



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.

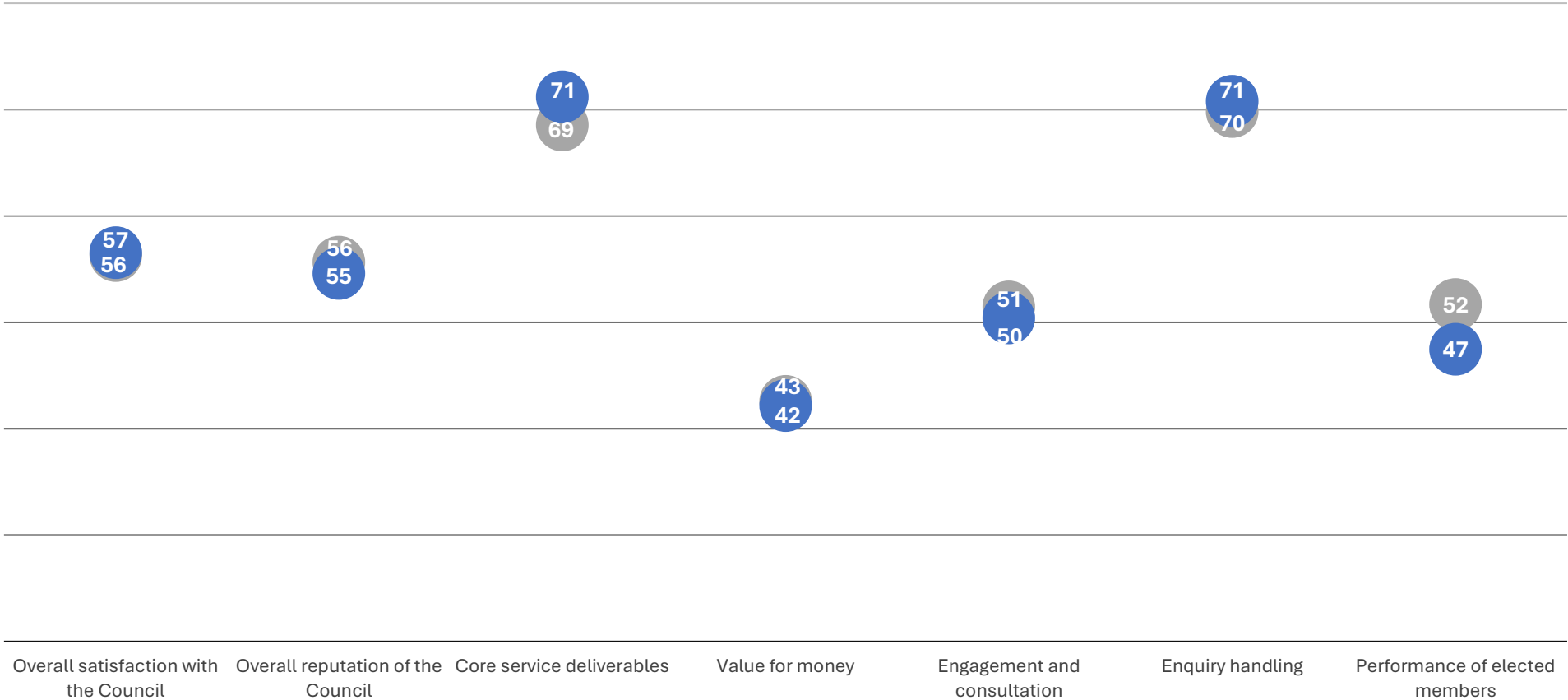
Councils included in 2025/26 Benchmarking report

- 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

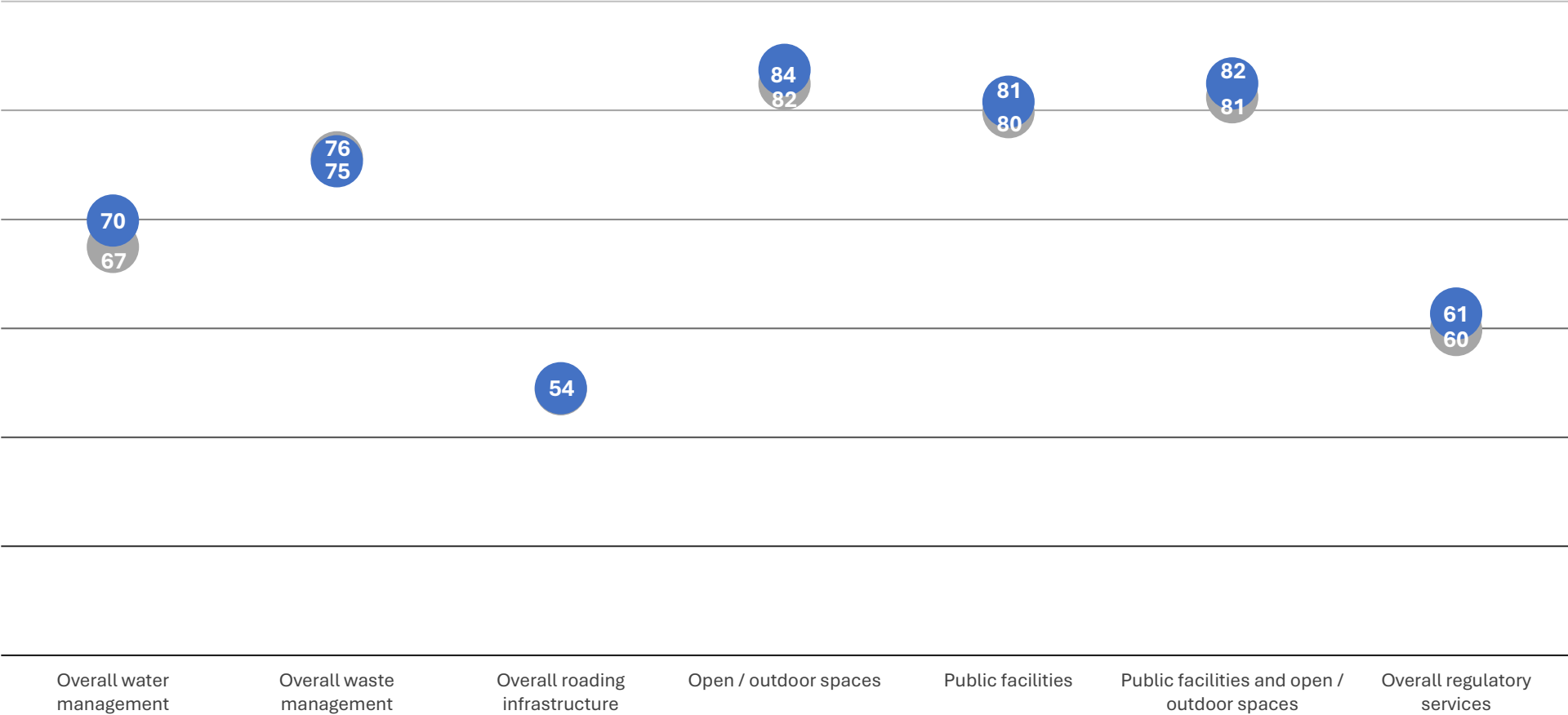
● All Councils' Average 2024/25 ● All Councils' Average 2025/26



