



Christchurch City Council 2021 General Service Satisfaction Survey

Verbatim Report | 24 March 2021



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Verbatim Responses



1.1 Reason for Satisfaction/Dissatisfaction with the Performance of Christchurch City Council

Comment	Community Board	Demographics
Council is still using pesticides and is mowing too frequently: nature has no change to develop. Too much money wasted, too many sporting complexes, not enough green areas in the city. Very little EV charging facilities. Too little being recycled, too much goes to the landfills. Council should set an example and change their company cars/mowers into electrical ones, etc. It is ridiculous that new petrol stations are being built in Christchurch, or in New Zealand, for that matter, these should be EV charge stations or, at least, the new petrol stations should be obligated to have some EV chargers.	Banks Peninsula	50-64, Male
Complained about access through Corsair Bay, in the summer when cars are parked on both sides of the road, I talked to a community board member about having dotted yellow lines on the seaward side of the road to restrict parking, allowing for two-way traffic, I might add that was summertime 2019/2020. I also talked to a person working for the council and he said it was in their plans but had to be approved by the community board, my concern is emergency access, as it is only a one-way street when this sort of parking is allowed.	Banks Peninsula	65+, Male
Have asked for 3 different maintenance jobs on a public park precinct. One a hazard likely to cause injury, created by council staff. The requests for a fix began a year ago and are still ongoing. Four different work job numbers for each request during this time. Fobbed off, with job sent to wrong department or the job has been resolved, when in actual fact, no one had even visited the site.	Banks Peninsula	65+, Male
I believe that the fundamental responsibilities and priorities of the Christchurch City Council should be maximising, first grade delivery of essential services, i.e., water, pure and clean, safe to drink, without chlorination, available in plentiful supply. When large volumes of water are allocated and provided at minimal cost to a Chinese company for export, there is something very wrong with the senior management attitude and processes, not only at Christchurch City Council, but also at ECan. Roads and footpaths, from the perspective of living in Diamond Harbour, the roading around the Lyttleton Harbour basin is in a dreadful state. Some parts of Christchurch are no better. Ten years after the major earthquakes, major improvements should have been completed by now. Existing heritage buildings in disrepair, acknowledging that this is a complex subject, with, possibly, some of city buildings being in private ownership, however, key historic buildings, such as the Canterbury Provincial Council buildings, plus the Arts Centre, also, the Old Municipal Chambers building are worthy of fast-track restoration. In summary, the above issues are far more important than the Christchurch City Council getting involved in managing and promoting arts and entertainment and subsidising lavish sports facilities, while neglecting large areas of the central east Christchurch areas.	Banks Peninsula	50-64, Female
I live in an area considered rural, between two places that are considered part of the "town", each day a rubbish truck drives past our gate and each night it returns, yet we do not qualify for rubbish collection. We have our own well, paid for ourselves, yet the council still says that we must pay them a fee in order to maintain the well they have never seen, maintained or even physically sighted. We live within 25 minutes' drive of Christchurch central, yet are outside of all of its facilities and have to pay extra in dump fees, as well as time and money driving 30 minutes, each way, to our local refuse station. But if we try and burn our rubbish, to stop rodents and smell, they fine us, worst thing Banks Peninsula ever did was join Christchurch City Council.	Banks Peninsula	25-49, Male
No decisive answers	Banks Peninsula	65+, Male
Overall, I think the Council are doing a good job, the city is looking better, and parks and gardens are lovely. But contacting the Council is not easy and sometimes numerous calls are made and things, such as a water leak in the road, can go unattended to, despite assurances that repairs will be done. Chlorine added to the water supply is still ongoing.	Banks Peninsula	65+, Female
Poor condition of roads and footpaths. Slow repairs to infrastructure.	Banks Peninsula	65+, Male
They are very reliable and fix things quickly. My only complaint, is the condition that a lot of the roads are in. There is always potholes and bumps and they are rarely ever getting fixed.	Banks Peninsula	18-24, Female

Comment	Community Board	Demographics
This year is a year like no other in recent years. I think the City has shown a fair amount of character and resilience this last year. Hopefully, a sound foundation has been created for our City.	Banks Peninsula	65+, Male
Using chlorine in our water is a disgrace and it was meant to be sorted 12 months ago. The council seems to have money for the sorts of projects that aren't necessary and could be used elsewhere.	Banks Peninsula	65+, Male
Any time I have contacted the council I always get good service and helpful responses to problems I have had; the library services are particularly good. Service centres are also very good at The Palms and the city.	Coastal-Burwood	50-64, Female
Apart from fluoridation, the council services are satisfactory.	Coastal-Burwood	65+, Male
Christchurch cathedral, rate payers should have a choice not to contribute to its redevelopment.	Coastal-Burwood	25-49, Female
Christchurch is a beautiful city and I'm very fortunate to live here. I feel it has taken too long to repair after the earthquakes.	Coastal-Burwood	25-49, Female
Could do more to fix roads in the east of the city, 11 years, post-earthquake. Chlorination of water should have not been necessary if maintenance had been regularly performed.	Coastal-Burwood	50-64, Male
Feel that richer suburbs get treated at a higher profile than poorer suburbs, e.g., Sumner playground looks amazing, but you'll never see the same output in Aranui, as an example. Sad, but a way of society in this day and age.	Coastal-Burwood	25-49, Male
Governance of New Zealand, like most Western democracies, is comprised of two elements: Democracy and Bureaucracy. While Bureaucracy imposes itself on society as superior by being responsible for implementation of legislation, it ignores the fact that Democracy is superior because Bureaucracy only exists at the whim of Democracy. Legally, Democracy may amend or eliminate any section or area of the Bureaucracy if it so wishes. The final decision on any matter should be dependent on the will of the people affected, not members of the Bureaucracy administering legislative authority. That is why it is so important for the people to be at the forefront of discussion on serious matters. Decisions must not be made by cloistered bureaucrats or securely ensconced politicians. Unfortunately, too many decisions on Christchurch affairs are made by self-serving Christchurch councils' bureaucrats, City and Regional, who have never been responsible for generating their own income. They simply bleed their respective ratepayers, and it is past time for them to be made more accountable.	Coastal-Burwood	65+, Male
Have been part of the consultation with Brooklands Redzone and following meetings with the building team to discuss what we could do with our properties here in Brooklands, was very informative.	Coastal-Burwood	50-64, Female
I am neither satisfied nor dissatisfied.	Coastal-Burwood	25-49, Male
I don't think that we know too much what the council do.	Coastal-Burwood	50-64, Female
I feel good.	Coastal-Burwood	25-49, Male
I feel like my voice isn't heard and rarely take the time to make an effort to speak up because my voice is just one of many and probably won't count. I see the steps being taken to make recycling better, but it was very confusing at first, information seemed mixed or late notice and little warning given, for my area.	Coastal-Burwood	25-49, Male

Comment	Community Board	Demographics
I feel the council was notably absent in their communications during COVID. I do not feel that information is always communicated well enough, for example, I didn't even know there were current water restrictions in the city, I don't use Facebook or other social media or get the newspaper. Some other form of communication should be used to advise residents about these things, such as email/text. I think some councillors and their potential conflicts of interest are not serving in the best interests of residents, but in the best interests of themselves. There are many damaged buildings in the city, which need to be addressed urgently, doesn't seem to be a priority of the council. I strongly oppose the fact that I have to pay a levy in my rates to support the Anglican cathedral rebuild. If people choose to support the rebuild, that is fine, but is not something which should be foisted on to every ratepayer. If I had to pay a levy, I would like the choice of which project it should go towards. Taking money, assuming people will be happy about it, is wrong and selfish.	Coastal-Burwood	25-49, Female
I feel they do an overall great job. Too slow on earthquake repairs, especially eastern suburbs.	Coastal-Burwood	50-64, Male
I have asked in the past for our road outside to be fixed, as buses going past shook my house. The Council have done an excellent job fixing and now resurfacing the road.	Coastal-Burwood	50-64, Female
I have used the "satisfied" performance in this instance, however, there are a number of decisions that the Council have made in recent times that have not gone well with the ratepayers, i.e., water to China.	Coastal-Burwood	65+, Male
I have used the Christchurch City Council three times in the last few months and have had good response. Green bin not collected before 6 pm. After phoning council, it was collected later that night. Complained about freedom campers in a no camping area and a chap came and sorted this on same day. Lastly, my water meter box was leaking over footpath, this was sorted out on the same day as I phoned them.	Coastal-Burwood	65+, Female
I haven't really been "keeping tabs" on the council. Overall, the city seems to be run well. The only significant issue I have is the chlorine still in our water supply.	Coastal-Burwood	25-49, Male
I live in New Brighton and I believe that the Eastern suburbs do not get a fair deal. There are still many roads, footpaths and parks that are neglected and still clearly bear the scars of the earthquakes. There are derelict houses and areas that are neglected, which are a fire hazard. Access to the beach is almost impossible to anyone but the young, fit and healthy. I am 68 and in reasonable shape but I have arthritis throughout my body. Gaining access to the beach is a very painful experience, as access ways are not constructed taking consideration of the elderly, disabled, families with babies. There is also a serious issue in the East of people dumping rubbish on the roadside and throughout the red zone. People here say that the council does nothing to chase up the culprits, even if there is identifying mail discarded with all the other trash. The East deserves a better deal. With improved facilities, the East could bring tourist dollars to Christchurch. I only know of one bed and breakfast in New Brighton. I have not seen any motels or hotels or tourist accommodation. We have the hot pools and the Pier and wonderful sea air and views but nowhere for people to stay.	Coastal-Burwood	65+, Female
I needed assistance with dog registration and the man was extremely helpful and supportive. My partner was charged on my card for things, my pre-schooler to pool during school hours and the council person gave me vouchers for 3 people, very kind. I have attended several events, e.g., New Year's Eve. All very well ran. The gardens are beautiful, our city is looking great. I'm proud to be a Cantabrian in Otautahi.	Coastal-Burwood	25-49, Female
I realise that council finances are not wonderful, but I wonder how long we have to put up with poor road surfaces and leaking water pipes. It is disheartening driving past what used to be Porritt Park all the time, and nothing has improved, it is a daily reminder of the earthquakes. Tree suckers on the trunks of council trees are now left to grow, stealing water and nutrients from the main tree. This type of growth on these trees used to be pruned but not since the earthquakes. It is hard to justify the council spending money on expensive sculptures when the issues mentioned above still exist. I recognise that there has been council spending in the east of the city, e.g., hot pools, Aranui Library, etc., but sometimes it is little things, like pruning tree trunks or maintaining the banks of the Avon that make a huge difference to people.	Coastal-Burwood	50-64, Female

Comment	Community Board	Demographics
I recently had an issue with water, and it was dealt with quickly and efficiently. I have also communicated with a council member recently, regarding consent issues, and have been reasonably happy with the timeframe in which the responses were received.	Coastal-Burwood	25-49, Female
I think Christchurch City is a lovely place to live and to visit. My family from England used to love coming for a visit, we have so much to see and do and since the Earthquake we are getting there. I used to live in St Albans and moved in November, went along Cranford Street yesterday and it looks amazing, so much more room for the cars, buses and people, very well designed.	Coastal-Burwood	50-64, Female
I think the Council are doing the best they can with the resources they have.	Coastal-Burwood	25-49, Female
I think there's major issues in council, but I personally don't have any complaints.	Coastal-Burwood	25-49, Female
I used to cycle to work every day from Parklands to the city. I've been hit 3 times, broken nose first time, broken hip the second time and a broken foot the third time. Gave up before I was killed. There are some new cycleways but only in certain directions. Think with e-bikes and scooters we need to make more, in more directions.	Coastal-Burwood	50-64, Male
I'm not invested in council 'comings and goings'. Things seem to look nice, roads are getting better, cycle lanes, nice bush walks. So, yup, sounds like I'm satisfied.	Coastal-Burwood	25-49, Female
In Christchurch you can always see the council working when you are out and about. This may be with the roads being fixed or roads closed off due to damage to a power, and you can always see the council men cleaning the bins in town, changing them and other staff weeding gardens. You can definitely tell Christchurch City Council is keeping up with landscaping and trying to make Christchurch a better and cleaner place, as it always looks immaculate.	Coastal-Burwood	18-24, Female
It appears that New Brighton, as per usual, are the last to have any meaningful work done for it. The bridge, over Pages Road to New Brighton, has been in damage mode since 2010 and it is now 11 years, still waiting for repairs and the mall is a shocker.	Coastal-Burwood	65+, Male
It's had so many ups and downs, as they focus on improvements in certain areas but not in other areas/delay the up taking of certain areas, however someone has to be first and last.	Coastal-Burwood	18-24, Female
Libraries invaluable.	Coastal-Burwood	65+, Male
My basic services provided, rubbish collection, water provision, etc. Contact with council when required, e.g., roaming dogs, bin not emptied. Contact was easy and outcomes sorted well. Ecodrop is great and staff are friendly and helpful. While water supply was consistent and pressure good, the chlorine added for such a long period of time, showed that preventative maintenance was not as good as it should be. While I appreciate the maintenance of the Avon removing the aquatic weeds regularly, I hate how polluted the rivers are throughout our city. We need to do better with rubbish removal and stop other nasties getting in. The wetlands that are being built around new subdivisions and the motorways, etc, are a good start.	Coastal-Burwood	25-49, Male
No real issues.	Coastal-Burwood	50-64, Male
Not being told what is going on, little or no advertising, finding out about meetings when it is too late to arrange to attend.	Coastal-Burwood	65+, Female
Overall satisfied with the Christchurch City Council. Would have had a higher rating but have some negative opinions with the current situation, with recycling, yellow bins.	Coastal-Burwood	18-24, Male
Overall, they do a great job.	Coastal-Burwood	65+, Male

Comment	Community Board	Demographics
Overall, things just happen in the background with no fuss or input needed from me, water, sewerage, roads, rubbish collection, streetlights, etc. There are a couple of things that haven't gone so well: 1. The public toilets next to the BMX track at Bexley Park. The delay in replacing/repairing these is not good enough. It was an inappropriate design in the first place. This is an area without significant housing close by and therefore there are plenty of opportunities to gain access to the area and either steal or damage property without being seen. That was not taken into account in the design phase. The toilets have been locked in months now and replaced with portaloos without hand washing facilities and only sanitizer available. This is not good enough in a pandemic, not to mention the effects of alcohol fumes in an enclosed space heated by the sun. If these portaloos are to remain for the foreseeable future, then better hand hygiene needs to be addressed. If this was on the other side of town, would it be fixed by now? 2. Roding and footpaths on the East. It's not great.	Coastal-Burwood	25-49, Female
Please bring back the KidsFest booklet. I know all the information is online, but the younger children really enjoy the book and planning their activities.	Coastal-Burwood	25-49, Female
Prioritisation continues to be given to affluent areas whilst the east still is not repaired to pre quake standards. New Brighton has no council investment and has so much potential.	Coastal-Burwood	25-49, Female
Quick to fix leaks from town's main supply, however, the overall condition seems to be substandard.	Coastal-Burwood	25-49, Male
Recently moved and changing of address, rates, etc., went very smoothly.	Coastal-Burwood	25-49, Male
Seems, when you see the workforce, they never look like they any interest in what they are doing, that is all parts of Christchurch and suburbs.	Coastal-Burwood	65+, Male
Some of the roads in the eastern suburbs have had their earthquake repairs done to them, but there are many streets that have had nothing done to them. It has been 10 years and we still drive down earthquake-damaged roads. The roads in the wealthier parts of the city and the central city have all been repaired. There are still far too many damage buildings in the central city and too many vacant blocks that Wilsons are using as carparks. These car parks are expensive and poor quality.	Coastal-Burwood	50-64, Female
Some things I've noticed are rubbish where it shouldn't be and, obviously, the work needed from the earthquakes. I also believe the council should be doing more to include the city about decisions about roading.	Coastal-Burwood	25-49, Female
Sometimes they can be good but sometimes they make irrational decisions, and it can be hard to deal with.	Coastal-Burwood	18-24, Female
Taking into consideration the fact the city is still rebuilding its infrastructure, I am satisfied with what the council has been able to achieve, despite the impact of COVID-19.	Coastal-Burwood	50-64, Male
The city looks clean and tidy and the riverbanks and parks.	Coastal-Burwood	50-64, Female
The processes needed to get anything from the council take too long and there are too many middle people and passing on one thing through four or five different people.	Coastal-Burwood	25-49, Male
The roads on the east side are terrible still, never hear from council about anything, carparks are overpriced.	Coastal-Burwood	25-49, Female
They are doing an amazing job keeping Christchurch beautiful.	Coastal-Burwood	25-49, Male
They are doing a good job, some buildings need fixing, no more rates overload!	Coastal-Burwood	65+, Female
They are easy to contact, and they resolve issues fast.	Coastal-Burwood	25-49, Female
They do respond to my requirements.	Coastal-Burwood	65+, Male
They just plod along, taking far too much time to complete any road works. The cycleways are a joke when so much work is needed to be done to the roads.	Coastal-Burwood	65+, Male
They neglect the east side in appearance, roading, footpaths, entrance ways not inviting, they don't spend enough time in the area. Hardly ever see any council work going on in this side of city.	Coastal-Burwood	50-64, Female
They usually do things in a timely manner and are easy to contact. Sometimes it can take a while to see any action.	Coastal-Burwood	50-64, Female

Comment	Community Board	Demographics
They waste money. The parks and gardens are in a poor state, parks are not mowed enough. The council has totally screwed parking in the central city, they have made it very hard to get anywhere in the Central City. The parking is grossly overcharged, the meter people can only be described as parking Nazi's. All consents, etc, take far too long to go through and highly overcharged. The East side of Christchurch is basically ignored (City Mayor came from this side of town). A lot of "show me the money " with the Council. The recycling system is a joke, with all the rules and threat's if you do something wrong. In short, a pack of overpaid, useless bludgers, on the back of good rate payers in Christchurch.	Coastal-Burwood	25-49, Male
Too much waste. Proceeding with projects that the ratepayers don't want.	Coastal-Burwood	25-49, Male
Trust.	Coastal-Burwood	25-49, Male
Very fast to reply to complaints/emails but no action taken.	Coastal-Burwood	25-49, Female
Wanted some form of vehicle speed limit, as the street we live has vehicles travelling in excess of 100kph in a 50km area, this was logged in November 2020, we had contact from the council rep at this time, an email was sent in late Jan 2021 to advise they had no funds for any roading improvement, like speed hump or sign, thing is, why waste my time and theirs, when the person knew there were no funds available. Not exactly clever and a waste of funds.	Coastal-Burwood	50-64, Male
Wasting money on traffic lights, then redesigning, and traffic controls, i.e., no right turn, one ways, no entry. Driving in the city is so frustrating, I don't go there now. Sick of chlorine in the water. It was promised three years ago that it was in for 12 months!	Coastal-Burwood	65+, Male
When I have been in contact with the council, they have been very warm, friendly and keen to sort the problem or give me the information I was after. Great experiences so far.	Coastal-Burwood	25-49, Female
When ringing Council, to assess and repair a sewage issue on our property, the service was polite and very prompt, however, the roading and footpaths in Christchurch still have a lot to be desired, particularly East of the four avenues. Driving down St Asaph Street to the Hospital, particularly when stopped at traffic lights on corner of St Asaph and Antigua Street, the overwhelming stench of faeces/sewage coming from the stormwater grates is overpowering, and still has not been addressed, despite a phone call I made a couple of years ago, notifying the Christchurch City Council about it. The public affordable parking, close to the Hospital, is also another issue that I would have thought would have taken priority to address with the first five years, post-quake, but is still appalling. Otherwise, I think the Christchurch City Council has done a remarkable job since the quakes, but I think they have their priorities a bit askew in some areas, spending millions on the cycleway infrastructure of the central city has taken priority and funding away from basics of road repair and maintenance, and riverbank maintenance in the east of the city and away from adequate parking around the hospital.	Coastal-Burwood	50-64, Female
Where does one start. Tenth, or so, year of asking for service and receiving the opposite. The system is broke. Actually, have no words left to describe with.	Coastal-Burwood	25-49, Male

Comment	Community Board	Demographics
While doing a satisfactory job for most services there are some instances where the council is failing to continue to support community groups, with funding and grants being reduced to a number of community groups in the last 12 months and warnings of further reductions during the next financial year. Some of these community groups depend on these grants to continue operating and they are often the only thing available in the local community. The eastern suburbs are still struggling from the earthquakes and losing, in the case of Dallington, 50% of their population, and most of their community meeting points. Dallington has lost St Paul's School and St Paul's Church and their hall, the hall at Bank's Ave School, and about to lose the school itself, Gayhurst Medical Centre, the chemist shop, social events like the Burwood Fair and St Paul's School fair. Also lost is the nearby Burwood School and the Community Hall that was between Burwood School and the War Memorial, on the corner of Lake Terrace Road and New Brighton Road. Community groups in Burwood, Avondale and Dallington have asked repeatedly for a community centre somewhere in the area and, despite the appearance of initial support from the council, we have been left with a feeling of being ignored. We keep seeing projects in other areas of Christchurch having money splashed around, Hot pools at New Brighton, for example, but nothing appears to come in the direction of Burwood, Avondale of Dallington. Also, a number of "Residential Red Zone" roads are used as...	Coastal-Burwood	50-64, Male
Any contact, via the phone, has been positive, but I would like to know more about decisions made and why.	Fendalton-Waimairi-Harewood	50-64, Female
Any issues we have had have been addressed, although not as quickly as we would have liked. When we had an issue with trees in, the adjoining reserve, it required communication with multiple parties, both within and external to council.	Fendalton-Waimairi-Harewood	65+, Male
Any repair or maintenance is done in a timely fashion, the recycling of rubbish seems a bit pedantic by some, but I think the sorting is being proactive and they are doing a good job.	Fendalton-Waimairi-Harewood	50-64, Female
Call centre operators are always very friendly and ask questions to get as full a picture of the situation as they can. Usually have to follow up but issue gets resolved every time.	Fendalton-Waimairi-Harewood	50-64, Female
Christchurch City Council are doing a good job with 3 waters but needs to be sensible about the need to continue chlorination, where needed, for public safety. Christchurch is not a cycle/pedestrian friendly place. A good start would be to reduce speed limits inside the 4 avenues and on suburban roads to 30kph. Leave arterials at 50kph.	Fendalton-Waimairi-Harewood	50-64, Male
Christchurch City Council have done a great job in matters, like ensuring fresh water, managing stormwater, etc. However, there have been some issues with the wastewater systems here and there. The parks, roads, waters are all looking good. Overall, doing a pretty good job.	Fendalton-Waimairi-Harewood	25-49, Male
Christchurch is being developed with little thought for senior citizens. In a lot of areas, you can't look up to enjoy your surroundings, as it is too easy to trip with the state of many footpaths. Many people should put their phones away and see properly, so as not to expect seniors to get out of their way. Not everyone has bus routes close by. Too many obstacles are allowed to be on the footpath, footpaths are for people on foot!	Fendalton-Waimairi-Harewood	65+, Female
Council organised events have been good. I have called on council services for repair of a leaking water meter/main valve and this was attended to promptly. Not rated as "Very Satisfied" because I would like to see improvements in the range of recyclable material which is accepted.	Fendalton-Waimairi-Harewood	50-64, Male
Dissatisfied with the quality of resurfacing of the roads, as the loose gravel on the suburban concerns pose an absolutely huge safety risk to any two-wheeled motor vehicle following the speed-limits. The roads need to be properly swept or resurfaced to a significantly higher standard, which results in less loose gravel upon the 'completion' of the resurfacing. Please ensure that roads are kept to safe standards for ALL road users and not just cars or trucks.	Fendalton-Waimairi-Harewood	18-24, Female
Do not repair things that they have known about for about 2 years.	Fendalton-Waimairi-Harewood	65+, Female
Do their best in a challenging year. It requires citizens to do work too, like putting out rubbish properly, not dropping litter. Would love more rubbish tins around. On your website you could publish more actively how people could get rid of computer waste more responsibly, e.g., via Molten Media.	Fendalton-Waimairi-Harewood	50-64, Female

Comment	Community Board	Demographics
Frittering away money on non-essential items when there is still so much to attend to in the city, for example, \$10 million to the Cathedral restoration, that's a Church problem, not a Council one. The large overrun of expenditure on the Town Hall restoration, we were assured it would cost no more than \$127.5 million, finished at about \$180 million! Also, the "frank and open" Mayor's reluctance to reveal the final cost. Also, it appears it is the staff running the city, not the council.	Fendalton-Waimairi-Harewood	65+, Male
Frustrated about delays in using the red zone for public use, instead of mowing vast expanses. Hate the part they played in the airport decision to buy land at Tarras.	Fendalton-Waimairi-Harewood	50-64, Female
Generally. things that need to be repaired. There are too many "Dream Projects". I avoid the inner city due to access, parking, etc.	Fendalton-Waimairi-Harewood	65+, Male
Great service.	Fendalton-Waimairi-Harewood	25-49, Male
Had money on a card, to use at the Papanui Swimming Pool, near Pak N Save, and, because the card was not used for time, the money was wiped from the account. I am talking \$30 to \$35. What a total rip off. No notice that the money was going to be wiped, just gone when disabled child and I went to use it. Thieving Council is all I can call them. There was no need to take that money, it was just sitting there, waiting. Disgraceful.	Fendalton-Waimairi-Harewood	50-64, Female
Happy with progress the Council has made over the last 12 months.	Fendalton-Waimairi-Harewood	25-49, Female
Happy with service received when needed.	Fendalton-Waimairi-Harewood	65+,
Have issues with available parking for residents in inner suburban streets. Resident permits should be available and streets, where parking is occurring from 6 am onwards, need more regular kerb gutter cleaning after hours.	Fendalton-Waimairi-Harewood	65+, Male
How are you helping the struggling and lower income citizens? How are you helping to preserve the natural environment?	Fendalton-Waimairi-Harewood	25-49, Female
Huge trees on footpaths, madness.	Fendalton-Waimairi-Harewood	65+, Female
I am satisfied because it is easy to inform oneself about what is going on in Christchurch.	Fendalton-Waimairi-Harewood	18-24, Male
I don't use cars or carparks.	Fendalton-Waimairi-Harewood	25-49, Male
I feel I am not always knowing what the City Council are delivering, in terms of its services, when things are normally running.	Fendalton-Waimairi-Harewood	50-64, Female
I had to deal with Christchurch City Council after they stopped my rate automatic payment because of an error that was not my error, I was unaware of this error for about 8 or 9 months. Their mistake resulted in my having rates appear in arrears and being required to pay the unpaid amount within the current rate quarter or face interest on unpaid amount. After pointing out that the error was not mine and could the Mayors fund pay the amount, thereby avoiding hardship to my family, I was advised the Mayors fund would pay some and I would have to still pay the rest. After some to and froing, it was agreed I could pay the outstanding amount at \$5 per week, to alleviate the hardship to my family. That was better than nothing, however, I was very inconvenienced and more than unhappy at them cancelling my automatic payment with no notification to me at all. So, yeah, that's my story.	Fendalton-Waimairi-Harewood	50-64, Female
I have had few occasions to deal with the Christchurch City Council but on 2 separate occasions I was very impressed by the way the person on the phone answered. I was treated as a person, had my questions answered in a friendly manner and received complete satisfaction.	Fendalton-Waimairi-Harewood	65+, Male
I have not dealt with this City Council.	Fendalton-Waimairi-Harewood	50-64, Male

Comment	Community Board	Demographics
I have noticed that the maintenance of our local footpaths is poor. The Council no longer sprays for weeds, etc., and then wonder why our pavements sustain breakages/openings. It was a total mistake to allow rubbish to be placed in the yellow bin during lockdown, now the Council has issues getting people to use the bins and recycling correctly. Repairing waterways/flooded areas, James Daniels and Mr Mauger did the right thing by acting quickly on repairing things safely and in a timely manner. What sort of joke was it that they were reprimanded, and further action was going to be carried out against them! They at least were listening to the people and doing something about the problem. Overall, I think the level of maintenance in our city has dropped. I used to shop in the city on a regular basis and now find that parking is an issue. I find the parking meter system confusing, okay I am over 65!	Fendalton-Waimairi-Harewood	65+, Female
I have used a wide range of council services. I have had no problems, and this is reflected within the survey results.	Fendalton-Waimairi-Harewood	25-49, Male
I haven't really had any interactions, apart from going to council offices and talking to the planning team about putting a new window in my house. They were friendly and knowledgeable.	Fendalton-Waimairi-Harewood	25-49, Male
I haven't frequented the city much in the last year, due to Covid.	Fendalton-Waimairi-Harewood	50-64, Female
I imagine, that overall, the council members and staff cover a fair bit of Christchurch, going about their daily lives, yet they seem to be oblivious of a lot of problems, like dead or dying trees, potholes, etc, and they rely on the general public to notify them of any problems. We have always had to advise them when the growth on the lower trunk of a tree is so thick that it impedes our sight when leaving the property. I had to advise them when the tree had dead branches, which they removed, leaving an ugly "y" shaped branch structure, many months later I advised that half the remaining tree was dead and requested the trees removal, this was only carried out after a tree tech operator came and inspected the tree and sent a report back to the council. Surely in their travels, the many people paid by the council, including the different off shoots, could be proactive and take a bit of interest in their surroundings. The dead or dying trees are very easy to spot, there are two half dead ones in the short distance between the Avonhead Road end of Greendale Ave and the Merrin shops. Also, there are many overgrowths making walking along the pavements difficult, easy to spot but only sorted if someone reports them. We have a preschool newly built in our street, Greendale Ave, despite the fact that, according to the city plans for residential side streets, the road is totally unsuitable for such a venture, however, because preschools have special exemptions, the use for the section was never notified.	Fendalton-Waimairi-Harewood	65+, Female
I know the Christchurch City Council has contracted out green areas and roading roundabout/traffic islands, etc, to Transit (I think), but the state of these areas are often 'first impressions' to city visitors, tourists from other countries and citizens, especially since Covid level 3-4 has opened up a lot more internal travel, but these are in an appalling state. Even when they are given some maintenance, it's just a quick spraying of weeds, which look just as bad if they were alive or dead from spraying), and less than maybe once every 12 month if that. Also, when planning new plantings where a road is created, e.g., Christchurch's new northern and southern motorways, the plants look great for a few weeks, but a high percentage, in the main, die shortly afterwards for lack of watering and weed removal. It looks terrible for us as rate payers, least of all to visitors to the region. It has taken more than 5 years, yes, I said 5 years, for the missing and dead grasses to be replaced in the Northcote-Belfast middle traffic island, State Highway North, where it is considered to be a main arterial route. Surely the hand over, from the Christchurch City Council to Transit, in the early days off contract commencement, this was given more visual importance. If it was, Transit is very poor in following through. Thanks for the option to express my concerns.	Fendalton-Waimairi-Harewood	65+, Male
I think the Christchurch City Council do an awesome job with the likes of Hagley Park, the upkeep and holding events there, great place for people to gather and they are always clean enough. Parking in town is good but needs to be cheaper. Roads need to keep up with maintenance to ensure everyone is safe while driving, especially rural roads around Lincoln, Rolleston, etc.	Fendalton-Waimairi-Harewood	18-24, Female

