

# Responses

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A total of 6,346 submissions were received from unique individuals for the Rubbish and Recycling consultation; 3,991 responses were received via the online feedback form, have your say email, post and phone. An additional 2,355 were received from an email set up by Kiwi Consortium.

Interim calculations indicate that around 268 individuals who submitted an email via Kiwi Consortium also entered one via the Council's online feedback form. A further 150 of these had altered the original text provided by the Kiwi Consortium. In some cases the text still aligns with the points made by the Kiwi Consortium - in some cases it does not. Further analysis of the emails with altered text is being undertaken.

Analysis of the Kiwi Consortium email submissions is included at the end of the document. It was not possible to include these submissions in the overall quantitative analysis as they did not directly address the proposed options.

There are approximately 3,500 to 3,800 responses to the questions asked in the Council form<sup>1</sup>. The margin of error based on this level of response indicates that Councillors can be confident that the results are 95% likely to reflect the overall views of all residents within +/- 2 percent.

## Demographics of respondents

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Nearly all respondents (99%) stated they lived in Lower Hutt. Of the 18 who stated they did not live in Lower Hutt, four owned a house/townhouse in Lower Hutt. Based on proportion of the population, there was good representation from all areas although Western Ward residents were slightly over represented and Wainuiomata slightly under.

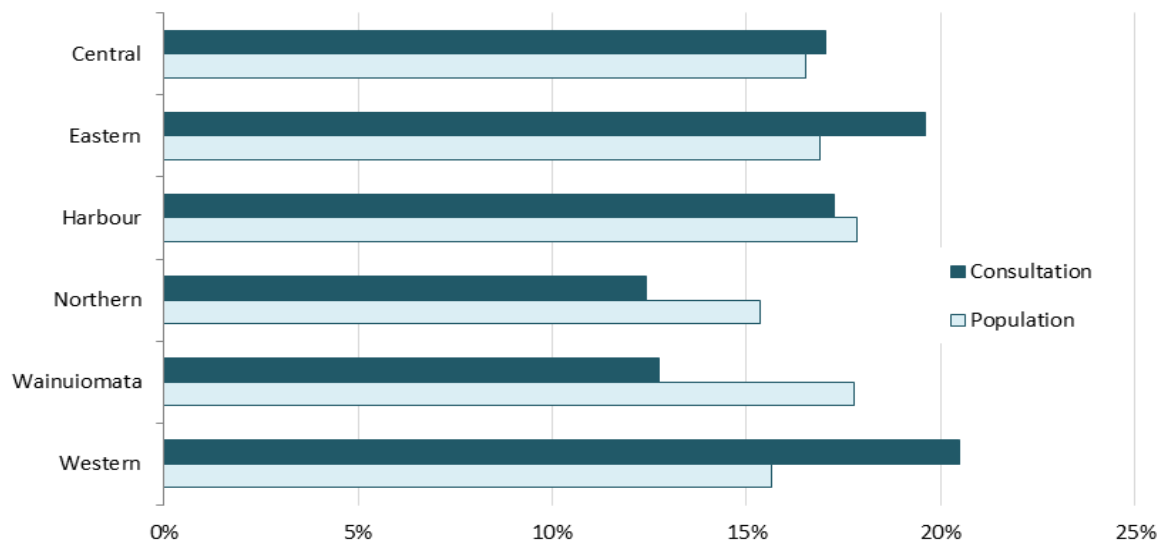
Figure 1: Proportion of respondents compared to proportion of total population by ward

| Ward        | Consultation respondents |     | Total Population |     |
|-------------|--------------------------|-----|------------------|-----|
|             | No.                      | %   | No.              | %   |
| Central     | 634                      | 17% | 17265            | 17% |
| Eastern     | 730                      | 20% | 17670            | 17% |
| Harbour     | 643                      | 17% | 18654            | 18% |
| Northern    | 462                      | 12% | 16032            | 15% |
| Wainuiomata | 474                      | 13% | 18561            | 18% |
| Western     | 762                      | 20% | 16353            | 16% |
| Other       | 18                       | 0%  |                  |     |

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<sup>1</sup> The margin of error is +/- 1.56%

Figure 2: Proportion of respondents compared to proportion of total population by ward



