



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 22 different Councils across New Zealand in 2025/26, including 19 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 22 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
- Waipā District Council
- Waitaki District Council
- Waitomo District Council

Year on year change – Overall

2025/2026 Council Benchmarking

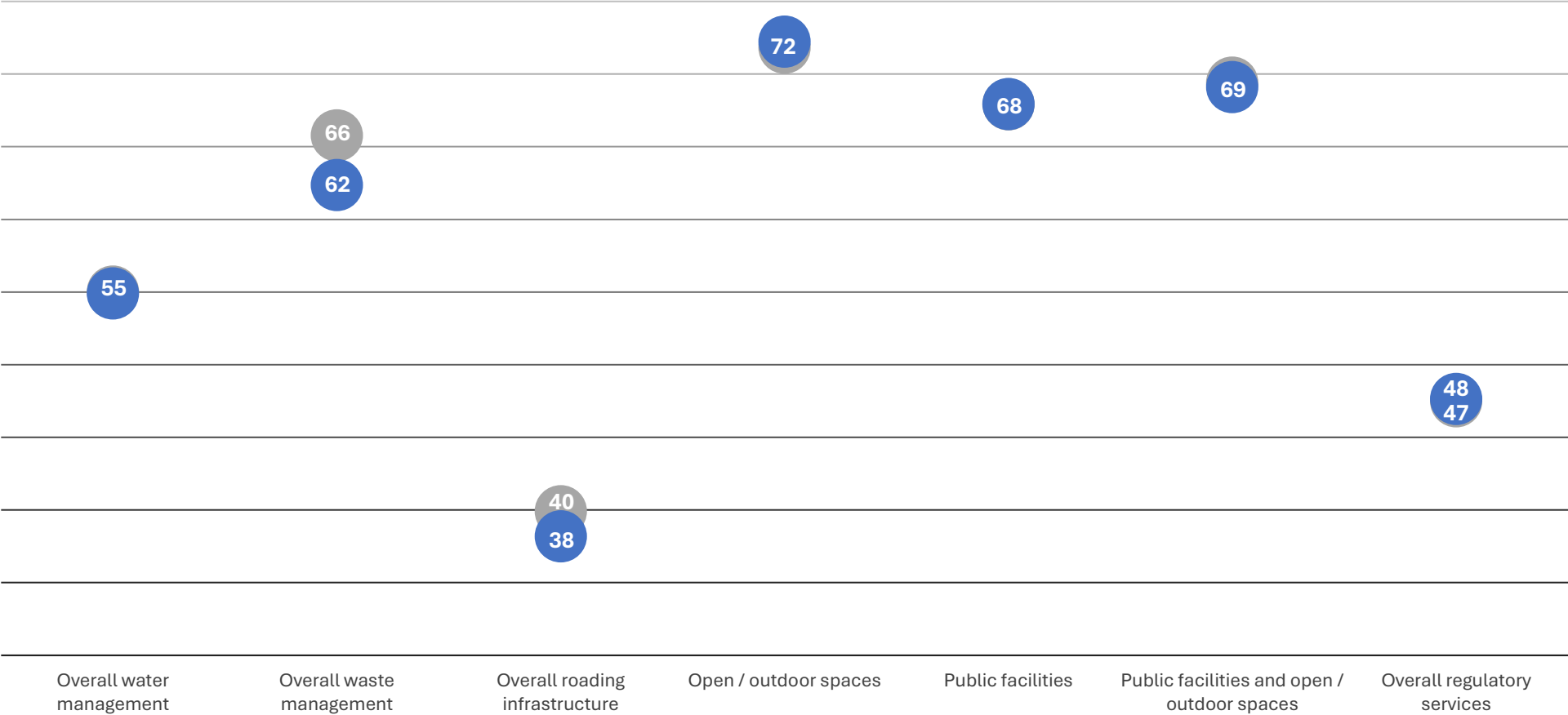
● All Councils' Average 2024/25 ● All Councils' Average 2025/26