Comment	Community Board	Demographics
I think the Christchurch City Council does a good job but there are areas that require improvement, for instance, flooding, i.e., Northwood roundabout during some of the winter months. I also think Christchurch lacks traffic lights with turning arrows. Otherwise, the Council provide wonderful events for Christchurch and the city is only getting better year-by-year, with post-earthquake rebuild, events and art around the city. I especially enjoy the art they have offered, i.e., penguins, giraffes, murals etc. There is so much to do in Christchurch, whether attending an event or out on the bike or on foot and exploring the parks, hills, beaches, walking tracks etc.	Fendalton-Waimairi-Harewood	50-64, Female
I think they have done a great job during the pandemic time, collecting bins and doing other jobs.	Fendalton-Waimairi-Harewood	25-49, Male
I think, in challenging times, I see continued progress to improve Christchurch as a place to live.	Fendalton-Waimairi-Harewood	50-64, Male
I was not advised that maintenance was to be done at the complex, on more than one occasion. Contractors thought they could come when it suited them and gave no notice, i.e., draught excluders, gutter cleaners, etc.	Fendalton-Waimairi-Harewood	65+, Male
I would like to see more information on what is acceptable in the yellow bins. There is a lot of confusion about what can be recycled and what can't.	Fendalton-Waimairi-Harewood	25-49, Female
I'm disgusted, I mean, are you serious? Do you actually believe your sheep propaganda? There are homeless people, but you must be doing something right, by the state of your city. You're dirty.	Fendalton-Waimairi-Harewood	25-49, Male
I'm not sure whether is Christchurch City Council has jurisdiction in our water supply. I would like to know why Christchurch City Council would allow foreign investment to bottle our water, here in Christchurch, and sell them oversea for millions in profits and Kiwis get nothing.	Fendalton-Waimairi-Harewood	25-49, Male
It has come a long way in the last 12 months. New cycleways, footpaths, new north highway.	Fendalton-Waimairi-Harewood	25-49, Female
It is a slow process to complete in the time given, can start to see some improvements, the roads still need upgrading and the footpaths. Still waiting on our stadium for sports and concerts, etc.	Fendalton-Waimairi-Harewood	50-64, Female
It's been a tough time and they are keeping up pretty well with development expectations, etc, now.	Fendalton-Waimairi-Harewood	18-24, Male
I have phoned the Council several times about why the turning arrows, corner Harewood Road and Greers Road lights, are not working during the day, the long queues wanting to make the turn cause frustration. The arrows are there, so why don't they work all day!	Fendalton-Waimairi-Harewood	65+, Female
Maintenance of green spaces needs to be upgraded, mowed more and gardens weeded, especially roadside.	Fendalton-Waimairi-Harewood	50-64, Male
My street got missed one rubbish day and got a very quick reply from the council and it got sorted very quickly.	Fendalton-Waimairi-Harewood	50-64, Female
No consultation with general public. Council views are final, right or wrong.	Fendalton-Waimairi-Harewood	50-64, Male
No vision.	Fendalton-Waimairi-Harewood	65+, Male
Not knowing much from the council.	Fendalton-Waimairi-Harewood	50-64, Female
On the whole, services and facilities managed by the Council are managed well. Given size and scope of Council activities, it is necessarily bureaucratic, but this does mean that individual needs and concerns are sometimes not responded to in a timely and effective manner, this has been my experience in the past with stormwater issues, related to an easement over my property.	Fendalton-Waimairi-Harewood	50-64, Female
Overall, Council and City Care do a reasonably good job and attend to urgent matters in a timely fashion, in most cases.	Fendalton-Waimairi-Harewood	50-64, Male
Really don't want to say, as it upsets me.	Fendalton-Waimairi-Harewood	25-49, Female
Really unhappy and angry about the whole Chinese water bottling situation in Christchurch.	Fendalton-Waimairi-Harewood	18-24, Female
Regular, on-time roadside rubbish collection, libraries well run, water supply clean and never problematic. What I read in the newspaper, Stuff, rates, City Council as efficient and reliable.	Fendalton-Waimairi-Harewood	50-64, Male

Comment	Community Board	Demographics
Responded to my request quickly.	Fendalton-Waimairi-Harewood	25-49, Female
Riccarton Road was a prime example of a roading project delivered well.	Fendalton-Waimairi-Harewood	25-49, Female
Rubbish bins, charging me to downsize bins. Cycleways clogging up roads and making them very confusing, in city, to drive along, avoid going into city now. Making them unsafe. Hello, who is paying the road tax?	Fendalton-Waimairi-Harewood	25-49, Female
Some of the decisions about how Council spends its money is not always reflected by what the public want. Some of the infrastructure around new subdivisions and access to these places mean that walking around the area to shops, is not a safe choice. Spring Grove, for example. We need to protect our natural resources, such as water, and stop spending money on sculptures/features that are going to need expensive upkeep.	Fendalton-Waimairi-Harewood	25-49, Female
Some things have been disappointing. Water profusely leaking from paths, repairing roads, when some need extensive work, are being missed, etc. Painting the buses, a real big waste of money.	Fendalton-Waimairi-Harewood	50-64, Female
St Asaph Street is awful. Parking building prices are good. New building in the city has been good. There is no thought to the practicality for hospitality businesses when decisions are made.	Fendalton-Waimairi-Harewood	18-24, Female
That is what I believe.	Fendalton-Waimairi-Harewood	65+, Male
The Christchurch City Council is obsessed with making Christchurch into a cycle friendly city, a bit like Amsterdam, without having their large and efficient public transportation system options. Whilst having a cycling friendly city seemingly is a positive and healthy standpoint, it seems the council are doing this at the entire expense of car drivers and businesses that rely on passing traffic being able to park outside their businesses. By reducing two lane roads to one lane and getting rid of a lot of on-street parking, in the hope of encouraging more cyclists to use widened cycle lanes, they truly are missing the mark. They don't bother sending out surveys or consensus forms first to ascertain the actual numbers of those using these widened cycle lanes, they just seem to railroad the public with their own personal ideas and decisions. The public backlash has been enormous with these decisions, but empty consultation sessions provided by the Christchurch City Council seem to not be of benefit to the public. Therefore, where is the democracy from Christchurch City Council? Who are those Christchurch City Council workers who are making these sweeping decisions? It's very hard to have a positive attitude towards such a blind and deaf city council.	Fendalton-Waimairi-Harewood	50-64, Female
The Christchurch City Council needs to fix the roads on the east side, ASAP, it's terrible, causes so much damage to my cars.	Fendalton-Waimairi-Harewood	25-49, Female
The City Council has a challenge of keeping up its services, especially in the area of underground pipes, water supplies, etc., after the major setbacks from the earthquakes. This has meant that for access, many roads and footpaths, have tended to remain in poor condition. I appreciate the challenge of working out the priorities, in terms of expenditure. I am pleased to see the recent focus on encouraging people to use public transport and cycles.	Fendalton-Waimairi-Harewood	65+, Male
The Council gets involved in things, that I feel, are not core business and are a waste of money adding unnecessary costs to rates.	Fendalton-Waimairi-Harewood	65+, Male
The council has far too much bureaucracy. Far too much of rate payer's money goes toward council wages and not enough to council core services. I am sick and tired of driving on roads in poor repair or roads with cones. A few years ago, a pedestrian island was replaced on Rossall Street near the Merivale lane intersection. The island was in perfect order prior to it being replaced. I cannot understand why it was replaced, no doubt at great expense to ratepayers, and for what? The new island is identical to the existing, in terms of location and structure. That is an example of council bureaucracy that has to stop.	Fendalton-Waimairi-Harewood	50-64, Male
The council have definitely worked hard to improve the lifestyle in Christchurch, by producing broader events, improving roads and footpaths, encouraging more cycling by building more routes and making Christchurch more accessible. The rates need to be lowered slightly and water restrictions need to be managed carefully to avoid angry citizens in the future. Finally, I love the Hagley Oval lights and believe they are a fantastic addition to Christchurch City, I thank the Christchurch City Council for supporting and helping to get the lights.	Fendalton-Waimairi-Harewood	25-49, Male

Comment	Community Board	Demographics
The council should concern itself with core services for the city. They do not need to be involved in the promotion of any events for the city. The council also does not need to compulsory charge rates on the Cathedral when, at a huge cost, is going to be rebuilt, when it should have been demolished. Pity the Catholics, who received no funding from the rate payers for their Cathedral. I am not religious! The Councils decision to buy land in Tarras, to build an airport, is the most ridiculous idea I have ever heard from a council. They should sell the land and put the funds back into the council coffers to assist in keeping rates at zero increase. Partially sell off assets to release capital to again help in keeping any rates increase to the minimum. Too much money is wasted in offshoots of the council promoting the city when there are no tangible benefits to the rate payers of the city. Ratepayers should be given free access to council owned amenities and tourists and visitors from outside the city should be charged to visit. If the council concentrated on roads, footpaths, waterways, etc., (core activities) then staff numbers would reduce, and huge savings would be gained.	Fendalton-Waimairi-Harewood	65+, Male
The Council very easily forget that they are elected by the people of the city. Some decisions are made behind closed doors, some are made without any proper public consultation, some are made against and contrary to public desire, and some are made to suit minor parts or members of the community, simply to virtue signal. There is never a good time for a rates increase, but especially not since Covid-19, but CCC continue to increase our rates at an unacceptable level and justify it by trying to convince us that it is necessary. CCC needs to up its game with the types of recyclables that it can collect, including lids for plastics etc. and become more proactive with the reuse and repurposing of recyclables, instead of attempting to sell them offshore unprocessed. Christchurch City Council need to actively enforce the overhanging tree rules from both private properties and also their own trees. Christchurch City Council need to install more rubbish bins in the community and stop thinking that everyone will take their rubbish home with them. This includes areas where people walk their dogs other than actual dog parks, i.e. A&P Showgrounds and other local parks.	Fendalton-Waimairi-Harewood	50-64, Male
The cycleways are the worse idea ever. They are ruining the parking spaces all over Christchurch.	Fendalton-Waimairi-Harewood	25-49, Male
The decision to allow extensions at Merivale Mall, with no input from residents. Consenting to allow large blocks of flats in narrow streets, with no thought to look of neighbourhood, traffic, and no parking/garaging. Overuse, to point of obsession, of native plants, when often very untidy and messy, e.g., grasses. Removal of exotic trees and replacing with native. Why can't we have both? State of rivers, think the old drainage board did a better job, more dredging, etc. Use of signage with sudden influx of renaming with Maori names. Why can't both be used, e.g., the central library should have both names on frontages, and the convention centre as well. No reason ever given as to why both aren't displayed. Stupid. Also, there appears to be an agenda in some council department to take away parking, to discourage people from using their cars to go anywhere within the four avenues. Dislike the obvious political group on the council. Should not be national type of political groups, such as the labour and greens. Should work together for city not their own beliefs.	Fendalton-Waimairi-Harewood	65+, Female
The design of central city roads, eliminating car parks for cycleways. Businesses need carparks or they cannot survive. Vast lengths of Riccarton Road are impossible to stop on. Maybe have free parking at weekends to encourage people to central city. Christchurch City Council needs to be tougher on earthquake repairs being actioned in central city, Christchurch City Council allowing major projects in areas without public notification. The Hawthorne dementia rest home complex, for example, over 500 people using services. Can the old infrastructure cope, certainly the water pressure to houses has dropped?	Fendalton-Waimairi-Harewood	65+, Male
The people doing the actual rubbish service are consistent and timely.	Fendalton-Waimairi-Harewood	50-64, Female
The problems with cycleways, which are hardly used, removing vehicle parking and reducing the width of roads, making then unsafe for motorised parking. The poor state of roads and footpaths. The unkept areas everywhere.	Fendalton-Waimairi-Harewood	50-64, Male
The rates are going up more than affordability. Council has many grandiose projects, such as cycleways, bus lanes, which are expensive and used by a small minority.	Fendalton-Waimairi-Harewood	50-64, Male

Comment	Community Board	Demographics
The road changes are absurd. There are far too many speed zones and why are there are so many 40km zones popping up. The 30km zones in the central city should be changed to 40km. The cycle lanes have taken precedence over car parking in front of stores and then there are time limit signs for the few parking spaces remaining.	Fendalton-Waimairi-Harewood	25-49, Male
The role of Council is to responsibly use our rate income to supply services and maintain the likes of council roads and facilities. I get incredibly frustrated when I see overspending on beautification in some areas, when other areas completely miss out, for example, why do we choose to cobble and pave footpaths in some areas, at great cost, when asphalt is quick and cheap, 1 Tonne will cover 16m2! A focus on generating income through better community housing for the likes of the elderly would be well spent money that would also free up other housing better used for families. A really good place to start would be to look internally at the extreme salaries being paid to employees. The public ends up with a perception that council simply is just not working in the publics best interest.	Fendalton-Waimairi-Harewood	50-64, Male
The state of footpaths, post-earthquakes, is a disgrace. The lack of maintenance on berms is a terrible reflection on the City. The example, which relates to my area, is the walk/cycleway extending from Rutland Street to Grassmere Street. The grass verge remains untended for months at a time. The planted areas, at intersections, are poorly maintained. Street names are often missing or misplaced. Contractors' road signs remain long after work is completed.	Fendalton-Waimairi-Harewood	65+, Male
The water issue and the use of chemicals was only meant to be for a very short time, more than a year has passed and chemicals are still being added.	Fendalton-Waimairi-Harewood	50-64, Female
There has been a lot more upkeep of the waterways and their banks. The new streets in town are starting to look really good, now a lot of roadworks are finished.	Fendalton-Waimairi-Harewood	25-49, Female
There is such a mixture of things they do great and other things they do poorly, so my answer is in between.	Fendalton-Waimairi-Harewood	25-49, Female
They don't care about the thought of the ratepayers, any decision they make is premade. They have the attitude we know best; we are right, and your view does not matter.	Fendalton-Waimairi-Harewood	65+, Male
They have done lots for the city and put a lot of hard work and time into everyone.	Fendalton-Waimairi-Harewood	18-24, Female
They have done their job. C, pass.	Fendalton-Waimairi-Harewood	50-64, Female
They keep putting "tree bays" into residential streets, which makes it impossible to pass a car coming the other way. The footpaths are in a terrible condition, with tree roots breaking the surface and overhanging tree branches hit you in the face.	Fendalton-Waimairi-Harewood	65+, Male
They've got away from their core function and overspend.	Fendalton-Waimairi-Harewood	25-49, Male
Though the council do an average to good job of most things, feel ratepayer's money should be channelled into more infrastructure that brings better living and user-friendly conditions for them, e.g., not at all happy with money going to the new airport down south, cutting outgrowth for the city, how is that helping growth in the city, jobs, income, etc., etc.	Fendalton-Waimairi-Harewood	65+, Female
Too many cycle lanes that are narrowing down the road space. If parking on Main North Road or on Sawyers Arms Road, and shopping at Coupland's, one has to now look both ways for cyclists before you can access the footpath. Also, cars are parking too close to driveway entrances and exits. Last week, after exiting from the Chemist Warehouse in Langdons Road, I almost hit a cyclist riding on the footpath, who should have been on the cycleway, which was only one metre, away as symbolised on the road.	Fendalton-Waimairi-Harewood	65+, Male
Too much finance has been put into anchor projects, such as the new stadium, convention centre, rather than basics, such as footpaths, roads and water. Great to see the work done on improving libraries and resource centres.	Fendalton-Waimairi-Harewood	65+, Male
Use of private contractors to perform tasks, which should be better inspected before being signed off, e.g., water pipes in Avonhead.	Fendalton-Waimairi-Harewood	65+, Male

Comment	Community Board	Demographics
Very difficult to deal with, no compassion. Not interested in helping, not doing what they promise to do, only interested in getting as much money as possible. I would not mind if the money was used sensibly, the money is wasted on over run projects and not needed repairs. Some roads still haven't been fixed since the quake, while others have been done 3 times over. I will not even start on water fiasco, opening a water bottling plant and at the same time telling us to preserve water, enough said. The services, like noise control, are next to useless. Not willing to help, especially during lockdown. I was once told to go to police if I have an issue with my neighbours playing loud music.	Fendalton-Waimairi-Harewood	50-64, Female
Very dissatisfied. It is almost impossible to speak to people in the City Council for our concerns. The Council almost have close door public relation, City Council does not have a welcoming relation with the public. Astonishing is the amount of people working for the City Council. At the times when people suffering from the Earthquake and Covid-19, the Committee of the City Council is rising their wages, when everybody else is suffering. Very slow rebuilding the city when the rates rise in an astronomic way! Residents, of the better areas of Christchurch, after retirement, it's hard to afford to meet the rights demands. Overall, the Council distance their selves from the population of the city. Thank you.	Fendalton-Waimairi-Harewood	50-64, Female
We are still catching up on work after the Earthquake!	Fendalton-Waimairi-Harewood	65+, Male
Yellow bin, although recycling is important, it is very hard to make sure everything is 100%, especially for people who can't comprehend it all. Big households are also a problem with excess rubbish.	Fendalton-Waimairi-Harewood	25-49, Female
You spent too much money on pedestrian cameras! Just put it into simple push button and stop buying those FLIR cameras, they are worthless!	Fendalton-Waimairi-Harewood	25-49, Male
All good, no issues.	Halswell-Hornby-Riccarton	25-49, Male
All things seem to go ok.	Halswell-Hornby-Riccarton	65+, Male
Always listens and acts on information gathered.	Halswell-Hornby-Riccarton	65+, Male
CEO, Council and management are doing an extremely poor job and getting overpaid and underperforming. These jokers need to be fired and get new blood, provided these new blood are paid minimum wage, like the rest of their rank and files.	Halswell-Hornby-Riccarton	25-49, Male
Christchurch City Council has done so well to maintain the city and keep it safe.	Halswell-Hornby-Riccarton	25-49, Male
Contacting them, re: bin collection/repair, was easy and they responded in a timely matter. The facts the Amyes and Shands Road intersection is a lake, every decent rain, for years, is a bit ridiculous.	Halswell-Hornby-Riccarton	18-24, Female
Council is generally responsive to complaints, etc.	Halswell-Hornby-Riccarton	65+, Male
Council sucks.	Halswell-Hornby-Riccarton	50-64, Female
Dealing with council on issues, like consents, is fraught with complexity and obstructions. It is always hard to get a clear answer and it depends on who you talk to, really. So, it is luck of the draw. Roads are terrible and in bad shape, how much longer do we have to wait? Other aspects of council are reasonable, but it beggar's belief how they justify increasing rates when they don't provide adequate services in their core business. I own several properties in Christchurch City Council district and pay a lot of rates, I just can't see the value in the payments.	Halswell-Hornby-Riccarton	50-64, Male
Disgusted to see buildings in Christchurch that still need to be repaired or demolished after the earthquakes. It's been 10 years, and this should have been done by now. I have a sick child and going in the car makes her pain worse, we have noticed how rough Christchurch roads are.	Halswell-Hornby-Riccarton	25-49, Female
Don't think with the existing budget much else can be done.	Halswell-Hornby-Riccarton	25-49, Male
Easy to deal with when I have had to pop in or call, to pay a fine or rates.	Halswell-Hornby-Riccarton	25-49, Male

Comment	Community Board	Demographics
Generally, they do a great job, however, they tend to show little regard to controlling their spending, far too many big salaried council staff.	Halswell-Hornby-Riccarton	50-64, Male
Generally, they deliver their services very well, however, the problem with them is they have an insatiable need to spend money, money that is not theirs. Far too many staff doing make believe jobs on ridiculously high salaries.	Halswell-Hornby-Riccarton	50-64, Male
Given the level of rates paid, the cost of council services is prohibitive.	Halswell-Hornby-Riccarton	50-64, Male
Green bins should be upgraded to full size, as per yellow bin.	Halswell-Hornby-Riccarton	65+, Male
Green spaces are a complete mess, grass unmown for months, dog poo everywhere, because there are no bins available for those too lazy to pick up after their dog.	Halswell-Hornby-Riccarton	50-64, Female
Happy with council performance.	Halswell-Hornby-Riccarton	65+, Male
Haven't had to really deal with the council in the last 12 months, but previously they have been helpful.	Halswell-Hornby-Riccarton	25-49, Female
Haven't noticed anything, which immediately makes me question capability of council.	Halswell-Hornby-Riccarton	18-24, Male
I am satisfied because the ones who actually do the work of cleaning, pruning, cutting back, planting and maintaining are excellent, my concern is that some of the people who do the planning of any service being activated in Christchurch, is a long way below Wellington, Auckland, Hamilton, Dunedin and Ashburton. This could be improved markedly and there are very few excellent workers who have the knowledge to know what each variety of plant requires, in specific, handling, Christchurch is a Garden City, but there is very little choice of colours and variations of flowers, their height in appropriate areas, and the fact that they spread too much, and the biggie, of my version of this city being called a Garden City, is that true and appropriate care for the varieties are occasionally not suited to the areas in which they have been planted, and lack of pruning and cutting back.	Halswell-Hornby-Riccarton	65+, Female
I am satisfied with the services supplied, like website, Newsline, access to information, etc. I am very dissatisfied with: 1. The consultation process, the feeling is that, providing feedback on proposals is a waste of time, as nothing material changes in the proposal. 2. Priority of projects, e.g., building cycle lanes before fixing roads and proper infrastructure. 3. Overspending on projects, e.g., Victoria Street is very nice but was it really necessary to spend so much on it when the condition of other roads, like St Asaph Street, post its remodel, is so bad. 4. Policy, such as what has been done with St Asaph and Durham, that creates a city that people don't want to travel into and forces them to go elsewhere.	Halswell-Hornby-Riccarton	50-64, Male
I am very lucky to be in Christchurch, as it is the most convenient place to live, and everything is maintained well.	Halswell-Hornby-Riccarton	25-49, Male
I believe the council should prioritize demolishing those buildings that are not going to be used after the earthquake.	Halswell-Hornby-Riccarton	25-49, Male
I chose satisfied, as they are trying their best to keep us safe and repair damages.	Halswell-Hornby-Riccarton	18-24, Male
I chose very satisfied because of their hard work and commitment to make Christchurch a better and safer place.	Halswell-Hornby-Riccarton	18-24, Male
I feel such a high importance has been put in so many cycle lanes when some of our roads and footpaths need maintenance urgently. We were promised that the chlorine would be removed from the water, we used to have such beautiful water to drink and, although I can now take a shower without coming out smelling of chlorine, it still has a horrible taste from the tap.	Halswell-Hornby-Riccarton	65+, Female

Comment	Community Board	Demographics
I feel that many of my needs are met. I would prefer that roads and footpaths were in better condition in many areas outside the red zone residential area, especially on the east side of the city. I would like to see footpaths that are smoother, so that elderly and wheelchair users feel safe at intersections where the footpath meets the road. I would prefer that Christchurch's water was no longer chlorinated, and residents could be empowered to actively disagree with, what I believe is now a central government directive, for chlorination, if that would help the council regain control over drinking water in Christchurch. I would like the council to spend more money to eliminate the unpleasant smells in the Bromley area, including rapid covering of the full composting operation, it is done overseas, as I have visited a UK composting plant in a professional capacity; the Meadow Mushrooms buildings are no longer an issue.	Halswell-Hornby-Riccarton	25-49, Female
I feel that the council is trying to make an effort, to make sure there are things around for the residents to use and for everything to run smoothly.	Halswell-Hornby-Riccarton	25-49, Female
I have had good service from individual people working in council run facilities, however, I also work near a council facility that was leaking water and took several weeks for the council to fix it.	Halswell-Hornby-Riccarton	25-49, Female
I have had issues with my bins not being emptied correctly, I had to call the council and they did remedy within 48 hours, that was appreciated.	Halswell-Hornby-Riccarton	25-49, Male
I have had to call a few times and they were easy to speak to. It was very easy to get bins for new house.	Halswell-Hornby-Riccarton	25-49, Female
I have not had to contact the Council regarding the above questions.	Halswell-Hornby-Riccarton	65+, Female
I haven't had many dealings with the council.	Halswell-Hornby-Riccarton	18-24, Female
I haven't really had to deal with the council one on one recently, so feel I cannot answer properly.	Halswell-Hornby-Riccarton	25-49, Female
I just feel that way.	Halswell-Hornby-Riccarton	18-24, Female
I love Christchurch.	Halswell-Hornby-Riccarton	25-49, Female
I think there is too much money and resources allocated to cycleways and the limits imposed on roads, for motorised vehicles, has been compromised with the narrowing of streets.	Halswell-Hornby-Riccarton	65+, Male
I think too much money is wasted on cycleways, etc, when the roads and footpaths are still in bad shape!	Halswell-Hornby-Riccarton	25-49, Female
I'm very dissatisfied with the roadside collection because our bins are not emptied properly, they are left half full. They just lift the bins up then put them down again. If they could move the arm to shake the contents out, that would be better. Hate the areas made for cyclists, you are driving down a straight road and then you have to move to the right, it's ridiculous, as there is no one using the cyclist lanes. The lights at Antigua Street and Moorhouse Ave is all wrong, if you want to go straight ahead, sitting behind someone who wants to turn left, pedestrian crosses Moorhouse Ave, so on red arrow, you can't move, then the lights turn red, still can't move. This can happen a few times, that you are sitting there for a few light changes, just for the sake of two people crossing Moorhouse Ave. Very bad design.	Halswell-Hornby-Riccarton	50-64, Female
It hasn't changed Christchurch that much. Still a lot of empty spaces and roads are still damaged.	Halswell-Hornby-Riccarton	25-49, Male
It is so difficult to navigate the central city, we rarely go in now. We used to visit multiple times a week, but now it's a handful of times a year. Driving is so much more difficult than it used to be, even though there's less traffic. We don't use public transport because we have to change buses 2-3 times which, when waiting time is included, can take 90+ minutes to get into the central city, whereas it used to take around 30 minutes.	Halswell-Hornby-Riccarton	50-64, Male
It's been a tough year for everyone, been hard to perform.	Halswell-Hornby-Riccarton	25-49, Male
It's doing an ok job.	Halswell-Hornby-Riccarton	25-49, Female
Kid's fest is good for children and going exploring other stuff.	Halswell-Hornby-Riccarton	18-24, Female

Comment	Community Board	Demographics
Mainly, I don't see major problems. Most services run regularly and reliably. No news is good news.	Halswell-Hornby-Riccarton	50-64, Female
More parking areas are needed. The cost of parking is dear.	Halswell-Hornby-Riccarton	25-49, Female
More parking buildings need to be closer to the hospital. I resent having to pay for parking with my credit card and be charged a surcharge. No other way to pay on some meters.	Halswell-Hornby-Riccarton	65+, Female
Most things seem to tick along by themselves without too much of a hassle, there is room for improvement but, overall, things are good.	Halswell-Hornby-Riccarton	25-49, Female
My green rubbish bin went missing on rubbish day, I rang the council to report it missing, just before 5 pm when I got home from work, and it was replaced before 7 am the next day.	Halswell-Hornby-Riccarton	25-49, Female
Never had issues.	Halswell-Hornby-Riccarton	25-49, Female
No notifications of re-zoning of local land to residential use, nor any notification of building on said land, including timeframes of work, when it will start, finish, etc, type of buildings and layout, plans.	Halswell-Hornby-Riccarton	50-64, Male
On 15/10/2019, a request (REF 169186) was to be assessed or resolved by 17/10/2019. The offending piece of broken concrete has caused two more people to trip and fall, that I know of, therefore, the problem has not been resolved. This, I feel, is a dangerous hazard.	Halswell-Hornby-Riccarton	65+, Male
Only just today, I was trying to get through to the council to make a booking for a swimming pool hire, went on the website and couldn't find what I wanted, so rung the council, 10 minutes waiting for someone, and no one answered. I presume they are busy, maybe me, usually have no problems logging into a website but not today.	Halswell-Hornby-Riccarton	50-64, Female
Our rates are far too much for the services we get. The council is always looking at ways to increase rates. They have introduced an inspection fee on pool fencing, my fence has always been by the law, but we build Margaret Mahy Kids playground, by a river, with no boundary fence, it doesn't make sense. The council wants to increase rates by water charges, what about sewerage charges? I use my one toilet for one thing, maybe two things, but others have 4 or 5 or more toilets, also sink incinerators, which needlessly floods our sewerage systems. Charge them extra too, but that won't happen, as they live in Fendalton, etc.	Halswell-Hornby-Riccarton	65+, Male
Overpaid, underperforming CEO and councillor and all the management team, wasting my ratepayer money. All perks and benefit of CEO council and all management team need to be removed, effectively immediately! If not fire the lot of them jokers!	Halswell-Hornby-Riccarton	50-64, Female
Parking sucks.	Halswell-Hornby-Riccarton	25-49, Male
Parks and green spaces well maintained, roading around town is getting better, less flooding in flood prone areas, rubbish collection great.	Halswell-Hornby-Riccarton	50-64, Male
Parks look well maintained, good response to requests to repair leaking water meters.	Halswell-Hornby-Riccarton	25-49, Female
Pretty good, wish they put more attention to the statues and monuments around the city, have seen graffiti on them.	Halswell-Hornby-Riccarton	18-24, Male
Rates are too high. Too many regulations in regard to swimming pool fencing.	Halswell-Hornby-Riccarton	50-64, Female
Rubbish collection is great. Hagley Park is beautiful, and the parking is a godsend, especially for repeated hospital visits and treatments.	Halswell-Hornby-Riccarton	50-64, Female
Service can be erratic at times.	Halswell-Hornby-Riccarton	65+, Male
Sometimes receive information about the workings of the city infrastructure in the free newspaper that is delivered and in magazines, such as Metropol, can have festivals or anything like that coming up in future and there is usually a way of putting forward a response, writing in for people to have their say, etc.	Halswell-Hornby-Riccarton	25-49, Female
Spending ratepayer's money on nonessential work.	Halswell-Hornby-Riccarton	50-64, Female

