

Mahere Tekau Tau 2024–2034

Our 10 Year Plan 2024–2034

Ōu kōrero mō te mahere tekau tau

What you said about this 10 Year Plan



Ōu kōrero mō te mahere tekau tau

What you said about this 10 Year Plan

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Hei whakakōpani i tēnei wāhanga

Closing the loop

Consultation on our 10 Year Plan took place from 2 April to 3 May 2024. Our consultation document set out the proposed direction and priorities for Council over the next 10 years, and covered specific areas like infrastructure investment, new fees and charges, and updated policies.

We asked for feedback on many aspects of Council's activities, including four key projects: water services investment, food and green organic collection service, introducing a rates remission policy for financial hardship and investment in Petone assets.

We shared the consultation document and draft 10 Year Plan on our website, along with supporting information to help our community understand the challenges we're facing. To support the online material, we also had physical copies available at all our facilities.

This was one of our biggest engagements and we had a fantastic response from our community.

Ngā mihi

Thank you to everyone who took the time to share their thoughts and help us take the next steps for our 10 Year Plan.

Consultation



Dedicated website



Online consultation document



Online supporting information



Online feedback form



Rates calculator



Dedicated email address



Audio recording of consultation document



Printed consultation document



Printed feedback form



20+ drop in sessions

Results



6,262
people viewed the 10 Year Plan website



1,457
people used the online rates calculator



1,320
people completed the feedback form



113
people spoke at our 10 Year Plan hearings



450
people made other written submissions

What we heard and decisions on our 10 Year Plan

The following results are from our online feedback form and have been calculated independently by Public Voice.

These statistics provide a snapshot of results, while all other information was also fully considered including the public hearings, community events, other submissions, and Council meetings.

Our four key issues

Our four key issues: water services investment, food organics and green organics collection service, introducing a financial hardship policy and investment in Petone assets. Detailed information on our four key issues is provided on the following pages.

1



Ratonga wai Water services

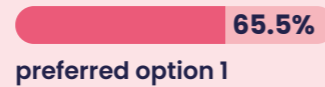
We asked for your help to indicate the level of investment you're willing to fund for our water services through rates.

★ Confirmed

Option 1

Increased water infrastructure budget of \$1.6 billion over 10 years, including water meter installation and additional \$2.8 million to resolve backlog of leak repairs

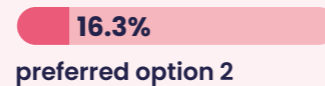
What we heard



Option 2

Increased water infrastructure budget of \$2.6 billion over 10 years, including water meter installation and the maximum level of pipe renewals we can deliver

What we heard



“We need to get serious about the pipes”

I support more investment in fixing leaks and additional investments to more renewals so that we aren't just chasing our tails and fixing leaks without addressing wider issues.

Lower Hutt resident

“Fix the leaks!”

I would like to see more spent on fixing leaks but do not see how water meters will help to fix things.

Lower Hutt resident

What we heard

There was overwhelming agreement that we needed to prioritise fixing leaks and invest in long term solutions for our ageing infrastructure. There were calls to prioritise essential water infrastructure over less critical expenditures and explore alternative funding options. There was opposition to water meters and further work will be carried out by Council to look at the best solutions for the future. Some support for water metering was also noted in the feedback as a fair user-pays approach. There is also demand for increased accountability and urgency in managing our water services efficiently.



What we decided

Option 1 was confirmed as the best way ahead. The largest part of our budget in this 10 Year Plan is for water infrastructure. Additional funding of \$1.5 million per annum from 2025-26 is included for leak repairs.

2



Ratonga kohi pararopi Food organics and green organics collection service

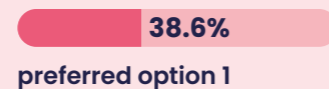
We asked you to tell us about your thoughts on a food organic and green organic collection service, proposed to start 1 July 2027.

