roads.  | Generally road surfaces as a cyclist are not great, reasonably poor.  | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward   |
| Roads.  | Get some more money - that's all that's stopping it - the budget only stretches so far. You can't go and fill every pothole in Christchurch if you haven't got the money to do it.  | Linwood - Central - Heathcote | Male, 65+, Linwood Ward     |
| Roads.  | Having more workers doing the roads.  | Linwood - Central - Heathcote | Female, 50-64, Linwood Ward |
| Roads.  | If we could widen the road I find when I drive to the city the space is too narrow for me in some areas.  | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward |
| Roads.  | Just not patching the roads, actually fixing and replacing them.  | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward |
| Roads.  | More activity. Do more roadworks. Just keep more active with the roadworks.   | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward |
| Roads.  | Well just getting them finished, you know repaired properly. They have been doing it for a while, everybody would be happy, some of the roads are so bad they are so bumpy.   | Linwood - Central - Heathcote | Female, 65+, Linwood Ward   |
| Roadworks due to earthquake damage.               | Be safer, so there's not so many cars swerving to avoid potholes.   | Linwood - Central - Heathcote | Female, 18-24, Central Ward |
| Roadworks.  | Do the job properly the first time so they don't have to come back in a couple of months time and do it again.  | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward   |
| Rubbish Collection.                               | Options of more bins per household. Based on demographics.  | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward   |
| Rubbish.  | They are slowly improving the roads, the rubbish is not being collected, little things like that being neglected. The general litter in Sumner area and a lot of rubbish bins are overflowing and a lot of weeds in the public gardens and lots of weeds on the seawall. I have weeded that wall from time to time, it's depressing to see and I see rubbish on the Summit Road, they send someone to sort it and I bike up there a lot and see it. They are doing a pretty good job in terms of Sumner area and are currently fixing up the clock tower which is great to see. Emptying rubbish more often, mowing public lawns more often and attempting to remove graffiti and should sweep the gutters and footpaths to keep the suburb tidy (I belong to certain volunteer groups and we do that work in the community, the CCC ranger comes and helps as well). | Linwood - Central - Heathcote | Male, 65+, Heathcote Ward   |

| Things Christchurch City Council Needs to Improve  | Reason  | Community Board               | Demographics                  |
|--|---|-------------------------------|-------------------------------|
| Setup of the roads.  | What they have done is taken a very good network of roads about 40 years ago, and stuffed it. With throttling off the entrance parts of the road so people turn the corner and go down the wrong side of the road.  | Linwood - Central - Heathcote | Male, 65+, Linwood Ward       |
| Sewage, waste water.   | They should be making sure future flooding doesn't interfere with the waste water system.   | Linwood - Central - Heathcote | Male, 50-64, Heathcote Ward   |
| Some of the roads really need to be fixed.   | Prioritising and working down the list before you get back to the start.  | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| Stop putting bike lanes in.  | I would say that it is affecting the parking and traffic - St Asaph street, Rutland Street, loads more.   | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| Stop squandering our money - an example is the new bike lane from Linwood coming towards Ferrymead is paved, which seems a waste. Why couldn't they put asphalt on, it seems a bit frivolous. They need to put a hold on increasing our rates because it's going to become too expensive to live in Christchurch. The roads in Mount Pleasant need to be repaired. | They need to drive up St Andrews Hill Road and Major Hornbrook Road and have a look for themselves. With the rates increases they need to pull their heads in and not spend money on frivolous things like paving for bike tracks.  | Linwood - Central - Heathcote | Female, 50-64, Heathcote Ward |
| Swimming pools.  | Swimming pools. QE2 and the new one in town, if we could get that finished and open that would be a really good help. If I go swimming I've got to go to the other side of town, so it would be much easier for me.   | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward     |
| The appearance and tidiness of the city.   | Just doing something. They don't seem to have a grasp of basic maintenance.   | Linwood - Central - Heathcote | Male, 25-49, Central Ward     |
| The bus service.   | It needs to have better routes, some routes are being removed and it creates a problem for people and needs to stay as it causes overcrowding on buses. Especially before and after school as a lot of services are already full and won't stop and that causes lateness.   | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| The cleaning up and maintenance of the river and waterway systems and development of a long term environmental protection plan for the waterways. I'm a strong supporter of the non-mowing of riverbanks and supporter of the extra trees and plants to the side of the rivers.  | They need to continue research into the environmental impacts on the city's river sources and the environmental impact that the city's roads and storm water systems have. It would be good if the Council could emphasise the hard stand area of the road and gutters and the effect that runoff from these items has on the river systems. The Council should install better filtration systems to prevent contaminants from entering the river and waterway systems. | Linwood - Central - Heathcote | Male, 50-64, Heathcote Ward   |
| The condition of the waterways.  | They should clean up the waterways. I'm talking about dredging the silt and cleaning out rubbish.   | Linwood - Central - Heathcote | Female, 50-64, Central Ward   |

| Things Christchurch City Council Needs to Improve   | Reason   | Community Board               | Demographics                  |
|---|--|-------------------------------|-------------------------------|
| The conditions and maintenance of parks. I don't feel the present contractors are doing a good enough job. It really effects the image of Christchurch being the Garden City. I realise the Council is cash strapped, I'm not putting the whole blame on them, but it's easy to blame the Council as they're the ones who are meant to be doing it.                             | Perhaps putting more money into parks and grass areas, I realise it might not just be the contractors at fault, but putting more money into parks and green spaces so they don't look so weedy. I've also noticed a few times, that the grass gets so long in some parks, that when it is cut, it clumps all the grass which is an eye sore. | Linwood - Central - Heathcote | Male, 50-64, Linwood Ward     |
| The conditions of the car parks.  | Looking at the gravel and stuff as my car is getting destroyed and I have to park everyday.  | Linwood - Central - Heathcote | Female, 18-24, Heathcote Ward |
| The drinking water.   | They are chlorinating the water and I just want them to get it fixed up to a really good standard.   | Linwood - Central - Heathcote | Female, 25-49, Heathcote Ward |
| The flooding issue.   | I know they are working on it but we have had a few days of heavy rain where the river banks and streets have been flooded quite badly. Keep working on it and get it sorted as soon as possible.  | Linwood - Central - Heathcote | Female, 25-49, Central Ward   |
| The footpaths and roads.  | Time and managing contractors.   | Linwood - Central - Heathcote | Male, 25-49, Heathcote Ward   |
| The lawn mowing.  | Keeping the river edging tidy.   | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| The rates, it is getting to the stage where people can't afford them. Particularly for the elderly they're getting far too high.  | Honestly, they need to be looking at these consultants, and getting rid of them. Need to start looking at cost cutting, and wage increases for the people. Really need to start thinking of where they need to cut costs. Not sending people on overseas trips.  | Linwood - Central - Heathcote | Male, 65+, Heathcote Ward     |
| The rebuild. It's taking a long time, like the roads and buildings.   | Doing it a bit quicker.  | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward   |
| The road works.   | They could be more conscious of the residents in areas where they are doing roadworks in the night time. Maybe start really early in the morning or during the day with assistance from traffic management services. We all need our sleep.  | Linwood - Central - Heathcote | Female, 18-24, Linwood Ward   |
| The roading, the footpaths, the carparks, all the things that they have been removing from town, it's a total shambles. Their focus is so much on cyclists and cycle lane and the removal of carparks and it's difficult to get into the central city and they have removed the carparks from near the hospital. I'm really frustrated with their purist view towards cyclists. | Listen to consultation. They consulted and they haven't listened to what people are saying.  | Linwood - Central - Heathcote | Female, 25-49, Central Ward   |
| The roading.  | Just maintaining them more.  | Linwood - Central - Heathcote | Male, 65+, Central Ward       |
| The roading.  | They should re-prioritise what they do so that is before things like cycle paths. Roading should be a top priority.  | Linwood - Central - Heathcote | Male, 65+, Heathcote Ward     |

| Things Christchurch City Council Needs to Improve   | Reason  | Community Board               | Demographics                |
|---|---|-------------------------------|-----------------------------|
| The roads they are like goat tracks.  | They should be resealing roads instead of just patching them up all the time so as soon as they are done, a week later they need to patch up the potholes again as they get washed away in the first rain that comes down.  | Linwood - Central - Heathcote | Male, 65+, Central Ward     |
| The roads, Kilmore Street and Salisbury Street.   | I'm so angry with them, I don't know how to answer as there's so much that needs doing, everything they do is not good.   | Linwood - Central - Heathcote | Female, 65+, Central Ward   |
| The roads, the state of the roads.  | Well, it's just that you see roads dug up, and then a few months later they're dug up again. There seems to be inefficiency between departments.  | Linwood - Central - Heathcote | Female, 65+, Heathcote Ward |
| The roads.  | Just the speed of fixing the roads.   | Linwood - Central - Heathcote | Male, 25-49, Central Ward   |
| The roads. I don't drive but when I'm going my son takes me driving and sometimes its bumpety bump bumpety bump and we always say for goodness sake fix up the roads. | Employ more people I suppose to straighten it out so you don't get whiplash every time you're driving and it can't be very good for the suspension on the cars, it makes extra expense.   | Linwood - Central - Heathcote | Female, 65+, Central Ward   |
| The whole question of transport and autonomous vehicles and parking machines - future proofing.   | Read some stuff the other day, a Councillor talking about bus services, rethink that and whether the buses are the right thing anymore, getting a bit smarter with it. Parking can be improved with some technology options, letting you know where free parks are easily. Find a park and pay without interacting with a complicated machine. Then you're future-proofing for autonomous vehicles. | Linwood - Central - Heathcote | Male, 25-49, Heathcote Ward |
| Their mowing of parks and trees, looking after their reserves.  | Wasting resources, why 3 different lawn mowing people to do one job. Why can't they do all three of them rather have someone else come back later in the week to do the others.   | Linwood - Central - Heathcote | Male, 18-24, Linwood Ward   |
| Their water decision that they made.  | Maybe not leave it so long before they tell us they are going to chlorinate.  | Linwood - Central - Heathcote | Female, 25-49, Central Ward |
| To commence construction on a new sports stadium.   | Reaching an agreement in regards to the final plan.   | Linwood - Central - Heathcote | Male, 25-49, Heathcote Ward |
| Transport and moving around the city.   | Just get on and sort these things out and get them finished. They don't seem to have a plan of action for the whole road.   | Linwood - Central - Heathcote | Male, 65+, Central Ward     |
| Wastage.  | I think they need to keep tabs on the contractors. Make sure that work has been carried out.  | Linwood - Central - Heathcote | Female, 25-49, Linwood Ward |
| Waste Management.   | Regulation for plastic management in the city. Sustainable and eco-management for businesses, holding them accountable. They should reward them for doing something good, incentivising it.   | Linwood - Central - Heathcote | Female, 18-24, Central Ward |
| Water supply.   | Leave the water as it is and not chlorinating water and it's fine to have it temporarily but not forever.   | Linwood - Central - Heathcote | Male, 25-49, Linwood Ward   |