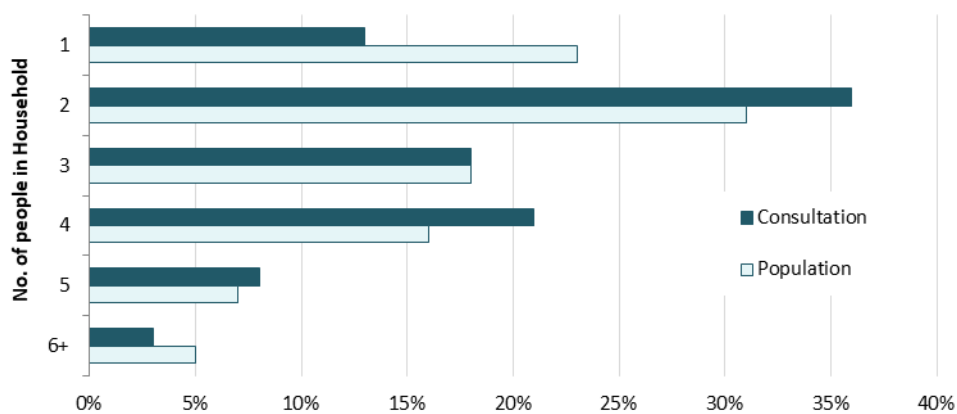
### House hold size

All household sizes were represented. Those living alone (1 person households) and those in larger 6 or more person households are slightly under represented; those living in 2 and 4 person households slightly over represented.

Figure 3: Proportion of respondents and total population by household size

| Household size   | Consultation | Total population |
|------------------|--------------|------------------|
| 1 person         | 13%          | 23%              |
| 2 people         | 36%          | 31%              |
| 3 people         | 18%          | 18%              |
| 4 people         | 21%          | 16%              |
| 5 people         | 8%           | 7%               |
| 6 or more people | 3%           | 5%               |

Figure 4: Proportion of respondents and total population by household size



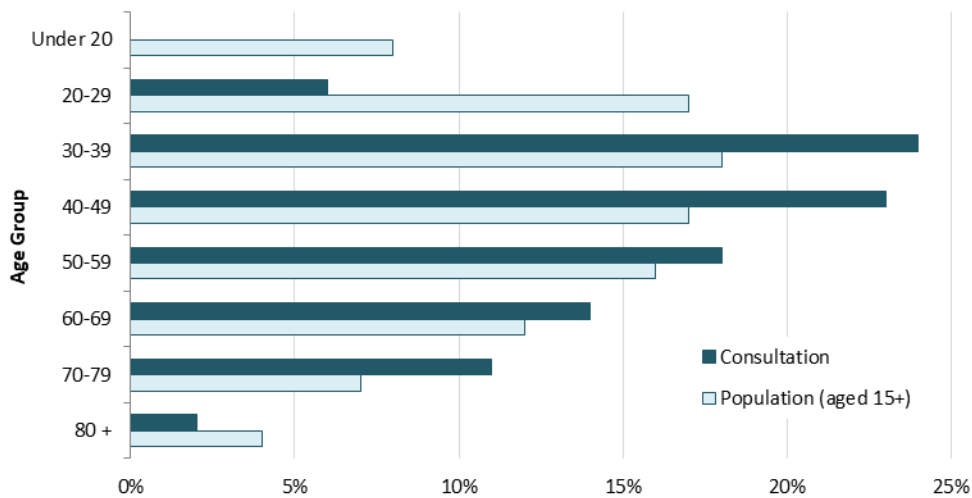
## Age

A very small number of those<sup>2</sup> aged under 20 years made an individual submission. Those aged under 30 were under represented with all other age groups except those aged 80 or over being over represented compared to their proportion of the population.

Figure 5: Proportion of respondents and total population by age group

| Age        | Consultation | Population (aged 15+) |
|------------|--------------|-----------------------|
| Under 20   | 0%           | 8%                    |
| 20-29      | 6%           | 17%                   |
| 30-39      | 24%          | 18%                   |
| 40-49      | 23%          | 17%                   |
| 50-59      | 18%          | 16%                   |
| 60-69      | 14%          | 12%                   |
| 70-79      | 11%          | 7%                    |
| 80 +       | 2%           | 4%                    |
| Not stated | 1%           |                       |

Figure 6: Proportion of respondents and total population by age group



<sup>2</sup> 0% indicates that there were responses but the % was less than 0.5% so rounds to 0%. If no one in a group responds then a '—' is used.

## Dwelling type

Most respondents (94%) lived in a standalone house or townhouse. A small number of multi-unit, apartment and retirement home residents also provided feedback.

