

HUTT CITY COUNCIL

**|2023 Residents' Satisfaction Survey
Research & Evaluation (R&E)**



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Background

Background about Residents' Satisfaction Survey
Executive summary

▲ Pukeatua / Wainuiomata Hill



Background & objectives

- The Residents' Satisfaction Survey (RSS) is an annual survey undertaken by the Hutt City Council's (Council) Research and Evaluation Team (R&E team).
- The survey asks a sample of Lower Hutt City residents about their engagement and satisfaction with Council's services and facilities.
- The aim of the RSS is to provide statistically representative results on residents' satisfaction with Council's services and facilities.
- The results indicate how Council performs from a residents' perspective. The results also allow for measuring trends and changes in residents' perceptions over time.
- Out of the 30 survey questions, 21 directly pertain to non-financial KPIs featured in our Long-term plan, Annual plan and reports.
- This report outlines the results of all questions asked in the Residents' Satisfaction Survey 2023. It highlights the overall result and analyses it by key demographic areas of interest (for example, age, ethnicity, household income, household tenure and ward).
- When reading this report, it is important to note that factors such as the timing of unusual or one-off events can affect the satisfaction ratings that residents give, particularly if they occur close to the time when the survey data is being gathered.

Note: While this survey provides the opportunity to understand what Lower Hutt residents think about Council processes, services, and facilities, it is important to note that the results reflect a snapshot of residents' perceptions at a point in time. Further research would be necessary to provide a more in-depth and comprehensive understanding of the reasons behind certain results.


















This research aimed to determine levels of satisfaction with Council's services, facilities, and decision-making amongst Lower Hutt residents to identify possible improvement opportunities.

The survey was conducted from March 15 to April 25, 2023. The survey was available online and in paper via Council's hubs and libraries. A total of n=1719 survey responses were used in the final analysis. The response rate allows us a margin of error of plus or minus 2% at the 95% confidence interval.
















Key findings from the Residents' Satisfaction Survey-2023 are as follows:

- Community and recreational facilities (Council-maintained facilities and spaces) received the highest satisfaction responses from local residents, collectively representing the top five highest-rated services/facilities in 2023: museums (92%), community hubs/libraries (91%), astroturf sports grounds (89%), swimming pools (88%) and Sports grounds (86%).
- A number of services recorded a decline in satisfaction compared to the 2022 survey; the greatest falls in satisfaction were measured for Council maintained roads (-11%), reliability of water (-10%), reliability of stormwater (-11%), reliability of wastewater (-6%).
- Demographic analysis of the survey results indicate that residents in the Northern ward commonly express the lowest levels of satisfaction with Council decision-making, facilities and services, as well as the lowest levels of direct engagement with the Council.
- Residents aged 55-64 more commonly rate their levels of satisfaction lower than residents from other age groups.
- Disabled residents express relatively low levels of satisfaction with pedestrian crossings, community halls and the Council's rubbish and recycling services than other population groups. This highlights that accessibility and inclusion remain key issues for disabled residents in Lower Hutt.















Satisfaction at a glance

<p>Council Communications and engagement processes</p>	 <p>Information that Council provides about its activities and projects</p>	 <p>Accessibility of information from or about the Council</p>	 <p>Ease with which you can have your say on Council activities and proposals</p>	 <p>Follow up feedback after you interact with Council</p>
	2023 51% 	2023 52% 	2023 41% 	2023 28% 
	2022 47%	2022 49%	2022 40%	2022 29%
<p>Council Governance processes</p>	 <p>Provided feedback to Council on topics of community interest in the last 12 months</p>	 <p>Trust Council to make the best decision for the community</p>	 <p>Have confidence that Council can deliver on its decisions</p>	 <p>Have confidence that Council takes community feedback into account when making decisions.</p>
	2023 43% 	2023 42%	2023 37%	2023 40%
	2022 49%	2022 ***	2022 ***	2022 **
<p>** Question not asked ***Change in Likert scale</p>		   <p>The green arrow signifies an increase, while the red arrow indicates a decrease in satisfaction compared to the 2022 RSS results.  Signifies an increase or decrease within the margin of error (-/+ 2%).</p>		








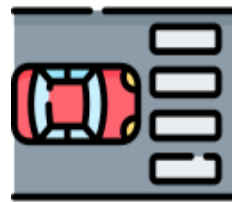






Satisfaction at a glance

Council maintained facilities	 Community hubs or libraries	 Community halls	 Sports grounds
	2023 91% 	2023 80% 	2023 86%
	2022 83%	2022 62%	2021 96% 2022 **
	 Swimming pools	 Fitness suites	 Museums
	2023 88% 	2023 75% 	2023 92% 
	2022 81%	2022 60%	2022 80%
<p>** Question not asked ***Change in Likert scale</p>	   <p>The green arrow signifies an increase, while the red arrow indicates a decrease in satisfaction compared to the 2022 RSS results.  Signifies an increase or decrease within the margin of error (-/+ 2%).</p>		





















Satisfaction at a glance

Council maintained spaces			
	Local parks, gardens/reserves	Local playgrounds	Cemeteries/urupā
	2023 85% 	2023 82% 	2023 81% 
	2022 77%	2022 71%	2022 80%
			
	Grass sports grounds	Astroturf sports grounds	
	2023 85% 	2023 89% 	
	2022 76%	2022 74%	
   The green arrow signifies an increase, while the red arrow indicates a decrease in satisfaction compared to the 2022 RSS results.  Signifies an increase or decrease within the margin of error (-/+ 2%).			

Satisfaction at a glance

<p>Transport Infrastructures & Availability of Parking</p>	 <p>Roads</p>	 <p>Footpaths</p>	 <p>Shared paths</p>
	<p>2023 35% </p>	<p>2023 45% </p>	<p>2023 45% </p>
	<p>2022 42%</p>	<p>2022 37%</p>	<p>2022 43%</p>
	 <p>Cycleways</p>	 <p>Pedestrian Crossings</p>	 <p>Parking availability</p>
	<p>2023 36%</p>	<p>2023 63% </p>	<p>2023 45%</p>
	<p>2022 20% & 48% ***</p>	<p>2022 57%</p>	<p>2022 **</p>
<p>** Question not asked ***Change in question</p>	<p>   The green arrow signifies an increase, while the red arrow indicates a decrease in satisfaction compared to the 2022 RSS results.  Signifies an increase or decrease within the margin of error (-/+ 2%).</p>		

Satisfaction at a glance

Council Kerbside rubbish and recycling collection services	 General waste (Rubbish/Red lid bin)	 Recycling (Yellow lid bin)	 Green waste (Green lid bin)	 Glass collection (Blue crate)
	2023 78% 	2023 77% 	2023 58% 	2023 75% 
	2022 75%	2022 76%	2022 59%	2022 74%
Three Waters Services	 Reliability of water supply	 Quality of water supply	 Reliability of stormwater system	 Reliability of wastewater (sewer) system
	2023 73% 	2023 71% 	2023 51% 	2023 72% 
	2022 83%	2022 72%	2022 60%	2022 78%
   The green arrow signifies an increase, while the red arrow indicates a decrease in satisfaction compared to the 2022 RSS results.  Signifies an increase or decrease within the margin of error (-/+ 2%).				

Methodology

Methodology

Data Collection Method

Environmental factors

Survey sample profile



QUESTIONNAIRE AND PROJECT SPECIFICS

Between 2016–2021, the Residents’ Satisfaction Survey was conducted by Key Research. From 2022, the Residents’ Satisfaction Survey has been managed by Council’s Research and Evaluation Team (R&E).

Between October 2022 and February 2023, the R&E team collaborated with various other Council teams to develop the survey to meet Council’s information needs. The survey was tested prior to the data collection phase with the support of the research consultancy Public Voice.

As a result of the survey review and testing process, slight adjustments to question wording and Likert response scales from the 2022 version of the survey were made, and some additional questions were added relating to the themes of Council decision-making process, council-maintained spaces and transport. The R&E team also included a question about resident ethnicity as a key demographic variable.



SURVEY RESPONSE SAMPLE AND MARGIN OF ERROR

Residents’ Satisfaction Survey was conducted from 15 March to 25 April 2023, lasting 5 weeks.

A total of 2028 initial responses were received. Once invalid responses were removed (duplicate responses or responses from non-residents of Lower Hutt), a total of n=1719 survey responses remained in the final analysis (compared to 603 in 2021 and 940 in 2022), with proportional representation across Lower Hutt City’s six wards.

The response rate allows us a margin of error of plus or minus 2% at the 95% confidence interval.

MIXED METHODS

Multiple data collection methods were utilised to ensure residents were well represented. The mixed-methods approach included:

1. Social media: The survey was available via an online URL shared on Council social media platforms like Facebook. The invitation advertisement was randomly promoted on Facebook to Hutt residents.
2. Council website: The survey was promoted via the Council's website.
3. Postal invitations: 7,000 postcards, each including a QR code and URL links to the survey, were posted to randomly identified addresses from the electoral role within areas of Lower Hutt commonly underrepresented in our surveys (the Northern, Eastern and Wainuiomata wards).
4. Paper versions of the survey were made available at hubs and libraries across Lower Hutt for those who prefer paper surveys over online surveys.
5. Online survey invitations were sent to 3249 residents who are on the Hutt City citizen's panel – hosted by the research consultancy Public Voice.

DATA CLEANING AND ANALYSIS

Once the survey closed, duplicate entries, missing, and incomplete/invalid responses were removed.

Identifiable/ confidential details were also removed.

WEIGHTING

Post-stratification (weighting) was then applied to the full dataset to reflect the ward, age, and gender group as determined by the 2018 Census.

NOTES ON REPORTING

Due to rounding, figures with percentages may not add to 100%. Reported percentages (i.e., 'dissatisfied' and 'very dissatisfied' responses have been grouped into an overall 'total dissatisfied' response and 'satisfied' and 'very satisfied' as 'total satisfied' have been grouped into an overall 'total satisfied' response).

Note that 'Don't know, N/A or missing responses' are excluded in the final analysis.

Survey results for demographic sub-groups may not be statistically reliable due to high margins of error (due to small sample sizes). Hence, there is a need to be cautious when interpreting results associated with sub-sample categories. However, statistical significance can be found in identifying trends across survey indicators. A key example is the low satisfaction levels of residents in the Northern ward across most survey questions asked.

Environmental factors

When reading this report, it is important to note that factors such as the timing of unusual or one-off events can affect the satisfaction ratings that residents give, particularly if they occur close to the time when the survey data is being gathered.

Factors that may have influenced public perception of the Council's performance in 2022-2023 could include:

- ❖ In July 2022, a major slip occurred on the Eastern Hutt Road, followed by more slips in April 2023. The Council acted swiftly to prevent future slips, closing southbound lanes and altering the road layout. This led to traffic congestion and longer travel times.
- ❖ On 14 March 2023, a slip occurred at Point Howard due to a leaking water pipe and recent significant rainfall. The slip caused immediate loss of power, gas and water services to Point Howard residents and damaged Howard Road. The slip impacted approximately 165 households for approximately 48 hours.
- ❖ In April 2023, Council consulted the residents on the following items in the 2023/24 Draft Annual Plan.
 - 9.9% rate increases
 - Parking fees increase in the city centres.
 - Increased funding for Tupua Horo Nuku.
 - Reprioritising projects within the Micromobility programmes (collection of projects to create a connected cycleway and shared paths), deferring the rebuild of Petone wharf to 2029, removing three lesser-used buildings in Riddiford Garden and surrounding area (the aviary, Tutukiwi orchid house).

