



Councils' Annual Residents Surveys Benchmarking Report 2025/2026



Research background



Research Objectives

The specific objectives of this research were:

- To understand residents' satisfaction with services and facilities provided by Councils across New Zealand.
- To benchmark the key performance indicators against other Councils.



Method

- Surveys were undertaken with 23 different Councils across New Zealand in 2025/26, including 20 District Councils and 3 City Councils.
- Respondents were selected at random from the Electoral Roll, ratepayers database, and/or email contacts collected through previous years' surveys.
- The questionnaires were designed in consultation with Councils and were structured to provide a comprehensive set of measures relating to core activities, services, and infrastructure, and to provide a wider perspective of performance. This includes assessment of reputation and knowledge of Council's activities.
- Post data collection, the samples were weighted to be exactly representative of key population demographics for each area based on the 2023 Census.
- At an aggregate level the surveys have an expected 95% confidence interval (margin of error) of between +/- 3.2% and +/-4.8%.
- Maximum, minimum and average scores for key performance indicators are shown and benchmarked based on 23 Council's performances. Questions used are either identical or closely related, allowing for comparison.
- To allow for better and more extensive benchmarking, several measures are presented as an average score of all related measures in the relevant section.
- Please note: if minimum, average, or maximum values are not visible in a chart, it means that your Council results are equal to that value. For clarity, please view the table on the page following each chart.

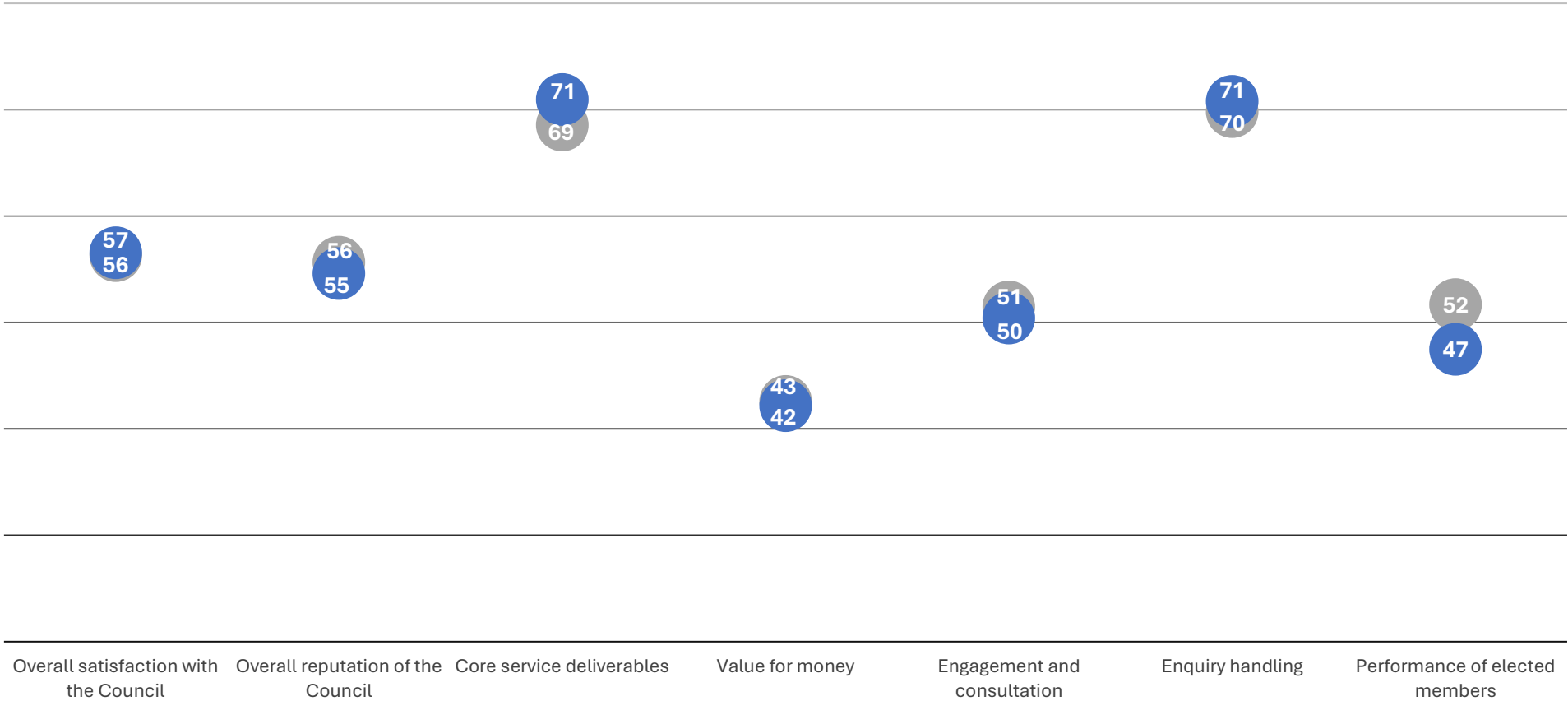
Councils included in 2025/26 Benchmarking report

- Far North District Council
- Gisborne District Council
- Hauraki District Council
- Kaipara District Council
- Manawatū District Council
- Matamata-Piako District Council
- Masterton District Council
- Nelson City Council
- New Plymouth District Council
- Palmerston North City Council
- Queenstown Lakes District Council
- Rotorua Lakes District Council
- South Waikato District Council
- Stratford District Council
- Tasman District Council
- Tauranga City Council
- Timaru District Council
- Thames-Coromandel District Council
- Waikato District Council
- Waimakariri District Council
- Waipā District Council
- Waitaki District Council
- Waitomo District Council