Year on year change – Core service deliverables

2025/2026 Council Benchmarking

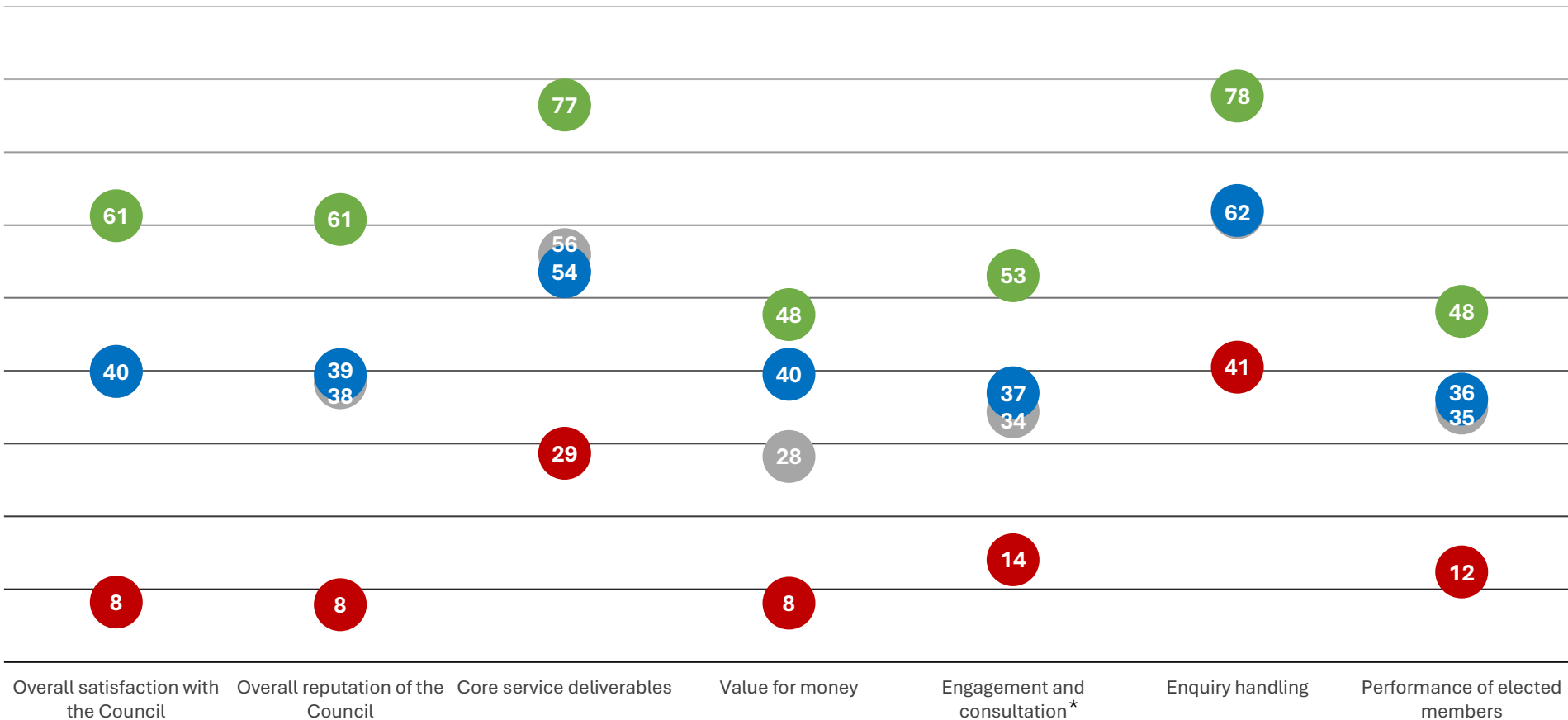
● All Councils' Average 2024/25 ● All Councils' Average 2025/26



Overall measures

2025/2026 Council Benchmarking

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



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

Overall measures

% 7-10	Your Council %	Average based on 22 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall satisfaction with the Council	40	40	-	61	-21	8	+32
Overall reputation of the Council	39	38	+1	61	-22	8	+31
Core service deliverables	54	56	-2	77	-23	29	+25
Value for money	40	28	+12	48	-8	8	+32
Engagement and consultation	37	34	+3	53	-16	14	+23
Enquiry handling	62	62	-	78	-16	41	+21
Performance of elected members	36	35	+1	48	-12	12	+24

