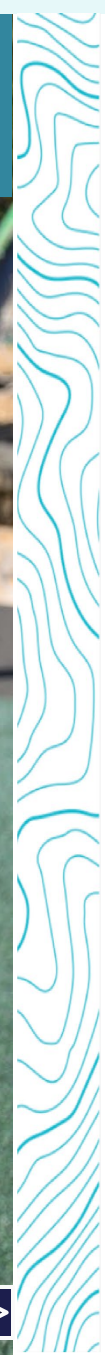


HUTT CITY COUNCIL

Resident Satisfaction Survey 2024



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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 survey was conducted from 12 February to 15 March 2024 and was available online and in paper via Council's hubs and libraries. A total of 1,912 survey responses were used in the final analysis. The response rate allows a margin of error of plus or minus 2% at the 95% confidence interval.

Key survey insights:

Areas of Strength	Areas of Challenge
 <p>Council-maintained facilities High satisfaction with community hubs, libraries, pools, and museums.</p>	 <p>Council communications & engagement Residents wanting better information provision and transparency from Council.</p>
 <p>Council-maintained spaces Consistent high satisfaction with spaces, with many positive comments.</p>	 <p>Water services Room for improvement in our water services due to frequent leaks.</p>
 <p>Kerbside rubbish & recycling Increased satisfaction since 2023, with requests to expand green waste services and increase recycling frequency.</p>	 <p>Transport infrastructure Improved satisfaction since 2023, but some concerns about road quality and potholes remain.</p>
 <p>Overall perceptions of Lower Hutt Satisfaction with the quality of life & natural surroundings.</p>	 <p>Council decision-making Residents feeling their feedback is not always listened to.</p>



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METHOD

The 2024 RSS collected resident feedback via both online and paper surveys. Those aged 16 and above could participate in the survey.

To ensure a broad participation of demographics in the survey, engagement methods included promoting the survey online, sending invites to over 3,000 members of the Hutt Views Citizens' Panel and sending postcard invitations to residents in geographical areas of low engagement.



Target Population: People aged 16 and over, living within Lower Hutt City.

TARGETED RECRUITMENT OF KEY DEMOGRAPHICS

7,000 postcard invitations were sent to the areas of the city and demographic populations with typically low participation in the survey compared to Lower Hutt as a whole.

To achieve this, the New Zealand electoral roll was used as the primary sampling frame.

A sample of addresses was drawn from the electoral roll and potential respondents were sent a personalised postcard invitation. Initiatives to ensure a representative sample, inclusive of demographic groups traditionally less likely to be represented in surveys, included:

- ▶ Oversampling individuals tagged on the electoral roll as being of Māori descent.
- ▶ Oversampling suburbs with traditionally low survey participation rates (e.g. Taita, Moera and Wainuiomata).



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Survey sample profile

Table 1 Responses by gender

Gender	Weighted	Unweighted	Sample
Female	51%	58%	918
Male	49%	38%	596

Gender: Sample size= 1588; total sample size= 1912; missing sample (gender not stated/ not answered/ left blank = 324)

Table 2 Responses by age

Age	Weighted	Unweighted	Sample
16- 24 years	17%	2%	28
25-34 years	18%	13%	205
35-44 years	17%	21%	335
45-54 years	17%	19%	307
55-64 years	15%	16%	259
65-74 years	10%	16%	251
75 years or older	7%	8%	130
Prefer not to say	0%	5%	76

Weighted by age; Age: Sample size= 1591; total sample size= 1912; missing sample (age not stated/ not answered/ left blank = 321)

Table 3 Responses by those who stated they have a disability.

Disability	Sample%	Sample
Yes	8%	132

Disability: Sample size = 1580; total sample size = 1912; missing sample (disability not selected any = 332, '1448 stated they have no disability')

Table 4 Responses by ethnicity

Ethnicity	Sample %	Sample
New Zealand European	84%	1,318
Māori	15%	228
Pacific Peoples	4%	63
Asian	6%	89
MELLA	1%	10
Other (please specify)	7%	81

Ethnicity: Sample size = 1567, total sample size = 1912; multiple ethnicity responses selected so simple size will exceed the total sample (not relevant ethnicity specified in other), missing sample or not stated = 345

Table 5 Responses by household income

Household income	Sample %	Sample
\$20,000 or less per year	2%	35
\$20,001 - \$30,000	6%	94
\$30,001 - \$50,000	7%	115
\$50,001 - \$70,000	7%	117
\$70,001 - \$100,000	11%	175
\$100,001 - \$150,000	18%	280
More than \$150,000	30%	472
Prefer not to say	18%	279
Don't know	1%	20

Household income: Sample size = 1587, total sample size = 1912; missing sample (not stated/ answered/ left blank = 325)

Note: Final dataset was statistically weighted against Census 2018 by ward, age and gender to increase the accuracy of the reported results.

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Table 6 Responses by ward

Ward	Weighted	Unweighted	Sample
Central ward	19%	19%	357
Eastern ward	18%	19%	368
Harbour ward	15%	14%	264
Northern ward	15%	13%	255
Western ward	16%	17%	334
Wainuiomata ward	18%	17%	325
Ward: Sample size 1903, total sample size 1912; missing sample (ward not stated/ not answered/ left blank = 9)			

Table 7 Responses by home ownership

	%	Count
Owners	84%	1,336
Renters	14%	217
Prefer not to say	2%	26
Other (please specify)	1%	11
Home ownership: Sample size = 1590, total sample size = 1912; missing sample (not stated/ answered/ left blank = 322)		

Table 8 Responses by location of residence

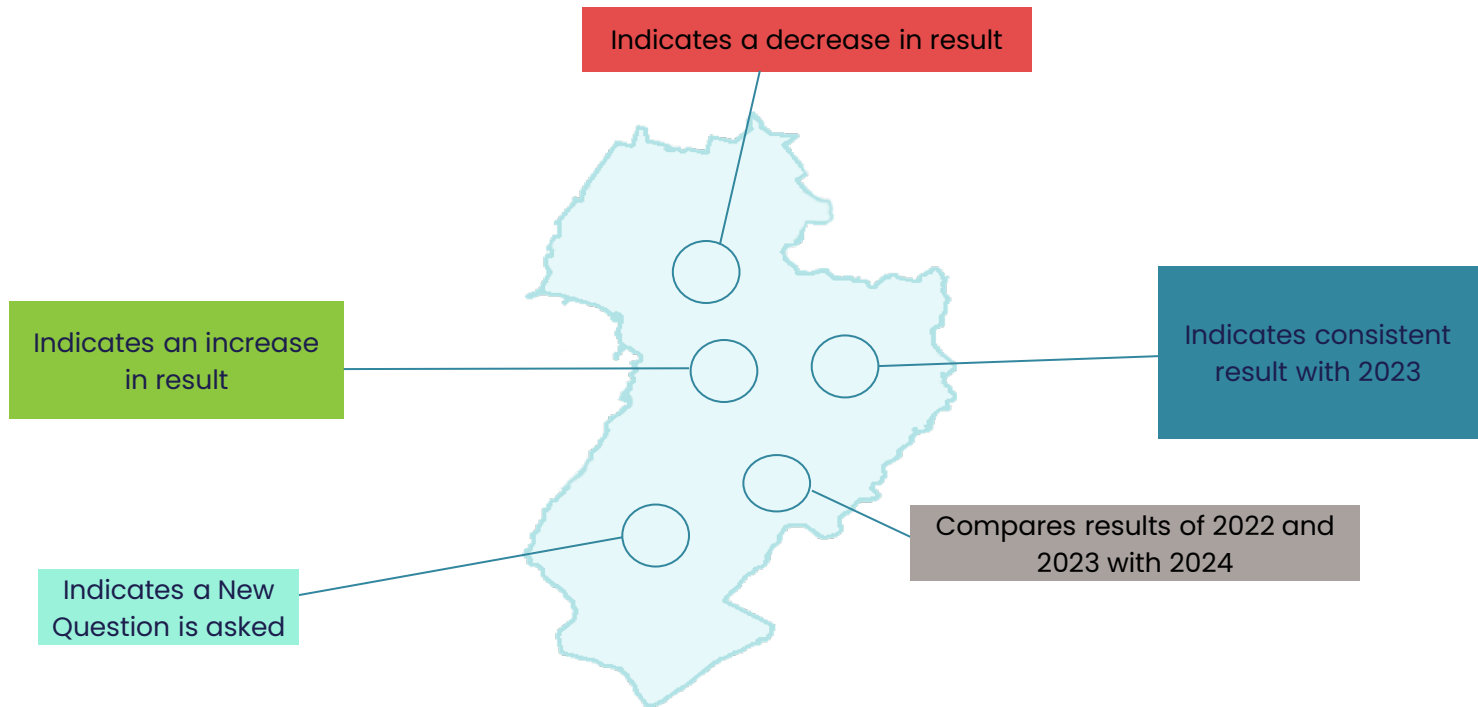
	%	Count
Stokes Valley	8%	156
Naenae	7%	138
Petone	6%	123
Waterloo	6%	106
Taita	5%	99
Wainuiomata Central (Fernlea)	5%	97
Hutt Central	5%	88
Avalon	4%	78
Epuni	4%	71
Waiwhetu	4%	70
Woburn	4%	68
Wainuiomata West (Parkway)	3%	65
Belmont	3%	61
Maungaraki	3%	60
Eastbourne	3%	57
Alicetown	3%	55
Fairfield	3%	54
Arakura (Wainuiomata)	3%	53
Normandale	3%	53
Boulcott	3%	52
Kelson	2%	44
Pencarrow (Wainuiomata)	2%	39
Eastern Bay	2%	39
Homedale East (Wainuiomata)	2%	33
Tirohanga	2%	29
Homedale West (Wainuiomata)	1%	27
Korokoro	1%	24
Glendale (Wainuiomata)	1%	20
Moera	1%	17
Harbour View	0%	9
Manor Park	0%	7
Melling	0%	6
Gracefield	0%	3
Ava	0%	1
Seaview	0%	1
NET	100%	1,912

Note: Final dataset was statistically weighted against Census 2018 by ward, age and gender to increase the accuracy of the reported results.