Survey sample profile

Table 1 Responses by gender

Gender	Weighted	Unweighted	Sample
Female	51%	58%	942
Male	49%	38*	620

Gender: Sample size= 1562; total sample size= 1719; missing sample (gender not stated/ not answered/ left blank = 157)

Table 2 Responses by ward

Ward	Weighted	Unweighted	Sample
Central ward	19%	18%	310
Eastern ward	18%	20%	339
Harbour ward	15%	17%	291
Northern ward	15%	13%	226
Western ward	16%	16%	274
Wainuiomata ward	18%	16%	271

Ward: Sample size 1711; total sample size 1719; missing sample (ward not stated/ not answered/ left blank = 8)

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

Disability	Sample%	Sample
Yes	9%	142

Disability: Sample size = 1612; total sample size = 1719; missing sample (disability not selected any = 107, '1470 stated they have no disability')

Table 4 Responses by ethnicity

Ethnicity	Sample %	Sample
New Zealand European	82%	1,405
Māori	8%	143
Pasifika	3%	48
Asian	3%	54
Other (please specify)	7%	127

Ethnicity: Sample size = 1777, total sample size = 1719; multiple ethnicity responses selected so simple size will exceed the total sample (not relevant ethnicity specified in other)

Table 5 Responses by age

Age	Weighted	Unweighted	Sample
Under 24 years	17%	2%	35
25-34 years	18%	11%	182
35-44 years	17%	16%	266
45-54 years	17%	20%	319
55-64 years	15%	19%	312
65-74 years	10%	18%	286
75 years or older	7%	11%	186
Prefer not to say	0%	3%	44

Weighted by age; Age: Sample size= 1630; total sample size= 1719; missing sample (age not stated/ not answered/ left blank = 89)

Table 6 Responses by household income

Household income	Sample %	Sample
\$20,000 or less per year	2%	31
\$20,001 - \$30,000	6%	97
\$50,001 - \$70,000	8%	135
\$30,001 - \$50,000	10%	156
\$70,001 - \$100,000	12%	196
\$100,001 - \$150,000	18%	301
More than \$150,000	25%	402
Prefer not to say	15%	252
Don't know	4%	66

Household income: Sample size = 1636, total sample size = 1719; missing sample (not stated/ answered/ left blank = 83)

Table 7 Responses by home ownership

	%	Count
Owners	85%	1,386
Renters	13%	221
Prefer not to say	1%	22
Other (please specify)	1%	10

Home ownership: Sample size = 1639, total sample size = 1719; missing sample (not stated/ answered/ left blank = 80)

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

Communication & engagement

Modes of communication and engagement (current and preferred)
Provided feedback on topics of community of interest
Resident satisfaction with communication and engagement



Main communication modes

Residents were asked about the main ways they find out about Council activities (e.g., services, facilities, events, rate changes, consultations, etc.). Totals may exceed 100% owing to multiple responses from some residents.

From residents' responses, it was found that the top five sources residents use to access Council information were: newspapers (42%), Council's social media (40%), word of mouth (38%), direct mail (35%), and external social media (35%). Notably, newspapers and Council social media stand out as prominent channels.

Conversely, only 5% mention obtaining information from local councillors, while 2% don't actively seek any information. These insights underscore opportunities for targeted engagement and communication enhancement.

	%
Newspaper	42%
Council's social media sites (e.g. Facebook, Twitter, YouTube)	40%
Word of mouth (e.g. friends, neighbours, relations)	38%
Direct mail e.g. rates bill	35%
Social media outside the Council (e.g. Facebook, Twitter, YouTube)	35%
Email or E-newsletters	31%
Council website	28%
Community hubs and libraries	20%
Radio	12%
From your local councillor	5%
Do not find out any information	2%
Other (please specify)	3%
NET	100%

Table 8: Main ways survey participants find out about Council activities

Preferred communication methods

Residents were asked about their preferred ways of engaging with the Council on topics of community interest. Totals may exceed 100% owing to multiple responses from some residents.

Residents ranked the service attributes in priority, from 1 being most important to 9 being least important. Surveys (online and paper) were ranked as the most preferred, followed by Council-organised group discussions and one-on-one in-person meetings.

Residents were also asked about alternative engagement preferences with the council. Residents preferred in-person interaction with elected members and the chief executive (6%), while 4% desired community-based public consultations through community boards.

Row %	1	2	3	4	5	6	7	8	9
Online survey	87%	6%	2%	2%	1%	0%	0%	0%	0%
Paper forms of surveys	13%	55%	9%	7%	2%	4%	3%	2%	6%
Council-organised group discussions (including hui or wānanga)	8%	23%	24%	15%	12%	5%	5%	4%	5%
One-on-one in-person meetings	11%	14%	15%	11%	7%	8%	8%	12%	14%
Town hall-style meetings with question-and-answer time	6%	21%	23%	14%	11%	7%	8%	6%	4%
Hutt City Council Community drop-in sessions	4%	23%	22%	15%	10%	12%	8%	4%	2%
Council representatives attending community-organised hui/meetings	8%	21%	25%	16%	9%	9%	6%	4%	2%
Paper forms or surveys or Written submissions to Council	8%	23%	21%	12%	9%	5%	10%	7%	6%
Verbal submissions to Council	2%	9%	12%	11%	13%	9%	7%	19%	17%

Table 9: Preferred communication methods

Provided feedback on topics of community of interest

Provided Feedback to Council on topics of community of interest

Residents were asked if they had provided feedback to Council on topics of community interest in the last 12 months.

43% of residents stated that they had provided feedback on topics of community interest in the last 12 months, 42% mentioned they have not provided any feedback and 15% were unsure whether they have provided feedback.

The number of residents who provided feedback has **decreased** compared to 2022, where the 2022 survey found that 49% of residents stated that they had provided feedback on topics of community interest.

This year's survey found that residents from Western (51%) and Central (48%) wards have provided the most feedback to Council on community interests in the past 12 months, compared to the lowest percentage from the Northern ward (32%).

In terms of age, the highest engagement was seen among residents aged 75 or older, compared to the lowest among those aged 25-34 (35%). Among various categories, Asian residents had the lowest participation (19%), while Pasifika had the highest (55%). Similarly, homeowners (45%) have provided feedback compared to renters & boarders (38%) in the last 12 months.

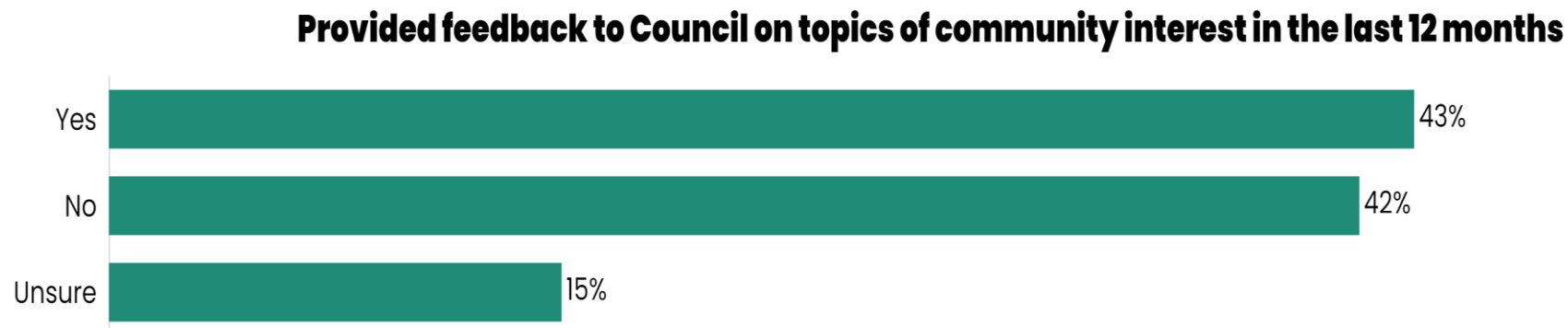


Chart 1: Provided feedback to Council on topics of the community of interest

Satisfaction with Council communication and engagement

Residents were asked how much they are satisfied with a range of Hutt City Council communication and engagement attributes (i.e., "information that Council provides about its activities and projects", "accessibility of information from or about Council", "ease with which you can have your say on Council activities and proposals" and "follow-up feedback after you interact with Council").

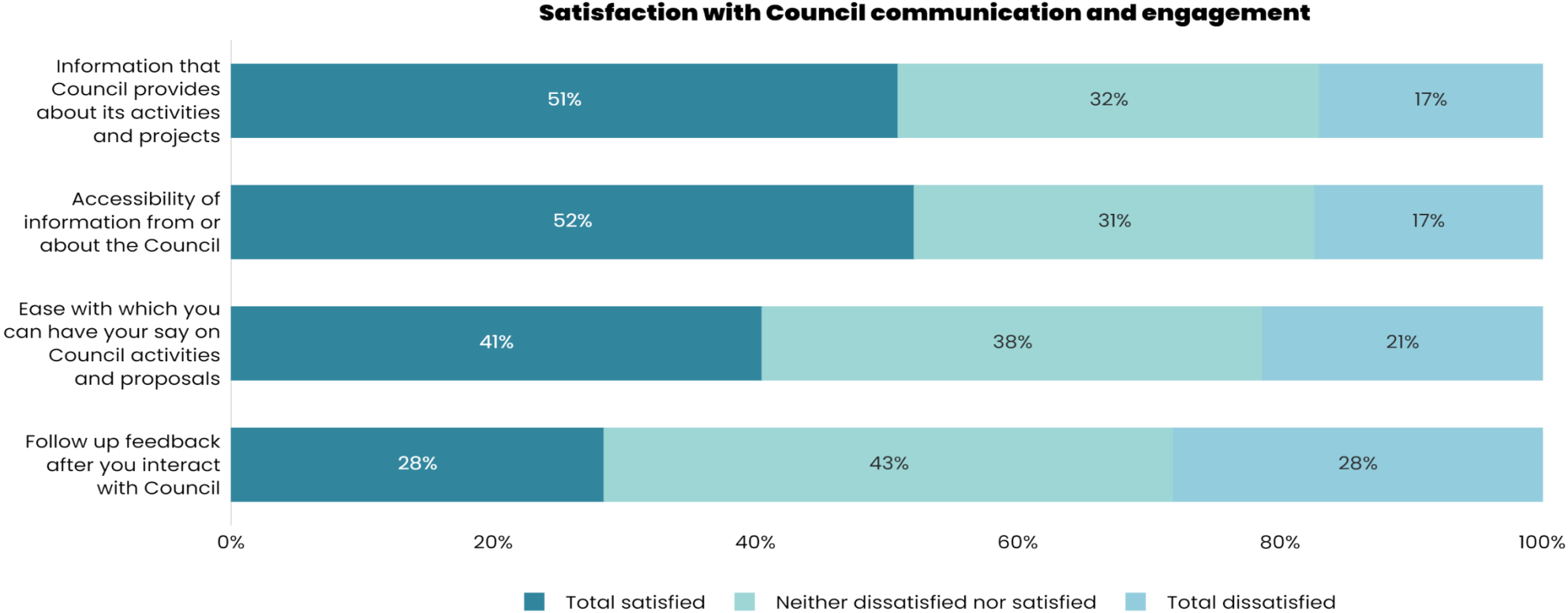


Chart 2: Satisfaction with Council communication and engagement

Satisfaction with the information that Council provides about its activities and projects



The overall satisfaction with the information that the Council provides about its activities and projects has demonstrated a positive increase this year when contrasted with the previous year's figure of 47%.

