

Ōtautahi-Christchurch

Te Whakarāpopoto-ā-tau  
**Annual Report Summary**  
**2025**

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# What is the summary report?

The annual report outlines our overall financial position and performance for the 2024/25 financial year, measured against key goals set out in our Long Term Plan 2024/34.

The annual report shows how we are delivering on our commitments to the community. It sets out what we did, why those things were done, what they cost and how we paid for them.

The summary annual report tells what we worked on in the 2024/25 financial year and highlights our key achievements.

As 2025 is a local elections year, one of the first tasks for the newly elected Council is to adopt the annual report. The 2025 Annual Report was adopted on 31 October 2025.

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## Council vision

The Christchurch City Council has a vision for this city:

*Ōtautahi-Christchurch is a city of opportunity for all.*

*We're open to new ideas, new people, new investment and new ways of doing things – a city where anything is possible.*

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If you'd like more detailed information please refer to the full report, which is available:

- online at **ccc.govt.nz** (use the search feature and search for: Annual Report 2025)
- at any of our service centres or libraries
- from our call centre:  
Christchurch residents call: 03 941 8999  
Banks Peninsula residents call: 0800 800 169



## Message from the Mayor

This three-year term is over, and I feel incredibly privileged to have had the opportunity to represent Ōtautahi Christchurch and Te Pātaka o Rākaihautū Banks Peninsula on the local, national, and international stage.

I'm very proud of our city and the progress, growth, and innovation we see here year after year. We have some big projects that are almost complete, and the city is welcoming tourists, new residents, students, and businesses – there's a sense of optimism and energy that makes this an exciting place to be.

It's now over 14 years since the devastating 2011 earthquake. We'll never forget the people and places we lost, but thanks to the efforts of successive councils, governments, and the brave resilience of residents, today's Christchurch is something we can be incredibly proud of.

### Residents survey

The improved results in our annual Residents Survey are another sign of progress.

This year, 84% of services met their annual satisfaction targets – the best result since before the earthquakes. Overall satisfaction rose to 53%, up from 46% in the previous survey.

This reflects the hard work, dedication, and passion of staff and elected members. We all work hard to connect with residents, listen to feedback, and take meaningful action.

We can always do better, but we're heading in the right direction.

### Bromley progress

The design for the Christchurch Wastewater Treatment Plant in Bromley is also progressing smoothly. The project is out for tender, and we hope to have the main contractor on board before the end of 2025.

We were granted land-use consent for our new EcoGas Organics Processing Facility, in October 2024. The new plant in Hornby – a fully enclosed operation – will be a huge improvement on our current process in Bromley.

### Te Kaha project

One New Zealand Stadium at Te Kaha will open in April 2026.

I'm excited – I can't wait to get in there to enjoy live sports and entertainment right in the heart of our city. The roof will be a game-changer, making it possible to host events year-round, and I'm sure that will help attract big entertainment acts and other events to the city.

It's one of New Zealand's biggest construction projects with a budget of \$683 million and is being delivered on budget and on time.

Staff and contractors involved in the Te Kaha Surrounding Streets Project have done an outstanding job. It's been a major undertaking, with a lot of disruption, but the long-term benefits for the city will be substantial.

### Law reforms

We worked through complex central government reforms in three waters and planning, and resource management reform is on the horizon. Our aim was to secure the best balance for our district.

Staff prepared three business cases for water reform – an in-house model, a council-controlled organisation (CCO) model, and a two-waters (water supply and wastewater) model. After community consultation in February, we decided to keep our water services in house.

We pushed back on aspects of the Housing and Business Choice Plan Change (a raft of district plan changes known as Plan Change 14).

We're acutely aware of residents' concerns over potential changes to the character of neighbourhoods if taller new builds are allowed to shade existing homes.

We put 34 recommendations to the government, but in the end, these are national decisions. We were successful on

several points and influenced what we could, but it is the minister's decision to make.

### Local elections

We've done a lot this term, and you can read about all our activities and achievements of the past year in this annual report.

Earlier this month (October), voters elected a new council and community boards. The new Council will adopt this annual report and it's my absolute pleasure to serve the people of Ōtautahi Christchurch and Te Pātaka o Rākaihautū Banks Peninsula

Our city is going from strength to strength, and the future is bright.



**Phil Mauger**  
Mayor of Christchurch

31 October 2025





## Message from the Chief Executive

In a year marked by change and challenge, we remained focused on our core purpose: serving our communities, delivering essential services, and investing in the future. We faced complex reforms and the final stages of earthquake recovery, but our focus stayed on delivering what matters and doing it well.

### Resident satisfaction

After more than a decade of post-earthquake disruption, residents are beginning to feel a renewed sense of confidence in the Council and the city.

Our annual Residents Survey reflects that shift. Overall satisfaction with our performance was up 7%. Thirteen of our service areas achieved satisfaction rates of 85% or more, which is a notable achievement. Across our services, 84% met their annual satisfaction targets, which is the best result since before the earthquakes.

These results speak to the dedication of our teams and elected members. We have no illusions and know there's still work to do, but these results are encouraging.

### Staff engagement

Our annual Working at Council survey also showed encouraging results. This year, we saw improvements across every survey question and an overall staff satisfaction score that exceeded the local government benchmark for the first time since we began conducting an annual survey. The feedback highlighted the sense of pride staff take in their work. We're proud to work for Christchurch and Banks Peninsula, and proud of the difference we make.

### Central government reforms

Central government introduced significant changes in areas such as water services and urban planning. Throughout the year, staff and elected members navigated these changes to ensure decisions reflect the priorities and values of our communities.

- Water services will remain under Council management, allowing us to retain local expertise and maintain strong integration with transport and infrastructure planning.
- Plan Change 14 sparked robust public discussion around housing intensification and neighbourhood character. Community feedback was thoughtfully

considered, with the aim of delivering well-balanced urban development that meets future housing needs while preserving the distinct identity of our communities.

- Forthcoming reforms to the Resource Management Act will bring further shifts in how we plan and manage growth.

These reforms are wide-ranging and sometimes challenging, but we're committed to working through them carefully, with a clear focus on what works best for the city.

## Community facilities

Christchurch is growing and changing, with several major projects completed or nearing completion this year.

- The new Court Theatre opened and is a milestone for the arts.
- Parakiore, a jointly funded project with the Crown, will be New Zealand's largest aquatic and indoor sports centre when it opens in late 2025. Recruitment is under way to fill 185 roles.
- One New Zealand Stadium at Te Kaha opens in April 2026, restoring our ability to host major sports and entertainment events.
- South Library, which was badly damaged in the 2011 earthquake, was demolished and will be replaced by a new facility, Ōmōkihi Library and Customer Service Hub, due to open in December 2026.

These projects demonstrate our ongoing investment in public spaces, facilities, and services to support long-term community wellbeing.

## Core infrastructure

Water and transport alone account for around half of our total spend. We are committed to maintaining high standards in service delivery, while also investing in a long-term renewal and capital programme to ensure infrastructure is resilient and future ready.

These investments support community wellbeing, economic vitality, and daily life. Renewal programmes proactively replace aging assets to reduce disruption and improve efficiency, while capital projects accommodate future growth and build climate resilience. This ensures we have a city that can thrive for generations.

## Climate change and adaptation

Climate change increasingly shapes how we plan and deliver infrastructure and services. Rising sea levels, more frequent extreme weather events, and shifting rainfall patterns put growing pressure on our infrastructure and core services.

We brought forward \$1.8 million in operational funding, to accelerate the Coastal Adaptation Planning Programme and boost community preparedness. From FY 2025/26, a Climate Resilience Fund will allow us to set aside money to manage future changes to our assets. We also plan to undertake a range of projects to help mitigate climate change over the next 10 years.



**Mary Richardson**  
Chief Executive

31 October 2025







# Financial highlights

Council – The 2025 year in review

Total assets

**\$21.7 billion**

2024 **\$20.8 billion**  
Planned **\$22.7 billion**

Total operating expenditure

**\$1.2 billion**

2024 **\$1.1 billion**  
Planned **\$1.16 billion**

Total revenue

**\$1.2 billion**

2024 **\$1.2 billion**  
Planned **\$1.2 billion**

Total capital expenditure

**\$652.1 million**

2024 **\$702.7 million**  
Planned **\$746.4 million**

Total liabilities

**\$3 billion**

2024 **\$2.8 billion**  
Planned **\$3.16 billion**

Total rates levied

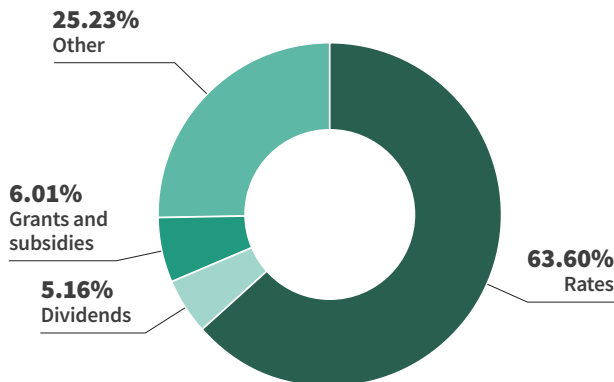
**\$773.3 million**

2024 **\$692.5 million**  
Planned **\$771 million**

# Financial highlights

## Total revenue

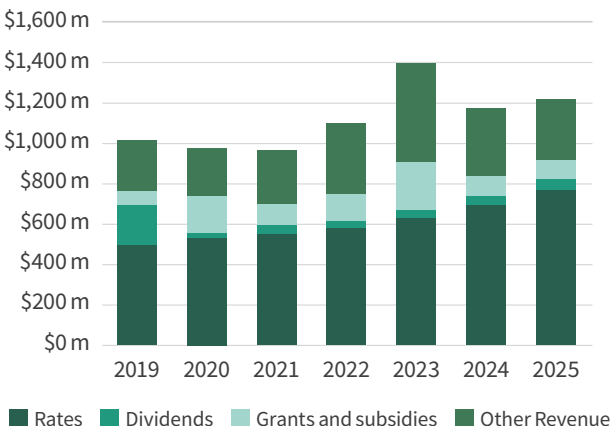
### Sources of revenue – 2025



### Council Operations

The results for the year ended 30 June 2025 included greater rates revenue as costs of operations and maintenance increase with inflationary pressures.

### Sources of revenue actual \$millions



### Over the past seven years

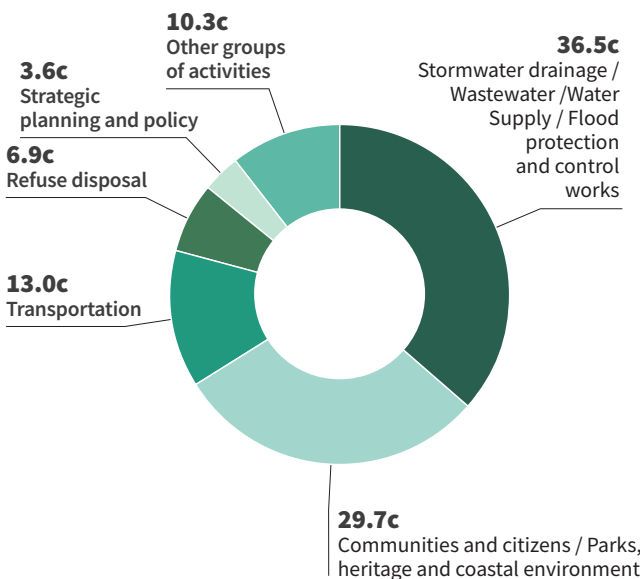
Rates have increased over the past seven years due to inflationary pressures. While dividends revenue has also increased, the rate of increase is lower than that of rates. Grants and subsidies have seen significant increases over seven years but have decreased in the last two years as the crown funding for the One New Zealand Stadium at Te Kaha has already been drawn down. Other revenue has also decreased this year due to a reduction in proceeds from insurance settlements, and a reduction in subvention receipts received from other organisations in the Council group.

The reliance on rates income has increased as other revenue sources, such as grants and subsidies and dividend income, have subsided.

## Where did my rates go?

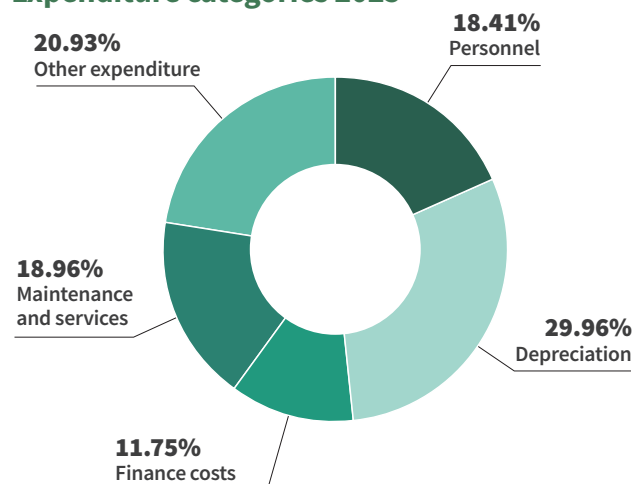
### Major components of the rates dollar

- 36.5 cents goes to the three waters (water supply, stormwater drainage and wastewater) plus flood protection and control works;
- 29.7 cents goes to communities and citizens and park, heritage and coastal environment;
- 13.0 cents goes to transport,
- 6.9 cents goes to refuse disposal;
- 3.6 cents goes to strategic planning and policy; and
- 10.3 cents goes to other GOA (including regulatory and compliance, governance and corporate).



## Total expenditure

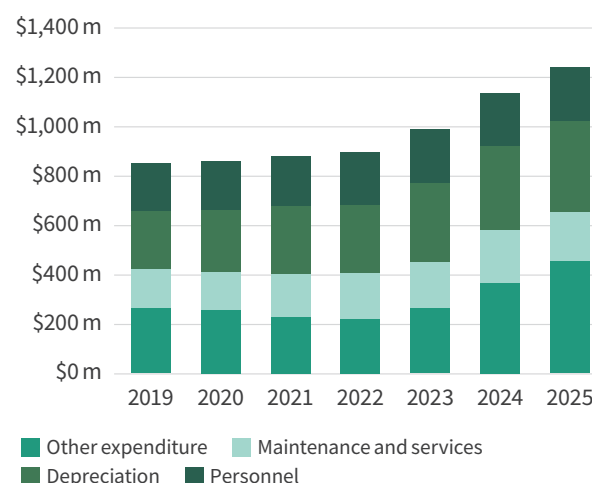
### Expenditure categories 2025



### Council Operations

Our policy is to rate for the long run average cost of asset renewals and replacements. Personnel costs of \$212.7 million represents 18.41% of total expenditure which has been trending down over the past 7 years. Other expenditure includes finance costs of \$136 million on total borrowing of \$2.8 billion.

### Expenditure categories actual \$millions



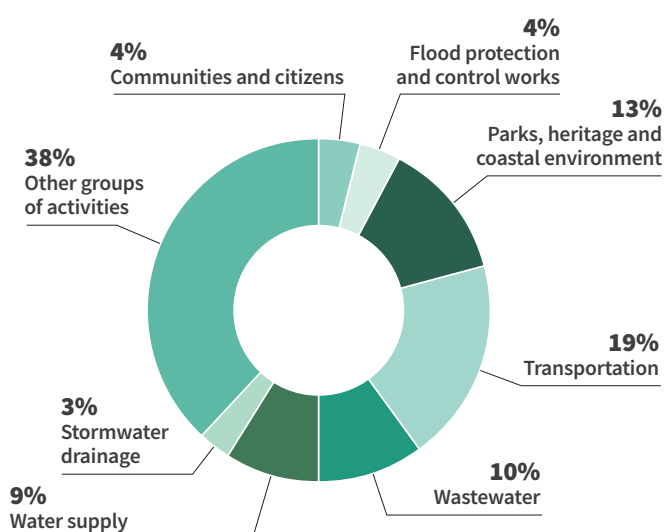
### Over the past seven years

During the past seven years, the expenditure mix has remained relatively consistent with personnel cost remaining within a small band of 16-24% of total expenses. Increasing capital expenditure on infrastructure has resulted in a steady climb in the depreciation charge recognised by Council. Maintenance of Council assets has steadily increased, contributing to other expenses increases. Significant revaluation increases will also impact future depreciation costs.

## Capital expenditure

The Council spent \$652 million on significant asset investment in the 2025 year including:-

- The construction of major cycleways and other roading projects
- Water services infrastructure renewals
- The construction of One New Zealand Stadium at Te Kaha.





# Significant achievements



## One New Zealand Stadium at Te Kaha

### Canterbury's Multi-use Arena

Construction started in June 2022 and with its rapid rise into the city's skyline, One New Zealand Stadium at Te Kaha has become a symbol of the city's rebuild, resilience and the bright future ahead.

By November 2024, the final look of the stadium started to emerge, with work on the exterior cladding getting underway. Geometric artwork representing natural features surround the stadium on each side: Banks Peninsula, Port Hills, Southern Alps, and Mt Grey.

In February 2025, the project hit a major milestone with the completion of the steel superstructure, marking the conclusion of a complex and demanding phase of the project. The roof cladding followed, and by June much of the interior fit-out was complete.

A detailed testing and commissioning programme will be carried out ahead of the stadium's much-anticipated grand opening in April 2026.

## Te Kaha Surrounding Streets

### Transport and Three Waters

Major upgrades to the water network and streets around One New Zealand Stadium at Te Kaha took place this year.

The project not only future proofs crucial water and transport infrastructure in the fast-developing south-east central neighbourhood, but also creates welcoming, accessible public spaces around the stadium.

Between July 2024 and June 2025, 5.5 kilometres of new pipes were installed, 350,000 cobblestones laid, and 5176 new plants added to the area.

Lichfield Street, west of the stadium, was transformed into a dynamic civic space connecting the stadium to the Bus Interchange, central city accommodation and hospitality spots.

Barbadoes Street, Tuam Street and Madras Street were upgraded with new footpaths, pedestrian crossings, and street and traffic lights.

New benches and seats, rain gardens and garden beds enhance the area. Pedestrian and cycling improvements outside Ara Institute of Canterbury on Madras Street were also completed.

Minor enhancements will continue to be added in the areas immediately adjacent to the new stadium in the months leading up to the opening in April 2026.