Year on year change – Core service deliverables

2025/2026 Council Benchmarking

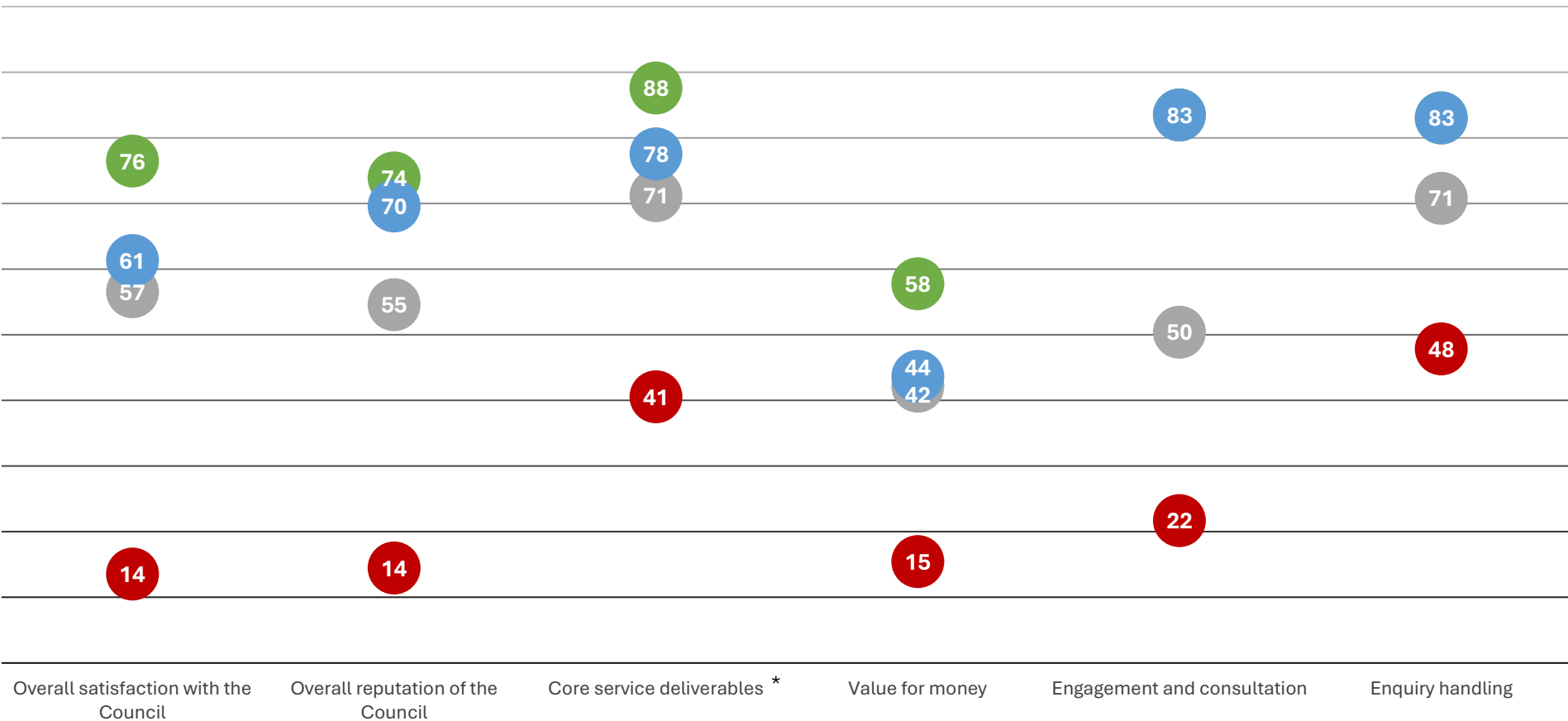
● All Councils' Average 2024/25 ● All Councils' Average 2025/26