| Things Christchurch City Council Needs to Improve   | Reason   | Community Board                 | Demographics                  |
|---|--|---------------------------------|-------------------------------|
| Water.  | A proper resource management plan for the aquifers, the water should be for the residents first rather than commercial export, and meaning any commercial use of water there's adequate pollution control, the idea being that the water is returned back to the ecosystem at the same quality it was taken out.   | Linwood - Central - Heathcote   | Male, 50-64, Central Ward     |
| Wheelchair access.  | Actively thinking about wheelchair access and people with disabilities, and their ability to access public places and spaces.  | Linwood - Central - Heathcote   | Female, 50-64, Central Ward   |
| Wheelie bin collection.   | Collection process, I have talked to them. Poor wheelie bin collection on some streets.  | Linwood - Central - Heathcote   | Male, 25-49, Linwood Ward     |
| Wood burners.   | They want the people to stop using wood burners, if the Council was so concerned about air pollution, they would talk to the people who supply the power and tell them to drop the price one or two percent.   | Linwood - Central - Heathcote   | Male, 65+, Heathcote Ward     |
| Access to events in town.   | Providing car parking or additional public transport options.  | Fendalton - Waimairi - Harewood | Female, 25-49, Waimairi Ward  |
| Bike safety.  | It's educating car drivers attitude to be sharers of the road rather than own the road.  | Fendalton - Waimairi - Harewood | Female, 50-64, Waimairi Ward  |
| Building consents.  | Speeding them up. Making them a less torturous process.  | Fendalton - Waimairi - Harewood | Female, 50-64, Fendalton Ward |
| Buildings.  | Getting the buildings in the CBD to be a priority. Working on them.  | Fendalton - Waimairi - Harewood | Male, 18-24, Harewood Ward    |
| Bus stops.  | Not enough shelter for the passengers.   | Fendalton - Waimairi - Harewood | Female, 25-49, Harewood Ward  |
| Bus system.   | I've just been reading about ECAN stopping some bus routes and I think there should be much more thought given to it.  | Fendalton - Waimairi - Harewood | Female, 65+, Waimairi Ward    |
| Car parking, making it more accessible.   | I think making it cheaper, and more car parks for people in the city.  | Fendalton - Waimairi - Harewood | Female, 18-24, Waimairi Ward  |
| Cleaning. Cleaning in the street, on my street. They don't come every week.   |  | Fendalton - Waimairi - Harewood | Male, 25-49, Fendalton Ward   |
| Communication, related to the fact the Council organises events that are going on but we don't know they are happening as we have no communication from them. | Communication with us. I pay \$1350 a quarter in rates and taxes and do you know what I get in services from City Council? My water in my taps and they pick up my bins once a week. We do not get any notification of events in Canterbury. Nothing! Where we live is one of the highest taxed areas in NZ with no return. Communicate to us of events and happenings and evenings. | Fendalton - Waimairi - Harewood | Male, 25-49, Harewood Ward    |

| Things Christchurch City Council Needs to Improve             | Reason   | Community Board                       | Demographics                  |
|---|--|---------------------------------------|-------------------------------|
| Communication.  | My recent experience, mail drops don't work these days - social media or emails, text are a better way to communicate.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Harewood Ward  |
| Communication.  | Communication could be improved a bit better, when they need to spend money they should communicate with residents with what they're spending their money on.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Waimairi Ward    |
| Condition of the roads in the east side.                      | Just patching up potholes.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 18-24, Fendalton Ward   |
| Consent processes.  | Fee reviews, processing times.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Fendalton Ward |
| Consistency in cutting red tape.                              | Become more efficient, stop having meetings about what's going to go on an agenda on an upcoming meeting, wasting ratepayers money.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Harewood Ward  |
| Consultation with the public.                                 | They need better consultation with the public and taking that consultation on board before making decisions on the big stuff.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward  |
| Cycle lanes.  | The maintenance. There is no maintenance done on these new cycleways, and obviously the design of them are not user friendly. Concrete bollards down the road edge are absolutely dangerous at night, and you can not see them and the people who designed them actually need to bike for a bit and then they will understand. | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Fendalton Ward   |
| Cycle pathways.   | Continue on with the cycle pathways, do not get distracted from it.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 65+, Waimairi Ward      |
| Cycleways.  | Getting cycleways compatible with householders, motor vehicles and pedestrians.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 65+, Harewood Ward      |
| Decision making.  | Any decision they have to make goes on and on. They employ consultants to make decisions, and Council doesn't listen to them. In my opinion we elect Council to make the decisions.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 65+, Harewood Ward      |
| Finance - prioritise the needs of the people of Christchurch. | Wasting money on the prettiness of the city instead of helping the people who are in need of basic services.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 65+, Fendalton Ward   |
| Fixing drainage that they passed on subdivision.              | Communication for a start.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 65+, Harewood Ward      |
| Fixing the earthquake damage.                                 | Speeding up the finishing of the fixing of the earthquake damage.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Waimairi Ward  |
| Flood zones.  | Continually assessing and maintaining as required to prevent flooding.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Waimairi Ward    |

| Things Christchurch City Council Needs to Improve   | Reason   | Community Board                       | Demographics                 |
|---|--|---------------------------------------|------------------------------|
| Flooding.   | Mitigating flooding. This probably comes down to drainage. In my area it's pretty good.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 65+, Waimairi Ward     |
| Footpaths.  | Redoing the footpaths. Do a better job.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Harewood Ward   |
| Footpaths.  | Re-laying footpaths where tree roots have done damage and also earthquake damage.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 18-24, Harewood Ward |
| Footpaths.  | Fix them in a timely manner, where there is the least disruptions for people.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 18-24, Waimairi Ward   |
| Get rid of all the cycle lanes. Improve the quality of the roads, more cost effective parking options in the Central City, parking options provided by the Council are good, but they contract out to Wilsons and it's expensive. Very hard to rebuild the Central City when you make it hard for people to come into the city if the parking needs to be cheaper and easier to use. The suburban malls have free and easy parking, so must the city. Fix the flipping Cathedral. | Get rid of the cycle lanes, they are so far in the minority, \$260 million something to build cycle lanes is just ridiculous. Removing parking for cycle lanes is dangerous.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Fendalton Ward  |
| Getting the CBD up and going.   | Speeding up ways to get Christchurch back to being an international city.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Fendalton Ward  |
| Getting the major projects off the ground i.e. convention centre, town hall, sports stadium etc.  | Speed - getting them done as quickly as they can. Just get on and do them.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Harewood Ward |
| I suppose one could call it a service - the use of my rates dollar. I not only provide them with my vote, I give them my money.   | They need to be more fiscally responsible and be prepared to adjust to budgets, more like how a company runs, rather than saying we've got a budget, let's spend it all. Running everything how it should be run, they need to run the place more like they are running a business because we pay their wages.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Harewood Ward   |
| I think probably the flooding, so the storm water system.   | I guess just investing more money in the infrastructure.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward |
| I think the Council should improve on footpaths and roads more than parks and maintaining things like tourist attractions.  | I think they need to hire more New Zealand workers than foreign workers because even though foreigners may have more of a qualification, there are strong kiwis out here that would like to be put first ahead of the foreigners. I think the City Council should look at New Zealanders first, then foreigners. | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Fendalton Ward  |
| I would say buses.  | Looking at the routes that go from suburbs to the hospital and the city centre is a big thing - maybe they need to assess or change the routes.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward |
| I would say listening to the ratepayers and taking notice of their views.   | Acting on the majorities behalf instead of their own personal affiliations or preferences.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Harewood Ward   |

| Things Christchurch City Council Needs to Improve   | Reason   | Community Board                       | Demographics                  |
|---|--|---------------------------------------|-------------------------------|
| Infrastructure.   | More action, less talking. Fire Council planners.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 18-24, Harewood Ward    |
| Internet. The fibre network.  | To extend it out to areas that don't normally get it.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Fendalton Ward   |
| It has to be the water doesn't it.  | I'm not in a suburb where I have a problem. I think maybe they could dredge, or deepening the Heathcote River - then it wouldn't need to overflow.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 65+, Waimairi Ward    |
| Listening to the public.  | To listen to what we say. Like the cathedral. The people voted and they did not listen.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Harewood Ward  |
| Make sure they clear the roads of traffic. Too many things I've seen that are not quite good enough, all the roads clear, we might have another earthquake.                       | The major things: the roads, parking, trees are close to people's driveways, turning into driveways has blocked views and you cannot see the road in front of my house.                                    | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Fendalton Ward   |
| Mental health.  | I think taking the stereotypical away, people judge each other which contributes to suicide rates. A helpline, make NZ feel like your home and not make it a place where you have to feel like you fit in. | Fendalton<br>- Waimairi -<br>Harewood | Female, 18-24, Harewood Ward  |
| More around community facilities, parks and recreation. Mucking around with cycleways. Over-complicating the traffic at cycleways. Pedestrian roading system in the central city. | Nothing about it and leave it alone. There are other solutions. We are too small to follow a European city layout.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Waimairi Ward    |
| More libraries.   |  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Harewood Ward    |
| Noisy concert in Hagley Park about 3 weeks ago so I put in a complaint and have not heard back.   | It is the worst I have heard in 25 years. The walls were vibrating in our house. It was horrendous.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 65+, Fendalton Ward     |
| Parking in the CBD.   | Not removing all the side street parking.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Harewood Ward    |
| Parking in town.  | Making it more affordable and accessible.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 18-24, Waimairi Ward    |
| Parking, especially around the Hospital.  | Build a parking building attached to the Hospital.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 18-24, Fendalton Ward |
| Parking.  | They should have more on-street parks.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Fendalton Ward |
| Parking.  | Work on the pricing, make it a bit more affordable.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 18-24, Fendalton Ward   |
| Parking.  | Providing a lot more parking around the hospital.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Harewood Ward  |
| Parking.  | Parking around the hospital and Hagley Park. Create an underground car park or a central car park.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Waimairi Ward    |

| Things Christchurch City Council Needs to Improve  | Reason   | Community Board                       | Demographics                  |
|--|--|---------------------------------------|-------------------------------|
| Parking.   | We need more parking.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward  |
| Parks.   | We live close by to 3 and they need to be cut more often. They are at least 15-20 cm before they are cut. When they cut it they leave the grass lying around.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 65+, Harewood Ward      |
| Probably drainage in areas that flood frequently.  | More of what they are trying to do. It's a pretty difficult area, I realize that. More of what they are currently doing.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 65+, Waimairi Ward      |
| Probably public transport, the buses. We don't have enough access for certain areas now they are not as regular, as a parent of young children I'm reliant on the car and it's a lot more costly than other countries. I think there should be better parking around the hospital. It's not safe to park in the area, we have had a hospital staff member attacked, whether that comes out of the Hospital's budget or the Council's. There needs to be greater provision for staff parking and people visiting, not just Wilsons, they are expensive. | I think it needs to be very much more inclusive of public opinion by way of referendum and the Council does elect to spend public money without public consultation, for example Art and there are other things than sport. Sport is important but we might not need a new stadium, there are other interests that the city has than just sport. Then we can get greater accountability for the Council's decisions. I think the Council should get behind Science Alive, that could be a great asset for the city in winter months. | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Fendalton Ward |
| Probably the roads, the inner city ones - fix them up, there's too many potholes or they're needing to be re-surfaced. A lot of the suburban ones like Waimairi and Ilam Roads - have many potholes too. There are many others like this around Christchurch.  | Just fix them.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 65+, Waimairi Ward      |
| Probably the waterways, cleanliness of waterways and embankments being sorted out.   | Well, there needs to be a lot more planting going on along the water banks, and concentration on keeping pollution out of waterways. More rubbish bins could alleviate this, have a big impact on this.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Waimairi Ward    |
| Public transport.  | Evaluating the bus fare.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 18-24, Harewood Ward    |
| Public transport.  | I don't use it because I can't use it. Too hard to use, it takes too long. They have removed too many bus routes so now it's impractical for me to use unless I had all day.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Harewood Ward  |
| Public transport.  | If you compare Christchurch with other places around the world and in New Zealand.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Waimairi Ward    |
| Reading.   | Stop digging them up, they should be discussing it with other agencies. Not all at once at the same time.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Fendalton Ward   |
| Roading and footpaths.   | Just getting the roads in a better condition and the footpaths in a better condition.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Harewood Ward  |
| Roading issues.  | Turning arrows on stop light intersections. Just finish the job of roading as quickly as possible and keep us informed clearly and accurately.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Waimairi Ward    |