## The Court Theatre

### Performing Arts Precinct

The \$61 million Court Theatre rebuild project was completed in early 2025, with an opening ceremony in May.

The first show, Bruce Mason's play 'The End of the Golden Weather', opened on May 3.

Thousands of people attended the opening ceremony, opening gala, and an Open Christchurch event.

The ultramodern facility comprises two theatres, a front of house bar and café, and spaces for education, administration, and props and costume construction.

The project was a partnership between the Court Theatre, us, and central government.

The theatre building is a key anchor in the city's Performing Arts Precinct.



## Ōtākaro Avon River Corridor

### Former Residential Red Zone

#### City to Sea Pathway

The eagerly anticipated City to Sea Pathway hit project milestones.

The 11-kilometre pathway follows the course of the Ōtākaro Avon River Corridor from the city to New Brighton and is due for completion in 2027. Due to its length, construction is in three stages.

The western section, between Fitzgerald Avenue and Snell Bridge, opened in late 2024. Lighting, furniture, signage and cultural art works will complete this section by the end of 2025.

Work started on the fourth and final bridge for pedestrians and cyclists at Dallington Terrace.

Construction of the eastern section of the pathway, from Porritt Park to Anzac Drive (SH74), will start in October 2025, weather permitting.

The last stretch, from Anzac Drive (SH74) to Waitaki Street is dependent on stop bank construction but is expected to start after completion of the Porritt Park to Anzac Drive section.

### Volunteer planting

Volunteers are a mainstay of our regeneration work in the former residential red zone.

While the focus of the past few years has been on the Ōtākaro Avon River Corridor, efforts were expanded this year to include the Port Hills red zone.

#### Volunteers participated in 109 events:

- 56 planting events in the river corridor
- 45 maintenance events in the river corridor
- 6 planting events in the Port Hills red zone
- 2 maintenance days in the Port Hills red zone.

This work is done in collaboration with key community partners, including Conservation Volunteers New Zealand, the Avon-Ōtākaro Forest Park, the Avon-Ōtākaro Network, and the Eco-Action Nursery Trust.





## Other achievements



### Ōmōkihi

#### South Library and Customer Service Hub

Construction of our newest facility, Ōmōkihi South Library and Customer Service Hub, is under way.

Ōmōkihi will replace the earthquake-damaged South Library and Customer Service Hub building, Te Kete Wānanga o wai Mōkihi, in Beckenham. Council decided a full rebuild would be more cost-effective than a repair, and demolition of the old building began in April 2025.

Ōmōkihi will offer a library, customer services, a learning centre, a café, governance spaces and meeting rooms.

The design considers energy efficiency and the total carbon impact of the project over the life cycle of the building.

During construction, two pop-up facilities are open to serve the community.

The project budget is \$32 million. Ōmōkihi is expected to open in December 2026.

### Akaroa Wharf

The Akaroa Wharf rebuild is on track for completion in mid-2027.

Progress in 2025 included the new Drummonds Jetty, Drummonds Pontoon and repairs to Daly's Wharf.

The project team is preparing its resource consent application for the wharf construction. The application will be informed by new geotechnical findings and building considerations and will be a publicly notified application.

We want to ensure the new wharf meets the community's needs and continues to be a valued asset for Akaroa.





## Climate change

### 100-year plan

In March, the Council approved a 100-year plan for adapting public assets to the impacts of sea-level rise in Whakaraupō Lyttelton Harbour.

The plan – the first of its kind for the district – prioritises six coastal communities: Rāpaki, Allandale, Teddington, Te Wharau Charteris Bay, Purau, and Koukourarata Port Levy.

It outlines ways to adapt roads, wharves and walking tracks, among other at-risk assets, to coastal flooding, erosion and rising groundwater.

Its actions – guided by feedback from the six communities – were put forward by a Coastal Panel of local representatives, including rūnanga, and supported by our Specialist Technical Advisory Group.

The plan recommends signals, triggers and thresholds, rather than set timeframes, which form adaptation pathways to guide courses of action. It also considers the wider transport network and connectivity between coastal communities and Christchurch.

The estimated cost of adapting at-risk assets in these communities is \$217.8 million over the 100-year period, based on present-day values (not including maintenance).







# Our activities and performance

We are responsible for a large range and variety of services and activities. For example, we collect rubbish, recycling and green waste, build and maintain roads and the water supply network, and run the Botanic Gardens, Christchurch Art Gallery, city libraries and many festivals and events.

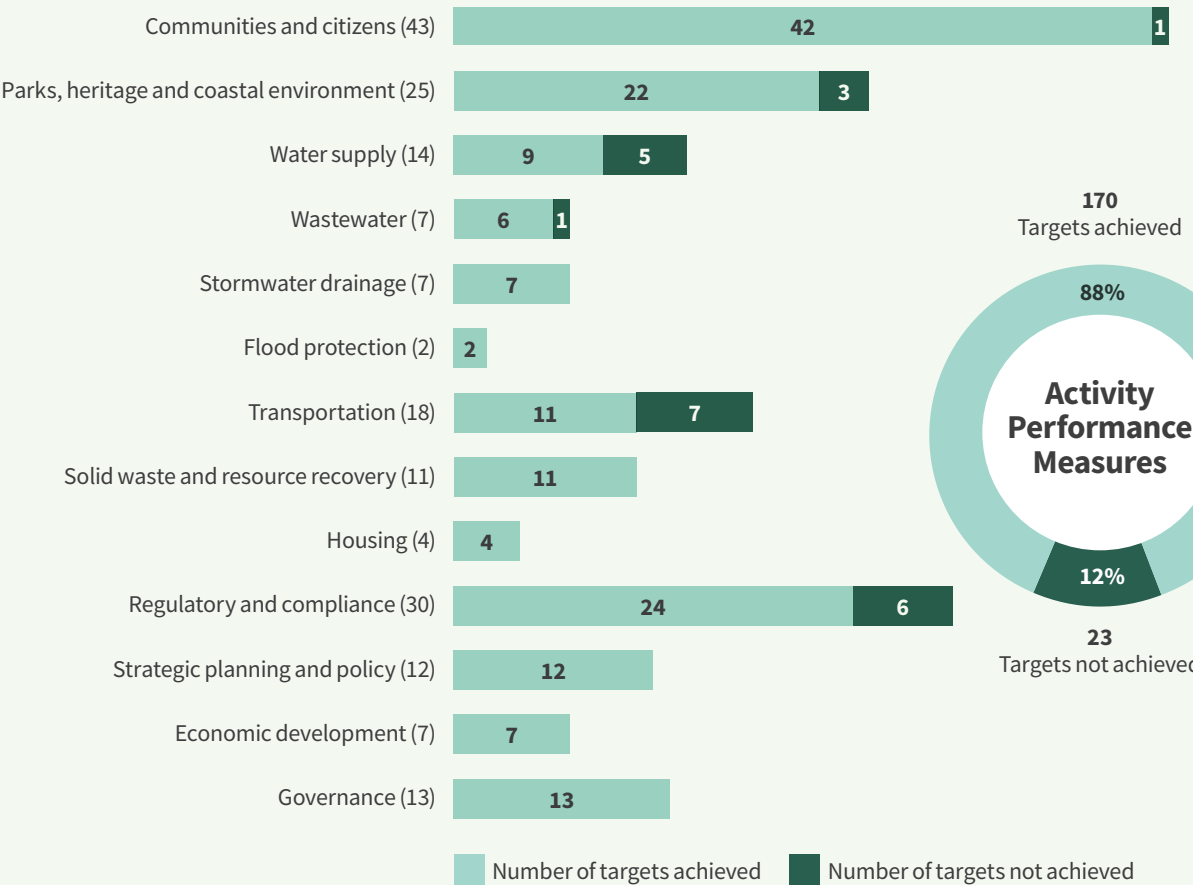
These activities are grouped into 13 Council Activities and Services. You can find further detail in the Council activities and services section of the Annual Report.

## Summary of performance

The summary graph below shows that, of 193 (2024: 214) measures we use to track performance:

- we have met the target for 170 (2024: 176)
- we have not met the target for 23 (2024: 38), and
- we have nil (2024: nil) no longer applicable or there is insufficient data available to report against.

## Activity and performance measures



\* Full details of the performance measures “not achieved” are included in the full Annual Report.



# Community outcomes

## What are Community outcomes?

The purpose of local government is to promote the present and future wellbeing of its community. Our Community Outcomes define what wellbeing means for our community. The Community Outcomes listed below helped set the direction for the 2024-2034 Long-Term Plan (LTP). All Council activities described in the 2024 LTP contribute towards them.

## How do we achieve these outcomes?

All of the Council's work programmes and budgets are designed to support progress towards our Community Outcomes. We cannot achieve these Outcomes alone so we collaborate closely with the Government, other agencies and the community. There will be challenges in achieving these Outcomes. The 2010-2011 earthquake sequence was one such challenge and the COVID-19 pandemic and associated recession is another. Further information on each Outcome, what it means for the community, and how we monitor our progress towards these Community Outcomes is available on our website.



### A collaborative, confident city

Our residents can actively participate in community and city life, have a strong sense of belonging and identity, and feel safe.

- We can actively participate, with ability to initiate, influence, and make decisions
- We have a sense of belonging and identity
- We feel safe and build connections between communities



### A green, liveable city

Our neighbourhoods and communities are accessible and well-connected, supporting our goals to reduce emissions, build climate resilience and protect and regenerate the environment, especially our biodiversity, water bodies and tree canopy.

- We have well-connected communities and neighbourhoods.
- We reduce emissions to net zero by 2045.
- We build climate resilience.
- Biodiversity is supported.
- We improve the water quality of water resources.
- Our urban forest thrives with healthy, diverse and resilient trees.



### A cultural powerhouse city

Our diverse communities are supported to understand and protect their heritage, pursue their arts, cultural and sporting interests, and contribute to making our city a creative, cultural and events powerhouse.

- Our heritage is accessible to all.
- We support opportunities to create and experience the arts.
- Christchurch is an inclusive multicultural and multilingual city.
- Canterbury's strong sporting culture and opportunities for recreation are supported, valued and celebrated.
- Events contribute to Christchurch being a vibrant city.



### A thriving, prosperous city

Our city is a great place for people, business, and investment, where we can all grow our potential, where enterprises are innovative and smart, and where together we raise productivity and reduce emissions.

- We have a thriving city with a sustainable economy.
- People are thriving in a city widely regarded as attracting people to do business, invest, study and live.
- Local businesses build competitiveness, delivering quality jobs and careers.
- High-value business events build a strong profile for Christchurch and Canterbury.

# Aro tāngata

## Communities and citizens



### Community outcomes



**A collaborative, confident city**



**A green, liveable city**



**A cultural powerhouse city**



**A thriving, prosperous city**

### What we do and why we do it

Citizens expect accessible, integrated services, simple one-stop interactions, and flexible engagement with the Council. Our focus is to deliver first-point-of-contact services for an easy, citizen-centric experience.

Community facilities, development, and funding encourage volunteering, participation, and build capacity, capability, and social capital.

District galleries, museums, and libraries provide art, history, and educational resources for residents and visitors, preserving collections for future generations.

Sport and recreation facilities offer programmes and events that support social and economic wellbeing through pools, recreation centres, stadia, and other venues.

Civil defence and emergency management (CDEM) works with communities and partners to build disaster resilience, promote hazard awareness, and prepare for emergencies. The team helps communities plan for, respond to, and recover from crises.

## Our activities and performance

### Christchurch Art Gallery Te Puna o Waiwhetū

The Archive Lounge was launched as a new space for rotating displays from the Robert and Barbara Stewart Library and Archives.

Of 209 new works added to the city's collection, 70 were purchased and 139 gifted, including 30 transferred from Christchurch libraries.

Four editions of Bulletin were published, along with three other titles: Ink on Paper, Eileen Mayo's Rare and Endangered Birds, and Dummies & Doppelgängers. Three publications were shortlisted for AmaGA awards.

Public art was supported in line with Public Art Advisory Group recommendations.



### Performance Summary

#### Christchurch Art Gallery Te Puna o Waiwhetū

The gallery welcomed 360,208 visitors – 129% of target – with continued growth in both international and domestic audiences.

Visitor satisfaction reached 95%.

Twelve exhibitions were presented, including the landmark He Kapuka Oneone – A Handful of Soil, which explored whenua's role in Aotearoa's identity, addressing themes of guardianship, colonisation, environment, land use, migration, and belonging.

Public programme participation reached 23,088 (target: 22,000), and education programmes engaged 11,289 participants (target: 11,000).

### Akaroa Museum

The museum had 25,233 visitors during the year (target: 20,838). Of those, 25% were residents of the Christchurch district.

Akaroa Museum was open seven days a week, except for Christmas Day and Anzac Day morning, a total of 2107 hours. Three new temporary exhibitions were presented: French Connections: Language and Culture in Colonial Aotearoa;

The Measure of Things; and He Ara Roimata ki te Anamata – Takapūneke, our journey, our survival (at Ōnuku Marae).

Our collection grew, with the addition of 64 objects (37 accessions), all documented, insured and 1.75mil and safely stored. Access to the collections was maintained, with 408 collection and family history related enquiries received and answered.

### Christchurch City Libraries Ngā Kete Wānanga o Ōtautahi

We welcomed 23,853 new members. Foot traffic increased by 4.29%, and collection issues by 3.66%.

Matatiki Hornby Centre, opened in April 2024, had a successful first year, welcoming 191,525 visitors, issuing 169,404 items, and hosting 13,005 programme attendees. Ōmōkihi build plans were approved, with South Library deconstruction underway and a temporary library opened at The Colombo, attracting over 60,000 visitors. Fendalton Library was refurbished.

Physical collection circulation grew by 14,000, driven by a successful free adult holds trial, which will continue. Digital use rose 11%, and the AWA shared digital platform launched in July 2025, expanding access for Christchurch and Selwyn residents.

Canterbury Stories added major collections, including archives from the A&P Show Society, Court Theatre, and Ōtautahi Christchurch's peace movement. The Christchurch Streets map was expanded and enhanced.

Māori and Multicultural Services had a 10.26% increase in attendance, with 14,674 participants across 431 sessions. New Māori programmes focused on storytelling and waiata. Matariki and Te Wiki o Te Reo Māori drew 2613 attendees across 112 sessions.







Multicultural events celebrated diverse cultures including Lunar New Year, Día de Muertos, Pasifika Fanau Day, and more. A new Italian collection was launched. Key partnerships were strengthened with Ngāi Tahu Archives, Confucius Institute, and others.

Tūranga hosted 805,000 visitors (up 17%) and major events like WORD Christchurch, TinyFest, and Doc Edge. Over 345,000 items were issued, and surveys confirmed its role as a hub for learning, leisure, and connection.

Public programmes attracted 261,429 attendees across 13,331 sessions, plus 62,002 at community-run events. Programmes spanned all ages and themes including heritage, wellbeing, and sustainability.

Collaborations included Canterbury Symphony Orchestra, SCAPE Public Art, and Reading to Dogs. Pilot initiatives like Storywalks and City Nature Challenge events were well received.

Digital inclusion efforts continued with Skinny Jump and RAD, supporting internet access and device reuse. Mobile Outreach expanded with VR and Shared Reading for rest homes.

Exhibitions included Women of the Wheel, Toiora, Like Bodies, Like Minds, and New Year New Wishes. Friends of the Library supported the annual Booksale and author events.



## Performance Summary

### Christchurch City Libraries

We had another strong year, with customer satisfaction rising to 96%



## Opportunities for improvement

### Christchurch City Libraries

Despite overall success, a few areas did not meet expectations.

Device availability in libraries declined slightly due to the South Library rebuild and a strategic shift at Matatiki, affecting the per capita ratio.

While school programme attendance met targets, commentary noted increasing transport cost barriers for schools. These challenges highlight the need for adaptive planning and targeted support to maintain equitable access.



## Recreation, Sports, Community Arts and Events

In collaboration with our funding partners, we were able to provide 133,093 affordable swim lessons through primary schools.

Our team is working towards the opening of Parakiore Recreation and Sport Centre in late 2025.



## Performance Summary

### Recreation and Sport

We recorded another strong year with a 91% satisfaction from customers for the range and quality of our recreation and sport centres, and 94% for the quality of support.

Participation for the year was 6,164,964 across multipurpose recreation and sport centres, outdoor pools and stadia.

### Events, Partnership and Development

We provided 15,619 hours of staff support to community groups and received a customer satisfaction rating of 95% for the quality of support given to our events.



## Opportunities for improvement

### Community arts and events

Customer satisfaction with community events dropped to 78%, below the 80% target, prompting a review of delivery methods.



## Community Development and Facilities

The Strengthening Communities Together Strategy (2022) takes a whole-of-Council approach to building strong communities. In 2025, cross-council working groups were formed to better align services with strategy goals.

There were 1293 successful community funding applications (2024: 1,008), with \$13.97 million granted to volunteer-led initiatives (2024: \$12.87 million).

Volunteers contributed over 3.17 million hours across activities like governance, coaching, arts, food banks, park maintenance, graffiti removal, and supporting isolated individuals.

The Graffiti Team refined its reporting process. In the first half of the year, 73% of reports were for other asset owners, such as telcos. Updates to Snap Send Solve now direct reports to asset owners, reducing staff workload. The team completed 50 community projects, funded externally, with growth expected.



Twenty-seven groups helped remove up to 500 square metres of graffiti monthly. Forty-two artists and eight groups contributed 5610 hours to community art and mentoring.



## Emergency management and community resilience

The Civil Defence Emergency Management (CDEM) unit is full strength. Staff capability is increasing, with training, exercises and deployments used to build competence, currency and experience.

A comprehensive update to key plans covering local readiness and response arrangements is under way.

Our community resilience coordinators continue to engage with community groups to identify resilience-building opportunities and help with emergency planning.

Developing resilience in children is well supported through our Stan's Got a Plan School programme, delivered by the Parks Unit.

We continue to recruit, train, and equip emergency operations centre staff, New Zealand Response Team volunteers and Emergency Support Team volunteers across the city.



## Performance Summary

### Community Development and Facilities

Our network includes 79 buildings across 64 sites.

Over 300 community groups received staff support, with a satisfaction rating of 83% across our initiatives.