Overall measures

2025/2026 Council Benchmarking

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



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

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	61	57	+4	76	-15	14	+47
Overall reputation of the Council	70	55	+15	74	-4	14	+56
Core service deliverables	78	71	+7	88	-10	41	+37
Value for money	44	42	+2	58	-14	15	+29
Engagement and consultation	83	50	+33	83	-	22	+61
Enquiry handling	83	71	+12	83	-	48	+35

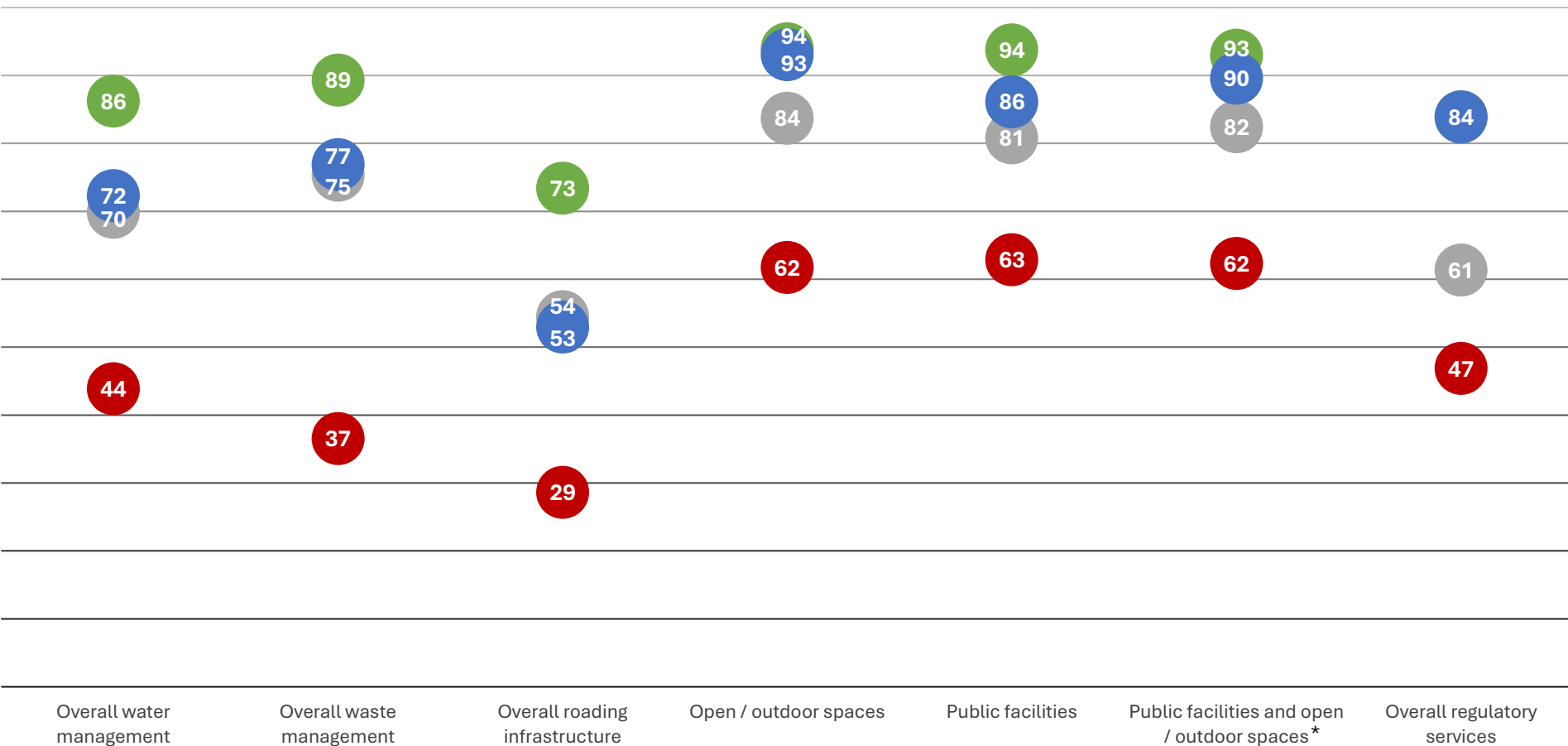
Overall measures – District Councils only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall satisfaction with the Council	61	55	+6	75	-14	14	+47
Overall reputation of the Council	70	55	+15	74	-4	14	+56
Core service deliverables	78	70	+8	88	-10	41	+37
Value for money	44	41	+3	58	-14	15	+29
Engagement and consultation	83	50	+33	83	-	22	+61
Enquiry handling	83	70	+13	83	-	48	+35

Core service deliverables

2025/2026 Council Benchmarking

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



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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	72	70	+2	86	-14	44	+28
Overall waste management	77	75	+2	89	-12	37	+40
Overall roading infrastructure	53	54	-1	73	-20	29	+24
Open / outdoor spaces	93	84	+9	94	-1	62	+31
Public facilities	86	81	+5	94	-8	63	+23
Public facilities and open / outdoor spaces	90	82	+8	93	-3	62	+28
Overall regulatory services	84	61	+23	84	-	47	+37