| Things Christchurch City Council Needs to Improve  | Reason   | Community Board                       | Demographics                  |
|--|--|---------------------------------------|-------------------------------|
| Roading system.  | The quality of roading and actual roading planning, they don't have a clue how the roading works and the quality of roading is dreadful and the roads are far too narrow.                                      | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Waimairi Ward  |
| Roading through town.  | I don't know if they can, but work quicker.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Harewood Ward    |
| Roading. I have recently had to visit a friend who lives in the east and I'm shocked at the state of the roads in the area.                                    | I think they should be fixing those roads and now they're on the plan to be fixed when it's due. Roads locally to me have been fixed and now are being fixed again and roads in the east haven't been started. | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Fendalton Ward |
| Roading.   | They could be improving potholes, resealing roads, getting rid of weeds in the gutters and smoothing out footpaths.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Fendalton Ward |
| Roading.   | Spend more tax payer money on roading and infrastructure in Christchurch.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Harewood Ward    |
| Roading.   | Take cycleways out of the CBD and maintain the roads.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Harewood Ward    |
| Roading.   | Fixing them a bit quicker. Taking more pride in their work.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Waimairi Ward    |
| Roading.   | Get more onto it I guess.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 18-24, Waimairi Ward  |
| Roading.   | Keep up the good work.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 65+, Waimairi Ward    |
| Roading.   | Repairs making the roads smoother to drive on.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward  |
| Roading.   | The quality of the seal.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Waimairi Ward    |
| Roading. A lot of it is not there. It's inadequate and taking too long, it's already overcrowded.  | I think pressuring the government to provide more money to get it fixed.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 65+, Waimairi Ward    |
| Roads - potholes in the eastern side of town. I live in Avonhead and they are busy filling up holes that don't need it immediately. They could be left longer. | Fixing them, even if they had a "Farm Army" to go along as some of the roads are bad.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 65+, Waimairi Ward    |
| Roads for cyclists. Cycle lanes.   | When you have a wide road, the cyclists get the crap in the gutter, or some bright spark includes cycle lanes on foot paths, which isn't safe for pedestrians, or cyclists either.                             | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward  |
| Roads, traffic lights.   | Sort it out and do it quicker.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 65+, Harewood Ward    |

| Things Christchurch City Council Needs to Improve  | Reason   | Community Board                 | Demographics                  |
|--|--|---------------------------------|-------------------------------|
| Roads.   | By doing the job once and not coming back to do it again.  | Fendalton - Waimairi - Harewood | Female, 50-64, Fendalton Ward |
| Roads.   | Fill the potholes, fix them I suppose, timely and properly. They should make these questionnaires more practical.  | Fendalton - Waimairi - Harewood | Male, 65+, Fendalton Ward     |
| Roads.   | Fixing the roads.  | Fendalton - Waimairi - Harewood | Male, 18-24, Fendalton Ward   |
| Roads.   | Repair the roads, stop wasting money on cycleways.   | Fendalton - Waimairi - Harewood | Male, 25-49, Fendalton Ward   |
| Roads.   | Upgrading them.  | Fendalton - Waimairi - Harewood | Female, 25-49, Fendalton Ward |
| Roads.   | Getting all the roads in the red zone areas up to scratch. And all the other areas. Making the roads safer to drive, because of all the dips and things.   | Fendalton - Waimairi - Harewood | Female, 25-49, Harewood Ward  |
| Roads.   | I tend to find there are a lot of potholes and uneven roads. Surface flooding tonight when it rains.   | Fendalton - Waimairi - Harewood | Male, 25-49, Harewood Ward    |
| Roads.   | Making them better to use and just flat and no potholes.   | Fendalton - Waimairi - Harewood | Male, 18-24, Harewood Ward    |
| Roads.   | Roadworks to be completed in a timely manner.  | Fendalton - Waimairi - Harewood | Female, 25-49, Waimairi Ward  |
| Roads.   | The number of roads that haven't been bought back to pre-quake standards.  | Fendalton - Waimairi - Harewood | Male, 25-49, Waimairi Ward    |
| Roads.   |  | Fendalton - Waimairi - Harewood | Female, 25-49, Waimairi Ward  |
| Roads. Getting it right the first time and ensuring that it should be done right the first time without having to pay for a second time. Pay once fix it once. I'm one of the people outraged about the Chinese water bottling plant. They should have not been given consent for that and the salaries for CEO's of Council owned companies too high. Too high. | Pay less and I guess look to the future. I'm not sure if they are getting any money for that bottling plant in Belfast selling out now, it's just not worth it.  | Fendalton - Waimairi - Harewood | Female, 25-49, Waimairi Ward  |
| Roads. Parking.  | I think it's more important to fix the roads, people are so frustrated.  | Fendalton - Waimairi - Harewood | Female, 50-64, Waimairi Ward  |
| Roadside gutters.  | Blocked and overflowing gutters. Stagnant water encouraging mosquitoes. I keep ringing them and Fulton & Hogan always act on my call. Front areas by the Cruise Ships all look good but further back not so good. Definitely could be improved on. | Fendalton - Waimairi - Harewood | Male, 50-64, Fendalton Ward   |

| Things Christchurch City Council Needs to Improve | Reason  | Community Board                       | Demographics                  |
|---|---|---------------------------------------|-------------------------------|
| Roadways.   | It's not their fault but the roadworks are appalling and a lot of the roads are quite badly damaged. They do send out info about road closures, but every day it seems like there's new roadworks in town.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Waimairi Ward  |
| Roadworks.  | Fixing the roads.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 18-24, Fendalton Ward |
| Roadworks.  | Make sure once it's done, it's done. They can't seem to make up their minds what they are doing. They have been on Riccarton Road for at least 3 years. There are a lot of potholes as well. Driving around potholes all the time.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Fendalton Ward |
| Roadworks.  | They take way too long to upgrade it and they leave it in a messy state.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Waimairi Ward    |
| Roadworks.  | Until they fix the whole city and get all the tourists back. Have not concentrated on important things, so we should be focusing on making Christchurch easily accessible too. Inner city should be made for the younger people not for older people because they are the future of our city. | Fendalton<br>- Waimairi -<br>Harewood | Female, 65+, Waimairi Ward    |
| Rubbish.  | Rubbish is collected on the days they say it's being collected and when the day changes they let us know.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 65+, Harewood Ward    |
| Some waterways need to be cleaned up more.        | Just cleaning up all the bushes and stuff and rubbish that's around there. Just making it look nicer.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward  |
| Sporting fields and catering for sports.          | Just get on with the job and getting it done - there is a sports centre down by the hospital that is on hold so they should just get on with it and get it built.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 65+, Waimairi Ward      |
| Sports venue.                                     | Just get on and make a decision, stop procrastinating.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Fendalton Ward   |

| Things Christchurch City Council Needs to Improve  | Reason  | Community Board                 | Demographics                  |
|--|---|---------------------------------|-------------------------------|
| Stop changing the roads in the city, stop reducing the roads, stop narrowing the roads, most women will never ride a bike into the city, stop pandering to the cyclists in the city, take out the islands, it has created complete havoc. Provide parking for people wanting to go shopping in the city. Provide some parking for people in the city or the city will die, the cafes are never going to survive. Females want to drive and park they are the ones spending the money. We are not a city of bikes we need to cater to people who drive. Stop taking away the exotic plants, stop planting native weeds. \$200 million spent on doing roads that didn't need doing, perfectly okay. Do not raise the rates 6%, stop doing this. Think about what they are doing. It is criminal people are so angry at how bad the Council is damaging the city with the roads making it so inaccessible. Dissatisfied in the extreme. | Stop what you're doing and take out the islands e.g. Tuam Street, don't change Montreal Street if it's not too late. Absolute disaster if you take away the parking for the schools, cafes, arts the only ones that will be satisfied is the cyclists. When we are talking around dinner the topic is the disaster around the roadways. I pay the highest rates in Christchurch you need to listen to what I am saying a 46% increase in the last 12 months and the money is being spent in the city.   | Fendalton - Waimairi - Harewood | Female, 50-64, Fendalton Ward |
| Storm drain clearance.   | For example the parks have a lot of trees, and the drains get all blocked and then when it rains they flood and I cannot get out of my driveway. It is not just a little bit but right across the road and even when I have rung the people on the phone who are very courteous, and say they will get some one on it and it doesn't happen. Northcote Road they sent out a flyer how they were going to re-develop the park and wanted feed back on what we thought should be added, and we said parking and public toilets and no they haven't done that. | Fendalton - Waimairi - Harewood | Female, 50-64, Harewood Ward  |
| Storm water drainage, flooding.  | Cleaning up of the rivers and stream, so the water can get away better. Maintenance.  | Fendalton - Waimairi - Harewood | Male, 65+, Harewood Ward      |
| Storm water.   | More investigation and correction of earthquake damage. Also making known what the strategy is between the street and the house even if it's just education.  | Fendalton - Waimairi - Harewood | Male, 50-64, Harewood Ward    |
| Storm water.   | When the road sweepers sweep the gutters they do not take off the grate and suck out the leaves and rubbish out of the sump. Hence causing street flooding.   | Fendalton - Waimairi - Harewood | Male, 50-64, Waimairi Ward    |
| Summertime programmes.   | It needs to be in a format of a paper version. Put it in everybody's letterbox. You usually get it in November about all the things that are happening in the city. We didn't know about them because there was no hard copy available. You had to go onto the City Council website.  | Fendalton - Waimairi - Harewood | Female, 65+, Waimairi Ward    |