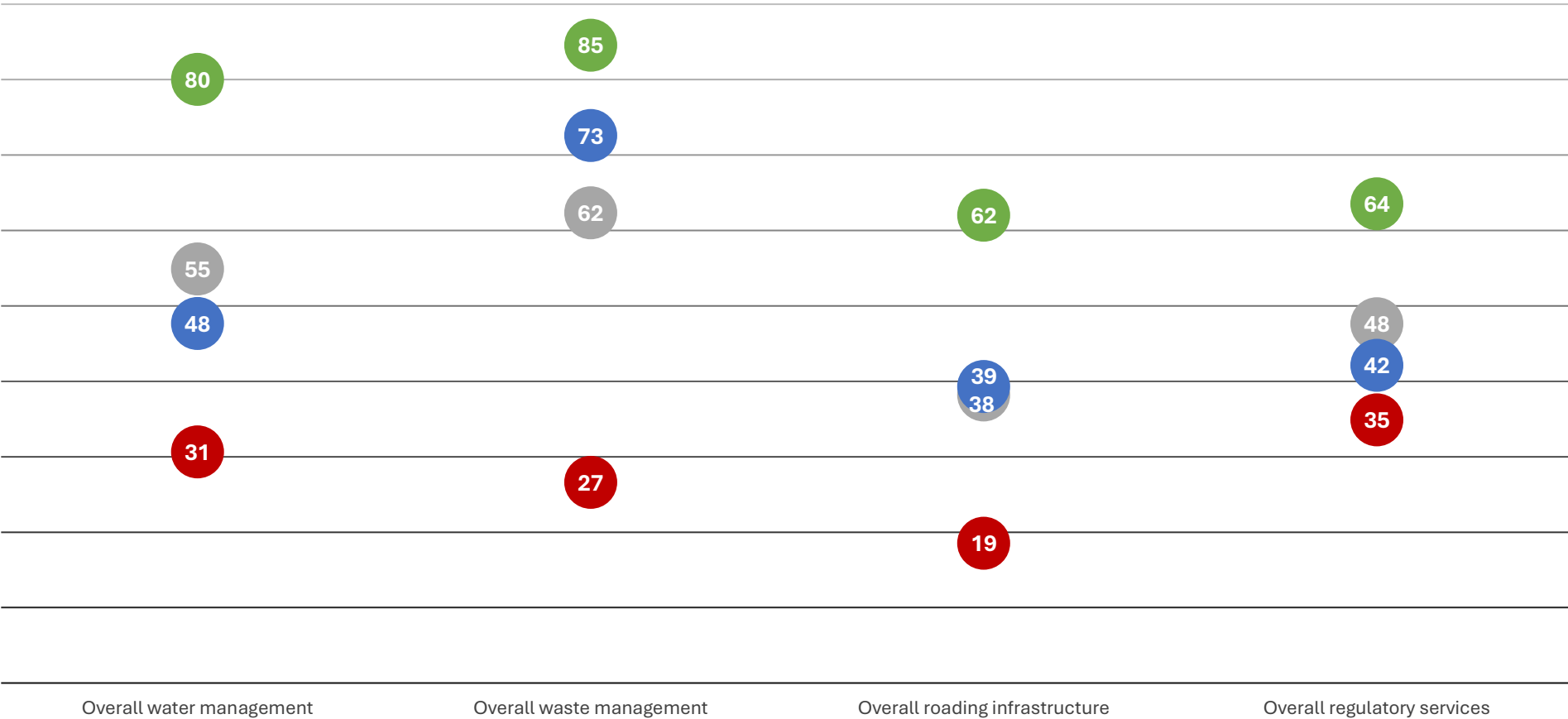
Overall measures – District Councils only