Figure 7: Proportion of respondents and population by dwelling type

| Dwelling type                 |     |                |     |
|-------------------------------|-----|----------------|-----|
| Consultation                  |     | Population     |     |
| Standalone house or townhouse | 94% | Separate house | 82% |
| Multi-unit block              | 4%  | Medium density | 18% |
| Apartment building            | 1%  | High density   | 1%  |
| Retirement home               | 0%  | Other          | 0%  |
| Other                         | 2%  |                |     |

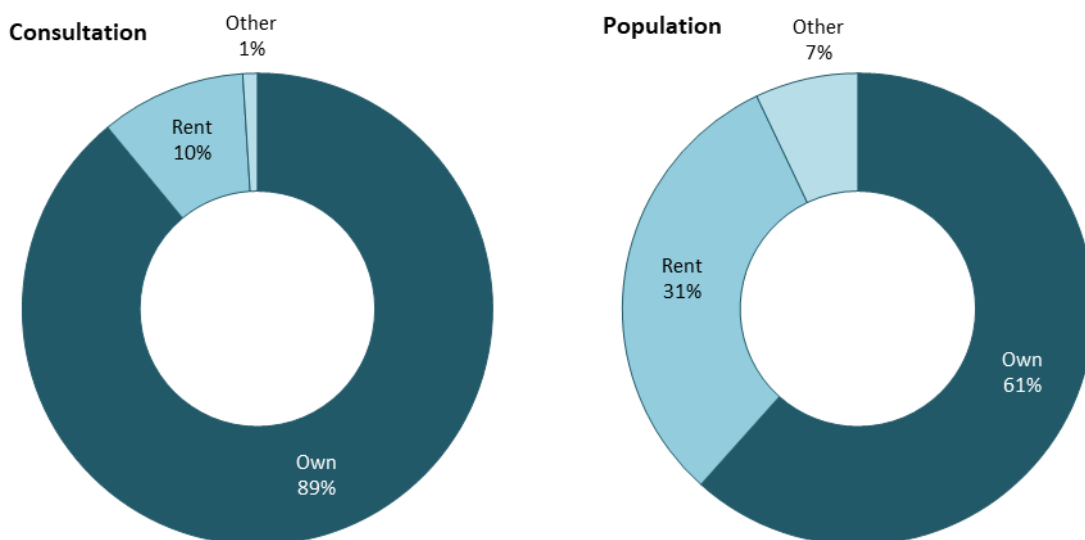
## Home ownership

Just below 90 percent of respondents owned their own home; this is considerably higher than the proportion of the population who own in Lower Hutt.

Figure 8: Proportion of residents and population who own the home they live in

| Tenure | Consultation | Population |
|--------|--------------|------------|
| Own    | 89%          | 61%        |
| Rent   | 10%          | 31%        |
| Other  | 1%           | 7%         |

Figure 9: Proportion of residents and population who own the home they live in



Only 10% of respondents owned a property within Lower Hutt that they did not live in.