| Things Christchurch City Council Needs to Improve  | Reason  | Community Board                 | Demographics                  |
|--|---|---------------------------------|-------------------------------|
| Swimming pools.  | With having a young one it should be cheaper to put them in for swimming lessons. Pre-school can go in free with an adult I think it should be extended, my son is about to turn 5. There should be something in place for low incomes. | Fendalton - Waimairi - Harewood | Female, 25-49, Harewood Ward  |
| The bins.  | The range of materials that can be recycled.  | Fendalton - Waimairi - Harewood | Female, 25-49, Harewood Ward  |
| The building consents.   | I can only go by what people I know say, on how difficult it is to get what they want from the Council, the service is quite poor. There are a lot of people having trouble getting consents.   | Fendalton - Waimairi - Harewood | Male, 65+, Harewood Ward      |
| The flooding issue with storm water and the chlorinating of the drinking water.  | They need to upgrade the infrastructure in regards to both the flooding and the drinking water.   | Fendalton - Waimairi - Harewood | Female, 25-49, Fendalton Ward |
| The footpaths.   | Improving safety for walkers, such as removing tree roots from footpaths, more pedestrian crossings. Just improving safety for children getting to school.  | Fendalton - Waimairi - Harewood | Female, 25-49, Fendalton Ward |
| The ongoing road works and the difficulties getting in and out of places, like the city, is the biggest issue really.  | I think that they've had to do a lot of patch ups, what we're seeing is a repeat of patch ups, so in my opinion, do it once do it right.  | Fendalton - Waimairi - Harewood | Female, 50-64, Harewood Ward  |
| The phone number for Jelly Park if I needed to get in touch with them in a hurry, it was a long process.   | Re-think the number to call for all services.   | Fendalton - Waimairi - Harewood | Female, 25-49, Fendalton Ward |
| The public transport, e.g. there is a retirement home on Philpotts Road and they now have to walk 1 kilometre to catch the bus because ECAN are getting rid of the bus stop. There is an area near Selwyn Street where they changed the bus route so people had to get 2 buses to get to where they had to go. | Give ECAN a good kick up the chuff, to be honest. Red Bus is owned by the City Council so they should be able to have a say. My husband is a bus driver and they are disgusted with what ECAN are doing.                                | Fendalton - Waimairi - Harewood | Female, 65+, Waimairi Ward    |
| The roading and the coordination. Their obsession with the bicycle. St Asaph Street, how the bike takes over rather than the cars. It seems to be more important.  | Listening to people and thinking about the consequences and all impacts.  | Fendalton - Waimairi - Harewood | Male, 50-64, Waimairi Ward    |
| The roading cycle lanes. On my bike there's always potholes and bumps and glass and stones, they could do with being swept more often.   | Sweeping further to left to allow for cyclists more often. Mending the potholes and they just don't seem to get fixed, just on other parts of the road (not necessarily the green part). The green parts seem to be okay.               | Fendalton - Waimairi - Harewood | Female, 25-49, Harewood Ward  |
| The roading.   | I think they should be moving faster repairing the roads after the earthquake. Also unhappy with the amount of car parking available from the cycleways.  | Fendalton - Waimairi - Harewood | Male, 65+, Waimairi Ward      |
| The roads and footpaths.   | I think they should concentrate on one road or area at a time instead of just so many road works all around the place. Sometimes they are finished and see the road is broken again and has to be repaired once again.                  | Fendalton - Waimairi - Harewood | Female, 50-64, Harewood Ward  |

| Things Christchurch City Council Needs to Improve   | Reason   | Community Board                       | Demographics                  |
|---|--|---------------------------------------|-------------------------------|
| The roads, get rid of the potholes.   | Keeping drains clear and keeping curb sides tidy. Keeping the traffic down by putting more speed humps in.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Fendalton Ward |
| The roads.  | Put new tar down so that roads aren't as cracked and messy.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 18-24, Harewood Ward  |
| The roads.  | They do very well but the enormity of the problem is the problem. It's still frustrating for motorists especially the elderly to navigate.               | Fendalton<br>- Waimairi -<br>Harewood | Female, 65+, Harewood Ward    |
| The roads.  | Fixing the roads and the potholes.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward  |
| The roads.  | More clear signage about routes.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 18-24, Waimairi Ward  |
| The roadworks programme.  | Whether it's working longer hours or maybe more money spent so it could be done quicker so businesses aren't being disrupted. Ease delays for motorists. | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Waimairi Ward  |
| The safety of roadways at intersections.  | They should listen to the input from the Community Board on which intersections are of concern and they should act on them.                              | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Fendalton Ward |
| The sporting facilities for the young people.   | Stop putting it back, as in the building of the facilities, the 50 metre swimming pool and track and field.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Fendalton Ward |
| The state of the roads.   | Potholes - well they should fill them in or do something about it.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 65+, Waimairi Ward      |
| The storm water drainage. A lot of the storm water goes into the natural rivers and they are not coping in rain storms.   | Dredging the rivers, improving the planting on the banks so the water doesn't flood all of the dirt in.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Waimairi Ward  |
| The swimming pools.   | They need to fix the indoor hydroslide at Jelly Park, improve parking at Jelly Park.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward  |
| The walking and the footpath.   | Regulate the check-ups of the footpaths more often.  | Fendalton<br>- Waimairi -<br>Harewood | Male, 18-24, Harewood Ward    |
| The water supply.   | Get the water bores repaired so they can stop chlorinating Christchurch water. It was once the best water in the world.                                  | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Waimairi Ward    |
| The water.  | Try to make the water more clean. It is no problem to drink but I know it is not very good in our area.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Harewood Ward  |
| The waterways and looking after the rivers, the protective wetlands and the estuary and beaches where there is birdlife to stop four wheel drives driving over their nests. | Having protected and restricted areas that aren't accessible to people in 4WD drive vehicles and conservation areas.                                     | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Harewood Ward  |
| The way they handle the rebuilding of the Cathedral.  | More consultation with the public.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 65+, Waimairi Ward    |

| Things Christchurch City Council Needs to Improve   | Reason   | Community Board                       | Demographics                  |
|---|--|---------------------------------------|-------------------------------|
| Their information to the public.  | Be more transparent.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Harewood Ward    |
| There seems to be a vent for cycleways and they need to listen to the public on all matters. The Council have too many chiefs and not enough Indians. Top-heavy management structure. They are always writing consultation and reports. | They need to streamline their structure. The structure is right across the nation. It would be difficult in itself to do that.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 65+, Fendalton Ward     |
| They have to work on the roads they are appalling.  | How can they improve it? They have to do more work do it quicker. I am sure it is scheduled.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward  |
| They've got to get the flooding issues sorted for certain people - the drainage because of weather patterns - they should get on top of that.   |  | Fendalton<br>- Waimairi -<br>Harewood | Female, 50-64, Harewood Ward  |
| Transport.  | I think its a case of getting the congestion off the roads. Get people out of cars, walking, biking etc. Making it easy for people reducing the congestion on the roads.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Waimairi Ward    |
| Trimming the trees in front of my house - we've contacted them on several occasions but we haven't had any response but hopefully it will be rectified.   | To my way of thinking Council should be looking after it's core assets and it's ratepayers - not getting involved in out-of-town issues.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 50-64, Fendalton Ward   |
| Walkways and cycleways.   | Make it happen quicker. There seems to be a lot of cycleways that have been in the progress of construction for a long time. It would be good for them to be finished so that the city becomes more accessible.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 18-24, Waimairi Ward  |
| Water quality. Festivals and events.  | It's the farming side of things that's my concern. It would be controlling the dairy farming side of things. Chlorinating the water is a real shame. The water testing and providing it to the houses is fine, but it's the contamination side of it from the dairy industry. More variety in the festivals and events, as it gets a bit boring when things are the same all the time. | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Fendalton Ward |
| Water recourses.  | They should listen to public opinion and grant less consent for intensive farming.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Waimairi Ward  |
| Water supply - drinking due to the future decision about changing our water.  | I think that they shouldn't be selling the water to overseas investors and quality of water is critical to the health of the people.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Fendalton Ward   |
| Water supply.   | Insuring their bore heads are safe.  | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Harewood Ward  |
| Water supply.   | They need to get the well heads fixed so the chlorination of the water is temporary as possible.   | Fendalton<br>- Waimairi -<br>Harewood | Female, 25-49, Harewood Ward  |
| Water.  | They can't have just realised that they were contaminants in the water. They must have been in there since the earthquake.   | Fendalton<br>- Waimairi -<br>Harewood | Male, 25-49, Fendalton Ward   |

| Things Christchurch City Council Needs to Improve  | Reason  | Community Board               | Demographics                  |
|--|---|-------------------------------|-------------------------------|
| Anything to do with ECAN.  | They should make them responsive for a start. They should dedicate more time to issues being raised, because at the moment they seem to be ignoring them. The reason the quarries seem to be ignored is because businesses are involved and they don't want to upset them.  | Halswell - Hornby - Riccarton | Female, 25-49, Hornby Ward    |
| Basic services.  | Safe water supply. Sewerage.  | Halswell - Hornby - Riccarton | Male, 65+, Halswell Ward      |
| Building consents.   | Need more trained staff to make decisions in a timely fashion.  | Halswell - Hornby - Riccarton | Female, 25-49, Riccarton Ward |
| Bus route design.  | Be more realistic about where the buses from the suburbs would want to head. Our bus from Westmorland goes to Eastgate, don't know why anyone from Westmorland would want to go to Eastgate, because it is not being utilised it's going to be cut, because it goes to a ridiculous place it's not being used.                      | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |
| Car parking in the city and hospital.  | Speeding up the delivery for the hospital car parks.  | Halswell - Hornby - Riccarton | Female, 50-64, Hornby Ward    |
| Certainly roading.   | Targeting the main thoroughfares better.  | Halswell - Hornby - Riccarton | Male, 25-49, Halswell Ward    |
| City attractions.  | I would like them to go back to basics, forget about the Cathedral, the cycleways, we need more swimming pools, we need more skateboard parks, stuff for the kids. Things to draw people into the city.   | Halswell - Hornby - Riccarton | Female, 50-64, Halswell Ward  |
| Communication.   | People want to communicate in so many different ways (e.g. types of media). If there was an app that I could tailor to what I'm interested in. Eg. Denton Park, public meetings about that, plans being published, if there was an app where I had any interest in my area, then they could post alerts out to that specific group. | Halswell - Hornby - Riccarton | Male, 25-49, Hornby Ward      |
| Completion of much of possible of roading efforts within the CBD and including the tram tracks, even if that area isn't going to be used to run the tram. The tracks should be put down to mitigate any costs or inconvenience later on. |   | Halswell - Hornby - Riccarton | Male, 65+, Riccarton Ward     |
| Consents.  | When people apply for one type of consent, if that request causes them to need another type of consent, then the first consent inquiry should trigger notification for other related consent types.   | Halswell - Hornby - Riccarton | Female, 25-49, Riccarton Ward |
| Consultation.  | Speaking to people on matters that affect them.   | Halswell - Hornby - Riccarton | Male, 50-64, Riccarton Ward   |
| Continue improving the cycleways. Something I have considered doing is biking to work, but have had safety concerns.   | Don't know the overall plan and every person is an individual for their needs.  | Halswell - Hornby - Riccarton | Male, 25-49, Hornby Ward      |

| Things Christchurch City Council Needs to Improve  | Reason  | Community Board               | Demographics                  |
|--|---|-------------------------------|-------------------------------|
| Contributing ratepayer money to fixing the Cathedral.  | They shouldn't commit ratepayer money for a private business. What's the difference between the Cathedral and the Basilica and other good causes. Really good if they didn't dig the roads up twice to do separate things like Riccarton Road.              | Halswell - Hornby - Riccarton | Female, 65+, Hornby Ward      |
| Customer service by phone and in person.   | I think more training. So with them being a Council, it's unusual to ring up a Council and ask a question which they don't have the answer to and seem unhappy to find the answers to.  | Halswell - Hornby - Riccarton | Female, 25-49, Hornby Ward    |
| Drinking water not chlorinated again, non-chlorinated water, getting it fixed.                                   |   | Halswell - Hornby - Riccarton | Female, 25-49, Riccarton Ward |
| Drinking water.  | Fix the wells rather than put the chlorine in the water.  | Halswell - Hornby - Riccarton | Female, 50-64, Halswell Ward  |
| Entertainment e.g. concerts and events.  | Getting more events together for younger people as well as families and more variety.   | Halswell - Hornby - Riccarton | Male, 25-49, Riccarton Ward   |
| Events.  | Better location for events such as Armageddon and Japan Day. A lot of people attend and the venue is very small, could be dangerous, a fire hazard.   | Halswell - Hornby - Riccarton | Male, 25-49, Riccarton Ward   |
| Financial management.  | Live within their means, no rate increase greater than the rate of inflation. No new taxes or levies.   | Halswell - Hornby - Riccarton | Male, 65+, Riccarton Ward     |
| Fixing up the roads.   | I know it costs money but some of the roads really need to be upgraded, some of the bumps taken out. We need more right turning traffic light arrows at more intersections, because there are so many people taking risks when making that right hand turn. | Halswell - Hornby - Riccarton | Female, 65+, Riccarton Ward   |
| Flooding.  | They've got to work on better infrastructure for flooded areas. Something needs to be done to the plumbing works underground.   | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |
| Footpaths.   | There is lots of broken footpaths in our area with tree roots and such. They have marked them with spray paint but other than that nothing has been done.   | Halswell - Hornby - Riccarton | Male, 25-49, Halswell Ward    |
| Footpaths.   | Shrubs in the grass verges. Lots of people mow their frontages and then others let them grow past your knees and it's an eye sore.  | Halswell - Hornby - Riccarton | Male, 65+, Riccarton Ward     |
| Getting Riccarton Road fixed I think.  | They got too many cones, they leave the cones there for days while nothing is happening at all.   | Halswell - Hornby - Riccarton | Male, 65+, Riccarton Ward     |
| Getting the water system back up in running, the aqua fizz prepared and working properly without added chlorine. | I think they have a plan to repair the cracks or whatever they found is causing the issues so think they are taking the right steps to prepare them, but I think the public needs to be more aware of the timeframe and how long it is going to take.       | Halswell - Hornby - Riccarton | Female, 25-49, Hornby Ward    |
| Grass cuttings.  | They need to be monitoring what Delta do.   | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |

| Things Christchurch City Council Needs to Improve   | Reason   | Community Board               | Demographics                 |
|---|--|-------------------------------|------------------------------|
| Green bins.   | Green waste shouldn't be more expensive than what it is. It's on the rates and what not. It should be cheaper for a bigger bin.  | Halswell - Hornby - Riccarton | Male, 18-24, Halswell Ward   |
| Hospital car parking.   | More parks closer to hospital. Too hard to find a park.  | Halswell - Hornby - Riccarton | Male, 25-49, Halswell Ward   |
| I strongly disagree with the Council funding the Cathedral anymore.   | Would rather see the money spent on all the above services we have discussed so spend the money on the people.   | Halswell - Hornby - Riccarton | Male, 50-64, Halswell Ward   |
| I think in the light of climate change dealing with waterways is going to be an important one and flooded areas of Christchurch, I would be sorry to see too much of green areas taken up by buildings in Christchurch. Fire breaks are an important thing after the Port Hills fire. | I think it's important keeping people informed as to what their choices are in terms of improvement.   | Halswell - Hornby - Riccarton | Female, 65+, Halswell Ward   |
| I think the road construction makes the traffic much worse and also the internet speed could be faster that would be great.   | I think in our area everything is fine.  | Halswell - Hornby - Riccarton | Male, 25-49, Riccarton Ward  |
| I would say cycling, how cycle friendly the city is. It's almost perfect, but could still be improved.  | Just a few more bike racks in places that only have a few.   | Halswell - Hornby - Riccarton | Male, 18-24, Riccarton Ward  |
| I'd say the condition of the roads. Still not in good condition following the earthquakes with potholes and bumpy uneven surfaces even 7 years on from the earthquake, these things should already be fixed.  | Well I think it needs to set sufficient budget aside to make sure that roads across the city, there is a targeted plan to work through the worst ones first to make sure that surfaces are smooth and easy for people to drive on.   | Halswell - Hornby - Riccarton | Male, 50-64, Halswell Ward   |
| Improve a lot on consultation services.   | I think they could perhaps put a notice in the paper or media to indicate proposed plans and get the feedback before they actually implement the changes. Some of Council decisions like pledging millions for the Cathedral then putting the rates up to fund it should have been canvassed. It's those sort of decisions that make people feel anti-Council decision making. | Halswell - Hornby - Riccarton | Female, 65+, Halswell Ward   |
| Infrastructure.   | I think they want to put services into the Hornby Hub area and they haven't sorted traffic management. It's going to make it more congested. It isn't what a lot of people want. They didn't consult enough with us giving us all the information e.g. Kyle Park and the clean up option - they weren't very open.   | Halswell - Hornby - Riccarton | Female, 50-64, Hornby Ward   |
| It has to be potholes in the road.  | They just need to keep up to date with repairing small potholes before they become larger ones that damage cars.   | Halswell - Hornby - Riccarton | Female, 50-64, Halswell Ward |
| It's ability to communicate with us residents.  | Talk to us in ways that are meaningful to us rather than ways that are meaningful to the Council. An attitude has to shift. They should be talking to us about things that are important to us, rather than things that are important to their process.  | Halswell - Hornby - Riccarton | Male, 50-64, Riccarton Ward  |

| Things Christchurch City Council Needs to Improve   | Reason   | Community Board               | Demographics                  |
|---|--|-------------------------------|-------------------------------|
| Keeping the leaves out of the gutters that are flooding in the rain.                                    | They need to clear the leaves from the gutters more often - especially in autumn when the leaves are falling.  | Halswell - Hornby - Riccarton | Female, 50-64, Hornby Ward    |
| Lawn services.  | The way they are doing it. They don't do it properly around my area - really messy and don't clear the edges and leave the clippings behind, and they don't do it as often as other areas (Halswell).  | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |
| Listening to people.  | When asked to vote, they still do it their way anyway.   | Halswell - Hornby - Riccarton | Male, 65+, Hornby Ward        |
| Listening to the people and the community.  | Denton Park is a priority on my list - they need to listen, and listen to the community of Hornby and what they have to say about what they want going on, and happening in their community, at Denton Park.   | Halswell - Hornby - Riccarton | Female, 25-49, Hornby Ward    |
| Main city roads need to be done as soon as possible. Riccarton Road especially                          | Like last couple months, there has been no change and they need to do it quickly.  | Halswell - Hornby - Riccarton | Male, 18-24, Riccarton Ward   |
| Maybe like the cleanliness of waterways.  | Like just ensuring that the waterways are being protected from the fungus and stuff.   | Halswell - Hornby - Riccarton | Female, 18-24, Halswell Ward  |
| Mobility parking sites.   | Enforce more crippled parking in supermarket car parks, most of these should be handy to the supermarket doors. More enforcement of people that are not crippled using them.   | Halswell - Hornby - Riccarton | Female, 65+, Hornby Ward      |
| More council flats (as in 2 bedroom units) as I have my children part time as rents are not affordable. | Provide more social housing.   | Halswell - Hornby - Riccarton | Female, 25-49, Riccarton Ward |
| Parking for the hospital.   | Improve hospital parking especially daily, park and ride is not satisfactory, it could be improved. There used to be a parking building opposite the hospital they did away with this I don't know why as this was the answer. Maybe this was lack of room. It is essential you have adequate parking at a hospital. Especially for emergencies, where are people to park without parking illegally? | Halswell - Hornby - Riccarton | Female, 65+, Halswell Ward    |
| Parking in town.  | Making the parking cheaper, it makes me not want to come into town and pay that much for parking.  | Halswell - Hornby - Riccarton | Female, 18-24, Riccarton Ward |
| Parking.  | Help get the roads fixed quicker and less cones.   | Halswell - Hornby - Riccarton | Female, 50-64, Halswell Ward  |
| Parking.  | I think that they need to put more thought into planning for more parking with the increase of people in town.   | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |
| Parking.  | Volume of parking availability.  | Halswell - Hornby - Riccarton | Male, 50-64, Halswell Ward    |
| Parking.  | Firstly get rid of the roadworks so we can park on the road and they are putting in cycleways and roadworks so you can't park in front of shops.   | Halswell - Hornby - Riccarton | Female, 25-49, Hornby Ward    |

| Things Christchurch City Council Needs to Improve   | Reason   | Community Board               | Demographics                  |
|---|--|-------------------------------|-------------------------------|
| Parking.  | With the shift and everything since the earthquake, different areas, depending on where the businesses have popped up, need it more than others.   | Halswell - Hornby - Riccarton | Female, 25-49, Hornby Ward    |
| Parking.  | More parking spaces in the City Centre. Quite hard to find and expensive to park.  | Halswell - Hornby - Riccarton | Male, 25-49, Riccarton Ward   |
| Parks.  | Maintenance of the parks. Playing equipment, making sure it's regularly checked. Trees, making sure they are well pruned so there is no fire danger.   | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |
| Parks.  | Keep the parks up to scratch.  | Halswell - Hornby - Riccarton | Female, 65+, Riccarton Ward   |
| People come around the park beside us and they spray this purple stuff, don't know what it is called but it has killed a few of our cats and its made Nana very ill and me very ill and made us vomit, its not nice and the smell is very violent and not nice. This is in Hei Hei.   | Trying to find a substitute that will not hurt anyone in the process.  | Halswell - Hornby - Riccarton | Female, 18-24, Hornby Ward    |
| Pollution, their pollution has improved but a lot of issues remain. I hear about the sewerage system, the damage that is done underground. After the earthquakes nobody's fault as it was a natural disaster. The system is very old and from what I have heard the Council doesn't know where it goes as it's a massive system and not a lot of money was spent on it for a number of years. Don't want to be sitting under a cesspit that could collapse under you, it is not good. | At some point you have got to face facts and start fixing things, it is highly expensive I would imagine but feel flash buildings come before. No point having tourists coming in and residents bugging off because they have had enough of terrible conditions and flooding, a lot of people in Christchurch that get the flooding. With the flooding you get the contamination of the sewerage system. | Halswell - Hornby - Riccarton | Female, 50-64, Riccarton Ward |
| Pools and sports facilities.  | Provide more facilities, and keep existing facilities running all the time.  | Halswell - Hornby - Riccarton | Male, 25-49, Hornby Ward      |
| Potholes in the roads - it's very dangerous for me to ride my scooter .   | When they have roadworks, to actually do them properly the first time and responding to requests. There have been a couple of times I've rung up and they haven't actually done anything about it.   | Halswell - Hornby - Riccarton | Male, 25-49, Riccarton Ward   |
| Probably just general maintenance and keeping things tidy in terms of mowing, in terms of the Halswell area.  | Turn up and do it, more manpower, instead of focusing on cycleways - reprioritising where they're putting manpower.  | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |
| Probably roads.   | Sort it out as fast as they can and re-route a little bit better.  | Halswell - Hornby - Riccarton | Male, 25-49, Riccarton Ward   |
| Probably the roads, just sort of the main roads like Riccarton Road, terrible surface, still bumpy and takes so long to fix them. Just the duration it takes to fix them.   | Probably don't take on as many sort of, roads, focus on a few and get them done then move onto more.   | Halswell - Hornby - Riccarton | Male, 18-24, Halswell Ward    |
| Public transport.   | I am kind of hoping Council will be able to reduce the price of bus tickets even slightly. More bus routes.  | Halswell - Hornby - Riccarton | Female, 25-49, Hornby Ward    |
| Pure water.   | Not putting chlorine in the water. Hot issue at the moment, I think it's obvious.  | Halswell - Hornby - Riccarton | Male, 65+, Riccarton Ward     |