Half of the residents (51%) expressed satisfaction with the Council's information about its activities and projects, 17% disagreed and 32% neither agreed nor disagreed.

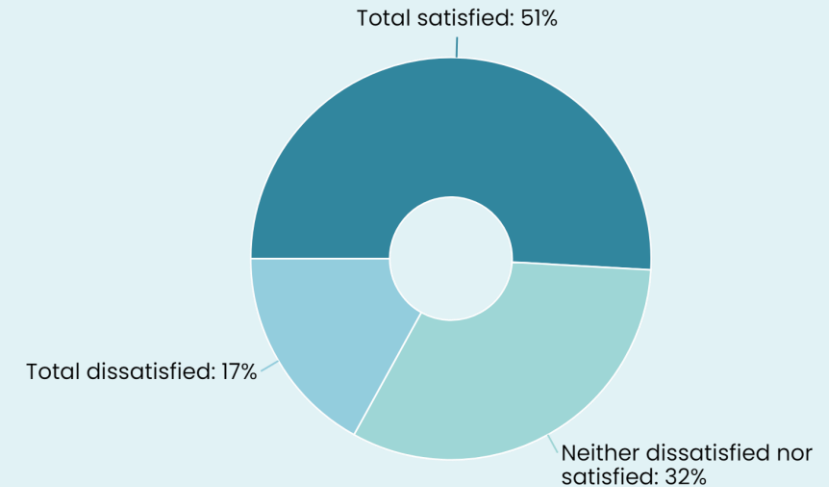
Satisfaction was higher among residents with disabilities (63%), Eastern (59%) and Harbour (55%) ward residents, and those under 24 (56%) or 25-34 (55%), while renters & boarders (58%) were happier than homeowners (48%). Asians (49%) were notably content compared to Pasifika (31%). Lower than average levels of satisfaction were linked to the income brackets \$50,001 - \$70k and \$70,001 - \$100k.

	%	Count
Total satisfied	51%	745
Neither dissatisfied nor satisfied	32%	502
Total dissatisfied	17%	250
NET	100%	1,497

Table 10: Satisfaction with the information that Council provides about its activities and projects

Communication and Engagement

Information that Council provides about its activities and projects



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied



Overall resident satisfaction with the accessibility of information from or about the Council has increased this year compared to the previous year's figure of 49%.

Half of the residents (52%) expressed satisfaction with the accessibility of information from or about the Council, 17% disagreed and 31% neither agreed nor disagreed.

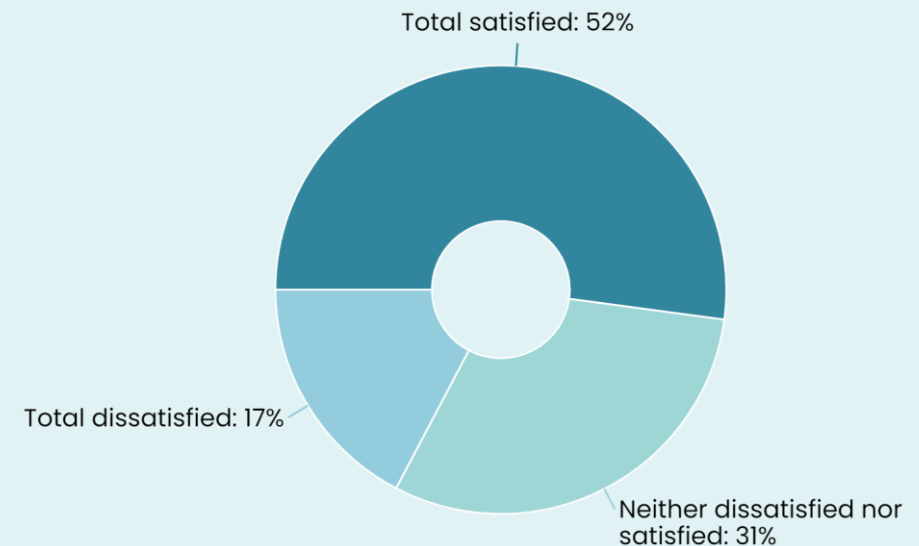
Satisfaction was higher among residents with disabilities (57%), Harbour (58%) and Wainuiomata (55%) ward residents, and those under 24 (62%) or 25-34 (54%), while renters & boarders (55%) were happier than homeowners (51%). New Zealand Europeans (53%) and Asians (53%) were notably content compared to Māori (48%). Lower than average satisfaction is linked to income brackets \$50,001 - \$70k and \$70,001 - \$100k.

	%	Count
Total satisfied	52%	734
Neither dissatisfied nor satisfied	31%	458
Total dissatisfied	17%	279
NET	100%	1,471

Table 11 : Satisfaction with the accessibility of information from or about Council

Communication and Engagement

Accessibility of information from or about the Council



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied

Satisfaction with ease with which you can have your say on Council activities and proposals



Overall resident satisfaction with the ease of having your say on Council activities and proposals has increased this year compared to last year (38%).

Less than half of residents in 2023 (41%) expressed satisfaction with the ease of having your say on Council activities and proposals, while 21% disagreed and 38% neither agreed nor disagreed.

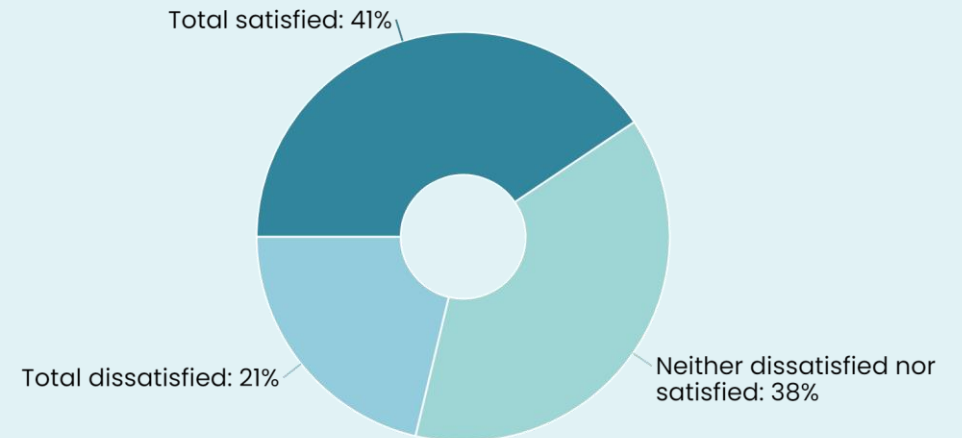
Satisfaction was highest among residents in the Harbour (47%), Eastern (46%), and Western (44%) wards, as well as those aged 25-34 (47%) and with disabilities (46%). Renters & boarders (48%) were more content than homeowners (38%), while different ethnic groups (49%) were more satisfied than Asian (33%) and Pasifika (35%) residents.

	%	Count
Total satisfied	41%	580
Neither dissatisfied nor satisfied	38%	534
Total dissatisfied	21%	323
NET	100%	1,437

Table 12: Satisfaction with ease with which you can have your say on Council activities and proposals

Communication and Engagement

Ease with which you can have your say on Council activities and proposals



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied



Overall resident satisfaction regarding follow-up feedback after engaging with Council has seen a positive increase this year compared to the previous year's figure of 23%.

Less than one-quarter of the participants (28%) expressed their contentment with the follow-up feedback following Council interactions, 28% disagreed and 43% neither agreed nor disagreed.

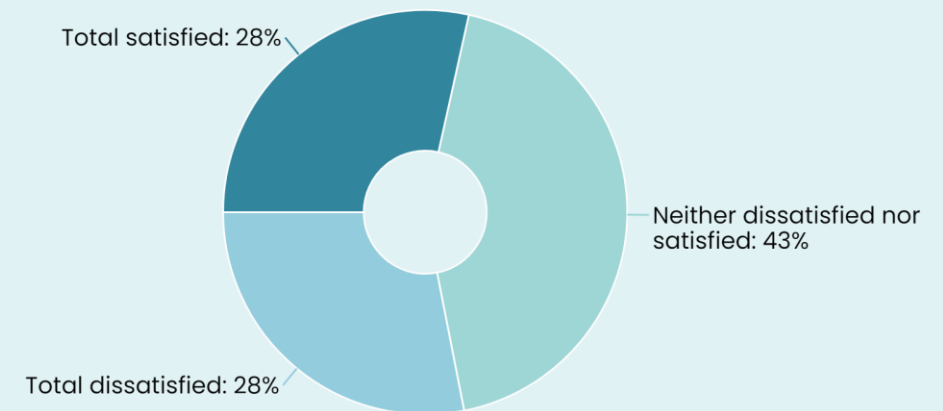
Satisfaction levels were higher than average among residents with disabilities (37%) and residents in the Western (34%) and Wainuiomata (33%) wards, alongside individuals under 24 (32%), residents aged 65-74 (31%), and 75 or older (30%). Renters & boarders (36%) surpassed homeowners (26%) in contentment, while Asians (32%) exceeded Pasifika (19%) and all other ethnic groups. Analysing survey responses by income levels, the lowest levels of satisfaction was observed among residents earning \$100,001-\$150k (23%).

	%	Count
Total satisfied	28%	358
Neither dissatisfied nor satisfied	43%	520
Total dissatisfied	28%	376
NET	100%	1,254

Table 13 : Satisfaction with follow-up feedback after you interact with Council

Communication and Engagement

Follow up feedback after you interact with Council



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied

Comments on communication & engagement

560 communication and engagement-related, open-ended comments from survey participants were sorted into categories. (Totals may exceed 100% owing to multiple responses from some residents.)

Positive comments praised Council's responsiveness to road issues and services like rubbish collection. Some residents noted communication issues, including a perceived slow response speed from Council officers, while others commended Council's communication and engagement services.

The Council website was a popular topic, with some residents commenting that they find the updated site challenging to navigate or lacking desired information. Broadly, residents 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 incorrect information was offered by 35% of residents who provided a comment on Council communication and engagement. A further 17% remarked on the lack of acknowledgment of community feedback in Council decisions. Dissatisfaction with communication regarding slips, rubbish, recycling, and other services was voiced by 15% of residents.

Suggestions for improvement encompassed longer survey periods, increased follow-up communication, and seeing feedback after surveys concluded.