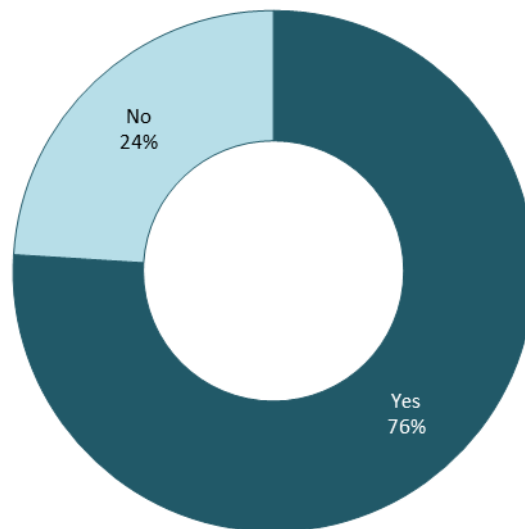
# Results

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## Recycling proposal

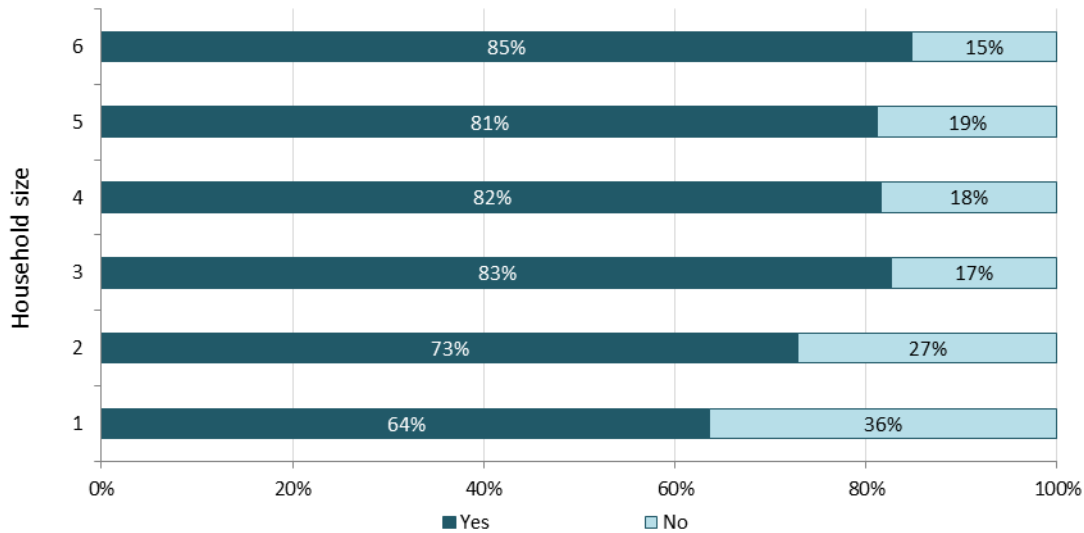
Total responses: 3,900

|  |     |     |
|--|-----|-----|
| Agree with proposed replacement option | Yes | 76% |
|  | No  | 24% |

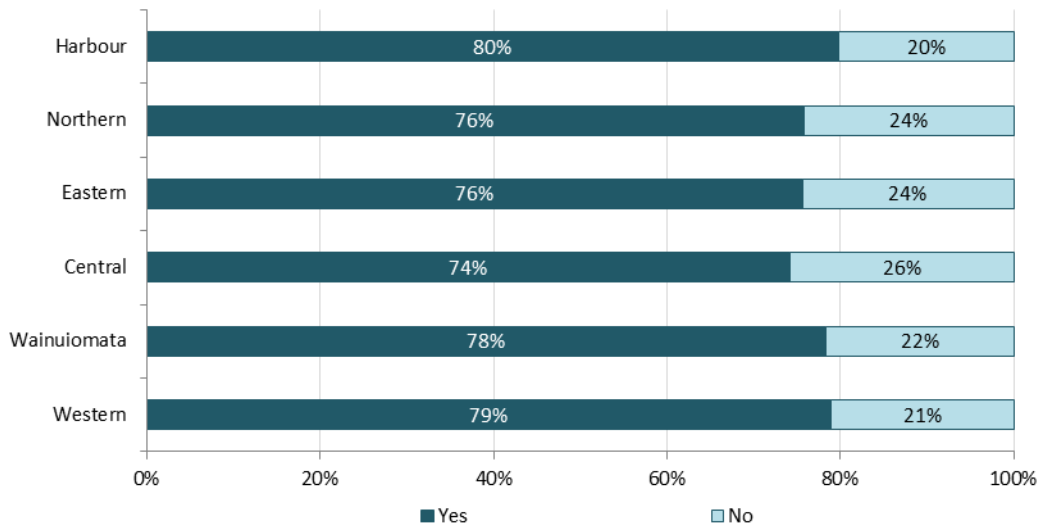


### Recycling proposal by household size and ward

Support for the proposed recycling collection was significantly higher among larger households. Between 81 and 85 percent of households with 3 or more people supported the proposal. Just under three quarters (73%) of two person and less than two thirds (64%) of single person households were in support. The comments indicate that the key reason smaller households did not support the proposal was the bin size proposed.



The level of support was not influenced by where people lived.



## Why/Why not – support for recycling option

A lot of the comments in this section relate to the rubbish options proposed, especially from those who selected they did not support the proposal. The question was changed in week 2 to try and clarify that this question related to recycling and not rubbish but this did not have a significant impact on the type of comments received.