% 7-10	Your Council %	Average based on 19 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall satisfaction with the Council	40	38	+2	61	-21	8	+32
Overall reputation of the Council	39	38	+1	61	-22	8	+31
Core service deliverables	54	54	-	77	-23	29	+25
Value for money	40	27	+13	43	-3	8	+32
Engagement and consultation	37	34	+3	53	-16	14	+23
Enquiry handling	62	61	+1	78	-16	41	+21
Performance of elected members	36	33	+3	46	-10	12	+24

Core service deliverables

2025/2026 Council Benchmarking

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



Core service deliverables

% 7-10	Your Council %	Average based on 22 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	48	55	-7	80	-32	31	+17
Overall waste management	73	62	+11	85	-12	27	+46
Overall roading infrastructure	39	38	+1	62	-23	19	+20
Overall regulatory services	42	48	-6	64	-22	35	+7

Core service deliverables – District Councils Only

% 7-10	Your Council %	Average based on 19 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	48	52	-6	80	-32	31	+17
Overall waste management	73	61	+12	85	-12	27	+46
Overall roading infrastructure	39	37	+2	62	-23	19	+20
Overall regulatory services	42	47	-5	64	-22	35	+7

Water management

2025/2026 Council Benchmarking



Water management

% 7-10	Your Council %	Average based on 22 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	48	55	-7	80	-32	31	+17
Overall water supply	64	69	-5	89	-25	45	+19
Overall stormwater system	46	51	-5	70	-24	24	+22
Overall sewerage / wastewater systems	61	74	-13	90	-29	46	+15

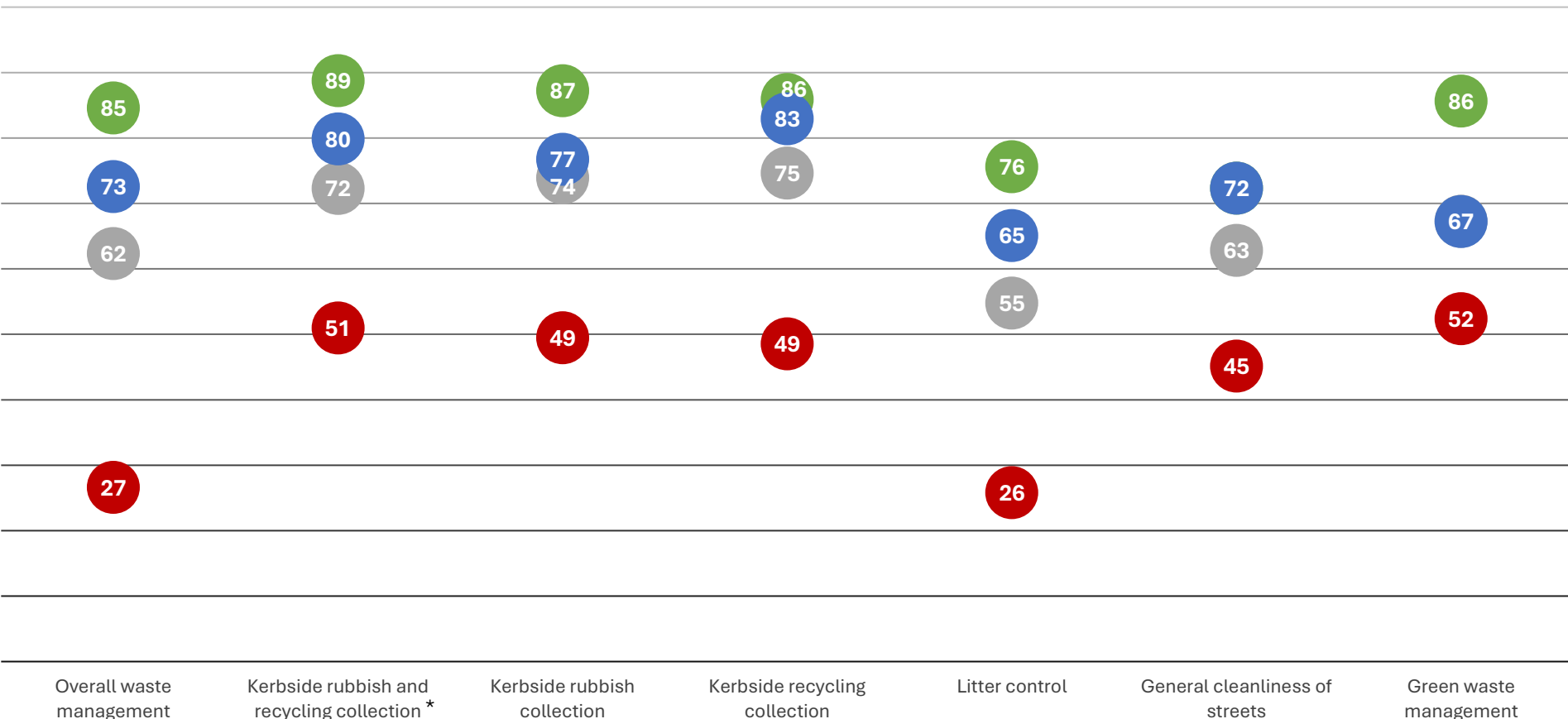
Water management – District Councils Only