Comment	Community Board	Demographics
Takes too long to fix things, lots of paths have tree roots sticking up. Cycleways are great, but once in the main CBD it doesn't matter what route you take, it is dangerous. They never seem to quite safely link up. Crucial sections, even out of the city, are often missing and stay that way for years. The green wheelie bin is too small for us. We should be given a bigger one for free.	Halswell-Hornby-Riccarton	65+, Male
The council has let the city, as a whole, deteriorate. The City Centre, with its earthquake damaged buildings, is disgusting. There is no parking for staff at the public hospital, the Council have taken away all the carparking. The way the lights operate in town is set up for cyclists and pedestrians, not for cars. You are sitting at lights in your cars and the lights are on for cyclists, etc., but there is no one using them, you're sitting in your car waiting for nothing, no wonder there is road rage. The Council have destroyed Christchurch.	Halswell-Hornby-Riccarton	50-64, Female
The council is controlled to much by the Labour Party.	Halswell-Hornby-Riccarton	65+, Male
The council is generally great, in all aspects of their services. Clean waterways, parks and green spaces are important to me and the council has a great upkeep of these spaces.	Halswell-Hornby-Riccarton	25-49, Female
The Council needs to concentrate on its core roles, instead of what might be nice to have. I would do without any event or sculpture for the sake of a rate reduction and water that did not need chlorination.	Halswell-Hornby-Riccarton	50-64, Female
The council thinks that putting cycle lanes everywhere they can and using all that money, whereas there are roads that are still appalling following the earthquakes! The waterways are terrible. Take a look around parts of the Avon River, especially Wainoni area.	Halswell-Hornby-Riccarton	50-64, Female
The man I spoke to was informative and prompt in dealing with the matter. I was pleased with his professionalism.	Halswell-Hornby-Riccarton	18-24, Female
The services and places I have used all functioned as expected.	Halswell-Hornby-Riccarton	65+, Male
The Snap Send Solve app is useful for reporting. Water leaks have been taking a long time to be fixed. Too many large birds are making a mess in some parks.	Halswell-Hornby-Riccarton	25-49, Male
The street I live is always messy, students leave old furniture on the roads, council takes forever to clean. The council don't do anything about their overgrown berms.	Halswell-Hornby-Riccarton	25-49, Female
They do a good job.	Halswell-Hornby-Riccarton	65+, Male
They have given great information and opportunities for the general public and have done a lot regarding the quality and upkeep of the waterways and green land throughout Christchurch.	Halswell-Hornby-Riccarton	18-24, Male
They increase rates each year. The Mayor wastes money on bringing in people to help her do her job. The Mayors sells Christchurch water to the Chinese. Christchurch City Council staff spend most of their time on Trade Me and other websites. My partner used to do window cleaning and abseil the building and saw many stuff on Trade Me and other non-work websites. It upsets me that Roundup is continuously used in parks, even though it is carcinogenic. It's sprayed near playgrounds and I can smell it. Why is the public not consulted in what is happening in red zone? Let it return to swamp land and stop spending millions of dollars on sculptures. Why does the bus exchange not work properly? Buses can't manoeuvre in it. Why is the layout like that if the city so munted? Why are there humongous cycle lanes in Rutland St that no one uses? Stop wasting rate payer's money on pay increases for staff, get rid of terrible Mayor. She does not smile at the workers, like Bob Parker did, say hello, for Christ's sake.	Halswell-Hornby-Riccarton	25-49, Female
They keep the city tidy.	Halswell-Hornby-Riccarton	25-49, Female
They need to do a lot of work.	Halswell-Hornby-Riccarton	65+, Female

Comment	Community Board	Demographics
This is not a rating of elected Councillors but of Council staff in the Council building. We seem to be going fast back to the days of secrecy and backroom deals, of the days before the current COO. It seems the staff don't listen to the information given to them either, because they are too up themselves to admit, they are maybe too lazy to do a proper investigation, or they got something wrong or deals or paybacks beyond the council environment. Even legal requests for information are attempted to be blocked. Information to sitting Councillors is often wrong or intentionally misleading. I know nothing will come from my comments, as they will never see the light of day where it will do any good.	Halswell-Hornby-Riccarton	65+, Male
Timely repairs after reporting.	Halswell-Hornby-Riccarton	50-64, Male
Too many greens types, poor governance by elected representatives, too much party block voting, not what is best for the city.	Halswell-Hornby-Riccarton	65+, Male
Too much residential expansion, with little improvement to easing roading congestion. No improvements to retail centres to cater for increased population. So many closed or one-way roads to cater for new residential developments. I feel the council are allowing our area to expand too quickly, without catering for the increased population, with new road access and amenities.	Halswell-Hornby-Riccarton	25-49, Male
We have a council? More like a hall of muppets, arguing about their salaries, unless they're off overseas to research how much they should be paid. The only thing I have to show for my \$2500+ rates per year, are red stickers or Emily stickers on my yellow bin.	Halswell-Hornby-Riccarton	25-49, Female
We must all appreciate that Christchurch is still recovering from the earthquake, and although much has been done or is underway, it seems to be taking a long time. I live in a Council flat, and the Council has handed the administration over to the Otautahi Trust, which has been a very successful move. The help and service under the Trust has been a very good change. Parking has always been a problem in this area, with many properties without garages or off-street parking, and the increase of industry in the area has worsened the situation with narrow streets, allowing parking on both sides.	Halswell-Hornby-Riccarton	65+, Female
We need to recycle more, parks need to be mowed more frequently, I've seen some that are too long. Turn the lights off and stop wasting power inside council buildings at night, when they are not in use, an example of this is the Halswell library. I understand some, for security issues, but the interior is lit up.	Halswell-Hornby-Riccarton	25-49, Male
We seem to have a very evenly run council. No vitriol, etc. The mayor is doing a good job.	Halswell-Hornby-Riccarton	65+, Male
While the central city parks/green spaces are quite nice, the surrounding suburbs are very hit and miss. Walking is not great around other areas as well Hornby, for example, is very walkable, but boring, little greenery and the parks around seem to just be focused on being sports grounds.	Halswell-Hornby-Riccarton	25-49, Male
Actually, I am impressed by their work.	Linwood-Central-Heathcote	25-49, Male
Always complaining there is no money to do the job required.	Linwood-Central-Heathcote	50-64, Male
Always on time.	Linwood-Central-Heathcote	25-49, Male
Avonside Drive does not drain into the Avon River, between Stanmore Road and Fitzgerald Avenue. The rainwater pools and is dissipated by traffic. The earthquake was 9 years and 11 months ago, and it still doesn't drain. Chip sealing has 2 methods of application, it seems. The cheap way is to throw the tar down, then the chip seal, and open the road swiftly, Chapter Street and parts of Linwood Ave. The better way is how they did Linwood Ave, between Hargood Street and Dyers Road, where they swept the chip around, before opening the road. Don't blame the workers, they are doing what the shiny hi-vis tell them to do, but it seems the workers get the blame from an ill-informed public.	Linwood-Central-Heathcote	50-64, Male
Being screwed over by the OCHT with their development on Gowerton Place, the lack of consultation, the secrecy of the plans and lack of transparency in the consenting process. The total lack of regard for existing residents, with massive developments being dumped on neighbourhoods, destroying their character & lifestyle values. Lack of avenues for redress or input. Council complicity in these developments.	Linwood-Central-Heathcote	50-64, Gender Diverse

Comment	Community Board	Demographics
Christchurch is very well maintained. We can see the city grow month after month and the city centre is buzzing but still on a very chill way. The gardens are gorgeous and the roads very clean, it is a very nice little city and I believe it is very well managed. The river is very nice too and very relaxing to walk along, no bad smell, clear path. Love it!	Linwood-Central-Heathcote	25-49, Female
Communication around recycling changes could have been better communicated and made clearer. I wish we weren't selling water to Cloud Ocean. The roadworks, down Tuam Street, are taking a ridiculous amount of time and make cycling down that street quite dangerous, at times. The rivers are looking quite clean and so is the estuary. My tap water smells like chlorine and I have to filter it. My bins are picked up reliably and the app is pretty good. I really like the extra cycle lane, as they make me feel much safer biking to work.	Linwood-Central-Heathcote	25-49, Female
Considering the pandemic took a toll on a lot of things around the country, Christchurch City Council still manage to keep things at the same consistency of work, even after the pandemic here in New Zealand.	Linwood-Central-Heathcote	18-24, Male
Delays, delays, delays on things such, as stadium and aquatic centre.	Linwood-Central-Heathcote	25-49, Female
During Covid, last year, the public let their hygiene slip in parks and streets, the council did well to keep things tidy. Big shout out to all those that help keep NZ clean.	Linwood-Central-Heathcote	25-49, Male
Earthquake was 2011, and it floods on Avonside Drive every time it rains. Finally, on Tuesday, they had a go at fixing part of it, nearly 10 years waiting.	Linwood-Central-Heathcote	50-64, Male
Generally, pretty satisfied with them, one thing that does annoy me is with the water overflow streams, like the one beside Linwood Park and others around the city as well, before the quake they were cleaned out about once a year, but this has not been done at all since the quake and they are building up a lot of sediment, which means when it rains, they tend to overflow, as they do not have the capacity anymore.	Linwood-Central-Heathcote	50-64, Male
Generally, I feel that Christchurch is improving but I believe some things could be much better, such as providing light rail services and further encouraging people to avoid using motor vehicles within the city centre.	Linwood-Central-Heathcote	25-49, Female
Generally, I'm fairly satisfied with services and performance of the Christchurch City Council, however, I still wonder why on earth the Council had to spend a huge amount, of rate payer's money, employing a CEO from the U.K., paying for her to move out here.	Linwood-Central-Heathcote	50-64, Male
Good so far.	Linwood-Central-Heathcote	25-49, Female
Had water pipe leaking in road in front of flat and it took them four weeks before they repaired it. Also, leaking water tap on street and took them two weeks to fix. The amount of water lost was crazy.	Linwood-Central-Heathcote	65+, Male
Have you driven down Salisbury Street recently? Many roads are average at best. Sometimes the council are good to fix things, like burst pipes on the road, however, on other occasions, I've reported fly-tipped rubbish on the empty section, next to Briscoes, on the corner of Madras/Kilmore Street, and it's been there for months! I like that the council is trying to be clean/green and our central city parks look great.	Linwood-Central-Heathcote	25-49, Male
Haven't had many communications.	Linwood-Central-Heathcote	25-49, Female
I am a member of my local neighbourhood association and, with the regular attendance of our local councillor, feel I have an understanding of what happens at Council.	Linwood-Central-Heathcote	65+, Female
I am satisfied because Christchurch is developing each day more and more and the quality of parks and public services are very good. My girlfriend sent an email around 9 months ago telling that a specific footpath was very dirty and, a couple weeks later, the area was very clean.	Linwood-Central-Heathcote	25-49, Male
I am satisfied overall. Christchurch is well looked after and nice and tidy. Parking, events and everything that has been mentioned, is great. I am just not happy about the size of the red bin and also, what things can and can't go into the yellow bin. Never seen so many rules for recycling in my life.	Linwood-Central-Heathcote	25-49, Female
I don't believe the council listen to the public enough, in regard to what needs to be done in Christchurch. Money is commonly spent on needed things and not important things.	Linwood-Central-Heathcote	25-49, Female

Comment	Community Board	Demographics
I don't really take much notice of things that don't affect myself or my family.	Linwood-Central-Heathcote	25-49, Female
I have always had good service.	Linwood-Central-Heathcote	50-64, Male
I have had two issues with water in last twelve months, both times the Council sent someone out within a couple of hours and the problems were dealt with efficiently by them, the first time there was a small delay, in order to obtain a necessary part, the second time the part, which had failed, was immediately replaced, both Council staff were polite, approachable and helpful.	Linwood-Central-Heathcote	65+, Female
I have indicated that I am satisfied with the performance of the council overall. Council is finally getting our roads, in the east, back to smooth running surfaces. We realise the earthquake of 2011 badly damaged the roads in the East of the city.	Linwood-Central-Heathcote	65+, Female
I like that the council is being tougher on recycling collection, not letting people just put whatever they want into the bins or in the wrong bins, so we can recycle properly. Also, there have been lots of good information and advertising, especially seen on social media, showing people how to use the coloured bins correctly. Despite the people who litter and graffiti and make a mess of the city, the council do a pretty good job keeping up with everything and keeping it tidy.	Linwood-Central-Heathcote	25-49, Female
I really don't know where to start, the idiocy with the yellow bins, telling us one thing during lockdown, then continuing that instruction after lockdown. Now treating people like idiots for not following your new/old instructions. For us, everything now goes in the red bin. The process for having our say, re: cycleways, you're not going to listen to a damn thing we say if it's contradictory to your end goal. People like Wilke, and Spokes will charge through, make mega bucks and screw up more streets, just like they did Manchester Street. Have you ever stopped to think why have no developers built anything on the section between St Asaph and Armagh? The state of the CBD, we've abandoned it. We live in the four avenues, and we are leaving. All our dollars are spent elsewhere anyway. But the homeless, the horrible Williams Corp chicken boxes, the difficulty we have getting around, it's just all too hard. With a disabled child, we are over it, moving out to the burbs now. I have zero understanding why you push Ngai Tahu. I'm Te Arawa but it looks like you're tokenistic. Have spoken with someone who is charged with 'forming the narrative', i.e., making up stories to push Ngai Tahu connection to the area. She said it was nothing more than a gravy train. Guys, I have no faith in you. Paying a select handful of consultant's huge money to create a really unpleasant city, that is a long way from the fantastic place it used to be. The CBD especially is ugly and nothing you, Otakaro or ChristchurchNZ say can convince us otherwise.	Linwood-Central-Heathcote	25-49, Male
I think the council have done an ok job. The roads around my area of Heathcote needs to be dealt with by council and I am very dissatisfied with this.	Linwood-Central-Heathcote	25-49, Female
I think there needs to be work done.	Linwood-Central-Heathcote	25-49, Male
I think, in most instances, they are doing a great job.	Linwood-Central-Heathcote	25-49, Male
I would like the council to be more cycle friendly. A great example is the northern corridor cycleway. Please get a cycleway next to every major road we have.	Linwood-Central-Heathcote	25-49, Male
In general, the Council has delivered its service to meet all the expectation, even though some of the service ran a bit slow.	Linwood-Central-Heathcote	25-49, Male
It feels like the left hand does not know what the right hand is doing and, as a ratepayer, I don't really know where we get information about decisions that are made. What is the long-term plan?	Linwood-Central-Heathcote	50-64, Female
Leanne Dalzell is a true leader and the council follow her.	Linwood-Central-Heathcote	65+, Male
Less off-street parking facilities. Other than that, all ok.	Linwood-Central-Heathcote	25-49, Female
Lots of new buildings, roads and development of city.	Linwood-Central-Heathcote	25-49, Female
Made a few promises that they haven't done anything about. I don't really follow much about the Christchurch City Council, so it is hard to comment.	Linwood-Central-Heathcote	25-49, Male

Comment	Community Board	Demographics
Many things could be improved. I strongly disagree with the council continuing to use Roundup, or the equivalent chemicals to spray parks, as I know if several people who have had their dogs poisoned while out walking them. I am concerned for children who use the parks where spraying has occurred. No notices posted about the intention to spray. I am alarmed and astounded that council workers walk around spraying without any protective breathing equipment.	Linwood-Central-Heathcote	50-64, Female
My local parks are clean and well-kept/maintained and the temporary housing finally removed. My cemeteries, in my area, are well cared for. The signage could be improved, confusing for visitors to Christchurch.	Linwood-Central-Heathcote	50-64, Female
My rubbish collection is often difficult and unsatisfactory, not collecting bins without reason, leaving them scattered around the street in dangerous ways. There has been a water leak on my street for over a year and it often causes flooding and drain overflow in the street. The condition of our walkways is very poor, and the road was meant to be resealed last year and it never happened. Appearance of city is still very poor, given that the earthquakes happened a decade ago!	Linwood-Central-Heathcote	25-49, Female
My yellow bun didn't get emptied, so I rang up, the next day they had emptied it, got onto it promptly.	Linwood-Central-Heathcote	25-49, Female
Not enough clear and obvious communication. Overspend on watering parks, when we are asked to conserve water, the failed promise to get rid of chlorine in the water.	Linwood-Central-Heathcote	50-64, Female
Not enough focus on the suburbs. So much potential for New Brighton, not enough is being done. We need retail shops, and shops that will bring the people in, not just the pools and park. As sad as it is, fast food chains like MacDonal d s would bring people in.	Linwood-Central-Heathcote	25-49, Male
Often wasting ratepayer's money and nepotism.	Linwood-Central-Heathcote	25-49, Male
Overall, I had good experiences.	Linwood-Central-Heathcote	25-49, Female
Poor infrastructure, bewildering town planning choices made. Complicated, expensive parking options, especially around the public hospital.	Linwood-Central-Heathcote	50-64, Male
Poor road conditions would dominate my reason for complaints. Parking buildings and sites run by Wilsons are another pet hate of mine. Bromley compost smell needs fixing urgently. I have had great service from Christchurch City Council water mains repair dept.	Linwood-Central-Heathcote	65+, Male
Rates are quite high, and they keep going up.	Linwood-Central-Heathcote	50-64, Male
Rates seem a little high and are constantly going up.	Linwood-Central-Heathcote	50-64, Male
Road's need repairing, like a lot of them, parks always dirty, as, for some strange reason, they took the rubbish bins away.	Linwood-Central-Heathcote	25-49, Male
Terrible roads, chlorine in our water.	Linwood-Central-Heathcote	25-49, Female
The city gives the impression that it is loved by its inhabitants and the Council tries to reflect this.	Linwood-Central-Heathcote	65+, Male
The council is looking after and maintaining the most popular parks and walkways, but I think some parks or walkways, that are not so popular, they are not maintaining these parks or walking tracks as often as they should, example, some bushes around the Ferrymead area need to be cut back, I almost had a collision with one cyclist because the shrubs are overhanging. Maybe those contractors are not doing their job, as they should be.	Linwood-Central-Heathcote	50-64, Female
The gardens in Christchurch always look beautiful, the recent work in Hansen Park was wonderful! The Coastal pathway is also amazing! I just think there are still quite a few rough buildings around Christchurch that are letting our beautiful city down! We need to do something about that! And bring back the beautiful buildings, not like the new community centre on Stanmore Road, it's hideous! Not at all Christchurchy!	Linwood-Central-Heathcote	25-49, Female
The inner-city parking arrangements are a disgrace and provide a huge disincentive to travel into the city. The council refuses to deal with a tree in the Mt Pleasant Reserve which endangers our home. The salaries paid to senior Council employees are an outrage.	Linwood-Central-Heathcote	65+, Male

Comment	Community Board	Demographics
The most important thing for the council to do is remove the chlorine from our water supply, now! They are poisoning us, and it is costing a fortune to continue buying filters, just so we can drink and bathe. Also, the conditions of the roads are horrendous. Now, I know the earthquakes happened, but I feel more of an effort should have been done by now to have them properly fixed.	Linwood-Central-Heathcote	25-49, Male
The neglect of the Eastern suburbs and the unproductive use of red-zone land. Concern that not all recyclables are recovered and that some may end up in landfill. Delay in replacing public housing to offset criticisms. Provision of library and other cultural services are excellent.	Linwood-Central-Heathcote	65+, Male
The rates are getting unaffordable.	Linwood-Central-Heathcote	65+, Male
The roads in our area are absolutely shocking.	Linwood-Central-Heathcote	50-64, Male
The roads, if they could be made more levelled and on the same level, after they do road works. This causes more maintenance on the cars running through those streets! Also, the road markings could be more covered properly, after road works are done, so they don't cause ghost lines and make drivers confused. Also, there are areas where it floods when it rains, so the drainage system might need some maintenance, but thank you, Christchurch City Council, for the hardworking in satisfying your residents.	Linwood-Central-Heathcote	18-24, Female
The state of our roads is appalling, I witnessed council staff clean an inner-city garden, right before a predicted heavy rainstorm, and they left it piled on the berm, which resulted in it flowing into the drain and blocking it. Removing parks along Hereford has forced me to stop supporting those local food shops, as there is nowhere to park close by to pick up an order.	Linwood-Central-Heathcote	25-49, Male
The water still stinks of chlorine, the roads are still shit.	Linwood-Central-Heathcote	50-64, Male
There is a big issue with housing development in the central city. Hundreds of units are being allowed to be built with the assumption that nobody will want to use cars. The reality is that living in Christchurch gives you amazing access to outdoor activities, and a vehicle is a must have! There is nowhere to park them, as the units don't have garages and the on-street parking is clogged up by commuters who want free parking! There should be resident parking available, or put restrictions on the houses being built, that they must offer off-street parking. This problem will be huge when the developments have finished, and more people are living in the city!	Linwood-Central-Heathcote	25-49, Male
There is so much happening in the city. The council cannot be blamed for the cathedral disgrace. There are the buskers again and some festivals are being held.	Linwood-Central-Heathcote	65+, Male
There's a lot of priorities to juggle, not an easy task.	Linwood-Central-Heathcote	25-49, Female
These people have had near on two hundred years to get this place running, they should be paying me to live here, not me pay them, they have all the assets, why are they not making a profit?	Linwood-Central-Heathcote	50-64, Male
They are doing a very poor job.	Linwood-Central-Heathcote	25-49, Male
They do not really consult with public, merely inform us of decisions made already. There is a lot of ratepayer money wasted on arty installations, etc, when there are more pressing issues, like continually patching and repatching roads, rather than doing a thorough job. They promised chlorination of water would end but it has not done so yet.	Linwood-Central-Heathcote	65+, Female
They have been very good but there is always room for improvement.	Linwood-Central-Heathcote	25-49, Male
They never listen to the ratepayers, it's their way only.	Linwood-Central-Heathcote	65+, Male
They seem to make decisions mostly for self-serving and/or vanity reasons, not in the interests of the people of the city. Definitely not in the interests of the middle to poor people of the city. This Council clearly prioritises looking pretty for rich people to see, over having a liveable city for most people who live here. They make the pretence of public consultation, then regularly ignore the results of that consultation and do what they were going to do anyway, often lying about the results of the consultation, saying things in statements that don't match available data they release.	Linwood-Central-Heathcote	25-49, Male

Comment	Community Board	Demographics
They take too much time to get things done and, in the end, seems as though they actually don't care about anyone.	Linwood-Central-Heathcote	18-24, Female
Things I've reported have been dealt with in timely manner.	Linwood-Central-Heathcote	50-64, Female
Too many bureaucrats.	Linwood-Central-Heathcote	50-64, Male
Too many chiefs and not enough Indians. Bringing in supposed more qualified than our own from overseas to be paid a ridiculous salary.	Linwood-Central-Heathcote	50-64, Female
Too many chiefs earning disproportionate salaries.	Linwood-Central-Heathcote	65+, Male
Used their app plenty of times about the condition of Port Hills Road, potholes everywhere and brushed off every time. Terrible repair work that lasts a week, at most. Roads are terrible and need serious attention, sick of having to repair my car.	Linwood-Central-Heathcote	25-49, Male
Very good service.	Linwood-Central-Heathcote	25-49, Male
We had a water leak that resulted in water flowing into the gutters and down the street for several weeks before the council responded to a number of notifications about it from the tenants and landlords of the property. When they did, they turned the water off to all of the units and only told the tenants via a card left in the letterbox?!	Linwood-Central-Heathcote	50-64, Female
We have moved from the suburbs and into central city. We love having Hagley and the gardens literally in our backyard. The upkeep is exceptional. We can't complain about the services the Council provides.	Linwood-Central-Heathcote	25-49, Female
Well, Christchurch is in a big recovery mode. Damned if you do and damned if you don't. I am one person who has Huntington's disease, and I am grateful that I can still walk around.	Linwood-Central-Heathcote	50-64, Male
When the supply into the Toby box, for water, was broken and leaking badly, it was fixed within two days.	Linwood-Central-Heathcote	65+, Male
Where I live, illegal parking is a bit of an issue and council officers have always responded promptly when I report something, so that is good. Where I live, there are a lot of new bits of street furniture, seats, raised planters, etc., and these are poorly maintained and mostly damaged or full of weeds. Footpaths around where I live are overall in poor condition, with weeds and rubble, even in the centre of the city. But water supply is excellent, no complaints, drainage seems to work fine, no complaints, roads are improving, albeit slowly. There is a potential for noise problems, but the council have apparently got on top of this, for the time being anyway.	Linwood-Central-Heathcote	65+, Male
Where we are, in Woolston, we still suffer with the bad smell frequently coming from council's Living Earth Composting Place. Water is still tastes with strong chlorine. Parking is too expensive in the city, that's why we don't go to the city so much. Some road signs are covered by overgrown trees and shrubs, others are pointing the opposite way and/or broken. There are potholes on some streets, and it is taking a while for someone to repair them. Positives are graffiti is taken quickly, once council was notified, good activities for children and family during summer, examples are buskers and concerts at the parks.	Linwood-Central-Heathcote	50-64, Male
Without their work we would have more rubbish everywhere.	Linwood-Central-Heathcote	25-49, Female
A council that makes decisions behind closed doors, with poor leadership, is hard to trust. Personal agendas appear to be more at play than doing what is right for our city and people.	Papanui-Innes	50-64, Male
Annoying barking dog. Dog control were quick, easy, friendly and very professional to deal with, which resulted in a positive outcome.	Papanui-Innes	50-64, Female
Because I don't feel like it has gotten better or worse.	Papanui-Innes	25-49, Male
Christchurch is looking better than ever and well looked after.	Papanui-Innes	18-24, Female
Could get rid of noxious weeds in some parks.	Papanui-Innes	65+, Female
Council is unable to live within its budget and its only solution is to increase rates well above the rate of inflation.	Papanui-Innes	65+, Male

Comment	Community Board	Demographics
Earthquake took up ratepayers' money, so think they've done a good job in time frame.	Papanui-Innes	50-64, Female
Everything seems to be in order.	Papanui-Innes	25-49, Female
Everything that gets planned is always delayed, so it costs more money to build. Rugby stadium, the multi sports stadium, etc. The roads are disgusting on the east side and Salisbury Street. The city should be called the city of bumps. Papanui Road, by Northlands, was dug up straight after it had been completed, what a waste of time and money.	Papanui-Innes	65+, Male
Generally ok, but some areas for improvement. Water leak in street followed up several times, promised but no action. Also, seeing same leaking issues around the area. Library service, some online newspapers no access, includes The Press, no national business review access, either online or hard copy (preferably in closet area to home). Various roadwork signs, but hardly see work being done. Various Council spending that I don't agree with, e.g., discretionary spends when could spend on more critical areas, such as infrastructure. Lack of free car parking available, car parking charges could be cheaper.	Papanui-Innes	25-49, Female
Generally, the Council has done a good job in repairing and maintaining facilities in the post-earthquake environment. Christchurch is beginning to look more attractive and vibrant again. I do think the Council should focus more on core services. While it is good to support some events that contribute to resident's enjoyment and pleasure, the financial support and creation of events needs to be carefully monitored. Parking in the inner city is becoming more difficult because of the removal of parking spaces, the cost and the time allowed which deters trips to support businesses. I don't like parking buildings with tight corners and steep ascents, but I do regularly use The Art Gallery carpark because of its ease. I think households should be provided with larger green bins to encourage the correct disposal of green waste, as some people think it's ok to dump waste near waterways, etc.	Papanui-Innes	65+, Female
Had a nasty accident due to uneven, broken road surface and had two broken ankles. Still awaiting your response, despite informing you three times. It seems that you don't want to hear.	Papanui-Innes	50-64, Female
Hard to engage with, e.g., Wendover/Erica House consent. Water still not back to great taste. Too many council workers getting paid too much with little return for the city.	Papanui-Innes	25-49, Female
Have got things repaired when needed in a timely matter. Once didn't get a reply when emailed and had to follow-up, so that is why I picked satisfied.	Papanui-Innes	25-49, Female
Hypocritical in their action of saving water, sprinklers on in parks but residents not allowed to water vege/flower garden. Expense of upkeep of street lined trees, with their contractor is shameful, poor service for gutter sweeper, once in 9 months. Richer areas get more services, road maintenance, etc, than poorer areas, i.e., east side.	Papanui-Innes	25-49, Male
I am disappointed that Christchurch City Council has issued water restrictions, when they let Chinese water bottlers take water for free, when we pay high rates. I dislike the chlorination that is often unpalatable to drink and has been shown to ruin residents hot water cylinders. I do not like the charge in our rates for the Anglican Cathedral, they should pay for the restoration themselves. I also do not agree with the charge, I am now subject to every 2 years, for a council officer checking my swimming pool. Also, I have not had a satisfactory outcome when dealing with council dog control regarding a neighbour's barking dog, despite several complaints, the excessive dog noise continues. I feel that council spending is out of control and they need to trim their expenditure and stop raising rates higher than the rate of inflation, it is getting too expensive to live here.	Papanui-Innes	25-49, Male
I am happy to live in Christchurch. I hope that the council continues to propel the Central City forward and make it an exciting place to be. The only real negative thing I have with the council side of things is that green bins should be bigger!	Papanui-Innes	25-49, Female
I have called the Council a few times with things I have seen, and the response has always been polite and friendly and a rapid resolution. This includes reporting water leaks, a lost dog and other things.	Papanui-Innes	25-49, Male
I have had reason to contact the council, regarding Swimsmart memberships, and my queries were answered and dealt with within an acceptable timeframe. I visit the library very frequently, different branches, and I appreciate the free access to books, CDs, DVDs and more. Also, having Service Centres with postal services, within the library, is very useful.	Papanui-Innes	25-49, Female

Comment	Community Board	Demographics
I live in Langdons Road, opposite the Northlink shopping Centre, and since it has opened the road has become very busy and is dangerous to cross for elderly people, as cars parked on the road and a higher volume of traffic, with cars coming and going into the shops. I, and other residents, have approached the council and our MP, Duncan Webb, and they have just ignored us, not even bothering to answer our emails or social media. We have also had letters published in the Press and Nor-West news with no feedback at all. Langdons Road badly needs some form of traffic control, by the Northlink shopping Centre, but the Council do nothing.	Papanui-Innes	65+, Male
I really don't have a problem with Christchurch City Council, issues, such as park bins being emptied more often, but that is expected, and shopping trolleys being left miles away from the store, but that is not your problem. Would also like the newspapers at Bishopdale Library.	Papanui-Innes	50-64, Male
I used the app to report a water leak and it was sorted promptly. I complained about my neighbour using my red bin and the council responded by sending a letter.	Papanui-Innes	50-64, Female
I would like to see that cycleways are extended, in particular, in the North East. Cycling should become safer.	Papanui-Innes	25-49, Female
In the early part of the survey, it asked about satisfaction for a large range of questions, most of these I knew nothing about, as the council just 'does its thing' and the public just put up with it.	Papanui-Innes	65+, Female
It has been variable, but we have had Covid restrictions over the past 12 months. The rebuild from the earthquakes have been slow.	Papanui-Innes	50-64, Female
I've had no dealings with the City Council in the last twelve months.	Papanui-Innes	65+, Female
Judging by the amount of time that I can get around enough to judge the preceding areas, I would say that I am reasonably happy with the conditions in the areas you question me about.	Papanui-Innes	65+, Male
Layout now, of the inner city, is a mess. As a commercial driver it is very hard to find parking spaces with all the road crap in the centre.	Papanui-Innes	65+, Male
No real comment, only that water leaks I report from footpaths take forever to be fixed, but I understand there are so many reported.	Papanui-Innes	50-64, Female
Not great, not terrible. Frustrated water still has chlorine.	Papanui-Innes	25-49, Female
Overall, I'm satisfied, my only two downsides are the terrible parking conditions for the hospital, and I believe we should be supplied a full-size green waste bin.	Papanui-Innes	25-49, Female
Overall, the council does a good job.	Papanui-Innes	65+, Male
Parking and access to the city centre is terrible.	Papanui-Innes	25-49, Female
Parking in the hospital is almost impossible, particularly for elderly or disabled.	Papanui-Innes	65+, Male
Repair of water toby boxes takes too long. Detail as to what can go in yellow bin is a little confusing.	Papanui-Innes	65+, Male
Road repairs have not been completed in a timely manner, to my understanding. Also, the ripping up of roads, to replace parking with cycling lanes, has affected many businesses, notably in the Riccarton area, where there have been a significant amount of closures, where parks have been removed.	Papanui-Innes	25-49, Female
Satisfied, except for the horrible, chlorinated water and the roads.	Papanui-Innes	50-64, Female
Some things done well and satisfactorily, others, not so. They have their faults and do some nonsensical things and spend lots of money unnecessarily.	Papanui-Innes	65+, Female
Sometimes they could listen to the public a bit more.	Papanui-Innes	50-64, Female
Subjective, without deep thought on this matter.	Papanui-Innes	65+, Male
Subjective.	Papanui-Innes	65+, Male
Takes a long time to get a response from council and the staff are always rude or seem too busy.	Papanui-Innes	25-49, Female

