

Resident Satisfaction Survey 2025

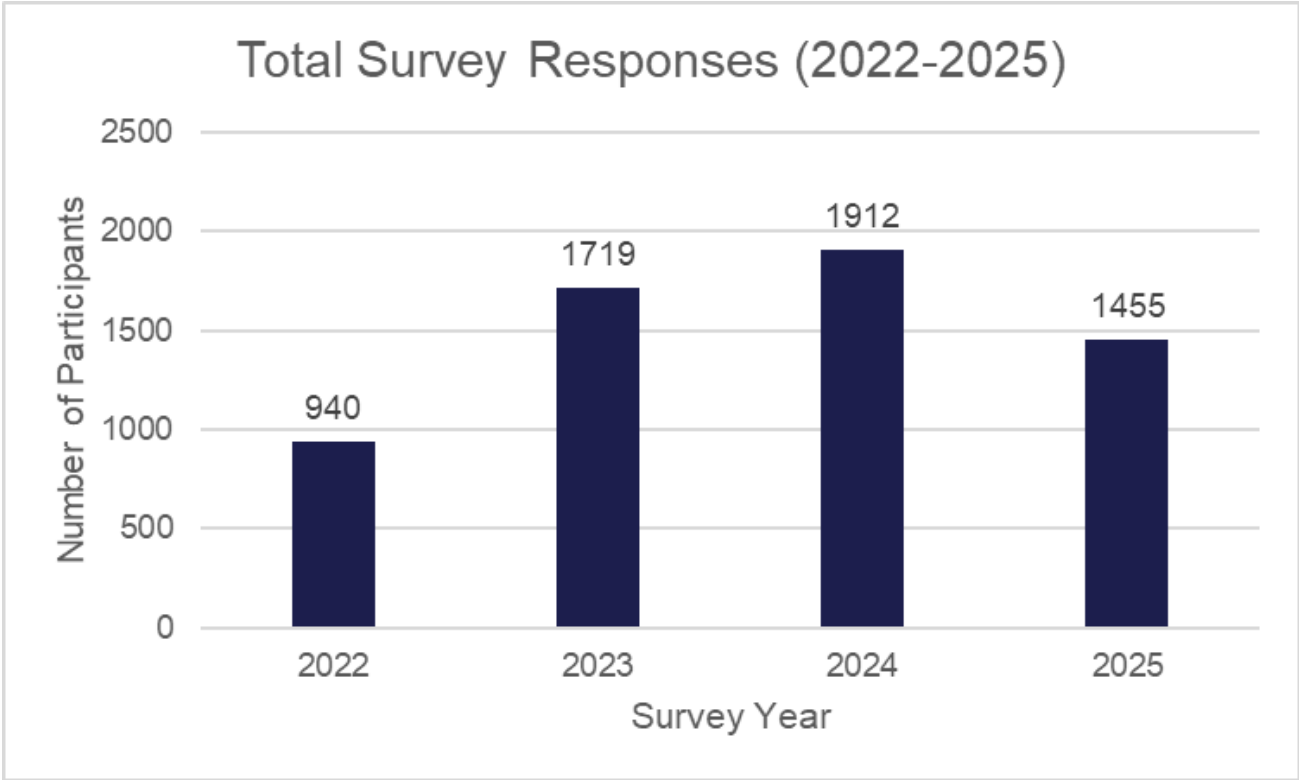
Deepak Gautam – Research Analyst

Mike Nuth – Principal Advisor , Research & Evaluation

Survey participation

- Introduction and Executive Summary
- Methodology and Data Collection
- Satisfaction at a Glance
- Communication and Engagement
- Council Decision Making
- City Perceptions
- Performance of Organisation & Elected Members/Mayor
- Council-Maintained Facilities
- Council-Maintained Spaces
- Transport Infrastructure
- Kerbside Rubbish and Recycling
- Three Waters Services
- Healthy Home Attributes
- Focus Group Hui

The chart below compares survey participation rates since 2022.