Year on year change – Overall

2025/2026 Council Benchmarking

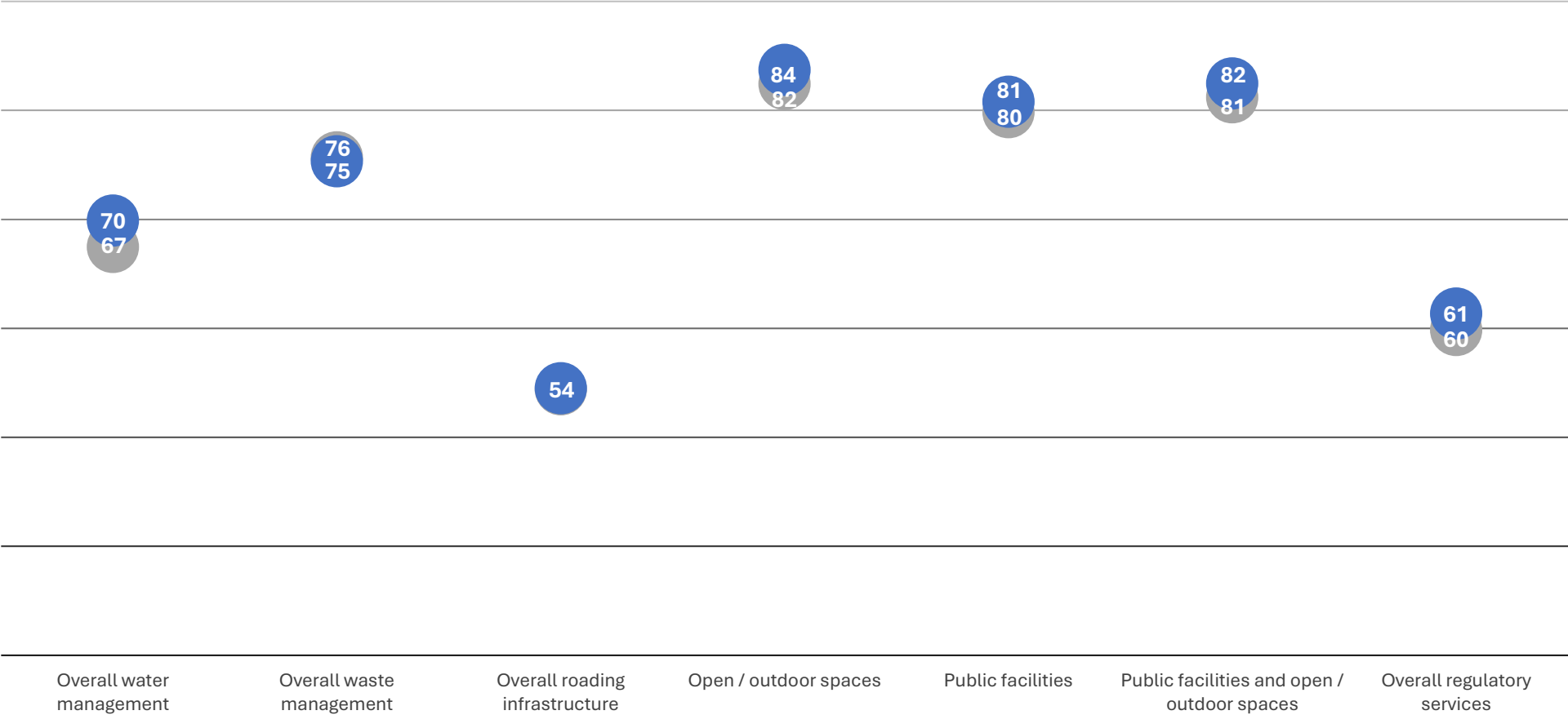
● All Councils' Average 2024/25 ● All Councils' Average 2025/26



Year on year change – Core service deliverables

2025/2026 Council Benchmarking

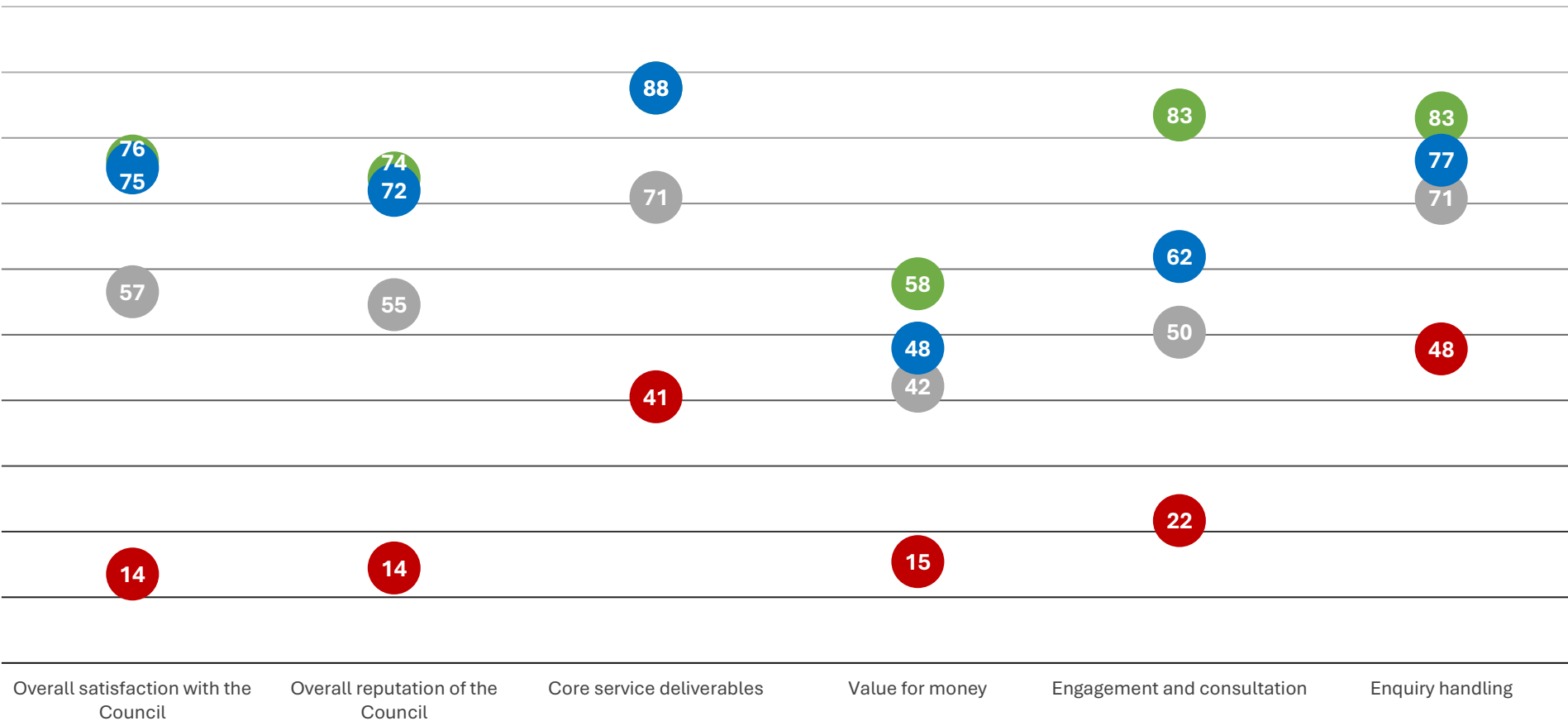
● All Councils' Average 2024/25 ● All Councils' Average 2025/26