Comment	Community Board	Demographics
Takes too long to respond to any questions. Unable to repair roads to a professional standard. Spending money on stupid things, i.e., the steel thing in the river, looks like a human. Planting plants at roundabouts, that drivers are unable to see other vehicles coming. Cycle lanes on roads with NO cyclists. Their thinking behind the new 40kph on roads for no reason that makes sense. No one appears to have or use common sense.	Papanui-Innes	50-64, Male
The Christchurch City Council is blessed to have inherited a beautiful city with nice parks, roads, and public facilities. However, what I find is that certain issues get ignored in some neighbourhoods but addressed in others, for example, some of the streets in Ilam, Fendalton, and Avonhead are stunningly beautiful and scream 'opulence'. They are well planned and maintained. At the same time, some of the streets in Edgware, Shirley and Mairehau are scary, run-down and best avoided at night. It would be nice if Edgware had the same quality of roading as Ilam does, smooth, flat, and well-marked. It would be good if the main streets in the latter suburbs were tree-lined, much in the same way as the suburbs in the west part of town. Because I don't understand how a tiny, quiet street like Hamilton Ave, in the western part of the city, can have its own roundabout, with fancy pyramid-like sculptures on it, but a resident living in Purchas Street, who's witnessed too many accidents, does not have requests for a simple speed bump approved. Such injustices irk me. I've lived at both ends of the city and can't help but notice that if an area is "bad" the council does not invest in it, but if an area is "good" then the council invests to make it even better. Can't we have the same treatment for the whole city? It is all one city after all.	Papanui-Innes	25-49, Male
The council is probably doing the best it can in trying circumstances. However, in a number of areas, especially footpath and roading repairs, it seems to be taking a long time to complete. Regarding recycling, the council could do more to promote what it takes, and what other options and companies are available, especially around everyday items, such as lightbulbs (all types), domestic batteries (AA, D, etc.).	Papanui-Innes	50-64, Male
The only service I use is the public libraries and they are very good. Also, my streets green bins were missed for three days.	Papanui-Innes	50-64, Male
The Service Centre in Papanui couldn't deal with the fire risk issue, that I had brought to their notice, in an abandoned Housing New Zealand property, in Redwood, that had become badly overgrown with waist high vegetation. To help, I was given information on how to contact the NZ Fire Service. The vegetation was cut down and removed in the afternoon that same day.	Papanui-Innes	65+, Male
There is too much red tape, too many middle people and too much of the Christchurch City Council passing the buck.	Papanui-Innes	25-49, Male
They could do more.	Papanui-Innes	18-24, Female
They do listen to the community but could do more voting of what is happening in the city.	Papanui-Innes	25-49, Female
This survey omitted issues about traffic and, particularly, the Council's traffic engineering. Council talks in jargon when consulting with communities and then goes ahead and botches the job and then we live with the results. When we sent a delegation to our community board about the traffic plans, the council's traffic engineer didn't even show up to the meeting because it was her day off. Clearly the council's flexible working arrangements do not specify that if an employee has a meeting/agenda item, they must attend, then our community board member simply parrots back what the council officers have told him. I'm also concerned about rates increases and the lack of leadership in deciding what services must be cut. A good example is that we should have parents teach their children how to ride their bicycles and not a council employee, who is funded by our rates.	Papanui-Innes	50-64, Female
Very good service.	Papanui-Innes	25-49, Male
We have a homeless and teen problem in the City, it doesn't feel safe walking around. The Council has done nothing about it, I've even sent them an email and been ignored.	Papanui-Innes	50-64, Female
We have contacted the council multiple times for help, however, have received none. For multiple things, such as having rubbish dumped in our recycling bins and leaks coming through the road. Very unimpressed each time.	Papanui-Innes	25-49, Female
Where relevant to the question asked, as in damage from earthquakes, we endured and most of these services are still badly damaged.	Papanui-Innes	50-64, Male

Comment	Community Board	Demographics
Yeah, it's good. Good roads.	Papanui-Innes	25-49, Male
A lot of green spaces and keeping in the loop with upcoming events. Some new cycleways/ intersection setups, I believe, cause more issues then previously.	Spreydon-Cashmere	25-49, Female
Always see water leaks around the city, seems to take a long time to fix. Getting chlorine out of the water is taking forever.	Spreydon-Cashmere	25-49, Male
Because it's excellent. :)	Spreydon-Cashmere	50-64, Female
Because it's my thoughts.	Spreydon-Cashmere	25-49, Male
Because of my age, I don't use many of the things you asked about but have not had any problems in what I do use.	Spreydon-Cashmere	65+, Female
Because we have got a reply and action to a complaint, we made about a Council contractor, Delta, regarding the driver of the tractor lawn mowers health and safety breaches at Spreydon Domain Park. I might add though, I had to call 3 times, quoting my complaint number, for a Council reply on that.	Spreydon-Cashmere	50-64, Male
Being on a supported living benefit and trying to pay my rates is extremely hard and means I have to go without food some weeks because I have to pay \$50.00 a week, to pay off the outstanding amount. I was informed that the limit of \$80.00 a week was the lowest amount possible to pay. There needs to be consideration given to people like myself, who are unwell, and the amount of stress that is placed upon us when we have such a low-income coming in. I was always getting letters, threatening to take me to court or have my property told out from under me, this has made my health condition deteriorate significantly, because of this stress. I am unable to work as a result of my health, so there should be some sort of plan made for people like me because I'm sure I'm not the only one. The Council needs to show more human compassion. I am trying to get better, health-wise, and methodically pay \$50.00 a week and this is all I am able to do at present.	Spreydon-Cashmere	25-49, Female
City Council seems to be very involved and is prompt to help. I have had issues on my street, including missed bins being collected and broken glass everywhere; the council were quick to answer the phone and take action. They were helpful and polite.	Spreydon-Cashmere	18-24, Female
Council doesn't consult enough with what ratepayers actually want. Central City is becoming inaccessible due to bicycle and bus priority. Not enough parking in the Central City.	Spreydon-Cashmere	25-49, Female
Council is trying to bring life into the current desolation of the inner city, I realise it's a massive task and it's definitely not all on them, but I would like to have much clearer 5/10/15/20-year plans for how the inner city will be developed. It's hard to tell, right now, what city we'll be in twenty years, whether we'll be a city designed for 2040 or 1990.	Spreydon-Cashmere	25-49, Male
Far too difficult to contact by phone and very seldom can you get any response from one call.	Spreydon-Cashmere	65+, Male
Had exceptional tap water, adding poison. Had a lot of wide streets with room to move and park, now traffic islands force buses over into cyclists, concrete curbing all over the roads, waiting to trip the unwary. So many traffic lights traffic cannot flow. Big rate rises, while so much money spent on advertising 'do you feel okay' and repainting buses that don't seem to be wanted/carry so few people.	Spreydon-Cashmere	25-49, Male
Had no dealings with the council, other than paying my rates.	Spreydon-Cashmere	50-64, Female
Had no real dealings with council, apart from paying rates and dog registration.	Spreydon-Cashmere	50-64, Male
Haven't had to deal with them.	Spreydon-Cashmere	50-64, Male
Haven't had dealings with them.	Spreydon-Cashmere	25-49, Male
Haven't noticed too much change in the last 12 months.	Spreydon-Cashmere	50-64, Female

Comment	Community Board	Demographics
I am not happy with expensive cycle lanes, e.g., Frankleigh Street narrowing the road, traffic turning into driveways holds up traffic. Not happy allowing construction of dense housing without onsite car parking. Need more right turning lights at intersections, e.g., Tennyson Street/ Colombo Street and many others. Not happy with decision for trees in centre of Riccarton Road, near Westfield, thereby removing car parking outside many shops. Better removal of leaves in autumn in many tree lined streets. I think the council is a bloated bureaucracy.	Spreydon-Cashmere	65+, Male
I don't always agree on where the council decides to spend its money, but overall, things are ok.	Spreydon-Cashmere	25-49, Female
I don't have much to do with the council, but I do feel that they are doing the best of upgrading our city after the earthquakes with a limited budget. The only thing I am disappointed with, which is an ongoing thing, before the earthquakes, is the upkeep of some of our playing fields.	Spreydon-Cashmere	50-64, Female
I don't like the cycle lanes in Strickland Street, I think they are very, very dangerous, with that little brick rise on the side of the road, where many cars have hit that and flipped over. There is not enough road space for cars and, as you head to the lights, it's even smaller because cars are parked on what looks like the middle of the road, next to the cycle lane on the road! I think the cycle lanes would be much better with a red stripe on the footpath, like some footpaths have. As for the events, I never receive info in my letter box, so I don't know what is going on around town, unless it's from a friends. I feel a lot of the taxpayers' money is being wasted on cycle lanes and not on fixing roads, like the one heading into New Brighton and not fixing drains from the earthquakes. Things need fixing before we start looking at cycle lanes.	Spreydon-Cashmere	50-64, Female
I have a cycle lane at my gate, which makes it very difficult getting up my drive-in traffic. During lockdown it was busy with families, great, but most days you would be lucky to see 2 dozen cyclists a day. More cyclists use the road with cars than the cycle lane. We now have no parking for visitors, along with my neighbours. Money, I feel, could have been better spent on the rundown areas of the city. The city centre is an embarrassing place to take out of town visitors. How much longer does it need to take for the city to look loved and cared about.	Spreydon-Cashmere	50-64, Female
I have had an experience in getting consent, on a renovation, that took some time and there wasn't a lot of communication about the process.	Spreydon-Cashmere	25-49, Female
I have had little interaction with Christchurch City Council except for replacing my green bin, which was done very promptly. The only negative comments I have is the condition of the roads that have been repaired recently, particularly in the St Martins/Opawa area, tearing up the road to fix/replace is fair enough but at least make it even/tidy afterwards.	Spreydon-Cashmere	25-49, Female
I have had no issues, so things are going well.	Spreydon-Cashmere	18-24, Female
I have not had any problems with the council's core services, water, wastewater, stormwater, collections, etc. Always reliable and keep me well informed. The libraries are excellent. The one negative is the continuous and lengthy disruption to roads, upgrading of the roads and services below is incredibly inefficient.	Spreydon-Cashmere	65+, Male
I object to Council officers treating their position with a sense of entitlement and the attitude that what they dictate must be implemented. They must understand that they are Civil Servants, and their duty is to serve the needs of the City residents and not to push for their own personal agendas. They tend to adopt a Corporate mentality, instead of having an attitude that they are there to serve for our elected representatives, who act on our behalf, and that their wages are paid for by ratepayers. The residents of our City deserve better than what is currently happening. We cannot or should not have the "tail wagging the dog". The state of Beckenham Park is an absolute disgrace, particularly the ponds area. It has transformed from an absolutely delightful, pristine environment, where wedding photos were frequently taken, to a disgusting wilderness, which reflects a lack of pride. Please restore it to its former state. The recycling bins situation needs to be reviewed and have the sizes of the red and green bins swapped around. This one action alone will drastically reduce the amount of waste, which is dumped at Kate Valley Landfill, whilst also increasing the amount of green waste which is recycled at the composting plant.	Spreydon-Cashmere	65+, Male
I think that the Christchurch City Council is doing a good job helping Christchurch to recover from the earthquake.	Spreydon-Cashmere	50-64, Male

Comment	Community Board	Demographics
I think the Christchurch City Council have too much control of things they are doing. We don't need them making decisions, we don't need like changing our water. I haven't heard of anyone that is happy about putting chlorine in our water. They want no cars in the town area. I really don't think of Christchurch as my home anymore. I have lived here all my life, 65 years. Not happy at all with this Council. They never listen to anyone about what they are going to do. They think they have the right to change or buy stupid things to put around or city. To many chefs and not enough people to stand up to them. Change our city back to the way it should be. Stop thinking the peoples say doesn't count, even though it doesn't, to the ones that are doing what they think is right. I also don't think we, the rate payers, should be paying for Auckland's roads, bridges or anything else. I have never heard of them or any other part of New Zealand helping Christchurch city out when we needed help. No, we were told get over it, Christchurch. Had enough of the Council. We pay our rates for the council to decide what statue they are going to buy on behalf of us.	Spreydon-Cashmere	65+,
I think the Christchurch City Council should stick to core services first and foremost and, while sculptures and art are 'nice ideas', they are not necessary or a fiscally responsible use of our rates, especially in the current economic climate.	Spreydon-Cashmere	50-64, Female
In the last 12 months I have been reasonably satisfied but, prior to that, I wasn't satisfied at all, owing to an issue with a garden shed and storage facility on our property. I was put under undue stress at the time, and it caused me to become very sick. If the person responsible had read our file prior to causing this distress, the whole thing could have been avoided!	Spreydon-Cashmere	50-64, Female
It appears that work gets done. There are minimum dramas, if there was, we would hear it. The city is in a good condition.	Spreydon-Cashmere	50-64, Male
It's good.	Spreydon-Cashmere	25-49, Male
Lack of action in installing promised traffic lights. Do not agree with the priorities of spending.	Spreydon-Cashmere	25-49, Female
Lower the rates.	Spreydon-Cashmere	25-49, Male
Many Heritage features are not looked after. I don't like chlorine in the water. Too much recycling goes to landfill.	Spreydon-Cashmere	25-49, Male
My personal experiences have been fine.	Spreydon-Cashmere	50-64, Male
My yellow bin was taken.	Spreydon-Cashmere	25-49, Female
Not listening to residents enough.	Spreydon-Cashmere	25-49, Male
Not transparent, poor prioritising, i.e., cycleways more important than empty spaces and infrastructure. Sneaky deals not consulted on with the public, i.e., airport at Tarras.	Spreydon-Cashmere	50-64, Male
On the odd occasion that I have rung the Christchurch City Council to report a problem or incident they did respond in a timely manner and much better than in the past!	Spreydon-Cashmere	65+, Male
Only suggestion is that more needs to be done at the time of dog licencing, to remind/enforce people with dogs on walks to clean up dog poo in parks, our parks are NOT dog toilets.	Spreydon-Cashmere	65+, Male
Overall, the council is doing a great job, but due to Covid-19 and budget cuts, it means that some streets are untidy with litter and graffiti. A lot of the parks are overrun with rats and mice. Due to budget cuts, the council seems to be using weedkiller and pesticides that are known to kill bees and other beneficial insects.	Spreydon-Cashmere	50-64, Female
Please take the chlorine out of the tap water!	Spreydon-Cashmere	50-64, Female
Prompt attention to leaking water.	Spreydon-Cashmere	65+, Female
Roadsides have littering. Streets, walkways are uneven. Not enough public signage of upcoming events. Council members get paid too much money. Reduce their salary and put it back into our community.	Spreydon-Cashmere	50-64, Female
Roads are not in great condition; we are up to our eyeballs in debt and you're building these horrible cycleways.	Spreydon-Cashmere	25-49, Male

Comment	Community Board	Demographics
Roadworks seem to last a very long time but some services, like non collections, are great.	Spreydon-Cashmere	25-49, Female
Roadworks throughout the city are a constant, which is fair enough, however, often they don't even appear to fix the road in question. For example, Riccarton Road is only now in a driveable condition after many years, same with Hereford Street by the Terrace. We seem to be only focused on bowling down houses and reducing lanes to put in cycle lanes, rather than repairing roads for people to use.	Spreydon-Cashmere	25-49, Male
Satisfied because I have commented about issues, such as tree and shrub growth over footpaths and some cycleways, which have been acted on promptly. Same goes for the huge number of leaking Toby's, in fact, I'm just going to phone the Council about a toby now. I've done a bit of drain clearance, roadworks and other Council tasks and have found the council pretty good. There are very 'precious' people in the libraries though, who I don't think have the skills required but there are excellent ones too, to compensate. I worry about the firm security of planners, they seem to work independent of the councillors, to wit, the Tarras Airport proposal. Millions have been spent on the surreptitious purchase of farmland for the airport.	Spreydon-Cashmere	65+, Male
Still difficult recovery time and only a limited amount of cash to throw at all the different areas that need attention.	Spreydon-Cashmere	25-49, Male
Still haven't sorted roading problems from earthquakes. Lack of city parking due to cycleways. Dangerous narrow streets caused by loss of roadway width, due to cycleways, to the point we don't go to city anymore.	Spreydon-Cashmere	50-64, Male
The call centre process was very easy to reach and understand, and all resolutions of my issues were timely and satisfactory.	Spreydon-Cashmere	25-49, Female
The city is generally maintained. It could do with more regular street sweeping, often broken glass and objects lay on the roads for days. More should be spent on the basic infrastructures and basic maintenance than enhancement. There's a ton of new cycleways but don't appear to be used.	Spreydon-Cashmere	65+, Female
The council has ... the roads and commuting by car, in the central city, during peak hours, is a nightmare. Public transport is no better.	Spreydon-Cashmere	25-49, Male
The council keep increasing the rates buy aren't fixing the conditions of the roads. Have taken away off-street parking from a lot of areas to put in cycle lanes and not charging the cyclists to use the roads, like they are charging cars. I believe that if you are using the roads you should contribute to the maintenance of the roads though registration.	Spreydon-Cashmere	25-49, Male
The kerbs and paths in Spreydon need upgrading and stormwater drain outside property blocked and floods back on to my property in heavy rain. Water restrictions worrisome, given plentiful water supply on Canterbury plains with aquifer. However, city greenspaces are nice and happy with new motorways in and out of Christchurch.	Spreydon-Cashmere	25-49, Male
The planning dept (RMA) is in cloud cuckoo land. Subdivisions in Christchurch are crazy, in that there is far too much "intensification", i.e., the lots are all too small. Kiwis do NOT want to live in dog boxes on very small sites, the outer suburban areas are supposed to be low density. We like our open spaces. Whatever these so-called planning people are smoking, I don't want any! Even though I have lived in Christchurch for over 60 years, I am planning to leave because of very poor city planning. I, and many, many others, do NOT like what is happening to Christchurch. The development of countless "future slums" is appalling. The central city areas will never recover from what has happened since the earthquakes.	Spreydon-Cashmere	65+, Male
The roadworks often leaves the road in worse condition than before they started.	Spreydon-Cashmere	50-64, Female
The vast majority of council services and actions are responsible, well thought out and effective. Well done for that, and it's perhaps not acknowledged so well. Some issues are Manchester Street, just avoid it, it's a total disaster in terms of trying to get anywhere in a car. The only other issue I have is the badly conceived cycleways that reduce the roadway size, coupled with the on-street parking that further narrows the roadway. We can't all bike around the place, so have to drive. Unfortunately, the cycleways that have been put in seem to operate on the assumption that we should get rid of cars and seem to think that holding up traffic will force people onto bikes. The pendulum has perhaps swung a little too far. Any chance you could bring it back a bit, Christchurch City Council?	Spreydon-Cashmere	25-49, Male

Comment	Community Board	Demographics
Their ability to approve housing developments in suburbia, without regard for residents already living in that area, e.g., St Martins Road development. Housing Corp development proposed where many elderly residents live, on an already very busy road. Where elderly people have enjoyed a safe, quiet, friendly area for many years already.	Spreydon-Cashmere	65+, Female
There are many things Christchurch City Council should do to improve their services to the local residents, such as water quality, food safety, etc.	Spreydon-Cashmere	25-49, Male
There are plenty of mistakes committed by the Christchurch City Council, in my Orthodox view. The Noise Control team is actually a clear scheme, as they do not solve the noise complaints. The footpath above the river at Fitzgerald Avenue is rather a mental mess. The rates discount does not apply for pieces of land. This is a mental country, a mental government, a mental city, a mental council, etc.	Spreydon-Cashmere	25-49, Female
They are doing what is required but some things, about public not being informed where social housing is going up in your area, is non-existent and apparently does not need to be advised to the neighbours/area residents.	Spreydon-Cashmere	50-64, Male
They get the job done in a timely manner.	Spreydon-Cashmere	25-49, Female
Too much emphasis on narrowing inner city streets, driving a heavy vehicle, it is impossible to stay in lane when turning therefore breaking law, and removal of street-side parking, little wonder the decline of the inner city and success of shopping malls.	Spreydon-Cashmere	65+, Male
Transparency is absolutely lacking, leaves the council looking absolutely arrogant in the way they go about their decision making, and the obvious divisions within the council make it look so dysfunctional. Huge spend on cycleways over roading repairs and footpath repairs, I believe repairs to roading and footpaths benefit more ratepayers than the incredible amount of time and money spent on the installation of cycle lanes, most of the time empty of cyclists, which I believe have made the roads more dangerous. The absolute lack of action over the free use of Canterbury water by the Chinese bottling company, an absolute debacle, this should never have happened, and the public have overwhelmingly told the council this. This is not our water to give away, just wrong on so many levels! How many suburbs still have chlorine in their water? Where are the updates and information about the timeframes to address this issue? Public don't want the chlorine and, when it was compulsorily applied, the public wanted this addressed and removed as soon as possible The last public update I saw was from September 2020, when it was reported that the bulk of the city still had chlorine in their water supply. The use of exorbitantly priced consultants for every little return, a council that seems to have situations where the left hand doesn't know what the right hand is doing. The spend on the \$1million dollar wall at Tūranga, yes, it's a very "nice to have", but really, it should never have made it to the top of the list.	Spreydon-Cashmere	50-64, Female
Was able to get weeping water main, outside front fence, repaired with one phone call.	Spreydon-Cashmere	50-64, Female
Well, things are going ok.	Spreydon-Cashmere	50-64, Male
Why do need cycle and bus lanes, it's such a waste of time and money. Rates keep going up, the water is disgusting to drink.	Spreydon-Cashmere	50-64, Female
Wilson's should be thrown out of the city. Trees on Wrights/Hillmorton corner need felling.	Spreydon-Cashmere	25-49, Male
Worsleys Road needs traffic lights at the bottom. You need to close off Westmorland entry, until we get traffic lights.	Spreydon-Cashmere	18-24, Female

1.2 Service the Council is performing the Best in Delivering, and Why

Comments	Board	Demographics
Bin collection. Always done in a timely manner and is always kept tidy.	Banks Peninsula	18-24, Female
Lack of money hinders most services.	Banks Peninsula	65+, Male
Looking after and maintaining parks and gardens. The berm strips in the central city are imaginatively planted and well maintained.	Banks Peninsula	65+, Female
Maintaining the red zone.	Banks Peninsula	25-49, Female
No decent roads in Birdlings Flat.	Banks Peninsula	65+, Male
Nothing at all, if I call them, they tell me it isn't under their jurisdiction.	Banks Peninsula	25-49, Male
Recreational areas, walkways, etc.	Banks Peninsula	65+, Male
Returning to native plantings.	Banks Peninsula	65+, Male
Rubbish and recycling, even though, in the summer, the green bin isn't big enough. The service is excellent.	Banks Peninsula	65+, Male
Rubbish collection.	Banks Peninsula	50-64, Female
Rubbish collection. Well done, especially in our area, Diamond Harbour.	Banks Peninsula	65+, Male
Bin collection is always great.	Coastal-Burwood	25-49, Male
Central parks are great, but they need more atmosphere, like a village green format with a couple of food/coffee vendors and seating.	Coastal-Burwood	65+, Male
Collecting bins has been great, well organized.	Coastal-Burwood	25-49, Male
Events	Coastal-Burwood	25-49, Female
General rubbish in public places. This is done on a daily basis and I really appreciate the regular man that does this in my area. He goes above and beyond to keep the area clean and always picks up the rubbish around the bins.	Coastal-Burwood	65+, Female
Green spaces.	Coastal-Burwood	25-49, Male
Hot pools, New Brighton, excellent initiative, but pools too small for city size.	Coastal-Burwood	25-49, Female
I am a regular user of the library services and I think we have one of the best services in New Zealand. The range of services provided by our library system is exceptional. Visiting the library is always a pleasant and satisfying experience. The range of resources available is great. The library service works hard to provide a range of useful services such as events, programmes and festivals to their members.	Coastal-Burwood	50-64, Female
I don't pay much attention to council issues, but I think the parks are well maintained.	Coastal-Burwood	18-24, Female
I have rung the council a few times about issues, e.g., trees obstructing view when coming out of my driveway, a safety issue. Within a few days, the council had sent some men to cut back the offending trees. They also responded quickly to Dog Control issues, and water leaking out in the street. When made aware of issues, the council has responded very quickly.	Coastal-Burwood	65+, Female
I like what the council offers.	Coastal-Burwood	50-64, Female
I think it's the maintenance of our beautiful green city, from the inner-city berms and gardens to suburban parks, dog parks, walking tracks, etc. Keeping our city pretty.	Coastal-Burwood	25-49, Female
I think they have a good system dealing with issues customers might have.	Coastal-Burwood	25-49, Female

Comments	Board	Demographics
Keep parks and outdoor areas nice.	Coastal-Burwood	25-49, Female
Keeping open spaces clean.	Coastal-Burwood	50-64, Male
Keeping parks and riverbanks tidy.	Coastal-Burwood	50-64, Female
Keeping the cycle paths and walk paths in Christchurch City Centre clean and tidy.	Coastal-Burwood	25-49, Female
Libraries are excellent, including the helpful staff.	Coastal-Burwood	65+, Male
Libraries.	Coastal-Burwood	65+, Male
Libraries. Great range of services and stock and easy to get to, with good parking. Staff are very helpful and knowledgeable.	Coastal-Burwood	50-64, Female
Library, an outstanding service for the size of the city.	Coastal-Burwood	65+, Male
Library, because it helps support the very young to the older person.	Coastal-Burwood	25-49, Female
Local library service is very good, due to the very good and helpful staff that work there.	Coastal-Burwood	65+, Female
Lots of events and organised very well!	Coastal-Burwood	25-49, Female
Maintaining the green spaces, these look lovely and people from out of town really appreciate them.	Coastal-Burwood	25-49, Female
Making Christchurch a safer and convenient place to live.	Coastal-Burwood	18-24, Male
Making the feel of Christchurch improve. Love the cycle/stroll friendliness and adherence to urban feel in residential projects	Coastal-Burwood	25-49, Male
Our swimming pools, we are very lucky to have such a choice here in Christchurch, my nearest is QEII and I go there often.	Coastal-Burwood	50-64, Female
Outdoor events are great!	Coastal-Burwood	25-49, Female
Overall, they are quite good about providing services.	Coastal-Burwood	25-49, Female
Park maintenance.	Coastal-Burwood	50-64, Female
Patrolling Litchfield car park, I'm a shift worker and feel really safe walking to my car in the car park. The night warden guy is awesome.	Coastal-Burwood	25-49, Female
Providing good roading and infrastructure to central city and western suburbs but neglecting the East! Provides a great waste management service with the rubbish collecting but always room for improvement, i.e., large green bins, and medium yellow bins and large red bins, as this is now indicative of a household's realistic rubbish breakdown. The manicured parks are very well maintained. The city council service staff, on phone and desk, provide an excellent customer service to a very high standard, in my experience, thank you.	Coastal-Burwood	50-64, Female
Rate bills.	Coastal-Burwood	25-49, Male
Recycling. It's good to see better and more recycling options and enforcement, although a rough start.	Coastal-Burwood	25-49, Male
Rubbish collection always done properly, every week, it's great.	Coastal-Burwood	50-64, Female
Rubbish collection works well.	Coastal-Burwood	65+, Female
Rubbish collection, doing well.	Coastal-Burwood	65+, Male
Rubbish collection, the collecting truck drivers always ensure the bins are fully emptied before returning them to the ground by giving them an extra 'shake'. Also, the recent education campaign on correct items in the recycling bin but I wish they would do more to source a way of recycling soft plastics again.	Coastal-Burwood	50-64, Male

Comments	Board	Demographics
Rubbish collection.	Coastal-Burwood	50-64, Male
Rubbish removal.	Coastal-Burwood	65+, Male
Rubbish. Can see effort has been made, with the app of reporting rubbish, etc., and trying to get people to use the bin collection service properly.	Coastal-Burwood	25-49, Male
Service at the library in the square is superb. The staff are helpful and courteous, setting an example for others to follow.	Coastal-Burwood	65+, Male
Services such as pools/gyms, etc.	Coastal-Burwood	25-49, Male
Streets are looking cleaner, could do with more flowers, i.e., tubs/baskets. We are the garden city!	Coastal-Burwood	65+, Female
The bins app is great. Anything relating to recycling is helpful.	Coastal-Burwood	25-49, Female
The call centre is usually very good. They're empathic and the vast majority of time get you in touch with the right people.	Coastal-Burwood	25-49, Female
The development of Christchurch, after the destroyed earthquake effected areas and buildings.	Coastal-Burwood	18-24, Female
The hot pools in the east and QEII. You start to think that we've been forgotten about over here. I've used both multiple times, and whilst my opinion is QEII should have been rebuilt to the original size, it's still good	Coastal-Burwood	50-64, Male
The kerbside collection service.	Coastal-Burwood	50-64, Female
The libraries are great. There are plenty of suburban libraries that are well stocked and have friendly staff. The library in the central city, library is fantastic, except for the eyesore that is the cathedral and the lack of parking. Love the art gallery, museum and botanic gardens.	Coastal-Burwood	50-64, Female
The library services, with the bus that calls at villages is a wonderful service.	Coastal-Burwood	50-64, Female
The maintenance of rubbish collection, top class, emptied every week, great service.	Coastal-Burwood	65+, Male
The new pool complex at QEII because, after the earthquakes, we lost our awesome pool complex. So, it's great to have a complex in the east side again.	Coastal-Burwood	25-49, Female
The rubbish collection service is great, could be better if the greens were allowed to be bigger but, overall, good job done.	Coastal-Burwood	65+, Male
The service, that I believe affected me, was the excellent way in which the Council arranged for the repair of Palmers Road in New Brighton. It is just a pity that a small majority of motorists now regard Palmers Road as a speedway!	Coastal-Burwood	65+, Male
The wheelie bins they do a great job with them.	Coastal-Burwood	50-64, Female
Waste disposal.	Coastal-Burwood	65+, Male
Waterway side.	Coastal-Burwood	25-49, Male
Well trained staff who are knowledgeable about the services they are dealing with.	Coastal-Burwood	25-49, Female
Beautiful parks and open space.	Fendalton-Waimairi-Harewood	18-24, Male
Bins.	Fendalton-Waimairi-Harewood	25-49, Female
Clean and clear water. Christchurch had the best drinkable water up to 10 years ago and it has taken that length of time to get that standard up to what it originally was.	Fendalton-Waimairi-Harewood	65+, Male
Clearing leaves off the street in autumn and winter.	Fendalton-Waimairi-Harewood	50-64, Male
Collecting rubbish.	Fendalton-Waimairi-Harewood	65+, Male