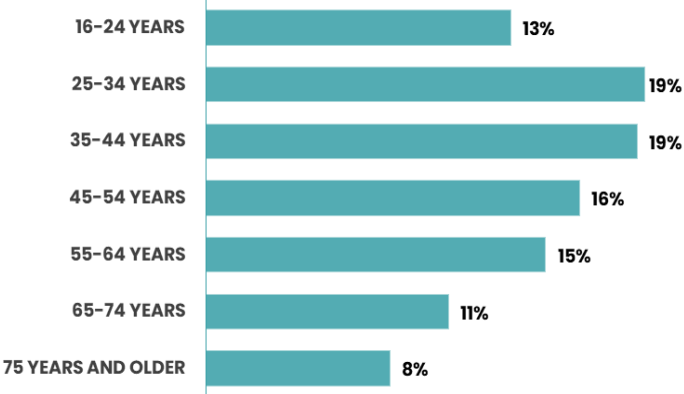


Sample comparison by age

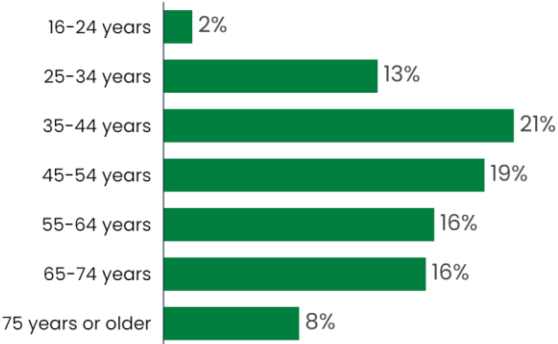
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The chart below compares population distribution by age group as of Census 2023 and sample responses from the Resident Satisfaction Survey 2024 and 2025.

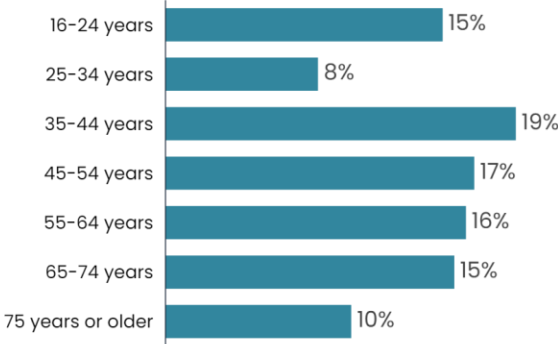
Age Distribution Census 2023



RSS 2024



RSS 2025



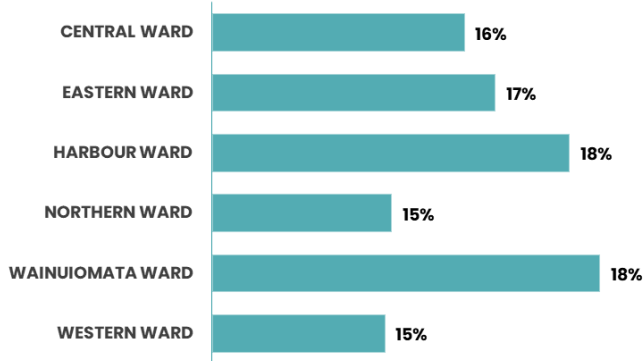
Presented sample responses are unweighted.

Sample comparison by ward

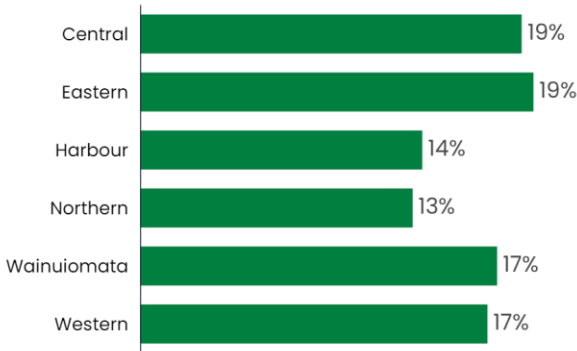
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The chart below compares population distribution by ward (geographic boundaries) as of Census 2023 and sample responses from the Resident Satisfaction Survey 2024 and 2025.

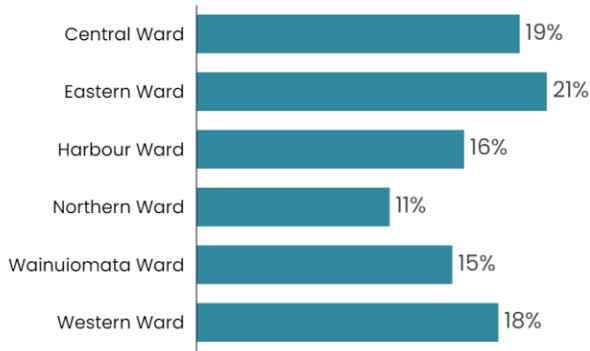
Ward Distribution Census 2023



RSS 2024



RSS 2025



The presented sample responses are unweighted.

