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Residents' survey results

- Last Updated 17 Oct 2023

The results of our annual residents and ratepayers' satisfaction survey are now available.

It is important for the Council to know how Chatham Islands residents feel about our performance and the way we deliver our many services and activities. As well as telling us what we do well and where we need to improve, the survey results inform us how we are performing against our targets set out in the [Long-Term Plan](#) and [Annual Plan](#).

We were pleased with a much higher response rate this year to get a better understanding of how our community feels. Your open and honest feedback is greatly appreciated by the Council.

Key findings

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Top performing areas

The three highest scoring areas were:

- 95% of respondents know how to contact the Council and Councillors
- 81% of respondents were satisfied with sealed roads
- 74% of respondents feel prepared for an emergency event.

Low performing areas

The three lowest scoring areas were:

- 60% of respondents were dissatisfied with unsealed roads
- 69% of respondents were dissatisfied with the water scheme service
- 39% of respondents were dissatisfied with waste management services.

Next steps

Council wants to address as many of the concerns raised in the survey as possible. In some cases this might mean a change in the way we do things, or it might mean explaining why we're doing some things the way we do.

In the coming weeks we will be gathering information from different people and entities to provide a fuller response to some of the concerns raised. Keep your eye out for a 'what we heard' article that will address this.

[Read the full report here. \[PDF, 192 KB\]](#)

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