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How to read results for RSS 2024 (Satisfaction compared to 2022 & 2023 RSS results)- follow the colour codes as below



- This section presents satisfaction level combination of 'Very Satisfied' & 'Satisfied' 'Strongly agree' and 'agree'survey responses.
- Satisfaction for newly added questions may be shown as Not asked (means previous year this question was not asked). An increase or decrease within the margin of error, the same as the previous year, is shown in the same colour.

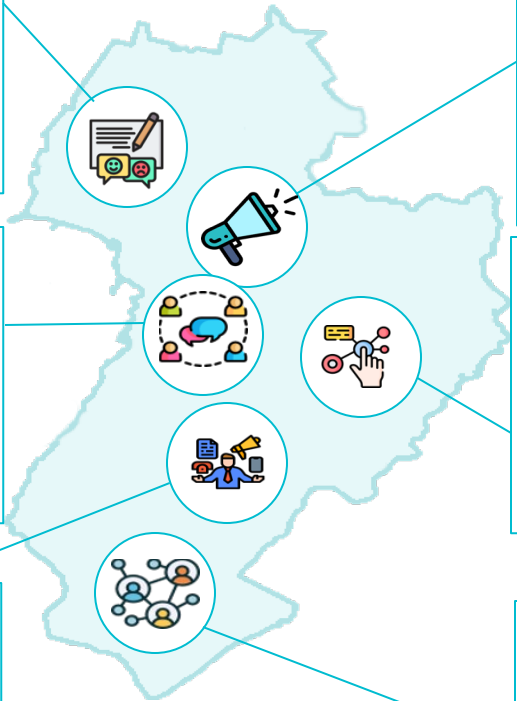
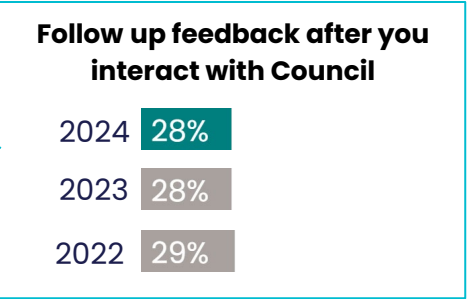
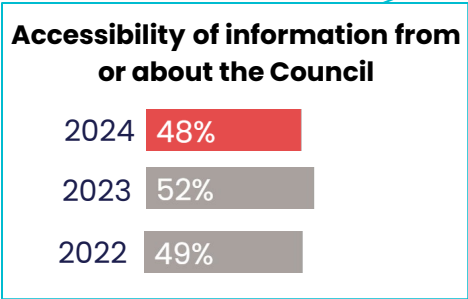
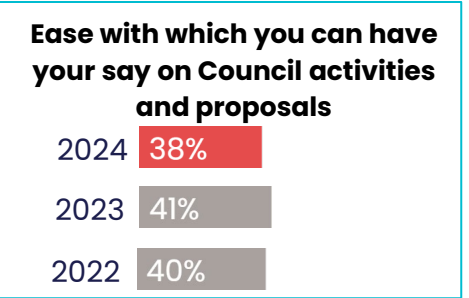
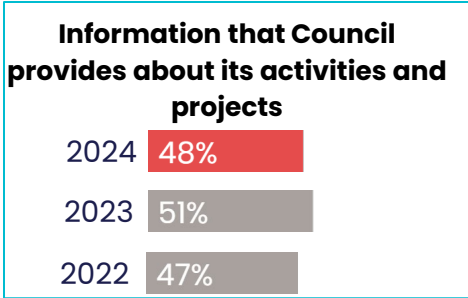
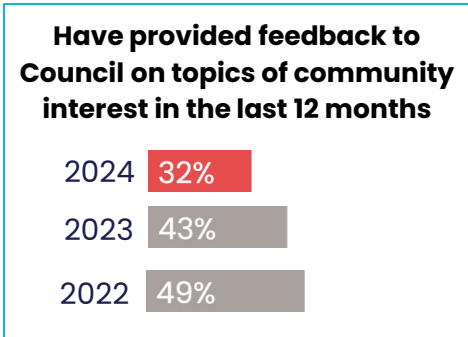
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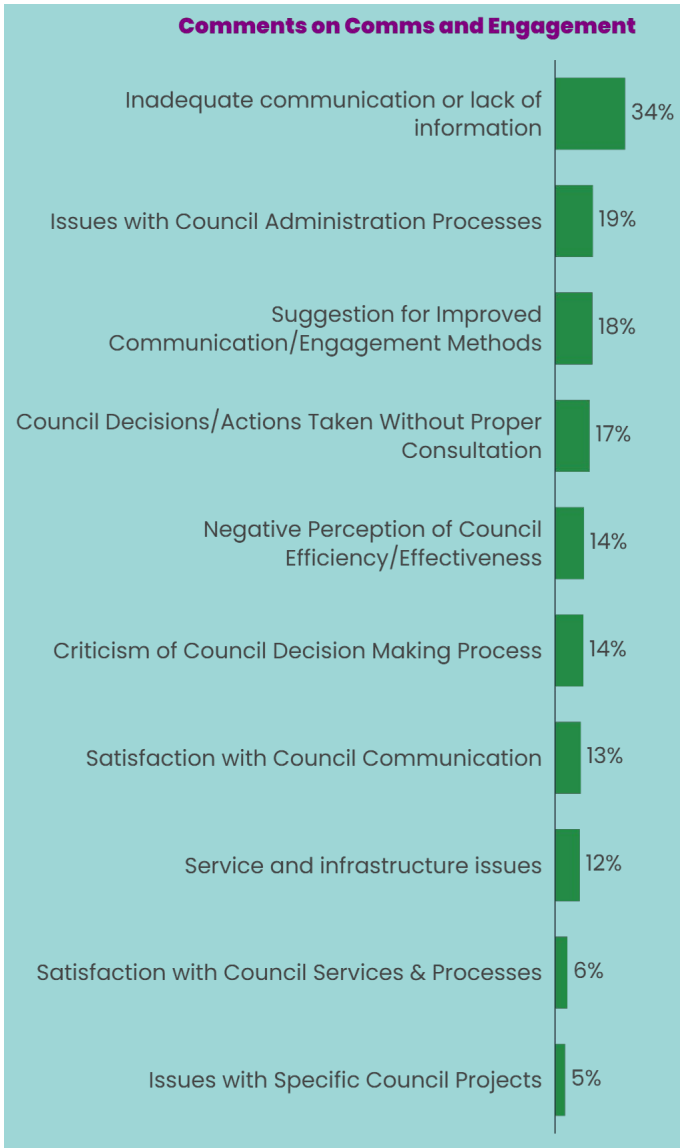
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- Communication and engagement-related open-ended comments sorted into categories ('No answers' removed). Totals may exceed 100% owing to multiple responses from some respondents.
- Respondents frequently discussed about inadequate communication or lack of information, issues with Council administration process, and issues with specific projects. Some noted satisfaction with Council's services and processes.
- The Council website was a common topic, with some finding the updated style challenging to navigate or lacking desired information. Broadly, respondents lauded proactive notifications and community engagement. However, they also suggested enhancing follow-up communication and considering community feedback in decisions.
- Negative feedback about communication or inadequate information was offered by 34% of residents. Another 19% remarked on the issues of Council administration processes and 17-18% mentioned Council needs to improve its communication and decision-making processes highlighting there is lack of feedback acknowledgment in decisions. Dissatisfaction with communication regarding services and infrastructure was voiced by 12% of residents.
- Suggestions for improvement encompassed longer survey periods, increased follow-up communication, and seeing feedback after surveys concluded.



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- *"Generally, from my perspective, the Council has been good with following up once information has been given if required."*
- *"It takes a long time to get a response to queries. The response rate with the HC Counsellors is very high/good, but it takes a long time to get any response from the officers."*
- *"Great communication with the rubbish and recycling calendars - Very Helpful. Thank you to the team that looks after that!"*
- *"I think follow-up emails are good, and social media posts on the outcomes of engagements."*
- *'Need to ensure a good cross section of the community participate. Too often the feedback is dominated by 'well off' retired people who don't want any change.'*
- *"Council consults but gives no feedback on results of process and appears to ignore comments made to it. Totally undermines whole process and seems to just go through the motions."*
- *"Lack of community engagement/information regarding allowing developers to build multiple dwellings without off street parking in established areas on single dwelling properties."*



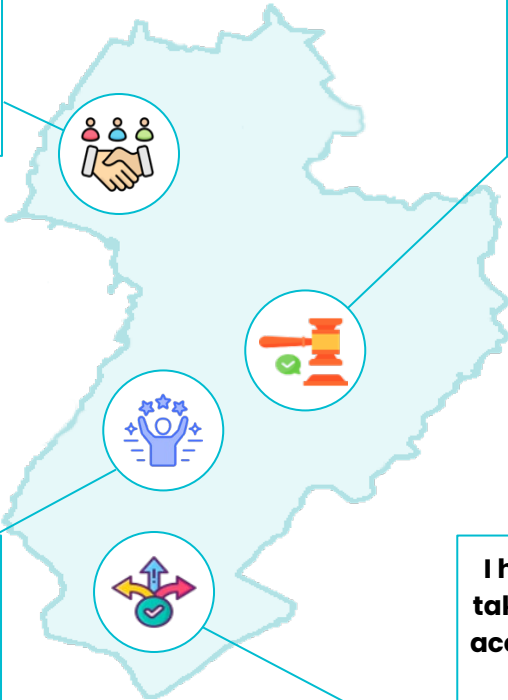
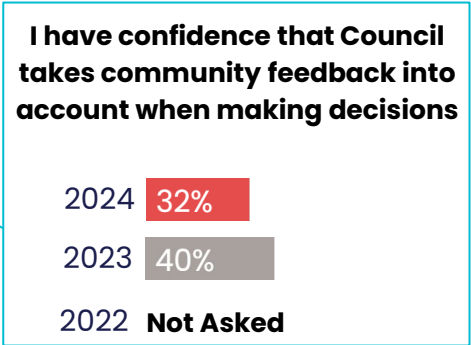
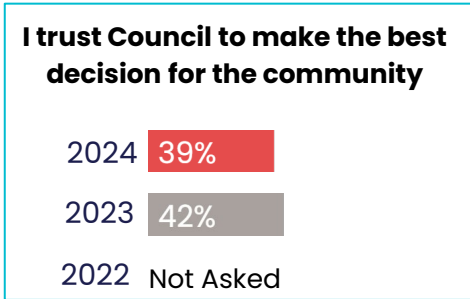
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Satisfaction with Council Decision-Making