Overall measures

2025/2026 Council Benchmarking

● All Councils' Average 2025/26 ● Max ● Min ● Manawatū DC



Overall measures

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall satisfaction with the Council	75	57	+18	76	-1	14	+61
Overall reputation of the Council	72	55	+17	74	-2	14	+58
Core service deliverables	88	71	+17	88	-	41	+47
Value for money	48	42	+6	58	-10	15	+33
Engagement and consultation	62	50	+12	83	-21	22	+40
Enquiry handling	77	71	+6	83	-6	48	+29

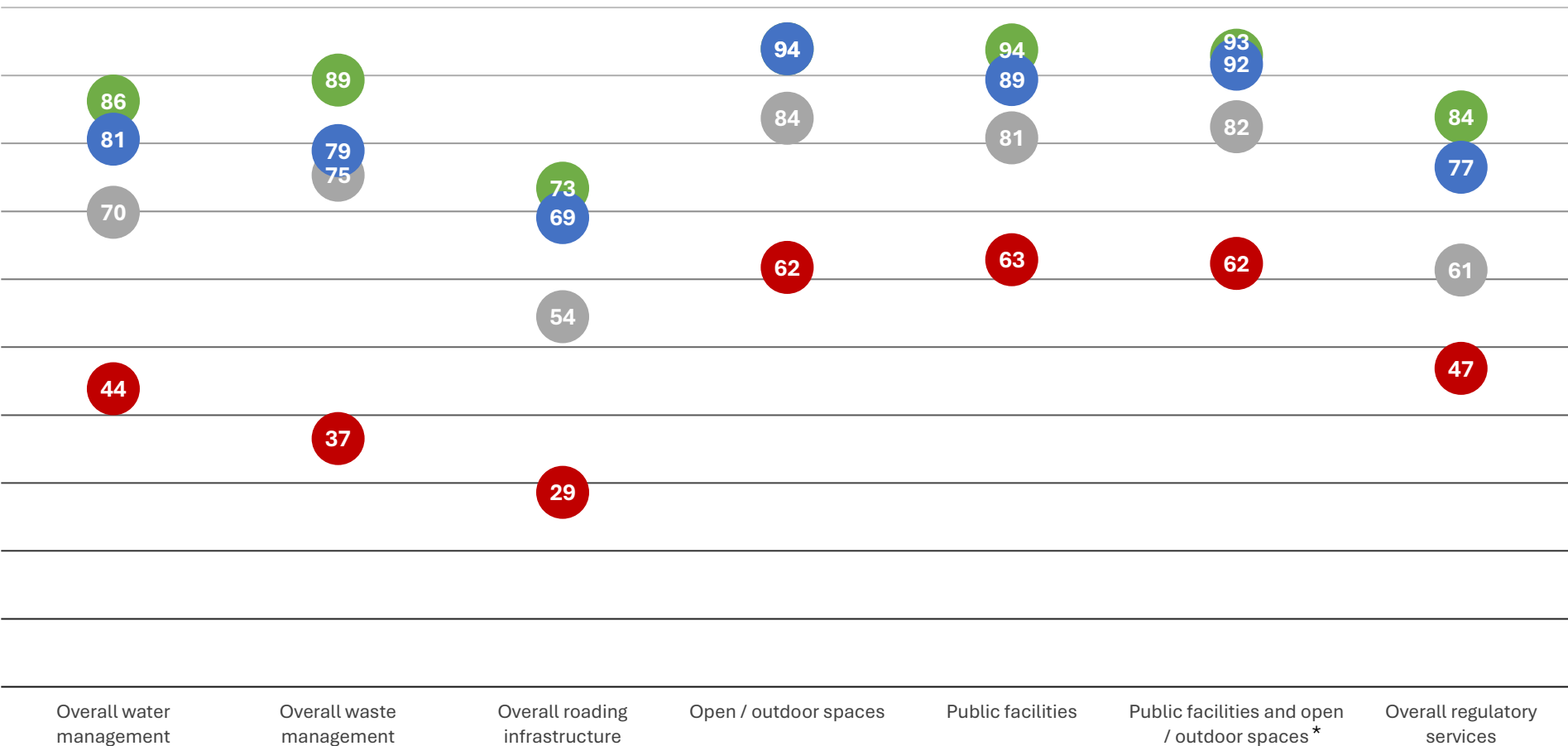
Overall measures – District Councils only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall satisfaction with the Council	75	55	+20	75	-	14	+61
Overall reputation of the Council	72	55	+17	74	-2	14	+58
Core service deliverables	88	70	+18	88	-	41	+47
Value for money	48	41	+7	58	-10	15	+33
Engagement and consultation	62	50	+12	83	-21	22	+40
Enquiry handling	77	70	+7	83	-6	48	+29

Core service deliverables

2025/2026 Council Benchmarking

● All Councils' Average 2025/26 ● Max ● Min ● Manawātū DC



* To allow for better and more extensive benchmarking, these measures are presented as an average score of all related measures.