% 7-10	Your Council %	Average based on 19 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	48	52	-4	80	-32	31	+17
Overall water supply	64	67	-3	89	-25	45	+19
Overall stormwater system	46	49	-3	70	-24	24	+22
Overall sewerage / wastewater systems	61	73	-12	90	-29	46	+15

Waste management

2025/2026 Council Benchmarking

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



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

Waste management

% 7-10	Your Council %	Average based on 22 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall waste management	73	62	+11	85	-12	27	+46
Kerbside rubbish and recycling collection	80	72	+8	89	-9	51	+29
Kerbside rubbish collection	77	74	+3	87	-10	49	+28
Kerbside recycling collection	83	75	+8	86	-3	49	+34
Litter control	65	55	+10	76	-11	26	+39
General cleanliness of streets	72	63	+9	72	-	45	+27
Green waste management	67	67	-	86	-19	52	+15

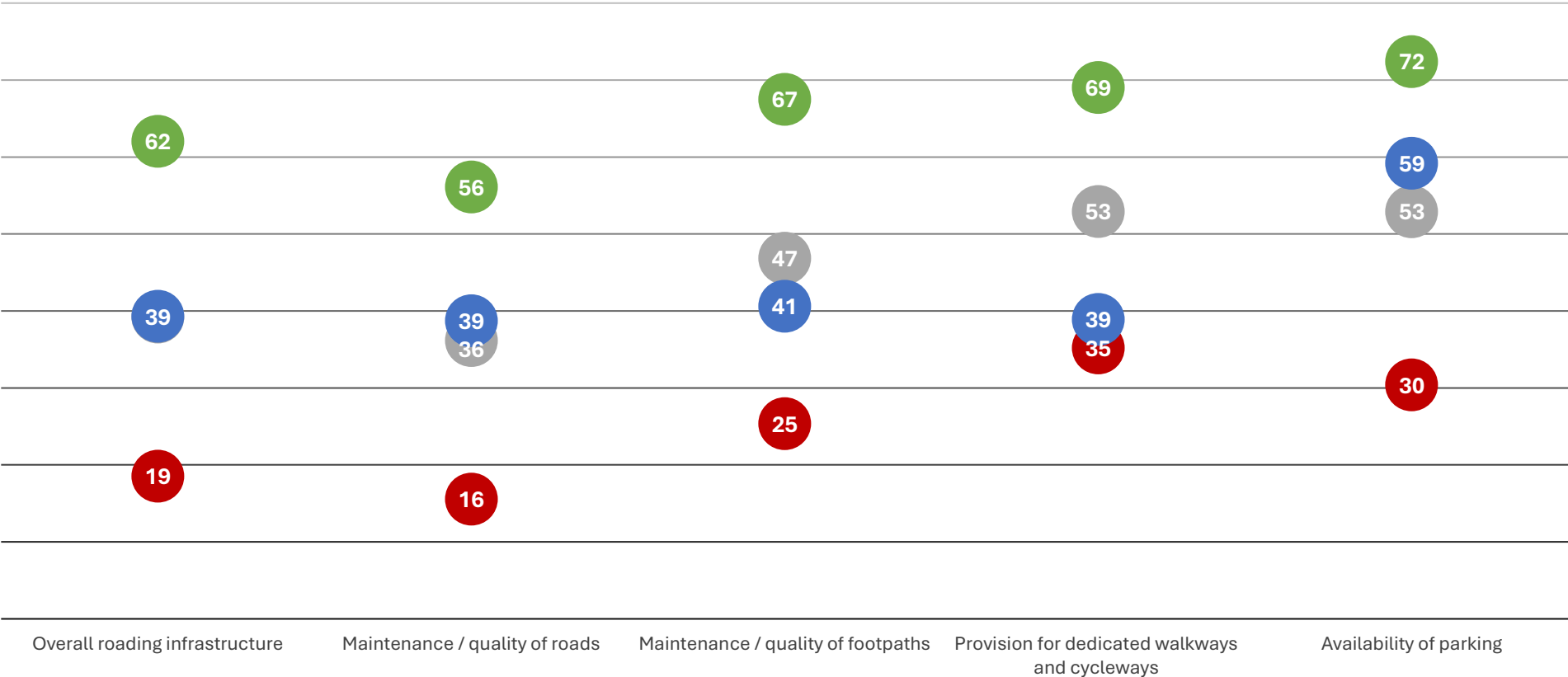
Waste management – District Councils Only