## Citizens and Customer Services

The satisfaction rate for our phone service was further endorsed with a real-time post-call survey receiving a satisfaction score of 92.2%.

We won the “Best in Public Service” Contact Centre CRM Award for the fifth consecutive year. This year the level of service we provide was also recognised across the contact centre industry, with a CRM Gold Award for the second year running.

This year we:

- Engaged with the community on the concept design and build of the Ōmōkihi Library and Customer Service Hub. The temporary customer service desk at Pioneer has ensured no interruption to this service during the rebuild.
- Introduced NZ Post services at Akaroa Service Hub to ensure continuation of a postal service for Banks Peninsula.
- Supported implementation of the Digital Strategy:
  - Citizen Identity – personal data security upgrade
  - MyChristchurch – personal account revamp
  - Customer Bookings – classes, courses and memberships



## Performance Summary

### Citizens and Customer Services

The success of our team is measured by the feedback we receive. This year we achieved a residents satisfaction rating of 99% for our walk-in service and 86% for our phone service.

We interacted with

**846,874**

customers in the following ways:

<b>312,184</b> telephone enquiries	<b>83,335</b> email enquiries	<b>107,967</b> online interactions	<b>343,388</b> face-to-face interactions
<b>169,059</b> NZ Post interactions	<b>114,344</b> requests for service	<b>72,069</b> pool interactions	



# Te wao Tāne, te tātai taonga, te wao Tangaroa Parks, heritage and coastal environment



## Community outcomes



**A collaborative, confident city**



**A green, liveable city**



**A cultural powerhouse city**



**A thriving, prosperous city**

## What we do and why we do it

We manage and maintain 1359 parks covering 10,225 hectares in Christchurch and Banks Peninsula.

Our parks, foreshore, heritage assets, and the Ōtākaro Avon River Corridor (OARC) are integral to our city, contributing to its natural character, community health and wellbeing, climate resilience, landscape, and ecology.

Public open spaces are essential for resilient communities, offering recreation, community activities, biodiversity protection, and a sense of place. They house a significant proportion of our urban forest, crucial in our climate change response.

We aim to protect and promote Christchurch and Banks Peninsula's built, cultural, and natural heritage, fostering a sense of place, identity, and belonging.



## Parks and foreshore

### What we do and why we do it

We provide and develop parks for various purposes, manage and maintain them, offer services to enhance user experiences, organise volunteer opportunities, and run environmental education programmes like the Learning Through Action programme for schools.

On the foreshore, we provide structures to enable access to the marine environment for water-based recreation, sport, tourism, transport, and commercial enterprise. These include wharves, jetties, slipways and ramps, recreational rafts, boat moorings, wharf buildings, and seawalls.

We also manage coastal land and plantings to improve land stability, control erosion, improve natural defences, and enhance ecology and biodiversity.

This year, Jobs for Nature funding supported 10 positions focusing on pest control, mainly in regional parks. We run a cadet programme funded by the Ministry of Social Development, allowing people to gain basic skills for working in parks and eventually move into permanent parks positions.

We also hosts the Citizens and Community internship programme, with around 15 interns in 2024/25.

### Our activities and performance

Despite project delays, we met 88% of capital delivery milestones by reprioritising and accelerating timelines, including land purchases for a regional park, the Red House in Akaroa, and new reserves.

Service delivery cost per hectare dropped from \$4438 to \$4274.

The Community Parks Team maintained strong performance, especially during spring.

Projects under the Sports Field Network Plan progressed, including hybrid turf at Ferrymead Park (completed) and Nga Puna Wai (under way). Lancaster Park continues to develop, with changing rooms and a community facility under construction. Other features like a playground and landscaping are under way.

Community partnerships remain strong, with rangers supporting local initiatives and a 12-week cadetship programme run with the Ministry of Social Development.

A school leaver cadet and traineeship programme was launched, with six of the 12 cadets progressing into traineeships, supporting growth in horticulture.

Under the Tree Policy and Urban Forest Plan, over 2,100 specimen trees were planted – 4.8 trees for each one removed – supporting climate goals.

The Botanic Gardens expanded native collections, added interpretation trails, and began renovating Cuninghame House. Partnerships with support groups provided funding and training.

Foreshore management efforts to naturalise sand dunes are succeeding, improving climate resilience.

The Regional Parks Team invested in biodiversity, pest control, and conservation partnerships, supporting initiatives like Pest Free Banks Peninsula and Te Kāhahu Kahukura.

In co-governance with Ōnuku Rūnanga, development of Takapūneke Reserve continues, with securing national reserve status a future goal.

Cemetery planning included identifying 50 new burial sites in Akaroa and beginning consultation for a new cemetery in Templeton.

The nursery dispatched over 500,000 plants, including 440,000 small-grade plants and 7,000 large trees.



## Performance Summary

### Parks and Foreshore

The Residents Survey showed a satisfaction rate of 55% for presentation of community parks. Maintenance was brought in-house to better meet expectations.



## Opportunities for improvement

### Parks and foreshore

While the Parks team delivered strong results overall, several areas did not meet their targets.

Customer satisfaction with the presentation of community parks remained below the 60% target at 55%, reflecting ongoing challenges during the transition from contracted services to new in-house teams.

Greenspace provision in urban areas fell short of the 1.9 ha per 1,000 population target, landing at 1.77 ha, due to population growth outpacing park acquisition.

Volunteer participation also declined from a peak of nearly 98,000 hours last year to 70,277, indicating a return to expected levels but still below the previous benchmark.

These shortfalls highlight the need for continued investment in service delivery, community engagement, and strategic land acquisition to meet growing demand.

## Parks heritage management

### What we do and why we do it

We manage and maintain various places, buildings, public artworks, monuments, artefacts, and ornamental fountains.

This includes 57 heritage buildings scheduled in the Christchurch District Plan, along with other scheduled heritage items like a cannon, tri-pots, a culvert, park gates, a Victorian phone box, and a horse watering ramp.

Numerous artworks and monuments of heritage value are also under our care. Our comprehensive repair programme has addressed most of our heritage buildings, with less than 20% still requiring repair and restoration.

## Our activities and performance

Our aim is to preserve our heritage assets, protect their cultural values and repair and restore city-owned heritage buildings for future use.

The exterior restoration of the former Municipal Council Chambers was completed. Internal work continues.

Work on Chokebore Lodge is completed, as are the works at Kapuatohe 'Former School Master's House' and 'The Cottage'. Tenants are being sought for both properties. Mona Vale Bath House is now open.





## Ōtākaro Avon River Corridor (OARC)

### What we do and why we do it

Our focus is to regenerate 602 hectare area alongside the Ōtākaro Avon River Corridor that was red zoned after the 2010 and 2011 Canterbury earthquakes.

We aim to restore the environment, enhance mahinga kai, and provide recreation and cultural opportunities.

### Our activities and performance

Despite challenges, significant progress was made in the corridor this year. The western section of the City to Sea Pathway was completed and opened, along with the upper terrace of Avon Park and a new tidal wetland at Waitaki Street, now connected to the river and developing into a native estuary.

Construction is advancing on the Goodman Street Wetland expansion and a new walking/cycling bridge in Dallington. Key entry points were upgraded with permanent gates and bollards.

The ecological restoration programme accelerated, supported by strong community involvement. Volunteers planted 55,000 native trees and shrubs across 56 events, with 68 follow-up maintenance sessions. Staff and contractors added 60,000 more plants, totalling 115,000 new plantings.

A fast-track consent application for the Ōtākaro Avon River Corridor is on track for early next year, enabling us to streamline future projects.

Resource consents were secured for the eastern City to Sea Pathway and road removals near Anzac Drive. Design work is under way for Bower Park, Lake Kate Sheppard, and the Waitaki–Wainoni and Fitzgerald–Stanmore sectors.



# Whakarere wai

## Water supply



### Community outcomes



**A collaborative, confident city**



**A green, liveable city**



**A thriving, prosperous city**

### What we do and why we do it

We supply drinking water to provide for the needs of the community, to protect public health, and to support businesses across the district.

Water is supplied through a network of wells, surface water takes, pump stations, treatment facilities, reservoirs and underground reticulation pipes.

We have obligations under the Health Act 1956, the Local Government Act 2002 and the Water Services Act 2021 to provide a drinking water supply for Christchurch and some Banks Peninsula settlements, to maintain its capacity, to protect it from contamination, and to ensure that it complies with the Drinking Water Quality Assurance (DWQA) Rules.

Water supply is essential to the achievement of Council's community outcomes and strategic priorities.

We deliver a high-quality drinking water supply that is safe and sustainable and contribute to a prosperous economy by providing modern and robust water infrastructure.

Working with our service providers, we plan, control, build, manage, operate and maintain the water supply system to reliably supply drinking water and water for fighting fires whilst encouraging water conservation.



## Our activities and performance

We completed an extensive sampling programme to verify protozoa compliance in our groundwater. For the eight shallow groundwater sources where some risk remains, we are implementing UV treatment to enhance water safety. Six of these sources have been equipped with additional treatment barriers.

In collaboration with the Water Services Authority – Taumata Arowai, ESR, and Environment Canterbury, we have initiated further research into the presence of viruses in groundwater. Findings so far show no evidence of human viral contamination in more than 90 water samples collected across the region. With the revised T3 rules expected to include viral compliance, our collaboration with the Water Services Regulator and PHF/ESR has ensured Christchurch's urban water supply is well positioned for this change.

The renewal of aging water pipes has progressed well, with over 10 kilometres of water supply mains and 10 kilometres of submains upgraded to the latest standards.



### Opportunities for improvement

#### Water supply

While many performance targets were met, several key areas in water supply did not achieve their intended outcomes.

Most notably, compliance with drinking water standards – both bacterial and protozoal – was not met across multiple supply zones, including Christchurch, Akaroa, Little River, and Wainui.

Infrastructure limitations, particularly around chlorine contact time, continue to hinder full compliance.

Water consumption also exceeded the target, averaging 239 litres per resident per day against a goal of 220, despite a notable reduction from the previous year.

Additionally, real water loss from the reticulated network remained high at 28.6%, above the 25% target, indicating ongoing challenges in leakage management.

Resident satisfaction with Council responsiveness to water supply issues also fell just short at 64%, suggesting room for improvement in communication and service delivery.





# Parawai Wastewater



## Community outcomes



**A green, liveable city**



**A thriving, prosperous city**

## What we do and why we do it

Wastewater is grey water and sewage collected from household drains, and commercial and industrial premises. It is conveyed through an underground network of pipes and pumped to treatment plants, where contaminants are removed before it is discharged safely back into the natural environment.

We have obligations under the Health Act 1956, the Local Government Act 2002 and the Water Services Act 2021 to assess and provide as directed, sanitary services to protect public health and to avoid nuisances, such as unpleasant odours.

Local government is responsible for promoting the cultural, economic, environmental and social wellbeing of communities.

Wastewater services contribute to this by promoting the environmental and economic wellbeing of the community. We collect wastewater from Christchurch and some Banks Peninsula settlements in a reliable and safe way and treat and dispose of it efficiently and in an environmentally acceptable manner.

We contribute to the achievement of Council's community outcomes, by protecting public health, limiting wastewater

overflows to waterways as provided for in our discharge consent and promoting the sustainable use of resources. It contributes to a prosperous economy by providing modern and robust infrastructure.

With our service providers, we plan, control, build, manage, operate and maintain a sanitary wastewater collection and treatment service for residential, commercial and industrial customers.

The collection and treatment of our wastewater keeps residents safe from waterborne illnesses and protects our environment.

## Our activities and performance

We continued to maintain treatment at the Christchurch Wastewater Treatment Plant, in compliance with our discharge consent conditions, despite the reduced treatment capacity following the loss of the trickling filters. The trickling filters have now been demolished, and we are fast-tracking the design of a new activated sludge reactor.

We finalised the preliminary design for a new wastewater treatment plant at Akaroa and participated in the environmental consent hearing to enable the irrigation of highly treated wastewater onto land. We began further environmental assessments in preparation for securing additional resource management consents.

We started the renewal and upgrade of several larger diameter wastewater pipes. We supported several new subdivisions and multi-unit developments to establish new

wastewater collection systems that have added more than five kilometres of pipes to our wastewater network.

To meet our compliance targets, we began designing new wastewater infrastructure that will reduce wet weather overflows. This work includes the Selwyn pump station, pressure main and sewer upgrades, the Grassmere wet weather storage facility and the Beckenham pump station and pressure main.



### Opportunities for improvement

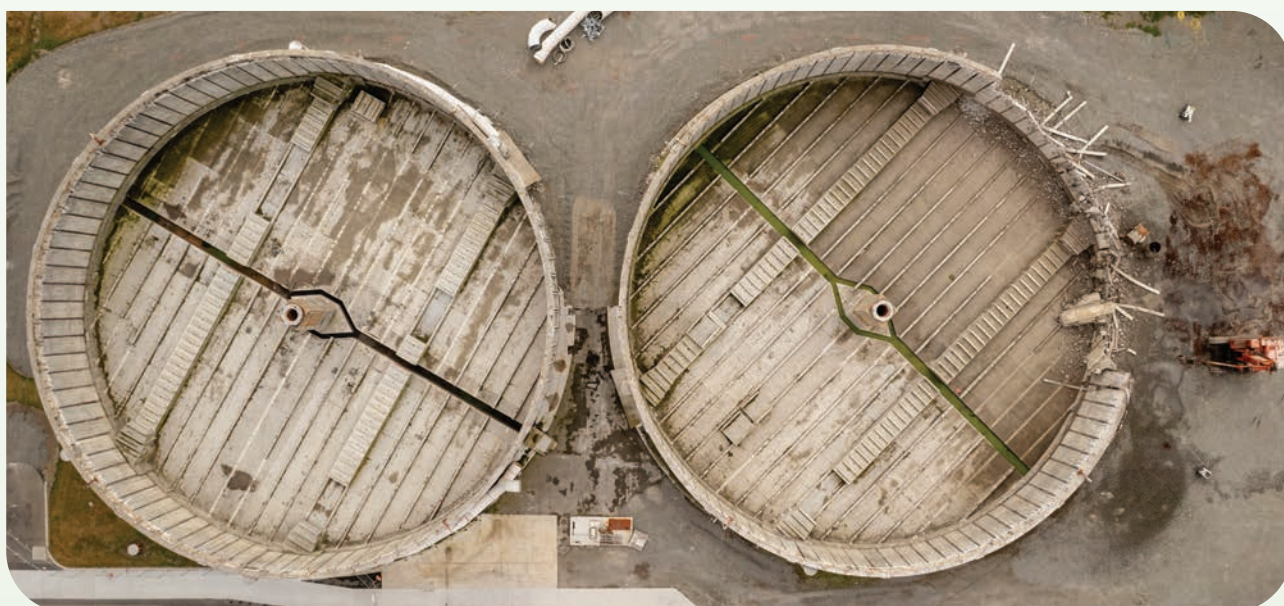
#### Wastewater

While the wastewater service achieved strong results across most operational and environmental measures, one key area did not meet its target. Resident satisfaction with the reliability and responsiveness of wastewater services reached 67%, just below the 68% target.

Although this represents a modest improvement from previous years, it highlights an ongoing need to strengthen public confidence in service delivery.

The commentary notes that factors such as sample size variability and weather-related impacts may have influenced perceptions.

Continued focus on communication, responsiveness, and proactive maintenance will be important to lift satisfaction levels in future years.





# Waikeri

## Stormwater



### Community outcomes



**A collaborative, confident city**



**A green, liveable city**



**A cultural powerhouse city**



**A thriving, prosperous city**

### What we do and why we do it

We collect and convey stormwater to manage stormwater flows and the effects of stormwater on the environment. We work to protect the community from the harmful effects of flooding within levels defined in the long term plan (LTP).

This helps Council meet its legislative obligations under the Local Government Act 2002, the Building Act 2004, the Christchurch District Drainage Act 1951, the Stormwater and Land Drainage Bylaw 2022, the Resource Management Act 2017, the National Policy Statements on Urban Development Capacity and on Freshwater Management, and relevant consents from Environment Canterbury.

We directly support Council's strategic priorities and community outcomes by protecting public health and wellbeing, fostering healthy water bodies and adaptation (particularly in response to climate change), providing modern and resilient city infrastructure and facilities, and valuing unique landscapes and indigenous biodiversity.

An appropriately provided and well maintained stormwater drainage system helps to protect water quality, maintain the health of ecosystems, support climate resilience, decrease flood risk, safeguard public health, provide for growth of the city and allow transport and other infrastructure networks to function.



This provides the basis for a fully-functioning and future-focused city. It reduces the effects of flooding, protects public health, preserves the district's ecological, landscape, recreational and cultural values and facilitates the city's ongoing regeneration and growth.

We provide, operate, and maintain the stormwater drainage system to agreed levels to enable the management of surface water through the provision and renewal of infrastructure. We maintain natural waterways and modified channels and drains to the standard set in the LTP.

We respond to flood events, faults and blockages across the network to minimise damage and disruption.

## Our activities and performance

We focused on delivering growth infrastructure, asset repairs, and planning for the renewal of damaged assets. Efforts also ramped up on the Ōtākaro Avon River Corridor Works.

Network upgrades were completed across Christchurch and Banks Peninsula, including inlet structure improvements and replacing timber/concrete linings with eco-sensitive designs.

Major capital renewals included the Manchester Street brick barrel, Charlesworth Drain relining, and Canal Reserve Drain retimbering. Addington Brook Enhancement in Hagley Park progressed with 760m of timber lining naturalised. Emergency repairs were needed for Horners and Curletts

drains due to timber theft. A milestone was the opening of the Waitaki Street Tidal Wetland, improving river capacity near Pages Road.