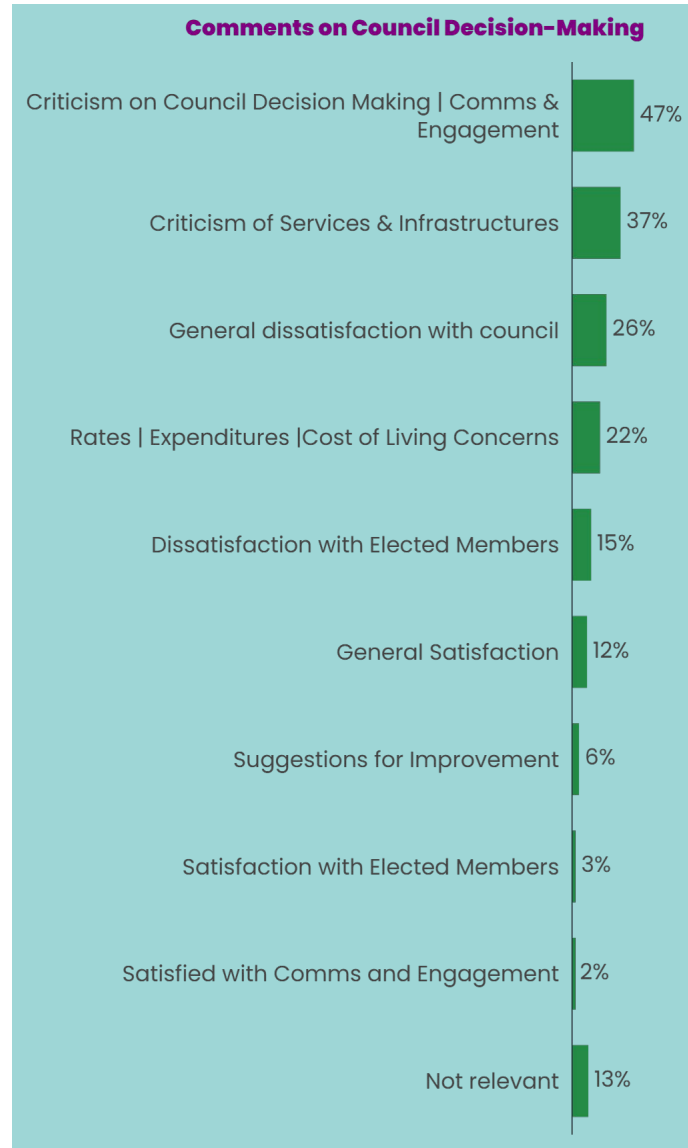
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- 620 written survey responses on Council decision-making were received. These were analysed and categorised into key themes.
- 47% of the comments reflected criticism of Council decision-making. Many of these reflected a perception that council does not listen to community feedback. 37% of comments criticised Council's services and Infrastructure, 22% criticised rates increases in relation to residents facing broader cost of living concerns.
- 12% of comments reflected satisfaction with Council Decision-Making.
- Reflected in many comments was concern that central government initiatives, such as promoting housing density, were being imposed on ratepayers and that Council could not refuse these changes.
- There was also some frustration that projects such as cycleways were being prioritised by Council for investment at the expense of footpaths and roads.



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- *"I feel though I believe the current council can and is doing a well enough job. There's not enough focus on community projects and bringing people together. "*
- *"There is so much uncertainty in local government through no fault of the local council, both officers and Councilors, that although I'm confident in their desire and intention to do the best for our city , other barriers can sometimes prevent this."*
- *"Often, councils will come with a pre-determined outcome and stick with that decision despite what the residents may say. Makes it easier for the council but not actually what the people want."*
- *"I don't know enough about what the Council is doing and has achieved over the year, even though I have read annual plans. But I think the Mayor is doing a good job...not sure about some of the councillors."*
- *"I trust that Council think they are making the best decisions for their communities but wonder how much consultation actually happens within these communities before decisions are made."*
- *"Council should be more focussed on core services like fixing the water pipes, keeping the roads in good condition and maintaining or fixing current amenities before spending on anything new."*
- *"Not sure if our voice does come through decisions most of the time. It feels that once council have made their mind there is no changing."*



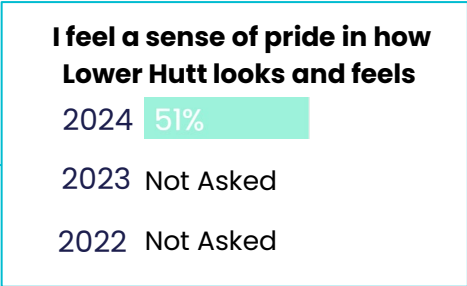
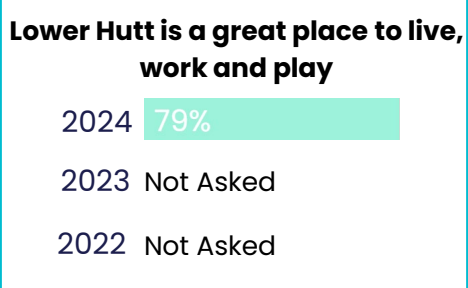
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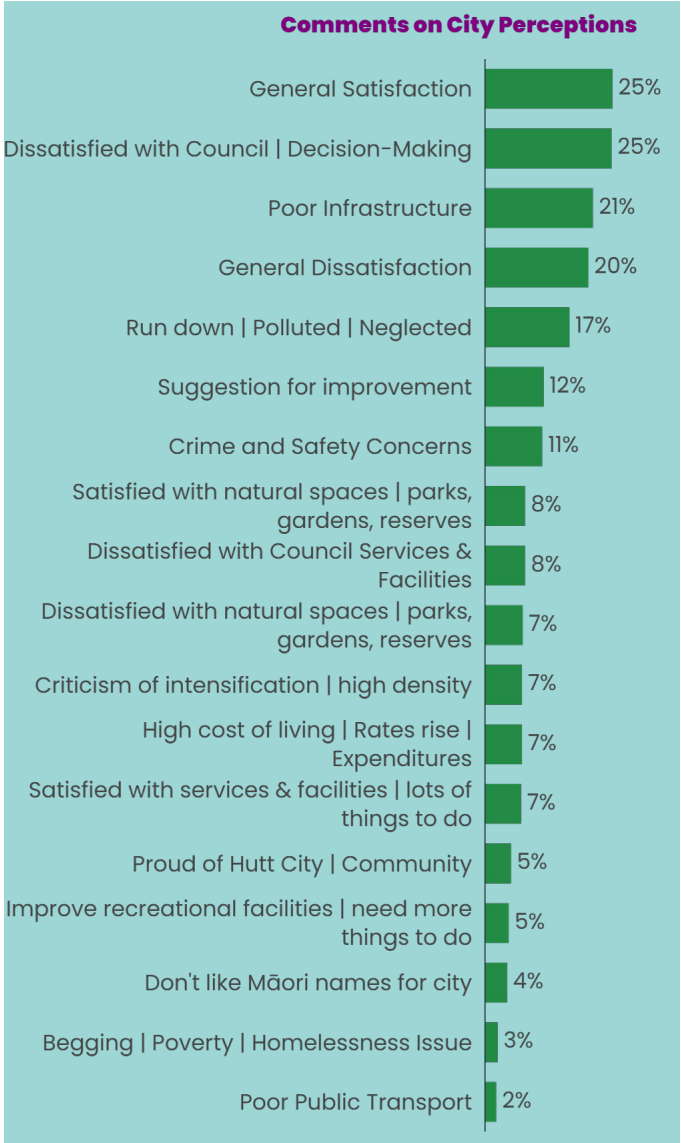
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- 660 written survey responses related to how residents perceive their city were received. These were analysed and categorised into key themes.
- 25% of comments expressed general satisfaction with living in Lower Hutt. However, an equal proportion expressed dissatisfaction with the Council and its decision-making.
- 17% of comments were unhappy with the city looking rundown, polluted, or neglected. 14% of residents criticised the Council's water infrastructure management and 12% showed dissatisfaction with roading infrastructure, including congestion and road works taking longer than expected and not meeting standards.
- Several respondents were pleased with natural spaces, including parks, gardens, and reserves, and with community pride, initiatives, and activities available in the city. However, many pointed out that their perception of Lower Hutt is declining due to increased crime, urban intensification, homelessness and the cost of living.