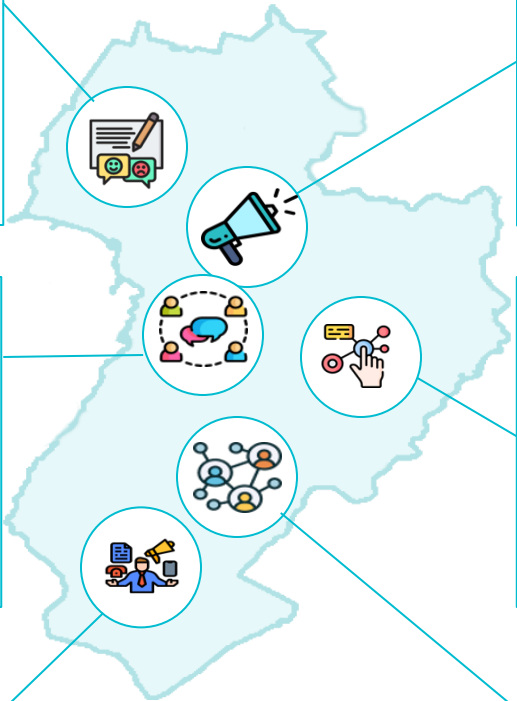
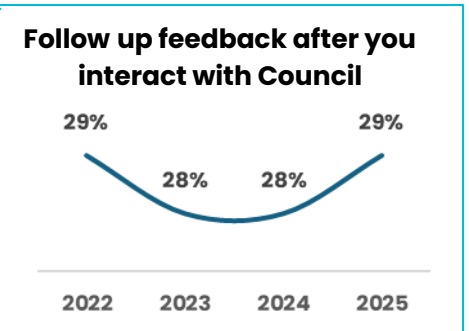
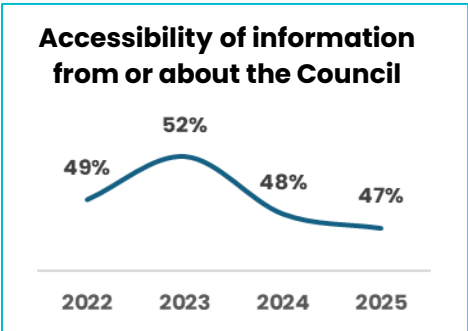
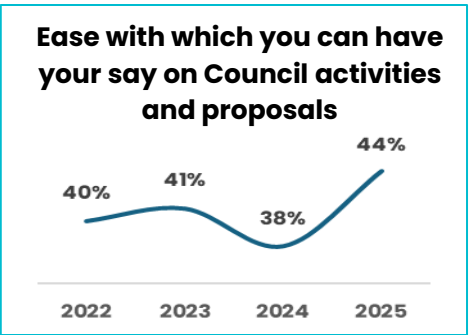
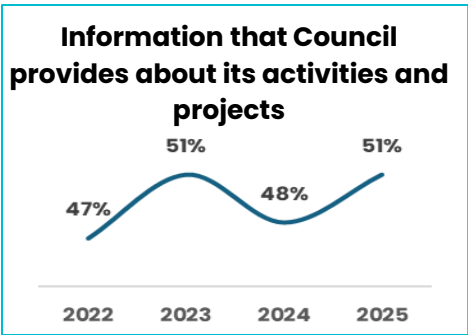
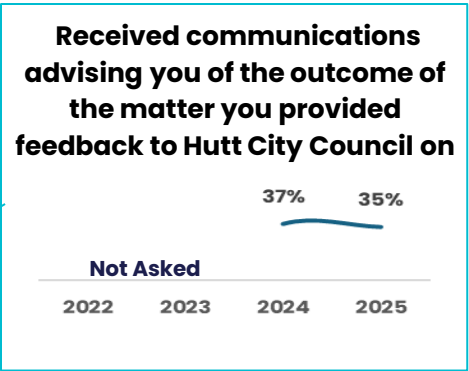
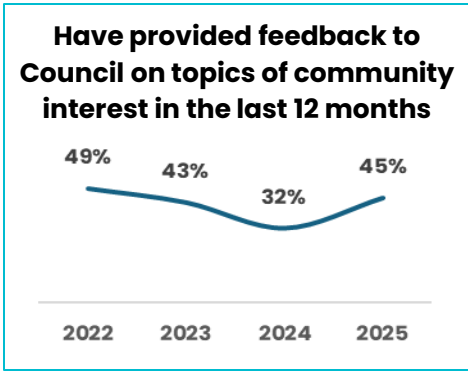