## Key themes

### Wind

Key themes

- The amount of recycling currently blown around as the current crates are not fit for purpose
- Concerns that the new 240 litre recycling bins may get knocked over in the wind

## Costs

### Key themes

- That the new system was cheaper and offered better value for money
- Several stated they agreed along as it was included in their rates
- Some comments indicate a level of misunderstanding – stating that they don't currently pay anything

## Size

### Key themes

- Respondents liked the increased capacity for recycling that the new option would give them
- Many mentioned the crates did not offer sufficient capacity
- Several were worried about the size of the bin and would like to have a smaller option

## Collection Frequency

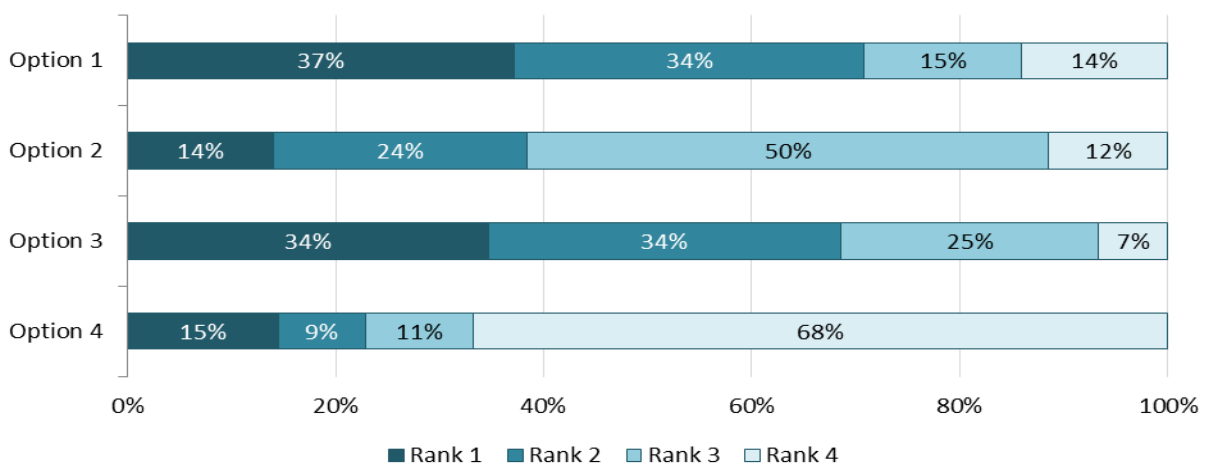
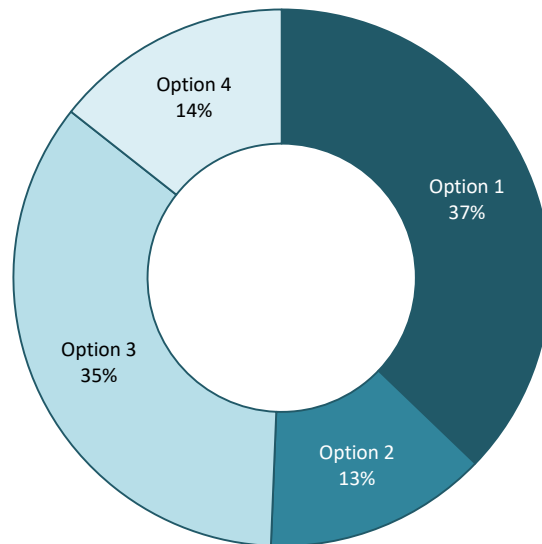
### Key themes

- Many supported the fortnightly frequency
- Some wanted a more or less frequent collection – more flexibility

## Rubbish Options

Total responses: 3,820

|        | Option 1<br>Council Fortnightly | Option 2 –<br>Council<br>Pay as you throw | Option 3<br>Council Weekly | Option 4<br>Private services only |
|--------|---------------------------------|---|----------------------------|-----------------------------------|
| Rank 1 | 37%                             | 13%                                       | 34%                        | 15%                               |
| Rank 2 | 34%                             | 24%                                       | 34%                        | 9%                                |
| Rank 3 | 15%                             | 50%                                       | 25%                        | 11%                               |
| Rank 4 | 14%                             | 12%                                       | 7%                         | 68%                               |