| Things Christchurch City Council Needs to Improve                   | Reason  | Community Board               | Demographics                  |
|---|---|-------------------------------|-------------------------------|
| Quality of drinking water.  | They need to get on top of the pollution and it not coming into the fresh water system. Put in wells where they are not subject to nitrogen leeching. We have the best water supply in the country and we are losing it.  | Halswell - Hornby - Riccarton | Male, 65+, Halswell Ward      |
| Rebuild.  | Building consent takes such a long time.  | Halswell - Hornby - Riccarton | Male, 25-49, Halswell Ward    |
| Refuse collection.  | Probably because I compare to other Councils and I think they are doing a poor job.   | Halswell - Hornby - Riccarton | Male, 50-64, Riccarton Ward   |
| Replying to letters.  | Self descriptive, respond to letters.   | Halswell - Hornby - Riccarton | Male, 65+, Riccarton Ward     |
| Roading, poor signage, over-use of bike tracks that no one's using. | Not putting in all the bike tracks and road signage is appalling.   | Halswell - Hornby - Riccarton | Female, 50-64, Riccarton Ward |
| Roading.  | Get these jobs done promptly and done at night. Done quickly so that major intersections are not out of use for months on end.  | Halswell - Hornby - Riccarton | Male, 50-64, Halswell Ward    |
| Roading.  | I think more people on the job and work longer hours.   | Halswell - Hornby - Riccarton | Male, 65+, Halswell Ward      |
| Roading.  | Just the general condition of the roads and the repairs that seem to be repeated over and over again and then collapse. The potholes and the difficulty of getting around the city.   | Halswell - Hornby - Riccarton | Female, 65+, Halswell Ward    |
| Roading.  | Progressive thing, spend more money on it, but they don't have it.  | Halswell - Hornby - Riccarton | Male, 25-49, Halswell Ward    |
| Roading.  | Speed up the repairs.   | Halswell - Hornby - Riccarton | Male, 65+, Halswell Ward      |
| Roading.  |   | Halswell - Hornby - Riccarton | Male, 65+, Halswell Ward      |
| Roading.  | Potholes. Elimination of or fixing of.  | Halswell - Hornby - Riccarton | Male, 25-49, Hornby Ward      |
| Roading.  | They need to be more proactive about fixing troubled roading areas.   | Halswell - Hornby - Riccarton | Male, 25-49, Hornby Ward      |
| Roading.  | I would like to see less road cones in the next 12 months.  | Halswell - Hornby - Riccarton | Male, 65+, Riccarton Ward     |
| Roading.  | That's a hard one. They're under pressure there. They bring in outside contractors. I've been to the red zone, they should concentrate there. In particular New Brighton Road and Riccarton Ave. They will know where I'm talking about, they get complaints about it all the time. | Halswell - Hornby - Riccarton | Male, 65+, Riccarton Ward     |
| Roads and footpaths.  | Be more transparent with what they are doing. Co-ordinate their efforts. Look at the bigger city picture. They make a new footpath then months later they dig it up for new cabling etc.  | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |
| Roads.  | Doing them properly instead of having to have things re-done all the time.  | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |

| Things Christchurch City Council Needs to Improve | Reason   | Community Board               | Demographics                  |
|---|--|-------------------------------|-------------------------------|
| Roads.  | Don't know how they can improve, just do it.   | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |
| Roads.  | Fixing the roads, not letting them sit there then pulling them up every couple of minutes.   | Halswell - Hornby - Riccarton | Female, 65+, Halswell Ward    |
| Roads.  | Improving the quality of the roads in some areas of the city as well as ongoing roadworks.   | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward  |
| Roads.  | Especially in the City Centre.   | Halswell - Hornby - Riccarton | Female, 18-24, Hornby Ward    |
| Roads.  | The roads not being fixed in the next 20 years is not acceptable. The berms are a disgrace. The general roughness of the roads that the Council are not keeping up with due to more traffic and housing as the roads just are not managing the growing population. | Halswell - Hornby - Riccarton | Male, 50-64, Hornby Ward      |
| Roads.  | They should be fixing the old roads. All the footpaths are all up and down. They patch things up and it's all rough. They are not doing their job properly.  | Halswell - Hornby - Riccarton | Female, 65+, Hornby Ward      |
| Roads.  | Doing more inspections more often.   | Halswell - Hornby - Riccarton | Male, 18-24, Riccarton Ward   |
| Roads.  | If you hit a pothole you are possibly going to hit a pedestrian as well. Roads are in an appalling condition.  | Halswell - Hornby - Riccarton | Female, 50-64, Riccarton Ward |
| Roads.  | The Council takes too long to repair a particular strip of road, one day it's open and the next it's closed. There are strips that have taken ages and they're still not repaired.   | Halswell - Hornby - Riccarton | Male, 25-49, Riccarton Ward   |
| Roads.  | Widening the roads in the city, it's ridiculous. The roads are too narrow and actually unsafe.   | Halswell - Hornby - Riccarton | Female, 25-49, Riccarton Ward |
| Roadworks.  | Better management of the road cones, driving to work first thing in the morning they are all over the road.  | Halswell - Hornby - Riccarton | Male, 25-49, Halswell Ward    |
| Roadworks.  | Put more money into road maintenance - fixing potholes; large-scale roads and the length of it takes to complete.  | Halswell - Hornby - Riccarton | Male, 25-49, Hornby Ward      |
| Roadworks.  | Do more.   | Halswell - Hornby - Riccarton | Male, 50-64, Riccarton Ward   |
| Roadworks.  | I think they should have tighter contracts and penalise the roading people that provide an unsatisfactory surface. The road outside my house has been fixed 3 times. The actual gradient isn't satisfactory either.  | Halswell - Hornby - Riccarton | Female, 65+, Riccarton Ward   |
| Roadworks.  | I'm not too sure.  | Halswell - Hornby - Riccarton | Male, 18-24, Riccarton Ward   |
| Rubbish bins.                                     | They should be collecting bins every week especially the recycling bin.  | Halswell - Hornby - Riccarton | Female, 18-24, Halswell Ward  |
| Rubbish.  | I think they need to clean the Riccarton area more, I think there is some rubbish on the roads.  | Halswell - Hornby - Riccarton | Female, 25-49, Riccarton Ward |

| Things Christchurch City Council Needs to Improve                             | Reason   | Community Board                  | Demographics                 |
|---|--|----------------------------------|------------------------------|
| Service centres.  | Well I think they should keep their hands off Denton Park. There is plenty of land around without looking for more land, maybe they should talk to Ngai Tahu.  | Halswell - Hornby<br>- Riccarton | Male, 50-64, Hornby Ward     |
| Sewerage - waste water.   | I don't have sewerage systems connected and I think it should be provided - Old Tai Tapu Road.   | Halswell - Hornby<br>- Riccarton | Male, 50-64, Halswell Ward   |
| Sporting facilities.  | Improving the field quality so the winter sports don't get cancelled. Why have we been stopped from parking on the grass verge when we have been looking after it.   | Halswell - Hornby<br>- Riccarton | Female, 18-24, Halswell Ward |
| Sports stadium.   | To have a 50 metre swimming pool. No Chinese steel.  | Halswell - Hornby<br>- Riccarton | Male, 25-49, Hornby Ward     |
| Subdivision of land.  | It needs to give more information of its rules and regulations in the subdivision of your property before it takes place.  | Halswell - Hornby<br>- Riccarton | Female, 65+, Riccarton Ward  |
| Swimming pools.   | Over our side of town there is nothing. They have upgraded other pools. What about working on the smaller pools like Templeton for example. Especially with the growth out this way. The population growing.   | Halswell - Hornby<br>- Riccarton | Male, 50-64, Hornby Ward     |
| The clean up after the earthquake.  | Get a bit more efficient, there's too much paper pushing. Spending too much money on consultants - they've re built St Asaph Street and then get people down to advise on what's wrong with it. I'd like to see the Cathedral rebuilt but I don't believe it can be. You can't make that safe for people in an earthquake. It's a waste of time and money, it is a pity but that's how it is. With the stadium, It might be sunk a bit, but it's never going to fall down. Renew the lawn or grass, re use it. If it's on a lean so what! It's not going to fall over. | Halswell - Hornby<br>- Riccarton | Male, 65+, Hornby Ward       |
| The communication between the people who can't speak English and the Council. | The Council website could be accessed by people in their own language. The option for multi-language on the website.   | Halswell - Hornby<br>- Riccarton | Female, 18-24, Halswell Ward |
| The construction of the cycleway.   | Maybe put more man hours into it.  | Halswell - Hornby<br>- Riccarton | Male, 18-24, Halswell Ward   |
| The cycle friendly city facilities.   | They need to be improved. There are many discontinued cycle lanes and busy roads without cycle lanes, it's pretty dangerous for cyclists.  | Halswell - Hornby<br>- Riccarton | Male, 25-49, Riccarton Ward  |
| The festivals, so more of them.   | I think they should up the age group for drinking just for festivals. It was just awkward being drunk around young people.   | Halswell - Hornby<br>- Riccarton | Male, 18-24, Halswell Ward   |
| The public transport system.  | The routes are good but the efficiency is a bit variable, it doesn't accommodate for traffic issues and delays. I have to allow an extra hour when using public transport.   | Halswell - Hornby<br>- Riccarton | Male, 18-24, Hornby Ward     |
| The road networks. It's an ongoing job.                                       | I'm not being critical of it but there is an opportunity for the road repairs to be more coordinated.  | Halswell - Hornby<br>- Riccarton | Male, 65+, Riccarton Ward    |

| Things Christchurch City Council Needs to Improve  | Reason  | Community Board               | Demographics                 |
|--|---|-------------------------------|------------------------------|
| The roading system. We do not need all these cycleways. We all respect each other on the roads. They are creating havoc. Bike lanes have created a problem. Millions of dollars wasted.  | They should get back to the basics. Focus on the important things. They get involved in too many.   | Halswell - Hornby - Riccarton | Male, 65+, Halswell Ward     |
| The roading.   | I feel that they're doing the best they can and I guess it's trying to negotiate the central government for more finance to get the roads fixed.  | Halswell - Hornby - Riccarton | Male, 50-64, Hornby Ward     |
| The roading. The potholes in the road after all these years, we are sick of the potholes.  | I know they haven't got the money to pluck it from thin air but the roading is the really important thing.  | Halswell - Hornby - Riccarton | Female, 50-64, Hornby Ward   |
| The roads and routes.  | One more tree on the Halswell Junction Road as it's very strong and windy. Improving on the environment, that will reduce the speed of the wind.  | Halswell - Hornby - Riccarton | Male, 25-49, Halswell Ward   |
| The roads.   | I think they should have a reduced speed limit and there should be more speed bumps because some people travel too fast in residential areas. Some of them go too fast at night so they should have more cameras. | Halswell - Hornby - Riccarton | Male, 25-49, Halswell Ward   |
| The roads.   | Putting more time and resources into it, and not just doing patch up jobs which they will have to re-do in the next couple of months.   | Halswell - Hornby - Riccarton | Female, 25-49, Halswell Ward |
| The roads.   | The roads are still in pretty bad condition and repairs seem to take a long time. The top of Riccarton Road nearer Hagley Park for example.   | Halswell - Hornby - Riccarton | Male, 25-49, Halswell Ward   |
| The roads.   | I don't think they can fix the problem quickly but they are doing the best they can. They don't have the money to fix it. It is not their fault. There are big trucks on the road.                                | Halswell - Hornby - Riccarton | Male, 65+, Hornby Ward       |
| The roads.   | Some of the roads are rough somewhere. Put gravel on the roads and cover small holes.   | Halswell - Hornby - Riccarton | Female, 18-24, Hornby Ward   |
| The roads.   | They should not be building or spending millions of dollars on cycleways when the roads are not being fixed.  | Halswell - Hornby - Riccarton | Male, 65+, Hornby Ward       |
| The state and safety of the roads.   | There doesn't seem to be a lot of rhyme or reason as to why they seem to keep digging up the same roads, by planning they could have done it all at once.   | Halswell - Hornby - Riccarton | Female, 65+, Hornby Ward     |
| The water on the roads. The water is in risk of being contaminated and roads that have surfaced is a waste of money and in general there is a lot of work that needs to be done.   | Get our water out of the risk of being contaminated, stop the bugs from getting in the water rather than adding chlorine.   | Halswell - Hornby - Riccarton | Male, 50-64, Halswell Ward   |
| The water supply.  | Minimise the amount of chlorine and fix the issue asap.   | Halswell - Hornby - Riccarton | Female, 25-49, Hornby Ward   |
| They can keep the rates the way they are and stop spending money on rubbish. We get several potholes in the road and they come along patch it up, the following week as soon as we get a shower of rain the potholes are back again. | It seems the authorities - there doesn't seem to be anyone in charge - when all the boys stand around yapping and they don't do anything about it. They just seem to be like one of the boys.                     | Halswell - Hornby - Riccarton | Male, 65+, Halswell Ward     |