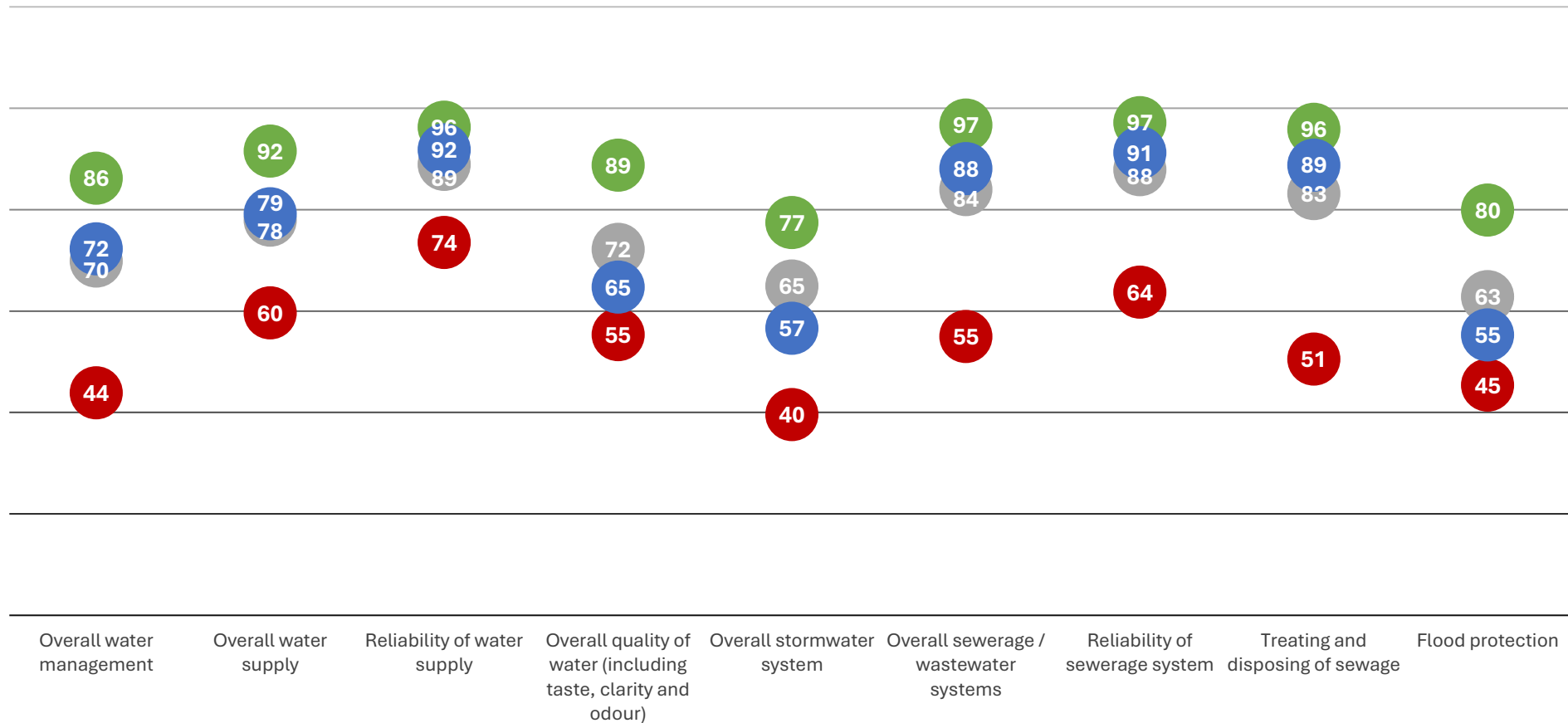
Core service deliverables – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	72	68	+4	86	-14	44	+28
Overall waste management	77	74	+3	89	-12	37	+40
Overall roading infrastructure	53	54	-1	73	-20	29	+24
Open / outdoor spaces	93	84	+9	94	-1	62	+31
Public facilities	86	81	+5	94	-8	63	+23
Public facilities and open / outdoor spaces	90	83	+7	93	-3	62	+28
Overall regulatory services	84	61	+23	84	-	47	+37

Water management

2025/2026 Council Benchmarking

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



Water management

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	72	70	+2	86	-14	44	+28
Overall water supply	79	78	+1	92	-13	60	+19
Reliability of water supply	92	89	+3	96	-4	74	+18
Overall quality of water (including taste, clarity and odour)	65	72	-7	89	-24	55	+10
Overall stormwater system	57	65	-8	77	-20	40	+17
Overall sewerage / wastewater systems	88	84	+4	97	-9	55	+33
Reliability of sewerage system	91	88	+3	97	-6	64	+27
Treating and disposing of sewage	89	83	+6	96	-7	51	+38
Flood protection	55	63	-8	80	-25	45	+10

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	72	68	+4	86	-14	44	+28
Overall water supply	79	77	+2	92	-13	60	+19
Reliability of water supply	92	89	+3	96	-4	74	+18
Overall quality of water (including taste, clarity and odour)	65	72	-7	89	-24	55	+10
Overall stormwater system	57	64	-7	77	-20	40	+17
Overall sewerage / wastewater systems	88	83	+5	97	-9	55	+33
Reliability of sewerage system	91	88	+3	97	-6	64	+27
Treating and disposing of sewage	89	83	+6	96	-7	51	+38
Flood protection	55	61	-6	74	-19	45	+10

Waste management

2025/2026 Council Benchmarking

● All Councils' Average 2025/26 ● Max ● Min ● Waitomo 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	77	75	+2	89	-12	37	+40
Kerbside rubbish and recycling collection	77	81	-4	93	-16	68	+9
Litter control	67	69	-2	84	-17	49	+18
Transfer stations	84	78	+6	86	-2	54	+30