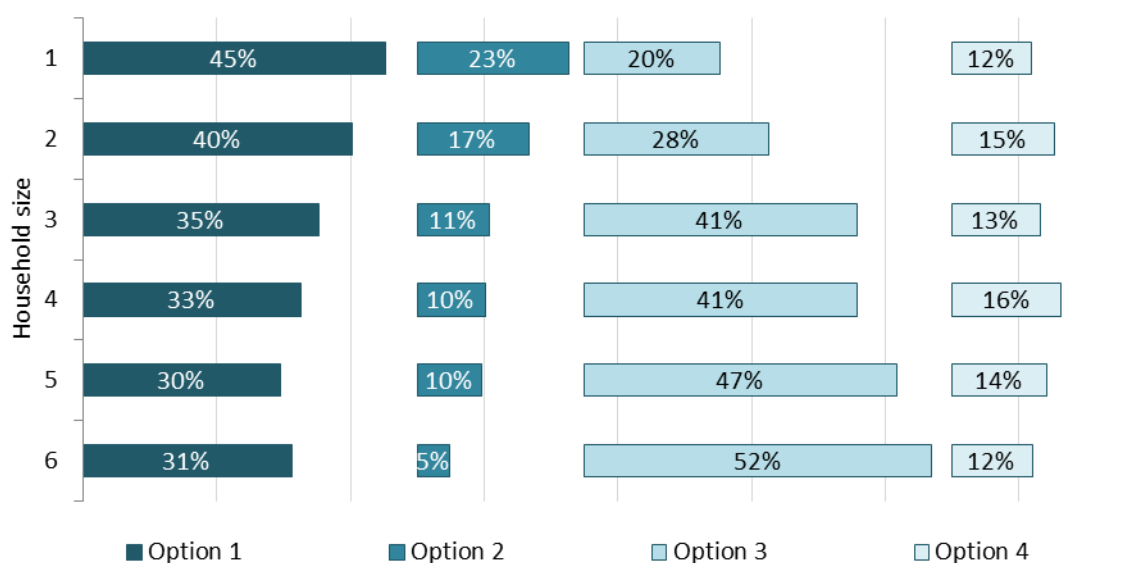
71% of respondents want a rates-funded wheelie bin service (either option 1 or 3). The was reflected throughout ward responses.

### Rubbish option by household size

Nearly half of one person households have ranked option 1 as their number 1 choice. Their second preference is pay as you throw. Many of the comments from respondents who live alone are that they don't have enough rubbish to warrant more frequent collection.

Around half of larger households (5 or more people) selected option 3 as their number one choice. Preference for option 1, 2 and 3 is directly driven by household size. Preference for option 4 is not correlated to household size at all.

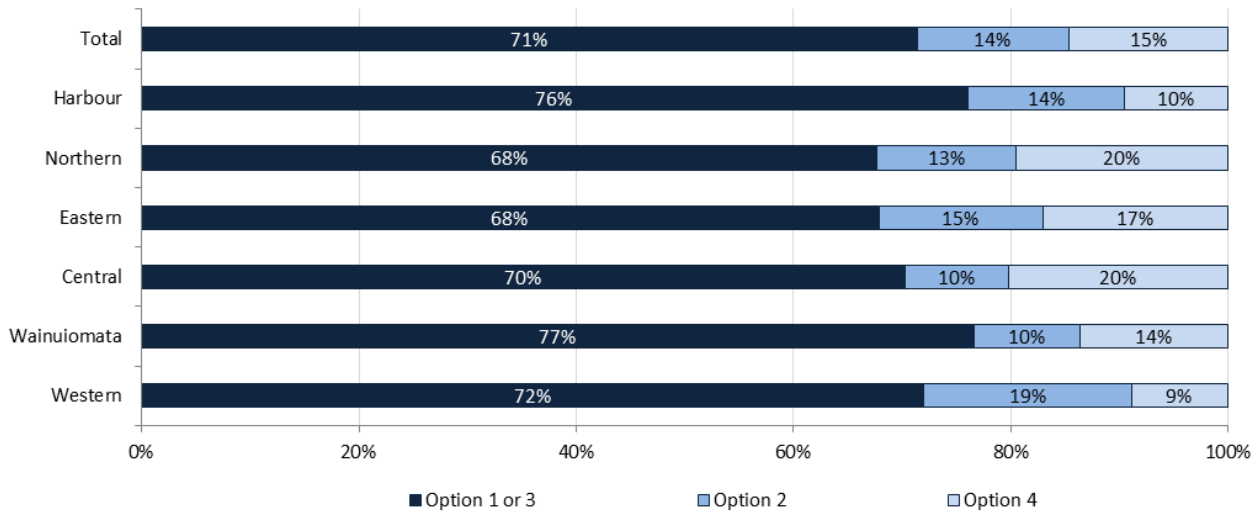
| HH Size | Option 1 | Option 2 | Option 3 | Option 4 |
|---------|----------|----------|----------|----------|
| 1       | 45%      | 23%      | 20%      | 12%      |
| 2       | 40%      | 17%      | 28%      | 15%      |
| 3       | 35%      | 11%      | 41%      | 13%      |
| 4       | 33%      | 10%      | 42%      | 16%      |
| 5       | 30%      | 10%      | 47%      | 14%      |
| 6       | 31%      | 5%       | 52%      | 12%      |