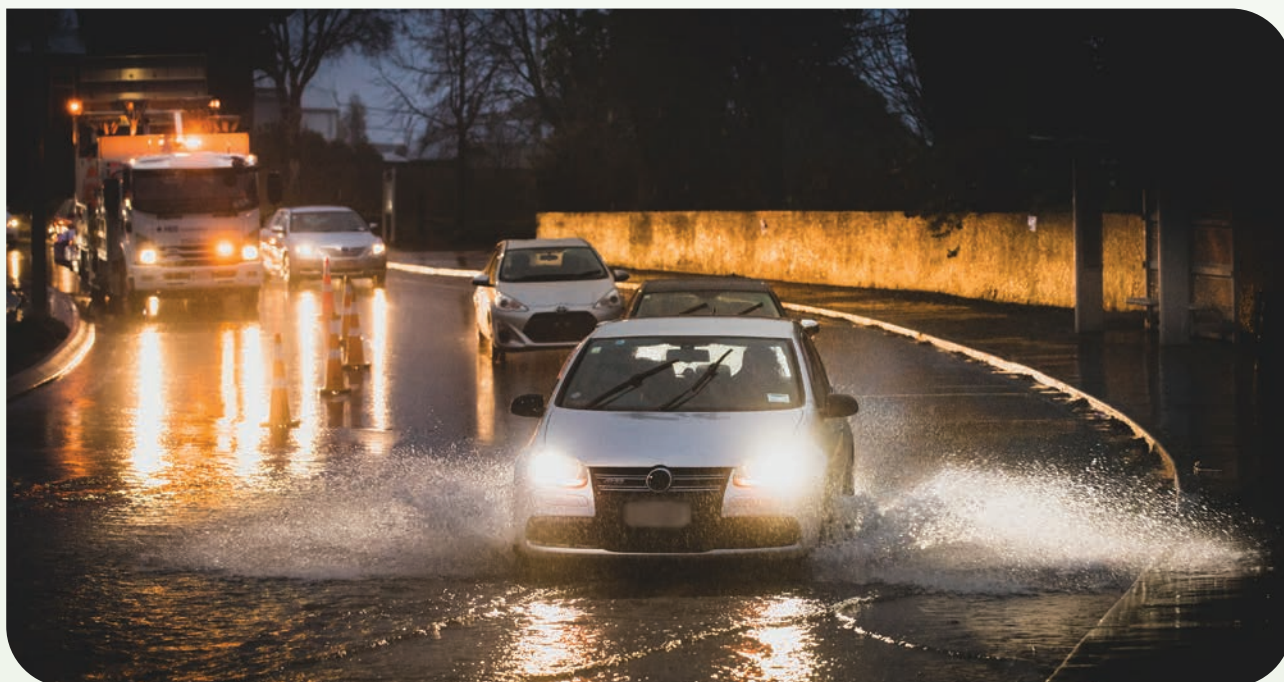
Stormwater projects advanced, including the Highsted Treatment Facility, Quarry Road Drain, Sutherlands Road Culverts, and a wetland at Styx Centre (in partnership with Ryman Healthcare).

In the Heathcote catchment, the May storm enabled successful commissioning of Cashmere Valley Dam. Minimal flooding downstream of new basins, including Te Kuru, highlighted the benefits of previous work.

Designs progressed for Addington Brook and Riccarton Stream treatment facilities. Concept design for wetland treatment at Cranford Basin will improve water quality in Waikākāriki-Horseshoe Lake.

Over 4500m of waterway banks were naturalised, exceeding the 500 metres per year target. Enhancements included 324 metres of Waimairi Stream, 1505m under the Natural Waterways Budget, and 700 metres of planting in Port Hills gullies. Styx River and Smacks Creek also saw riparian planting.

Planning continues for long-term stop banks and treatment facilities in the Ōtākaro Avon River Corridor, key to meeting our comprehensive stormwater network discharge consent (CSNDC) obligations. Designs in Bexley and Wainoni are progressing, with physical works planned. Studies are underway to support fast-track consent applications.



Design work began for the Surface Flood Reduction Programme to reduce flood impacts citywide. Early projects are being developed for Council approval.

Environmental projects progressed, including investigations into 12 fish barriers. Weed harvesting is monitored to manage river levels. Planning continues for stormwater pump station equipment renewal and asset replacement.

CSNDC-related activities built on previous work, including stormwater management plans (SMPs), environmental monitoring, and stormwater studies. SMPs for Ōpāwaho-Heathcote, Huritini-Halswell, and Ōtūkaikino were accepted by ECan. The Ōtākaro-Avon SMP is under review, and Te Pātaka o Rākaihautū-Banks Peninsula Settlements was endorsed. A new contaminant model identified stormwater quality hotspots. Community Water Partnership activities included website development, cleanups, and hui.

Climate change planning for surface water infrastructure continued, supporting our Climate Resilience Strategy. Support was also provided to the Coastal Hazard Adaptation Planning Programme and the Ōtākaro-Avon Multi-hazard Study.

Drainage planning for district plan changes progressed, enabling future development. National policy updates on intensification and resource use required close review for their local effects.



## Opportunities for improvement

### Stormwater

While the stormwater drainage service met all its performance targets this year, the number of complaints and service requests – 8.16 per 1,000 properties – remained close to the upper threshold of the target.

This figure, although within acceptable limits, suggests that residents continue to experience issues related to waterway appearance, functionality, or perceived flooding risks.

Many of these concerns are influenced by factors outside Council control, such as weather variability, property changes, and public behaviour.

Continued efforts to enhance community engagement, improve waterway aesthetics, and proactively manage stormwater infrastructure will help reduce complaint volumes and strengthen public confidence in the network's performance.

## Papare waipuke, ngā mahi whakahaumaru Flood protection and control works



### Community outcomes



**A collaborative, confident city**



**A thriving, prosperous city**

### What we do and why we do it

The flood protection and river control activity works to protect the community from the harmful effects of flooding within levels defined in the Long Term Plan (LTP).

We develop and manage structures and systems and provide and manage flood protection infrastructure.

This helps Council meet its legislative obligations under the Local Government Act 2002, the Building Act 2004, the Christchurch District Drainage Act 1951, the Stormwater and Land Drainage Bylaw 2022, the Resource Management Act 2017, the National Policy Statements on Urban Development Capacity and on Freshwater Management, and relevant consents from Environment Canterbury.

We directly support Council's strategic priorities and community outcomes by protecting public health and wellbeing, fostering adaptation (particularly in response to climate change), providing modern and resilient city infrastructure and facilities, and valuing unique landscapes.

Flooding is one of our most common natural hazards. It can have disastrous consequences for residents and communities and significant impacts on the local economies. Flood management systems help to decrease flood risk, safeguard public health, protect water quality,



maintain the health of ecosystems, provide for growth of the city, support climate resilience and allow transport and other infrastructure networks to function.

Effective and resilient flood protection and river control infrastructure provides the basis for a fully-functioning and future-focused city, reduces the effects of flooding and helps protect residents against the likelihood of flood damage to their homes and property in extreme storms. It also helps reduce the adverse public health and ecological effects associated with flooding.

We maintain natural waterways and associated structures and systems, provide and operate flood protection infrastructure and carry out hydrometric monitoring to protect vulnerable areas from the effects of flooding.

## Our activities and performance

Large projects were completed or progressed well through design stages this year.

Solid progress was made on flood management projects in the city to help address existing flooding issues and promote growth.

Preliminary design of the earthquake legacy work in Southshore was completed with a new flood bund now consented.

We continued to monitor and maintain the Ōtākaro-Avon River temporary stop banks and initiated works to address issues as they were identified. The stop banks protect against tidal events in the short term while planning for the Ōtākaro Avon River Corridor works progresses through a range of projects.

The first long-term stop bank project to replace the temporary stop bank in the Waitaki Street area is now operational with the tidal wetland and stormwater treatment wetland to follow.



Design of new long-term stop banks and flood walls either side of the Waitaki Street project between the Anzac Drive and Bridge Street bridges is under way with consents being lodged.

Upgrades to the city hydraulic models continued and will better service the needs of stormwater and waterways planning, delivery and operations. The focus turned to the Puharakekenui Styx River Model upgrade. Significant new funding allowed improvements to other city catchment models to improve our understanding of flooding and the benefits of potential mitigation measures.



### Opportunities for improvement

#### Flood protection and control works

While the team successfully repaired all identified non-compliant stop banks within the required timeframe, one area did not fully meet expectations.

Only 75% of Council stormwater attenuation facilities were assessed and deemed compliant with the New Zealand Dam Safety Guidelines, falling short of full coverage. This shortfall was primarily due to the complexity of assessing the Christchurch Wastewater treatment ponds, which required additional time and consideration.

Moving forward, ensuring timely and thorough assessments of all high-volume stormwater retention devices will be essential to maintaining safety standards and regulatory compliance across the network.

# Waka whenua

## Transport



### Community outcomes



**A collaborative, confident city**



**A green, liveable city**



**A cultural powerhouse city**



**A thriving, prosperous city**

### What we do and why we do it

Transport is the safe and efficient movement of people and goods from one place to another using the road network, including the road, footpaths, and cycle facilities.

We have the following responsibilities:

- Maintain existing roads and footpaths to maximise their lifespan and ensure value for money.
- Protect and control use of the road corridor by other parties such as service authorities and developers.
- Operate and maintain the road network, including traffic signals, traffic cameras and traveller information portals.
- Plan, build, operate and maintain the major cycleway network and local connections to that network.
- Plan, build and maintain infrastructure to support the public transport network.
- Operate and maintain public parking facilities and carry out enforcement to ensure availability and shared use.
- Plan and provide transport safety education and behaviour change initiatives to encourage people to use different modes and to use them safely.

- Manage the road network and the facilities associated with transport services so that people have safe, easy, and reliable access to homes, shops, businesses, education, and leisure activities using a variety of mode choices.

We help achieve the Council's community outcomes by:

- Providing for travel options that meet community need
- Providing people with access to economic, social and cultural activities
- Increasing the proportion of active travel journeys
- Improving safety for all road users
- Keeping people safe from crime
- Using energy more efficiently
- Supporting sustainable economic growth
- Supporting a vibrant and prosperous business centre.

A well-managed transport network makes it easier and safer to get around and promotes growth and economic sustainability.

## Our activities and performance

Transport harm has reduced through improved road safety. From 2015 to 2019, roads we control had an average of 125 fatal or serious crashes annually. Between 2020 and 2024, there were 22 fewer each year. While COVID 19-related travel changes played a role, each of those years was below the previous average, indicating a real reduction.

This progress was driven by infrastructure upgrades to benefit vulnerable road users, and targeted safety improvements around schools and at high-risk intersections.

Eight retaining walls were constructed, with nine more under way and another 16 at the design stage. Nine of these are supported by the Crown Resilience Fund.

New traffic signals were installed at the Greers/Langdons intersection. Minor safety upgrades were completed across the network, including nine projects focused on intersections, school crossings, traffic calming, and road markings.

Progress continued on our Major Cycle Routes, the Northern Line, South Express, Nor' West Arc (Stage 3), and Heathcote Expressway (Stage 2). Detailed design is underway for Wheels to Wings (Section One).

Significant projects included the Halswell Junction Road extension and Linwood Village streetscape enhancements.

We supported numerous subdivision and development consents, ensuring transport and access align with the Christchurch District Plan and our strategic priorities.

Public transport infrastructure upgrades included improvements to 76 bus stops, encompassing kerbing, hardstand areas, tactile pavers, signs, shelters, seating, lighting, crossings and road surface treatments.

Designs progressed for Lincoln Road bus lanes to improve travel times in southwest Christchurch.

Street maintenance included pruning 6,340 trees, removing 515 trees, servicing 1,900 hectares of turf, 530 hectares of gardens, laying 8,400 cubic metres of mulch, and planting 426 trees.

We processed 4,220 corridor access requests and 1982 work completion notices. We installed 151 new streetlights, bringing our streetlight network to 48,744 lights.





## Education programmes

We promote safer, greener travel through our Good-to-Go schools programme. This year 78 schools participated in our scooter skills and road safety workshops.

Our Walk or Wheel to School Week in March had record participation, with 109 schools and 37,774 pupils signing up. An October trial in 2024 involved 75 schools and 25,958 pupils.

236 adults joined bike skills courses. Travel planning support was provided to 6,186 customers.

Crash Bash reached 19 secondary schools. This year's theme was Know Your Limits and focused on drink driving, licensing, and distractions. Kickstart Your Motorcycle Journey attracted 650 attendees.

We supported the Salvation Army's driver mentor programme, The Right Track, and the Police-run Impaired Driving education programme.



## Performance Summary

### Transport

We resurfaced 138.6 kilometres of road. Our surfacing season is limited to September to April because of weather and ground temperature. To extend the season, we've expanded our treatment options.

Cycle Safe reached 3,634 students.



## Opportunities for improvement

### Transport

Several areas within the transport portfolio present opportunities for improvement.

Resident satisfaction with footpath condition remained below target at 39%, and only 51% of the assessed footpath network met the desired condition rating – down from previous years due to a more granular AI-based assessment method.

Additionally, only 66% of customer service requests were responded to within the specified timeframes, below the 80% target, highlighting a need for process refinement.

Active transport indicators also underperformed, with cycling detections and non-car mode share both missing their targets.

These results suggest a need for continued investment in infrastructure quality, responsiveness, and promotion of sustainable travel options to better meet community expectations.

## Makaia para Solid waste and resource recovery



### Community outcomes



**A collaborative, confident city**



**A green, liveable city**



**A cultural powerhouse city**



**A thriving, prosperous city**

### What we do and why we do it

We collect, process, and dispose of the city's residential solid waste and work with the community and our contractors to reduce the waste we send to landfill. We work with residents, businesses and organisations to encourage them to divert waste from landfill and minimise the waste they produce.

We maintain closed landfills around the city and on Banks Peninsula and are responsible for the ongoing monitoring and maintenance, including closure and aftercare of the old Burwood landfill utilised for earthquake recovery.

We provide solid waste collection, processing, and disposal to protect the health of the community. Our involvement in waste reduction, reuse, recycling and processing of organics is to ensure we use resources sustainably.

Waste minimisation and availability of appropriate disposal services contribute to the environmental and economic community wellbeing. A suitable resource recovery system ensures the reliable collection and processing of recycling and organics, alongside the disposal of any residual waste in a cost-effective and environmentally acceptable way.

Resource recovery contributes towards achieving two of the five goals in our community outcomes, by helping to make

a healthy environment and a prosperous economy with a modern and robust infrastructure and facilities network.

We collect and manage residual waste appropriately to ensure a healthy, safe environment for all to live in. We collect and manage recycling and organics to maximise any recovery potential which in turn can support business opportunities and the creation of employment.

## Six areas of work

### Recycling: Collection and processing

We reduce waste to landfill by collecting, sorting, and processing recyclable materials. We advise the public through regular communications and education programmes.

### Organics: Collection and composting

We collect and process kitchen and garden waste from households. We accept garden waste for composting at our transfer stations (EcoDrops) and encourage home composting and worm farms. We expect to open a new organics processing facility in 2027, contingent on gaining resource consent.

### Residual waste: Collection and disposal

Not everything can be recovered so we collect, consolidate, and safely transport this remaining waste to landfill.

### Closed landfills: Aftercare

We look after closed landfills to protect the environment. Methane gas is captured from the Burwood Landfill, piped underground, and used to power some city buildings and parts of the Christchurch Wastewater Treatment Plant.

### Education

Education enables residents to make informed decisions on the best waste practices, focusing on the best environmental and social outcomes. We work closely with other councils across the region on aligned campaigns and hold regular workshops and information sessions for our residents.

### Working with others

We contribute to Canterbury-wide waste minimisation initiatives and support nationwide waste avoidance initiatives, such as advancing product stewardship and reducing packaging waste, including use of single use plastics.

## Our activities and performance

The kerbside collection system is performing well, diverting about 65% of waste from landfill and rating highly in our annual Residents Survey.

The kerbside audit programme and supporting education and awareness programmes have resulted in up to 99% of all kerbside recycling loads being accepted at the Material Recovery Facility for processing. The 1% rejected as contaminated are sent to landfill.



We're delivering on objectives identified in the Waste Management and Minimisation Plan in 2020. This is a six-year plan addressing how our waste and resource recovery services will be delivered and is supported by a detailed action plan outlining short, medium, and long-term strategies to minimise waste.

Planning for closed landfill projects continued. This included monitoring at Horseshoe Lake and Bexley, and seawall works at Okains Bay. Burwood Landfill Site C continues to receive low-level contaminated soils from construction projects.

Procurement planning continues for our future waste management and minimisation services contract. This will include glass management, repurposing services, kerbside collection services, transfer station operations and material recovery operations. The tender process will take place over 2026 with contracting completed by March 2027. This will provide a two-year lead-in time to the new contract(s) start date of April 2029.





Gas extracted from the Burwood closed landfill continued to be used at the Civic Offices building for heating, cooling, and lighting, at the Christchurch Art Gallery for heating and at the Christchurch Wastewater Treatment Plant for drying biosolids. The availability of this gas is expected to reduce due to the age of the landfill waste. Alternative fuel sources are being investigated.

We continued our role in the Canterbury Waste Joint Committee, with regional waste minimisation projects and identifying opportunities to further reduce waste.

Our Transfer Station Redevelopment Project is in the planning stage. This project places emphasis on asset renewal and replacement, operational efficiency improvements, and upgrades to resource recovery at the three city transfer stations. It is a multi-year project: 2024/25 planning, 2025/26 procurement, 2026/27 construction.



## Opportunities for improvement

### Solid waste and resource recovery

While most solid waste targets were met or exceeded, there are a few areas that present opportunities for improvement.

Organic materials collected via kerbside and processed at the Organics Processing Plant fell short of the target, with 126.82kg per person against a goal of 140kg.

This may reflect changing household behaviours or seasonal variations in organic waste generation.

Additionally, although the total recyclable materials collected met the target, the overall tonnage decreased compared to the previous year, despite population growth – indicating a potential decline in per capita recycling engagement.

Continued education, targeted campaigns, and infrastructure support will be key to boosting diversion rates and maintaining momentum in sustainable waste practices.

## Whare kāinga Housing



### Community outcomes



**A collaborative, confident city**



**A thriving, prosperous city**

### What we do and why we do it

Community housing is a form of assisted or non-market housing working alongside private housing in the open market, meeting housing need through a range of social and affordable rental and home ownership options. It complements and includes the public (or social) housing traditionally provided by central or local government, and other community providers.

We provide community housing through ownership of social housing complexes. The housing units are owned by Council and leased to a community housing provider or organisations that sub-let them to those in need. Our houses are mainly studio and one-bedroom units with a few larger units.

Housing is a key area through which the Council's social and economic wellbeing objectives are achieved.

Council's long-standing commitment to community housing dates back to 1938 and continues to support the wellbeing of Christchurch residents.