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- *"The bush walks around the Eastern and Western Hutt hills and the beaches make Lower Hutt wonderful."*
- *"We have some great community facilities etc but there are also alot of impoverished communities and they are sad and rundown."*
- *"Te Awa Kairangi ki Tai has truly wonderful communities who support each other and make this a great place to live. We have great facilities and services that are accessible and mostly fit-for-purpose."*
- *"Poor roads, poor pathways, poor bush tracks, mowing rarely done, water leaks, the city is becoming a mess under your care and that's not what I expect from my rates."*
- *"Taita/Naenae is pretty run down. Lots of mental health issues, crime. Not a safe area. Lots of water leaks, not being fixed."*
- *"We don't have a lot of community activities for families – it would be fun to do more. Lower Hutt could do with having the vibrancy that Petone has. More Festival/market encouragement and more selection of restaurants."*
- *"Lower Hutt is becoming full of crime and the level of poverty is disheartening."*



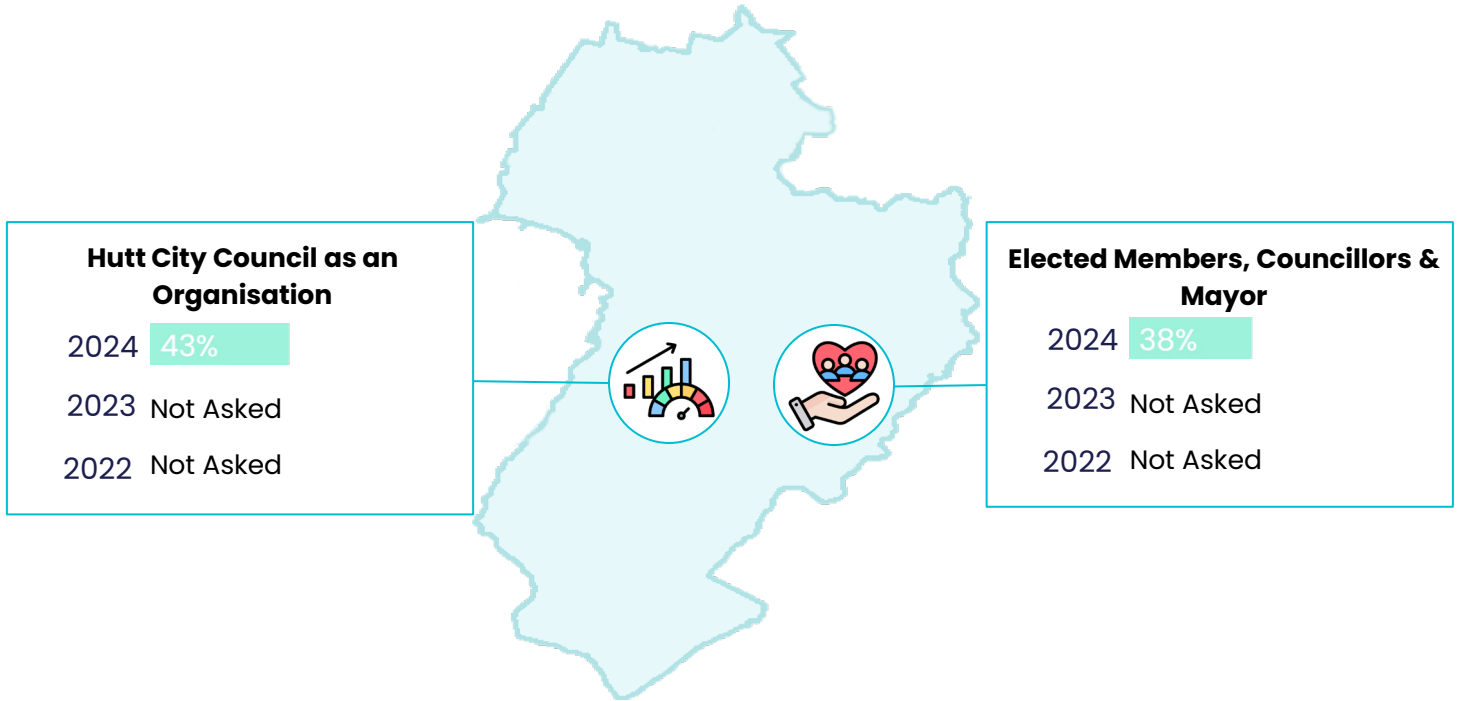
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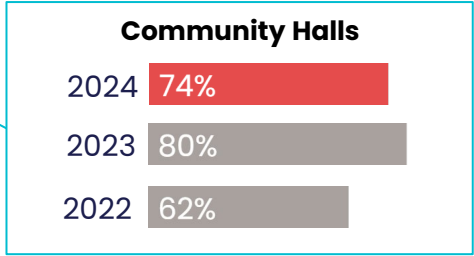
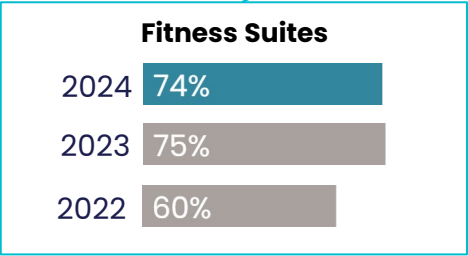
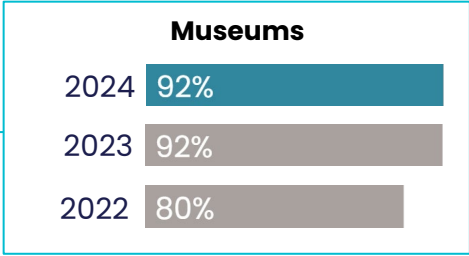
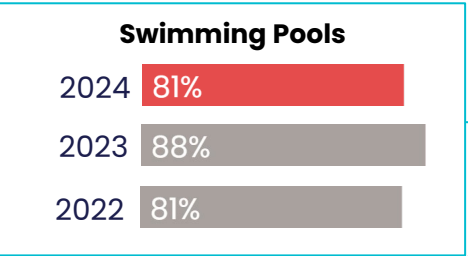
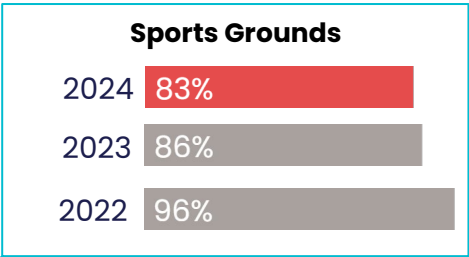
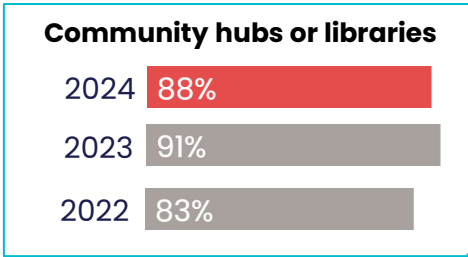
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Satisfaction with Council-Maintained Facilities

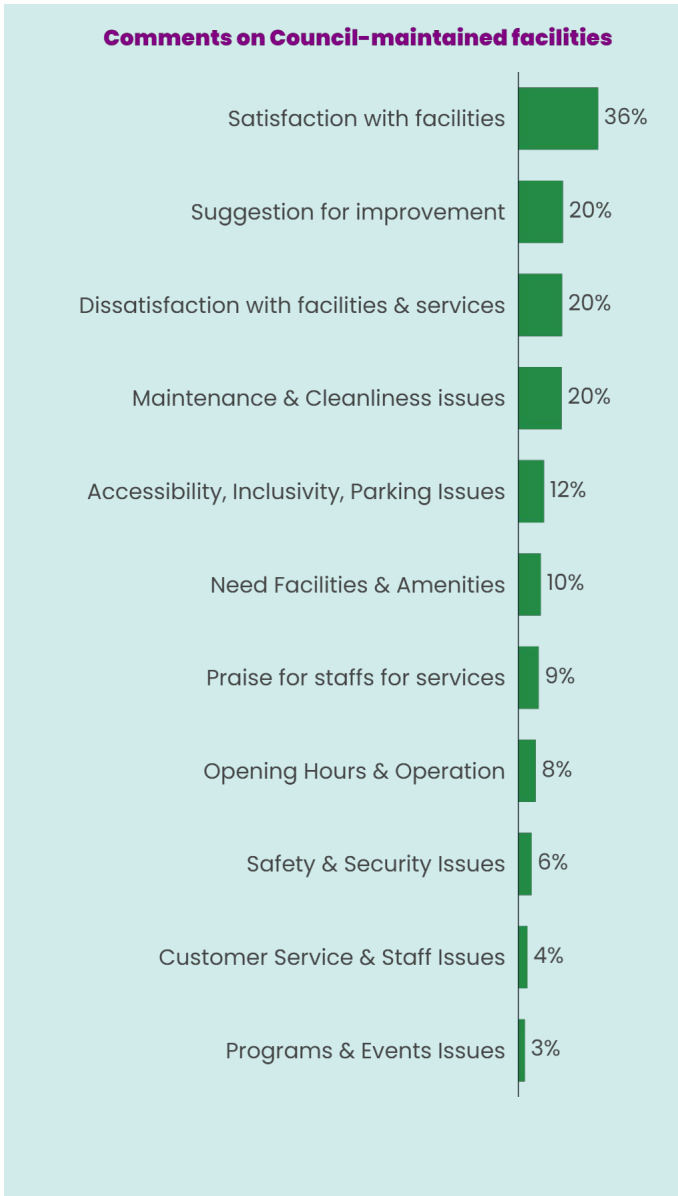
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- Three Waters Services

- 530 open ended comments on Council-maintained facilities were received and sorted into categories. Totals may exceed 100% owing to multiple responses from some respondents.
- A notable 36% of respondents praised Council facilities, highlighting the helpfulness of library and other facilities staff, seen as a valuable asset to community facilities, particularly at Petone, Naenae, Stokes Valley, Wainuiomata, and War Memorial Libraries and Huia Pool. Some expressed a desire to visit these facilities more, but obstacles such as limited opening hours, safety and security concerns, and inadequate parking hindered their access.
- Maintenance and cleanliness concerns were raised regarding sports grounds, community halls, and public toilets. While many acknowledged the value of pools and fitness suites, a few highlighted issues such as overcrowding and the need for improved design and maintenance in changing rooms.
- Accessibility, inclusivity, and parking issues were recurring themes, with calls for more spaces for parents and those with disabilities. This issue extended to hubs and libraries, where more parking and extended hours were deemed necessary to accommodate 9 am–5 pm workers. Enhanced changing room facilities in swimming pools and gyms were also recommended to adequately meet high demand.