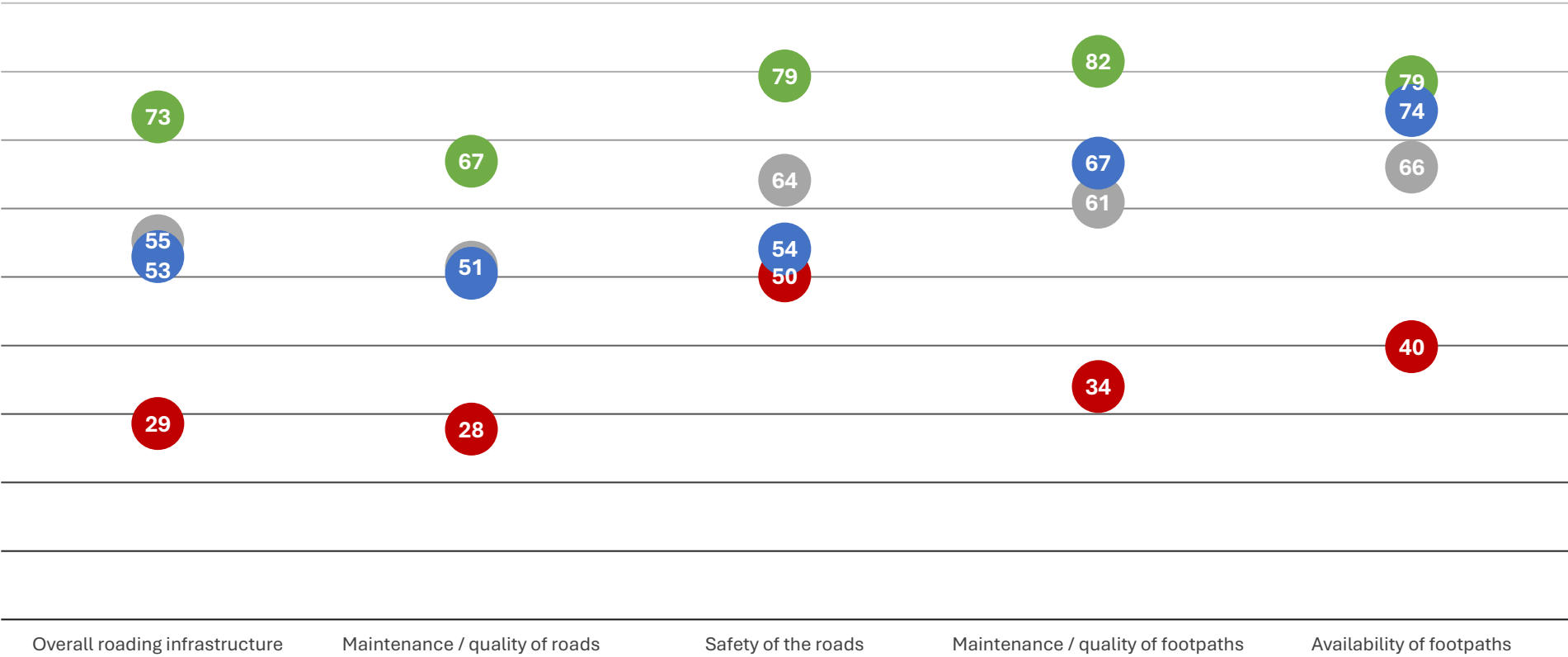
Waste management – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall waste management	77	74	+3	89	-12	37	+40
Kerbside rubbish and recycling collection	77	80	-3	87	-10	68	+9
Litter control	67	67	-	75	-8	49	+18
Transfer stations	84	77	+7	86	-2	54	+30

Roading infrastructure

2025/2026 Council Benchmarking

● All Councils' Average 2025/26 ● Max ● Min ● Waitomo 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	53	55	-2	73	-20	29	+24
Maintenance / quality of roads	51	51	-	67	-16	28	+23
Safety of the roads	54	64	-10	79	-25	50	+4
Maintenance / quality of footpaths	67	61	+6	82	-15	34	+33
Availability of footpaths	74	66	+8	79	-4	40	+34