By providing safe, accessible, and affordable homes, we help ensure that people on low incomes, including older adults and those living with disabilities, have secure housing options that meet their needs



## Our activities and performance

With our partner, Ōtautahi Community Housing Trust (ŌCHT), new builds and maintenance works were delivered, increasing the supply and quality of community housing.

Sixty-five new homes are under construction and a further 100 in planning. The 65 new homes replace 33 bedsits and two two-bedroom homes, giving a total of 118 bedrooms in one, two, three, and four-bedroom homes. This work included solar panels to feed the grid.

This was the fourth year that the trust delivered major maintenance and unit renewals. Integrating reactive repairs and scheduled programmes of work continues to improve the tenant experience.

Three years after completing the Warm and Dry Programme, tenant satisfaction with the warmth and dryness of their homes remains high. This year, 86% of tenants were satisfied with their heat pumps, and 81% agreed their homes are warm, dry, and weathertight.

In this first year of major maintenance, the trust completed two full complex upgrades. The focus was on completing refurbishments during vacancy periods to better manage the complexity of the work and reduce the need for tenants to temporarily move out.

This year 106 major upgrades were completed, 30 more than in the previous year. Of these, 77 homes received a new kitchen, and 86 bathroom upgrades. A further 44 homes had hazards remediated.

In preparation for the next tenants, 45 homes were given a minor upgrade, compared to 146 homes in the previous year. Another 142 homes went through vacancy without needing upgrades. This shows the overall condition of the portfolio is improving.

Planned upgrades continued, with exterior painting at four complexes, tree maintenance at five, fence replacements at eight, roof replacements at five, exterior lighting upgrades at one, and three waters infrastructure upgrades at two. Two complexes had line markings repainted and two had pathway upgrades.

Two units were significantly damaged by fire. The partnership with Fire and Emergency New Zealand continued, and smoke alarms exceed regulatory requirements.

Overall satisfaction with housing services remains high and stable. In the recent tenant survey 75% were satisfied with the tenancy services (79% in 2019), and 79% were satisfied with the call centre (82% in 2019).

This year it was agreed that the trust could operate outside the Council's district, to support requests from other councils in the Greater Christchurch Partnership to provide more affordable housing in their districts.



### Performance Summary

#### Housing

In the recent tenant survey 76% of were satisfied with the condition of their home (61% in 2019).



### Opportunities for improvement

#### Housing

Although the housing portfolio met its key performance targets, external factors have introduced challenges that may affect future delivery.

A shift in central government priorities has led to the cancellation of planned housing developments and asset sales, affecting the timing between the removal of end-of-life units and the construction of new ones. This disruption has implications for maintaining and growing the housing supply pipeline.

Additionally, while the Social Housing fund remains solvent, its sustainability is increasingly reliant on asset sales to offset operating and maintenance costs.

These pressures highlight the need for strategic planning and advocacy to ensure continued investment in community housing and financial resilience.



## Aro tūtohu

### Regulation and compliance



#### Community outcomes



**A collaborative, confident city**



**A green, liveable city**



**A cultural powerhouse city**



**A thriving, prosperous city**

#### What we do and why we do it

We prepare plans, policies and regulations in line with our legal obligation to guide the city's future development and help make the city a safe and healthy place for people to live, work and visit. Our teams make sure we follow all laws and rules that apply to the city.

Local government is responsible for, among other things, promoting sustainable management of the natural and physical resources under the Resource Management Act 1991 (RMA). Under the Act, councils are required to prepare a district plan with objectives, policies and rules to manage the effects of land use on the community and wider environment. The RMA sets out the matters that need to be considered in preparing our district plan, and the processes to follow.

Regulation and compliance services are needed to administer the laws that govern where activities occur and their effects, building and development work, the health and safety of licensed activities, and the keeping of dogs.

We enforce these laws with regulations, monitor individual licences and approvals, investigate complaints and non-compliance, and assess the potential effects of various activities while still enabling builders, developers and

property owners reasonable use of their property and opportunities to carry on their business.

Our activities contribute to the environmental, social, cultural and economic wellbeing of the community and contribute to making this a safe place where people value and protect the natural environment. They also contribute to it being a healthy, attractive, and well-designed city.

We ensure the law and bylaws are complied with, nuisances are minimised, and the consenting process helps protect and enhance the natural and built environment.

## Our activities and performance

### Regulatory Compliance and Licencing

We monitor the district's environment to ensure the community and environment is safe and healthy. Compliance work has become more complex, especially in the areas of illegal building works and district plan non-compliance.

Our risk-based compliance strategy is used when prioritising investigations to ensure resources are focused on attending to complaints in line with the risk profile and our strategic priorities.

There were 84 complaints about dangerous buildings to investigate. Of these, 16 were confirmed as dangerous under Section 121 of the Building Act 2004.

Proactive monitoring of freedom camping is carried out from Labour Weekend (October) through to 30 April each year. Outside of this period complaints are responded to reactively.

Alcohol licensing remained steady with application numbers consistent with previous years. Food premises registrations have increased over the last two years, indicating growth in the hospitality sector. We noted an increase in change of ownerships for these businesses, reflecting economic volatility.

There were 1,875 food verification visits needed this year, with 1,700 completed (91%). The target of 98% was not met due to staff resourcing pressures and associated recruitment challenges, as well as the need to revisit premises to ensure controls were in place to meet compliance.



### Opportunities for improvement

#### Regulatory compliance

While the Regulatory and Compliance team delivered strong results across most service areas, a few key targets were narrowly missed.

Building consent processing improved significantly but still fell short of the 95% target, with 91.5% issued within 19 working days.

Similarly, Code Compliance Certificates matched this result, reflecting progress but highlighting the need for continued efficiency gains.

Food safety verification visits also remained below target at 91%, impacted by recruitment and training challenges.

Additionally, clean fill site monitoring missed the 100% target due to a communication gap regarding resumed operations at Teddington Quarry.

These areas present opportunities to refine internal processes, strengthen inter-agency coordination, and build capacity to meet growing service demands.

### Land and Property Information Services

There were 12,491 LIMs produced (100% within statutory timeframes). This is an increase on the previous financial year and is representative of the property prices and lower interest rates making properties more affordable and increasing demand. We met our target.



## Strategic Planning and Resource Consents

### Land Use and Strategic Planning

We maintain and review the Christchurch District Plan.

Plan Change 14 (Housing and Business Choice) was developed to give effect to the National Policy Statement – Urban Development by enabling greater intensification of urban areas. Following consultation, an independent hearings panel provided recommendations (also to inform decision-making on Heritage Plan Change 13), resulting in a partial decision in December 2024 to up-zone land in the central city and around some suburban centres to provide for medium and high-density housing.

The Council is yet to decide whether to provide for more medium density development in other residential areas.

Work on other plan changes progressed to address a range of other district-wide and local issues, including Heritage (PC13), Earthworks, Flood Management Areas, and the area near the Waimakariri Stop banks (PC17); Coastal hazards (PC12); Central City Noise (PC21); Industrial-Residential Interface (PC20), and general rezoning changes.

Partner councils endorsed the Greater Christchurch Spatial Plan in March 2024. To guide its implementation, the Ōtautahi Christchurch Planning Programme was endorsed by Council in November 2024. This provides a framework for the development of local area plans.

We continued to review and develop submissions relating to Resource Management reform and implement national direction.

### Adaptation planning

Coastal hazards adaptation planning was initiated in the Whakaraupō Lyttelton Harbour and Koukourārata Port Levy Adaptation Area in late 2022. A panel of community and rūnanga representatives developed adaptation pathways to respond to coastal flooding, erosion, and effects of rising groundwater, with support from a specialist and technical advisory group.

Following the last of three wider community engagements in late 2024, the panel's preferred pathways were provided to Council for consideration. On 4 March 2025 Council adopted the Coastal Hazards Adaptation Plan for Whakaraupō Lyttelton Harbour and Koukourārata Port Levy.

Work is now under way to identify and implement lessons learned from this process, and to assess options for the location of the next cycle of adaptation planning.

As part of its Long-Term Plan 2024-34 Council adopted the Climate Resilience Fund which acknowledges the inter-generational equity challenges of climate change. This is a dedicated financial reserve to help address future climate adaptation needs.

Funds were also allocated for ongoing work to build a clearer picture of climate risks with a pipeline of climate risk profiles.



These profiles will ensure that Council and communities have good information about the likelihood, timing and anticipated impacts of climate risks like flooding, erosion, wildfire, and drought on people, places and infrastructure.

In order to support this work, the Council's Risk Explorer has been further developed to help refine understanding of the extent, timing and vulnerability of assets to climate risks.

We developed and will soon release a Climate Adaptation Toolkit which will provide advice on increasing the resilience of residential property to climate hazards. Other initiatives are under way to build greater climate risk awareness and hazards literacy across communities, with planned educational initiatives being delivered from mid-2025 onwards.

## Strategic transport

We led the development of the Ōtautahi Christchurch Future Transport Strategy which was adopted by the Council in March 2025. The strategy sets the high-level direction for land transport across Christchurch and Banks Peninsula for the next 30 years.

It outlines a series of strategic goals to guide transport investment, policy and planning work programmes. This includes goals to continuously improve the way we manage transport assets; enable a more resilient and productive network; ensure everyone can travel safely; enable genuine choice; and support city shaping and future growth. Work on a detailed implementation plan will be presented to the Council in 2026, ahead of decisions on the 2027-37 Long Term Plan.

We assumed leadership and began work on the next route protection phase of the Mass Rapid Transit (MRT) project on behalf of the Greater Christchurch Partnership. A successful application was lodged to include the MRT project as a nationally important project in the draft National Infrastructure Plan.

We continued to lead the transport policy programme. We prepared submission on the Setting of Speed Limits Rule change and amended the Electric Vehicle Infrastructure Policy to enable financial return to the Council.

We worked closely with our greater Christchurch and regional partners to support the completion of the Greater Christchurch Transport Plan and an update to the Regional

Public Transport Plan. The team chaired the Greater Christchurch Transport Model Management Group and jointly facilitated creation of a Public Transport Delivery Steering Group with Environment Canterbury to create a more joined up shared work programme.

## Heritage

The Heritage Team provided pre-application heritage advice on over 80 sites and gave heritage advice on over 60 resource consent applications.

We prepared evidence for Plan Change 13, Heritage, which included new heritage listings and changes to the Christchurch District Plan, and on Plan Change 14.



Advice was given on best practice conservation and maintenance of Council-owned heritage assets and cemeteries, including unmarked graves. We worked with private owners on Heritage Incentive Grants approved in previous years.

We successfully planned and delivered the annual Heritage Festival in October 2024.

We continue to promote and implement the Our Heritage, Our Taonga Heritage Strategy 2019-2029 and work alongside Heritage New Zealand Pouhere Taonga to promote conservation and retention of heritage items in our district.

Finally, we reviewed relevant national legislation and regional policies related to heritage and contributed to submissions and participated in consultation processes with government departments as required.

## Urban design

More than 330 developments benefited from urban design advice, at pre-application and consent stages, with independent design reviews continuing through the Christchurch Urban Design Panel.

Design guidance is being developed for medium and high-density residential developments, and large central city buildings to support design quality and to implement changes relating to Plan Change 14.

Urban design expertise was key preparing the Ōtautahi Christchurch Planning Programme, endorsed in November 2024, and advice was given to support local area planning for priority areas, the South-East Central Neighbourhood, wider central city, and Linwood.

Our involvement in transport and public realm projects helped achieve good design outcomes and supported stakeholder engagement.

The Place Partnership Fund (\$342,000) was effectively managed to support a range of community-led initiatives city-wide. The process was revised to align with the Te Haumako Te Whitingia Strengthening Communities Together Strategy 2022, timed to work in with other grant funding.

We supported external agencies' projects, including the Ministry for Culture and Heritage, to support their projects. Education and advocacy continued with support of professional institute discussions, Christchurch Conversations, and the civic education programme. We gave technical advice to the Pacific TA Programme and hosted several visiting delegations.

We processed 2988 resource consent applications, about 5% more than in the previous year (2847). About 85% of consents processed were for residential activity, including 351 multi-unit residential developments, with the rest being non-residential or mixed use.

Subdivision consenting, certification and engineering activity remained high due to the large volume of multi-unit residential consents and ongoing greenfield development. We issued 714 section 224 completion certificates, up from 603 in the previous year).

We received more public enquiries through our duty planner phone and email service due to Plan Change 14.

The project-specific pre-application planning advice service was suspended due to a shortage of senior staff needed to provide the required level of advice and the need to prioritise consent processing. We hope to resume this service soon.



## Performance Summary

### Urban design

We processed 2,988 resource consent applications, about 5% more than in the previous year (2847). 93 percent were completed statutory timeframes, down slightly from 94% in the previous year. Reasons for this include an increase in application numbers and the extra complexity of Plan Change 14.

Customer satisfaction with the resource consenting process was 79%, well exceeding the target of 70%.

### Eco-design advice

The Eco-Design Service reached a total of 326 consultations for the year, which is consistent with previous years.



## Opportunities for improvement

### Strategic Planning and Resource Consents

While the Strategic Planning and Policy team met all reported targets, external factors continue to influence delivery timelines and outcomes.

Notably, the commentary around community housing and regeneration projects highlights delays in some initiatives, such as the Yaldhurst Hall transfer and the future of BP Meats in Akaroa.

These delays, while not resulting in missed targets, suggest a need for improved coordination and resourcing to maintain momentum.

Additionally, while greenhouse gas reporting was successfully delivered this year, previous years saw gaps in delivery, indicating the importance of maintaining consistency in climate-related reporting and verification processes.

Strengthening project delivery frameworks and ensuring continuity in climate resilience efforts will help sustain progress across strategic priorities.

## Greenhouse Gas Emissions Summary



The Council set an ambitious target of being 'net carbon neutral by 2030' for its operations. It aims to reduce its greenhouse gas emissions (as detailed in its annual Emissions Inventory) as a priority, then remove emissions it is unable to eliminate via carbon removals from council-owned and controlled trees, under a new Carbon Removal Policy.

To track progress, we compile annually an independently verified Greenhouse Gas Emissions Inventory, using the ISO 14064-1:2018 standard.

The FY2023/24 Inventory reported 31,500.17 tonnes of CO<sub>2</sub>-equivalent emissions from Categories 1 and 2 (direct emissions and indirect emissions from imported energy).

Key sources of emissions include:

- Wastewater treatment (methane and nitrous oxide from biological processes)
- Electricity use (wastewater pumping, water supply, recreation facilities, streetlights)
- Fuel use (diesel and petrol for vehicles and generators)

We use Ministry for the Environment emission factors and Water New Zealand guidelines for wastewater emissions.

For this annual report, emissions were recalculated using updated 2023/24 factors, resulting in a 4.6% increase from previously published totals – primarily due to a higher electricity emission factor.

We report only gross emissions; sequestration from council-owned trees is excluded but will be incorporated in future reporting under the Carbon Removal Policy.

### Uncertainty and Assumptions

Quantifying GHG emissions is subject to inherent uncertainty because the scientific knowledge and methodologies to determine the emission factors and processes to calculate or estimate quantities of GHG sources is still evolving, as are GHG and assurance standards.

GHG emissions are estimated, not directly measured. Calculations rely on:

- Activity data (e.g. fuel and electricity usage)
- Published emission factors
- Assumptions about completeness and accuracy of supplier data

The greatest uncertainty lies in wastewater treatment emissions due to variability in default factors and assumptions. For the Christchurch Wastewater Treatment Plant, plant-specific data is used; smaller Banks Peninsula plants use simplified population-based estimates.

These uncertainties are inherent in all GHG reporting and are acknowledged in the Council's verified Greenhouse Gas Emissions Inventory for FY2023/2024.



## Building Regulation

### Building consents

Demand for commercial and residential building consents remains high, with 6.8% more consents being processed in (5496 consents) compared to the previous year (5146 consents).

Strategic investments in recruitment and internal upskilling enabled the BCA to increase its compliance with statutory timeframes. Additionally, these measures resulted in a significant reduction in the reliance on contractors throughout the second half of the year.

### Code compliance

Code Compliance Certificate processing activity remained high during the period with 4619 certificates issued (93.7 % issued within the statutory timeframe) compared to 4188 certificates issued in the previous year.

### Building exemptions

Discretionary exemptions continue to remain popular with 1845 granted (small increase from the previous year), and 99.8% being processed within the 10-day target.

### Earthquake Prone Buildings

There are currently 469 buildings (159 priority buildings and 310 non-priority) on the MBIE National Earthquake Prone Building Register. This is a reduction of 78 buildings from the previous year.

### Building warrant of fitness

There were 1407 building audits completed during the period – an increase of 598 (74%) from the previous year.

### Swimming pool audits

The annual target of 1410 swimming pool audits was exceeded with 1447 completed.

### Public advice

There were 2906 walk-in customers, and 12,291 calls and emails were received by the duty building consent officers.



## Performance Summary

### Building consents

Ninety-five percent of building consents were granted within the statutory timeframe compared to 73% in the previous year.

With considerable effort and focus, processing timeframes improved steadily since the first quarter and at the end of the year were at 97.5% for the month of June.

The overall customer satisfaction survey results for this activity remained high with an 81% satisfaction rating for the year.

### Inspections

Given the steady volume and complexity of active building consents there remains significant demand for inspection services with 38,270 inspections undertaken (37,834 completed in the previous year).



# Rautaki kaupapa here

## Strategic planning and policy



### Community outcomes



**A collaborative, confident city**



**A green, liveable city**



**A cultural powerhouse city**



**A thriving, prosperous city**

### What we do and why we do it

We help Council to plan for the future.

We lead the development of key direction-setting work, support the organisation with up-to-date policy frameworks, manage a regulatory work programme that ensures up-to-date bylaws (local laws) and compliance with government legislation. We also help ensure that elected members have well-informed, clear advice to support their decision-making.

Our work includes citywide planning through the district plan, which involves the preparation and review of provisions to manage the effects of land use, development and subdivision; including to protect and maintain cultural, heritage and environmental values, and avoid or mitigate natural hazards.

Making our city a smarter, more resilient place to live, work and play is core to future prosperity and development.

It is important for the elected Council to understand the nature, scale and significance of the issues involved when making decisions. Advice needs to consider historical, contemporary and potential long-term contexts, and be backed up with supporting evidence.