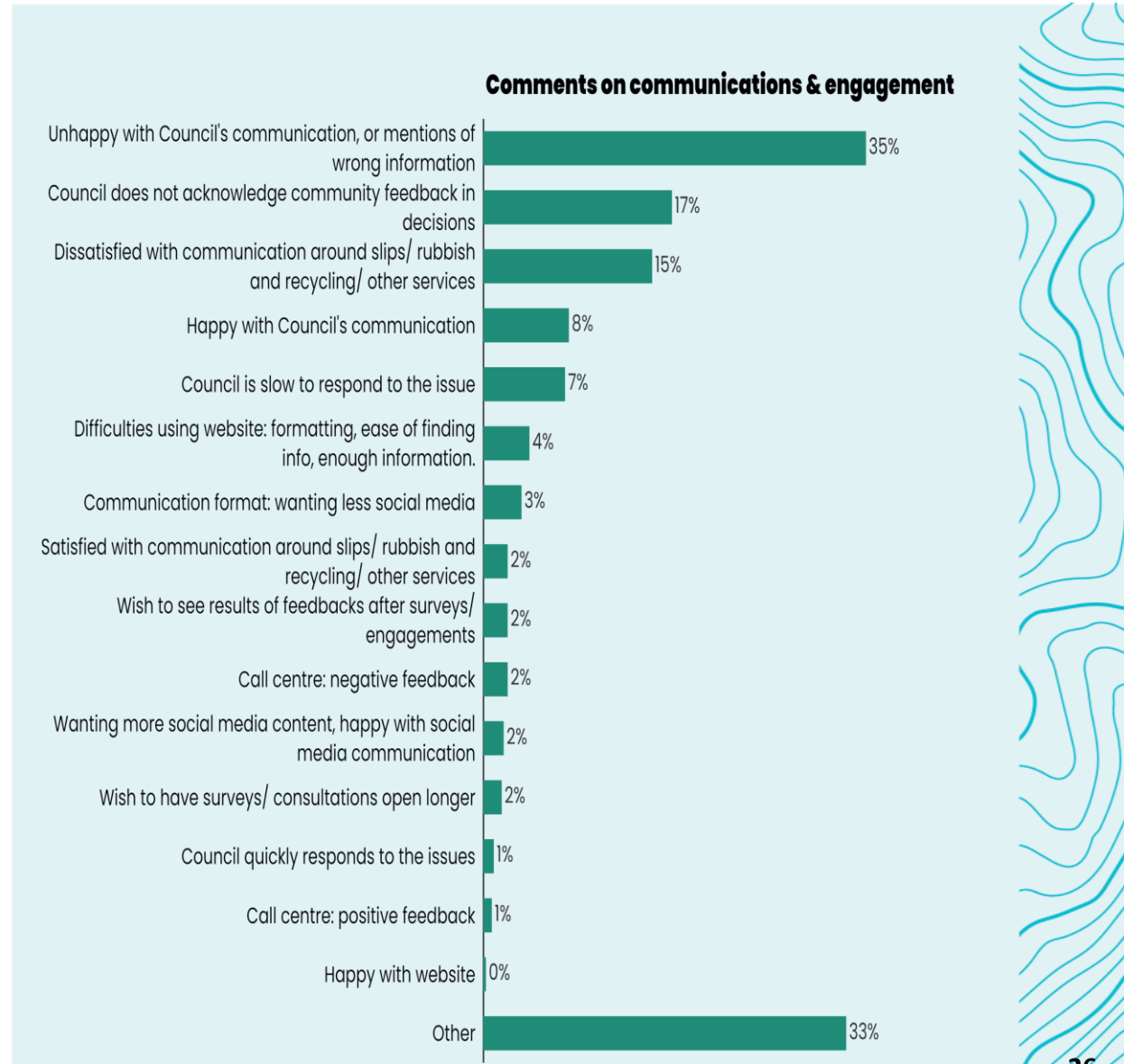


Chart 3: Comments on communication and engagement

Note: These are some of the selected verbatim comments from residents. The full list of verbatim comments can be provided upon request.

"Communication I have had has been good."

"The website is difficult to navigate if you are unsure where you need to go for information."

"Council communications staff are very proactive on social media and engage with comments, even negative ones. If only the Mayor and councillors were the same."

"I can't attend [consultation] sessions while working Mon -Fri 7 am-7 pm. Need to find times outside the working week."

"Review of the survey is not available."

"There is a huge focus on the dissemination of information digitally; however, there are reported inequities for many whanau who experience the digital divide. It would be great to see the council make more of an effort to work with minority populations who may need more targeted cultural approaches/support to participate in decision-making actively."

"Noise control does not provide any feedback. An electronic record of the results would be nice. I've made well over a hundred calls about one property and have no idea what happened in all but one case."

"I think it would be useful to have some kind of examples like "how to write a written submission" that shows what you should and shouldn't include etc. I think, for many people, the idea of a written submission seems a bit intimidating. Explaining the process or making it real easy to submit a valid written submission might make people more engaged. "

"Follow-up from councillors is great. Follow-up by officers is appalling. Often they do not bother to respond to requests or report a problem."

"It's helpful to have HCC reps attending local activities/events and being available for chats."

Council processes

Resident satisfaction with Council processes



Satisfaction with Council Processes

Residents were asked to rate their level of satisfaction with Council processes. Ratings were collected on a five-point Likert scale, where 1=Strongly disagree, 3=Neither agree nor disagree, and 5=Strongly agree. For demographic comparisons, "total agree" represents the combined "Strongly agree" and "agree" responses, while "total disagree" represents the combined "Strongly disagree" and "disagree" responses.

Council processes or strategic Governance attributes questions were:

- I trust Council to make the best decision for the community.
- I have confidence that Council can deliver on its decisions.
- I have confidence that Council takes community feedback into account when making decisions (*New added question)

Comparing the results with the previous year's (2022) survey has been challenging due to the utilisation of a different Likert scale and the introduction of a new question this year. In 2023, a shift was made from using a 3-point Likert scale ("Yes, definitely", "Somewhat", and "No, not at all") to a 5-point Likert scale. This change allowed for a more nuanced measurement of attitudes and opinions compared to a basic "yes/no" format, enabling respondents to express a wider range of agreement levels.

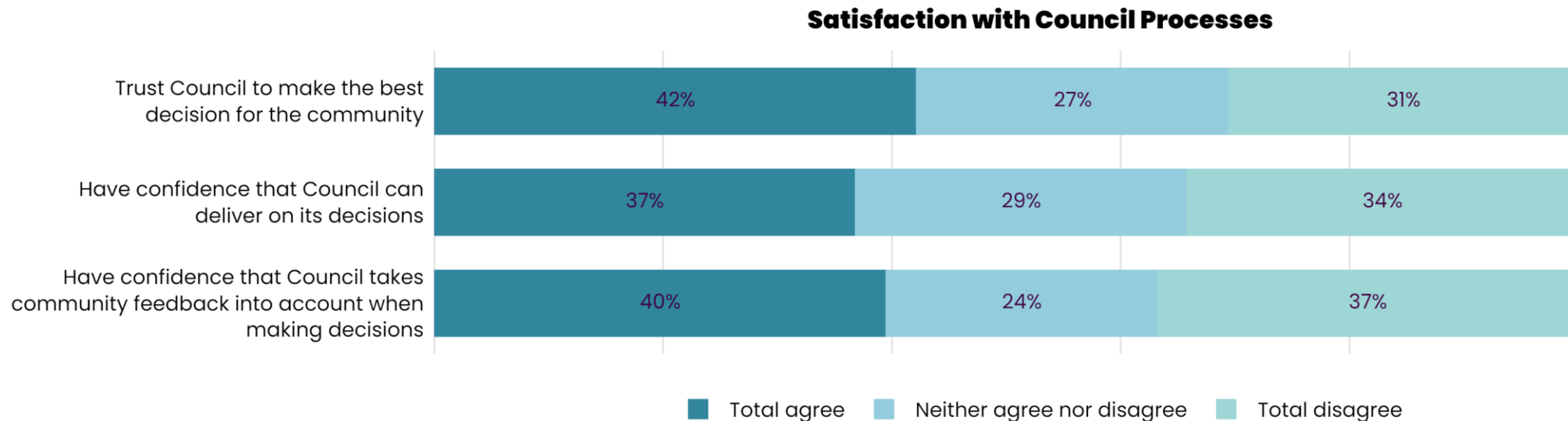


Chart 4: Satisfaction with Council processes



Slightly over four out of ten residents (42%) expressed their trust in Council to make the best decision for the community. However, a significant portion, 31%, expressed disagreement, while 27% remained neutral.

In the previous survey (2022), 15% of residents definitively stated their trust in Council to make the best decision for the community, and 65% expressed that they 'somewhat trusted' Council. Due to the change in the Likert scale this year, direct comparisons between 2022 and 2023 are challenging.

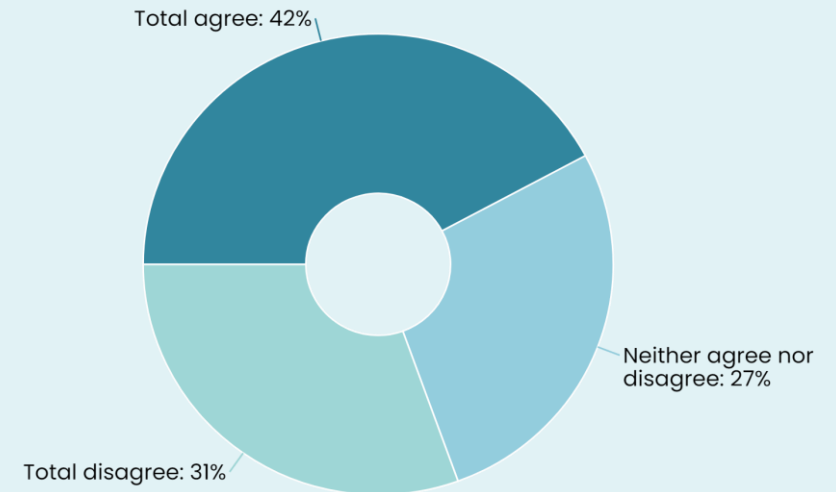
The most significant disparity in trust towards the Council's decision-making was observed across ethnic groups, with Pasifika residents showing less trust (24%). Among the least trusting groups were residents aged 55-64 (29%) and those from the Central ward (34%). Renters & boarders (53%) displayed more trust in the Council compared to homeowners (38%). Those with household incomes between \$70,001 and \$100,000 exhibited lower trust in the Council's decision-making for the community than other income brackets.

	%	Count
Total agree	42%	587
Neither agree nor disagree	27%	411
Total disagree	31%	511

Table 14: Trust Council to make the best decisions for the community

Council Processes

Trust Council to make the best decision for the community



*Total agree = Strongly agree + agree

*Total disagree = Strongly disagree + Disagree



Over one in three residents (37%), expressed confidence in Council's capability to deliver on its decisions. However, a significant portion, 34%, expressed disagreement, while 29% remained neutral by neither agreeing nor disagreeing.

In the prior survey (2022), 14% of residents firmly stated their confidence in the Council's ability to carry out its decisions, and 64% expressed a moderate level of confidence. Due to the change in the Likert scale this year, direct comparisons are challenging.

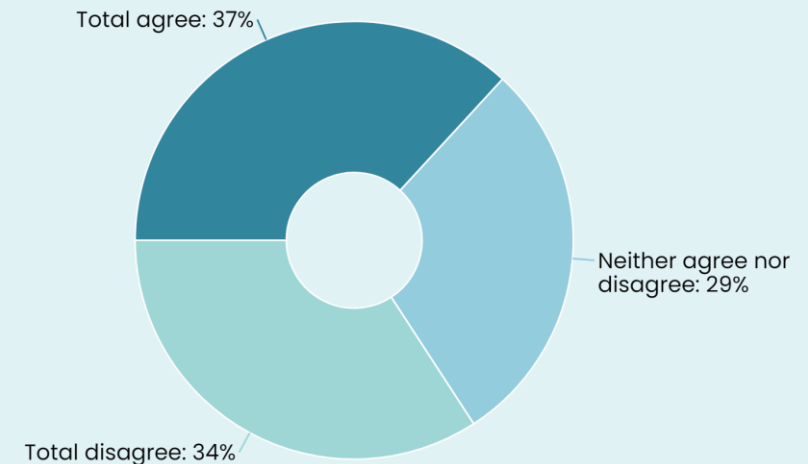
The most marked divergence in confidence in the Council's ability to execute its decisions emerged among different ethnic groups, notably with Asian residents displaying lower than average confidence (24%). Among the groups with the least confidence were residents aged 55-64 and those aged 75 or older (27%, respectively), along with residents from the Central ward (27%). Renters & boarders (49%) exhibited greater confidence compared to homeowners (33%). Those with household incomes exceeding \$150,001 showcased lower confidence in the Council's decision execution capability (30%) than other income brackets.