Results at a glance



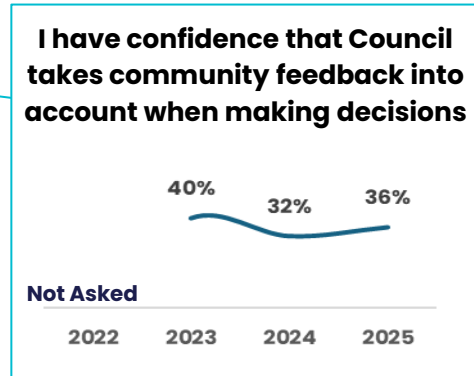
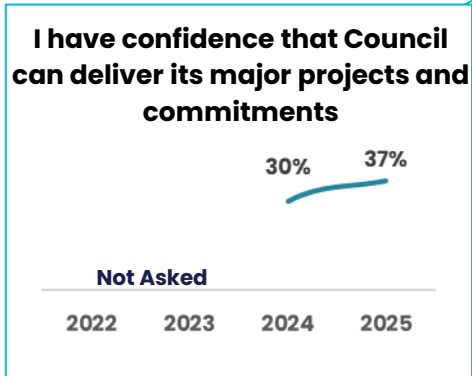
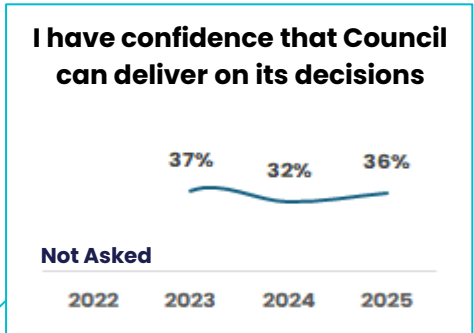
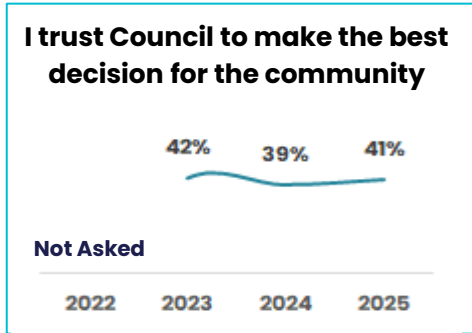
Satisfaction with Communication and Engagement

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Satisfaction with Council Decision Making

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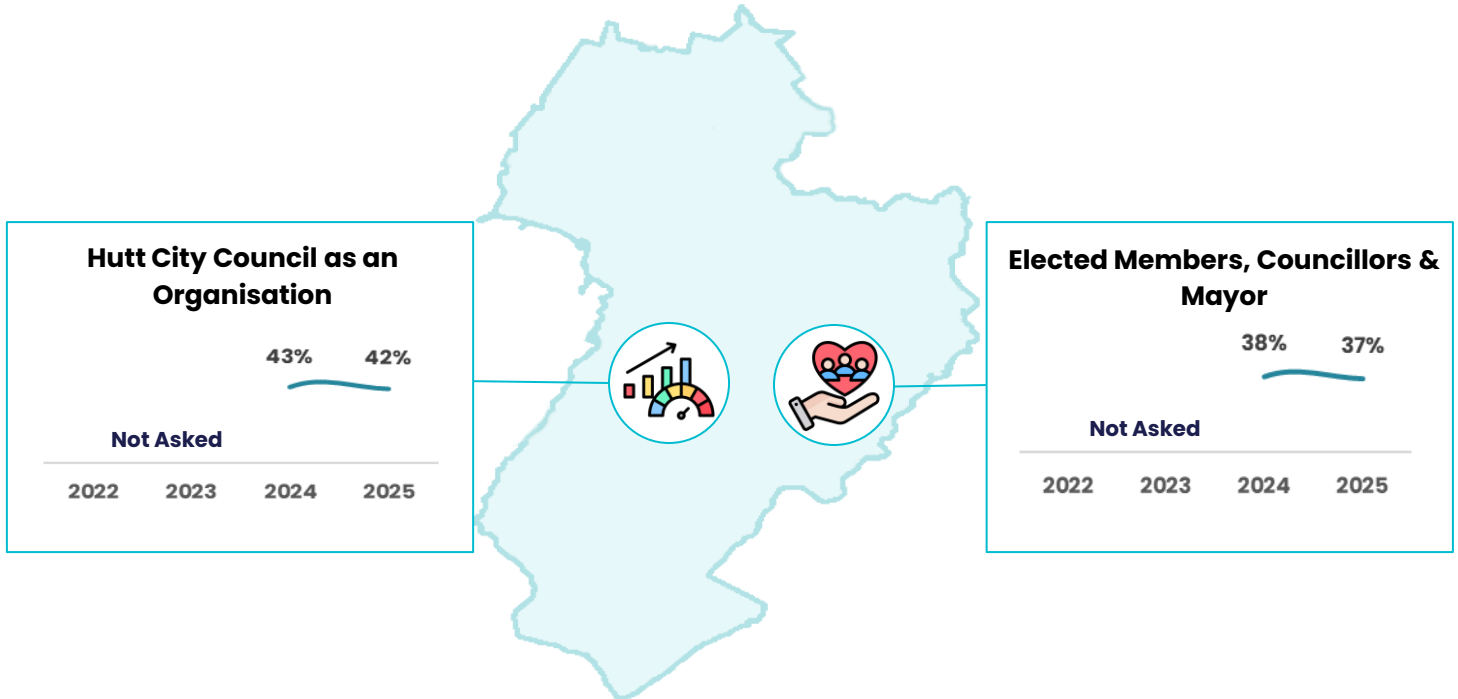
City Perceptions

