



Media Release

Monday 1 September 2014

Residents Satisfaction Survey Results Released

The latest resident's survey indicates that Selwyn residents continue to be happy with key services provided by the council.

The Council surveys 1,000 residents annually and asks them to comment on the Council's performance in a range of areas. The most recent survey was carried out in May 2014.

The Council's top rated services are rubbish collection and recycling collection. 91% of residents rated the rubbish collection service as good or very good (up from 90% in 2013 and 81% in 2012), and 90% of residents rated recycling collection as good or very good (up from 90% in 2013 and 82% in 2012).

Parks and drinking water services are improving according with residents – with 83% of residents satisfied with parks (up from 76% in 2013) and 77% of residents satisfied with the provision of drinking water (up from 67% in 2013).

Overall, of the eighteen Council services surveyed this year, thirteen received satisfaction ratings of 50% or more. Eleven of the eighteen services had satisfaction ratings of between 60% and 91%.

The survey results also showed there had been a large increase in the number of people visiting public swimming pools since the opening of the Selwyn Aquatic Centre. In this year's survey, the number of people who had visited a pool had increased more than four times, with 55% of residents saying they had visited a public swimming pool in the past year.

Areas where residents rated the Council least well were maintaining rural roads (30% satisfaction) and cycleways and safe cycling routes (33% satisfaction).

"The survey results show that people are satisfied with most Council services. Although some measures of satisfaction have decreased, the overall results are positive. The survey also shows some areas where residents want to see our performance improve and we will be looking at how we can improve our service delivery in these areas as we prepare our Long Term Plan," says Selwyn Mayor Kelvin Coe.

In June, the Council approved \$1 million in extra funding for additional road maintenance works and the Council is also focusing on repairing potholes and is trialling a different material to see if this proves more durable.

The survey also asked residents to prioritise which Council services they felt were the most important. Rural fire and civil defence, roading and footpaths, water supplies and planning for the district's future were considered to be top priorities.

Questions were also included to help inform the review of the Council's Smokefree and Gambling Venue policies.

The survey was completed by an independent research company, Research First.

A full copy of the residents survey is available online at www.selwyn.govt.nz.

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