Residents' comments on Council-maintained facilities

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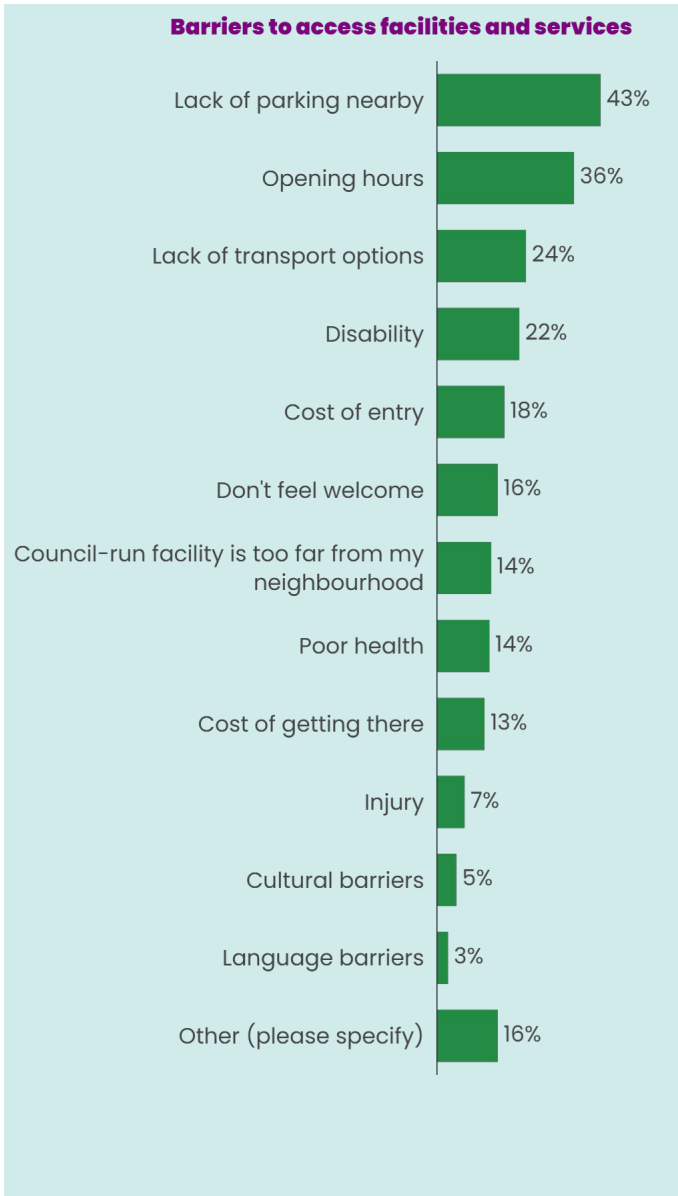
- *"Generally, well maintained and popular with residents and visitors. Help to create a central focus for local community (suburb), hubs and pools."*
- *"Would like to appreciate the staff members who take care of these public facilities."*
- *"Pools are well maintained but no thought has been given to people who take children of differing ages. eg Huia Exception to this is Stokes Valley where all age groups can be watched at the same time."*
- *"Pools need to be warmer. Cheaper admissions and free lessons is highly appreciated. More child-friendly activities/spaces/play would be appreciated."*
- *"Not a lot happening and accessibility to facilities heavily restricted."*
- *"Library should open more hours and pools should be cheaper."*
- *"Pools need better maintenance and parking, community halls seem run down. Fitness suite staff need a stronger customer centric focus. Sports facilities are good."*
- *"Cleanliness of toilet facilities has started to become an issue. It would be better to not provide toilet facilities if they can't be regularly cleaned/monitored, but they're also essentials for sports grounds."*



Barriers to access Council facilities and services

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- Residents were asked about the barriers they experienced and how those barriers impacted their ability to access Council services and facilities. Based on the residents' responses revealed the following Barriers:
- "Lack of parking nearby" (43%) is a prominent barrier, highlighting the need to improve parking accessibility for better resident engagement.
- "Opening hours" (36%) pose a significant challenge, indicating a wish among some residents for more flexible and convenient service timings.
- Barriers like "Lack of transport options" (24%), "Disability" (22%), "Poor health" (14%), "Cost of entry" (18%) and "Cost of getting there" (13%) underscore the impact of physical and financial limitations on residents' access to services.
- Other barriers identified by residents, such as "Council-run facility is too far from my neighbourhood" (14%), "Don't feel welcome" (16%), and "Injury" (7%) stress the importance of inclusivity and increased accessibility for all residents. While "Cultural barriers" and "Language barriers" indicate barriers specific to our migrant population.



Residents' comments on barriers to access Council facilities and services

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- *"I am judged by my race and invisible illnesses. I cannot park in a mobility park without getting clamped and have to explain my multiple health conditions and show proof that my mobility park pass is legit."*
- *"Library not open Sunday limited parking huia pool and difficult to take my preschooler and baby a long way by foot."*
- *"Not knowing what is going on. Who is organising it, who is it for. (open to all, or just those who belong to a club?) No advertising."*
- *"Huia pool disabled toilets and showers constantly being used by non-disabled people. Their disabled car parks are also abused."*
- *"Opening hours for community hubs, safety measures when the sites have closed (war memorial, Naenae, Taita, Stokes Valley) and bus timings."*



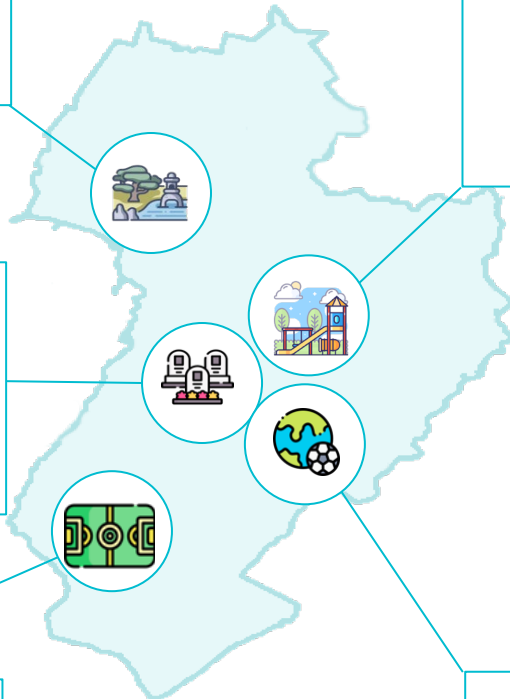
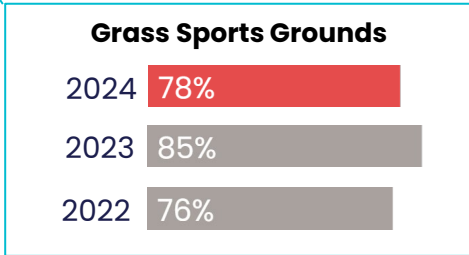
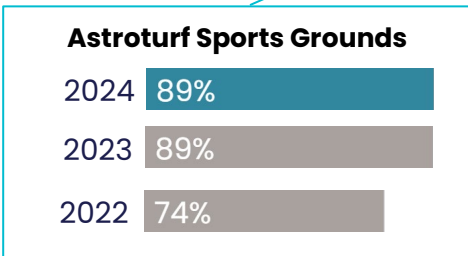
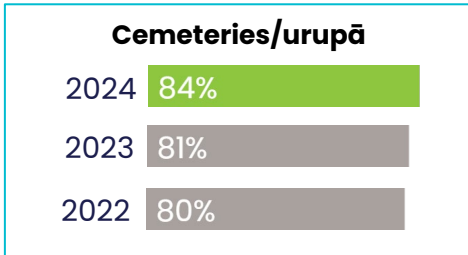
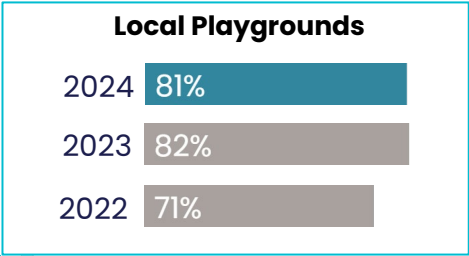
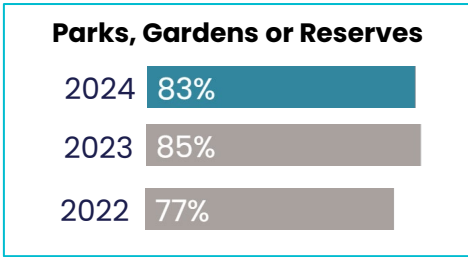
Satisfaction with Council-Maintained Spaces

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Satisfaction with Council-Maintained Spaces

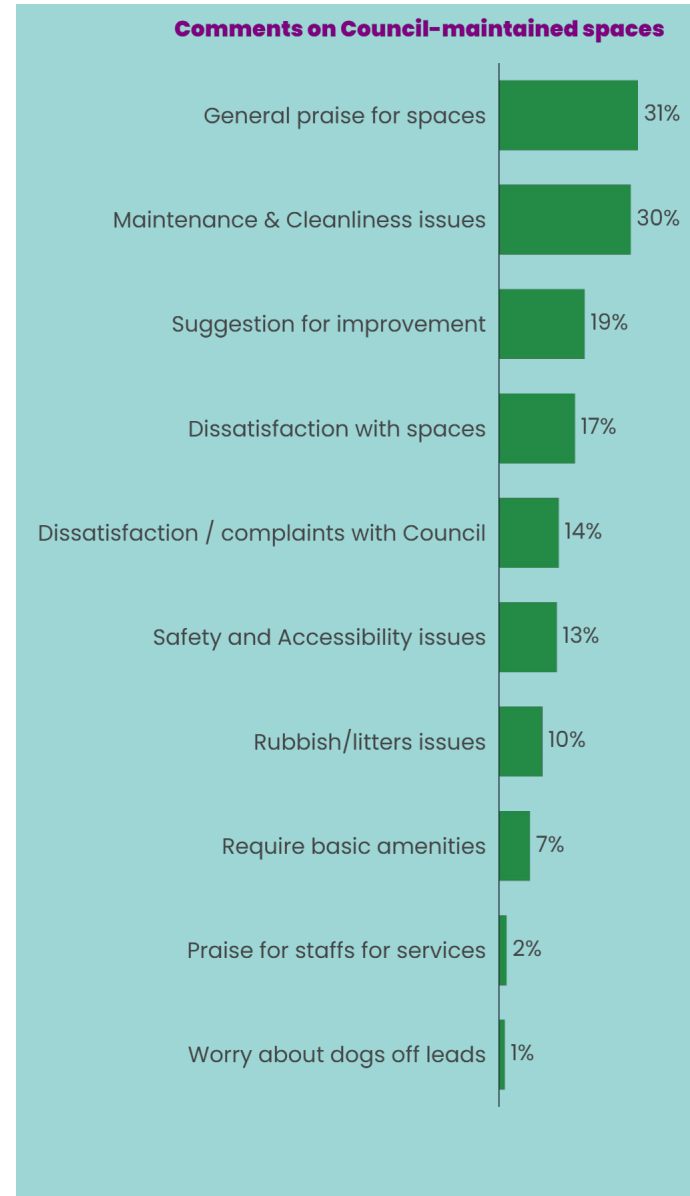
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Comments on Council-maintained spaces

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- 500 open-ended comments on Council-maintained spaces were received and sorted into categories. Totals may exceed 100% owing to multiple responses from some respondents.
- Overall comments expressed praise for Council-maintained spaces, with many noting that they are important features of their neighbourhood and for the whole community.
- Several improvements were suggested, including more sunshades and seating, better maintenance of public toilets, and management of rubbish/litter.
- Some felt the grass needed to be more frequently cut in their local park, while others commented that it was always neatly kept.
- Others noted that the condition of parks varied between suburbs. Dogs were a concern to some, particularly those unleashed around children or walking paths.
- Some playgrounds were noted to be a distinct improvement from what they were previously, while some felt others to be in a state of disrepair.
- Several people praised the parks and reserves staff for being friendly and informative.