Comments	Board	Demographics
Community and city events, a wide variety is offered, and it adds to the vibrancy of the city. Brings communities together, making them safer, and life to the CBD.	Fendalton-Waimairi-Harewood	25-49, Female
Consistency in bin collection.	Fendalton-Waimairi-Harewood	25-49, Female
Council needs to look at basic needs, e.g., improving roading and footpaths, beware of over doing some areas and neglecting the others. They should be treated the same.	Fendalton-Waimairi-Harewood	65+, Female
Council staff are easy to communicate with, especially on telephone and they provide enough information as well. Rubbish collection is prompt and punctual.	Fendalton-Waimairi-Harewood	50-64, Female
Cycle trails are great to ride on.	Fendalton-Waimairi-Harewood	50-64, Male
Cycleways are slowly improving. I live close to the new northern motorway and the ability to bike to town, and soon also all the way to Kaiapoi, is becoming much safer. We just need more cycleways to join together without destroying roads, as they do in the central city.	Fendalton-Waimairi-Harewood	50-64, Male
Events, gets families out enjoying our wonderful city.	Fendalton-Waimairi-Harewood	50-64, Female
Fair enough.	Fendalton-Waimairi-Harewood	25-49, Male
General rubbish collection.	Fendalton-Waimairi-Harewood	50-64, Male
Graham Condon swimming pool, friendly staff, swimming instructors are very humble.	Fendalton-Waimairi-Harewood	50-64, Female
Green belts could do with more work, especially roadside.	Fendalton-Waimairi-Harewood	50-64, Male
Green space upkeep is great.	Fendalton-Waimairi-Harewood	65+, Male
Gutters and roads.	Fendalton-Waimairi-Harewood	65+, Female
I can only speak about our rubbish collections. I have found the guys are every polite and do a great job. Well done, Christchurch City Council.	Fendalton-Waimairi-Harewood	65+, Female
I like the way that the local newspaper is able to print details of council meetings, warts and all. My main dealings with council officers have been regarding cemeteries and I have always been politely and efficiently served.	Fendalton-Waimairi-Harewood	65+, Male
I only knew about bin collecting; I know they do all sorts of other jobs but don't know much.	Fendalton-Waimairi-Harewood	25-49, Male
I think public areas and parks are all clean and tidy. The city does not feel dirty.	Fendalton-Waimairi-Harewood	25-49, Female
I think the development of parks like the Margaret Mahy playground are a real asset. More please.	Fendalton-Waimairi-Harewood	65+, Female
If the city is running smoothly, no problems, which means council is performing well.	Fendalton-Waimairi-Harewood	50-64, Female
I'm sure about this may be all Christchurch City Council, members should ask themselves what they did best since they got elected last year. Properly setting plenty of restriction on weekly waste disposal and ignoring cracked roads and footpaths in need of repair, which are dangerous to walk for elderly and Kiwis with disabilities.	Fendalton-Waimairi-Harewood	25-49, Male
Improving bus services and consulting those affected.	Fendalton-Waimairi-Harewood	65+, Male
In making central Christchurch a good place to shop, safer, cleaner.	Fendalton-Waimairi-Harewood	50-64, Male
Infrastructure, rubbish, very good.	Fendalton-Waimairi-Harewood	50-64, Female

Comments	Board	Demographics
Internal building works are progressing well and I'm enjoying the way the city is shaping up.	Fendalton-Waimairi-Harewood	65+, Male
I've never contacted the Council in the last 12 months.	Fendalton-Waimairi-Harewood	65+, Male
Keeping our green spaces green and available.	Fendalton-Waimairi-Harewood	25-49, Female
Keeping the city looking presentable, and helping promote public interaction with the city, i.e., the penguin statues scattered through the city.	Fendalton-Waimairi-Harewood	18-24, Female
Kerbside collection is very well performed.	Fendalton-Waimairi-Harewood	65+, Male
Kerbside collection of red, green and yellow bins.	Fendalton-Waimairi-Harewood	50-64, Male
Kerbside rubbish collecting.	Fendalton-Waimairi-Harewood	18-24, Female
I think their response to noise control is very efficient, especially when I rang about loud music that went on over the holidays.	Fendalton-Waimairi-Harewood	65+, Female
Libraries and using them as a Council Service Centre and as a Postal Centre in some cases. These are really good and the staff I have come into contact with have been friendly and knowledgeable.	Fendalton-Waimairi-Harewood	65+, Female
Libraries are great assets.	Fendalton-Waimairi-Harewood	25-49, Female
Libraries, because they are a place where people can read and use technology for free.	Fendalton-Waimairi-Harewood	50-64, Female
Library services, plenty of sites.	Fendalton-Waimairi-Harewood	65+, Female
Lots of public opinion is taken into account.	Fendalton-Waimairi-Harewood	18-24, Male
Maintains the parks and green spaces and providing/supporting community events, like Lazy Sundays.	Fendalton-Waimairi-Harewood	25-49, Male
Most services are as I expect, none stand out.	Fendalton-Waimairi-Harewood	65+, Male
Oh my god, nothing. They couldn't be more in the wrong direction. Controlled by bullies, gangs, thugs, tattooed bully boys, wake up.	Fendalton-Waimairi-Harewood	25-49, Male
One thing the council is very good at is their seemingly unbridled ability to spend ratepayer's money in advance, so much so that unaffordable rates increase seem more common than a week of weather without a cold easterly.	Fendalton-Waimairi-Harewood	50-64, Male
Parks and playgrounds for families.	Fendalton-Waimairi-Harewood	25-49, Female
Parks are good.	Fendalton-Waimairi-Harewood	25-49, Male
Park's maintenance.	Fendalton-Waimairi-Harewood	25-49, Male
Parks.	Fendalton-Waimairi-Harewood	50-64, Male
Picking up red bins, they are the only bins, that every 2 weeks, get picked up, green and yellow get missed too often.	Fendalton-Waimairi-Harewood	25-49, Female
Plenty parks and play areas for kids.	Fendalton-Waimairi-Harewood	25-49, Male
Providing and maintaining gardens with flower plantings.	Fendalton-Waimairi-Harewood	65+, Male
Providing great walkways, parks, beaches and good upkeep of these outdoor services.	Fendalton-Waimairi-Harewood	50-64, Female

Comments	Board	Demographics
Providing plenty of road markings in a confusing manner.	Fendalton-Waimairi-Harewood	65+, Female
Providing services such as rubbish collection, great libraries. Green spaces are amazing, some great parks, such as Margaret Mahy. Great activities, buskers, concerts in the park.	Fendalton-Waimairi-Harewood	50-64, Female
Recreational activities and opportunities, new Linwood pool, Metro pool, cricket. Don't think we should waste money on new stadium though.	Fendalton-Waimairi-Harewood	50-64, Female
Recreational activities like parks. The parks are wonderful and is suitable for both kids and adults.	Fendalton-Waimairi-Harewood	25-49, Male
Refuse collection and checking that the recycling is being correctly deposited in the relevant bin.	Fendalton-Waimairi-Harewood	65+,
Rejuvenation of the inner city.	Fendalton-Waimairi-Harewood	65+, Male
Remembering it's citizens, who have been ratepayers for well over 50+ years.	Fendalton-Waimairi-Harewood	65+, Female
Roading, specifically cycle lanes. It was essential that something changed to making biking in Christchurch a safer mode of transport. Although, I believe the cycle lanes have got a bit out of hand. They are well marked.	Fendalton-Waimairi-Harewood	25-49, Male
Rubbish and recycling collection. Probably because it does not require any human interaction.	Fendalton-Waimairi-Harewood	50-64, Female
Rubbish collection, always on time, damaged bins fixed promptly, proactive recycling issues and, generally, the system seems to be one of the best, if not the best, in a New Zealand city, well done!	Fendalton-Waimairi-Harewood	50-64, Female
Rubbish collection, making good improvements with recycling efficiency.	Fendalton-Waimairi-Harewood	25-49, Female
Rubbish collection, regular and efficient.	Fendalton-Waimairi-Harewood	65+, Male
Rubbish collection, regular collecting, professionally done.	Fendalton-Waimairi-Harewood	50-64, Female
Rubbish collection, seems to work ok.	Fendalton-Waimairi-Harewood	25-49, Male
Rubbish collection, swimming pools, supporting events.	Fendalton-Waimairi-Harewood	50-64, Female
Rubbish collection, the three-bin system is great, and collections are undertaken in a timely manner.	Fendalton-Waimairi-Harewood	65+, Male
Rubbish collection.	Fendalton-Waimairi-Harewood	65+, Male
Rubbish collection.	Fendalton-Waimairi-Harewood	65+, Female
Rubbish disposal.	Fendalton-Waimairi-Harewood	65+, Male
Rubbish removal is being done well. However, it is a bit pedantic in what is being rejected from the bins at times. The problem lies with manufacturers in what waste they are producing, and it is not the fault of the ratepayer. The council has the means to sort the waste, so it is better to have it taken away than left on the side of the road.	Fendalton-Waimairi-Harewood	65+, Male
Rubbish removal.	Fendalton-Waimairi-Harewood	65+, Male
Summer festivals.	Fendalton-Waimairi-Harewood	25-49, Male
Supplying a good library service.	Fendalton-Waimairi-Harewood	65+, Male
The conditions at local parks/greenery have very good maintenance and care.	Fendalton-Waimairi-Harewood	18-24, Female

Comments	Board	Demographics
The development of cycleways. Still more needed to be developed.	Fendalton-Waimairi-Harewood	65+, Male
The green, red and yellow bins emptied and in a tidy fashion.	Fendalton-Waimairi-Harewood	50-64, Female
The information they are giving is very clear.	Fendalton-Waimairi-Harewood	18-24, Male
The level of service and maintenance has dropped over the years, but rates still increase. A better question would have been to ask what has been the underperforming areas of the Council.	Fendalton-Waimairi-Harewood	65+, Male
The libraries are wonderful. I believe many of the exercise facilities are also extremely good. With these facilities, they do listen to the public.	Fendalton-Waimairi-Harewood	50-64, Female
The library is wonderful and the extra services, like younger people helping older people with their phones, is a lovely way of getting different generations together.	Fendalton-Waimairi-Harewood	50-64, Female
The library, the buildings, the people, the selections available, the helpful staff.	Fendalton-Waimairi-Harewood	50-64, Female
The maintenance of the parks and reserves is of a good standard, although, there is a need to look at tree growth and check on their condition. Some are past their use by date.	Fendalton-Waimairi-Harewood	65+, Male
The three bins. The actual collection of the bins is great, they do a very good job overall and monitoring the yellow bins is a great way of teaching the few how to differentiate between 'red', 'green' and 'yellow' rubbish. Providing an app that includes all the different items that may be tossed, showing which bin each item goes in is very helpful, also tells you which bins to put out each week. The 'tests' that one can do, to see how good we are at identifying what goes where, are entertaining as well as a good learning tool.	Fendalton-Waimairi-Harewood	65+, Female
The upkeep of the parks are maintained really well.	Fendalton-Waimairi-Harewood	50-64, Female
There is a lot of pressure on council, particularly financially. The new motorway has been fantastic.	Fendalton-Waimairi-Harewood	25-49, Female
They do a good job at hosting events in Hagley Park, making sure everything is in place and having a safe place for people to gather, like the night noodle markets and concerts.	Fendalton-Waimairi-Harewood	18-24, Female
Timely bin collection.	Fendalton-Waimairi-Harewood	65+, Male
Toss-up between water, rubbish and sewerage. I'll plump for sewerage on this occasion, as it is something, I seldom have to consider these days, in contrast to the immediate past, quake period, where it was a challenge on a daily basis.	Fendalton-Waimairi-Harewood	50-64, Female
Traffic lights are repaired quickly. Good to see more seating and shelters being installed at bus stops. Ease of collecting rates. Ability to have opportunity to provide thoughts on the city's contribution to long term planning,	Fendalton-Waimairi-Harewood	50-64, Female
Transport assets. There has been a huge improvement in the infrastructure around the city. However, there is still a long way to go to make all roads good again.	Fendalton-Waimairi-Harewood	25-49, Male
Upkeep of parks and recreation grounds.	Fendalton-Waimairi-Harewood	50-64, Female
Upping the rates year on year for the increases they create.	Fendalton-Waimairi-Harewood	65+, Male
Urgent maintenance is done 4 hours to 2 weeks, depending on how much this will affect them, i.e., water cylinders, as it would cost them heaps if it burst.	Fendalton-Waimairi-Harewood	65+, Male
Very good kerbside rubbish delivery, good park/ greenspace maintenance, tidy parks and a city to be proud off.	Fendalton-Waimairi-Harewood	25-49, Female
Very prompt response to water problems.	Fendalton-Waimairi-Harewood	65+, Male
Waste collection. Always works well, has a useful app!	Fendalton-Waimairi-Harewood	50-64, Male

Comments	Board	Demographics
Waste, recycling, green.	Fendalton-Waimairi-Harewood	65+, Male
Water quality and supply. Glad our drinking water does not have chlorine anymore.	Fendalton-Waimairi-Harewood	50-64, Male
Water supply but need to respond to leaks urgently.	Fendalton-Waimairi-Harewood	65+, Male
Again, with the existing budget not much else can be done.	Halswell-Hornby-Riccarton	25-49, Male
Best at wasting ratepayer money.	Halswell-Hornby-Riccarton	50-64, Female
Bin collection is pretty good, never had an issue.	Halswell-Hornby-Riccarton	18-24, Female
Bin collection. I appreciate the extra work put in after lockdown to retrain some people about recycling. Who would have thought that a small change in lockdown would have created lasting issues with some people! It is important to minimise volume of waste going to landfill.	Halswell-Hornby-Riccarton	25-49, Female
Building infrastructure is at quite fast pace.	Halswell-Hornby-Riccarton	25-49, Male
CEO, council and management are doing an extremely poor job, and getting overpaid and underperforming. These jokers need to be fired and get new blood, provided these new blood are paid minimum wage, like the rest of their rank and files.	Halswell-Hornby-Riccarton	25-49, Male
Change to rubbish collection regarding what goes into the yellow bin, we find we are now putting a lot more rubbish into the red bin. Understood that Council were looking into this and would update/extend the list of what goes into yellow but still waiting for this.	Halswell-Hornby-Riccarton	50-64, Male
Collecting rubbish.	Halswell-Hornby-Riccarton	25-49, Female
Cycle lane.	Halswell-Hornby-Riccarton	25-49, Male
Cycleways, although seen by many, motorists, as intrusive.	Halswell-Hornby-Riccarton	65+, Male
Dog registration, micro chipping dogs for free. Think this is a great idea, but the Wednesday 11 am does not suit most working people.	Halswell-Hornby-Riccarton	50-64, Female
Doing nothing well.	Halswell-Hornby-Riccarton	50-64, Female
Emptying recycling, gardens.	Halswell-Hornby-Riccarton	25-49, Female
Events in Christchurch are well advertised, there are lots of events for both adults, young people and families, which is awesome.	Halswell-Hornby-Riccarton	18-24, Female
Gardening/maintenance of parks (Hagley/botanical gardens) is always done well.	Halswell-Hornby-Riccarton	18-24, Female
Hello Hornby is run by the council. This is a great free community event. It is run very well.	Halswell-Hornby-Riccarton	25-49, Female
I am pleased with and enjoy the features of Halswell Quarry Park.	Halswell-Hornby-Riccarton	65+, Male
I don't know much but if we were able to hear about the things that go on behind doors, such as how they came to the decision and/or how they approach something to decide upon something like that. To get a better understanding.	Halswell-Hornby-Riccarton	25-49, Female
I have no problem with the overall running of the Council, things are generally done, although, in my view, I see very little of anything from the council, who run things adequately. My mope is the "Garden City" image that I find unacceptable, for all the heavy advertising that goes in regarding Christchurch, The Garden City, work on that and I will be a happy little Jack Rabbit bouncing around a cleaner and tidier city!	Halswell-Hornby-Riccarton	65+, Female

Comments	Board	Demographics
I love the cycleways, but the council needs to actually do some serious enforcement, regarding dogs all over the place, off leads, etc. I am happy to share with pedestrians, but they need to learn that if they walk three and four abreast, and on the wrong side, cyclists can't predict what they are going to do. If they just kept left, I can safely warn with my bell, so as not to startle them and safely pass. They need educating and we need more signs telling them some paths are shared and we are allowed to use them.	Halswell-Hornby-Riccarton	65+, Male
I think the best service they perform is keeping everyone healthy and safe. They make everyone's lives a lot easier.	Halswell-Hornby-Riccarton	18-24, Male
I'm appreciative of the rubbish collectors.	Halswell-Hornby-Riccarton	50-64, Female
Informing public on matters.	Halswell-Hornby-Riccarton	25-49, Female
Keeping Christchurch clean and tidy.	Halswell-Hornby-Riccarton	50-64, Female
Keeping the roads and paths, sewerage well.	Halswell-Hornby-Riccarton	25-49, Male
Kerbside bin collection.	Halswell-Hornby-Riccarton	18-24, Female
Kerbside bins, reliable service.	Halswell-Hornby-Riccarton	25-49, Female
Kerbside rubbish collection is good and timely.	Halswell-Hornby-Riccarton	25-49, Male
Libraries, good staff.	Halswell-Hornby-Riccarton	50-64, Female
Libraries.	Halswell-Hornby-Riccarton	25-49, Female
Looking after public facilities, like parks, libraries and pools, so that there are fun and safe places for families to go and enjoy.	Halswell-Hornby-Riccarton	25-49, Female
Maintaining the parks and botanical gardens, they are lovely. Always a pleasure to enjoy these open spaces. Love the small community parks as well, always mowed and cared for.	Halswell-Hornby-Riccarton	25-49, Female
Maintenance and upkeep of Council properties through the Trust. I have lived in a Council flat for over 25 years and have never had any interior maintenance done until the Trust took over. It seems to me that if a resident takes care of their unit nothing gets done but those who couldn't care less are always getting things repaired.	Halswell-Hornby-Riccarton	65+, Female
Maintenance of gardens is going well.	Halswell-Hornby-Riccarton	18-24, Female
Maintenance of parks and green spaces is as good as ever.	Halswell-Hornby-Riccarton	50-64, Male
Making Christchurch an attractive city for tourists and locals.	Halswell-Hornby-Riccarton	25-49, Male
Mowing of parks and reserves and their maintenance.	Halswell-Hornby-Riccarton	65+, Male
Noise control, I had good dealings with.	Halswell-Hornby-Riccarton	50-64, Female
Odour management.	Halswell-Hornby-Riccarton	25-49, Female
Our recycle, rubbish and green waste deliveries, these work really well with our household. Thank you. :)	Halswell-Hornby-Riccarton	65+, Female
Outdoor events are organised pretty good.	Halswell-Hornby-Riccarton	25-49, Male

Comments	Board	Demographics
Parks and reserves.	Halswell-Hornby-Riccarton	65+, Male
Picking up the rubbish at kerbside, they've done well, and keeping the green life at city healthy.	Halswell-Hornby-Riccarton	25-49, Male
Rates.	Halswell-Hornby-Riccarton	25-49, Female
Recreational facilities. The council provided recreational facilities are well managed, in my opinion.	Halswell-Hornby-Riccarton	25-49, Male
Roading is being improved.	Halswell-Hornby-Riccarton	50-64, Male
Rubbish and recycling collection is working well.	Halswell-Hornby-Riccarton	25-49, Male
Rubbish collection is always efficient.	Halswell-Hornby-Riccarton	50-64, Female
Rubbish collection is always timely and done.	Halswell-Hornby-Riccarton	25-49, Female
Rubbish collection is ok.	Halswell-Hornby-Riccarton	50-64, Female
Rubbish collection, easy clear instructions on what should and shouldn't be placed in each bin. Always emptied with no issues.	Halswell-Hornby-Riccarton	25-49, Female
Rubbish collection, it's efficient and clean and the three bins, which encourage recycling and composting, are great. We are kept well informed of any collection issues around public holidays, etc.	Halswell-Hornby-Riccarton	25-49, Female
Rubbish collection.	Halswell-Hornby-Riccarton	50-64, Male
Rubbish collection.	Halswell-Hornby-Riccarton	65+, Male
Rubbish collection.	Halswell-Hornby-Riccarton	50-64, Male
Rubbish collection.	Halswell-Hornby-Riccarton	50-64, Male
Rubbish pick up and rubbish stations are excellent.	Halswell-Hornby-Riccarton	50-64, Male
Rubbish pick up is one of the best in the country. Recycling is also the envy of most centres.	Halswell-Hornby-Riccarton	25-49, Male
Rubbish service is great, both Kerbside pickup and operation of their refuse stations.	Halswell-Hornby-Riccarton	50-64, Male
Seems to be ok.	Halswell-Hornby-Riccarton	65+, Male
Spending the ratepayer's money on exorbitant over-inflated salaries and on so-called repairs that have to be done over and over again, "do it once do it right", don't pay contractors to redo roading repairs, time and time again.	Halswell-Hornby-Riccarton	65+, Male
Sports and recreation.	Halswell-Hornby-Riccarton	25-49, Male
Street planting and riverbank strips with natives, wonderful, vast improvement on exotic plants.	Halswell-Hornby-Riccarton	50-64, Male
Swimming pools, love the hydrotherapy pool at Rolleston, be nice to have one closer to Hornby.	Halswell-Hornby-Riccarton	65+, Female
Talking about doing something and then not doing what they talked about.	Halswell-Hornby-Riccarton	65+, Male

Comments	Board	Demographics
The bin collection service. This is very reliable and helps to keep the city clean.	Halswell-Hornby-Riccarton	65+, Male
The kerbside collections work well. The activities the council provides, e.g., KidsFest, concerts, etc., is handled exceptionally well.	Halswell-Hornby-Riccarton	65+, Female
The libraries and community centres are very well done.	Halswell-Hornby-Riccarton	25-49, Female
The roads are being serviced more frequently now.	Halswell-Hornby-Riccarton	25-49, Male
The rubbish bin collection is a very good service, but it is so confusing to know what can and cannot go in the yellow bins, so a lot of things end up going in the red bin because we don't know if it can go in the yellow. It would be good to have a larger green bin, especially in summer when the grass is cut more often.	Halswell-Hornby-Riccarton	65+, Female
Their swimming pools.	Halswell-Hornby-Riccarton	18-24, Female
There isn't just one thing the council does best, there's plenty.	Halswell-Hornby-Riccarton	18-24, Male
They don't perform at any level, neither councillors nor staff.	Halswell-Hornby-Riccarton	65+, Male
They have done a great job with wasting ratepayers' money.	Halswell-Hornby-Riccarton	25-49, Female
They let you know first, on what changes are they going to do on the road where you live, so you know what you are doing.	Halswell-Hornby-Riccarton	18-24, Female
They never failed to cater what the citizens around the area wants.	Halswell-Hornby-Riccarton	18-24, Female
They suck.	Halswell-Hornby-Riccarton	50-64, Female
Tidy streets.	Halswell-Hornby-Riccarton	65+, Male
Transport. We use the bus as often as possible, particularly in going to the hospital. Everything seems to be running like clockwork.	Halswell-Hornby-Riccarton	65+, Male
Upkeep of recreational spaces and waterways.	Halswell-Hornby-Riccarton	25-49, Female
Variety of entertainment.	Halswell-Hornby-Riccarton	50-64, Male
Wasting money.	Halswell-Hornby-Riccarton	65+, Male
Available activities, e.g., art gallery, art centre, museum, botanical gardens, are all great, and new things like He Puna Taimoana. There is much to do at low or no cost in Christchurch, especially the CBD.	Linwood-Central-Heathcote	25-49, Female
Being able to use the public library is one of the service that the council provides that is the best for me. Very modernized, helpful staff and in line with the technology.	Linwood-Central-Heathcote	50-64, Female
Bin collection.	Linwood-Central-Heathcote	50-64, Male
City reserves and parks in central city are amazing and we love to visit.	Linwood-Central-Heathcote	25-49, Female
Civil defences would be the best performing service. Only due to it essentially being around.	Linwood-Central-Heathcote	25-49, Female
Clean air.	Linwood-Central-Heathcote	50-64, Male
Clean roads and streets.	Linwood-Central-Heathcote	25-49, Female

Comments	Board	Demographics
Collection of household rubbish, recycling and green waste is great.	Linwood-Central-Heathcote	25-49, Male
Collection of the bins. Always on time and seems efficient.	Linwood-Central-Heathcote	50-64, Male
Communication, when there is an issue, is good, the staff in call centres and email are friendly and well trained.	Linwood-Central-Heathcote	25-49, Female
Community facing services, e.g., libraries, pools.	Linwood-Central-Heathcote	25-49, Female
Council does a good job of maintaining all the parks and green spaces around the city, e.g., Hagley Park is a large area, which is always well maintained.	Linwood-Central-Heathcote	25-49, Female
Cycleways.	Linwood-Central-Heathcote	65+, Male
Cycling lanes across the city and pedestrian walkways in the centre.	Linwood-Central-Heathcote	25-49, Female
Cyclists' safety.	Linwood-Central-Heathcote	65+, Male
Delivering the key new facilities in the city.	Linwood-Central-Heathcote	50-64, Female
Development of city.	Linwood-Central-Heathcote	25-49, Female
Everything, pretty much.	Linwood-Central-Heathcote	25-49, Female
Fast rebuilt of CBD, pity about Covid impact.	Linwood-Central-Heathcote	50-64, Male
Following through with their promises.	Linwood-Central-Heathcote	25-49, Male
Good at doing events.	Linwood-Central-Heathcote	65+, Female
Gyms and pools.	Linwood-Central-Heathcote	65+, Female
Heritage buildings look well maintained but I am no expert. Also, public pools seem to be going well, especially the hot pools in New Brighton.	Linwood-Central-Heathcote	25-49, Female
I have had occasion to call animal control in the last 18 months about a swan who was a long way from the river, and they were pretty good about attending and uplifting swan for release at riverside.	Linwood-Central-Heathcote	50-64, Female
I think are the parks, all parks are very clean and nice, plus most of the cycling routes are awesome, well signposted.	Linwood-Central-Heathcote	25-49, Male
Installing more cycle lanes and making the city more bike friendly.	Linwood-Central-Heathcote	25-49, Female
It's always on time and they get the job done.	Linwood-Central-Heathcote	18-24, Male
It's always on time.	Linwood-Central-Heathcote	25-49, Male
Keeping Christchurch beautiful.	Linwood-Central-Heathcote	50-64, Gender Diverse
Keeping parks looking good. After strong winds, the damage is cleared quickly and efficiently. Waterways are kept in good order.	Linwood-Central-Heathcote	50-64, Female
Keeping public/community areas tidy, though I would like to see more "low mow" or "no mow" areas around New Zealand, to benefit bird life and help further reduce emissions in the city.	Linwood-Central-Heathcote	25-49, Female
Keeping the waterways clean.	Linwood-Central-Heathcote	50-64, Female

Comments	Board	Demographics
Kerbside collections are great and reliable.	Linwood-Central-Heathcote	65+, Male
Kerbside rubbish collection, we have had an excellent service all year, that has always been on time, and I fully support the initiative of checking people's yellow bins.	Linwood-Central-Heathcote	25-49, Male
Know how to charge rates.	Linwood-Central-Heathcote	25-49, Male
Landscaping and looking after our parks and facilities.	Linwood-Central-Heathcote	25-49, Male
Library services. I always found the staff helpful and friendly.	Linwood-Central-Heathcote	50-64, Female
Library, the service has worked very well for me over the years and the staff are always lovely.	Linwood-Central-Heathcote	25-49, Male
Listening to themselves and no one else.	Linwood-Central-Heathcote	65+, Male
Looking after parks, walkways and cycleways are very good, as people are using them frequently.	Linwood-Central-Heathcote	50-64, Male
Looking after the parks waste and recycling.	Linwood-Central-Heathcote	50-64, Male
Not shy to hear the publics feedback.	Linwood-Central-Heathcote	25-49, Male
Park maintenance.	Linwood-Central-Heathcote	25-49, Male
Parks and reserves are well cared for.	Linwood-Central-Heathcote	65+, Male
Parks and services.	Linwood-Central-Heathcote	25-49, Male
Parks management.	Linwood-Central-Heathcote	50-64, Female
Parks, they are all looking really good and a highlight of the city.	Linwood-Central-Heathcote	25-49, Female
Paying themselves.	Linwood-Central-Heathcote	25-49, Male
Providing cycle lanes, however, there are several intersections that need cycle merging lanes where there are free give way lanes, e.g., intersection of Brougham and Shakespeare.	Linwood-Central-Heathcote	25-49, Female
Recycling program.	Linwood-Central-Heathcote	25-49, Female
Refuse collection.	Linwood-Central-Heathcote	65+, Male
Rubbish and recycling collection.	Linwood-Central-Heathcote	25-49, Female
Rubbish collection is delivered in right, time manner and they mostly check if residence do the right way, to dispose rubbish into the correct bin.	Linwood-Central-Heathcote	25-49, Male
Rubbish collection, despite not being able to recycle as much as before, I still think the council has a good system of rubbish collection, by separating and collecting the three different types of rubbish.	Linwood-Central-Heathcote	50-64, Male
Rubbish collection, we have had what could have been issues with construction vehicles parking in the way of the collection vehicle but each time the driver has gotten out and moved the bins and replaced them, we used to often have bins which were knocked over in the process of being put back on the kerb, but this has not happened for a long time.	Linwood-Central-Heathcote	65+, Female
Rubbish collection.	Linwood-Central-Heathcote	50-64, Male