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- City Perceptions**
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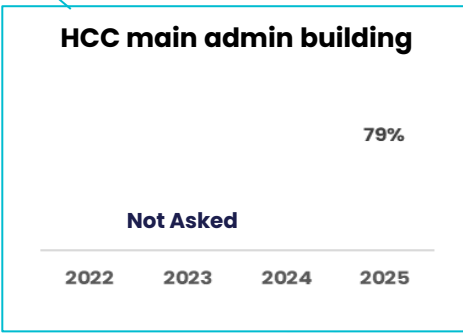
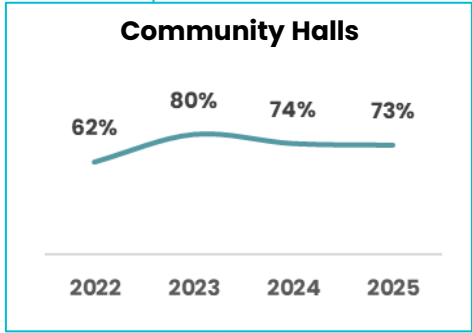
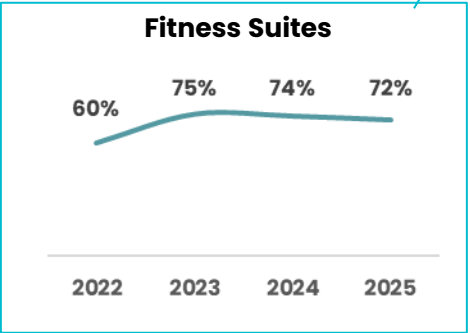
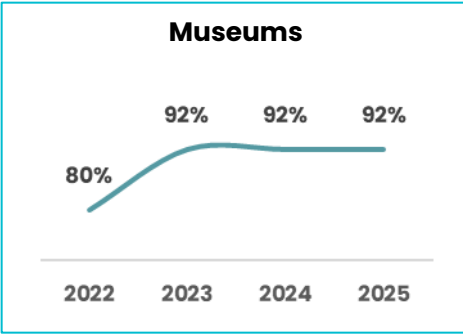
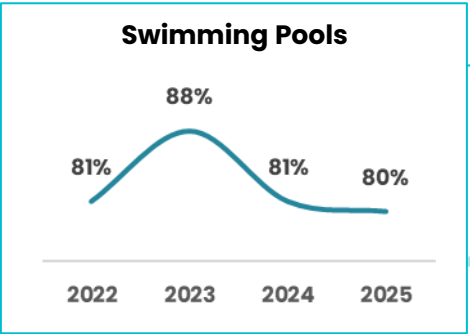
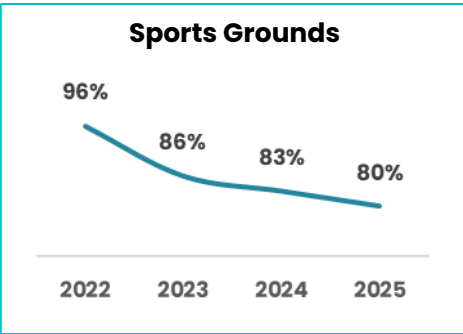
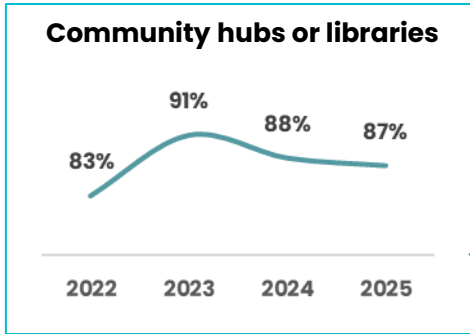
Satisfaction with Performance of Hutt City Council and Elected Members/Mayor