Core service deliverables

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	81	70	+11	86	-5	44	+37
Overall waste management	79	75	+4	89	-10	37	+42
Overall roading infrastructure	69	54	+15	73	-4	29	+40
Open / outdoor spaces	94	84	+10	94	-	62	+32
Public facilities	89	81	+8	94	-5	63	+26
Public facilities and open / outdoor spaces	92	82	+10	93	-1	62	+30
Overall regulatory services	77	61	+16	84	-7	47	+30

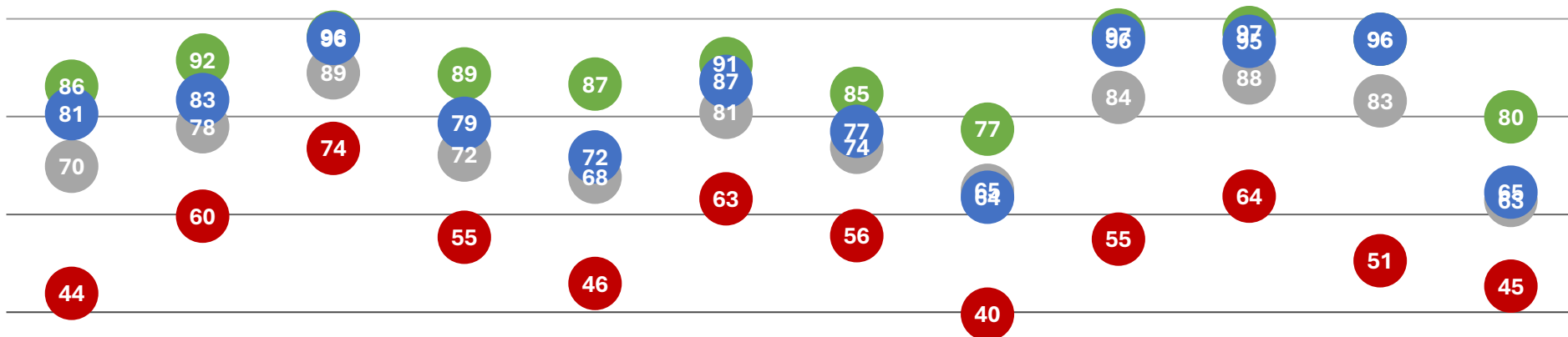
Core service deliverables – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	81	68	+13	86	-5	44	+37
Overall waste management	79	74	+5	89	-10	37	+42
Overall roading infrastructure	69	54	+15	73	-4	29	+40
Open / outdoor spaces	94	84	+10	94	-	62	+32
Public facilities	89	81	+8	94	-5	63	+26
Public facilities and open / outdoor spaces	92	83	+9	93	-1	62	+28
Overall regulatory services	77	61	+16	84	-7	47	+30

Water management

2025/2026 Council Benchmarking

● All Councils' Average 2025/26 ● Max ● Min ● Manawātū DC



Overall water management	Overall water supply *	Reliability of water supply *	Overall quality of water (including taste, clarity and odour) *	Taste of water	Clarity of water	Odour of water	Overall stormwater system	Overall sewerage / wastewater systems *	Reliability of sewerage system	Treating and disposing of sewage	Flood protection
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* To allow for better and more extensive benchmarking, these measures are presented as an average score of all related measures.

Water management

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	81	70	+11	86	-5	44	+37
Overall water supply	83	78	+5	92	-9	60	+23
Reliability of water supply	96	89	+7	96	-	74	+22
Overall quality of water (including taste, clarity and odour)	79	72	+7	89	-10	55	+24
Taste of water	72	68	+4	87	-15	46	+26
Clarity of water	87	81	+6	91	-4	63	+24
Odour of water	77	74	+3	85	-8	56	+21
Overall stormwater system	64	65	-1	77	-13	40	+24
Overall sewerage / wastewater systems	96	84	+11	97	-1	55	+41
Reliability of sewerage system	95	88	+7	97	-2	64	+31
Treating and disposing of sewage	96	83	+13	96	-	51	+45
Flood protection	65	63	+2	80	-15	45	+20