Comments	Board	Demographics
Rubbish collection.	Linwood-Central-Heathcote	50-64, Male
Rubbish collection.	Linwood-Central-Heathcote	65+, Male
Rubbish collection. This service runs smoothly each week, so long as citizens put the right things in the right bins each week. The council do put out enough reminders as to what goes in each bin. I like to have my containers clean and dry for the recycling bin, unfortunately there are citizens who don't care about clean containers, etc., which results in all other material in that truck being contaminated.	Linwood-Central-Heathcote	65+, Female
Rubbish removal is good.	Linwood-Central-Heathcote	65+, Male
Rubbish removal.	Linwood-Central-Heathcote	65+, Male
Rubbish. Can see effort has been made, with the app of reporting rubbish etc, and trying to get people to use the bin collection service properly.	Linwood-Central-Heathcote	50-64, Male
The bin collections and park maintenance.	Linwood-Central-Heathcote	25-49, Male
The bins. We export over 100 containers of recycling a week, and if we can recycle more here, the better we will be.	Linwood-Central-Heathcote	50-64, Male
The council has faced a mammoth task in restoring the wastewater system and the roading since the earthquakes. The planning and rebuilding of the city has been as fast as possible.	Linwood-Central-Heathcote	65+, Male
The council have done an awesome job, considering a few years ago the city was in shambles. Has come a long way.	Linwood-Central-Heathcote	18-24, Female
The drinking water repair by City Care. Definitely not the quality of our water, which still smells of chemicals.	Linwood-Central-Heathcote	65+, Male
The parks are well maintained.	Linwood-Central-Heathcote	25-49, Male
The range of council sponsored events and activities is great, particularly through summer.	Linwood-Central-Heathcote	25-49, Male
The roadworks are sometimes a hassle and if they could leave the road in a much better condition than they found it, not just with patch works but to layer the whole place that they worked on with other roads that are in the same space, would be great.	Linwood-Central-Heathcote	18-24, Female
The upkeep and maintenance of the parks and gardens.	Linwood-Central-Heathcote	25-49, Female
The upkeep of Christchurch gardens around the city is beautiful.	Linwood-Central-Heathcote	25-49, Female
They do keep the parks very well.	Linwood-Central-Heathcote	50-64, Male
Thinking about past, I think their arrangement for all programs is marvellous.	Linwood-Central-Heathcote	25-49, Male
Turanga library.	Linwood-Central-Heathcote	50-64, Male
Very good service and I like this service.	Linwood-Central-Heathcote	25-49, Male
Wastewater management. They hire competent people to run the plant.	Linwood-Central-Heathcote	25-49, Male
Wastewater, sewerage.	Linwood-Central-Heathcote	25-49, Male
Water and rubbish collection.	Linwood-Central-Heathcote	25-49, Female

Comments	Board	Demographics
Water and sewerage.	Linwood-Central-Heathcote	65+, Male
Water supply, there are plenty of moaners out there, but not me.	Linwood-Central-Heathcote	65+, Male
Water supply.	Linwood-Central-Heathcote	25-49, Female
Water supply.	Linwood-Central-Heathcote	25-49, Female
Weekly bin collections. It is mostly reliable with just the odd hiccup during holidays, i.e., Christmas/New Year's collection days.	Linwood-Central-Heathcote	65+, Female
When there was a water accident in my street everything was fixed within an hour. This service is very fast.	Linwood-Central-Heathcote	25-49, Female
Absolutely love the libraries the council runs; they are a brilliant asset to the city.	Papanui-Innes	25-49, Female
Building cycleways.	Papanui-Innes	50-64, Female
Collecting bins.	Papanui-Innes	25-49, Female
Council is good performing.	Papanui-Innes	25-49, Female
Cycling paths, implementing these around the city and making cycling networks is an amazing project, that shows great forward-thinking. It's not perfect, and I highly recommend that the people planning these actually test them out, as some of the designs make the roads less safe for cyclists, even though the goal is to do the opposite, i.e., making the road space for cars narrower, so that a bike path can be implemented is great! That is, until you allow cars to park in the space where the bike path is, thereby forcing cyclists to bike on the same bit of road where the cars are. As their road is narrower, they cannot pass the cyclist anymore and they get irate when they get stuck behind a bike and the cyclists get nervous as they cop the abuse. Not the greatest design idea, really.	Papanui-Innes	25-49, Male
Dealing with wastewater. Appears to be no problems.	Papanui-Innes	50-64, Male
Don't listen or take action when needed. The public never get a say.	Papanui-Innes	50-64, Female
Ensuring they line their own pocket.	Papanui-Innes	25-49, Female
Filling time in till the next election is their best quality.	Papanui-Innes	50-64, Male
Fixing the roads and more community places.	Papanui-Innes	18-24, Female
Giving the public information about what they're doing.	Papanui-Innes	65+, Female
Good roads.	Papanui-Innes	25-49, Male
Great library selections and service in the library.	Papanui-Innes	25-49, Male
Green spaces look lovely.	Papanui-Innes	50-64, Female
I think the Council has been quite transparent about the situation of water delivery and capacity restrictions, the water restriction levels are communicated in many places and frequently.	Papanui-Innes	50-64, Female
Increasing costs to ratepayers.	Papanui-Innes	50-64, Male
Is the council responsible for NZ Post? Mail delivery's ok. Roads are a bit narrow where cycle lanes have been installed.	Papanui-Innes	65+, Female
Keeping parks nice.	Papanui-Innes	25-49, Female
Kerbside bin collection, street lighting.	Papanui-Innes	25-49, Female

Comments	Board	Demographics
Library service centres.	Papanui-Innes	50-64, Male
Library service.	Papanui-Innes	65+, Female
Looking after the streets, especially with Covid.	Papanui-Innes	50-64, Male
Maintaining the rubbish collection and keeping the city relatively clean. Water is good apart from the chlorine, chlorine in the water for too long now.	Papanui-Innes	18-24, Female
Maintenance of public areas, like parks.	Papanui-Innes	18-24, Female
Most services.	Papanui-Innes	50-64, Female
New Infrastructure in city after the earthquake.	Papanui-Innes	50-64, Male
Organised family activities, like KidsFest and free kids' days, etc.	Papanui-Innes	25-49, Female
Our water is still of high quality. Keeping it chlorine free should be of high importance.	Papanui-Innes	50-64, Male
Parks and gardens.	Papanui-Innes	65+, Male
Pools, rec centres.	Papanui-Innes	25-49, Female
Providing pools, including outdoor pools. Love He Puna, this has been such a great addition to this part of town.	Papanui-Innes	25-49, Female
Refuse collection.	Papanui-Innes	65+, Male
Regular rubbish/recycling pickups, I guess.	Papanui-Innes	50-64, Female
Rubbish collection is good, other than confusion over what can go in the yellow bin.	Papanui-Innes	65+, Male
Rubbish collection is reliable but recycling still seems to have problems.	Papanui-Innes	65+, Male
Rubbish collection, collected on correct days.	Papanui-Innes	25-49, Female
Rubbish collection, prompt, efficient and great at communicating changes or things we are doing wrong, with letters, pamphlets, etc., in the mailbox.	Papanui-Innes	50-64, Female
Rubbish collection.	Papanui-Innes	25-49, Female
Rubbish collections are well done.	Papanui-Innes	65+, Male
Rubbish removal, maintaining sports grounds and parks.	Papanui-Innes	65+, Female
Rubbish street collection. With only one exception in the past 12 months, rubbish has always been collected on the correct day, with little or no spillage.	Papanui-Innes	50-64, Male
Rubbish recycle and organic waste bins. I really appreciate this; I hate seeing rubbish bags on the side of the road. I can't understand why some people do it when we have such a great score for getting rid of it legally.	Papanui-Innes	50-64, Female
Still trying to fix the roads in the city. Good libraries and parks.	Papanui-Innes	65+, Male
That the roading contractors clean up properly any mess or residue they leave behind.	Papanui-Innes	65+, Male
The access to libraries, it is great that anyone can become a member and have access to books, etc.	Papanui-Innes	25-49, Female
The building and art that they are putting around the city, because they are very modern and funky.	Papanui-Innes	25-49, Male
The condition of roads and cycleways are getting hugely better.	Papanui-Innes	50-64, Male

Comments	Board	Demographics
The council does best in plantation and waterway displays, keeping central city clean and approachable.	Papanui-Innes	18-24, Female
The gardens around town are fantastic.	Papanui-Innes	25-49, Female
The libraries are the best feature. They are accessible, well run facilities. The digital content has been great in lockdown.	Papanui-Innes	50-64, Female
The libraries, friendly service and great selection.	Papanui-Innes	65+, Male
The library service is tremendous. We use it all the time for the kids and they love it. Well done!	Papanui-Innes	25-49, Male
The maintaining of public spaces and parks is to a high standard.	Papanui-Innes	25-49, Female
The Northern Motorway is great.	Papanui-Innes	25-49, Female
The weekly and fortnightly rubbish collection is spot on.	Papanui-Innes	65+, Female
Waste pick up is good, always done fast.	Papanui-Innes	25-49, Female
Although I am not 100% happy with the green waste collection, I feel that it is at least a small step above, compared to other South Island towns, because most, if not all, other than Christchurch, do not offer a green waste collection.	Spreydon-Cashmere	25-49, Female
Bin collection, "you've bin good" stickers are cool.	Spreydon-Cashmere	18-24, Female
Bin collection, done easily and quickly.	Spreydon-Cashmere	25-49, Female
Christchurch council.	Spreydon-Cashmere	25-49, Male
Council call centre is excellent, the staff are knowledgeable and friendly, going out of the way to resolve problems.	Spreydon-Cashmere	50-64, Female
Friendly service on the phone.	Spreydon-Cashmere	25-49, Female
Getting the public back into the city with nice events, green area, playgrounds.	Spreydon-Cashmere	50-64, Male
Good use of rubbish removal, though too many types of plastic to decide what should be in yellow bin.	Spreydon-Cashmere	65+, Male
Hagley park is always beautifully maintained!	Spreydon-Cashmere	50-64, Female
I do think the council provides a very good library service.	Spreydon-Cashmere	65+, Male
I guess rubbish, recycling, etc., always gets picked up on time.	Spreydon-Cashmere	25-49, Male
I like the range of free activities, such as concerts, theatre.	Spreydon-Cashmere	25-49, Female
I love Hagley Park and the Botanic Gardens. They make Christchurch special. I especially love seeing the trees in blossom and the daffodils in Spring.	Spreydon-Cashmere	65+, Gender Diverse
I think the roads need to be more closely monitored. I think they are alright, but I had visitors from Auckland staying with me last week and they complained a lot about our bumpy roads.	Spreydon-Cashmere	65+, Female
I think they're pretty good at paying too much to too many bosses at the Christchurch City Council and not getting enough core services running 100% effectively.	Spreydon-Cashmere	50-64, Female
I'm not sure what the categories are but the general services to keep water, wastewater and so on running, seem to be fantastic. It can't be easy, given disruptions and aging pipes, but interruptions are few and far between. Well done Christchurch City Council.	Spreydon-Cashmere	25-49, Male
Information about kerbside rubbish and recycling.	Spreydon-Cashmere	25-49, Female
Its libraries.	Spreydon-Cashmere	50-64, Male

Comments	Board	Demographics
Keeping parks and walkways tidy.	Spreydon-Cashmere	25-49, Male
Keeping the parks in great shape for all sporting activities, and the gardens looking lovely.	Spreydon-Cashmere	25-49, Female
Kerb bins, it shows they are looking after the planet to a certain extent.	Spreydon-Cashmere	50-64, Female
Kerbside collection works well, obviously a timetable is in place and you can rely on the level of service.	Spreydon-Cashmere	25-49, Male
Libraries and parks. The app is user friendly, though does need updating, holding books is a quick online process, self-book checkout is quick and easy to understand, and the central library is a destination in and of itself. Our green spaces are totally unique compared to other New Zealand cities and they are maintained well.	Spreydon-Cashmere	25-49, Female
Library works well.	Spreydon-Cashmere	25-49, Male
Making Christchurch cycle friendly, it's very easy to get around on a bike with the family now and not needing to worry about young ones on the road as much.	Spreydon-Cashmere	25-49, Male
Most services are OK. Based on personal recent experience, I appreciated the promptness and helpfulness of staff related to rates account queries.	Spreydon-Cashmere	50-64, Male
Only thing, as previously mentioned, is that a lot of dog owners treat parks as dog toilets.	Spreydon-Cashmere	65+, Male
Parks and reserves.	Spreydon-Cashmere	50-64, Male
Parks are well looked after.	Spreydon-Cashmere	25-49, Female
Public libraries repaired and reopened after the earthquakes, these are really valued by so many residents, they provide great places for families, children and particularly retired citizens to meet, read and socialise. I have older parents and they are regular users of two of the libraries and they are so valued. I'm very happy to contribute to these services via my rates. I've used the free rooms at Tūranga for work meetings and this service is fantastic. Some of our staff have taken groups of students to Tūranga and utilised the craft/games areas and come back buzzing with how much everyone has enjoyed these great spaces. Additions of cafe spaces to many suburban libraries, fantastic, can't say how much these are appreciated in local communities, great for people who can't travel too far.	Spreydon-Cashmere	50-64, Female
Really enjoy the program, cleaning waterways, as many of the rivers now have beautiful planting along banks, and waterways are looking a lot cleaner.	Spreydon-Cashmere	25-49, Male
Recycling/rubbish collection is good but more needs to be done to ensure recyclables are being recycled and not going to landfill.	Spreydon-Cashmere	25-49, Male
Roading, safer cycle and walkways.	Spreydon-Cashmere	50-64, Female
Rubbish collection and appearance of waterways.	Spreydon-Cashmere	25-49, Female
Rubbish collection is great, it's not very often I don't have my bins emptied. I love my gold star on my yellow bin, makes me feel very proud I'm doing the right thing. :)	Spreydon-Cashmere	50-64, Female
Rubbish collection is very good.	Spreydon-Cashmere	65+, Male
Rubbish collection of yellow and green bins. Red bins don't bother to shake bins to fully empty them. Sick of this.	Spreydon-Cashmere	50-64, Female
Rubbish collection, including recyclables, green waste and rubbish. It is a consistent and reliable service.	Spreydon-Cashmere	25-49, Female
Rubbish collections.	Spreydon-Cashmere	65+, Female
Safety.	Spreydon-Cashmere	18-24, Female
Sewerage is the number one issue, and Christchurch does well here. We flush, and hey, presto, it is gone. Without good sanitation we very quickly become just another third world country.	Spreydon-Cashmere	65+, Male

Comments	Board	Demographics
Stop changing the yellow bins. One minute you are to put cardboard in it, then they say no, if you can crush it in your hand, red bin, no plastic, etc. By the way, no one got a letter or something through the letter box to even say we have changed the things you can and cannot put into the yellow bins. Come on Christchurch City Council, think about what you are doing to everybody of Christchurch City Council.	Spreydon-Cashmere	65+,
Street maintenance. Everywhere seems to be pretty clean and rubbish free. People often dump old furniture on the road and is never there long. The council seems to be onto it when providing clean public streets.	Spreydon-Cashmere	18-24, Female
Street sweeping has improved immensely and so has the attention of the upkeep and cleaning of the stormwater drains!	Spreydon-Cashmere	65+, Male
Swimming and gym facilities.	Spreydon-Cashmere	25-49, Female
The certificate of compliance was very easy and helpful. They let me know the results promptly.	Spreydon-Cashmere	50-64, Female
The Council are just money hungry ... that don't want to do anything for their pay check, apart from increasing it by raising rates.	Spreydon-Cashmere	25-49, Male
The council is doing a good job around the Heathcote River banks, with plantings, bank strengthening and maintenance.	Spreydon-Cashmere	65+, Female
The green spaces are open, plentiful and available.	Spreydon-Cashmere	25-49, Male
The kerbside pickup.	Spreydon-Cashmere	25-49, Male
The libraries are too costly, yes, nice, but what a drain on rates. About 1/3rd of expenditure was on 'libraries and learning', really?! Excessive Te Reo Maori signage, especially names of places that are usually general, like 'Library', I can't remember the Maori word for it, but it isn't very memorable! Too much native planting, it's becoming obsessive, even though, personally, I like to have native trees and shrubs dotted about the place. Massive monuments to councillor fancy and planners' dreams, the massive conference facilities, the expensive library, the exercise and sporting facilities by the Hospital. Far too much money when council housing is in the doldrums.	Spreydon-Cashmere	65+, Male
The library in lower Colombo Street. The staff are the most helpful and friendly people I know. They help me to sort out all sorts of problems, e.g., carrying book to the car, putting books though the check out when we are not feeling well, they are helpful in many ways.	Spreydon-Cashmere	65+, Female
The library service is excellent. Well stocked and laid-out libraries. Helpful staff. Great facilities and communication.	Spreydon-Cashmere	65+, Male
There is nothing in particular, I do enjoy the local pools and gyms though.	Spreydon-Cashmere	50-64, Female
They do extremely well in ensuring that rates increases are escalating at an alarming rate. It needs to stop. As a suggestion, it would help the ratepayers of this City if our Council was to initiate a lobby to Government to exclude GST from rates payments. This would bring immediate relief to long suffering ratepayers. Collaboration with other Councils on this matter would provide a unified front and may sway Government to implement it.	Spreydon-Cashmere	65+, Male
Transfer stations. For me, it's not so much the rubbish that I am giving accolades for, but the: 1. Green recycling, because it's cheap to dump green waste and that's the way it should be. 2. General recycling from the transfer stations is the big one for me, it is so cool to get to browse second hand, second chance, items from the "Red Shed" down in Blenheim Road.	Spreydon-Cashmere	50-64, Male
We use several Christchurch City libraries and find them user friendly and well run.	Spreydon-Cashmere	50-64, Female

1.3 Service That is Most Important for Council to Improve Over the Next 12 Months, and Why

Comments	Board	Demographics
Bus service. Frequency needs rethinking, especially in the current climate of climate warming and emissions.	Banks Peninsula	Male, 65+
Clearing wilding pines.	Banks Peninsula	Female, 25-49
Fix the roads. So many of them have potholes and it is so annoying.	Banks Peninsula	Female, 18-24
Footpaths and roads.	Banks Peninsula	Female, 50-64
Go greener! Forbid all pesticides! Pesticides kill the insects, humanity cannot live without insects! Build green areas in the city. Build EV charging facilities. People will not buy EV's if there are no charging facilities, look at Europe. Give EV owners extra privileges. Build recycle factories. The council should set an example and change their company cars/mowers into electrical ones.	Banks Peninsula	Male, 50-64
If possible, stop adding chlorine to the water supply.	Banks Peninsula	Female, 65+
Local roading and footpaths.	Banks Peninsula	Male, 65+
Maintenance for parks. Feedback, more transparency and honesty on reasons a job is not completed would go a long way for some faith in the council.	Banks Peninsula	Male, 65+
Potable drinking water, we used to have the best in New Zealand, it's now crap.	Banks Peninsula	Male, 65+
Roading in Birdlings Flat.	Banks Peninsula	Male, 65+
Roads. I can mainly talk about the road from Lyttleton to Cass Bay, the standard is very poor, especially after it's being used as the main highway for oversized trucks, while the Sumner Road was closed, also the pedestrian access is a danger, especially for elderly people and people with prams who sometimes have to walk on the road to avoid overgrown pathways and cars parked on the footpath.	Banks Peninsula	Male, 65+
Rubbish collection for all people that pay rates, not just those living close enough to warrant it.	Banks Peninsula	Male, 25-49
Transparency.	Banks Peninsula	Female, 50-64
Availability of affordable parking in the city centre.	Coastal-Burwood	Female, 18-24
Be more open and above board about what is being planned. Living in the east, we seem to have been forgotten about since the earthquake.	Coastal-Burwood	Female, 65+
Better services on the east side, more public advertising of events on offer.	Coastal-Burwood	Female, 50-64
Christchurch's waste problem, more bins in public places to reduce littering, as well as separate red/green/yellow bins in public.	Coastal-Burwood	Female, 18-24
Cleaning up, reducing wastewater/stormwater, etc., runoff into our inner-city rivers. Aim for them to be swimmable quality.	Coastal-Burwood	Male, 25-49
Closer scrutiny of speed limits in residential areas.	Coastal-Burwood	Male, 50-64
Cycling lanes and roadways in the central city seem very confusing. I think this could have been done better.	Coastal-Burwood	Male, 25-49
Drinking water, please.	Coastal-Burwood	Female, 65+

Comments	Board	Demographics
Educating people further on responsible recycling. It is so wrong that so many trucks are being rejected because of bad recycling by householders. I think that the council needs to ask people whether they are prepared to be conscientious and keep their yellow bin or, for those who are not willing to recycle properly, they should all have their yellow bin removed and be given a bigger red bin. I know the council has had open days at the Hornby recycling centre but that is too far to go. Maybe going into schools and teaching the kids exactly how to recycle might be best, as kids will go home and educate their parents. The kids seem to be more environmentally aware than some of the slack parents. The council has put out pamphlets about what can go in the yellow bin, but the rules change, which confuses people. It needs to be much clearer. I think holding a big day out in the red zone, with rubbish for people to learn to sort properly would be awesome.	Coastal-Burwood	Female, 65+
Fixing roads.	Coastal-Burwood	Female, 50-64
Footpaths and roads in the eastern suburbs, these are terrible in places. I am not talking about the red zone here. When I go down to Sumner, I am always shocked at the money that has been spent on that suburb compared to where I live. It seems like one area of Christchurch gets an unreasonable amount of money spent on it compared to other suburbs. We don't need huge amounts of money spent on things, like hot pools, we need our basic roads and footpaths put back to a safe level for walking and driving on. A classic example is the bridge at Ferrymead compared to the bridge at Bridge Street. The bridge at Bridge Street has no aesthetic value, has a very basic design and, on the roundabout side, is already falling down and surrounded by weeds and long grass, whereas the bridge at Ferrymead shines with money having been spent on it. Come on Christchurch City Council, spend some money where it is needed most.	Coastal-Burwood	Female, 65+
Footpaths and roads still are not up to standard.	Coastal-Burwood	Female, 50-64
For me, it's derelict buildings, both commercial and privately owned homes. I think there should be stricter rules on how long buildings should be left untouched, some are a fire hazard but also bring down entire streets, attract squatters and drive down the property value of neighbouring properties.	Coastal-Burwood	Female, 25-49
Get the chlorine out of the water.	Coastal-Burwood	Male, 65+
Getting chlorine out of our water supply.	Coastal-Burwood	Male, 25-49
Getting rid of chlorine from drinking water.	Coastal-Burwood	Male, 50-64
Give the east side of Christchurch a fair go and do a lot more remedial work on parks and roads here.	Coastal-Burwood	Male, 25-49
Green bins need to be bigger. It takes us, 2 adults, over a month to fill the yellow and red bins, the two most un-environmentally friendly bins. It takes me a day to fill the green one. Doesn't make sense, why can't I swap the red and yellow for small bins and have a large green one. At the moment I end up filling the red with green waste because it doesn't fit the small green bin, is that really what you want.	Coastal-Burwood	Male, 50-64
Happy with services already.	Coastal-Burwood	Male, 50-64
I live on Bower Ave and walk with a walking stick and our footpaths have not been repaired since the earthquake, nearly 10 years. It's not good enough.	Coastal-Burwood	Female, 50-64
I think the introduction of the cycle lanes in some areas was not thought out very well. It has caused problems for motorists.	Coastal-Burwood	Female, 25-49
I think the yellow bin service needs to be updated, I get confused as to what can go in and what cannot. Luckily, I have not had my bin refused yet but see lots of people that do.	Coastal-Burwood	Female, 50-64
I was overcharged at a private parking carpark, outdoors by Dux City. It was meant to be 7\$ for 12 hours. I must have put in \$10, I couldn't get the change. Had used coins. Only needed 3 hours but chose to park across the road in carpark for the \$7 fee. Had my babies, 1 year old and 2.5 year old, so it was a bit fiddly for a busy mum. However, had my 20 year old niece helping me in town with kids. Meter was confusing for me, hehe.	Coastal-Burwood	Female, 25-49

Comments	Board	Demographics
Improve on the recycling service.	Coastal-Burwood	Male, 18-24
Investment in the East.	Coastal-Burwood	Female, 25-49
It's more the price that ignores me.	Coastal-Burwood	Female, 25-49
Keep water services in council control.	Coastal-Burwood	Male, 65+
Kerb sweeping needs to improve. I know my street has a lot of trees, which clogs up the drains because the kerbs isn't steeped enough.	Coastal-Burwood	Male, 25-49
Lack of direct communication with residents in an area where potential changes are being made, i.e., around red zone land use or building developments.	Coastal-Burwood	Female, 25-49
Making an assumption that all ratepayers are happy to pay levies, to restore buildings they have no connection to, is not acceptable. I strongly oppose the fact that I have to pay a levy in my rates to support the Anglican cathedral rebuild. If people choose to support the rebuild, that is fine, but it is not something which should be foisted on to every ratepayer. If I had to pay a levy, I would like the choice of which project it should go towards. Taking money, assuming people will be happy about it, is wrong and selfish.	Coastal-Burwood	Female, 25-49
Making sure residents' homes are repaired correctly and up to the homeowners promised standard. Discipline the companies that have let the homeowners down. Don't discipline the homeowner, especially when they have asked the council to implement their laws! And look into the companies ripping off Cantabrians.	Coastal-Burwood	Male, 25-49
More free parking around the city to draw more people in.	Coastal-Burwood	Male, 25-49
More investments in New Brighton/Southshore, the hot saltwater pools have been a great start, but more is needed.	Coastal-Burwood	Female, 25-49
More places/opportunities for the homeless to sleep off the street.	Coastal-Burwood	Female, 25-49
No bus service in Kainga and Brooklands.	Coastal-Burwood	Female, 50-64
On and off-street parking close to the hospital.	Coastal-Burwood	Male, 50-64
Openness in its meetings, releasing how councillors voted, money spent on things. More say for ratepayers on how our money is spent, i.e., ask if we want to buy houses in Akaroa, not just go buy them because some councillor thinks it's a good idea.	Coastal-Burwood	Male, 50-64
Parking ticket prices.	Coastal-Burwood	Female, 25-49
Parking, parking is too expensive and is putting people off going into town at all. Also parking costs for the hospital building when it finally gets built after all these years are going to be the most expensive in the country. Why the heck should it be so expensive you are literally visiting sick family and friends in hospital and shouldn't have to worry about the price of parking. It's ridiculous! Also fix the roads on the East side!	Coastal-Burwood	Female, 18-24
Relationship with each other on the council.	Coastal-Burwood	Female, 25-49
Repair the New Brighton bridge, it is a disgrace, waiting 11 years for a new bridge.	Coastal-Burwood	Male, 65+
River water quality.	Coastal-Burwood	Male, 25-49
Road infrastructure, repair and maintenance to a high standard in the eastern suburbs of Christchurch, and around the riverbanks, cycleways and paths along the eastern suburbs of the Avon river. Providing safe, cheap and plentiful parking around the hospital for patients and staff, the current situation is appalling.	Coastal-Burwood	Female, 50-64
Road maintenance in the red zone. There are weeds and cracks everywhere and these look unappealing to the public.	Coastal-Burwood	Male, 50-64
Roading.	Coastal-Burwood	Male, 65+

Comments	Board	Demographics
Roads are still rubbish and uneven surfaces contribute significantly to vehicle deterioration.	Coastal-Burwood	Female, 25-49
Rubbish in waterways, especially the Avon in town.	Coastal-Burwood	Female, 25-49
Speed up roadworks.	Coastal-Burwood	Male, 65+
Spend more money on roads and the pipes that go under the roads. It may not be as pretty as a park/garden, but it is necessary if we are to drive/cycle/walk around our city, especially in the east.	Coastal-Burwood	Female, 50-64
Still neglected areas of Christchurch they could do with sprucing up. Beach area out Brighton, for example.	Coastal-Burwood	Male, 25-49
Stop being involved in social housing.	Coastal-Burwood	Male, 65+
Stop doing bike lanes and fix all the bad roads. Out east the roads are in bad condition.	Coastal-Burwood	Male, 25-49
Taking consideration to areas with less tourist attraction.	Coastal-Burwood	Female, 18-24
The chlorination situation.	Coastal-Burwood	Female, 50-64
The clearing of sediment in our rivers and estuary are of prime importance before winter 2021. We have to forget about losing an eel and concentrate on getting water levels down.	Coastal-Burwood	Male, 65+
The Council could improve on listening to the residents and what they want. I know that there are diverse needs within our city, so some issues are more important to some than to others. Living on the east of Christchurch is a different experience to living in the west, south, etc., areas of the city. The Council needs to understand this difference and respond to it.	Coastal-Burwood	Female, 50-64
The council needs to provide larger red bins for households.	Coastal-Burwood	Male, 25-49
The people responsible for maintaining and cleaning toilets. Some of the toilets are just disgusting, the one at Beverley Park is one that springs to mind. I've already mentioned the toilets at Bexley Park, that needs to be sorted urgently. There's a lot of people using that area with dog walkers, the playground, the blow karts and BMX.	Coastal-Burwood	Female, 25-49
The time taken for roading repairs, especially Tuam Street.	Coastal-Burwood	Female, 65+
Tidying up and completing restoration of Christchurch's historic buildings. For example, the lack of council finance for completing the Arts Centre is not only disgraceful, it is discourteous to the city's founding fathers and the effort they put into developing our city and its services. What is more important, our heritage or bureaucrat's tea and biscuits?	Coastal-Burwood	Male, 65+
Transport and roading.	Coastal-Burwood	Male, 65+
Upgrade New Brighton shops, turn the area into a nice surfer style tannery and bring the spaced shops together.	Coastal-Burwood	Male, 25-49
Want chlorine out of the water.	Coastal-Burwood	Male, 65+
Wastewater.	Coastal-Burwood	Male, 25-49
Water supply. Good supply of water needed without the need to add anything. Good pressure.	Coastal-Burwood	Female, 50-64
Water. I know you're working on it, but it is very tedious to deal with.	Coastal-Burwood	Female, 25-49
1. Public relations. 2. More public consultation.	Fendalton-Waimairi-Harewood	Female, 50-64
Appearing to pick the cheapest, nastiest contractor for the job.	Fendalton-Waimairi-Harewood	Female, 25-49
Better water in the Northwood area. It is gassy and I have to buy bottled water for my evening whisky, as the tap water has a taste.	Fendalton-Waimairi-Harewood	Male, 65+
Burnt rubber on road surfaces, where boy racers have been doing burnouts.	Fendalton-Waimairi-Harewood	Male, 65+