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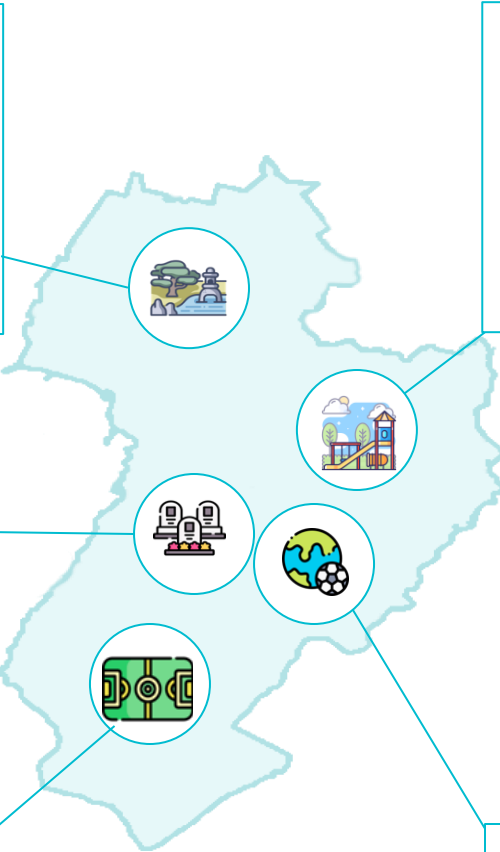
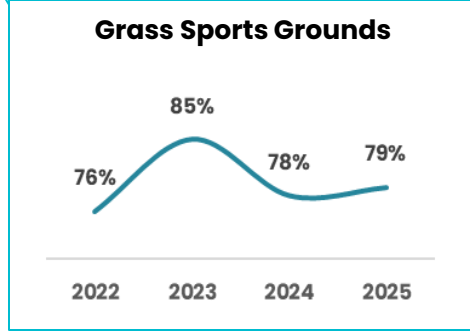
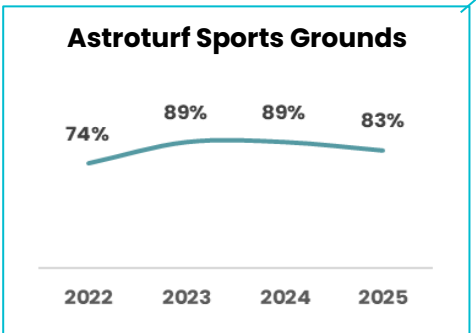
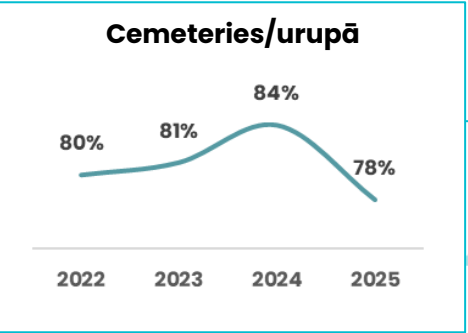
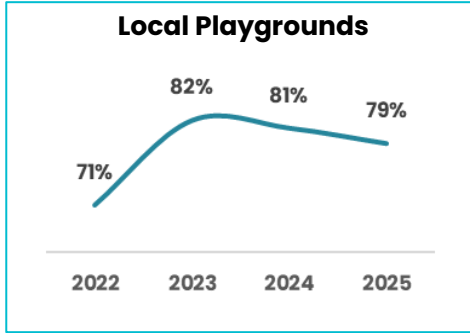
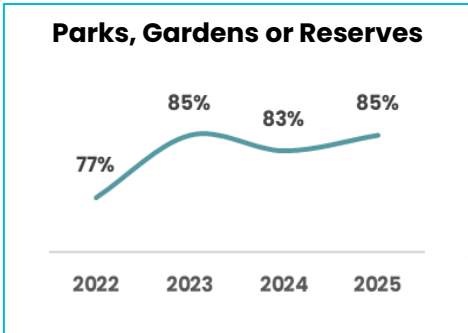
Satisfaction with Council-Maintained Facilities