★ Confirmed

Option 1

Set up a food organic and green organic collection service starting 1 July 2027

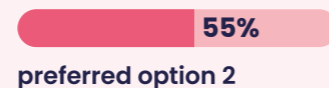
What we heard



Option 2

Stay as we are (status quo) and maintain the current service with an opt-in green waste collection

What we heard



“An essential service”

Food organic and green organic will be seen as an essential service once introduced. Compost this waste rather than bury it in landfills.

Lower Hutt resident

“I already manage our organic waste”

For us, the benefit of diverting the small amount of food waste that goes in the red bin wouldn't really offset the inconvenience of having the red bin emptied less frequently and ending up with another bin.

Lower Hutt resident

“Love this idea”

While we have a compost bin, not everyone has this option. Great idea to remove food waste from rubbish bins.

Lower Hutt resident

What we heard

There were mixed views on whether an organic waste collection service should be a priority. There were calls for more education on waste minimisation and composting. Concerns about additional costs to ratepayers and whether the service would be worthwhile were raised. Support for Option 2 was higher among our older age groups and those people renting were more likely to prefer Option 1 compared to homeowners. It was decided that we continue to explore Option 1. It was noted this service cannot go ahead without support from Porirua City Council and Wellington City Council along with Government funding. Further work will continue.



What we decided

Option 1 was retained in the interim whilst further work is undertaken.

In response to feedback received, as well as the uncertainty regarding participation rates, reliance on unconfirmed Government funding, and how we could accommodate those who currently compost, further investigations will be carried out to see how these concerns might be addressed.

3



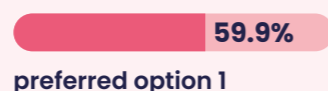
He murunga utu Rates relief for low-income households

We asked if you supported the idea to create a Rates Remission Policy that will provide financial relief for households experiencing financial hardship.

Option 1

New Rates Remission Policy – up to \$250 rates remission per year for eligible households

What we heard



★ Confirmed

Option 2

Maintain the status-quo and not offer a rates remission based on financial hardship

What we heard



“We cannot support this initiative”

It fails to assist those most in need: those on fixed or low income who rent, no doubt landlords will pass on any rates increase directly to tenants.

Lower Hutt resident

“Support the households that are facing financial hardship”

It is really important to support households who are facing financial hardship, particularly in light of the current cost of living crisis.

Lower Hutt resident

What we heard

There were differing views on providing additional assistance to low-income households. Concerns were raised about the policy’s fairness and whether the proposed rates remission was effective enough as a tool to target those who most need financial support. The potential cost implications and additional rate rise costs were noted in the feedback.



What we decided

Option 2 was confirmed, maintain the status quo.



Concerns were raised around fairness and potential cost implications. There are other options available to our community to help those in hardship e.g., Government’s Rates Rebates Scheme is currently available to those that meet the criteria and more information about this can be found hutt.city/rates-rebate

4



Nga hua pumau | Pito One Petone assets

We wanted to understand which assets you'd like us to prioritise in Petone.

Option 1

Total investment of \$18.4 million

Petone Library building \$10 million

Petone Wharf \$6 million

Petone Rec Grandstand \$2.4 million

What we heard

38%

preferred option 1

Option 2

Total investment of \$20 million

Petone Library building \$5 million

Petone Wharf \$10.2 million

Petone Rec Grandstand \$4.8 million

What we heard

33.9%

preferred option 2

★ Confirmed

Option 3

In response to strong community feedback on this issue, Council introduced a new third option:

Petone Library building \$5 million to repair the existing building including minor internal layout changes

Petone Wharf \$12 million investment set aside for investigations and potential refurbishment works

Petone Rec Grandstand \$3 million to demolish the seating and first floor, earthquake strengthen the ground floor and install new lightweight roof with some seating provided

“Keep our Wharf!”

I strongly disagree with the demolition of the Wharf. This is an important historical feature for all of our Lower Hutt, and I vote to refurbish as was previously decided.

Lower Hutt resident

“Spend money on active assets”

I support demolishing the Wharf. Sad to see it go, but better to spend money on more active assets like the library.

