



Residents Satisfaction Survey 2024 – Summary

The Resident Satisfaction Survey (RSS) is an annual survey undertaken by Hutt City Council. The survey asks a sample of Lower Hutt City residents about their satisfaction with the Council's services, facilities and decision-making.

The results indicate how we as Council perform from a residents' perspective. The results also allow for measuring trends and changes in residents' perceptions over time. We report against a set of Key Performance Indicators (KPIs) as part of our annual reporting.

Key insights:

Areas of Strength



Council-maintained facilities

High satisfaction with community hubs, libraries, pools, and museums.



Council-maintained spaces

Consistent high satisfaction with spaces, with many positive comments.



Kerbside rubbish & recycling

Increased satisfaction since 2023, with requests to expand green waste services and increase recycling frequency.



Overall perceptions of Lower Hutt

Satisfaction with the quality of life & natural surroundings.

Areas of Challenge



Council communications & engagement

Residents wanting better information provision and transparency from Council.



Water services

Room for improvement in our water services due to frequent leaks.



Transport infrastructure

Improved satisfaction since 2023, but some concerns about road quality and potholes remain.



Council decision-making

Residents feeling their feedback is not always listened to.

Next steps:

This feedback is important to us to ensure continuous improvement in all key areas identified. For our Areas of Challenge we are already taking steps to mitigate these:

- Continuing to improve our communication and engagement practices to meet community expectations.
- During our 10 Year Plan process we put a strong focus on transport and water infrastructure including fixing water leaks.
- Continuing to make decisions in an accessible and transparent manner.