	%	Count
Total agree	37%	509
Neither agree nor disagree	29%	461
Total disagree	34%	536

Table 15: Have confidence that Council can deliver on its decision

Council processes

Confidence that Council can deliver on its decisions



*Total agree = Strongly agree + Agree

*Total disagree = Strongly disagree + Disagree

Confidence that Council takes community feedback into account when making decisions



Four in ten residents (40%), expressed that they have confidence that Council takes community feedback into account when making decisions. However, 37% expressed disagreement, while 24% remained neutral by neither agreeing nor disagreeing.

This question was newly introduced to the RSS in 2023.

Among the groups with the least confidence were residents from the Northern ward (32%), Māori (34%), residents aged 55-64 (28%) and residents with disabilities (38%).

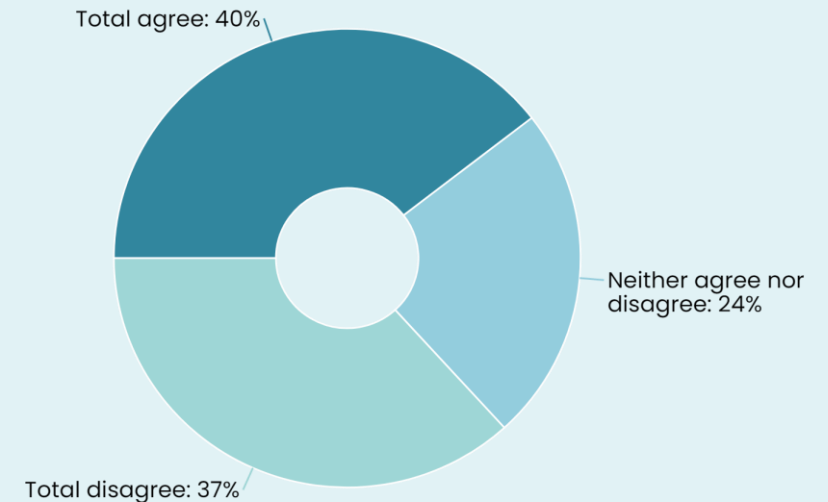
Renters & boarders (52%) exhibited greater confidence that Council takes community feedback into account when making decisions compared to homeowners (35%). Residents with household incomes of more than \$150,001 (36%) and \$70,001-\$100k (37%) showcased lower confidence that Council takes community feedback into account when making decisions than residents in other income brackets.

	%	Count
Total agree	40%	527
Neither agree nor disagree	24%	362
Total disagree	37%	594

Table 16: Confidence that Council takes community feedback into account when making decisions

Council processes

Confidence that Council takes community feedback into account when making decisions



*Total agree = Strongly agree + Agree

*Total disagree = Strongly disagree + Disagree

Comments on Council processes

486 Council processes-related open-ended comments were sorted into categories. Totals may exceed 100% owing to multiple responses from some residents.

63% of residents who provided a text response related to Council processes were generally unhappy with Council decision-making, whereas 10% stated Council did not listen to the public. A further 10% felt that Council decisions on rubbish and recycling changes, speed bumps, and additional cycleways failed to reflect community feedback.

Several residents were pleased with the current state of Council decision-making and briefly responded to this effect. Some referenced specific councillors or divisions of Council that they trusted. Others felt that project delivery differed from what was promised in consultation or election time.

There was some concern that central government changes, such as housing intensification, were being imposed on ratepayers and that Council could not refuse these changes. Some suggested that Council had a political allegiance to the central government, which affected decision-making. There was also some frustration that projects such as cycleways, or other 'nice-to-haves', were chosen by Council to be invested in when the footpaths in many areas of Lower Hutt were uneven, and there were leaks in the road from faulty pipes.

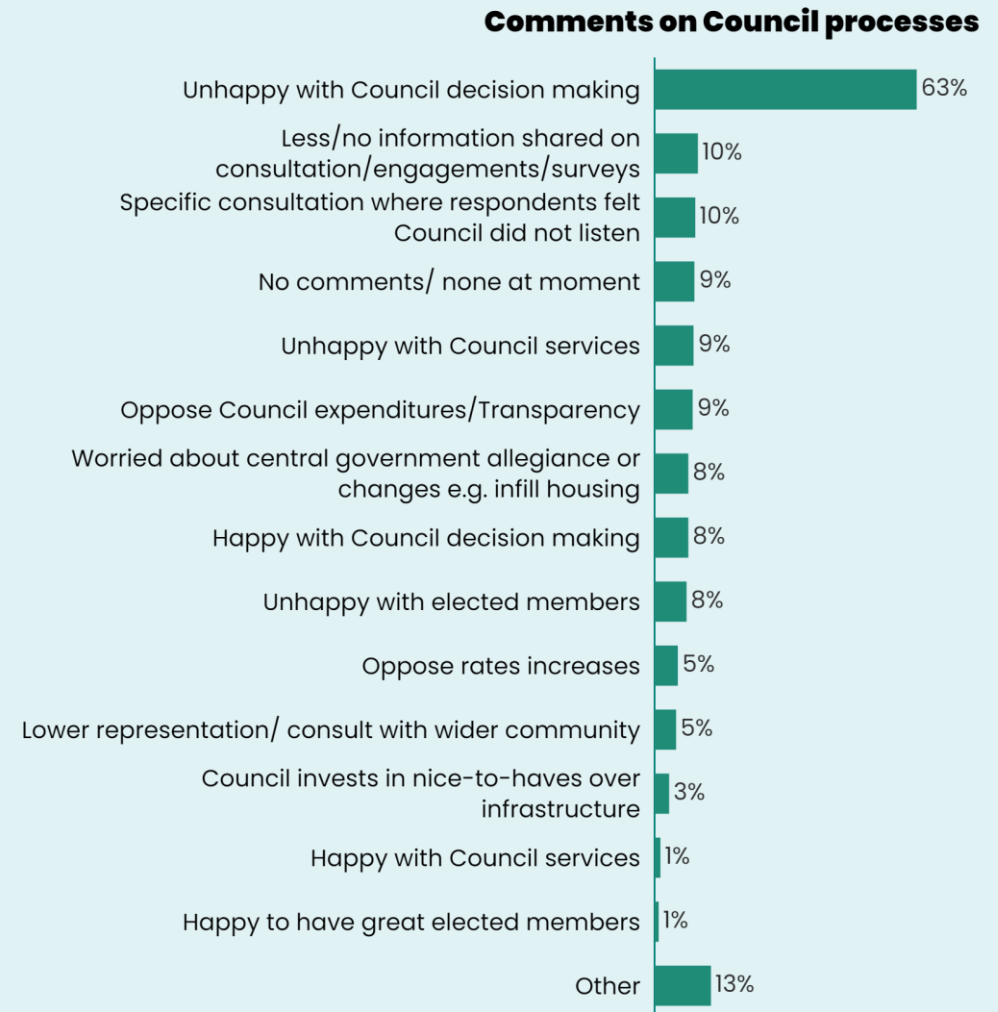


Chart 5: Comments on communication and engagement

Note: These are some of the selected verbatim comments from residents. The full list of verbatim comments can be provided upon request.

"I think that this council is taking community engagement seriously and making a real effort to listen and work with the community on decisions that affect them."

"I trust individual councillors... but not sure about the council as a whole."

"The current council is doing a much better job than previous councils have at listening to community feedback and not being solely focused on having low rates."

"Not sure about Mana whenua's role in decision-making. Seems to be light."

"Communication with Rangatahi. They are our next generation, so feedback/ coms from them are important."

"This council appears to be disconnected from its community. This council has gone out of its way to alienate its community. The high turnover of staff has impacted on the Council's institutional memory, which has led to the declining trust the community has in the council's engagement with the community."

"Sometimes I'm not sure if we are even being heard or asked to be involved in a process until most decisions have been made and feel like we are just asked to tick a box in final stages."

"The loudest most privileged voices get heard. Fear of not being re-elected drives decision-making instead of long-term vision."

Verbatim comments on Council processes

"Many demographics are not adequately represented in decision-making processes, so their needs are unmet. Groups who are most likely to be responsive are overrepresented and (in my experience) do not consider the experiences of others from different demographics (e.g., culture, SES, age, ability) when providing feedback. I hope to trust Council to consult widely, considering a range of interests and weigh community response against that of relevant experts and making research-supported decisions."

"It's not always clear how Council have taken feedback on board vs members simply voting with their personal ideologies."

"I have confidence in the current council. It feels like there's a good relationship with the community. Decisions for the greater good, like 3 Waters and RiverLink, are fantastic. Awesome improvements with bike lanes as well."

"I have always found the makeup of governance not to represent my personal community and be out-of-touch with Māori, Pasifika, Youth and other marginalised groups. Therefore, I do not trust the Council to be able to make decisions for my community, only for the majority of people who voted – The voting system for Council representation is out of date."

"Regardless of submissions or general public attitudes council seems to make these decisions for itself arbitrarily, and simply ticking a box that "we have consulted the public" when in fact, that consultation was either rushed and timed with no practical response time, i.e. shortened to two weeks or such."

"I think you take feedback into account when you hear it. I don't think you set yourselves up to hear the right feedback from the right people sometimes. Your surveys (one of your most far-reaching engagement tools) have sometimes been written in such a way that they don't allow room for full feedback because you're maybe so far along on a process or project that you don't want broad feedback and only want to know specific things. But our feedback is our feedback; you either genuinely want it in its fullest and most open form (and you do with it what you can), or you don't, and you're just ticking boxes."

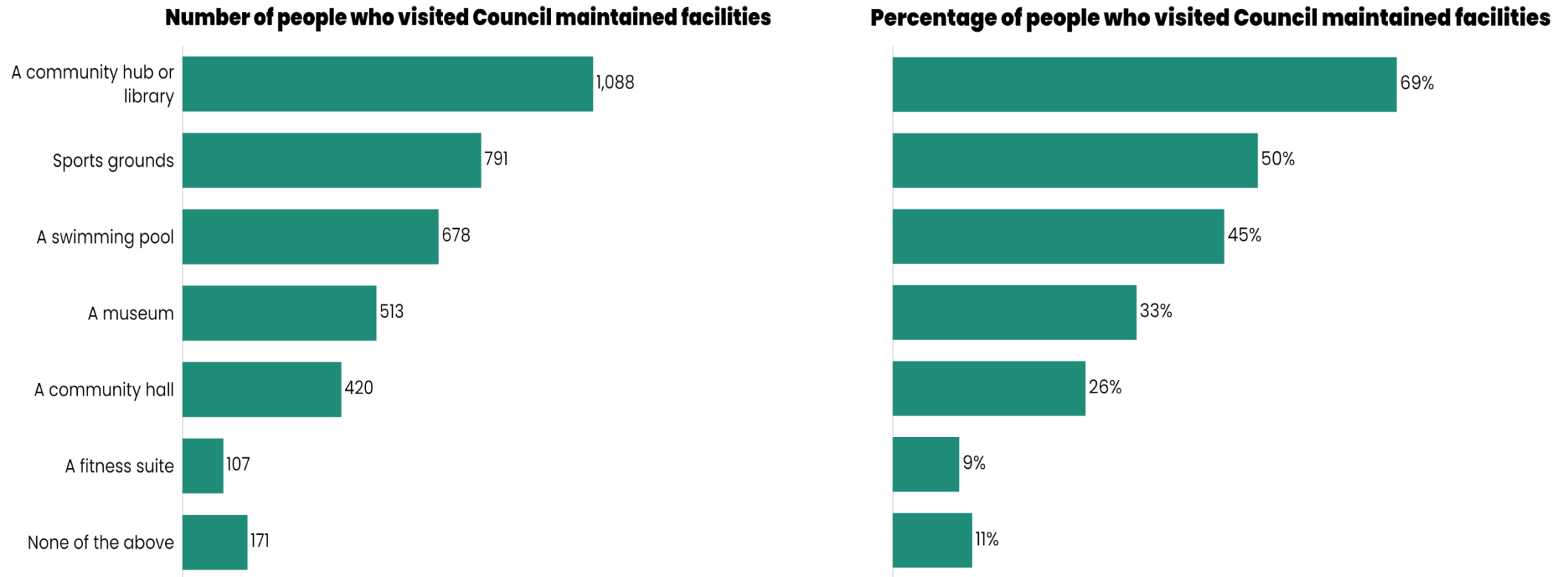
Council-maintained facilities

Resident satisfaction with Council-maintained facilities



Visitation: Council-maintained facilities

Residents were asked what Council maintained facilities they visited in the last 12 months. Council facilities include community hubs/libraries, community halls, swimming pools, fitness suites, sports grounds and museums.