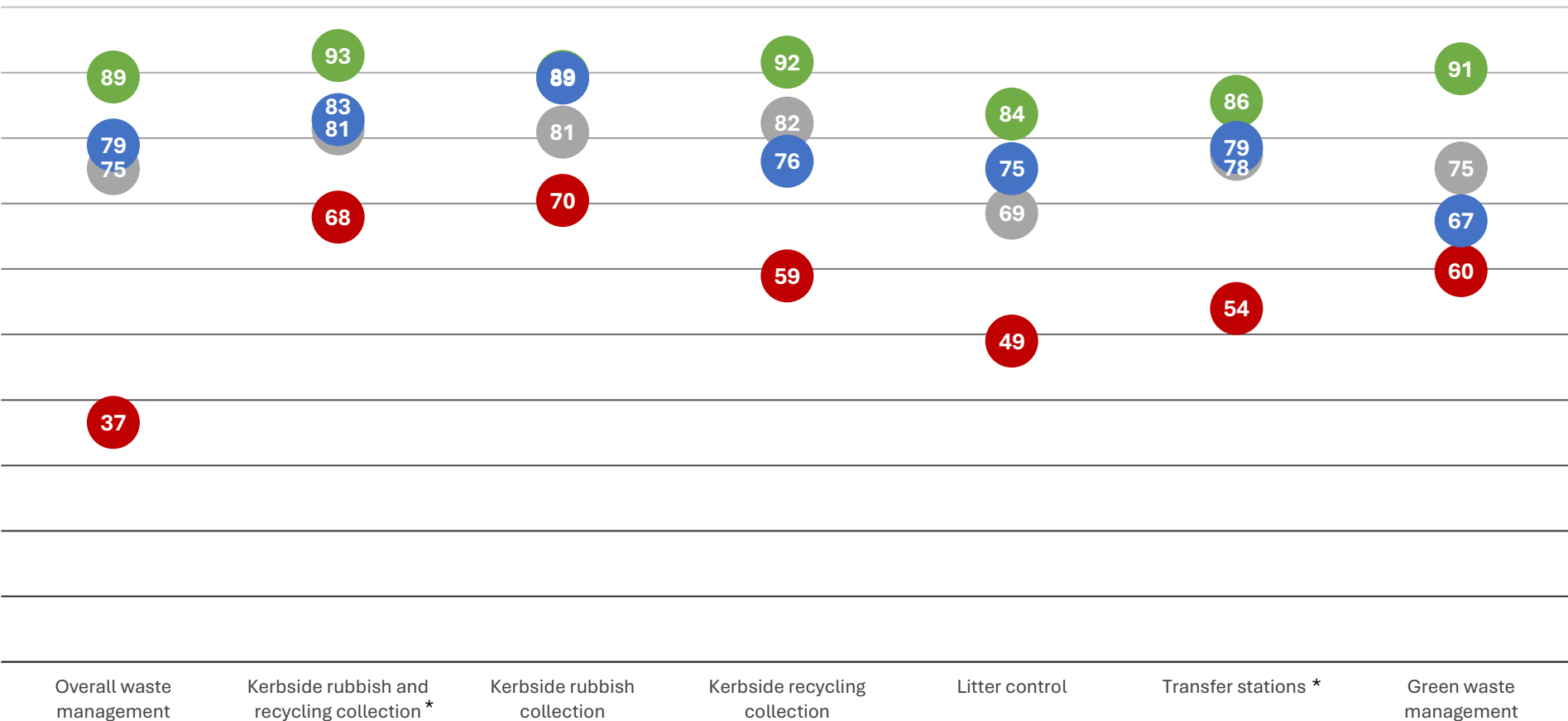
Water management – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	81	68	+13	86	-5	44	+37
Overall water supply	83	77	+6	92	-9	60	+23
Reliability of water supply	96	89	+7	96	-	74	+22
Overall quality of water (including taste, clarity and odour)	79	72	+7	89	-10	55	+24
Taste of water	72	68	+4	87	-15	46	+26
Clarity of water	87	81	+6	91	-4	63	+24
Odour of water	77	74	+3	85	-8	56	+21
Overall stormwater system	64	64	-	77	-13	40	+24
Overall sewerage / wastewater systems	96	83	+13	97	-1	55	+41
Reliability of sewerage system	95	88	+7	97	-2	64	+31
Treating and disposing of sewage	96	83	+13	96	-	51	+45
Flood protection	65	61	+4	74	-11	45	+20

Waste management

2025/2026 Council Benchmarking

● All Councils' Average 2025/26 ● Max ● Min ● Manawātū DC



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Waste management

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall waste management	79	75	+4	89	-10	37	+42
Kerbside rubbish and recycling collection	83	81	+2	93	-10	68	+15
Kerbside rubbish collection	89	81	+8	89	-	70	+19
Kerbside recycling collection	76	82	-6	92	-16	59	+17
Litter control	75	69	+6	84	-9	49	+26
Transfer stations	79	78	+1	86	-7	54	+25
Green waste management	67	75	-8	91	-24	60	+7