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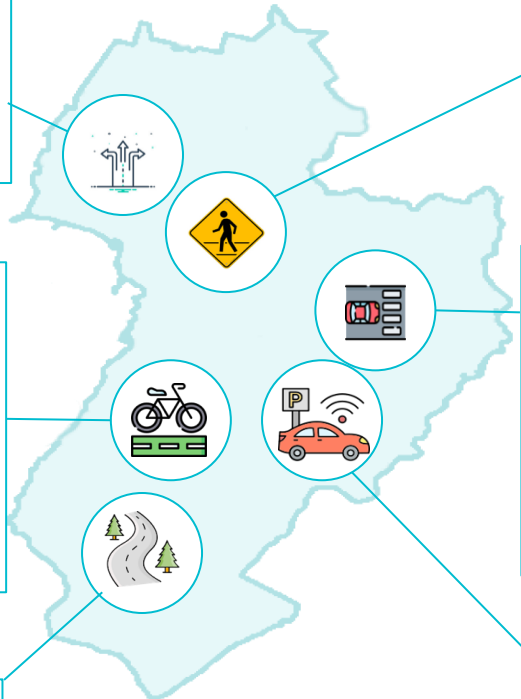
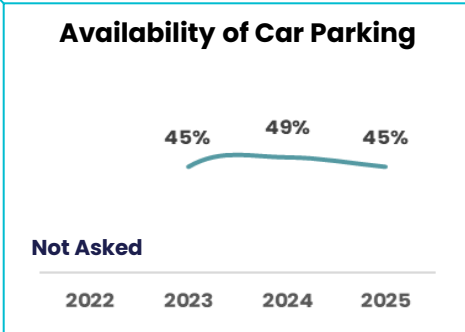
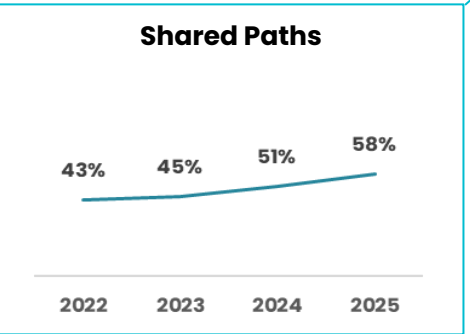
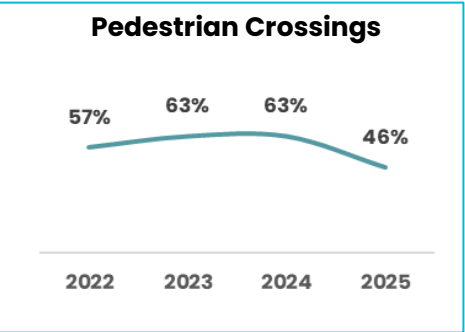
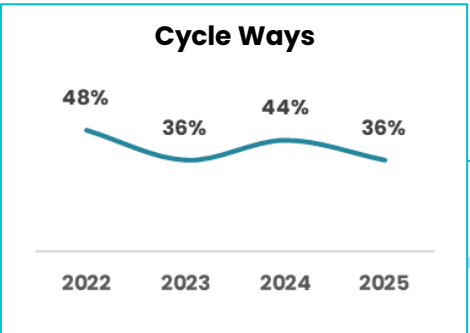
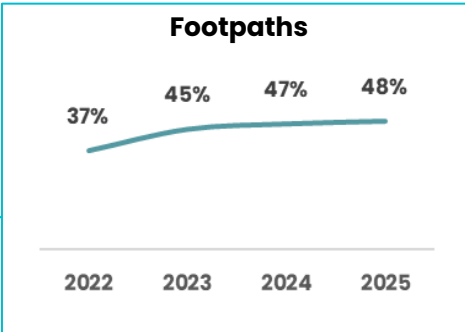
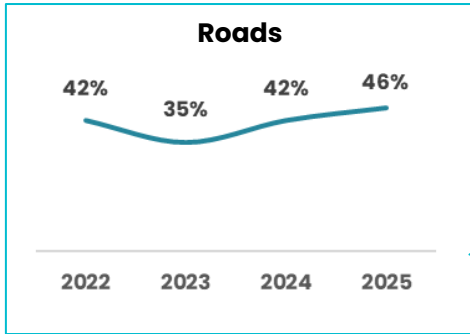
Satisfaction with Council-Maintained Spaces

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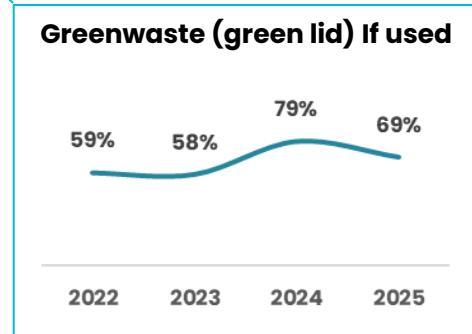
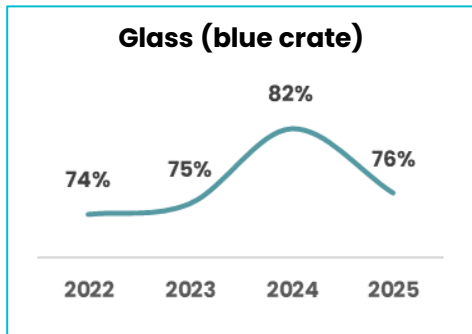
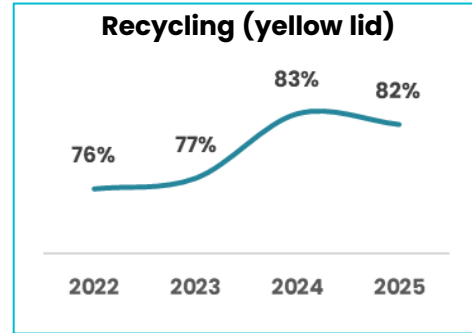
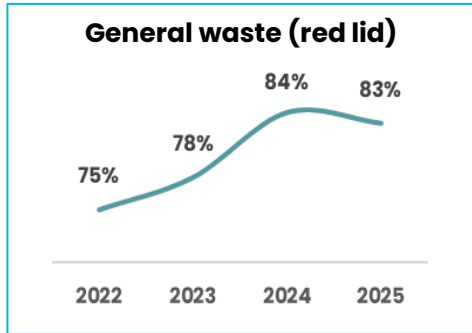
Satisfaction with Transport Infrastructure