Charts 6 & 7: Council-maintained facilities visits by Residents in the last 12 months (Number & percentages)

Satisfaction with Council-maintained facilities

Residents were asked about their satisfaction with Council-maintained facilities based on the facilities they have visited in the last 12 months. Council facilities include community hubs/libraries, community halls, swimming pools, fitness suites, sports grounds and museums. Ratings were collected on a five-point Likert scale, where 1=Very dissatisfied, 3=Neither dissatisfied nor satisfied, and 5=Very satisfied. For demographic comparisons, "total satisfied" represents the combined "Very satisfied" and "satisfied" responses, while "total dissatisfied" represents the combined "Very dissatisfied" and "dissatisfied" responses.

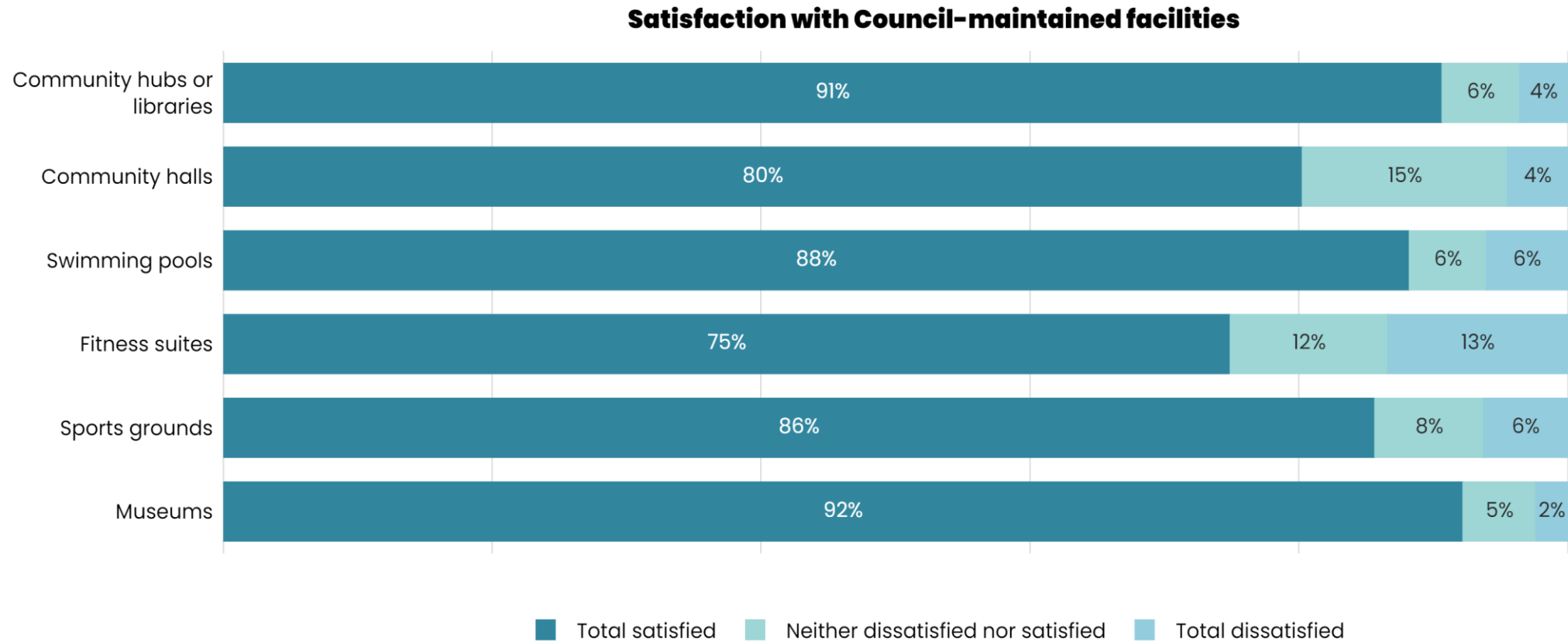


Chart 8: Satisfaction with Council-maintained facilities



Nine in ten residents (91%) expressed satisfaction with the community hubs/libraries, 4% were dissatisfied and 6% were neither dissatisfied nor satisfied. This result reflects a significant upswing from the previous year (83%).

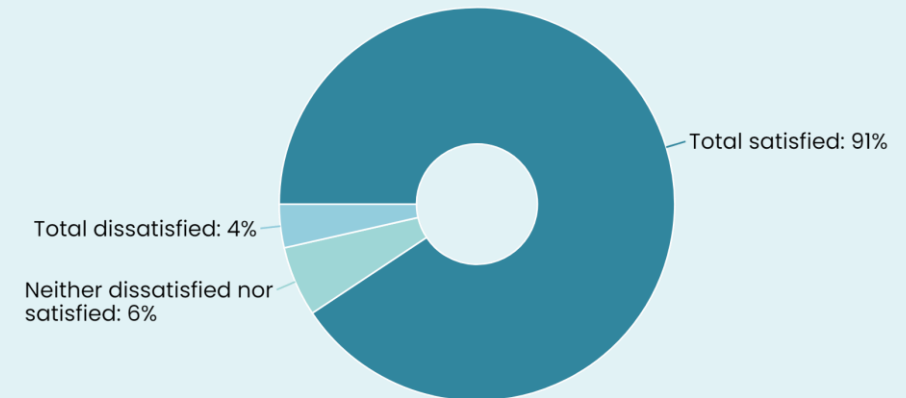
Resident satisfaction with community hubs and libraries was notably higher among Eastern (96%) and Harbour (94%) ward residents, alongside those aged 35-44 (97%). Renters & boarders (92%) were slightly happier than homeowners (90%). New Zealand Europeans (92%) expressed notably higher satisfaction than other ethnic groups. Residents from the Wainuiomata ward (83%) had the lowest levels of satisfaction than residents from other wards. Residents with disabilities (85%) reported slightly lower satisfaction with our community hubs and libraries compared to the survey sample as a whole.

	%	Count
Total satisfied	91%	987
Neither dissatisfied nor satisfied	6%	61
Total dissatisfied	4%	38
NET	100%	1,086

Table 17: Satisfaction with community hubs/ libraries

Council maintained facilities

Community hubs/libraries



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied



Eight in ten residents (80%) expressed satisfaction with community halls, 4% were dissatisfied and 15% were neither dissatisfied nor satisfied. The 80% total satisfaction results reflects an increase in resident satisfaction compared to the previous year (62%).

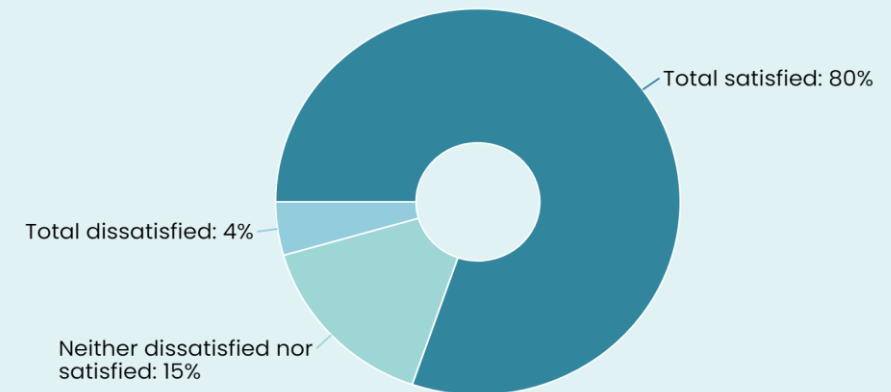
Satisfaction with community halls was higher than average among Eastern (84%), Harbour & Wainuiomata (83%), and Central & Western (82%) ward residents, as well as those aged 55-64 (86%). Among the least satisfied were residents with a household income of \$20k or less per year to \$50k (66%), residents from the Northern ward (63%), residents aged 45-54 years (76%), and individuals with disabilities (58%).

	%	Count
Total satisfied	80%	335
Neither dissatisfied nor satisfied	15%	59
Total dissatisfied	4%	21
NET	100%	415

Table 18: Satisfaction with community halls

Council maintained facilities

Community halls



*Total satisfied = Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied

Satisfaction with swimming pools



Nearly nine in ten residents (88%) expressed satisfaction with the swimming pools, 6% were dissatisfied and 6% were neither dissatisfied nor satisfied. Overall satisfaction with swimming pools in 2023 has increased by 7% from the previous year (81%).

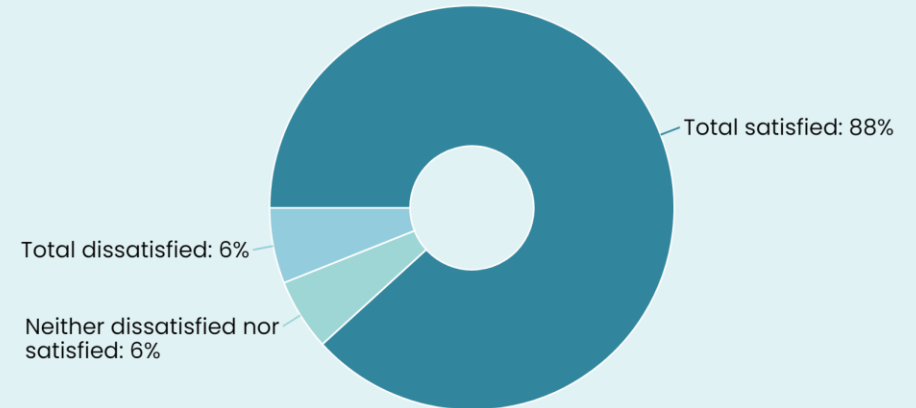
Resident satisfaction was higher among Wainuiomata (92%) & Northern (91%) ward residents and those aged under 24 (100%) and 75 or older (92%). Renters & boarders (93%) were notably more satisfied than homeowners (87%). Conversely, notably lower than average satisfaction was reported by residents with a household income of \$70,001-\$100k (85%), Asian residents (74%), Central ward residents (85%) and residents aged 35-44 (84%).

	%	Count
Total satisfied	88%	584
Neither dissatisfied nor satisfied	6%	44
Total dissatisfied	6%	46
NET	100%	674

Table 19: Satisfaction with swimming pools

Council maintained facilities

Swimming pools



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied

Satisfaction with fitness suites



The overall satisfaction with the fitness suites (75%) has shown a considerable increase this year compared to the previous year's figure of 60%.