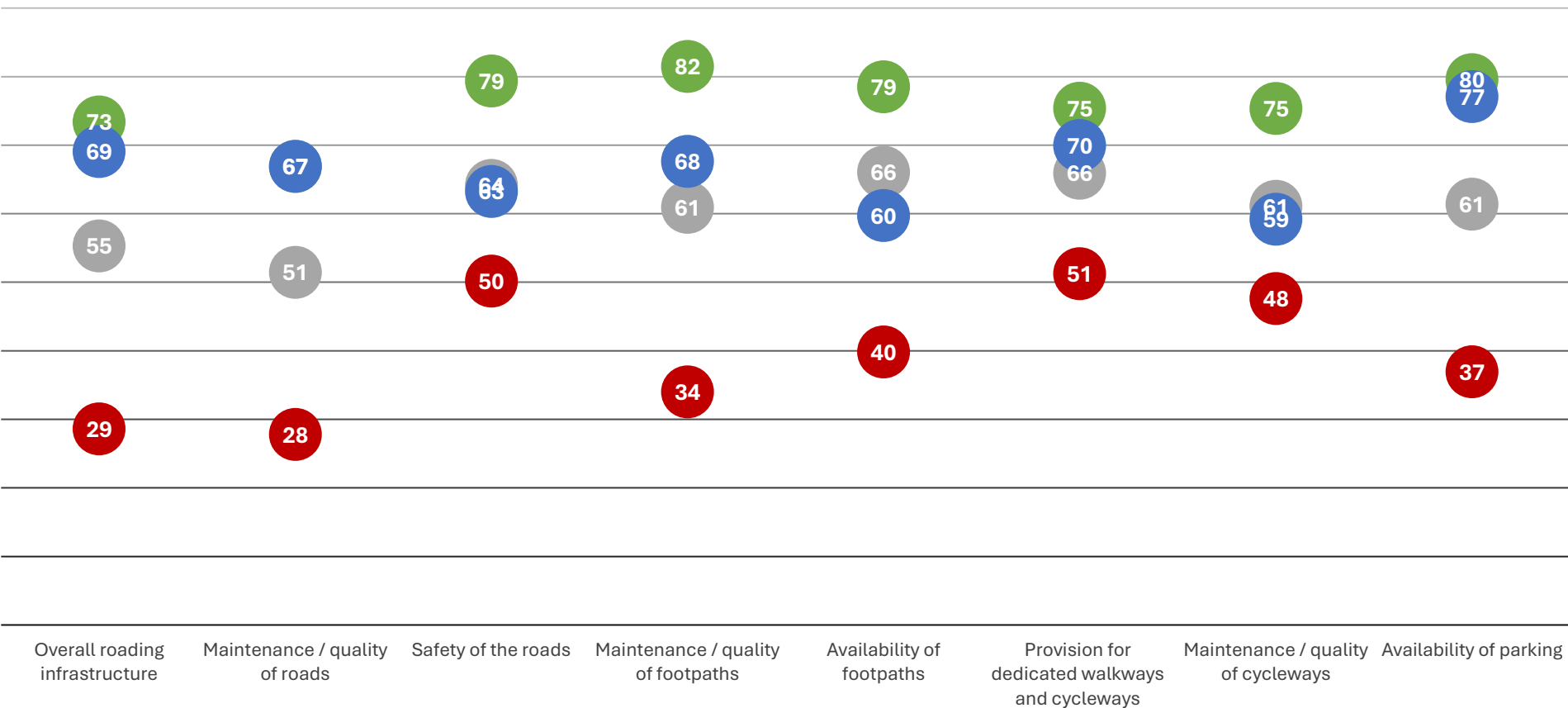
Waste management – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall waste management	79	74	+5	89	-10	37	+42
Kerbside rubbish and recycling collection	83	80	+3	87	-4	68	+15
Kerbside rubbish collection	89	81	+8	89	-	70	+19
Kerbside recycling collection	76	82	-6	92	-14	59	+17
Litter control	75	67	+8	75	-	49	+26
Transfer stations	79	77	+2	86	-7	54	+25
Green waste management	67	75	-7	91	-23	60	+7

Roading infrastructure

2025/2026 Council Benchmarking

● All Councils' Average 2025/26 ● Max ● Min ● Manawātū DC



Roading infrastructure

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall roading infrastructure	69	55	+14	73	-4	29	+40
Maintenance / quality of roads	67	51	+16	67	-	28	+39
Safety of the roads	63	64	-1	79	-16	50	+13
Maintenance / quality of footpaths	68	61	+7	82	-14	34	+34
Availability of footpaths	60	66	-6	79	-19	40	+20
Provision for dedicated walkways and cycleways	70	66	+4	75	-5	51	+19
Maintenance / quality of cycleways	59	61	-2	75	-16	48	+11
Availability of parking	77	61	+16	80	-3	37	+40

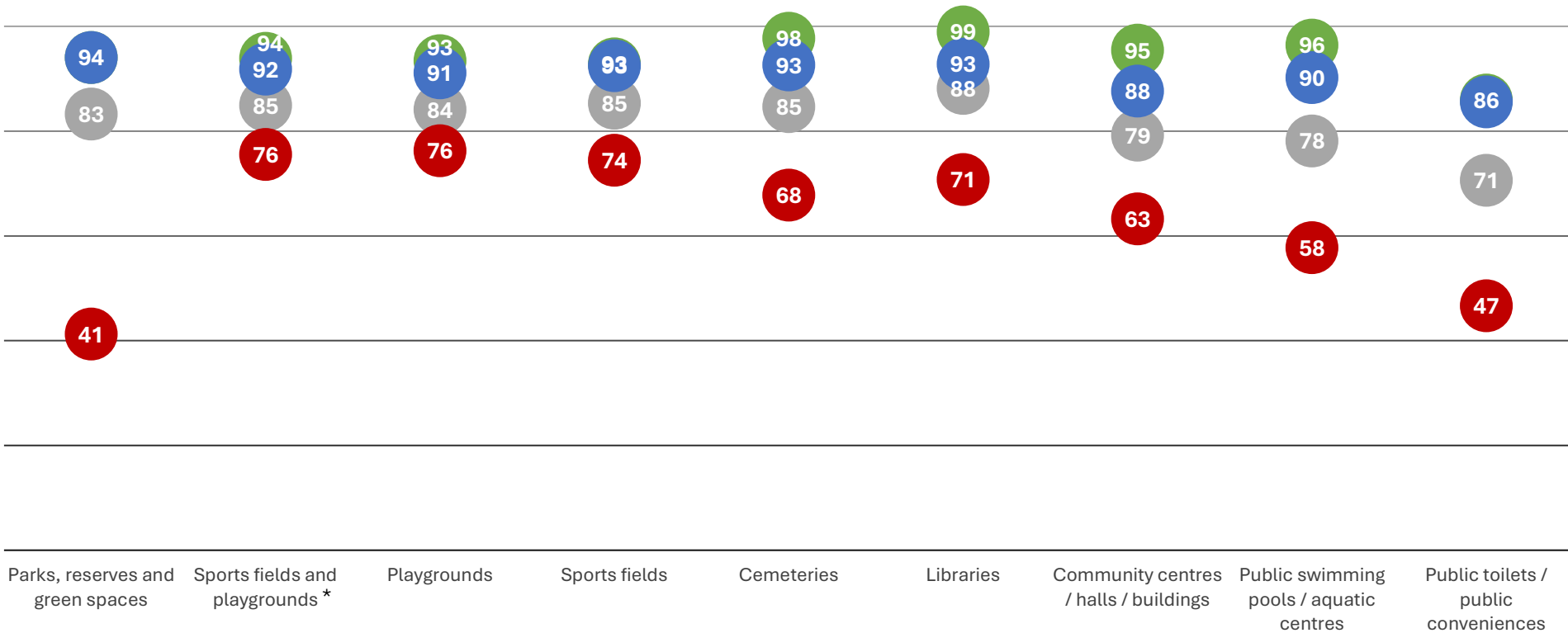
Roading infrastructure – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall roading infrastructure	69	54	+15	73	-4	29	+40
Maintenance / quality of roads	67	51	+16	67	-	28	+39
Safety of the roads	63	61	+2	75	-12	50	+13
Maintenance / quality of footpaths	68	60	+8	75	-8	34	+34
Availability of footpaths	60	66	-6	79	-19	40	+20
Provision for dedicated walkways and cycleways	70	66	+4	75	-5	51	+19
Maintenance / quality of cycleways	59	60	-1	75	-16	48	+11
Availability of parking	77	62	+15	80	-3	37	+40