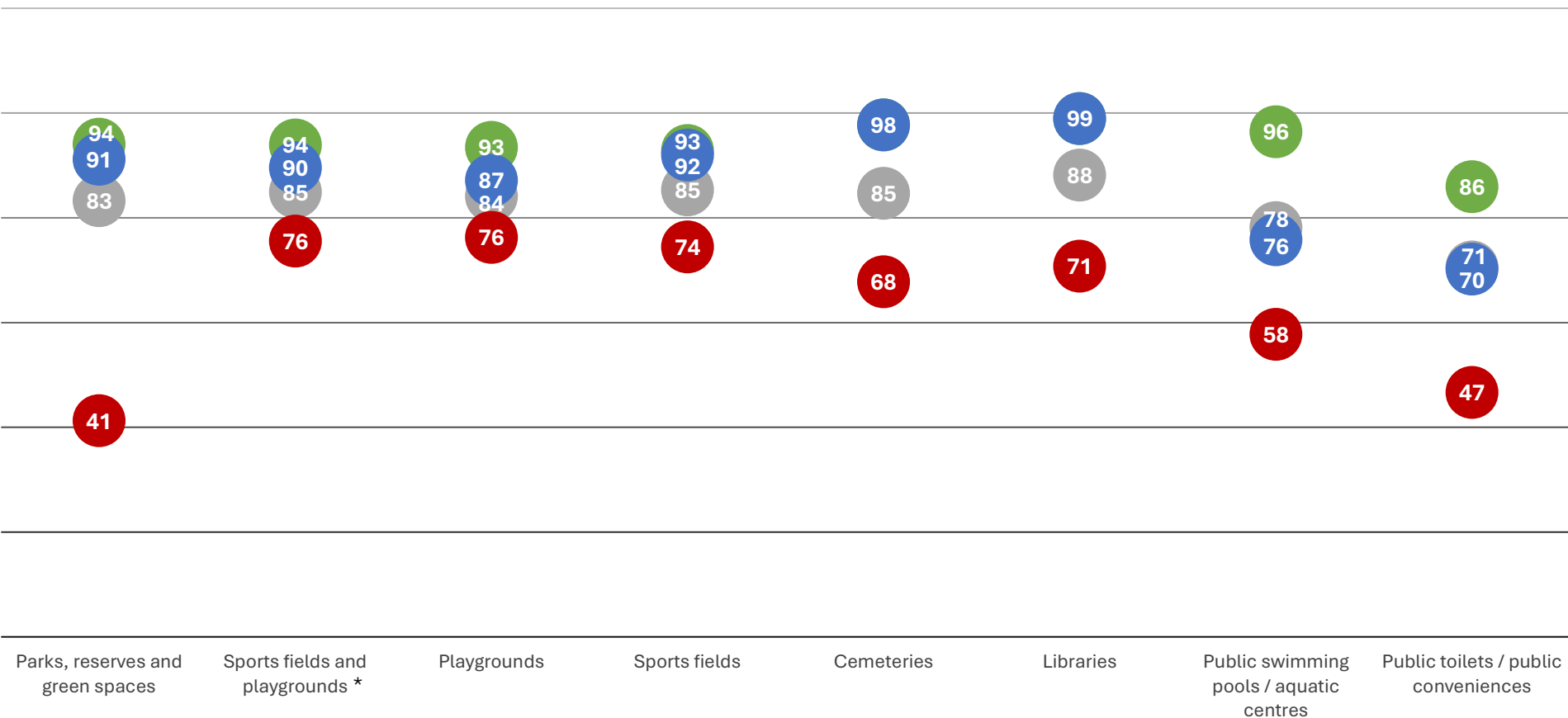
Roading infrastructure – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall roading infrastructure	53	54	-1	73	-20	29	+24
Maintenance / quality of roads	51	51	-	67	-16	28	+23
Safety of the roads	54	61	-7	75	-21	50	+4
Maintenance / quality of footpaths	67	60	+7	75	-9	34	+33
Availability of footpaths	74	66	+8	79	-5	40	+34

Public facilities and open / outdoor spaces

2025/2026 Council Benchmarking

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



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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	91	83	+8	94	-3	41	+50
Sports fields and playgrounds	90	85	+5	94	-4	76	+14
Playgrounds	87	84	+3	93	-6	76	+11
Sports fields	92	85	+7	93	-1	74	+18
Cemeteries	98	85	+13	98	-	68	+30
Libraries	99	88	+11	99	-	71	+28
Public swimming pools / aquatic centres	76	78	-2	96	-20	58	+18
Public toilets / public conveniences	70	71	-1	86	-16	47	+23

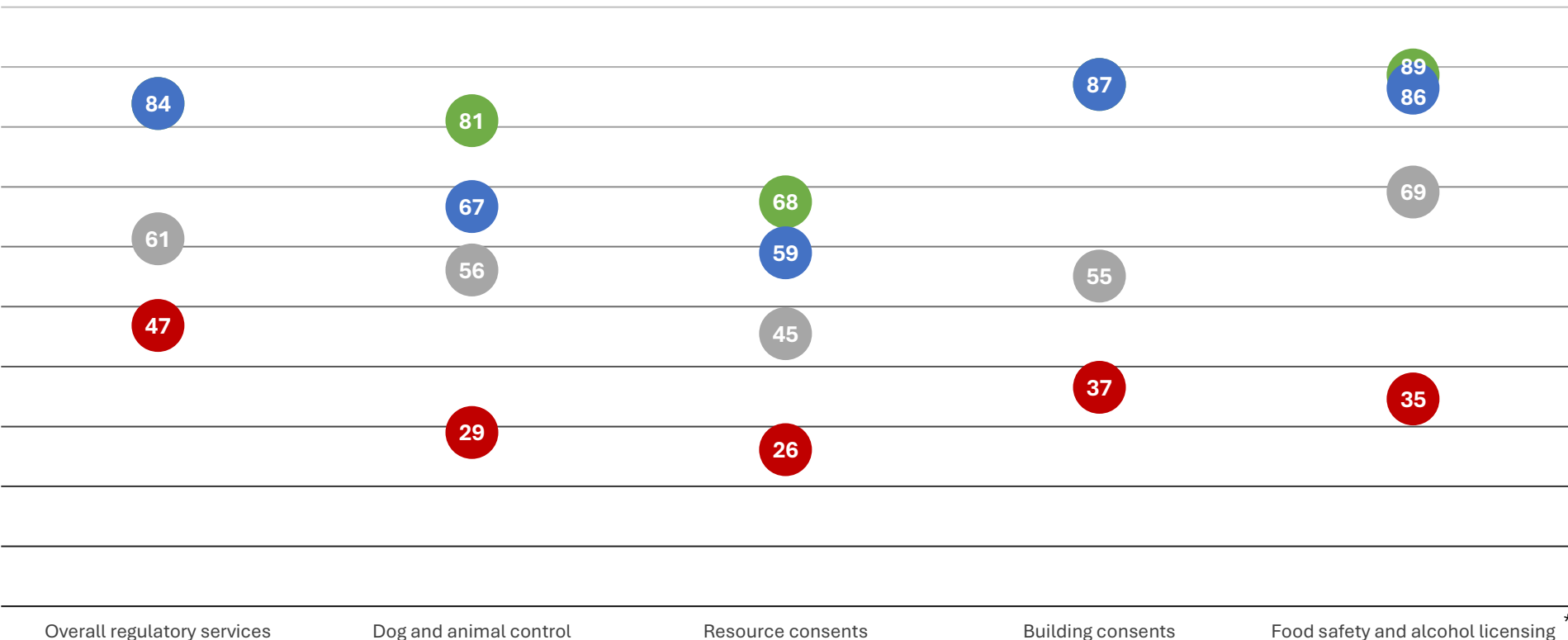
Public facilities and open / outdoor spaces – District Councils Only