Comments	Board	Demographics
Chinese water bottling needs to be stopped. Also, how has the chlorine in the water supply not needed to be finished yet, it has been years.	Fendalton-Waimairi-Harewood	Female, 18-24
Christchurch is being developed with little thought for senior citizens. In a lot of areas, you can't look up to enjoy your surroundings, as it is too easy to trip with the state of many footpaths. Many people should put their phones away and see properly, so as not to expect seniors to get out of their way. Not everyone has bus routes close by. Too many obstacles are allowed to be on the footpath, footpaths are for people on foot!	Fendalton-Waimairi-Harewood	Female, 65+
Christchurch roads and footpaths are in urgent need to be fixed and repaired.	Fendalton-Waimairi-Harewood	Male, 25-49
Christchurch roads are a disgrace.	Fendalton-Waimairi-Harewood	Female, 50-64
Clean, tidy but green bins should be large and yellow bins small.	Fendalton-Waimairi-Harewood	Female, 65+
Communication about some of the decisions, particularly the big item ones.	Fendalton-Waimairi-Harewood	Female, 50-64
Condition of waterways.	Fendalton-Waimairi-Harewood	Male, 65+
Consistent road and cycleway design throughout the city. We have way too many examples of vastly different design. To me, Tennyson Street, in Sydenham, has one of the best designed roads/cycleways, as they are kept apart and remain safe for cyclists and drivers. More of these roads would be great, when we are unable to separate the road from the cycleway altogether.	Fendalton-Waimairi-Harewood	Male, 50-64
Consulting with hospitality businesses before changing things, like on street parking.	Fendalton-Waimairi-Harewood	Female, 18-24
Cycle friendliness and more separated cycleways, please.	Fendalton-Waimairi-Harewood	Male, 18-24
Cycleways.	Fendalton-Waimairi-Harewood	Male, 25-49
Dealing with water leaks across the city, such a waste of water.	Fendalton-Waimairi-Harewood	Female, 25-49
Develop equitable parking solutions for residents in inner suburban streets, where workers fill parking during the day. The residents pay rates for these properties but don't receive the full benefit of services.	Fendalton-Waimairi-Harewood	Male, 65+
Don't confuse the traffic lanes so much.	Fendalton-Waimairi-Harewood	Female, 65+
Efficient roadworks.	Fendalton-Waimairi-Harewood	Male, 18-24
Fixing the roads.	Fendalton-Waimairi-Harewood	Male, 25-49
Flooding issues in some parts of Christchurch, as well as the upkeep of good roading. Some parts still require better maintenance, as well as more effective traffic lights/turning arrows.	Fendalton-Waimairi-Harewood	Female, 50-64
Footpath standards. The surface is very uneven in places, need resealing, and there are many obstacles for impaired people. There appears to be no policing of overhanging plants emerging from residences, making it difficult to navigate on the footpath. Council planting in some instances contribute to this.	Fendalton-Waimairi-Harewood	Male, 65+
Get the city revitalised much quicker. Get the projects working, stop the red tape. Make faster decisions. Approve consents that would benefit the city more, e.g.: Rocket Lab. Ensure overseas business water bottling are charged for their water takes.	Fendalton-Waimairi-Harewood	Female, 50-64
Get the water supply sorted out and stop chlorinating it. Stop telling us we have to conserve water in summer but, at the same time, Christchurch City Council will happily connect numerous new sub-divisions and properties to the "town water supply," and then make the whole city pay the price for it.	Fendalton-Waimairi-Harewood	Male, 50-64

Comments	Board	Demographics
Giving the ratepayers more information regarding large spends and allowing referendums to take place on such topics. More transparent to everyone.	Fendalton-Waimairi-Harewood	Female, 65+
Green spaces, let's not become an urban grey blob on the map full of traffic, like Auckland!	Fendalton-Waimairi-Harewood	Female, 50-64
Honesty and transparency.	Fendalton-Waimairi-Harewood	Male, 65+
Housing and water infrastructure.	Fendalton-Waimairi-Harewood	Female, 25-49
I asked for the pavement in front of my home to be sealed/repared as it had broken up and the repair work was poor. I got a very smart letter back from a person in the Council who provided before and after photos of my property and insisted that since I had got a new fence all damages had been incurred by me when the 'new fence was built' and I would bear the cost of further repairs. As I stated in my reply: the frontage of my property had changed because I had had inside bushes removed and the fence had been repainted and no, it was not a new fence it was still the 20-year-old one but was absolutely delighted that he thought so as that was the type of response I was wanting. I said I could provide statements from the builder who repaired the fence, the painter, neighbours who contributed to the cost and neighbours who witnessed the new look of my fence because it was freshly painted. Funny, I never got a reply back to that letter!	Fendalton-Waimairi-Harewood	Female, 65+
I think they could improve the education system.	Fendalton-Waimairi-Harewood	Male, 18-24
If the council has power to rearrange traffic lights, please consider checking all intersections that have a right turning arrow, some of these works, some never need to.	Fendalton-Waimairi-Harewood	Male, 65+
Improved range of recyclable material to be accepted, including lids made from recyclable material.	Fendalton-Waimairi-Harewood	Male, 50-64
In our area we have been complaining about state of streets/footpaths still damaged from earthquakes. The rough way the bin collectors treat the emptying of bins.	Fendalton-Waimairi-Harewood	Male, 50-64
Increasing rates.	Fendalton-Waimairi-Harewood	Male, 25-49
Information on water services, i.e., chlorination and restrictions, etc., is abysmal.	Fendalton-Waimairi-Harewood	Male, 65+
Information on what can be recycled in yellow bins. Address roads that need resurfacing. Take a drive along the very top end of Durham Street North, for an example. Remove chlorine from the drinking water. With modern scientific advances there must be a cheap and effective way to provide safe drinking water without adding chlorine!	Fendalton-Waimairi-Harewood	Female, 25-49
Keeping rates increases to a minimum.	Fendalton-Waimairi-Harewood	Male, 65+
Lack of communication and information sharing is the main problem. I am staying home for the last one and a half years. I haven't heard anything about the development or activities happening in this city. Even the new highly paid CEO has ever existed in the city? Who knows? There are so many unemployed people living in Christchurch and even the City Council is hesitant to take locals on for jobs. They should make a decision that 'employ the local first'. Racism is too much in the city, but no one cares, especially the young, white ones, they are too racist. Along with the other things, City Council needs to look after the citizens as well.	Fendalton-Waimairi-Harewood	Female, 50-64
Lack of traffic lights in high accident areas.	Fendalton-Waimairi-Harewood	, 65+
Leaking water pipes, wasting our precious water. And don't sell off water bottling rights!!	Fendalton-Waimairi-Harewood	Female, 50-64
Maintenance of residential road. Need to fix uneven and pothole road more frequently. Should do more permanent fix than temporary fix.	Fendalton-Waimairi-Harewood	Male, 50-64

Comments	Board	Demographics
Making the central city more young child friendly. It is really hard for my kids to work out where cars can and can't go on many of the central city roads/pavements. The low gutters, the bricked areas, the signage it is all very confusing for a young child trying to stay on the footpath as they are not always sure which part that even is.	Fendalton-Waimairi-Harewood	Female, 25-49
Managing road repairs, doing them and making them last.	Fendalton-Waimairi-Harewood	Female, 50-64
Margaret Mahy park is awesome.	Fendalton-Waimairi-Harewood	Female, 25-49
Maybe damage repairs. Multiple buildings and roads are still needing repairs from earthquakes.	Fendalton-Waimairi-Harewood	Male, 18-24
Mental health services, particularly following earthquake and shooting.	Fendalton-Waimairi-Harewood	Female, 25-49
More pools.	Fendalton-Waimairi-Harewood	Male, 50-64
Names of streets on street corners, in the city in particular.	Fendalton-Waimairi-Harewood	Male, 65+
Parks and recreation. Outdoors are important too.	Fendalton-Waimairi-Harewood	Female, 50-64
Pathetic you've sold your children's future, your people and your lying city, sleep in it or listen to common sense.	Fendalton-Waimairi-Harewood	Male, 25-49
Please reduce the parking fees.	Fendalton-Waimairi-Harewood	Male, 25-49
Please take back the overall responsibilities for all parks, gardens, traffic islands, roundabouts, new roading garden ways, in terms of watering and managing weeds on a regular 'cycle' to lift our city beautifications' everywhere.	Fendalton-Waimairi-Harewood	Male, 65+
Providing opportunity to attract world renowned attractions like the Eden Project and enabling development to happen on derelict and/or vacant land.	Fendalton-Waimairi-Harewood	Male, 25-49
Quit social housing and hand over to central government then concentrate on core services.	Fendalton-Waimairi-Harewood	Male, 65+
Rates and wasteful expenses such as bus lanes and cycle ways.	Fendalton-Waimairi-Harewood	Male, 50-64
Reduce the level of rates and/or establish a more equitable basis. What happened to the "user pay" idea?	Fendalton-Waimairi-Harewood	Male, 65+
Remove chlorine from the water.	Fendalton-Waimairi-Harewood	Male, 50-64
Repairing of pipes on footpaths that are leaking profusely.	Fendalton-Waimairi-Harewood	Female, 50-64
Road and footpath maintenance.	Fendalton-Waimairi-Harewood	Male, 50-64
Road construction could be more efficient.	Fendalton-Waimairi-Harewood	Female, 50-64
Road needs fixing in many places.	Fendalton-Waimairi-Harewood	Female, 18-24
Road planning/layout in central city, to remember businesses provide the reason for people to use it. Why should private mall owners be reaping the profits from locals wanting to shop.	Fendalton-Waimairi-Harewood	Male, 65+
Roading and footpaths.	Fendalton-Waimairi-Harewood	Female, 50-64
Roading and get the central city more vibrant.	Fendalton-Waimairi-Harewood	Male, 65+
Roading in general needs to be addressed.	Fendalton-Waimairi-Harewood	Male, 65+

Comments	Board	Demographics
Roading sort out and smooth out.	Fendalton-Waimairi-Harewood	Male, 50-64
Roading, urban streets still very bad with subsidence and raised manholes. Long way to go still from earthquake. Much rather see funds spent here than on a white elephant stadium.	Fendalton-Waimairi-Harewood	Male, 65+
Roads and making sure they get fixed in a timely matter.	Fendalton-Waimairi-Harewood	Female, 18-24
Roads in some places still damaged.	Fendalton-Waimairi-Harewood	Male, 65+
Roads still having issues after earthquakes, as well as some areas smelling like sewerage. The road work that is happening is taking far too long.	Fendalton-Waimairi-Harewood	Female, 25-49
Roads, footpaths to be repaired, too many cycleways taking away parking spaces, need hospital parking closer to hospital, and not expensive, and more monitoring and time added to the AE Parking, as when need in emergency can't find a park, this happened to me end of last year.	Fendalton-Waimairi-Harewood	Female, 50-64
Roads.	Fendalton-Waimairi-Harewood	Female, 50-64
Roads.	Fendalton-Waimairi-Harewood	Female, 25-49
Roadworks. Safety over cost.	Fendalton-Waimairi-Harewood	Female, 18-24
Sorting out recycling kerbside collections. It appears that a lot of people I have spoken to are unsure of what they can and cannot place in the yellow bins.	Fendalton-Waimairi-Harewood	Female, 50-64
Stop wasting ratepayer's money.	Fendalton-Waimairi-Harewood	Male, 50-64
Stop wasting ratepayer's money. Stop, listen, question the general public and stop closed door meetings.	Fendalton-Waimairi-Harewood	Male, 50-64
Street roadworks.	Fendalton-Waimairi-Harewood	Male, 25-49
Stronger focus on parking compliance, give them more resources and increase fines!	Fendalton-Waimairi-Harewood	Male, 50-64
Tell us a week in advance of when planned maintenance is going to be done. Better communications and oversight of contractors, advising when they will do planned maintenance.	Fendalton-Waimairi-Harewood	Male, 65+
The cathedral needs to be dealt with, either rebuilt or restored.	Fendalton-Waimairi-Harewood	Female, 25-49
The council needs to improve its decision making and stop wasting ratepayer's money. The council is too political and needs to make decisions for the good of the city and not for the good of any political party.	Fendalton-Waimairi-Harewood	Male, 65+
The decision to allow extensions at Merivale Mall, with no input from residents. Consenting to allow large blocks of flats in narrow streets, with no thought to look of neighbourhood, traffic, and no parking/garaging. Overuse, to point of obsession, of native plants, when often very untidy and messy, e.g., grasses. Removal of exotic trees and replacing with native. Why can't we have both? State of rivers, think the old drainage board did a better job, more dredging, etc. Use of signage with sudden influx of renaming with Maori names. Why can't both be used, e.g., the central library should have both names on frontages, and the convention centre as well. No reason ever given as to why both aren't displayed. Stupid. Also, there appears to be an agenda in some council department to take away parking, to discourage people from using their cars to go anywhere within the four avenues. Dislike the obvious political group on the council. Should not be national type of political groups, such as the labour and greens. Should work together for city not their own beliefs.	Fendalton-Waimairi-Harewood	Female, 65+
The Mayor and some Councillors making stupid decisions and wasting our money!	Fendalton-Waimairi-Harewood	Female, 50-64
The roads are still in a shocking condition, in general.	Fendalton-Waimairi-Harewood	Male, 65+

Comments	Board	Demographics
The roads need to be fixed ASAP, it's just not good enough.	Fendalton-Waimairi-Harewood	Female, 25-49
The speeding up of approval for building and construction consents.	Fendalton-Waimairi-Harewood	Male, 65+
The square and getting the cathedral progressing.	Fendalton-Waimairi-Harewood	Male, 65+
The traffic arrows corner, Harewood and Greers Road. I have been in the queues to turn right into Harewood Road, where traffic has forced their way through, as the straight ahead traffic is so busy there's usually just time for one car to make the turn.	Fendalton-Waimairi-Harewood	Female, 65+
The water quality and fix the roads. There are a lot of potholes.	Fendalton-Waimairi-Harewood	Female, 18-24
There needs to be a faster turnaround in obtaining permits for building and construction projects. Also, the council needs to look at ways to kerb the growth of trees and shrubs from private property on to footpaths.	Fendalton-Waimairi-Harewood	Male, 65+
They need to check more thoroughly on criteria for making certain consents non notifiable, even when they are breaking multiple conditions under the building codes. The best example is the preschool in Greendale Avenue, which has consent for up to 50 children on a comparatively small section, across from a 't' junction, in a purely residential area and on a non compliant road. There is apparently no minimum sized section required for the number of children, only the size of the building seems to determine how many children can be allowed on the premises at any one time. Again, the council apparently relies on residents' input regarding any breaches regarding vehicles, noise, number of children, etc. The outdoor area available for 38 2-4 year olds is ridiculous, especially considering the section is bordered on three sides by residents who were never informed that there was going to be a preschool there, never mind the number of children involved. Regardless of the status of a requisition for any building permits, I think any neighbours in the immediate surrounding areas should be advised if it is going to affect them. There should be an opportunity for some input from all affected residents, even if they cannot actually prevent the building, they may be able to affect some aspects that the regulations don't take into account, such as number of children in this particular case. There is no 'openness' or 'communication' shown in these circumstances.	Fendalton-Waimairi-Harewood	Female, 65+
To be more aware of the needs of the ratepayer to pay for the nice to have things the council want.	Fendalton-Waimairi-Harewood	Male, 65+
Traffic management. Driving after 3:00 pm is dynamite. The installation of lights, especially on Harewood and Breens Road, is a "must" this year.	Fendalton-Waimairi-Harewood	Male, 65+
Upgrade to bigger green bins.	Fendalton-Waimairi-Harewood	Female, 25-49
Upgrading footpaths, I live in Strowan, there are serious bumps in the footpaths, which I stumble over regularly.	Fendalton-Waimairi-Harewood	Female, 50-64
Upkeep of footpaths.	Fendalton-Waimairi-Harewood	Male, 65+
Very difficult to deal with, no compassion. Not interested in helping, not doing what they promise to do, only interested in getting as much money as possible. I would not mind if the money was used sensibly, the money is wasted on over run projects and not needed repairs. Some roads still haven't been fixed since the quake, while others have been done three times over. I will not even start on water fiasco, opening a water bottling plant and at the same time telling us to preserve water, enough said. The services, like noise control, are next to useless. Not willing to help, especially during lockdown. I was once told to go to police if I have an issue with my neighbours playing loud music.	Fendalton-Waimairi-Harewood	Female, 50-64
Wastewater repairs completed. 10 years after the earthquake and repairs have not been completed yet, unrequired roading changes continue to happen.	Fendalton-Waimairi-Harewood	Male, 65+
Wastewater system. They need to ensure its fool proof. They should make it sustainable too. Biosolids and things like that are not a bad idea.	Fendalton-Waimairi-Harewood	Male, 25-49

Comments	Board	Demographics
Water quality, drinking and rivers.	Fendalton-Waimairi-Harewood	Female, 50-64
Water supply.	Fendalton-Waimairi-Harewood	Male, 25-49
Water supply. Please remove all chlorine from the public drinking supply. I hate the smell of it and don't like the taste of it. I want our beautiful water back the way it used to be pre-quakes.	Fendalton-Waimairi-Harewood	Male, 25-49
With town planning, Christchurch City Council MUST listen to the people. There are many learned people in Christchurch, and it would benefit the council greatly to hear what the public want.	Fendalton-Waimairi-Harewood	Female, 50-64
As I previously stated, about the chlorine in the water, roads and footpaths.	Halswell-Hornby-Riccarton	Female, 65+
Better control of untidy berms and rubbish collection.	Halswell-Hornby-Riccarton	Female, 25-49
Better recycling system, increase items that can be put in yellow bins.	Halswell-Hornby-Riccarton	Male, 25-49
Bin delivery, especially on the recycling week can be a bit unreliable, it gets picked up at different times each week and sometimes not at all. I have a gold star on my bin but sometimes it seems to get skipped, even though I have put the right things in, however, the council are easy to contact and prompt at remedying the situation.	Halswell-Hornby-Riccarton	Female, 25-49
Brindley Street, Hornby, been waiting a long time to be modified	Halswell-Hornby-Riccarton	Male, 65+
Car parking at the Hospital is woefully inadequate and expensive. Would not have been able to get to treatment if not for the free three-hour parks at Hagley. Even then, sometimes the walk was just too long and required a sit-down on the way back. That is as a relatively fit, fifty plus, undergoing radiotherapy. I don't know how more elderly/frail/seriously ill patients manage.	Halswell-Hornby-Riccarton	Female, 50-64
CEO, council and management are doing an extremely poor job, and getting overpaid and underperforming. These jokers need to be fired and get new blood, provided these new blood are paid minimum wage, like the rest of their rank and files.	Halswell-Hornby-Riccarton	Male, 25-49
Children in adult jobs.	Halswell-Hornby-Riccarton	Female, 50-64
Consultation on projects and listening to what the users, i.e., your customers, are telling you.	Halswell-Hornby-Riccarton	Male, 50-64
Cycleways everywhere and no parking and, if there is the parking, costs are awful.	Halswell-Hornby-Riccarton	Female, 50-64
Cycling lanes.	Halswell-Hornby-Riccarton	Male, 25-49
Drinking water quality.	Halswell-Hornby-Riccarton	Male, 65+
Drinking water system. Get the drinkable water project completed and all chlorine out of the system, so we can have clean clear chemical free water available all of the time all over the city.	Halswell-Hornby-Riccarton	Male, 65+
Dust from new developments. Effects breathing of older persons.	Halswell-Hornby-Riccarton	Male, 65+
Environmental issues including climate change and water quality.	Halswell-Hornby-Riccarton	Female, 25-49
Everything needs an overhaul. Free car parking for hospital workers would be a good start.	Halswell-Hornby-Riccarton	Female, 50-64
Financial management.	Halswell-Hornby-Riccarton	Male, 65+
Get the chlorine out of the water.	Halswell-Hornby-Riccarton	Male, 50-64
Get the water sorted.	Halswell-Hornby-Riccarton	Male, 65+

Comments	Board	Demographics
Green space maintenance.	Halswell-Hornby-Riccarton	Female, 50-64
Hazard risk management, flooding, tsunami.	Halswell-Hornby-Riccarton	Female, 18-24
Hospital car parking.	Halswell-Hornby-Riccarton	Female, 25-49
I cannot think of anything at the moment, although I am sure there are some things.	Halswell-Hornby-Riccarton	Female, 65+
I have no problem with the overall running of the Council, things are generally done, although, in my view, I see very little of anything from the council, who run things adequately. My mope is the "Garden City" image that I find unacceptable, for all the heavy advertising that goes in regarding Christchurch, The Garden City, work on that and I will be a happy little Jack Rabbit bouncing around a cleaner and tidier city!	Halswell-Hornby-Riccarton	Female, 65+
I think a service they should improve is making more buildings that the country want.	Halswell-Hornby-Riccarton	Male, 18-24
I think the roadworks in Christchurch is still an ongoing issue, obviously I don't know a lot about the ins and outs, but I do feel like it is constantly ongoing.	Halswell-Hornby-Riccarton	Female, 25-49
Improve hospital parking, especially easy to access spaces for special needs patients and carers.	Halswell-Hornby-Riccarton	Male, 65+
Improve on eliminating overpaid and underperforming CEO, council and management.	Halswell-Hornby-Riccarton	Female, 50-64
Improving the 'green' feel as a whole city, not just central. Quality walk and cycleways, or improvements to those that need it. Put some money into public spaces. :)	Halswell-Hornby-Riccarton	Male, 25-49
Increase the pressure on landowners to rebuild in the city, there are some wonderful looking new areas in the city and then there are just awful eyesores scattered about.	Halswell-Hornby-Riccarton	Male, 25-49
It's over 10 years since the earthquake and if I went into town you would think it was yesterday. Get the city and streets cleaned up. That includes council buildings in the suburbs too, as in Sockburn they are a disgrace.	Halswell-Hornby-Riccarton	Male, 65+
Keeping the water safe and making it so it can be drunk without any issue.	Halswell-Hornby-Riccarton	Male, 25-49
Lack of fenced dog parks, especially in south/west area.	Halswell-Hornby-Riccarton	Male, 25-49
Litter at parks needs to be improved.	Halswell-Hornby-Riccarton	Male, 25-49
Local free things.	Halswell-Hornby-Riccarton	Male, 25-49
Lots of rubbish on the streets, bushes, drains, etc. Would be nice to see less litter in the city.	Halswell-Hornby-Riccarton	Female, 18-24
More information and including public. Parking is so expensive in the city.	Halswell-Hornby-Riccarton	Female, 25-49
More yellow parking lines on streets, particularly near corners.	Halswell-Hornby-Riccarton	Female, 65+
Need more cycle lanes and in some instances cycle lanes that are more clearly marked, to ensure the safety of cyclists and other vehicle users.	Halswell-Hornby-Riccarton	Female, 18-24
Need to up their game on footpaths and roading.	Halswell-Hornby-Riccarton	Male, 50-64
Nice if we were given larger green waste bins as they are too small.	Halswell-Hornby-Riccarton	Female, 50-64
No improvement needed, it's good enough.	Halswell-Hornby-Riccarton	Female, 25-49

Comments	Board	Demographics
Noise control and air quality survey, both need improvement.	Halswell-Hornby-Riccarton	Female, 50-64
Once again, no one service, the general cost of using council services is prohibitive.	Halswell-Hornby-Riccarton	Male, 50-64
Parking alternatives. The new hospital parking prices are ridiculous and there should be more options for free short-term parking in town.	Halswell-Hornby-Riccarton	Female, 18-24
Parking fees.	Halswell-Hornby-Riccarton	Male, 25-49
Parking, particularly in the city and at the hospital.	Halswell-Hornby-Riccarton	Female, 18-24
Planning. I would like to see developers forced to build small houses with more green space/garden area, rather than squeezing as many houses onto a section as possible so that it maximises their profit. I would like to see more 2-bedroom houses on 450 m2, it is what I'm trying to buy at present, owner occupied, and newer builds have such tiny sections, so it's hard to grow my own food. I would like to see the council encourage building 'up' to 2 storeys, rather than out to use all the land, both land use within a section, and urban sprawl on the city fringes. Reducing the requirements for parking spaces on newly developed higher density housing is short-sighted. I don't think that will help change people's habits in terms of car use but will instead clog the roadside parking and make it more dangerous for cyclists sharing a narrowed road with moving and parked cars.	Halswell-Hornby-Riccarton	Female, 25-49
Pollution.	Halswell-Hornby-Riccarton	Female, 25-49
Public green space has gone unmown for months, with dog poo in abundance, due to no bins to put it in.	Halswell-Hornby-Riccarton	Female, 50-64
Rate reduction. We are not getting value for money, meanwhile the councillors never miss on a pay rise.	Halswell-Hornby-Riccarton	Female, 50-64
Rates is one thing council needs to look at.	Halswell-Hornby-Riccarton	Male, 25-49
Rates, wouldn't want to go up anymore.	Halswell-Hornby-Riccarton	Female, 25-49
Repairing roads in a timely fashion, Amyes Road and Marshes Road, main south end, in terrible state and expected to take years to fix.	Halswell-Hornby-Riccarton	Male, 25-49
Restoration/repair of more heritage buildings.	Halswell-Hornby-Riccarton	Male, 65+
Road surfaces.	Halswell-Hornby-Riccarton	Male, 65+
Roading and footpaths, get it done instead of only doing whatever on so-called needed cycleway just cause the government is paying a large percentage. I know cycleways are useful but at least follow the logic and basic safety for the ones that will be using them.	Halswell-Hornby-Riccarton	Male, 65+
Roading and forget cyclists.	Halswell-Hornby-Riccarton	Male, 65+
Roading and the fixing of the utility services, such as roads and the water in and wastewater out.	Halswell-Hornby-Riccarton	Male, 65+
Roading in a lot of areas needs to be dealt to in a more timely fashion, need a 4x4 on a lot of them.	Halswell-Hornby-Riccarton	Female, 65+
Roading infrastructure with all the new residential developments in the south-west area, Halswell. Nothing been done to account for the extra volume of traffic, changing speed limits does nothing to mitigate the increased volume.	Halswell-Hornby-Riccarton	Male, 50-64
Roading. Christchurch has so many roads that are not much better than goat tracks and any remedial work done on them seems to take forever.	Halswell-Hornby-Riccarton	Male, 50-64
Roads and footpaths.	Halswell-Hornby-Riccarton	Female, 25-49

Comments	Board	Demographics
Roads in town. Too many cycleways for the number of cyclists and narrowing of these roads making it difficult when driving.	Halswell-Hornby-Riccarton	Male, 50-64
Roadworks seem to be taking a very long time and are very disruptive to traffic flow.	Halswell-Hornby-Riccarton	Female, 65+
Rubbish collection, do not like stickers put on bins, as other people can put their illegal rubbish in my bin.	Halswell-Hornby-Riccarton	Female, 50-64
Some of the heritage and other buildings in the city are an eyesore.	Halswell-Hornby-Riccarton	Female, 25-49
Sort water taste in 100% of the city.	Halswell-Hornby-Riccarton	Male, 50-64
Spend the money in the right places.	Halswell-Hornby-Riccarton	Male, 65+
State of roads. Many of them are still suffering earthquake damage.	Halswell-Hornby-Riccarton	Male, 65+
Statues.	Halswell-Hornby-Riccarton	Male, 18-24
Stop spending the huge amount of ratepayer's money on cycle tracks and cycleways. Cyclist should pay for cycleways by paying a user tax.	Halswell-Hornby-Riccarton	Male, 65+
Stop wasting money. Consult with the public. Stop letting the mayor bring in expensive staff to do her job. Get rid of the current mayor. Stop selling Christchurch water... To bring people back to the city do cheaper parking. Stop using round up in the children's playgrounds.	Halswell-Hornby-Riccarton	Female, 25-49
Stormwater drains. Dickson Crescent was a river despite having gutters cleaned a couple of days prior and Amyes Road corner is the Hornby pool.	Halswell-Hornby-Riccarton	Female, 18-24
Stormwater, when it rains, the storm water floods the place instead of going into the drain.	Halswell-Hornby-Riccarton	Female, 18-24
Street cleaning, lawnmowing berms, etc., absolute joke. Is anyone doing it? As I drive around the whole city weekly, and to be blunt it varies from messy to appalling, whoever is contracted to do this work is a joke.	Halswell-Hornby-Riccarton	Male, 50-64
That the council has checked alternatives to keep activities while Covid is still around the world.	Halswell-Hornby-Riccarton	Male, 25-49
The problem is poor design/planning when it comes to increasing density. The parking problems on Picton Ave are because of a combination of student housing with insufficient parking spaces and workers parking there during the day. The number of cars parked on side streets around Riccarton during the day is larger than those parked there at night or on weekends.	Halswell-Hornby-Riccarton	Male, 18-24
The quality of our Christchurch water. The quality of our water supply is absolutely disgusting, it stinks of chlorine and smells bad in my shower and when opening my washing machine! I try and do my best and use no chemicals in my house, cleaning and washing! I have had to buy a filter to get rid of the horrible taste! We used to have the most pristine drinking water in Christchurch, and I would like to have it back to a lovely enjoyable drinking water! I do drink a lot of water! I do not believe we need to buy water!	Halswell-Hornby-Riccarton	Female, 65+
The recreational, i.e., pools. Should be discounted in school holidays, as I prefer not to go when its full of children and families.	Halswell-Hornby-Riccarton	Female, 25-49
The roads are terrible, and the amount of time taken to repair them is horrendous, compared to other cities I've lived in. In many cases cones are in place for days or weeks with nothing being done.	Halswell-Hornby-Riccarton	Male, 50-64
The sale of Christchurch water.	Halswell-Hornby-Riccarton	Male, 25-49
There feels to be a lack of parking options within the city.	Halswell-Hornby-Riccarton	Female, 18-24
They have ruined Christchurch.	Halswell-Hornby-Riccarton	Female, 50-64

Comments	Board	Demographics
This is a small thing but with only being able to mention one thing, I wish I could upgrade the size of my green bin and have the cost go into my rates rather than it being a standalone payment. Or even better, be cheaper.	Halswell-Hornby-Riccarton	Female, 25-49
Too many earthquake damaged old buildings still not being fixed or demolished.	Halswell-Hornby-Riccarton	Male, 25-49
Trying to find out what details when it comes to consents.	Halswell-Hornby-Riccarton	Male, 50-64
Water waste, without it we don't have a city.	Halswell-Hornby-Riccarton	Male, 25-49
Water! We used to have the best drinking water and I object now to having chlorine in our water and having to filter it to drink!	Halswell-Hornby-Riccarton	Female, 25-49
Water, I am sick of the flavour of Christchurch water, it used to be the only water I drank straight from the tap, ever since the chlorine has been added it's awful and I am having to filter it, even for cooking.	Halswell-Hornby-Riccarton	Female, 25-49
Water, it would be fab to have drinking water from the tap without chlorine in it	Halswell-Hornby-Riccarton	Female, 25-49
Water, lots of the time it smells and tastes like a swimming pool.	Halswell-Hornby-Riccarton	Female, 18-24
Water, why is it taking so long to fix our water supply, so that we can get rid of the chlorine, and why is so much water being wasted due to leaking pipes and things not getting fixed in a timely manner and allowing the Chinese to take our water at their plant in Belfast, yet we are facing water restrictions.	Halswell-Hornby-Riccarton	Female, 25-49
Accurate.	Linwood-Central-Heathcote	Male, 25-49
As described earlier, the roads in Heathcote, namely Port Hills Road.	Linwood-Central-Heathcote	Female, 25-49
Best service is to give water timely.	Linwood-Central-Heathcote	Male, 25-49
Broken water pipes in east Christchurch.	Linwood-Central-Heathcote	Male, 50-64
Care of reserves and dealing with dangerous trees.	Linwood-Central-Heathcote	Male, 65+
Central city rejuvenation and increasing pedestrian areas of the city. Special focus on the landlords who are just land banking ugly sites.	Linwood-Central-Heathcote	Male, 25-49
Communicate more about recycling changes and help to educate people, so that less recycling ends up in landfill.	Linwood-Central-Heathcote	Female, 25-49
Controlling rampant Williams Corporation style developments.	Linwood-Central-Heathcote	Gender Diverse, 50-64
Cycle friendliness.	Linwood-Central-Heathcote	Male, 25-49
Drinking water quality.	Linwood-Central-Heathcote	Male, 50-64
Fixing leaky water pipes on public road. In my area there are lots.	Linwood-Central-Heathcote	Male, 25-49
Fixing the old red zone roads or earthquake damaged road, it would be good to fix these first, before trying to build new things and spending money on new infrastructure, when the original roads and old damaged buildings still need sorting. Collection of bins almost needs to be weekly, rather than fortnightly too, our recycle bin, at home and at work, ends up overflowing by the time collection day comes and we have nowhere to store excess rubbish bags for another 2 weeks.	Linwood-Central-Heathcote	Female, 25-49
Flooding in certain areas needs upgrading.	Linwood-Central-Heathcote	Male, 65+