We provide well-rounded advice that meets the above criteria and supports robust decision-making. We also aim to ensure that council exercises prudent stewardship of our resources, including planning effectively for the future management of assets, considering the existing and future needs of our community.

Council also needs to be in a position to respond to policy direction from central government.

We all want to live in a city that is well designed and offers exciting opportunities for work and recreation. By protecting and enabling a healthy environment, managing growth and guiding the use and development of our resources and infrastructure, we help make Christchurch a great place to live, work and do business.

## Our activities and performance

### Communications and engagement

We are committed to delivering accurate, clear, and timely information to residents and stakeholders to ensure people can be well informed, empowered to participate, and confident in Council decision-making and direction.

Some key examples include:

- Annual Plan 2025/26 – presented complex financial information and organisational priorities as a suite of easy-to-understand communications. We received 1048 submissions, with five hearing sessions over two weeks.
- Local Water Done Well – created accessible communications to empower people and organisations to provide thoughtful feedback on the future of three waters services. We received 681 submissions, with 31 oral submissions.
- Transport – provided up-to-date information about our roading network. Our Newsline story ‘Increase to speed limits on Christchurch Roads’ had 17,440 views.
- Plan Change 14 – kept submitters, stakeholders and residents informed across a variety of channels as this complex plan change moves through its milestones. We received more than 900 submissions, and The Newsline story ‘Major new planning rules approved for Christchurch’ had 16,589 views.
- One New Zealand Stadium at Te Kaha – we provided monthly updates/videos on Newsline and social media. The project has great reach on social media, always getting around 100,000 views.
- New online engagement platform – significantly improved the way we engage with residents online,

with improved functionality (quick polls, interactive maps, embedded video, and interactive Q&As).

- Update to Council website – first significant update since 2018 brought a new look and feel, including new ways to navigate and search.

The websites we manage had an average 9% increase in views compared with the previous year.

- Council website: 6% up
- Recreation and Sport website: 16% up
- What’s On website: 68% up

Our online reach continues to grow, across our online news channel (Newsline) and our social media pages, with 113,147 followers.

- Newsline: 3% up in page views
- Facebook: 12% up
- Instagram: 11% up
- TikTok: 16% up

We responded to 2074 media enquiries, a 4% increase on the previous year. Ninety percent of media queries and 80% of social media queries were responded to within 24 hours.

We completed 95 consultations, receiving about 20,819 submissions, with most being online. A letterbox drop was completed for 80.8% of consultations (49% the previous year) to further raise awareness and encourage participation.



### Strategic policy

We have a key role in shaping our strategic frameworks, and developing and reviewing strategies, policies and bylaws that guide the organisation, including preparing foundational documents for the long-term plans. This year we began a review the Biodiversity Strategy implementation.



We manage the bylaw portfolio. We review bylaws as required by legislation and respond to emerging issues, law changes and requests for new bylaws or advice on existing bylaws. Over the past year, we:

- Reviewed the Trade Waste Bylaw 2015, with a replacement bylaw adopted on 7 May 2025 (effective 1 July 2025).
- Reviewed the Parks and Reserves Bylaw 2016, with a replacement bylaw adopted on 4 June 2025 (effective 4 September 2025).
- Reviewed the Dog Control Policy and Bylaw 2016. A final decision will be made in September 2025 (likely effective November).
- Helped process 11 temporary alcohol bans for large-scale events in specified public places over the 2024/25 summer.
- Responded to community board requests for alcohol bans and a solution to aggressive begging in Edgeware and North Richmond.
- Responded to community board requests for freedom camping restrictions.
- Contributed to bylaws communities of practice to support the local government sector.

We manage the development and review of policies. This year we finalised work on a new Local Alcohol Policy, managed the ongoing review of the Development Contributions Policy, and finalised the review of the Gambling and TAB Venues Policy. We also maintained the Policy Register to ensure it is kept up to date.

We prepared and submitted 32 comprehensive submissions (10 from Council, 22 from staff) to external agencies, including central government departments and Parliament's select committees. These covered a wide range of topics, including:

- Land Transport Rule: Setting of Speed Limits Rule 2024
- New Zealand's second emissions reduction plan
- Resource Management (Consenting and Other System Changes) Amendment Bill
- Local Government (Water Services) Bill
- Building and Construction (Small Stand-alone Dwellings) Amendment Bill

We provided advice for the Council's participation in the Canterbury Mayoral Forum. This supports valuable knowledge sharing, strong relationships, and ensures the Council's interests are represented in broader discussions.

## Climate resilience

The Climate Resilience Team delivered:

- Six-monthly reporting on completed, underway, and planned climate-related actions as part of the Climate Resilience Strategy implementation.
- Developed a Carbon Removal Policy and Implementation Plan to enable inclusion of sequestration from trees in future inventories.
- Began implementing the Canterbury Climate Partnership Plan, working alongside other councils in the region.
- Provided advice on climate mitigation and adaptation for a variety of projects and activities and submitted on the government's second Emissions Reduction Plan.
- Provided leadership and advice to the Aotearoa Council Climate Network.

As a member of the Resilient Cities Network, we joined the newly created Climate and Health Community of Practice.



## Performance Summary

### Climate resilience

We continued to support the implementation of the Kia Tūroa te Ao Ōtautahi Christchurch Climate Resilience Strategy and embed climate resilience throughout Council by providing advice to elected members, senior managers and other units on climate-related matters.

- Published an independently verified Council Greenhouse Gas Emissions Inventory for FY2023/2024, with a report showing progress towards the Council's target.

# Whakawhaneke ohaoha

## Economic development



### Community outcomes



**A collaborative, confident city**



**A green, liveable city**



**A cultural powerhouse city**



**A thriving, prosperous city**

### What we do and why we do it

The city needs a strong economy if it is to improve community outcomes. Economic development helps improve and expand the economy so that residents have better employment and business opportunities and good quality facilities and services.

We all want to live in a place that is vibrant, prosperous and offers exciting opportunities for work and recreation. By supporting sustainable economic development, guiding the use and development of our resources and infrastructure, we help make Christchurch a great place to live, work and do business.

A strong and sustainable economy benefits everyone because there are more and better jobs and business opportunities. A robust economy and good quality of life also make it easier to attract high-value migrants, returning residents, investment and drive innovation.

ChristchurchNZ is our Sustainable Economic Development Agency. Together, we work in four broad areas:

- Supporting innovation and business growth
- Destination development and visitor attraction
- City positioning
- Urban development

These activities help build a competitive, resilient and sustainable economy to benefit residents through increased productivity that supports the creation of good employment opportunities and a more prosperous community.

We also continue to focus on raising the profile of the city to improve perceptions, attract more visitors, business, investment and skilled migrants to the city.

## Economic development

### Highlights:

- Christchurch Engine Centre invested \$250M to future-proof services, retain jobs, and add 200 new roles.
- Bio Ora chose Christchurch for its \$10M facility, creating 30 jobs and advancing cancer treatment potential.
- Fabrum and Zincovery received \$17.5M in Arohia Trailblazer cleantech funding.
- Waitaha Canterbury Aerospace Strategy developed and entering implementation with partners.
- Energy Advisor role piloted to help businesses cut carbon from process heat.
- Spring's On Show events included test cricket, Rugby League, Tall Blacks basketball, Fast Five netball, Hozier, and annual city events.
- 96,000 attended seven summer events; Electric Avenue generated \$10.5M—the decade's highest event spend.
- City bids for business events could attract 30,000+ delegates and \$55M+ in future visitor spend.
- CNZ secured \$600K for "Winter Different" campaign to boost off-peak visits from east coast Australians.
- Media generated 1455 Christchurch features with \$14.4M ad value and 1.5B+ reach.
- Brand monitoring shows Christchurch leads in resident pride and domestic travel appeal.
- City branding revamped at international airport arrivals to connect visitors with Christchurch identity.
- Local Champion volunteers welcomed visitors and expanded beyond cruise ship days.
- New Brighton and Sydenham developments continued, adding mixed-use commercial and housing.
- CNZ hosted workshop with leaders to accelerate Christchurch's regenerative economy through innovation.

*(These results are partial due to timing of data availability and were unaudited when provided to Council by ChristchurchNZ.)*



## Opportunities for improvement

### Economic development

While all reported targets were achieved, there are areas where performance trends suggest room for further enhancement.

The number of familiarisation, trade, and policy engagements declined from 108 in 2023 to 75 in 2025, and city bids for business events dropped from 84 to 66 over the same period.

Although both results still exceeded targets, the downward trend may indicate emerging challenges in maintaining momentum and visibility in competitive markets.



## Civic and international relations

We coordinated and led city-wide international relations activities, delivering scheduled and unscheduled civic ceremonies, national ceremonies and official visits, including the following:

- Mayor-led delegation to China.
- Strategic planning for future engagement in Asia. There was also support for the Pacific Technical Assistance Programme and maintaining strong ties with the Christchurch Consular Corps and Christchurch Airport.
- Supported 42 events across six sister cities. Highlights included the 30th anniversary visit from Songpa-gu and hosting 11 international delegations.
- Facilitated regional collaboration through a Global Cities NZ seminar.
- Coordinated 51 visit programmes for international dignitaries, including 11 linked to sister cities. Delegations came from across Asia, Europe, the Americas, and the Pacific, strengthening diplomatic ties and cultural exchange.
- Provided strategic and logistical support to the Christchurch Antarctic Office, contributing to the successful delivery of the Antarctic Season Opening Programme and other key events. The team also supported high-level diplomatic engagement and participated in the Antarctic Gateway Leadership Group.
- Partnered with the RSA and community groups to deliver high-quality commemorative events, including Anzac Day, Armistice Day, and the 75th anniversary of the Korean War.



### Opportunities for improvement

#### Civic and International Relations

Additionally, the number of civic ceremonies delivered decreased significantly—from 20 to 9—due to a change in measurement methodology and demand-driven factors. These shifts highlight the importance of maintaining strategic outreach, refining engagement approaches, and ensuring consistent delivery of civic programmes to support Christchurch's positioning and economic vibrancy.



### Performance Summary

#### Civic and International Relations

Eleven citizenship ceremonies were delivered for 3,454 new citizens, up 4% on the previous year. All ceremonies were delivered within budget, maintaining a high standard of civic welcome.

We delivered nine civic ceremonies, including Charter Parades, the February 22 Earthquake Remembrance, and Civic Awards. The programme reflected Christchurch's civic identity and supported community engagement through ceremonial recognition.



# Mana whakahaere

## Governance



### Community outcomes



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### What we do and why we do it

We enable local decision-making and action that promote the well-being of the district now and for the future.

The Council is governed by two complementary decision-making parts:

- The Council, which comprises the mayor and 16 councillors and makes decisions on city issues that affect the whole district.
- Community boards which make decisions on local community issues, activities and facilities, and help build strong communities.

There are six community boards, five with nine members, and one with eight. In addition to the elected board members, councillors are appointed to serve on the board, which includes their ward.

We help ensure that decision-making processes are effective, open and transparent and democratically accountable. This involves ensuring that the community has opportunities to be involved in decision-making.

The people of Christchurch elect a mayor, city councillors and community board members at elections every three years. The Council governs by making strategies, policies



and decisions that direct the city's future. The Council regularly seeks community input on many issues, such as draft policies, local capital works projects, and the annual and long-term plans.

The purpose of local government is to enable democratic local decision-making and action by, and on behalf of, communities; and to promote the social, economic, environmental, and cultural wellbeing of communities now and for the future.

We contribute to active democracy by ensuring that individuals and groups have many opportunities to be involved in local government decision-making.

They also contribute towards achieving the community outcomes by empowering community groups and organisations to develop and manage initiatives that encourage active participation, build social capital and create a sense of local belonging.

## Our activities and performance

### Governance and decision making

We delivered smart secretarial and support services for governance decision-making. This included processing over 2697 reports and managing 432 meetings. We supported 424 applications to Council for a range of hearings, public forums and deputations on topics such as menacing dogs, bus shelters, and much more.

We got planning under way for the October 2025 Local Government Election.

We continued to implement better ways of working. This included developing reporting dashboards, automating manual processes and allowing organisation-wide access to data.

Early in 2024, Council moved to hold informal meetings in open by default, with significant effect:

- April to June 2024 – 410 items were workshopped, with 78% with the public excluded
- April to June 2025 – 390 items were workshopped, with 14% in PX



### Performance Summary

#### Governance and decision making

Council's commitment to more openness and transparency gained momentum, with:

- 5.9% of reports considered in public excluded (PX) – down from 35% in 2016
- 88% of reports considered in PX during the 2022/25 triennium were reviewed (to date) with most being released in part or in full.

### Performance management and reporting

We focused on ensuring Council has high quality plans and plan monitoring in place, specifically related to the long-term plan and annual plan. The draft Annual Plan 2025/26 was prepared and adopted for consultation. Submissions





were reviewed and analysed and hearings held. The plan was finalised and adopted on 24 and 26 June. All critical project plan milestone due dates were met.

We have an established framework that is integral to the development and delivery of long-term and annual plans. This audited framework ensures the integrity of linkages between all key components (such as alignment of planning and delivery of levels of service, the non-financial performance measures, and capital projects to the organisation's agreed community outcomes and strategic priorities). Service delivery reviews also contribute to our reporting and analysis of organisational performance to the elected Council and the community via the Finance and Performance Committee of the Whole (monthly), the annual report, and monthly reports to the organisation.



## Performance Summary

### Performance management and reporting

We conducted the annual residents service satisfaction surveys. Two surveys (General Service Satisfaction, and Point of Contact) were conducted, with results provided to Council, the community and staff.

Community outcomes monitoring and reporting programmes were maintained, with 98% of community outcomes monitoring indicators updated and publicly reported (against a target of 85%).

## Office of the Mayor and CE | Treaty partners and mana whenua relations

We provided advice, services and administrative support so that the mayor, deputy mayor, elected members and chief executive could fulfil their statutory, community, Council and policy leadership roles.

The Treaty Relationships Team fosters working relationships with Council staff and Papatipu Rūnanga. The team guides staff on the cultural context of protocols, policies, procedures and strategies. There are many pathways for staff to participate, engage and extend their understanding of Ngāi Tahu cultural values as tangata whenua.

During the year, Council and rūnanga engaged on environmental matters, particularly in relation to use and protection of land and water. Cultural support and presence was provided for many key events and projects.

Enabling access to social housing and papakāinga development (housing developments for Māori on ancestral land) is fundamental to Māori wellbeing and forms a further pou in the relationship between mana whenua and the Council. There are a number of projects being worked on with Papatipu rūnanga that will positively enable successful outcomes to these projects.

Te Tiriti o Waitangi sessions and te reo Māori classes continued for Council staff to increase their competency and understanding for engaging with rūnanga.

Council is committed to engaging more effectively with Māori to ensure they have opportunities to contribute to decision-making processes. While we specifically recognise the special relationship with mana whenua, we also engage with wider Māori who live in Christchurch, including those whose tribal affiliations that are not to Ngāi Tahu.



## Performance Summary

### Office of the Mayor and CE

We received and processed requests 1691 information requests under the LGOIMA. Of these, 99.77%, within set time targets.



## Opportunities for improvement

### Governance

While all reported governance targets were achieved, there are areas where continued vigilance and refinement could further enhance outcomes. The measure for resident understanding of Council decision-making rose to 40%, exceeding the 32% target, yet still indicates that a majority of residents do not fully grasp how decisions are made. This presents an opportunity to strengthen public education and engagement around governance processes. Additionally, while transparency measures such as livestreaming and public release of reports performed well, maintaining consistency and clarity in how these are communicated to the public will be key to sustaining trust and participation. Enhancing accessibility and simplifying governance communications could help bridge the gap between performance and public perception.

# Financial ratios and prudence benchmarks

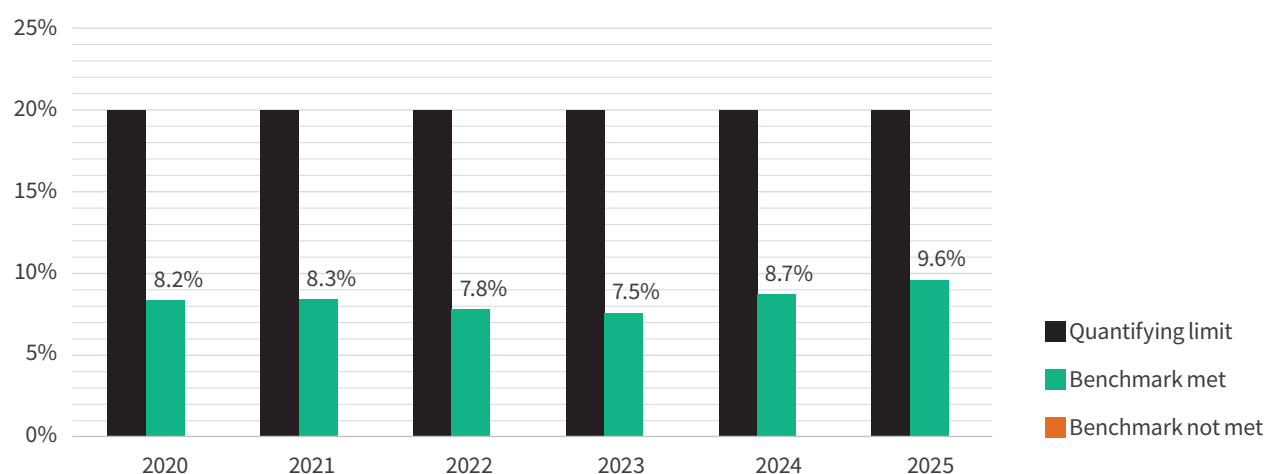
The Council has financial ratios which form a key part of its financial risk management strategy.

The Council is required under the Local Government (Financial Reporting and Prudence) Regulations 2014 to report on the affordability and benchmark ratios, in addition, we are required to comply with ratios contained in our funding agreement with the Local Government Funding Agency.

