

# Resident Satisfaction Survey 2025

## 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 and allow us to measure trends and changes over time.

### Key insights:

#### Areas of Strength



##### **Overall perceptions of Lower Hutt**

Residents feeling that Lower Hutt is a great place to be.



##### **Council-maintained facilities**

High resident satisfaction with community hubs, libraries, pools and museums, and praise for staff working in these facilities.



##### **Kerbside rubbish & recycling**

Consistently high resident satisfaction with general waste and recycling collection services.



##### **Council-maintained spaces**

High resident satisfaction with our spaces such as parks, gardens and reserves, and local playgrounds.

#### Areas of Challenge



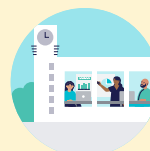
##### **Council communications & engagement**

Residents wanting better information provision and transparency about Council decision making.



##### **Council decision-making**

Residents feeling that their feedback is not always listened to.



##### **Council performance**

Residents concerned about rates increases and the prioritisation of Council spending.



##### **Car parking**

Resident concern about limited car parks and the cost of paid parking.

### 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:

- Implement Te Whiranga – our new engagement framework, which will ensure that our engagement is meaningful, consistent and impactful.
- Deliver the first location-specific parking management plans in line with the new council parking strategy.
- Continue to monitor and drive uplift in council performance via quarterly reporting of council performance measures.