Lower Hutt resident

What we heard

Support was heard for retaining and refurbishing the Wharf, given its heritage value and potential for recreational use. There was preference for upgrading the library to create a modern, multi-purpose community hub as opposed to a full rebuild. There were mixed views on whether to demolish or refurbish the grandstand, with support for retaining some facilities for sports clubs.



What we decided

The new Option 3 proposed was confirmed given community feedback and budget constraints. Further work and investigations will now take place. Updates will be provided on our website as we have them.

He aha atu anō? What else?

We asked for your help with other important issues affecting our city. These results provide a snapshot of our online survey responses. Decision making also considered feedback from public hearings, community events, other submissions and Council meetings.

Whakahaerenga huarawa Managing our assets

What we proposed

Increasing leases, license, and fire fees, reflecting their true costs. Investigate when and how our facilities and spaces are used for better service to our communities.

What you said

Agreed or Strongly Agreed

42.7%

What we decided

Proceeding with our proposed approach.

Ngā utu Fees & Charges

What we proposed

Updating our fees and charges in line with inflation and ensure revenue received keeps up with the rising cost of services.

What you said

Agreed or Strongly Agreed

37.7%

What we decided

Proceeding with our proposed approach.

Pūtea Atawhai Development Contributions

What we proposed

New assessment category for residential development with four or more bedrooms. Increasing Development Contribution charges.

What you said

Agreed or Strongly Agreed

28.9%

What we decided

After feedback we've reduced the charges which can be found in the policy. We've also introduced a transition for Development Contribution charges in the Valley floor over three years and a Development Contribution remission and rebate policy for community housing providers.

He Rāpopotonga o te Rautaki Hanganga Infrastructure Strategy

What we proposed

Updating our Infrastructure Strategy to prioritise investment in water and transport infrastructure, and delivering projects supported by the Infrastructure Acceleration Fund and included in the Reserves Investment Strategy.

What you said

Agreed or Strongly Agreed

45.7%

What we decided

We're proceeding with planned prioritised investment and supporting major projects such as water network renewals, Petone collecting sewer, water meter investigations, Cross Valley Connections, Tupua Horo Nuku and Te Wai Takamori o Te Awa Kairangi (RiverLink).

Reserves Investment Strategy

What we proposed

A list of projects to provide better quality green spaces to help address the effect of growth and intensification in our city.

What you said

Agreed or Strongly Agreed

34.1%

What we decided

Proceed with the strategy's direction, protecting and enhancing our parks and reserves for community and environmental well-being.



Take pūtea Financial Strategy

What we proposed

Updating our Financial Strategy to balance investment needs, debt limits and rates affordability over the next 10 years.

What you said

Agreed or Strongly Agreed

33.8%

What we decided

Proceeding with a sustainable and sensible approach to managing our finances and spending decisions.

Rates revenue increase

What we proposed

Increasing the total rates revenue, we collect by 16.9% (after growth) for the year 2024-25. An average household increase of \$10.81 per week, or \$562 per year.

What you said

Agreed or Strongly Agreed

31.5%

What we decided

Proceed with a 16.9% rates revenue increase (after growth) for 2024-25. There was overall agreement that the rates increase was needed to focus on investment in core infrastructure.

Your overall satisfaction with Council's direction with the 10 Year Plan

What we asked

We wanted you to indicate to us your overall satisfaction levels with Council's direction with the 10 Year Plan.

What you said

Agreed or Strongly Agreed

43.4%

Māramatanga Insights

- ✓ You advocated strongly for investment in core services and prioritising investment in essential infrastructure such as water, waste, and transport
- ✓ You agreed that we needed to enhance our existing parks and reserves for community wellbeing and protect our environment and green spaces
- ✓ You asked us to look at other options for preserving Petone Wharf
- ✓ You asked us to look at user-pays systems for non-essentials
- ✓ You asked for more clarity on the implementation of water meters
- ✓ You supported us taking a sensible approach to spending and investment across all areas
- ✓ You asked us to look again at our Development Contributions Policy and make it fairer