Comments	Board	Demographics
Following through with their promises.	Linwood-Central-Heathcote	Male, 25-49
Footpaths in suburbs rather than central city or more affluent suburbs, as a runner and walker, I find some of the paths need attention, some still appear to have cracks from earthquake damage, however, it appears that those paths, which are not necessarily in areas which have more foot traffic, seem to have been replaced with very little reason.	Linwood-Central-Heathcote	Female, 65+
General management of residential areas, bins, roads, water, etc.	Linwood-Central-Heathcote	Female, 25-49
Get chlorine out of water.	Linwood-Central-Heathcote	Female, 25-49
Get on and fix the city. The pages road incident with Phil Mauger, he should be applauded, cut the red tape and get on with it! I'd love to see more action against land bankers and those with earthquake damaged buildings in the CBD, the empty sections are becoming an eyesore and it's not a good impression.	Linwood-Central-Heathcote	Male, 25-49
Get the damn chlorine out of the drinking water. Was meant to be finished last year.	Linwood-Central-Heathcote	Male, 65+
Governance, most of the councillors wouldn't know if the postman was up them blowing his whistle, the mayor should resign or maybe just stop taking her orders from.	Linwood-Central-Heathcote	Male, 50-64
I know the council is keen to get more people living in the central city and regenerating it. As a resident of the CBD, I don't always feel very valued. We have had roadworks overnight on a Sunday night, right outside our house, with no notice, and why were these performed Sunday night and not during the day? It felt like they were more concerned about disrupting casual traffic, of which there wasn't a whole lot during the day, than letting residents get a good sleep. We have also asked for a review, after traffic lights were altered outside our house, and now make awful loud beeping noises all day and night but never even had a response. It feels like the council care more about appearances and drawing people in than communicating and helping them once they live in the CBD.	Linwood-Central-Heathcote	Female, 25-49
I Would like the waterways to be regularly cleaned of litter.	Linwood-Central-Heathcote	Female, 50-64
If the City Council are able to keep the things the way that they are that is a good thing! Maybe more publicity of events around the city and on TV.	Linwood-Central-Heathcote	Male, 25-49
Increasing lack of quick stops inner city parking. If I only want to park for five minutes, I don't want to spend ten minutes getting in and out of a parking building and another ten walking to and from where I need to go. On street P10 free parking zones might work better than metered parking. Long parking is moved to buildings, freeing up on street spots for quick stops.	Linwood-Central-Heathcote	Male, 50-64
Maintenance of roads and footpaths. So many places weed covered, road islands, footpaths.	Linwood-Central-Heathcote	Male, 65+
Making Christchurch an entertainment capital of New Zealand.	Linwood-Central-Heathcote	Male, 25-49
Marketing of council events around the city.	Linwood-Central-Heathcote	Female, 25-49
Maybe create a freedom camping site or cheap camping site for tourist when the borders open. They might as well earn money on those red zone lands than nothing at all.	Linwood-Central-Heathcote	Female, 50-64
More information regarding the bins and what to put in them. People forget and get slack, which isn't good.	Linwood-Central-Heathcote	Female, 25-49
Most houses built without parking area. All vehicles parking off streets. It makes it very difficult to find a parking space.	Linwood-Central-Heathcote	Female, 25-49
Perhaps a council day, so members of the public can say thanks.	Linwood-Central-Heathcote	Male, 25-49
Please create more parking availability near the hospital for hospital workers. It is a nightmare!	Linwood-Central-Heathcote	Female, 25-49

Comments	Board	Demographics
Potable water quality and the sewerage and stormwater systems.	Linwood-Central-Heathcote	Female, 50-64
Pure drinking water for whole city.	Linwood-Central-Heathcote	Female, 25-49
Quality of drinking water. Please get rid of the chlorine.	Linwood-Central-Heathcote	Female, 50-64
Rates are too expensive.	Linwood-Central-Heathcote	Male, 50-64
Rates are way too high to what is given back in return.	Linwood-Central-Heathcote	Male, 50-64
Rebuild the city to attract visitors and tourists.	Linwood-Central-Heathcote	Male, 25-49
Reduce rates, improve performance.	Linwood-Central-Heathcote	Male, 50-64
Reduce rates.	Linwood-Central-Heathcote	Male, 65+
Regeneration of eastern suburbs.	Linwood-Central-Heathcote	Male, 65+
Remove chlorine.	Linwood-Central-Heathcote	Female, 25-49
Repairing water leaks. On Browning Street in Sydenham there have been multiple water leaks and they are repaired, sealed over and then start leaking again, only to be repaired again and sealed over again and hopefully that will have fixed that leak, but it is only a matter of time before another leak pops up further along the pipe. It is blatantly obvious the main needs replacing, and I can understand that is a big job, but it is extremely frustrating and must be a terrible waste of money, and our precious resource of water, to make multiple repairs to a single leak.	Linwood-Central-Heathcote	Male, 25-49
Road condition and maintenance.	Linwood-Central-Heathcote	Male, 65+
Road maintenance. They seem to mostly hire contractors with no interest in timely or proper completion of jobs to a reasonable standard, and then never hold them accountable for jobs needing to be done again or excessive and repeated delays.	Linwood-Central-Heathcote	Male, 25-49
Road repairs, costing me for push bike and vehicle repairs.	Linwood-Central-Heathcote	Male, 50-64
Road repairs.	Linwood-Central-Heathcote	Female, 25-49
Road service probably needs some little improvements in terms of long-term plan and organisation before they start digging it again.	Linwood-Central-Heathcote	Male, 25-49
Road surfaces in the East.	Linwood-Central-Heathcote	Female, 25-49
Roading and footpaths.	Linwood-Central-Heathcote	Male, 25-49
Roading and footpaths. They have built a magnificent bike path down the centre of Linwood Ave. Now, they have resealed part of the roadway and are marking out additional bike paths on both sides of the road. What the heck? Try driving, or walking, or scootering down Linwood Ave, you will not need a calculator to count the cyclists. There are still damaged footpath areas on Stanmore Road, been waiting nearly 10 years to have it done, however they did reseal the other side of the road, you know the bit where no-one walks. When is the overseas expert due to finish the new pool, we need those cranes for the Stadium?	Linwood-Central-Heathcote	Male, 50-64
Roading. I see a number of streets around Christchurch getting revealed, which I truly wonder why they really needed revealing. However, I see other streets which seem to get neglected or have only temporary patch ups which don't last long before potholes reform again.	Linwood-Central-Heathcote	Male, 50-64

Comments	Board	Demographics
Roads in the east. I have already commented on this previously. Since the earthquakes, the roads in the east of Christchurch have been extremely uneven. After 9 years we are finally getting smoother road on the main routes. There are still many back roads that still need to be resealed to a smooth service.	Linwood-Central-Heathcote	Female, 65+
Roadworks, they seem endless, disruptive and the cones are often out with no one working on it.	Linwood-Central-Heathcote	Male, 25-49
Rubbish removal from alleyways near suburban malls.	Linwood-Central-Heathcote	Female, 50-64
Rubbish, I am really not happy with the size of my red bin.	Linwood-Central-Heathcote	Female, 25-49
Sewerage and wastewater disposal and storage.	Linwood-Central-Heathcote	Male, 50-64
Size of wheelie bins.	Linwood-Central-Heathcote	Female, 50-64
Smell in the air in Linwood, Woolston areas, and water still has a strong taste of chlorine.	Linwood-Central-Heathcote	Male, 50-64
Sorting out the road issues.	Linwood-Central-Heathcote	Male, 50-64
Sorting out the water supplies.	Linwood-Central-Heathcote	Male, 65+
Spend money where needs it most, roads and water, not more cycleways.	Linwood-Central-Heathcote	Male, 25-49
Spending far too much money on bicycle paths, etc. Only looking after a small part of the populations. Not making it any safer for other road and footpath users.	Linwood-Central-Heathcote	Male, 65+
Stop chlorinating water.	Linwood-Central-Heathcote	Female, 65+
Stormwater.	Linwood-Central-Heathcote	Male, 50-64
Street cleaning/weeds maintenance.	Linwood-Central-Heathcote	Male, 65+
Supply of water to property, the water smells and is not as good as it was before the big earthquake.	Linwood-Central-Heathcote	Male, 65+
The buildings around Christchurch are ugly.	Linwood-Central-Heathcote	Female, 25-49
The facilities at Naval Point need urgent improvement.	Linwood-Central-Heathcote	Male, 65+
The parking issue for city centre residents, as noted in previous question.	Linwood-Central-Heathcote	Male, 25-49
The roads need fixing in east side.	Linwood-Central-Heathcote	Female, 25-49
The water supply needs to be sorted so that it no longer requires chlorination. If there is risk of contamination, the cause of that risk needs to be addressed to secure clean water for the future. The chlorine in the water agitates the skin, tastes foul, and crystallises in areas such as showers and within kettles. If the cause of pollution risk cannot be eliminated, the council should develop an affordable solution to install filters on all housing water mains.	Linwood-Central-Heathcote	Female, 25-49
The water supply. They must remove the chlorine now! It is poisoning us.	Linwood-Central-Heathcote	Male, 25-49
There are many things the council could improve, they just need to listen to what the public opinions are in Christchurch.	Linwood-Central-Heathcote	Female, 25-49
Three waters.	Linwood-Central-Heathcote	Female, 25-49

Comments	Board	Demographics
Very good service and I like this service.	Linwood-Central-Heathcote	Male, 25-49
Water and drains, walk past a lot on footpaths leaking.	Linwood-Central-Heathcote	Female, 25-49
Water supply, the chlorine is still an issue and the water does not seem to be consistently dosed.	Linwood-Central-Heathcote	Female, 25-49
Water supply. No fluoride or chlorine needed.	Linwood-Central-Heathcote	Male, 25-49
Water, especially removing chlorination, as promised, and providing information.	Linwood-Central-Heathcote	Female, 50-64
Water, in and out.	Linwood-Central-Heathcote	Male, 50-64
Watering new trees, especially Linwood Ave. I have the only original, outside 470 Linwood Ave. Second replant, same. Fulton Hogan bloody useless. P.s. I water my trees.	Linwood-Central-Heathcote	Male, 65+
Waterways and safe water to drink. The rivers don't seem to have any fish in them, how polluted are they really? Also, is it safe to drink water with so much chlorine in them?	Linwood-Central-Heathcote	Female, 25-49
Whilst council are doing a reasonable job in educating public about what can be recycled or what is waste, I think it could be stepped up by short adverts on TV, to educate the public about recycling.	Linwood-Central-Heathcote	Female, 50-64
Absent property owners/landlords not being made to sort out their eyesore properties.	Papanui-Innes	Female, 25-49
Acknowledging ratepayers by offering discounts.	Papanui-Innes	Female, 50-64
Again, the water leaks I report take forever to fix, sometimes months, even though I might report them several times. This is a disgusting waste of water. Also, sick of the chlorine that is still in our water 2 years later, or however long it has been.	Papanui-Innes	Female, 50-64
Basic services.	Papanui-Innes	Female, 25-49
Christchurch needs access to better tasting water, it still tastes almost as bad as soon after the earthquakes.	Papanui-Innes	Female, 65+
City cleanness, no longer the garden city, no rubbish bins at public recreation areas, very slow at getting anything achieved, arrogant attitude, grossly overpaid, services for increased rates are disrespectful to the citizens	Papanui-Innes	Male, 25-49
Continue to improve the roading and pavements through the city, in particular in the central suburbs within a few KMs of the centre. There are a few improvements to be made there!	Papanui-Innes	Male, 25-49
Cycle lanes, there is no standard design. Also, narrowing up intersections make it more dangerous for cyclists, by making cars unable to give them clearance. Cars also don't stay on the correct side of the road when turning.	Papanui-Innes	Male, 50-64
Cycling paths, please expand them and make cycling safer. It has been so nice to see how many people started cycling during and after the lockdown. I just wish the plans to expand the cycleways will continue.	Papanui-Innes	Female, 25-49
Fixing water leaks, requests to fix not auctioned promptly. Follow up from public several times. Lots of water being wasted.	Papanui-Innes	Female, 25-49
Footpaths, especially around shopping centres. The condition of paths around the Papanui, Harewood and Main North Road intersections are especially bad.	Papanui-Innes	Male, 50-64
Get the roads fixed, everyone benefits.	Papanui-Innes	Male, 50-64
Getting rid of chlorine in our water.	Papanui-Innes	Female, 65+
Have done nothing much but waste money on doing roads and then getting them ripped back up because they did it wrong.	Papanui-Innes	Female, 50-64
Hospital parking in city centre.	Papanui-Innes	Male, 65+

Comments	Board	Demographics
I am disappointed that Christchurch City Council has issued water restrictions, when they let Chinese water bottlers take water for free, when we pay high rates. I dislike the chlorination that is often unpalatable to drink and has been shown to ruin residents hot water cylinders. I do not like the charge in our rates for the Anglican Cathedral, they should pay for the restoration themselves. I also do not agree with the charge I am now subject to every 2 years for a council officer checking my swimming pool. Also, I have not had a satisfactory outcome when dealing with council dog control, regarding a neighbour's barking dog, despite several complaints, the excessive dog noise continues. I feel that council spending is out of control and they need to trim their expenditure and stop raising rates higher than the rate of inflation, it is getting too expensive to live here.	Papanui-Innes	Male, 25-49
I don't like the chlorine in the water.	Papanui-Innes	Female, 25-49
I have already written a report about Langdons Road.	Papanui-Innes	Male, 65+
I often see leaky connections when I walk. These leak for many months before they are fixed. This is shocking, they should be repaired much sooner. I often see teams checking the yellow recycle bins early in the mornings. They fail many of them, yet they leave a pamphlet to show what can and can't go in the yellow bins. Often what they fail them on, is 'allowed' in the pamphlet. What are people supposed to do when their bin is not emptied, but it is full? And the next collection is not for another 2 weeks?	Papanui-Innes	Female, 65+
Improving personalised service and response times.	Papanui-Innes	Male, 50-64
Length and time taken for build consent.	Papanui-Innes	Female, 25-49
Need to have a great party such as the old Classical Sparks concert at Hagley Park and one for the kids like the Teddy Bears Picnic. Bring those back...	Papanui-Innes	Male, 50-64
Operate within its budget and stop spending on non-essential projects.	Papanui-Innes	Male, 65+
Parking spaces.	Papanui-Innes	Male, 25-49
Parking, keeping options like Good Spot. Those of us who work in CBD cannot all bus or cycle.	Papanui-Innes	Female, 25-49
Parking.	Papanui-Innes	Female, 25-49
Public transport. Let's face it, Christchurch's public transport system is ineffective. Too expensive, too slow, does not take you where you need to go. It needs to be more agile and fit for purpose. We need less giant busses and more small vehicles, that cover a greater area. If the council cannot provide that sort of service then it must get real about it and start providing facilities that allow for fast-charging charging of e-vehicles or provide an e-vehicle service model, similar to Lime scooters.	Papanui-Innes	Male, 25-49
Road repairs and maintenance.	Papanui-Innes	Male, 65+
Road repairs seem to happen on roads that are not too bad, while others need attention sooner.	Papanui-Innes	Male, 65+
Roads and footpaths in many areas continue to be substandard.	Papanui-Innes	Female, 65+
Roads and footpaths, both standard in earthquake damaged areas and particularly heavily used roading by demolition and construction vehicles.	Papanui-Innes	Male, 65+
Roads on the east of the city.	Papanui-Innes	Female, 50-64
Roads seem to be the major issue, changing roads in, terms of cycleways and creating more dead-end streets and more lights, has created worse traffic flow.	Papanui-Innes	Female, 25-49
Roads to narrow due to cycle lanes.	Papanui-Innes	Male, 25-49
Roadworks.	Papanui-Innes	Male, 50-64
Rubbish collection calendar/time, working on fixing roads and areas affected by the earthquakes.	Papanui-Innes	Female, 18-24

Comments	Board	Demographics
Social housing.	Papanui-Innes	Female, 50-64
Stop putting chlorine in our water when it is not required and control the use of our water better so that it is not going offshore and then putting restrictions on ratepayers.	Papanui-Innes	Male, 50-64
Taking public feedback and implementing it.	Papanui-Innes	Female, 18-24
The conditions of our roads is appalling. Much more work is needed to improve them.	Papanui-Innes	Male, 50-64
The hospital parking has been terrible for a long time and it just gets worse. It's so embarrassing how it's been handled.	Papanui-Innes	Female, 25-49
The improvement rests with the CEO of the Council and the Mayor to make hard decisions on controlled staffing policies and cutting programs that are not core to a council. I have already suggested that the council shouldn't be teaching children to ride bicycles, this is a family responsibility. There is a tendency for the council to become involved as a social service agency, where this is not appropriate for a rates-funded organisation. User pays is under-utilised and whenever rates come up for a discussion, the first thing the council officers try to do is to shut library services because they know this will cause an outcry.	Papanui-Innes	Female, 50-64
The recycling of rubbish needs improving. Otherwise, what is the point of us using the bins correctly?	Papanui-Innes	Female, 65+
The recycling system is a joke. We clean everything and try to follow the millions of rules but still get notes or not emptied.	Papanui-Innes	Female, 25-49
The water quality is terrible.	Papanui-Innes	Female, 25-49
The water, get rid of the chlorine.	Papanui-Innes	Female, 50-64
To be more open and involve the public in their decision making, for instance, the colour of the buses.	Papanui-Innes	Male, 65+
Too many speed humps and pothole roads and cars parked on purposely narrowed roads make for dangerous passage through.	Papanui-Innes	Male, 65+
Uneven footpaths.	Papanui-Innes	Male, 65+
Water, it always tastes like chlorine.	Papanui-Innes	Male, 50-64
When approving consents on motorways etc., listen to what people affected have to say. Put yourself in these peoples' shoes and think how you would feel if you were in their situation. The old boys' network is well and truly alive in Christchurch and it is not a good thing.	Papanui-Innes	Female, 50-64
When water restrictions are put in place there needs to be better public notification.	Papanui-Innes	Male, 65+
Accessibility for motor vehicles in the central city.	Spreydon-Cashmere	Female, 25-49
Actually, following through with what they say they will do. For example, we had a water leak outside our property and submitted an issue through the council then received an automated email from the council saying we would be contacted within 5 days but even after two more follow up calls, more than a week later, there was still nothing until we contacted a local councillor. There was water streaming out of our Toby while there were current water restrictions in Christchurch. We then had another water problem and, again, the email to say they would come within 5 days but still nothing after several weeks. It wasn't till we contacted them on social media that they took some action. I also had ticked the box to be kept updated of their progress in relation to my issue, on both occasions, and never received any information throughout the entire process, so was not kept updated as requested.	Spreydon-Cashmere	Female, 25-49
Advise about social style housing publicly, rather than behind closed doors.	Spreydon-Cashmere	Male, 50-64
All.	Spreydon-Cashmere	Female, 25-49
As I live in a retirement village, I cannot say which is the most important, as there is so much to do.	Spreydon-Cashmere	Female, 65+

Comments	Board	Demographics
Because of budget constraints, many of the council services, including events, are predominantly online only, this means a large demographic can no longer find the service or event easily. Traditionally, the older demographic have been big supporters of events, usually attending more than one, they also submit feedback about projects happening in the city. Many people who may struggle or have no access to internet services now find it difficult to interact with the council.	Spreydon-Cashmere	Female, 50-64
Being more proactive about environmentally friendly processes. The two services, that Council would have most impact on, is transport planning and recycling. Continuing with cycling infrastructure. Facilitating partnerships and production of recycling facilities.	Spreydon-Cashmere	Female, 25-49
Bins, never know what to put in what bin.	Spreydon-Cashmere	Male, 25-49
Bringing our water back to a normal, drinkable state and removing chlorine.	Spreydon-Cashmere	Male, 50-64
Continue the good improvement of walkways and cycleways.	Spreydon-Cashmere	Female, 50-64
Encouraging investment and support of CBD, cyclists are not the answer and retail will never return to the same extent, so need arts, culture, sport, hospitality and short-term accommodation in the CBD.	Spreydon-Cashmere	Male, 50-64
Ensuring that our drinking water is safe and healthy for all residents. Also, the Council needs to work harder to convince residents that fluoride is essential, and we need to have a say.	Spreydon-Cashmere	Female, 65+
Finding a use for recycled plastic, why not invest in a factory to make plastic fence posts and export them? burn it and produce electricity? And stop selling our water offshore in plastic bottles!	Spreydon-Cashmere	Female, 50-64
Fix roading and footpaths. Please, please stop investing in cycle lanes before these essential repairs are done. Cycle lanes are a “nice to have currently”, although I see the vision for the future, but footpaths should be maintained to complement this forward thinking to make walking a good option as well. There are many areas of Christchurch where the footpaths are still very uneven and this makes it unsafe, particularly for older residents who may walk around their local areas. I’ve also seen many young mums with pushchairs/prams struggling along some of the footpaths, due to the poor quality of the surfaces. I expect, although I don’t have any confirmation, that the lower decile areas are probably left to the back of the queue when it comes to prioritising repairs and these are the very areas where you are more likely to have people walking and using the footpaths.	Spreydon-Cashmere	Female, 50-64
Fixing the roads and pipes underground from the earthquakes.	Spreydon-Cashmere	Female, 50-64
Get rid of all the cycle and bus lanes.	Spreydon-Cashmere	Female, 50-64
Get rid of the Hagley park golf course. Should be part of the university or polytechnic to bring some student life back to the city. One of the biggest missed opportunities in the city’s history when the university moved out to Ilam. We have so much space. Stop spreading out or this city will be dead in thirty year’s time. It’ll just be one giant suburb.	Spreydon-Cashmere	Male, 25-49
Getting rid of those bloody e-scooters which are a menace on suburban streets. I’ve been shouted at to get out of the way when I’m walking, even though I have the right of way. They park them across the footpath blocking the way for pedestrians. They are called footpaths for a reason!	Spreydon-Cashmere	Gender Diverse, 65+
I do think the council could do a much better job in planning, I think they have made some poor decisions, e.g., the type and expense of the cycle lanes, the Riccarton Road debacle and the housing density, previously mentioned. I am sure there are others I can’t bring to mind.	Spreydon-Cashmere	Male, 65+
I don’t know whether the council has much to do with this or not, but I have come across many, many needles while out walking and I feel very unsafe, even living in Somerfield. There needs to be much bigger focus on the residents that do use needle related drugs and a focus to keep those needles off the street of Christchurch. This is not something that can be only left to police to control. Who deals with the clean-up of all the needles everywhere? I feel like no one does, and I have lived all over the South Island and Christchurch is the only place where I have come across needles on the footpath in many areas of the city. It’s a major concern for everyone.	Spreydon-Cashmere	Female, 25-49
I think the roads are being very compromised by the building far too many cycleways, that appear to be white elephants. For the most part, most of the cycleways are empty and thousands of cars have accidentally driven into the kerbing. The roads in those places have become more dangerous.	Spreydon-Cashmere	Female, 65+

Comments	Board	Demographics
Invest in more cycleways.	Spreydon-Cashmere	Male, 25-49
Irritated by the confusing and sometimes complicated information about what can be put in yellow bin. Seems like there are more restrictions. Why can we not have a new sticky label for our bins with a clear list of what is allowed.	Spreydon-Cashmere	Female, 50-64
Just sticking to what a council should do, i.e., build and maintain roads, collect rubbish, build and maintain infrastructure, such as roads and plumbing, instead of a needless number of vanity projects that we can't afford and result in our rates constantly increasing. They also shouldn't be running surveys about rates where the only options they give are only increases! They need to look at seriously cutting costs on non-core and non-relevant activities that the council currently undertake. This includes monitoring staffing levels.	Spreydon-Cashmere	Male, 25-49
Keep our vision of the garden city alive.	Spreydon-Cashmere	Male, 65+
Keep the small local centres tidy and upkeep is important in the summer dry months.	Spreydon-Cashmere	Female, 50-64
Low-cost housing for so-called homeless, let's forget double glazing, etc., and just open the places up that are going empty so these people have a place to sleep and smoke a cigarette! There are 37 empty units, in Carey Street, utterly vacant and have been for years. It is disgusting! Too much dosh going out to fart-arsed so-called artists and performers, who are so self-centred they don't realise they have no talent, like the silly bloody penguins dotted about the place and giraffes installations? Oh God, what crap! And the so-called art gallery is full of it.	Spreydon-Cashmere	Male, 65+
More untimed parking near my house, on Meredith Street.	Spreydon-Cashmere	Female, 18-24
Needs to listen to the public more and let them have more of a say in how money is spent.	Spreydon-Cashmere	Female, 25-49
Only suggestion is that more needs to be done at the time of dog licencing, to remind/enforce people with dogs on walks to clean up dog poo in parks, our parks are NOT dog toilets.	Spreydon-Cashmere	Male, 65+
Open the roads up, free up the space so everyone, walk, cycle, car and delivery vehicles, can move about. So much kerbing it is now a hazard in itself. So much signage, it is all just background noise/pollution now!	Spreydon-Cashmere	Male, 25-49
Pathways. Too much has been done to bike lanes when our pathways are shocking.	Spreydon-Cashmere	Female, 50-64
Permits for the development of residential land without consultation.	Spreydon-Cashmere	Female, 65+
Pool.	Spreydon-Cashmere	Male, 25-49
Rates increase, with no change to property values or any increase in services. Need to understand why this increase is needed.	Spreydon-Cashmere	Male, 25-49
Reduce rates increases for those on low or fixed incomes, plus/or increased Government subsidies for the elderly who wish to stay living in their own homes. The situation has now become impossible for these people who are expected to survive solely on Government Super pensions.	Spreydon-Cashmere	Male, 65+
Remove chlorine from all water and fix all the cities leaks.	Spreydon-Cashmere	Male, 25-49
Responding to requests for service, e.g., cleaning up council owned bush area adjoining private property.	Spreydon-Cashmere	Male, 50-64
Revitalization of Christchurch city central.	Spreydon-Cashmere	Male, 50-64
Road layouts, with some, I am sure that some are made under the influence and are shocking, Strickland Street, Antigua Street, to name a couple. Who on earth did those!?	Spreydon-Cashmere	Female, 65+
Road repairs.	Spreydon-Cashmere	Female, 25-49
Road repairs.	Spreydon-Cashmere	Female, 25-49
Roadblocks for repairs done quicker.	Spreydon-Cashmere	Female, 25-49

Comments	Board	Demographics
Roading and getting around and about cars.	Spreydon-Cashmere	Male, 25-49
Roading surfaces around the city are in need of attention. The quality varies from suburb to suburb and perhaps more resources should be thrown at the worst affected areas.	Spreydon-Cashmere	Male, 25-49
Roading, big job. I imagine it will take a few years. Please don't keep narrowing the roadways, the bits the cars drive on, in favour of large cycleways and on-street parking.	Spreydon-Cashmere	Male, 25-49
Roading. Need to reseal then not dig up again to do another job, like drains. Do them in one go?!	Spreydon-Cashmere	Male, 50-64
Roads in some areas of the suburban require resurfacing and not with the use the cheaper loose chip solution, which relies on the traffic to bed it down into the roadway, but the more expensive hot mix bitumen surface, which lasts longer and does not pollute the footpaths and your home with loose stone chips migrating everywhere, which ultimately damage your internal flooring. The former method is a false economy, as the contractors are recalled to rip it all up and replace it when it fails prematurely! It is a complete waste of the rates we pay to the Christchurch City Council, in my opinion!	Spreydon-Cashmere	Male, 65+
Roads need a lot more street parking.	Spreydon-Cashmere	Male, 25-49
Roads. They are bumpy and hard to drive on. You never know when you are going to get an uneven patch, which is very frequently.	Spreydon-Cashmere	Female, 50-64
Sporting grounds and verges. Verges, getting on to people who own these properties, to mow them or charge them if they don't. Even rental properties, as it is the responsibility of the house owner.	Spreydon-Cashmere	Female, 50-64
The planning dept (RMA) is in cloud cuckoo land. Subdivisions in Christchurch are crazy, in that there is far too much "intensification", i.e., the lots are all too small. Kiwis do NOT want to live in dog boxes on very small sites, the outer suburban areas are supposed to be low density. We like our open spaces. Whatever these so called planning people are smoking, I don't want any! Even though I have lived in Christchurch for over 60 years, I am planning to leave because of very poor city planning. I, and many, many others, do NOT like what is happening to Christchurch. The development of countless "future slums" is appalling. The central city areas will never recover from what has happened since the earthquakes.	Spreydon-Cashmere	Male, 65+
The roading in Christchurch is terrible! Even when things are fixed up it takes so long, and then it's often no better than before.	Spreydon-Cashmere	Female, 25-49
The security of the provision of drinking water. There is the possibility that this will become threatened in the future. This is shown at the moment by the fact that the watering of residents' gardens is restricted to every second day.	Spreydon-Cashmere	Male, 50-64
There is a lot of leaking water along the east end of Centaurus Road and near Parklands Drive corner, there is a blocked stormwater drain, that has been blocked for a long time, it's now full of sludge and breeding ground for bugs and will start to grow and stink.	Spreydon-Cashmere	Male, 50-64
Though I do not have recent personal experience of the building consent process, I believe that it is time for city councils, in general, to overhaul their attitude and culture with respect to building consents and inspections, etc. The obsession with caution and being dictatorial is unwarranted. The problems of the past 30 years is of their own making. And was exposed by the weatherproofing debacle and the aftermath of the earthquakes. The councils exist to service the people of the city. They do not exist to protect the livelihood of overpaid corporate staff.	Spreydon-Cashmere	Male, 65+
Water quality!	Spreydon-Cashmere	Female, 50-64
Water quality, food safety.	Spreydon-Cashmere	Male, 25-49
Water supply.	Spreydon-Cashmere	Male, 65+
We need bigger green waste bins. Most housing, whether private or renting have big/loads of gardens to maintain.	Spreydon-Cashmere	Female, 50-64
Why? It really won't change anything will it. Our roads aren't fixed, red zone is the same, nothing has really changed. The only thing is houses have been pulled down.	Spreydon-Cashmere	, 65+

Comments	Board	Demographics
Worsleys Road traffic lights and fibre.	Spreydon-Cashmere	Female, 18-24

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