% 7-10	Your Council %	Average based on 19 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall waste management	73	61	+12	85	-12	27	+46
Kerbside rubbish and recycling collection	80	70	+10	82	-2	51	+29
Kerbside rubbish collection	77	74	+3	87	-10	49	+28
Kerbside recycling collection	83	74	+9	85	-2	49	+34
Litter control	65	52	+13	67	-2	26	+39
General cleanliness of streets	72	62	+10	72	-	45	+27
Green waste management	67	66	+1	86	-19	52	+15

Roading infrastructure

2025/2026 Council Benchmarking

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



Roading infrastructure

	% 7-10	Your Council %	Average based on 22 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall roading infrastructure		39	39	-	62	-23	19	+20
Maintenance / quality of roads		39	36	+3	56	-17	16	+23
Maintenance / quality of footpaths		41	47	-6	67	-26	25	+16
Provision for dedicated walkways and cycleways		39	53	-14	69	-30	35	+4
Availability of parking		59	53	+6	72	-13	30	+29

Roading infrastructure – District Councils Only

% 7-10	Your Council %	Average based on 19 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall roading infrastructure	39	37	+2	62	-23	19	+20
Maintenance / quality of roads	39	35	+4	56	-17	16	+23
Maintenance / quality of footpaths	41	46	-5	58	-17	25	+16
Provision for dedicated walkways and cycleways	39	53	-14	69	-30	35	+4
Availability of parking	59	53	+6	72	-13	30	+29

Public facilities and open / outdoor spaces

2025/2026 Council Benchmarking

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

95

81

64

Libraries

Public facilities and open / outdoor spaces

	% 7-10	Your Council %	Average based on 22 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Libraries		64	81	-17	95	-31	64	-

Public facilities and open / outdoor spaces – District Councils Only

% 7-10	Your Council %	Average based on 19 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Libraries	64	82	-18	95	-31	64	-

Regulatory services

2025/2026 Council Benchmarking

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



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Regulatory services

% 7-10	Your Council %	Average based on 22 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall regulatory services	42	48	-6	64	-22	35	+7
Dog and animal control	44	48	-4	72	-28	24	+20
Building consents	31	44	-13	59	-28	27	+4
Parking enforcement	48	34	+14	48	-	21	+27
Noise control	49	44	+5	52	-3	37	+12