Almost three-quarters of the residents (75%) expressed their satisfaction with the fitness suites, 13% were dissatisfied and 12% were neither dissatisfied nor satisfied.

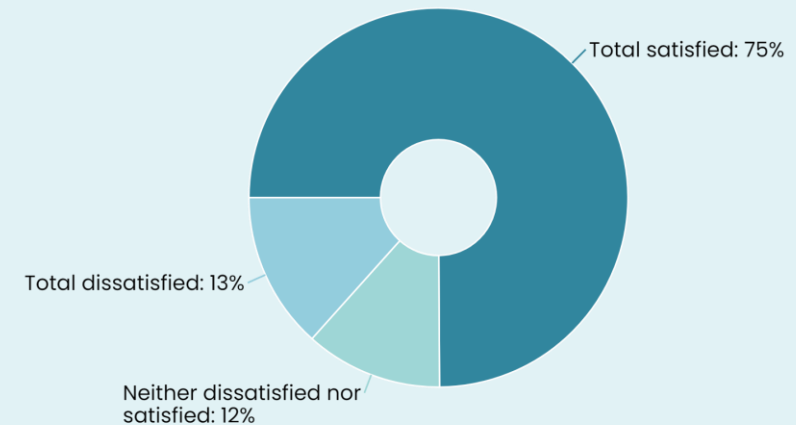
Resident satisfaction was higher than average among Eastern (97%) & Harbour (92%) ward residents and those aged 45-54 (86%) and 75 or older (100%). Homeowners (86%) were notably more satisfied than Renters & Boarders (65%). Conversely, lower than average levels of satisfaction were reported by residents with a household income of \$20,000 or less to \$50,000 (50%), Pacific peoples (7%), Western ward residents (53%), residents under 24 (56%), and individuals with disabilities (68%).

	%	Count
Total satisfied	75%	89
Neither dissatisfied nor satisfied	12%	10
Total dissatisfied	13%	6
NET	100%	105

Table 20: Satisfaction with fitness suites

Council maintained facilities

Fitness suites



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied

Satisfaction with sports grounds



86% of residents expressed satisfaction with the sports grounds, 6% were dissatisfied and 8% were neither dissatisfied nor satisfied.

The question about sports grounds was newly added in 2023. The last time it was asked was in 2021, where resident satisfaction was reported at 96%.

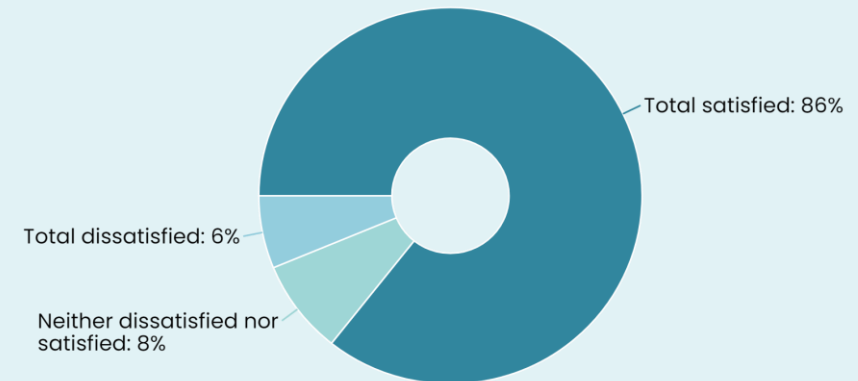
Satisfaction was high than average among Eastern (91%) and Harbour (89%) ward residents, those under 24 years (92%), residents aged 75 years or older (92%) and 65–74 years (91%). Renters & boarders (90%) were notably more satisfied than homeowners (85%). Conversely, lower than average satisfaction ratings were evident among Pacific peoples (59%), Northern ward residents (76%), residents aged 45–54 (82%), disabled individuals (83%), and those earning between \$70,001 and \$100,000 (82%).

	%	Count
Total satisfied	86%	678
Neither dissatisfied nor satisfied	8%	60
Total dissatisfied	6%	45
NET	100%	783

Table 21: Satisfaction with sports grounds

Council maintained facilities

Sports grounds



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied

Satisfaction with museums



Nine in ten residents (92%) expressed satisfaction with the museums, while 2% were dissatisfied, and 5% were neither dissatisfied nor satisfied. Overall resident satisfaction with museums has significantly increased from the previous year (80%).

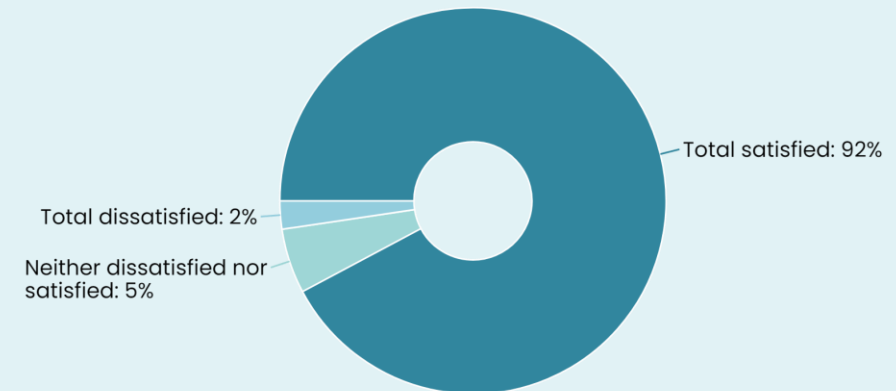
Satisfaction was higher than average among Eastern (96%) and Western (94%) ward residents, and residents aged 35-44 years (96%). Renters & boarders (90%) were notably more satisfied than homeowners (85%). Conversely, lower than average satisfaction ratings were evident among Asian residents (59%), Wainuiomata ward residents (82%) and disabled individuals (88%).

	%	Count
Total satisfied	92%	467
Neither dissatisfied nor satisfied	5%	28
Total dissatisfied	2%	13
NET	100%	508

Table 22: Satisfaction with museums

Council maintained facilities

Museums



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied

Barriers to access Council facilities and services

Residents were asked about the barriers they experienced when attempting to access Council facilities and services. Based on the 115 text comments received, the following issues were identified:

"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 the necessity for more flexible and convenient service timings.

Barriers like "Lack of transport options" (24%), "Disability" (22%), "Cost of entry" (18%), and "Don't feel welcome" (16%) underscore the impact of physical and financial limitations on residents' access to services.

Issues such as "Council-run facility is too far from my neighbourhood" (14%), "Poor health" (14%), "Cost of getting there" (13%), and "Injury" (7%) stress the importance of inclusivity and increased accessibility for all residents. While "Cultural barriers" and "Language barriers" were also noted but appear less pronounced.

Overall, the comments suggest that addressing physical accessibility, parking availability, inclusivity, and convenience is crucial to ensure that Council services and facilities remain easily accessible to all residents, regardless of their circumstances.

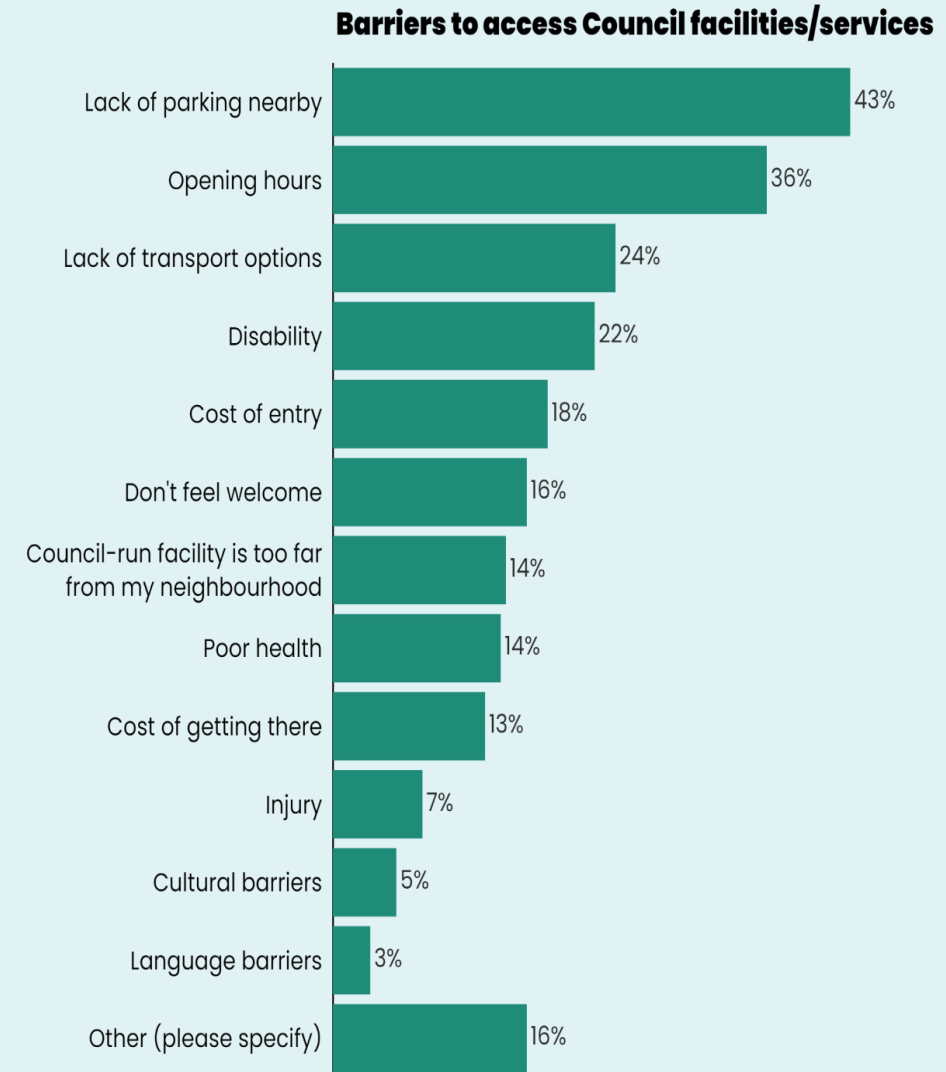


Chart 9: Barriers to access Council facilities and services

Comments on Council-maintained facilities

413 comments on Council-maintained facilities were received and sorted into categories. (Totals may exceed 100% owing to multiple responses from some residents.)

36% of residents praised Council facilities, highlighting the helpfulness of library staff, who were commonly acknowledged as a valuable asset to community facilities. However, some expressed a desire to visit these facilities more, but expressed obstacles, such as limited opening hours and inadequate parking, as hindering their access.

Maintenance concerns regarding sports grounds, community halls, and public toilets were raised. While many comments acknowledged the value of pools and fitness suites, some highlighted issues such as overcrowding and the need for improved maintenance in these facilities' changing rooms.

For the Dowse Museum, suggestions included more exhibitions with a historical focus. Parking accessibility was a recurring theme, 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 better meet high demand.