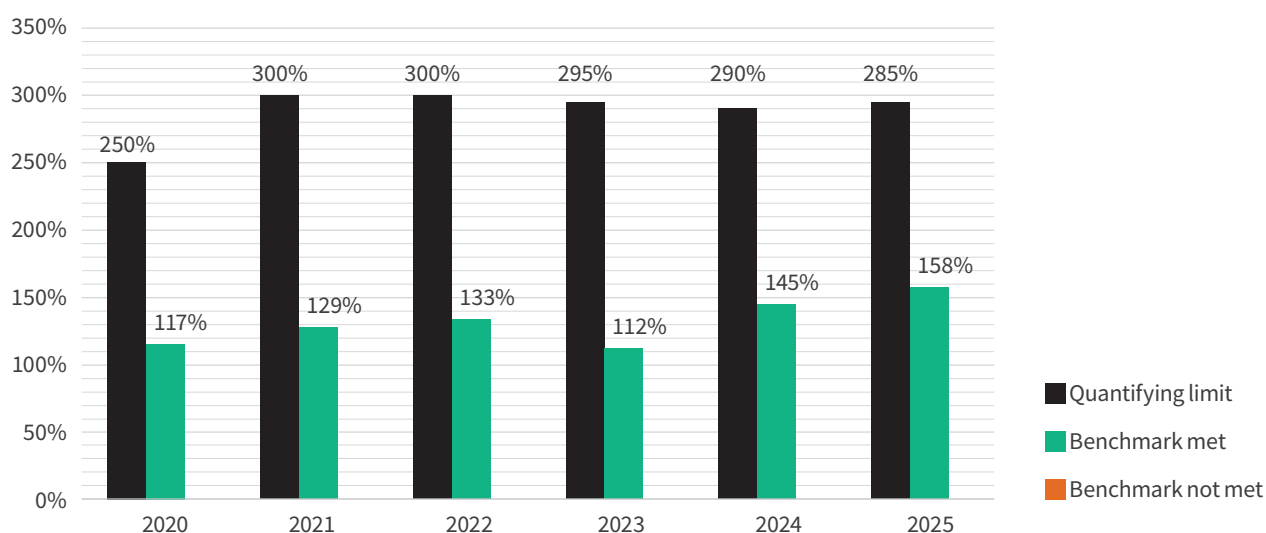
These ratios and benchmarks enable the reader to determine that the Council is prudently managing its revenues, expense, assets, liabilities and general financial dealings.

## Local Government Funding Agency Borrowing Covenants

### Net debt as a percentage of equity



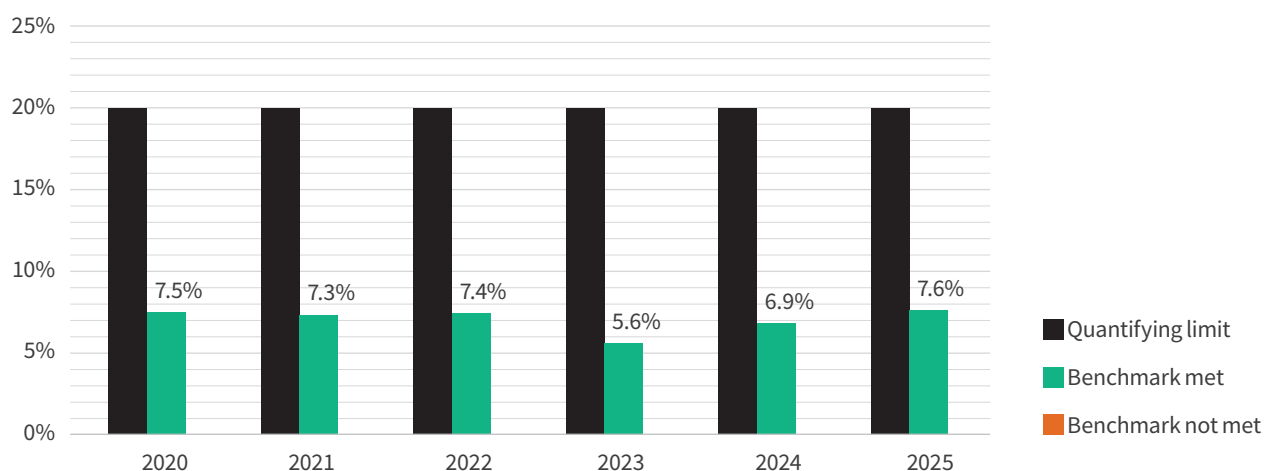
### Net debt<sup>1</sup> as a percentage of total revenue<sup>2</sup>



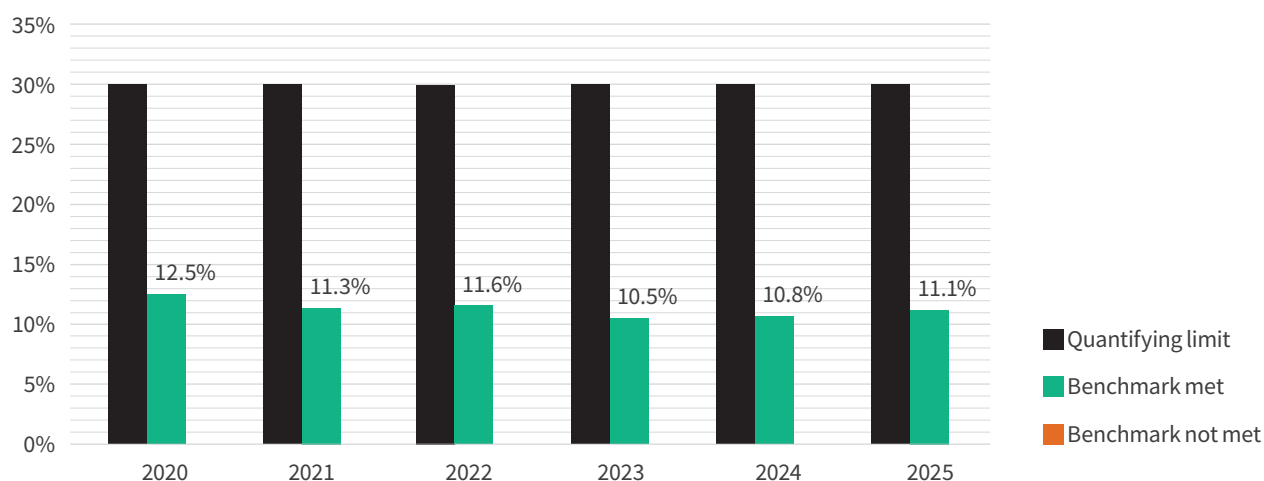
<sup>1</sup> Net debt is defined as total financial liabilities less financial assets (excluding trade and other receivables).

<sup>2</sup> Total revenue is total cash operating revenue excluding development contributions and non-government capital contributions.

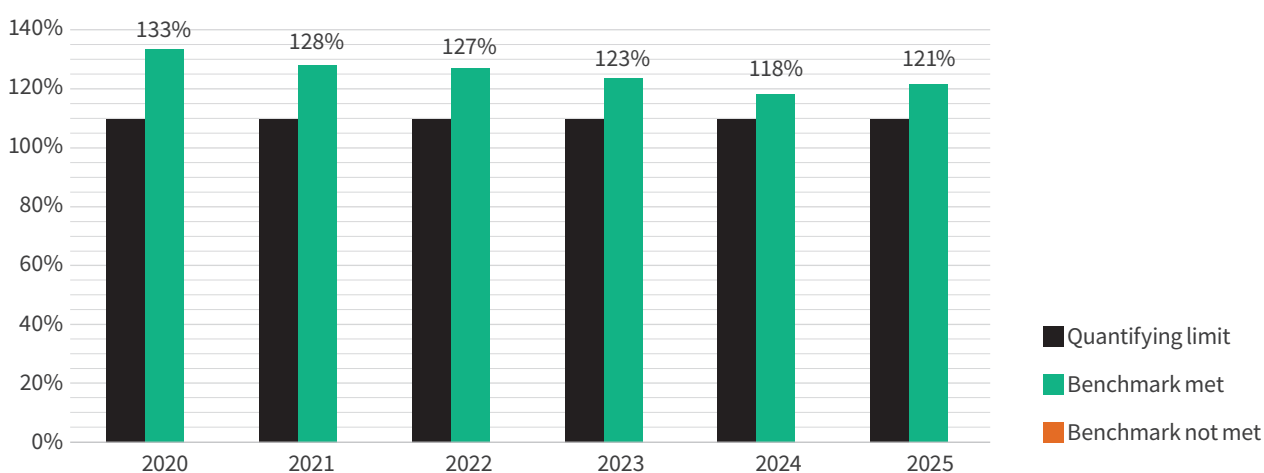
### Net interest as a percentage of total revenue



### Net interest as a percentage of annual rates revenue



### Liquidity





# Financial highlights

The Council Group – The 2025 year in review

Total assets

**\$23.4 billion**

2024 \$22.8 billion

Total operating expenditure

**\$2.4 billion**

2024 \$2.4 billion

Total revenue

**\$2.6 billion**

2024 \$2.5 billion

Total ratepayers funds

**\$17.7 billion**

2024 \$17.4 billion

Total liabilities

**\$5.8 billion**

2024 \$5.3 billion

Total surplus before tax

**\$0.25 billion**

2025 \$0.12 billion

Christchurch  
City Council



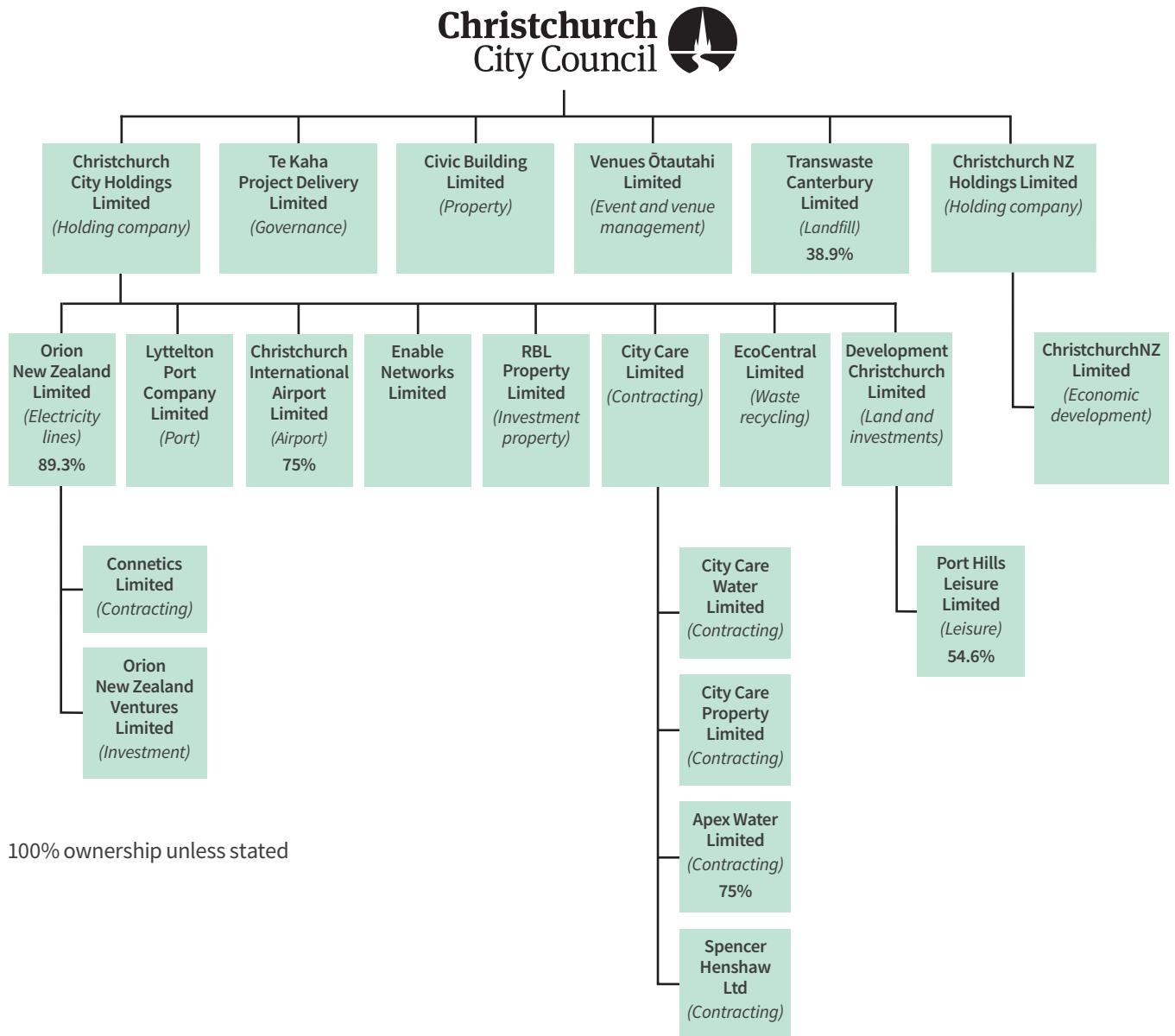
Christchurch  
City Holdings  
Limited

We have a significant group of trading entities in addition to the services provided by the Council.  
The majority of these trading entities are owned and monitored by Christchurch City Holdings Limited.

# The Council Group

## Group structure as at 30 June 2025

100% ownership unless otherwise stated



100% ownership unless stated

### Major direct and indirect trading and operating subsidiaries



# Summary financial table

## Group structure and Council Controlled Organisations

For more detail refer to individual company reports.

	Income	Net result (after tax)	
	2025 \$000	2025 \$000	2024 \$000
Orion New Zealand Ltd	368,770	23,966	11,595
Lyttelton Port Company Ltd	208,348	71,601	9,941
Christchurch International Airport Ltd	271,159	74,808	22,731
City Care Ltd	577,926	12,586	9,094
Enable Networks Ltd	129,064	41,052	34,447
EcoCentral Ltd	54,227	2,393	2,740
RBL Property Ltd	1,445	(184)	3,421
Development Christchurch Ltd	-	-	293
Venues Ōtautahi Ltd	32,881	(1,474)	(21,639)
Civic Building Ltd			(4,376)
ChristchurchNZ Holdings Ltd	19,170	599	1,497
Transwaste Canterbury Ltd	81,636	13,939	14,542
Riccarton Bush Trust	1,024	(2)	(41)
Rod Donald Banks Peninsula Trust	292	(228)	1,322
Central Plains Water Trust	-	-	-
Te Kaha Project Delivery Ltd	601	-	-
Ōtautahi Community Housing Trust	38,769	5,872	7,204



## Independent Auditor's Report

### To the readers of Christchurch City Council and group's summary of the annual report for the year ended 30 June 2025

The summary of the annual report was derived from the annual report of the Christchurch City Council and group (the Council and group) for the year ended 30 June 2025.

The summary of the annual report comprises the following information on pages 17 to 63 and 70 to 74:

- the summary statement of financial position as at 30 June 2025;
- the summaries of the statement of comprehensive revenue and expenses, statement of changes in equity and cash flow statement for the year ended 30 June 2025;
- the notes to the summary financial statements that include accounting policies and other explanatory information; and
- the summary statement of service performance (referred to as "Our activities and performance").

### Opinion

In our opinion:

- the summary of the annual report represents, fairly and consistently, the information regarding the major matters dealt with in the annual report; and
- the summary statements comply with PBE FRS-43, *Summary Financial Statements*.

However, the summary statement of service performance includes a limitation in scope to the equivalent extent as the full audited statement of service performance in the full audit report. This limitation is explained below in "*The full annual report and our audit report thereon*" section.

### Summary of the annual report

The summary of the annual report does not contain all the disclosures required by generally accepted accounting practice in New Zealand. Reading the summary of the annual report and the auditor's report thereon, therefore, is not a substitute for reading the full annual report and the auditor's report thereon.

The summary of the annual report does not reflect the effects of events that occurred subsequent to the date of our auditor's report on the full annual report.

## The full annual report and our audit report thereon

We expressed a qualified opinion on the statement of service performance and an unmodified opinion on the other audited information in the full annual report for the year ended 30 June 2025 in our auditor's report dated 31 October 2025. The basis for our qualified opinion on the statement of service performance in the full audit report is explained below.

***Statement of service performance: Our work in the prior year was limited in relation to the performance measure: The average quality of ride on the sealed local road network, measured by smooth travel exposure***

The Council is required to report against the performance measures set out in the Non-Financial Performance Measure Rules 2024 (the Rules) made by the Secretary for Local Government. These mandatory performance measures include the average quality of ride on the sealed local road network measured by smooth travel exposure. This performance measure is important because road smoothness is indicative of the quality of service provided to the community.

For the 30 June 2024 performance year, we were unable to obtain assurance over the accuracy of traffic estimate data used to calculate the performance measure, because this estimate data was not sufficiently up to date, as described on pages 132 to 133 of the full annual report. The actual average quality of ride on the sealed local road network in the prior year may therefore differ materially from the result reported.

As a result, our work was limited and there were no practicable audit procedures we could apply to obtain assurance over the accuracy of reported performance for this measure for the 2024 performance year, reported as comparative information. Our audit opinion on the statement of service performance for the year ended 30 June 2024 was modified accordingly.

This issue has been resolved for the 30 June 2025 year. As the limitation on our work cannot be resolved for the 30 June 2024 year, the Council's performance information reported for this measure for the 30 June 2025 year may not be directly comparable to the 30 June 2024 performance information.

***Emphasis of matter – Inherent uncertainties in the measurement of greenhouse gas emissions***

Our auditor's report on the full annual report also includes an emphasis of matter paragraph which outlines that the Council has chosen to include measures of its greenhouse gas (GHG) emissions in its statement of performance. Considering the public interest in climate change related information, we draw attention to page 184 of the full annual report, which outlines the inherent uncertainty in the reported GHG emissions. Quantifying GHG emissions is subject to inherent uncertainty because the scientific knowledge and methodologies to determine the emission factors and processes to calculate or estimate quantities of GHG sources is still evolving, as are GHG reporting and assurance standards.

Information about this matter is also disclosed on page 51 of the summary of the annual report.

## Council's responsibility for the summary of the annual report

The Council is responsible for preparing the summary of the annual report which includes preparing summary statements, in accordance with PBE FRS 43, *Summary Financial Statements*.

## Auditor's responsibility

Our responsibility is to express an opinion on whether the summary of the annual report represents, fairly and consistently, the information regarding the major matters dealt with in the full annual report and whether the summary statements comply with PBE FRS 43.