Residents' comments on Council-maintained spaces

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- *"I like what we have, I would really like to see more parks - even very small ones - provided for quiet contemplation/sitting/socialising, as well as those for more active pursuits."*
- *"Council parks are beautiful, and the gardeners do an outstanding job."*
- *"There needs to be greater enforcement against anti-social behavior (e.g. rubbish dumping and burnouts) along the Hutt River trail."*
- *"Some more seating in parks would be nice - not everyone can get down and up off the ground."*
- *"Playgrounds are often damaged and not suitable for use. Rubbish everywhere. Gangs or young people hanging out at all 3 Council-maintained spaces making it not safe for the general public."*
- *"The parks in Wainuiomata are very old and tired. And with the growth in Wainuiomata the children need somewhere to play. It would be nice to see lots of improvement in this area."*
- *"Thank you for the way Taita Cemetery looks and feels - the team work very hard maintaining those sacred pieces of land. My wife is buried in Taita and I've taken friends from outside our region and they sensed a real peace about the cemetery."*



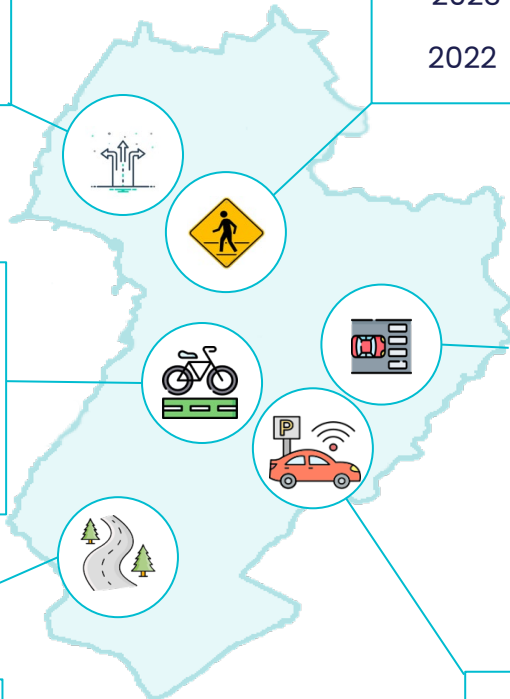
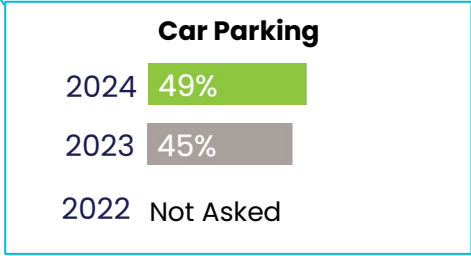
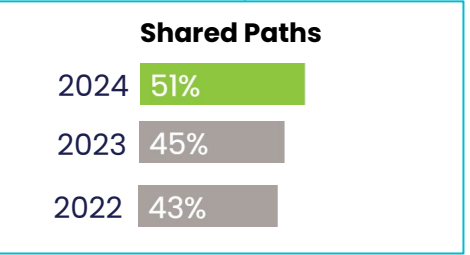
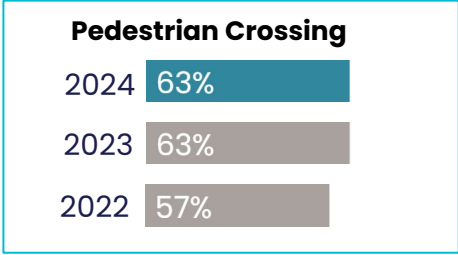
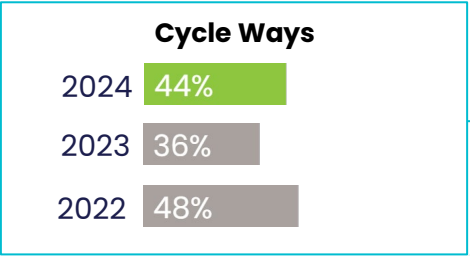
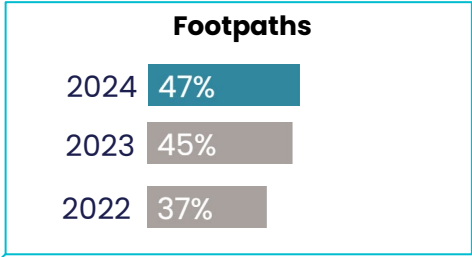
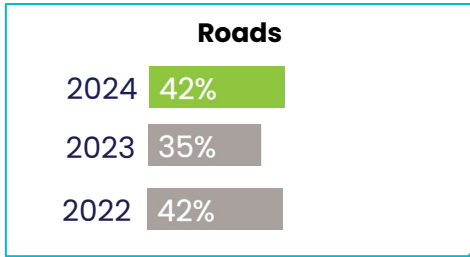
Satisfaction with Transport Infrastructure

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Satisfaction with Transport Infrastructure

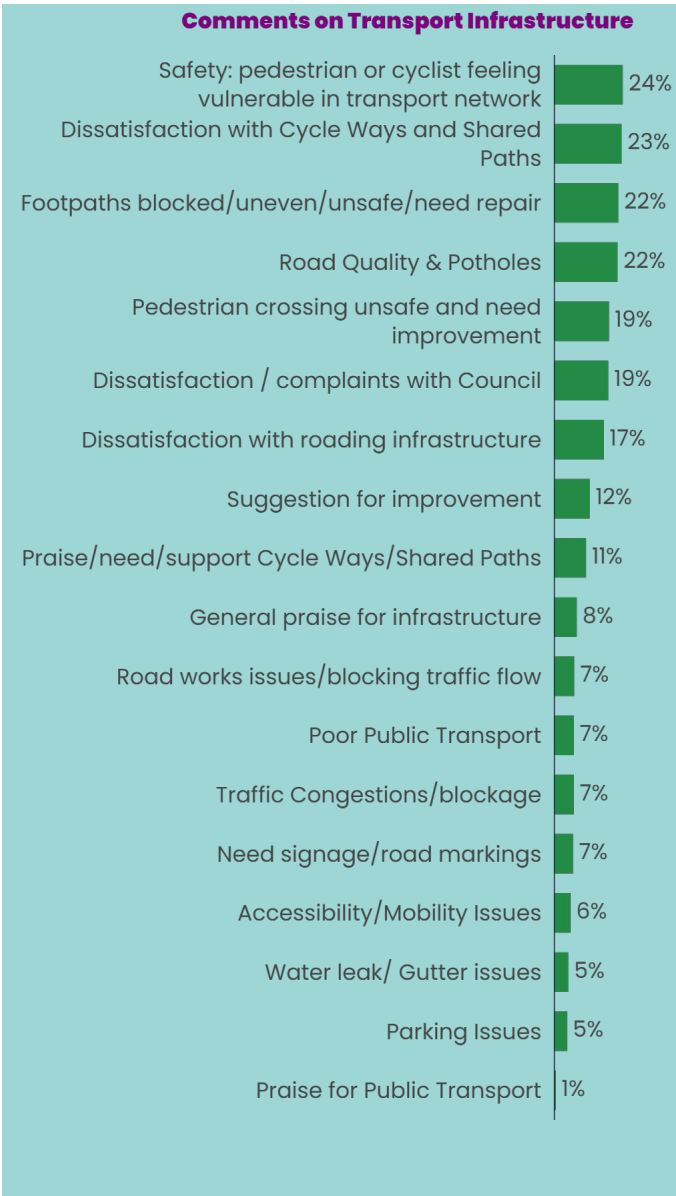
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- 779 open-ended comments on transport infrastructure were received and sorted into categories. Totals may exceed 100% owing to multiple responses from some respondents.
- Many comments note that pedestrian crossings could be improved around the city. Some residents felt that some crossings were not visible enough as cars parked too close to them, while others felt that their location was awkwardly placed near a roundabout that blocked traffic flow and frustrated motorists.
- Opinion was divided over cycleways. Several respondents stated that they strongly support cycleways and want greater options for cyclists and improved safety. Others felt there was too much Council emphasis on cycleways and also felt that cycleways were not utilised enough to justify their investment.
- Many comments mentioned footpaths, with the majority of these comments noting that the condition of the footpaths needed improvement. This was due to the uneven condition of the footpaths due to cracks and bumps, making it difficult for the elderly and those with prams or mobility devices to move comfortably.
- Safety was a common theme in respondents' answers, with several comments concerned with pedestrian and cyclist safety on busy streets and streets with less-than-ideal visibility.
- There were some complaints about roadworks, though others mentioned that this was a positive due to the investment in infrastructure maintenance.



