

# 2022 Community Satisfaction Survey fact sheet

Every two years, we ask local residents to rate their satisfaction with Council services and facilities, and their attitudes towards a range of community issues. This is called the Community Satisfaction Survey (CSS), and this information provides Council with a baseline to assess our performance on.

From May to July this year, an independent research company interviewed a representative sample of **over 600 residents** from all suburbs in the Maitland LGA.



**96%** of respondents rate their quality of life as good to excellent.



Our **accessible location, rural aspect** and **variety of services** are Maitland's most loved qualities.



**91%** of respondents are at least somewhat satisfied with Council's performance.



**73%** of residents know who the current Mayor is.



**9%** are not very satisfied or not at all satisfied with Council's performance.



**57%** know one or more Councillors.

Our best performing services are...



**Festivals and events**



**Ranger services**



**Waste and recycling**

Areas in need of improvement are...



**Maintenance of local roads**



**Traffic management**



**Honesty and transparency**

## Communication with Council



**9%** of residents are not satisfied with Council's level of communication.



**79%** of residents seek information online, via Council's website and social media platforms.



**54%** of residents have contacted Council in the last 12 months. The most common areas of enquiry were **roads, footpaths** and **drains**, as well as **planning and development**.

## Housing and development



**71%** of residents are at least somewhat supportive of a greater diversity of housing across the City.



**83%** believe additional homes benefit the area through a greater sense of community and increased services.



**Traffic** and **parking** are the biggest concerns of increased population and housing growth.

## Want to learn more?

- Read the full report here: [mait.city/SatisfactionSurvey](https://mait.city/SatisfactionSurvey)
- Learn who your Councillors are: [mait.city/councillors](https://mait.city/councillors)