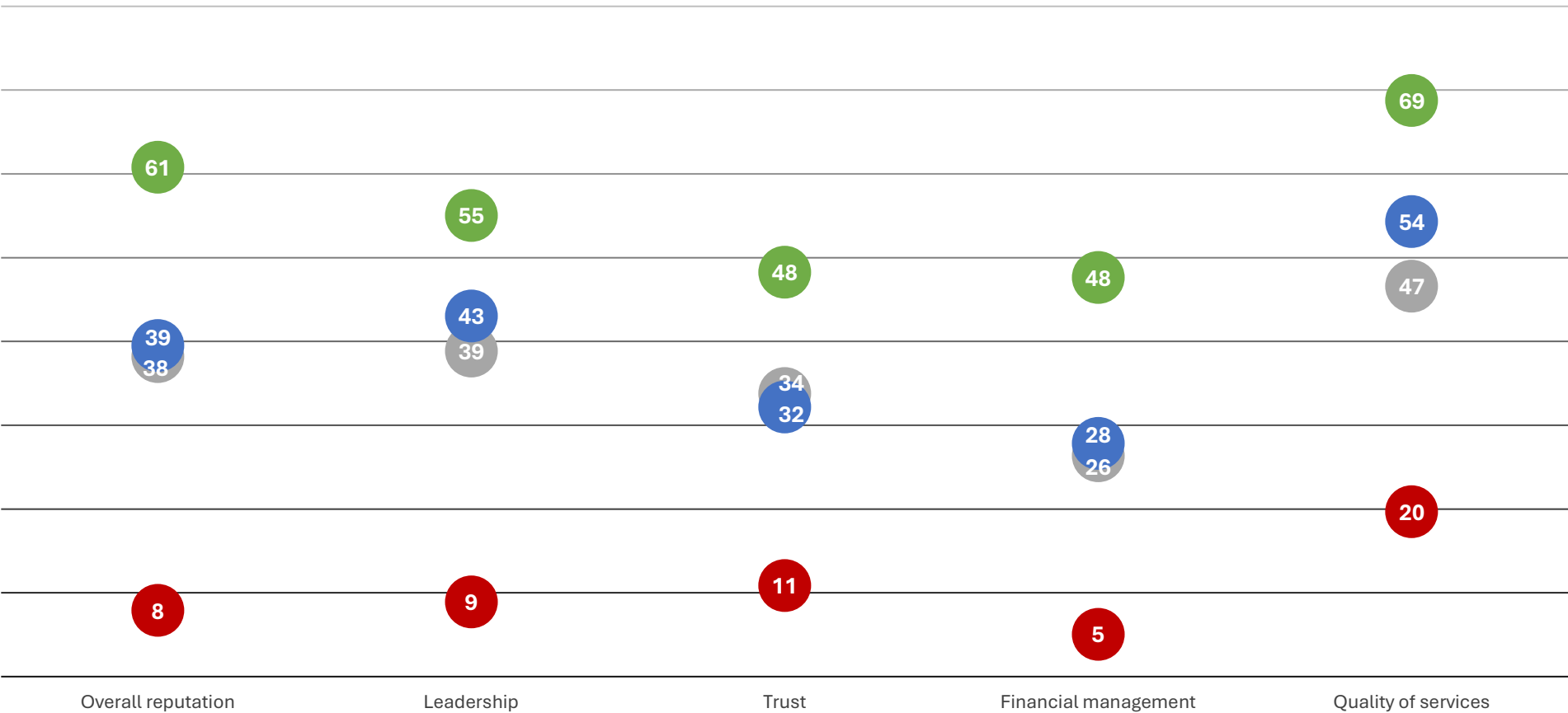
Regulatory services – District Councils Only

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Overall regulatory services	42	47	-5	64	-22	35	+7
Dog and animal control	44	48	-4	72	-28	24	+20
Building consents	31	44	-13	59	-28	27	+4
Parking enforcement	48	32	+16	48	-	21	+27
Noise control	49	41	+8	49	-	37	+12

Reputation

2025/2026 Council Benchmarking

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



Reputation

% 7-10	Your Council %	Average based on 22 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall reputation	39	38	+1	61	-22	8	+31
Leadership	43	39	+4	55	-12	9	+34
Trust	32	34	-2	48	-16	11	+21
Financial management	28	26	+2	48	-20	5	+23
Quality of services	54	47	+7	69	-15	20	+34