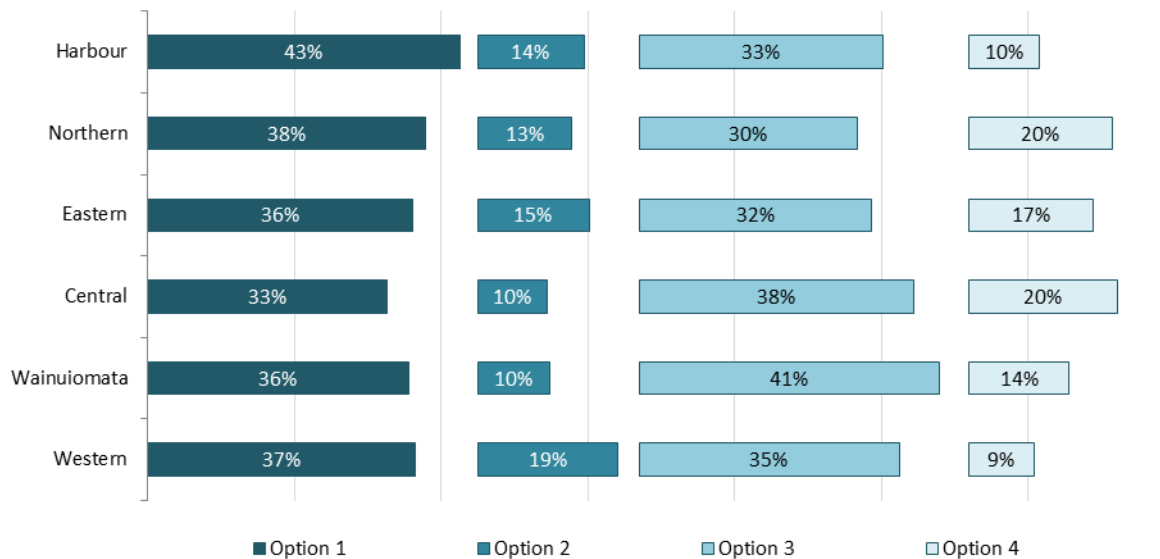
### Rubbish option by ward

Where people lived had little influence on their preferred option. Respondents who live in the Harbour ward were the most likely to prefer option 1, and those in the Wainuiomata ward option 3. However, this is correlated to where those living in small and larger households came from. Therefore the driver of

difference remains household size.



| Ward        | Option 1 | Option 2 | Option 3 | Option 4 |
|-------------|----------|----------|----------|----------|
| Harbour     | 43%      | 14%      | 33%      | 10%      |
| Northern    | 38%      | 13%      | 30%      | 20%      |
| Eastern     | 36%      | 15%      | 32%      | 17%      |
| Central     | 33%      | 10%      | 38%      | 20%      |
| Wainuiomata | 36%      | 10%      | 41%      | 14%      |
| Western     | 37%      | 19%      | 35%      | 9%       |



## Green Waste and Schools

Three quarters of respondents supported Council offering an opt-in green waste service and of these nearly half said they would use the service. There were several comments about this service with three groups emerging:

- Those who supported the service but would not use it due to concerns about the monthly collection not being frequent enough especially in summer
- Those who supported the service but would not use it because they composted

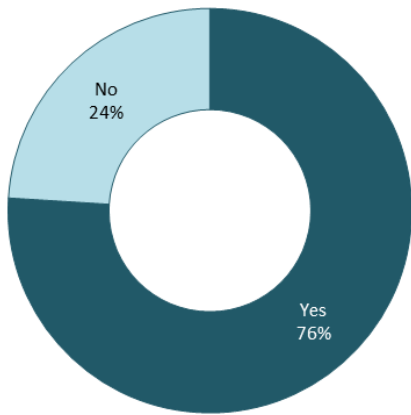
- Those who supported but would not use, and those who did not support, because they used their current rubbish wheelie bin to dispose of green waste

Almost all the comments about providing free recycling services to the education providers outlined fell into three groups:

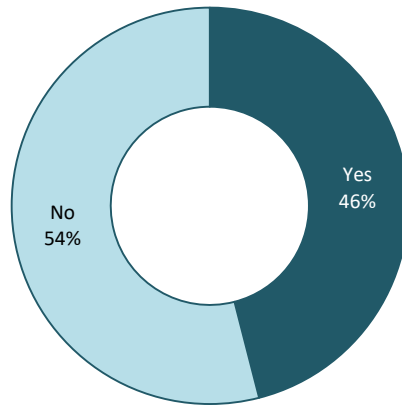
- Those who felt this was not something Council should do, and that this was something the Ministry of Education was responsible for
- Those who supported the concept but were keen to see it accompanied by education and awareness
- Those who supported the concept but only in state funded and not for profit education providers, not private or profit making entities

| Question  | Response |     |
|---|----------|-----|
| <b>Support an opt-in green waste service</b>                        | Yes      | 76% |
|   | No       | 24% |
| <b>Use a green waste service</b>                                    | Yes      | 46% |
|   | No       | 54% |
| <b>Support free recycling services at these education providers</b> | Yes      | 81% |
|   | No       | 19% |

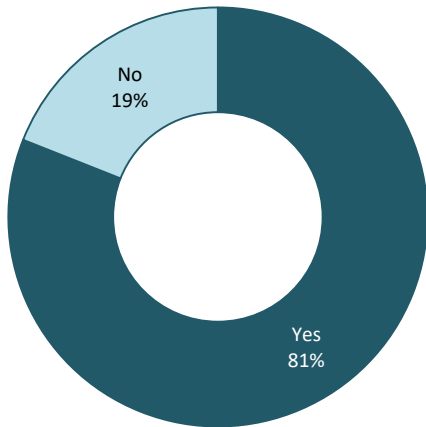
**Support opt-in green waste**



**Use opt-in green waste**



**Free recycling to education providers**



## Kiwi Consortium Submissions

A collection of waste collection operators – Al's Litta Binz, Low Cost Bins, Econowaste, Daily Karts and Earthcare Environmental – established a form that enabled respondents to fill in their name and address and submit an email to Council. The default text included in the email is included in the box.

A total of 2,581 submissions were received. This number reduced to 2,354 once duplicates were removed. Nearly all (93%) of these were from Lower Hutt residents; 6% were from Upper Hutt and 1% did not provide an address.

Within the email the text could be altered. 120 respondents chose to alter their submission from the original text provided by Kiwi Consortium. Most chose to remove one or more of the bullet points provided. Some completely altered the text.

*"I sent a submission through modernwaste.co.nz earlier today but hadn't done enough research. Since reading more I would like to remove that email I sent. I now believe that the council Option 1 is a good fit for our family. Apologies for the confusion"*

*"Please disregard all submissions on a form like this. They are all being led astray by some faceless geek who doesn't even live in Lower Hutt and who wants to see people who can't afford to pay for their own waste to be collected having to just dump it somewhere like the river bank or the beach. Keep Lower Hutt Clean; please don't go for Option 4"*

*"On the proposed changes, I would support where I could choose the collection frequency, price and bin size to suit our family of two."*

*"I like option 3 because of the frequency of service offered, but don't like the 120l bin size offered. You should be able to offer 240l as an option. I like option 1 for the bin size but the frequency needs to be weekly. I also encourage the council to investigate a composting service. I have used such a service in Australia and it significantly reduced the volume of material entering the general waste bin."*

*"I do not support the waste management system becoming a monopoly service with no competition to control market pricing and service quality. Option 1 directly challenges my consumer right to choose and risks increased future rates burden being imposed on rate paying residents."*

*"The Council is not a good business operator and should leave the current efficient system as it is. It appears to me that the Council has come up with a solution before they have identified a problem that needs solving. Council staff should be more productively employed than dreaming up stuff like this."*

*"None of your options addresses my household needs. I currently have a weekly private collection service for a 240l bin. I pay more than double your proposed price for fortnightly collection of this bin size. It would make sense to leverage the council's procurement scale to offer rate payers a better deal on waste collection, where I can choose the bin size and frequency of collection that suits my family. Then we can individually negotiate with private providers."*

These submissions, in general, could not be included in the quantitative analysis as no feedback on the recycling, green waste or education in schools was provided in the submission. And, although an indication is given for their preference for the rubbish option question no clear, objective rank is offered.

In the few cases where the text has been altered a clear indication of preference indicated these responses were included in the analysis.