Residents' comments on Transport Infrastructure

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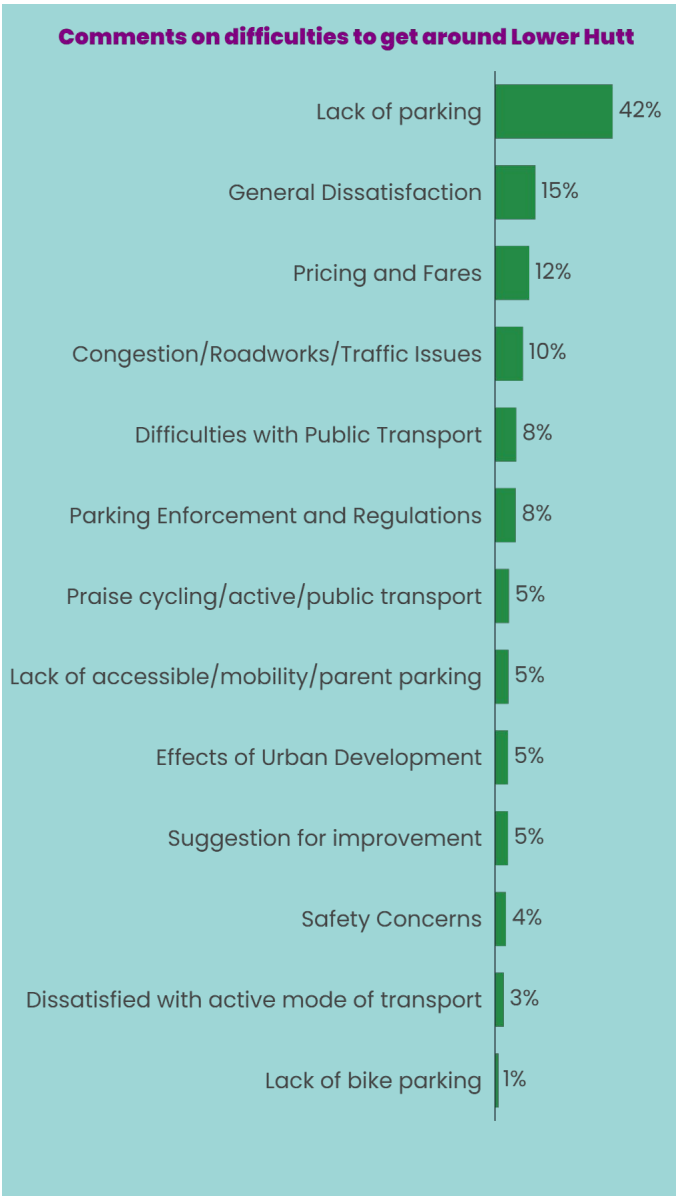
- *"Roads and paths are overall well maintained, like anywhere there are some areas that need attention but in general well maintained. As noted earlier some are becoming dangerous due to cars parked both sides because of the lack of off-street parking in medium and high-density housing developments."*
- *"Roads have been damaged by what appears to be heavy vehicles, those that are building here in Wainuiomata. Wainuiomata and Main roads are particularly bad."*
- *"Lots of potholes and water leaks not fixed, or repaired poorly so they happen again."*
- *"Far too much invested in cycleways for a minority using them."*
- *"Cycle ways should not be a priority in a city with a public transport issue. Several crossings are poorly designed/placed, such as around Queensgate."*
- *"For those in a wheelchair, the shared paths can be too narrow, where I've been forced off the path. Footpaths are often difficult to use. They can be broken, or cars parks over them, etc."*
- *"Pedestrian crossings placed so close to junctions and roundabouts is ridiculous and dangerous."*



Comments on difficulties to get around Lower Hutt

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- 542 open-ended comments discussing difficulties getting around Lower Hutt were received and sorted into categories. Totals may exceed 100% owing to multiple responses from some respondents.
- 42% of comments expressed dissatisfaction with limited parking in Lower Hutt. An additional 12% voiced concerns about costly parking fees and 8% on parking enforcement and regulations. 10% mentioned congestion and excessive cars, indicating a perception of Lower Hutt as being too car centric.
- Issues pertaining to accessibility were raised by 5% of respondents, including those with mobility challenges, disabilities, pet owners, and families. They cited difficulties with accessible parks, mobility parking, and designated parent car parks.
- 15% of comments expressed general dissatisfaction, while others specifically identified congestion, roadworks, cyclist behaviour, and traffic-related problems (10%) and safety concerns (4%).
- Several respondents suggested the need for more parking options, particularly for mobility parks in areas like the CBD, Petone, and Wainuiomata. The impact of new construction and infill housing on local roads was noted as a contributor to parking challenges.
- Some advocated for a shift towards greater use of public and active transportation modes.



Residents' comments on difficulties to get around Lower Hutt

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- *"Parking in the Hutt valley is so much better than in Wellington."*
- *"Parking is expensive or hard to find. I would walk or catch a bus but it's hard with 4 small children and when public transport is sometimes unreliable. Lots of roadworks everywhere makes it hard to get places too."*
- *"Parking is expensive and hard to find. The construction of a couple of multi-level parking structures would be a good investment and improve the accessibility of the city."*
- *"Not enough disability car parks in the city and they are not policed properly so you find someone using the carpark that should not be using it."*
- *"Limited car parking for 15 minutes at council buildings doesn't work/ parking elsewhere is satisfactory."*
- *"I don't have any difficulties, but the Disabled parking is an ongoing problem for our disabled residents. So many non-disabled people park in the disabled parking and I just feel more needs to be about it i.e more regular checks by parking wardens and stronger fines."*
- *"We need a good carparking building like the Queensgate carpark near the riverside area. Parking in the weekends are so congested."*



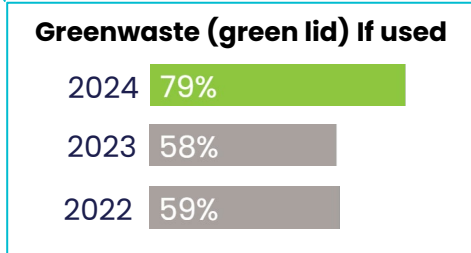
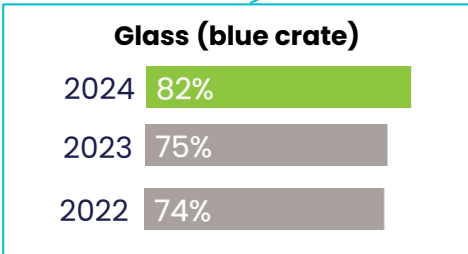
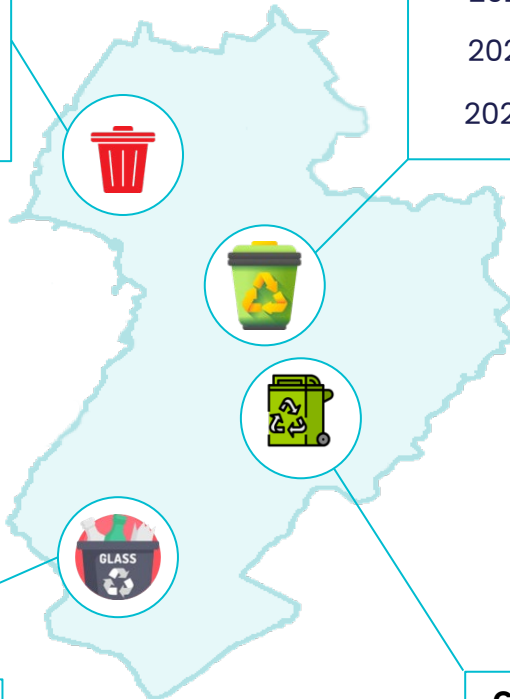
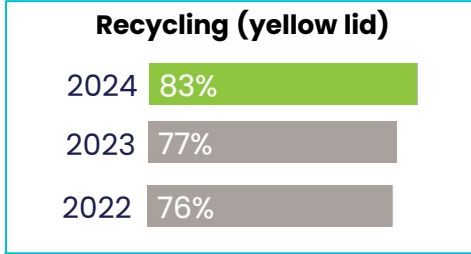
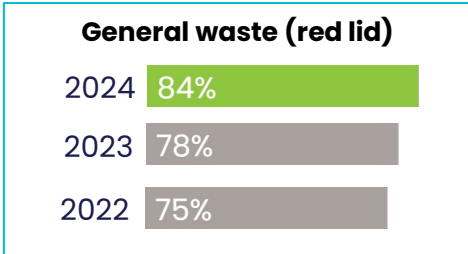
Satisfaction with Kerbside Rubbish and Recycling

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Satisfaction with Kerbside Rubbish and Recycling

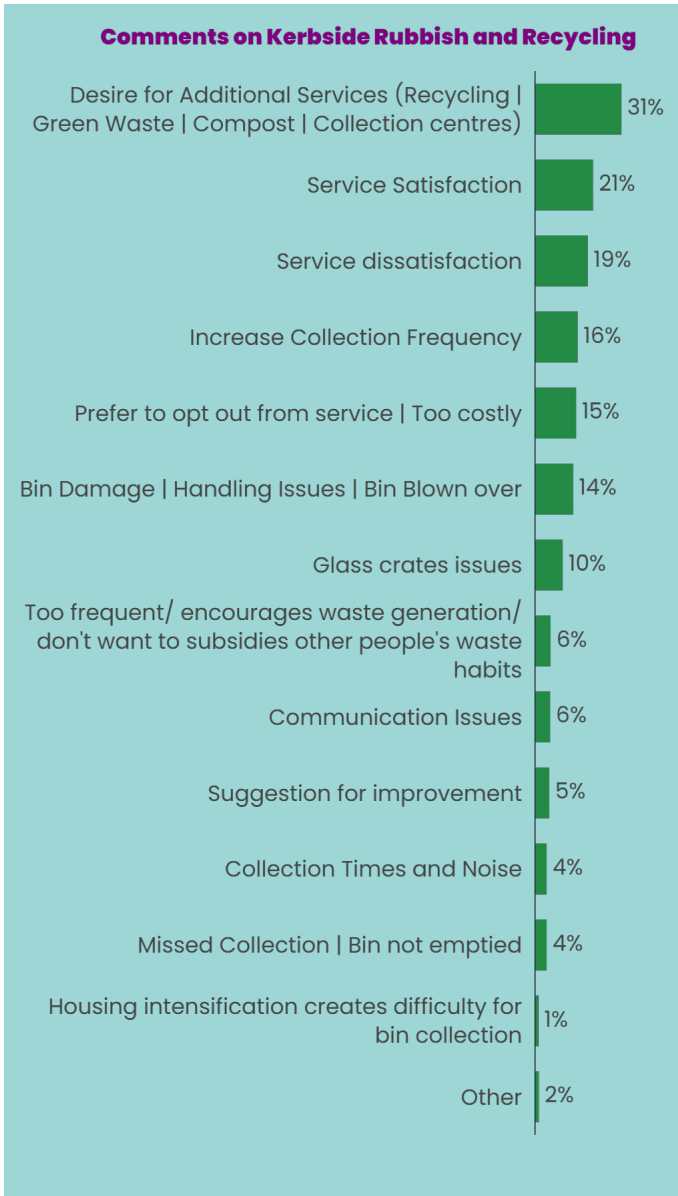
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Comments on Kerbside Rubbish and Recycling