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Parks, reserves and green spaces	91	83	+8	94	-3	41	+50
Sports fields and playgrounds	90	86	+4	94	-4	76	+14
Playgrounds	87	85	+2	93	-6	77	+10
Sports fields	92	85	+7	93	-1	74	+18
Cemeteries	98	86	+12	98	-	70	+28
Libraries	99	89	+10	99	-	71	+28
Public swimming pools / aquatic centres	76	78	-2	96	-20	58	+18
Public toilets / public conveniences	70	71	-1	86	-16	47	+23

Regulatory services

2025/2026 Council Benchmarking

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



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Regulatory services

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall regulatory services	84	61	+23	84	-	47	+37
Dog and animal control	67	56	+11	81	-14	29	+38
Resource consents	59	45	+14	68	-9	26	+33
Building consents	87	55	+32	87	-	37	+50
Food safety and alcohol licensing	86	69	+17	89	-3	35	+51

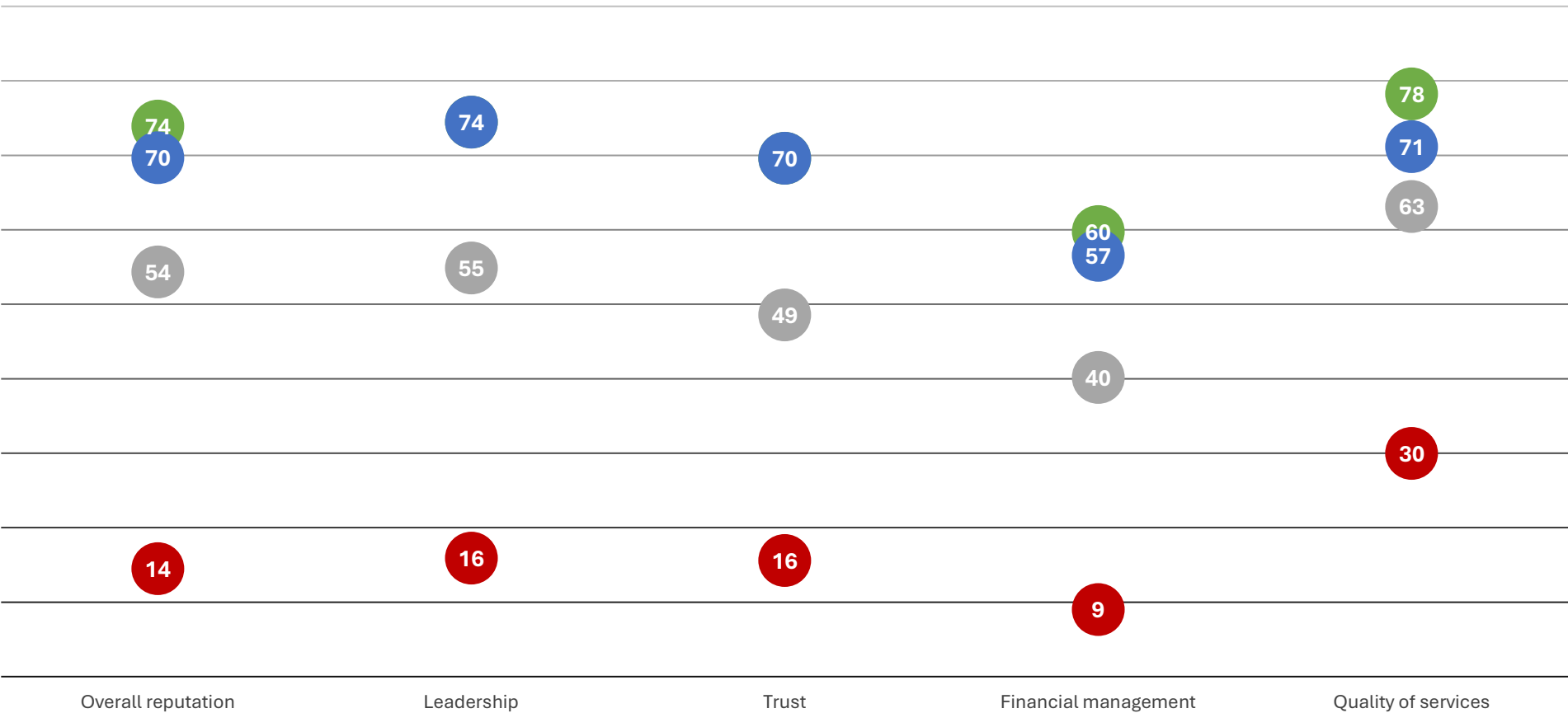
Regulatory services – District Councils Only

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Overall regulatory services	84	61	+23	84	-	47	+37
Dog and animal control	67	56	+11	81	-14	29	+38
Resource consents	59	45	+14	68	-9	26	+33
Building consents	87	55	+32	87	-	37	+50
Food safety and alcohol licensing	86	69	+17	89	-3	35	+51

Reputation

2025/2026 Council Benchmarking

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



Reputation

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall reputation	70	54	+14	74	-4	14	+56
Leadership	74	55	+19	74	-	16	+58
Trust	70	49	+21	70	-	16	+54
Financial management	57	40	+17	60	-3	9	+48
Quality of services	71	63	+8	78	-7	30	+41