Public facilities and open / outdoor spaces

2025/2026 Council Benchmarking

● All Councils' Average 2025/26 ● Max ● Min ● Manawātū DC



* To allow for better and more extensive benchmarking, these measures are presented as an average score of all related measures.

Public facilities and open / outdoor spaces

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Parks, reserves and green spaces	94	83	+11	94	-	41	+53
Sports fields and playgrounds	92	85	+7	94	-2	76	+16
Playgrounds	91	84	+7	93	-2	76	+15
Sports fields	93	85	+8	93	-	74	+19
Cemeteries	93	85	+8	98	-5	68	+25
Libraries	93	88	+5	99	-6	71	+22
Community centres / halls / buildings	88	79	+9	95	-7	63	+25
Public swimming pools / aquatic centres	90	78	+12	96	-6	58	+32
Public toilets / public conveniences	86	71	+15	86	-	47	+39

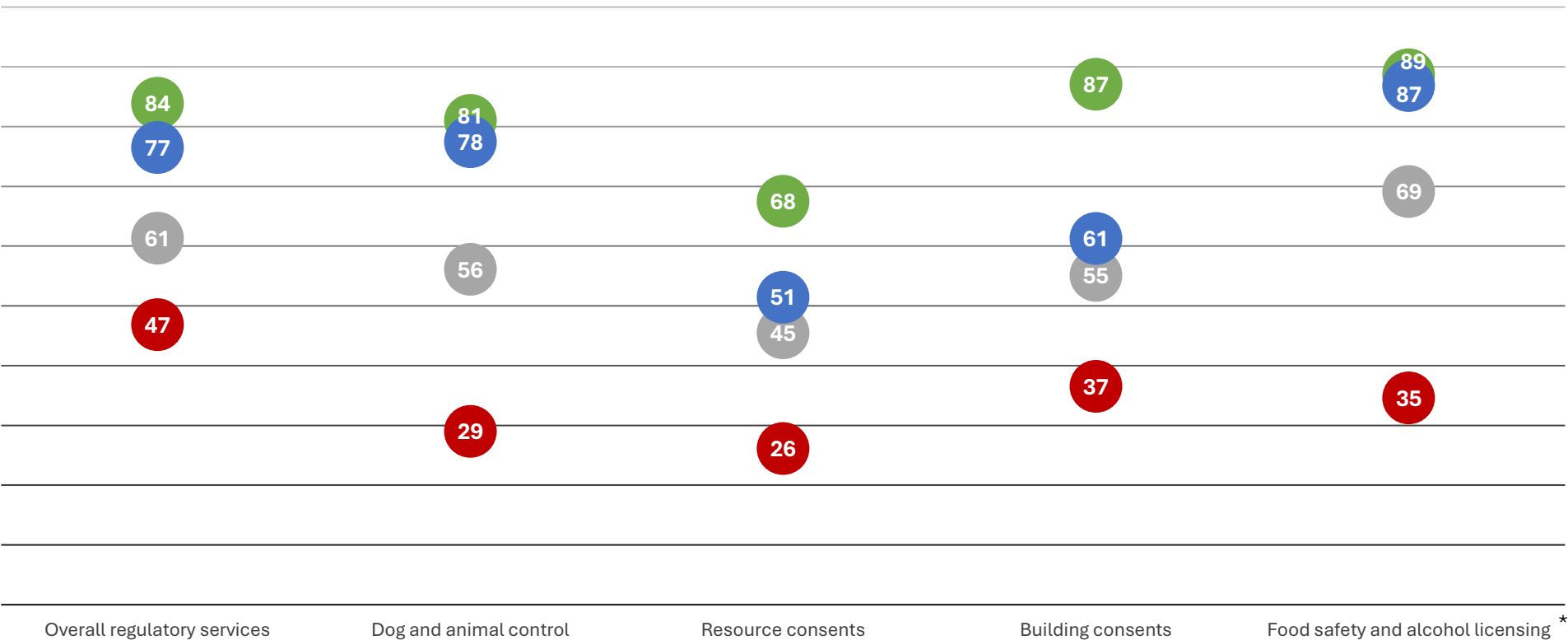
Public facilities and open / outdoor spaces – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Parks, reserves and green spaces	94	83	+11	94	-	41	+53
Sports fields and playgrounds	92	86	+6	94	-2	76	+16
Playgrounds	91	85	+6	93	-2	77	+14
Sports fields	93	85	+8	93	-	74	+19
Cemeteries	93	86	+7	98	-5	70	+23
Libraries	93	89	+4	99	-6	71	+22
Community centres / halls / buildings	88	81	+7	95	-7	75	+13
Public swimming pools / aquatic centres	90	78	+12	96	-6	58	+32
Public toilets / public conveniences	86	71	+15	86	-	47	+39

Regulatory services

2025/2026 Council Benchmarking

● All Councils' Average 2025/26 ● Max ● Min ● Manawātū DC



* To allow for better and more extensive benchmarking, these measures are presented as an average score of all related measures.