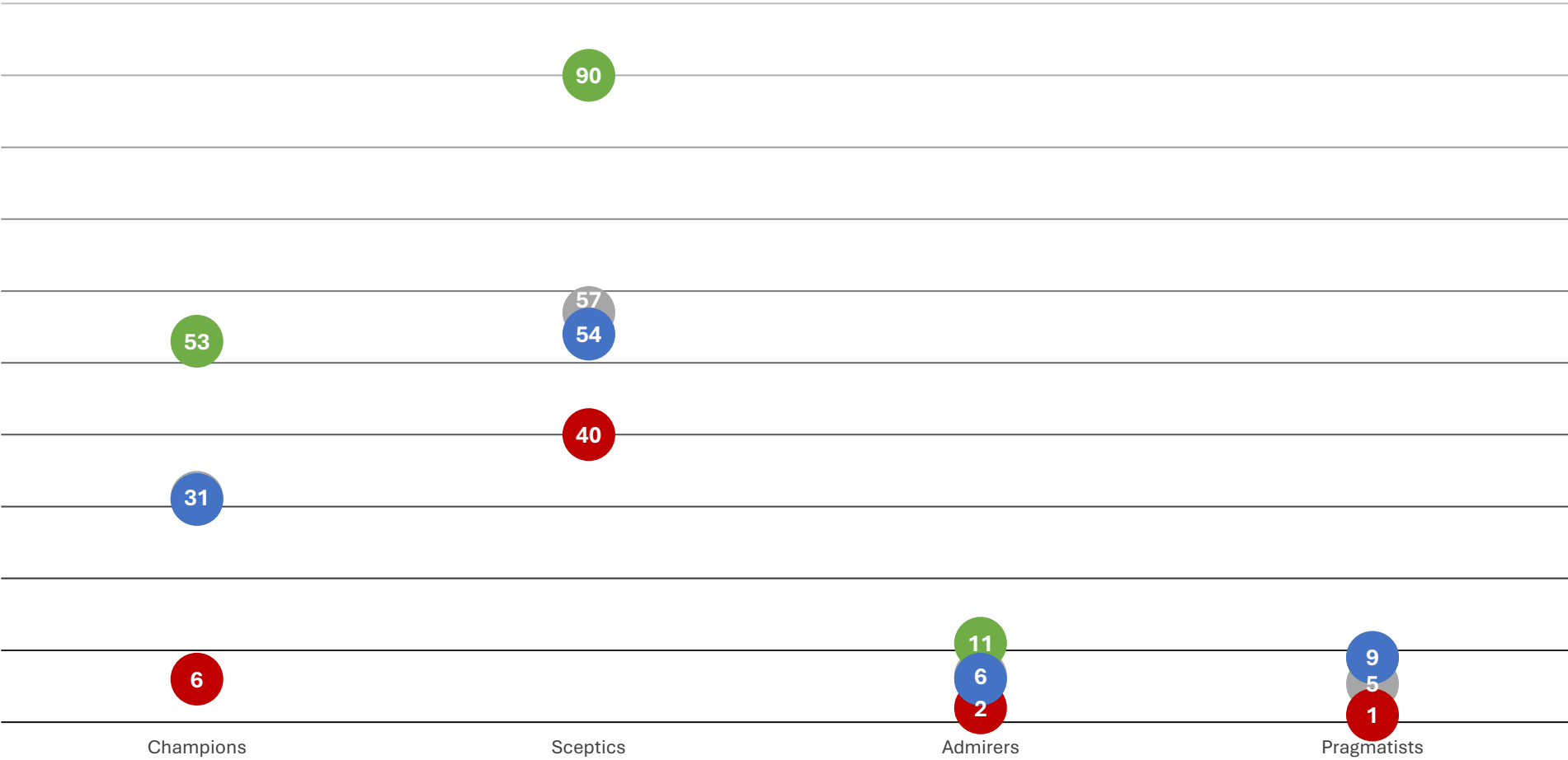
Reputation – District Councils Only

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Overall reputation	39	38	+1	61	-22	8	+31
Leadership	43	39	+4	55	-12	9	+34
Trust	32	34	-2	48	-16	11	+21
Financial management	28	26	+2	48	-20	5	+23
Quality of services	54	45	+9	69	-15	20	+34

Reputation profile

2025/2026 Council Benchmarking

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



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