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- 642 open-ended comments on kerbside services were received and sorted into categories. Owing to multiple responses from some respondents, the totals may exceed 100%.
- 21% of comments expressed satisfaction with Council's kerbside services. 20% of residents mentioned their belief in the need for expand green waste to include compost services, and 15% wanted an increase in collection frequency.
- 15% mentioned they were forced into these services, and the cost is high, so they want to opt out. 14% cited concerns about bin damage caused by handling by kerbside contractors or bins tipping over. Constructive feedback highlighted the need to enhance the durability of glass crates (10%), and 16% emphasised the desire for more frequent collection to align with family needs.
- Another perspective was that a large bin emptied frequently encouraged wasteful habits, with a belief that their rates subsidised others' waste generation (6%).
- Several comments also exhibited scepticism about recycling processes and raised questions about the service's execution. Dissatisfaction was also voiced about aspects such as noisy rubbish trucks, early or missed collections, incomplete emptying of bins, and haphazard placement of bins by contractors, reflecting the concerns of some residents.



Residents' comments on Kerbside Rubbish and Recycling

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- *"Great mahi from the kerbside team so far. I am happy with the services & Council's initiatives."*
- *"Waste management do a very good job at collections. The public need to do a better job at presenting and sorting their rubbish/recycle."*
- *"This is an expensive and ineffective service. There is no incentive to cut down on household waste and light users who do minimise waste pay the same as heavy users. End it and return the business to the private sector please. Council should stay out of waste disposal."*
- *"The blue crate can get too heavy for some, and for others i.e. me only empties a couple of times a year, it seems unfair for the amount we have to pay when it is not used often."*
- *"The damage caused by contract staff emptying rubbish, recycling and glass bins requires investing to see if the system could be improved."*
- *"It would be great to have the option of fortnightly green waste pick up during the spring and summer months, with fewer pickups during winter."*
- *"Introduce a compost bin as well so the council can compost (similar to Auckland). home composting is difficult to manage."*



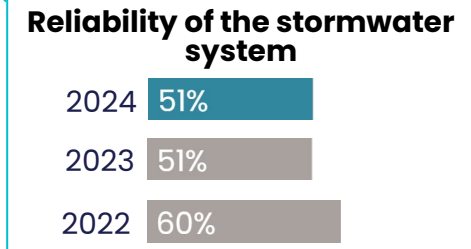
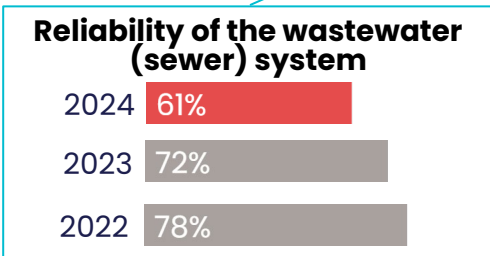
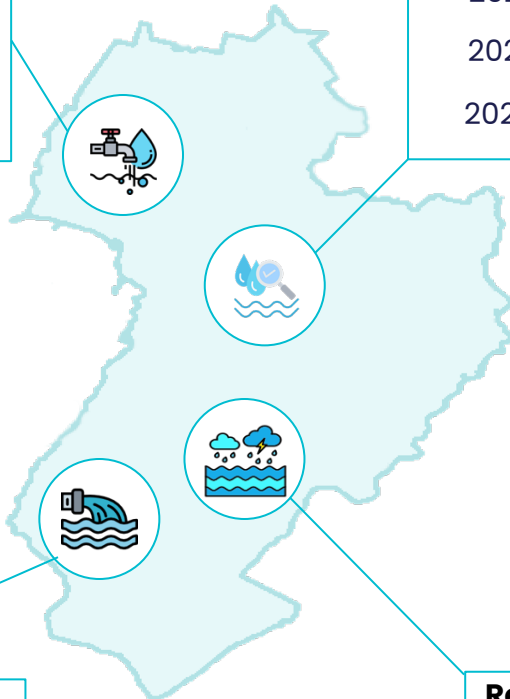
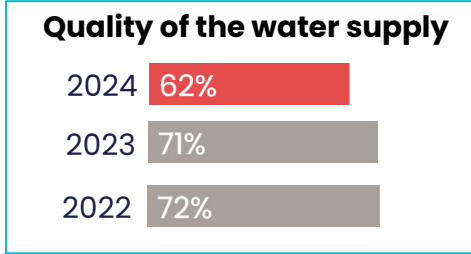
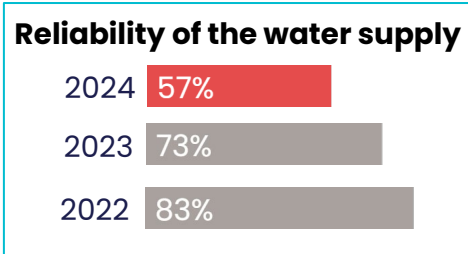
Satisfaction with Three Waters Services

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Satisfaction with Three Waters Services

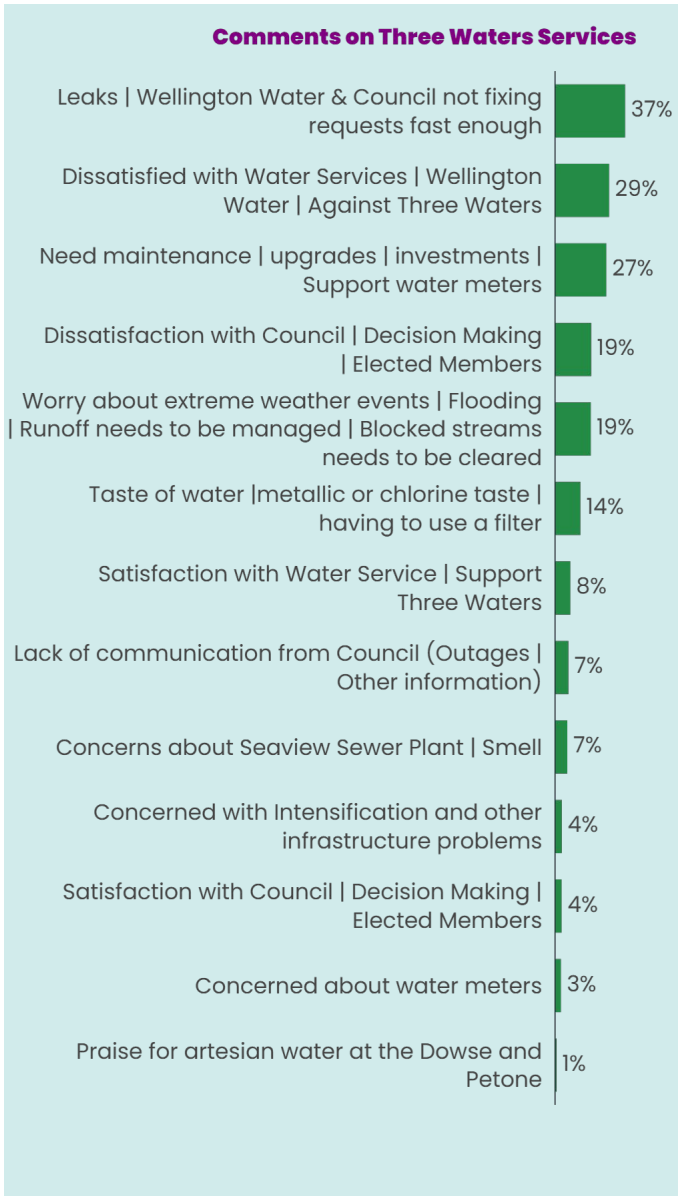
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Comments on Three Waters Services

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- Three Waters Services**

- 802 open-ended comments on three waters services were received and sorted into categories. Totals may exceed 100% owing to multiple responses from some respondents.
- Concerns about water leaks was the prevailing theme in comments, with 37% expressing dissatisfaction over Wellington Water / Council's response times to service requests and the quality of repairs. This concern was further reflected in comments expressing dissatisfaction with Wellington Water (29%). Although some comments clearly conflated Wellington Water with the previous government's attempt to reform water services. 19% highlighted concerns such as frequent flooding and blocked drains, prompting doubts about the adequacy of drainage during flooding episodes.
- A positive sentiment emerged from 8% of respondents, expressing overall satisfaction with water services. However, 14% cited dissatisfaction with the taste and smell of fresh water, describing it as having a 'chlorine' or 'metallic' flavour and 7% raised concerns about smell from the Seaview wastewater plant. Views on fluoride and water meters were divided for and against.
- Communication issues during water outages were raised in 7% of comments, highlighting the need for improved notification methods, such as street-level loudspeakers.



Residents' comments on Three Waters Services

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- *"I really appreciate the drinkability of the tap water."*
- *"Overall satisfied. The smell was pretty horrible some days with the Seaview thing. Bring in water meters."*
- *"Stormwater street sumps could be cleared more often, not just when Council is requested to."*
- *"Concerned about inbuilding adding more users and putting more pressure on the wastewater system and water supply. Also very concerned about the time it is taking to repair reported water leaks and the water that is being wasted in the meantime."*
- *"The smell at Seaview is intolerable. Clearly replacement of water pipes should happen already in areas where pressure & leaks waste the most water. Why no thought given to stopping development into water sorted or finding additional water sources including large integrated pressurised rainwater tanks for gardens, hoses, toilets etc."*
- *"No meters until main leaks are fixed spend money wisely don't waste."*
- *"Very unhappy that desperately needed progress on abundant leaks is so slow. I report all I see in my neighborhood, but some have been going so long the footpaths are dangerously slippery."*
- *"We have had two occasions where the water was turned off without notification."*





**Thank you to all survey
participants!**