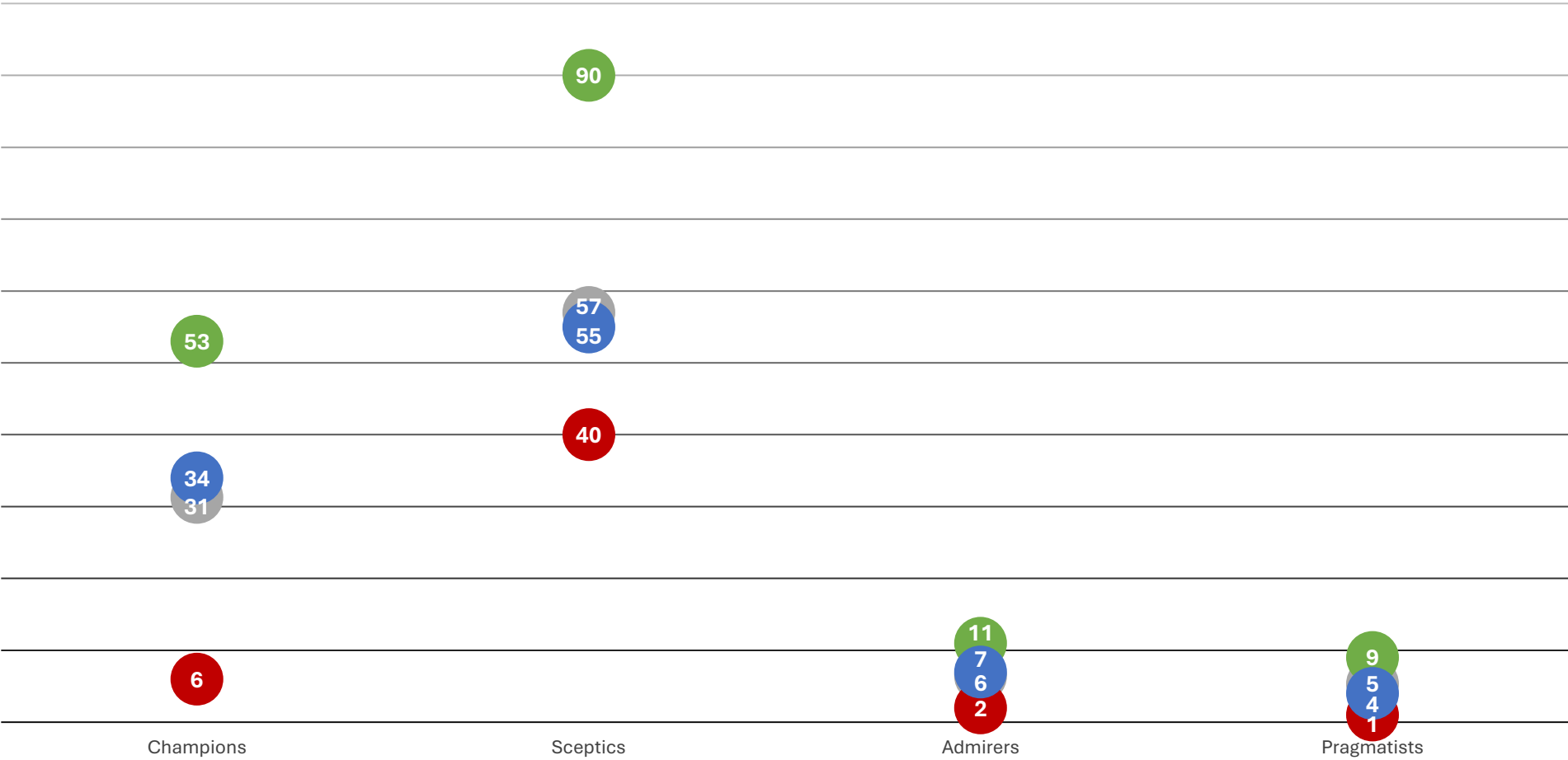
Reputation – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall reputation	70	55	+15	74	-4	14	+56
Leadership	74	55	+19	74	-	16	+58
Trust	70	49	+21	70	-	16	+54
Financial management	57	41	+16	60	-3	9	+48
Quality of services	71	63	+8	78	-7	30	+41

Reputation profile

2025/2026 Council Benchmarking

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



Value for money

2025/2026 Council Benchmarking

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



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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		44	42	+2	58	-14	15	+28
Rates being fair and reasonable		37	35	+2	48	-11	12	+25
Annual property rates are fair and reasonable		28	29	-1	38	-10	17	+11
Water rates are fair and reasonable		47	42	+5	58	-11	25	+22
Invoicing is clear and correct		79	71	+8	86	-7	53	+26

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	44	41	+3	58	-14	15	+29
Rates being fair and reasonable	37	34	+3	48	-11	12	+25
Annual property rates are fair and reasonable	28	29	-1	38	-10	17	+11
Water rates are fair and reasonable	47	41	+6	58	-11	25	+22
Invoicing is clear and correct	79	70	+9	86	-7	53	+26

Sentiment questions

2025/2026 Council Benchmarking

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



Sentiment questions

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Quality of life / wellbeing	78	84	-6	91	-13	71	+7
District / City is going in the right direction	68	57	+11	77	-9	18	+50

Sentiment questions – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Quality of life / wellbeing	78	84	-6	91	-13	71	+7
District / City is going in the right direction	68	57	+11	77	-9	18	+50

Key contact details

Head Office

Telephone: + 64 7 575 6900

Address: Level 1, 247 Cameron Road
PO Box 13297
Tauranga 3141

Website: www.keyresearch.co.nz

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