| Things Christchurch City Council Needs to Improve   | Reason   | Community Board               | Demographics                  |
|---|--|-------------------------------|-------------------------------|
| To run the Council in a larger version of what they would run their homes, i.e. if you're living in a \$500,000 house you don't spend a million dollars buying a car.   | Taking a wise approach to spending money. As if it was theirs. For example the Halswell Library at I think \$34 million it cost, it's all angles and the worst designed place for cost effectiveness. In comparison with the Lincoln Library which cost 3 million dollars.   | Halswell - Hornby - Riccarton | Male, 65+, Halswell Ward      |
| Traffic management.   | Hire some experienced engineers or traffic engineers from overseas that know what a big city needs to run more efficiently.  | Halswell - Hornby - Riccarton | Male, 50-64, Hornby Ward      |
| Water - the potential for it not to be there and not give it away. Basically they need to spend money to get that sorted.   | They need to fix the well heads that are potentially exposed to contamination. I agree if they have to chlorinate and that's the way it goes if it needs to be done it needs to be done.   | Halswell - Hornby - Riccarton | Male, 25-49, Hornby Ward      |
| Water service.  | I would like to see them clean up the water without using the fluoride they want to put in the water. We will be very interested to see if they will remove it as stated in a years time.  | Halswell - Hornby - Riccarton | Female, 50-64, Riccarton Ward |
| Water services  | On wet days, come around and clear the blocks from street corner sumps and gutters. They used to do it and now they don't seem to do it anymore.   | Halswell - Hornby - Riccarton | Male, 25-49, Hornby Ward      |
| Water supply, the waterways and storm water system. Walking around the neighbourhood I can see rubbish clogging waterways and if these are blocked it will not prevent any flash flood, heavy rain would flood our street if the waterways are clogged. | I think they should do the rubbish around the storm waterways more frequently, I seldom see those trucks driving around and sucking up the rubbish. It's an eye sore and it creates flash floods when there is heavy rain or a change in weather conditions. If they can do it more frequently it would most likely prevent the situation. | Halswell - Hornby - Riccarton | Male, 50-64, Hornby Ward      |
| Water.  | Try to use less chlorine so it doesn't taste like chlorinated water.   | Halswell - Hornby - Riccarton | Male, 18-24, Halswell Ward    |
| Water.  | Quality. Keeping it non-chlorinated, keeping it natural. Some of the best water in the world.  | Halswell - Hornby - Riccarton | Male, 50-64, Riccarton Ward   |
| Waterway margins.   | Keeping the grass seed issue down.   | Halswell - Hornby - Riccarton | Female, 50-64, Riccarton Ward |
| Waterways.  | Clean them up. Dredging them deeper.   | Halswell - Hornby - Riccarton | Male, 50-64, Hornby Ward      |
| We need another indoor amusement park for children, something like the Dream World one in Auckland and another indoor pool in the Hornby area.  |  | Halswell - Hornby - Riccarton | Female, 65+, Hornby Ward      |
| As long as they keep their communication going with the public and the locals in the area they are doing stuff in.  | If they can ask for useful ideas and opinions to influence the decisions made. Get some more money off Government and keep applying for funding, need a really good marketing funding application person.  | Papanui - Innes               | Female, 50-64, Innes Ward     |
| Availability and communication with the Council.  | Making it easier to contact and get information, and having direct and clear communication available.  | Papanui - Innes               | Female, 25-49, Papanui Ward   |
| Building consents.  | Be more flexible.  | Papanui - Innes               | Male, 50-64, Innes Ward       |

| Things Christchurch City Council Needs to Improve  | Reason   | Community Board | Demographics                |
|--|--|-----------------|-----------------------------|
| Building consents.   | Speed it up and not charge so much.  | Papanui - Innes | Female, 50-64, Innes Ward   |
| Building consents.   | The length of time a building consent is before the Council is completely ludicrous. It is extremely costly. It's poorly managed and inefficient.  | Papanui - Innes | Male, 50-64, Papanui Ward   |
| Building government buildings.   | Build convention centre, the pool.   | Papanui - Innes | Female, 65+, Papanui Ward   |
| Christchurch Cathedral.  | Making decisions fast and implementing them quickly, not delaying for years.   | Papanui - Innes | Male, 50-64, Papanui Ward   |
| Clear weed out of the rivers.  | Clearing the rivers so no more flooding.   | Papanui - Innes | Male, 65+, Papanui Ward     |
| Communication with the public so we actually know what is going on and where our rates are going to.   | Notices - it's really the only way to reach out to people. Maybe get a Facebook page.  | Papanui - Innes | Female, 25-49, Papanui Ward |
| Communication.   | Act in a more business like manner, for instance I have had complaints via emails and their responses are timed 2 o'clock and 4 o'clock in the morning. Do they have somebody working all night? Every time you get a reply from someone it's a different person and they refer to handing the issue over to their contractor, so the bottom line on that is, they are not really giving an answer. Lack of communication because even though we probably know the contractor is City Care you wouldn't really know. | Papanui - Innes | Male, 65+, Papanui Ward     |
| Communication.   | Having the summarised version of key decisions. Elevated speech about what's going on.   | Papanui - Innes | Female, 25-49, Papanui Ward |
| Community facilities, i.e. stadiums, swimming pools and other recreational facilities post-earthquake. | Stop procrastinating and get the job done - they just need to make decisions and get the work done - we've had 7 years of them talking about it and nothing much has happened.   | Papanui - Innes | Male, 50-64, Papanui Ward   |
| Completing the Anchor projects.  | It should make some decisions and fund those projects.   | Papanui - Innes | Male, 50-64, Innes Ward     |
| Consenting and administration.   | Clarity and promptness.  | Papanui - Innes | Male, 25-49, Innes Ward     |
| Council swimming pools.  | I think they should look into providing discounted entry for ratepayers and their dependents. Greater seating capacity for when swim sports are occurring. Adults only pools.  | Papanui - Innes | Male, 25-49, Papanui Ward   |
| Decision making with the public agreement.   | Letting everyone know what is happening around Christchurch with the decision making.  | Papanui - Innes | Male, 18-24, Papanui Ward   |
| Education of the rubbish and recycling bins.   | Improving the availability of information on what can be recycled and what can be dumped. I feel like the information is out there to put into words as too busy.  | Papanui - Innes | Female, 25-49, Innes Ward   |

| Things Christchurch City Council Needs to Improve  | Reason   | Community Board | Demographics                |
|--|--|-----------------|-----------------------------|
| Emailing - the Snap and Send app that they follow up with people who email in with complaints and tell them what the action plan is and if it's rectified.           | Just follow up on it. We had an empty section across the road and it was a fire risk and they didn't do anything about it. There were kids smoking in it and there was a house bus in there and it was just disgusting and the neighbours were dumping their overflow from their green bins in there. I would have used Snap and Send about 3 times and emailed directly the council 4 times since early December last year and nothing was done. What I think would have happened, they would have contacted the property developer and given him the option to clean up the section but I feel that after a period of time the Council should've cleaned it up and billed him. Given him a few weeks to do it and if he hadn't, invoiced him. Raeburn Ave. | Papanui - Innes | Female, 25-49, Papanui Ward |
| Footpath repair.   | They're improving Emmett Street on one side, I hope they do the other. Flooding: sometimes the water pools on Emmett Street and you can slip. It can be quite dangerous. They're working on Emmett Street on the west side but make sure that they do the east side as well. MacFarlane Park: sections both north and south flood for a fair part of the year and school children use this park. It needs to be raised to stop flooding.   | Papanui - Innes | Male, 65+, Innes Ward       |
| Footpaths.   | Making them safer so I can walk down them. I walk a lot and I have fallen twice on bad footpaths.  | Papanui - Innes | Female, 65+, Innes Ward     |
| Footpaths.   | We have a lot of tree roots, my mobility is a little impaired so I would like those parts of the footpaths dealt with.   | Papanui - Innes | Female, 50-64, Innes Ward   |
| Footpaths.   | Well repairing them. I understand there are possible financial constraints but there are safety issues. Particularly referring to where I live, I walk home at night and the uneven path is dangerous.   | Papanui - Innes | Female, 65+, Innes Ward     |
| Footpaths.   | More maintenance and making sure they are flat.  | Papanui - Innes | Male, 18-24, Papanui Ward   |
| Free parking in the centre of town.  | Not charging where they want people to go. Council pools providing more quality school lessons for children.   | Papanui - Innes | Female, 25-49, Papanui Ward |
| General city green spaces.   | It just needs resources to look after those small green spaces in the city. A bit of control over what contractors are doing, and making sure that they are doing what they are contracted to do.  | Papanui - Innes | Male, 50-64, Innes Ward     |
| Get rid of the cycleways full stop. Which isn't likely to happen. That was a huge cost to the ratepayers and not necessarily a good one. It cost 13 million I think. |  | Papanui - Innes | Female, 65+, Innes Ward     |