Regulatory services

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall regulatory services	77	61	+16	84	-7	47	+30
Dog and animal control	78	56	+22	81	-3	29	+49
Resource consents	51	45	+6	68	-17	26	+25
Building consents	61	55	+6	87	-26	37	+24
Food safety and alcohol licensing	87	69	+18	89	-2	35	+52

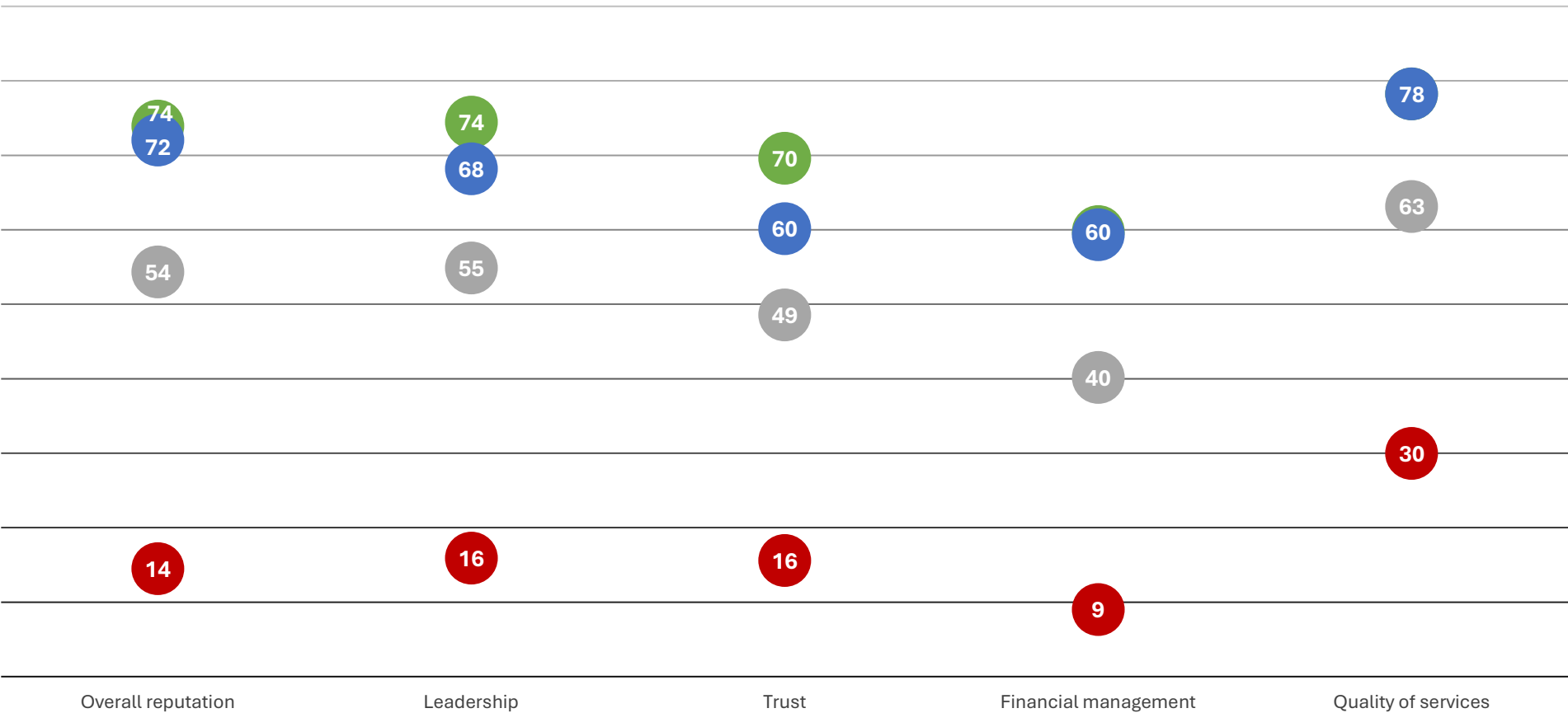
Regulatory services – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall regulatory services	77	61	+16	84	-7	47	+30
Dog and animal control	78	56	+22	81	-3	29	+49
Resource consents	51	45	+6	68	-17	26	+25
Building consents	61	55	+6	87	-26	37	+24
Food safety and alcohol licensing	87	69	+18	89	-2	35	+52

Reputation

2025/2026 Council Benchmarking

● All Councils' Average 2025/26 ● Max ● Min ● Manawātū DC



Reputation

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall reputation	72	54	+18	74	-2	14	+58
Leadership	68	55	+13	74	-6	16	+52
Trust	60	49	+11	70	-10	16	+44
Financial management	59	40	+19	60	-1	9	+50
Quality of services	78	63	+15	78	-	30	+48

Reputation – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall reputation	72	55	+17	74	-2	14	+58
Leadership	68	55	+13	74	-6	16	+52
Trust	60	49	+11	70	-10	16	+44
Financial management	59	41	+19	60	-1	9	+50
Quality of services	78	63	+15	78	-	30	+48

Reputation profile

2025/2026 Council Benchmarking

● All Councils' Average 2025/26 ● Max ● Min ● Manawātū DC



Value for money

2025/2026 Council Benchmarking

● All Councils' Average 2025/26 ● Max ● Min ● Manawātū DC



Value for money

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Value for money	48	42	+6	58	-10	15	+33
Rates being fair and reasonable	45	35	+10	48	-3	12	+33

Value for money – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Value for money	48	41	+7	58	-10	15	+33
Rates being fair and reasonable	45	34	+11	48	-3	12	+33

Sentiment questions

2025/2026 Council Benchmarking

● All Councils' Average 2025/26 ● Max ● Min ● Manawatū DC

77

57

18

District / City is going in the right direction

Sentiment questions

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
District / City is going in the right direction	77	57	+20	77	-	18	-59

Sentiment questions – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
District / City is going in the right direction	77	57	+20	77	-	18	-59

Key contact details

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