Our opinion on the summary of the annual report is based on our procedures, which were carried out in accordance with the Auditor-General's Auditing Standards, which incorporate the Professional and Ethical Standards and the International Standards on Auditing (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board.

In addition to reporting on the summary and full annual reports, we have carried out other audit and assurance engagements for the Council and group. These engagements, as described in note 5 of the financial statements in the full annual report, are compatible with those independence requirements. Other than these engagements, we have no relationship with or interests in the group.



Chantelle Gernetzky  
Audit New Zealand  
On behalf of the Auditor-General  
Christchurch, New Zealand  
28 November 2025



# Summary financial statements

## Summary statement of comprehensive revenue and expenses For the year ended 30 June 2025

	Parent			Group	
	30 June 2025 Actual \$000	30 June 2025 Plan \$000	30 June 2024 (restated) \$000	30 June 2025 Actual \$000	30 June 2024 (restated) \$000
Share of associate and JV's surplus	-	-	-	5,422	5,657
Other revenue	1,218,059	1,208,655	1,183,948	2,605,436	2,509,773
<b>Total revenue</b>	<b>1,218,059</b>	<b>1,208,655</b>	<b>1,183,948</b>	<b>2,610,858</b>	<b>2,515,430</b>
Finance costs	(135,718)	(144,094)	(129,157)	(211,637)	(198,348)
Other expenses*	(1,019,716)	(1,016,916)	(1,011,268)	(2,151,391)	(2,199,546)
<b>Total operating expenses*</b>	<b>(1,155,434)</b>	<b>(1,161,010)</b>	<b>(1,140,425)</b>	<b>(2,363,028)</b>	<b>(2,397,894)</b>
<b>Surplus before income tax expense*</b>	<b>62,625</b>	<b>47,645</b>	<b>43,523</b>	<b>247,830</b>	<b>117,536</b>
Income tax (expense)/credit	(28)	-	548	(26,493)	(107,711)
<b>Surplus/(Deficit) after income tax expense from continuing operations</b>	<b>62,597</b>	<b>47,645</b>	<b>44,071</b>	<b>221,337</b>	<b>9,825</b>
Surplus/(Deficit) after income tax expense from discontinued operations	-	-	-	-	1,678
<b>Surplus/(Deficit) after income tax expense*</b>	<b>62,597</b>	<b>47,645</b>	<b>44,071</b>	<b>221,337</b>	<b>11,503</b>
<b>Other comprehensive revenue and expense</b>					
Property, plant and equipment valuation movement	49,875	782,028	159,502	173,669	321,143
Revaluation of carbon emissions units	691	-	4,230	691	4,336
Investment revaluation gain/(loss)	652,066	-	223,406	945	400
Cash flow hedges gain/(loss)	(50,660)	-	(13,215)	(118,115)	(36,962)
Income tax relating to components of other comprehensive revenue and expense	-	-	(450)	(14,392)	(23,266)
Property, tax, and equipment impairment loss	(6,106)	-	-	(6,106)	-
Transfers and other items	-	-	-	798	517
<b>Total other comprehensive revenue and expense</b>	<b>645,866</b>	<b>782,028</b>	<b>373,473</b>	<b>37,490</b>	<b>266,168</b>
<b>Total comprehensive revenue and expense*</b>	<b>708,463</b>	<b>829,673</b>	<b>417,544</b>	<b>258,827</b>	<b>277,671</b>
Surplus for the period attributable to:					
Parent entity*	62,597	47,645	44,071	199,942	6,011
Non-controlling interests	-	-	-	21,395	5,492
<b>Total surplus for the period</b>	<b>62,597</b>	<b>47,645</b>	<b>44,071</b>	<b>221,337</b>	<b>11,503</b>
<b>Total comprehensive revenue and expenses attributable to:</b>					
Parent entity*	708,463	829,673	417,544	228,550	257,689
Non-controlling interests	-	-	-	30,277	19,982
<b>Total comprehensive revenue and expense*</b>	<b>708,463</b>	<b>829,673</b>	<b>417,544</b>	<b>258,827</b>	<b>277,671</b>

\*The comparative balances have been restated to reflect an adjustment to the prior year. Refer to Note 7 Reclassification of Intangible Assets in the prior period.

## Summary statement of financial position

### As at 30 June 2025

	Parent			Group	
	30 June 2025 Actual \$000	30 June 2025 Plan \$000	30 June 2024 (restated) \$000	30 June 2025 Actual \$000	30 June 2024 (restated) \$000
<b>Assets</b>					
Current assets	517,754	315,656	437,271	660,622	625,526
Non-current assets*	21,205,934	22,421,728	20,313,968	22,773,910	22,098,596
<b>Total assets*</b>	<b>21,723,688</b>	<b>22,737,384</b>	<b>20,751,239</b>	<b>23,434,532</b>	<b>22,724,122</b>
<b>Equity and liabilities</b>					
Current liabilities	658,991	653,501	490,730	923,642	1,240,078
Non-current liabilities	2,389,880	2,492,269	2,294,151	4,851,949	4,078,766
<b>Total liabilities</b>	<b>3,048,871</b>	<b>3,145,770</b>	<b>2,784,881</b>	<b>5,775,591</b>	<b>5,318,844</b>
<b>Net assets*</b>	<b>18,674,817</b>	<b>19,591,614</b>	<b>17,966,358</b>	<b>17,658,941</b>	<b>17,405,278</b>
Accumulated funds*	5,114,622	5,127,138	5,044,684	6,124,334	5,920,397
Reserves	13,560,195	14,464,476	12,921,674	11,044,598	11,010,351
Non-controlling interest	-	-	-	490,009	474,530
<b>Total ratepayers' funds*</b>	<b>18,674,817</b>	<b>19,591,614</b>	<b>17,966,358</b>	<b>17,658,941</b>	<b>17,405,278</b>

\*The comparative balances have been restated to reflect an adjustment to the prior year. Refer to Note 7 Reclassification of Intangible Assets in the prior period.

## Summary cash flow statement

### For the year ended 30 June 2025

	Parent			Group	
	30 June 2025 Actual \$000	30 June 2025 Plan \$000	30 June 2024 Actual \$000	30 June 2025 Actual \$000	30 June 2024 Actual \$000
Net cash provided by/(used in) operating activities	418,834	369,868	367,261	725,866	590,923
Net cash (used in)/provided by investing activities	(574,091)	(716,928)	(704,872)	(960,645)	(960,579)
Net cash provided by/(used in) financing activities	238,778	347,060	304,807	328,802	325,204
<b>Net increase/(decrease) in cash and cash equivalents</b>	<b>83,521</b>	<b>-</b>	<b>(32,804)</b>	<b>94,023</b>	<b>(44,452)</b>
Cash eliminated from Parent due to consolidation of CCO (Mayors Welfare Fund)	-	-	(543)	-	-
Cash and cash equivalents at beginning of year	127,347	95,586	160,694	222,551	267,003
<b>Cash and cash equivalents at end of year</b>	<b>210,868</b>	<b>95,586</b>	<b>127,347</b>	<b>316,574</b>	<b>222,551</b>

\*The comparative balances have been restated to reflect an adjustment to the prior year. Refer to Note 7 Reclassification of Intangible Assets in the prior period.

## Summary statement of changes in equity

### For the year ended 30 June 2025

	Parent			Group	
	30 June 2025 Actual \$000	30 June 2025 Plan \$000	30 June 2024 Actual \$000	30 June 2025 Actual \$000	30 June 2024 Actual \$000
Opening equity	17,966,358	18,761,941	17,630,280	17,405,278	17,215,675
Effect of prior period adjustment*	-	-	(80,204)	-	(80,204)
<b>As restated*</b>	<b>17,966,358</b>	<b>18,761,941</b>	<b>17,550,076</b>	<b>17,405,278</b>	<b>17,135,471</b>
Parent entity equity*	708,462	829,673	417,544	228,550	257,688
Non controlling interest	-	-	-	30,277	19,983
<b>Total comprehensive revenue and expenses for the period, net of tax</b>	<b>708,462</b>	<b>829,673</b>	<b>417,544</b>	<b>258,827</b>	<b>277,671</b>
Dividends	-	-	-	(12,672)	(10,813)
Other items	(3)	-	-	7,508	2,949
Elimination of Mayors Welfare Reserve Fund from CCC	-	-	(1,262)	-	-
<b>Closing equity*</b>	<b>18,674,817</b>	<b>19,591,614</b>	<b>17,966,358</b>	<b>17,658,941</b>	<b>17,405,278</b>

\*The comparative balances have been restated to reflect an adjustment to the prior year. Refer to Note 7 Reclassification of Intangible Assets in the prior period.



## Notes to the summary financial statements for the year ended 30 June 2025

### 1. Accounting policies

#### Reporting entity

The Council is a territorial authority governed by the Local Government Act 2002. The consolidated entity consists of the entities listed in the Group structure section.

The Group consists of the ultimate parent, Christchurch City Council, and its subsidiaries as outlined in the Group Structure section. The Council's 38.9% interest in Transwaste Canterbury Limited is equity accounted into the Group's financial statements.

The primary objective of the Council is to provide goods or services for the community or for social benefit rather than to make a financial return. Accordingly, the Council has designated itself a public benefit entity (PBE) for financial reporting purposes. Council is therefore subject to policies and exemptions that may not apply to other entities in the Group. Where PBE treatment of specific issues differs from the usual treatment, this fact is noted in each policy.

The financial statements of the Council are for the year ended 30 June 2025. The summary 2025 financial report was prepared to offer an overview of the Council's performance. The Council authorised the GM Resources/Chief Financial officer to produce and publish the summary report on 31 October 2025. The GM Resources/Chief Financial officer approved the summary 2025 report for issue on 28 November 2025.

We received a qualified opinion on the statement of service performance for the year ended 30 June 2025, as for the 2024 performance year, presented as comparative information, our auditors were unable to obtain assurance over the accuracy of traffic estimate data used to calculate the performance measure, because this estimate data was not sufficiently up to date, as described on pages 132-133 of the full annual report.

The specific disclosures in the summary 2025 financial report have been extracted from the full audited 2025 financial report. The report can be found [here](https://ccc.govt.nz/the-council/how-the-council-works/reporting-and-monitoring/annualreport) (ccc.govt.nz/the-council/how-the-council-works/reporting-and-monitoring/annualreport).

#### Plan values disclosed

The plan values shown in the financial statements represent the 2024/25 prospective financial statements included in the Long Term Plan 2024-2034 adopted on 27 June 2024. This is consistent with the accounting policies used to prepare the financial statements.

#### New accounting standards and interpretations

#### Changes in accounting policy (kaupapahere kaute) and disclosures

The following new standards, interpretations and amendments have been issued and effective as at 30 June 2025. Council has adopted these standards and interpretations.

PBE IPSAS1 Disclosure of Fees for Audit Firms' Services

The standard requires an entity to disclose the fees incurred for services received from the audit firm and a description of each service into specified categories. Note 5 Remuneration of auditors in page 268 of Annual Report 2025 has been expanded to include the additional required information with the adoption of PBE IPSAS 1.

Greater detail of the impact of the changes in accounting policy and disclosures is included in the full 2025 annual report.

#### Accounting standards issued but not yet effective

#### 2024 Omnibus Amendments to PBE Standards

The 2024 Omnibus Amendments issued in October 2024 include updates to PBE IPSAS 1 Presentation of Financial Reports to clarify

the principles for classifying liabilities as current or non-current. The amendments are effective from reporting periods beginning on or after 1 January 2026 with early adoption permitted. The group has not assessed the effect of the amendments in detail.

#### PBE IFRS 17 Insurance Contracts

PBE IFRS 17 Insurance Contracts for public sector entities was issued in June 2023. This standard establishes principles for the recognition, measurement, presentation, and disclosure of insurance contracts. It is effective for reporting periods beginning on or after 1 January 2026 with early adoption permitted. The Group has not early adopted this standard and will assess its impact on future reporting periods.

#### Statement of compliance

The financial statements of the Council have been prepared in accordance with the requirements of the Local Government Act 2002: Part 6 Section 98 and Section 111, and Part 3 of Schedule 10, which includes the requirement to comply with Generally Accepted Accounting Practice in New Zealand (NZ GAAP).

They comply with the Public Benefit Entity Accounting Standards (PBE Standards), and other applicable financial reporting standards, as appropriate for Tier 1 Public Sector PBEs.

#### Basis of preparation

##### Measurement base

The financial statements are presented in New Zealand dollars and all values are rounded to the nearest thousand dollars (\$000). The functional currency of the Council and Group is New Zealand dollars.

The financial statements have been prepared on the basis of historical cost, except for the revaluation of certain non-current assets and financial instruments. The accrual basis of accounting has been used unless otherwise stated.

The 2025 summary financial report complies with PBE FRS 43 - Summary Financial Statements. Please note that the information in the summary financial report does not provide as complete an understanding as the full financial report of the financial and service performance, financial position and cash flows of the Council.

### 2. Capital commitments

The Group has capital commitments to the value of \$406 million (2024: \$516 million) on capital works.

### 3. Contingent liabilities

These liabilities depend on other future events. For the Group, these total \$23 million (2024: \$26 million).

### 4. Legislative requirements

The Local Government Act 2002 (LGA) requires the board of a CCO to deliver an annual report, half year report, and a quarterly report (if requested by the shareholder) and a statement of intent to its shareholders within specified timeframes.

In 2024/25 the following CCO was unable to meet the statutory timeframes for 30 June 2025 annual reports due to delays in its audit programme:

- Development Christchurch Limited

The following CCO was unable to meet the statutory deadlines for 30 June 2024 annual reports due to delays in its audit programme:

- Development Christchurch Limited

## 5. Variances against budget

### Comprehensive revenue and expenses

Total revenues are \$9 million higher than budget due to several factors: increased building activity from subdivisions resulting in more assets than anticipated being transferred to Council (vested assets revenue); higher than anticipated RMA applications, higher revenues from recreation and sports facilities due to higher than anticipated community utilisation (fees and charges revenue) and higher available tax losses to transfer within the Group (subvention receipts - other revenue).

Total expenses are \$6 million higher than budget primarily due to a change in accounting treatment for software as a service, writing off software assets previously held on the balance sheet and an increase in depreciation resulting from the increase in asset values arising from asset additions and revaluation.

### Financial position

Total assets are \$1,014 million lower than budget primarily due to the Long-Term Plan overstating the revaluation forecast movement by \$1,494 million. This was partially offset by an increase in investments and other financial assets of \$388 million due to a combination of revaluation increases and additional investments made during the year.

Total liabilities are \$97 million lower than budget due to a decrease in borrowings of \$95 million arising from the under delivery of capital projects, and a delay in the timing of on-lending to Council subsidiaries.

A more comprehensive review of performance against budget is included in the full annual report.

## 6. Subsequent events

The Parent does not have any significant subsequent events in 2025, however at group level, the following events have been identified:

### ChristchurchNZ Limited

There were no significant events subsequent to the reporting date which require disclosure in the financial statements.

In line with the requirements under the Local Government Act, the Christchurch City Council has undertaken a Section 17A delivery of services cost effectiveness review of economic development in the 2024/25 year. The recommendations from this review have been delivered to Council but no decisions have been made.

The ultimate shareholder, Christchurch City Council, has committed to provide CNZ with funding to deliver sustainable economic development services under the Long-Term Plan (LTP) on their behalf. AS such the Board are satisfied that the entity meets the going concern requirement.

From 1 July 2022, CNZ adopted revised Accounting and Treasury Management Policies, in the anticipation of completing a shortform amalgamation of Development Christchurch Ltd (DCL) into ChristchurchNZ. The shareholder (CCC) approved the amalgamation of DCL into CNZ however the timing of the amalgamation has not been confirmed and now forms part of the decision making in relation to the section 17A review noted above.

### OCHT

Since balance date, on 5 August 2025 the Trust drew down \$3.04 millions of interest free loans from the Ministry of Housing and Urban Developments to help fund the construction of secure homes.

## 7. Reclassification of Intangible Assets in the prior period

### Change in Accounting Treatment

In previous reporting periods, the Council capitalised certain costs relating to Software-as-a-Service (SaaS) arrangements as intangible assets within computer software licences and development costs.

In March 2021, the IFRS Interpretations Committee (IFRIC) issued an agenda decision clarifying the accounting treatment of configuration and customisation costs in cloud computing (SaaS) arrangements. The decision confirmed that, in most cases, such costs do not meet the definition of an intangible asset under IPSAS 31 Intangible Assets (and IAS 38 equivalent), and should instead be recognised as an expense when the related services are received.

This agenda decision was available prior to the publication of the Council's 30 June 2024 annual report. The Council should therefore have applied this guidance in preparing prior period financial statements. The previous treatment represents a material prior period error under PBE IPSAS 3, rather than a change in accounting policy.

### Intangible Treatment Adjustment

The financial statements have been restated to reflect this adjustment. The effect of the restatement is:

- A decrease in intangible assets for the amounts previously capitalised of \$85.5 million.
- An increase in operating expenditure in the years in which the services were consumed. (\$5.3m for the 2024 comparative year).
- A reduction in opening equity at 1 July 2024 of \$85.5 million.

## 8. Local Water Done Well Bill

In response to the Local Government (Water Services Preliminary Arrangements) Act 2024 and the Local Water Done Well reforms, the Council prepared, consulted on, and adopted its Water Services Delivery Plan (WSDP). The WSDP outlines how the Council will fund, manage, and deliver its drinking water, wastewater, and stormwater services in the future. The Council has decided to continue delivering these services in-house.

### Status Update

The Council submitted its WSDP on 22 August 2025.

On 29 October 2025, the Secretary for Local Government formally accepted the Council's WSDP.

### Implications and Next Steps

The adoption of the WSDP confirms the Council's ongoing responsibility for local water service delivery, consistent with the requirements of the Local Government (Water Services Preliminary Arrangements) Act 2024. The Council will continue to implement the plan and report on progress as part of its normal planning and accountability processes.

No further directives or conditions have been issued by the Secretary at this time. Should any future legislative or policy changes arise, the Council will assess their implications and make adjustments as required.

As at the date of adopting these financial statements, the reforms have not had any impact on the Council's financial statements or performance information for the year ended 30 June 2025. Financial and operational effects will be reassessed as implementation continues.