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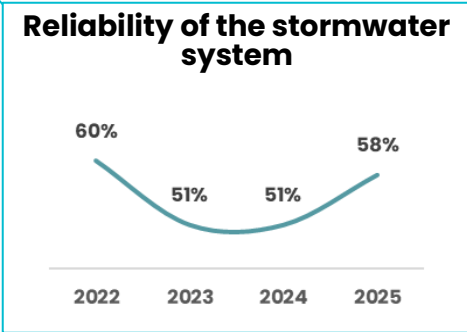
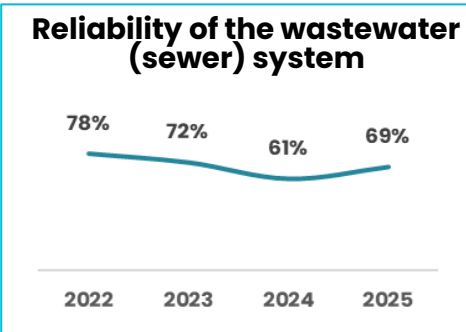
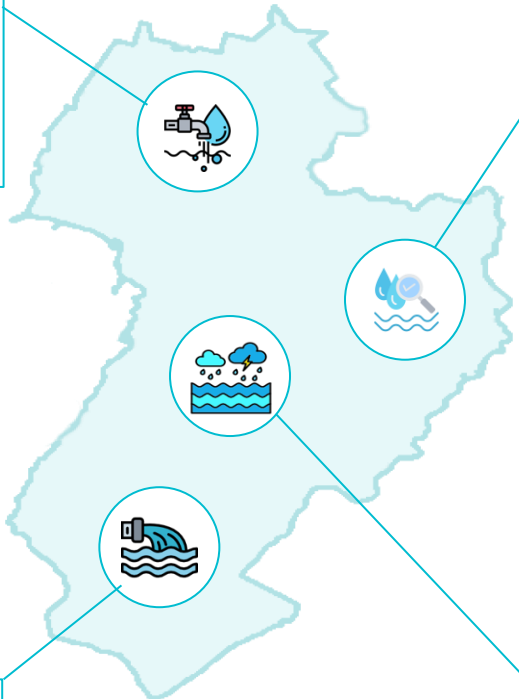
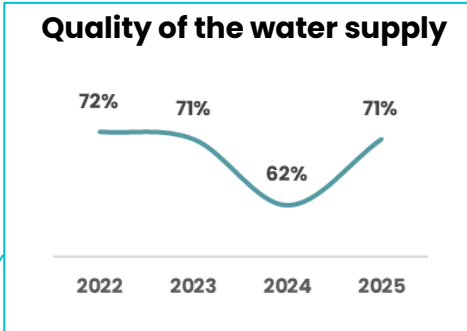
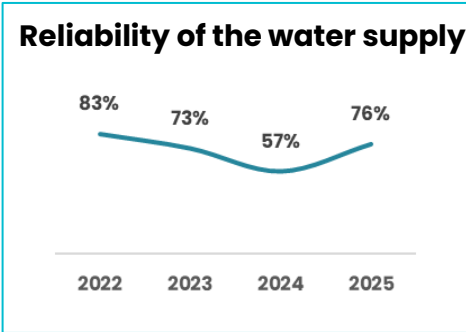
Satisfaction with Kerbside Rubbish and Recycling

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Satisfaction with Three Waters Services

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Focus Group Hui- Rangatahi & Migrants and Ethnic Communities

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Ethnic & Migrant Communities: Key focus group insights

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1. Greater involvement in Council decisions

2. Improving accessibility to services

3. Enhanced, culturally relevant communication

4. Key recommendations



Rangatahi: Key focus group insights

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- 1. Engagement with Council**
- 2. Youth-specific spaces needed**
- 3. Council relevance**
- 4. Key recommendations from Rangatahi**





Thank You!