| Things Christchurch City Council Needs to Improve   | Reason  | Community Board | Demographics                |
|---|---|-----------------|-----------------------------|
| I suppose sporting arenas for the young ones, we are lacking and slow in that area. I'm not out in that area but they say they want more sporting arenas. | Well to make a decision, I think the big sporting arena it's gone back and people want clarification and assurance that it's going to happen.   | Papanui - Innes | Female, 65+, Innes Ward     |
| I would say it's the roading if anything.   | I think a lot of time is going into having to go to numerous meetings - I think they could forward it a lot quicker.  | Papanui - Innes | Female, 65+, Papanui Ward   |
| I would say the road situation with the lights. It's the only problem I'm having signals for right turning.   | Put up the lights for the turning traffic, it's dangerous when you turn and lights change to red and you're stuck in the middle.  | Papanui - Innes | Female, 18-24, Papanui Ward |
| Informing within Christchurch about the work that is going on around the city, not just the city centre.  | Dedicate a part of the website as their to-do lists as when they're about to do it just so Christchurch residents can put in their say.   | Papanui - Innes | Female, 25-49, Innes Ward   |
| Infrastructure maintenance.   | They should start off with finishing the earthquake repairs. Focus on doing the maintenance of systems that the earthquake has shown to be fragile and undermaintained.   | Papanui - Innes | Male, 25-49, Innes Ward     |
| Infrastructure.   | Repeated flooding issues - invest in repairs.   | Papanui - Innes | Female, 25-49, Innes Ward   |
| Inner-city roading.   | Just get on with it. Get it done and finished.  | Papanui - Innes | Male, 50-64, Innes Ward     |
| Listen to the people.   | Consult the community more before making any decisions.   | Papanui - Innes | Female, 65+, Papanui Ward   |
| Maintenance on social housing.  | Doing it in a timely manner and ensuring that contractors are qualified.  | Papanui - Innes | Female, 50-64, Papanui Ward |
| Make it easier to access the government's decision making process.  | Providing more information and getting an easy way to get people's voices heard.  | Papanui - Innes | Male, 25-49, Papanui Ward   |
| More pools.   | Having a nice comfortable place for people to go and swim and relax. Make it free for people under the age of 18 and also the elderly.  | Papanui - Innes | Male, 18-24, Innes Ward     |
| Our water supply - our drinking water.  | I think they should be proactive and should've looked at this problem earlier but they've left it too late and now our water is virtually undrinkable without chlorine being added.   | Papanui - Innes | Male, 50-64, Innes Ward     |
| Parking areas.  | Hard to find parking the CBD. They have widened the walking part for people. Because CBD is for business, many people need to go to the city for business and they need more parking. Instead of prioritise for a 3 meter footpath. | Papanui - Innes | Female, 18-24, Papanui Ward |
| Parking.  | I just think in town there is very limited parking or it's quite expensive.   | Papanui - Innes | Female, 18-24, Papanui Ward |
| Parking.  | They move all the good parking and get free parking for the whole day.  | Papanui - Innes | Male, 18-24, Papanui Ward   |
| Phone waiting list.   | Have more people on the phones at those peak times. I don't want to be told that the phone list is 2 hours long   | Papanui - Innes | Female, 65+, Innes Ward     |
| Possibly roading.   | Finish getting things fixed, which is the tricky bit with the budget and things like that.  | Papanui - Innes | Male, 50-64, Innes Ward     |
| Probably parking.   | The safety after dark and the amount of public parking that is available.   | Papanui - Innes | Female, 18-24, Papanui Ward |

| Things Christchurch City Council Needs to Improve   | Reason  | Community Board | Demographics                |
|---|---|-----------------|-----------------------------|
| Probably roading.   | They should be concentrating on the roads instead of cycleways etc. They seem to have put them down and the roads are still in a terrible state.  | Papanui - Innes | Male, 50-64, Innes Ward     |
| Public transport.   | To improve public transport you have to get the cars off the roads and get people using the public transport - there's no point in building more roads like the corridors coming in from the north and south.   | Papanui - Innes | Male, 50-64, Innes Ward     |
| Responding to communities.  | They need to learn how communities operate. It's not the same as how a bureaucracy operates and they shouldn't expect us to learn their ways and they should try learn ours.  | Papanui - Innes | Female, 50-64, Innes Ward   |
| Road conditions on the main roads, not State Highways, like those main exits out of town like Cranford Street, Bealey Ave and Memorial Ave. | Probably monitoring the state of the roads because these roads are being used by trucks so they deteriorate a lot faster and the rain causes small sinkholes to be created in the roads which get worse - probably monitoring of hotspots where the roads can deteriorate quite fast. | Papanui - Innes | Female, 25-49, Papanui Ward |
| Road maintenance.   | Put more of a priority on repairing roads, and less expense on creating new cycleways.  | Papanui - Innes | Male, 50-64, Papanui Ward   |
| Road repair.  | Fixing potholes.  | Papanui - Innes | Female, 25-49, Papanui Ward |
| Roading issues in regards to flooding. When we have rain we still have areas prone to flooding and the drainage still needs work.           | Limited in money, if areas are prone to flooding there should be more signage placed warning people. Peak hour traffic is becoming more dense and creating delays for people, there is more that can be done.   | Papanui - Innes | Female, 50-64, Papanui Ward |
| Roading.  | Communicate roading priorities to people.   | Papanui - Innes | Male, 25-49, Innes Ward     |
| Roading.  | I think that the Council is doing a very good job in the Central City where I work, but I think more attention needs to be paid to some other high use roads such as Papanui Road and Bealey Avenue.  | Papanui - Innes | Female, 65+, Innes Ward     |
| Roading.  | Instead of patching roads, completely reseal them.  | Papanui - Innes | Male, 50-64, Innes Ward     |
| Roading.  | See a lot more of the road smoothed out. A lot of them need to be resealed.   | Papanui - Innes | Female, 25-49, Innes Ward   |
| Roading.  | I think they need to get on with more maintenance work especially in the suburbs.   | Papanui - Innes | Male, 25-49, Papanui Ward   |
| Roading.  | I would like it to be easy to find out where roadworks are that affect cycling or vehicle routes.   | Papanui - Innes | Male, 50-64, Papanui Ward   |
| Roading.  | Minimise number of times the same road gets ripped up and look at dangerous intersections, before too many fatalities occur.  | Papanui - Innes | Female, 25-49, Papanui Ward |
| Roading.  | Repairing the potholes.   | Papanui - Innes | Male, 50-64, Papanui Ward   |

| Things Christchurch City Council Needs to Improve  | Reason   | Community Board | Demographics                |
|--|--|-----------------|-----------------------------|
| Roading.   | Should be getting some more of the roads back to a decent standards, this isn't even the red zone. A lot of the roads around town are in a really bad state.   | Papanui - Innes | Male, 65+, Papanui Ward     |
| Roads.   | I think they need to start a job and complete it, not start it and leave road cones.   | Papanui - Innes | Female, 25-49, Innes Ward   |
| Roads.   | Make the roads serviceable because of the damage it does to your car.  | Papanui - Innes | Male, 50-64, Innes Ward     |
| Roads.   | They need to fix the roads. They need to make them less pothole and earthquake damaged.  | Papanui - Innes | Female, 25-49, Innes Ward   |
| Rubbish collection service.  | Offer larger green bins at no extra cost.  | Papanui - Innes | Female, 25-49, Papanui Ward |
| Spending.  | They can't keep putting rates up, and expecting the ratepayer to be the cash cow. They need to reign in spending and they need to get their priorities right. Ratepayers expected to pay for the cathedral. Just get on and build the stadium. The costs are already blown out, before they have even started. Getting back to providing basic services such as rubbish bins in parks. It used to be called the Garden City, but it's tatty. | Papanui - Innes | Female, 50-64, Papanui Ward |
| Stopping the flooding of the Heathcote.  | Apparently they are going to start dredging soon. We own a business on the banks of the Heathcote, we have had more flooding in the last 12 months than we have had in the last five years. Have talked to Council on many occasions with no positive replies. The last email we received back was quite rude and dismissive.  | Papanui - Innes | Male, 50-64, Innes Ward     |
| Storm water drains.  | Upgrade them.  | Papanui - Innes | Male, 18-24, Papanui Ward   |
| Taking building consents seriously.  | They need more training or effort. There's a disparity between the consent and what's actually been built.   | Papanui - Innes | Female, 25-49, Innes Ward   |
| The drainage of the storm water, especially when it's raining as it always floods around our area. | Make the drainage free from muck.  | Papanui - Innes | Male, 25-49, Innes Ward     |
| The entire Council.  | Instantly fix the problems. The roads and footpaths are terrible. I am keeping it simple.  | Papanui - Innes | Male, 25-49, Papanui Ward   |
| The footpaths and roads.   | Get them fixed, it's been long enough. They don't think about the damage to people's cars, suspension and everything like that. Just wear and tear on people's vehicles, it must cost them a fortune.  | Papanui - Innes | Male, 50-64, Innes Ward     |
| The footpaths.   | Level them off and lots of potholes and roots of trees coming up through the footpaths.  | Papanui - Innes | Female, 65+, Innes Ward     |
| The kerbside bins.   | Either have the red bins go out every week or get a bigger bin for every fortnight   | Papanui - Innes | Female, 18-24, Innes Ward   |
| The Lantern Festival.  | Making it accessible for everybody and taking it back to Hagley Park and having it run over a longer time period.  | Papanui - Innes | Female, 25-49, Innes Ward   |

| Things Christchurch City Council Needs to Improve   | Reason  | Community Board | Demographics                |
|---|---|-----------------|-----------------------------|
| The roading.  | They should be spending money to get roads into a good condition and not allocate money for other things.   | Papanui - Innes | Female, 65+, Innes Ward     |
| The roading.  | They should stop buying other things that we don't need, spend it on the road, we don't need statues in the river.  | Papanui - Innes | Female, 65+, Innes Ward     |
| The roading.  | Getting the job done quicker, it seems to take forever, they don't seem to be consistent and always digging up again and again in certain areas.  | Papanui - Innes | Female, 50-64, Papanui Ward |
| The roads.  | Do it once, do it right. I think there is a lot of re-work. You will see road works being done and then a couple of weeks later you will see more road works being done in the same place. They should coordinate the different services better so it is just done once.  | Papanui - Innes | Female, 18-24, Innes Ward   |
| The roads.  | I just get sick of them doing one road then dig it up again when other roads haven't even been touched. Get out in the community and do other roads.  | Papanui - Innes | Female, 25-49, Papanui Ward |
| The roads.  | Just getting out there and do what needs doing. Leave the quick repairs and do the job properly instead of doing the job over and over again.   | Papanui - Innes | Female, 18-24, Papanui Ward |
| The roads.  | They should be fixing the potholes.   | Papanui - Innes | Male, 65+, Papanui Ward     |
| The state of roads.   | Probably making them flat. Less potholes.   | Papanui - Innes | Male, 25-49, Innes Ward     |
| The traffic management, especially traffic lights.  | Speeding up phasing between the lights to increase traffic flow. Utilising the green turning light, as a lot of them don't work.  | Papanui - Innes | Male, 25-49, Papanui Ward   |
| The water supply.   | The value of the water is not good, it seems like we need to filter the water before it reaches the house.  | Papanui - Innes | Male, 25-49, Innes Ward     |
| To change what they do in terms of building consents for things like solar energy - they charge too much and it puts people off doing that sort of thing. | Either cut their charges or not get involved at all - especially for solar water heating.   | Papanui - Innes | Male, 50-64, Papanui Ward   |
| To listen to the public about road safety and even safety on the footpaths.   | A lot of the protocols the Council falls back on are irrelevant to people that call up with complaints. Council needs to communicate with the public, and make the public aware why that cycleway portion is not there on Grassmere Street. Not happy with the 700 millimetre footpath near Ngaio Marsh retirement village and this street (Grassmere Street) and noticed the Council could have done a whole lot better. | Papanui - Innes | Male, 65+, Papanui Ward     |
| Traffic flow.   | I think the narrowing of roads in the CBD has been poorly done. It restricts traffic and therefore transit in the CBD.  | Papanui - Innes | Male, 50-64, Innes Ward     |
| Tree pruning.   | Assessing streets with large trees that could be a danger to the public.  | Papanui - Innes | Male, 25-49, Innes Ward     |

| Things Christchurch City Council Needs to Improve | Reason  | Community Board | Demographics              |
|---|---|-----------------|---------------------------|
| Wastewater.                                       | Cleaning up the water, making sure by the time it gets to our taps we don't get ill. Make sure the waste water doesn't run off into our rivers, I wouldn't eat the whitebait from the Avon anymore. | Papanui - Innes | Female, 65+, Papanui Ward |
| Water quality.                                    | Making sure that beaches and rivers are clean. Do not want our water chlorinated, shouldn't have to chlorinate Christchurch water.  | Papanui - Innes | Female, 65+, Innes Ward   |
| Water.  | Improve water quality of our main rivers and streams that feed into those.  | Papanui - Innes | Female, 25-49, Innes Ward |



RESEARCH FIRST

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