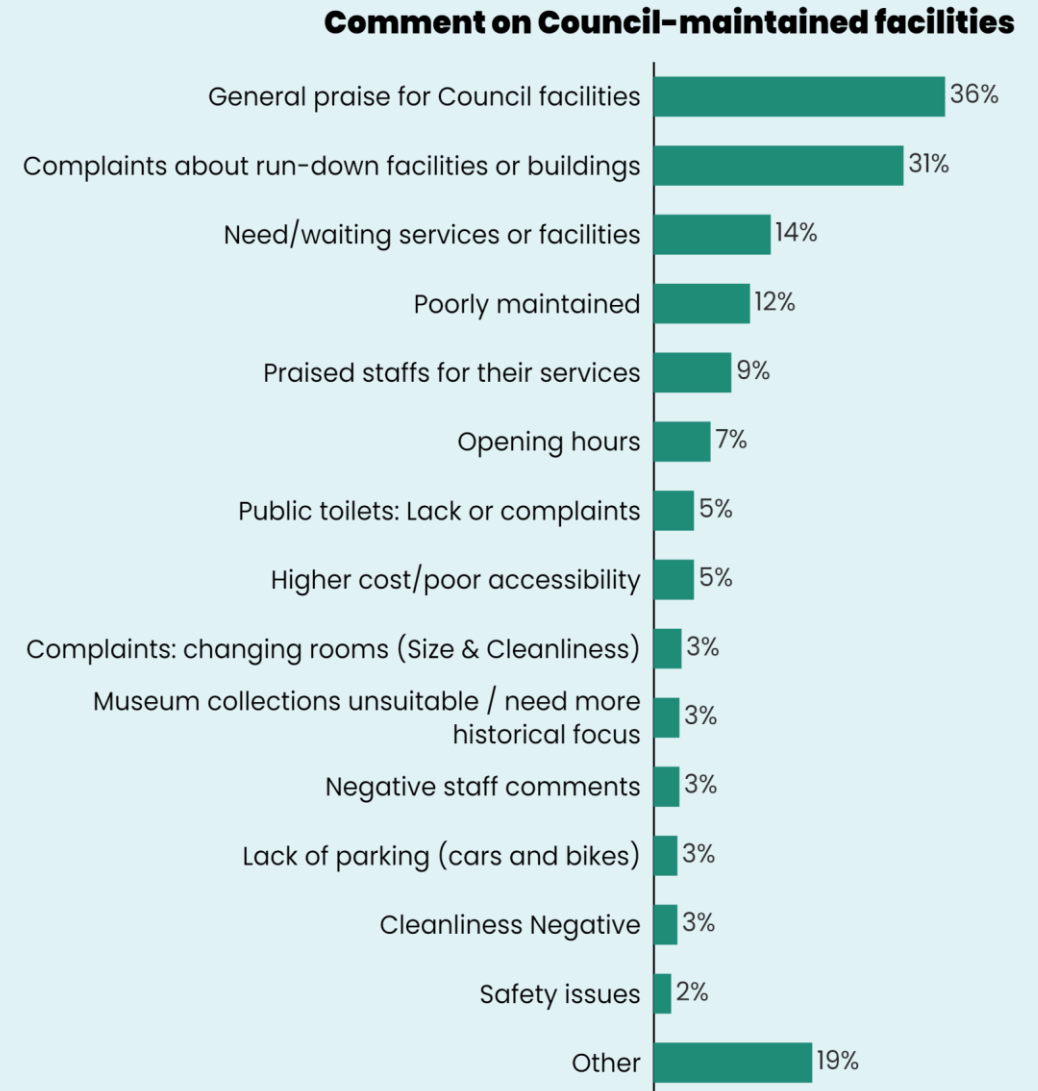


Chart 10: Comments on Council-maintained facilities

Note: These are some of the selected verbatim comments from residents. The full list of verbatim comments can be provided upon request.

"Taita Library needs more staff with library experience/knowledge specifically to help the library stand on its own; it feels like it's just stuck on to the sports centre. Museum is tidy, well-maintained and has a great range of exhibitions. Many community halls feel a bit worn down, but they are able to serve the purpose they need to."

"Libraries and Hubs are under-resourced and undervalued by the wider council. War Memorial Library looks very tired, with buckets and towels catching water from the leaks in the ceiling."

"Self-issue machines don't work. Staff seen struggling on old, broken, or obsolete staff computers. Cannot have conversations with the library staff without losing the call."

"Sports facilities & grounds in Wainui are pretty poor. Why can't the pool be open all year round? How about a gym for the community? There are examples of great parks & facilities all over other suburbs. Wainuiomata deserves the same, especially with its ever-increasing population."

"Anxiously awaiting the Naenae pool to open!"

"Sports ground conditions not as high as past years Changing and showering facilities are run down and not enough to cover all teams playing at some grounds at a given time."

"I am satisfied with Council facilities in Lower Hutt."

"I love the libraries and the library staff. An excellent part of the community."

"There is limited parking spaces at the swimming pool and fitness centre. Need to make more parks available."

"They need to be vastly more accessible for prams and wheelchairs or elderly and injured people who struggle with the parking, lack of footpaths and ramps."

"I feel the level of Library service has not been maintained. For example, the cutting back of Sunday hours."

"Payments are also increasing. Harder to pay off my child's lessons. Now they are also cutting multi-payment options."

"There are not enough disabled carparks or enough policing in the parks to stop people without disabled stickers parking in. There are not very accessible to access them."

"Lower Hutt Council fitness and swimming facilities are very stylish and easily accessible for all disabilities. I have always enjoyed these facilities thanks to our council, who work tirelessly to make these places available and pleasurable for our community."

"Community Halls seem very ill-maintained. There is always missing or broken equipment, e.g. tables, chairs, and often junk left by other hall users."

"These community facilities are hugely important to the well-being of communities, providing social interaction and improving health and fitness. Council should support free or low-cost access for community groups and individuals to these facilities, e.g. free use of community halls to activities run by volunteers such as Whanau Ora Dancefit, Sports activities such as Badminton and Yoga or fairs/events. Museums are also important, and I do visit them, though on this occasion, not in the last 12 months. Community Hubs are very important for a number of activities but should take care not to lose the expertise of librarians and the critical function of libraries amongst the other activities. Libraries/ community hubs and Huia Pool and Fitness suites did a fantastic job of continuing to provide community access to services throughout the restrictions due to Covid in recent years, which were a lifeline to many members of the community."

"Each of the above provided excellent service (the libraries in particular). Efficient, proactive and friendly. Congratulations to all involved on a job very well done."

Council- maintained spaces

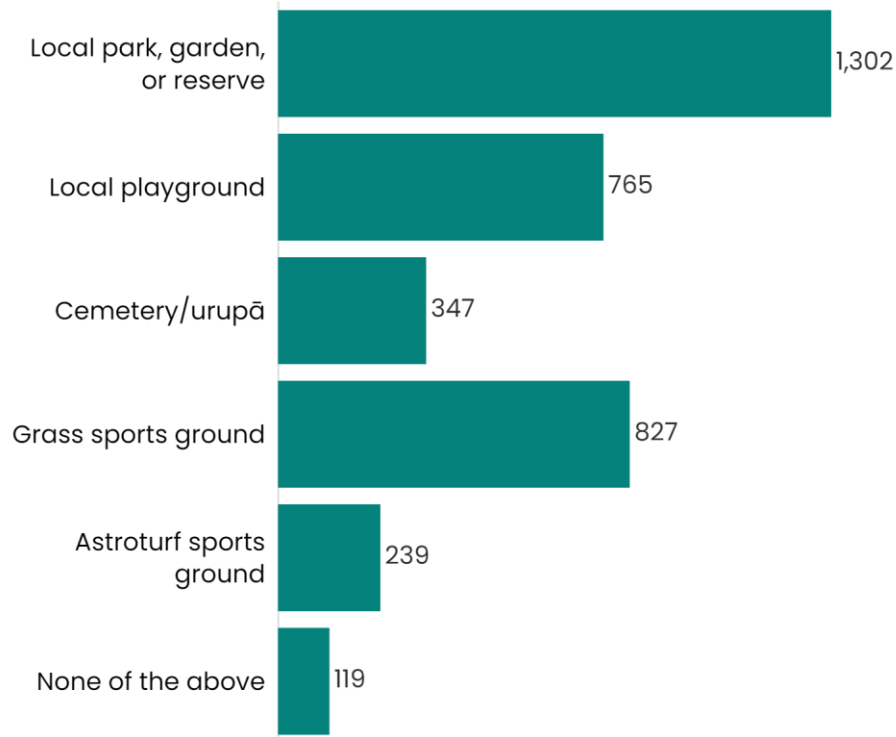
Resident satisfaction with Council-
maintained spaces



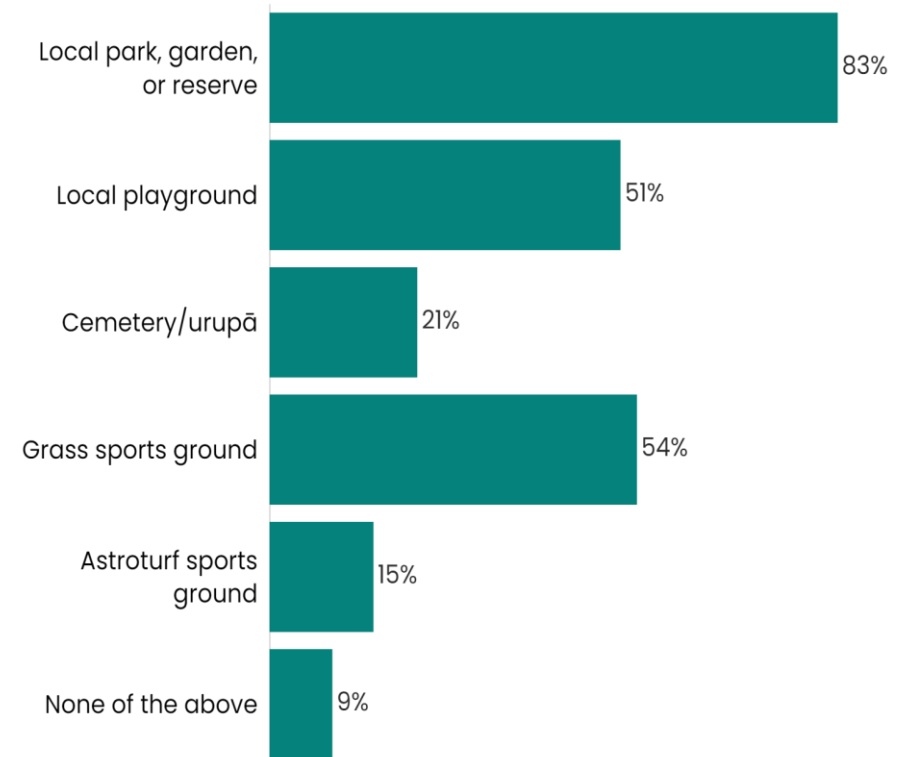
Visitation: Council-maintained spaces

Residents were asked about what Council-maintained spaces they visited in the last 12 months. Spaces (open spaces) include a local park, garden or reserve, local playground, cemetery/urupā, grass sports ground, and astroturf sports ground.

Visitation: Council-maintained spaces



Visitation: Council-maintained spaces



Charts 11 & 12: Council-maintained spaces visits by Residents in the last 12 months (Number & percentages)

Satisfaction with Council-maintained spaces

Residents were asked how their satisfaction with Council-maintained spaces based upon the facilities they have visited in the last 12 months. Council facilities include parks, gardens or reserves, local playgrounds, cemeteries/urupā, grass sports grounds and astroturf sports grounds. Ratings were collected on a five-point Likert scale, where 1=Very dissatisfied, 3=Neither dissatisfied nor satisfied, and 5=Very satisfied. For demographic comparisons, "total satisfied" represents the combined "Very satisfied" and "satisfied" responses, while "total dissatisfied" represents the combined "Very dissatisfied" and "dissatisfied" responses.

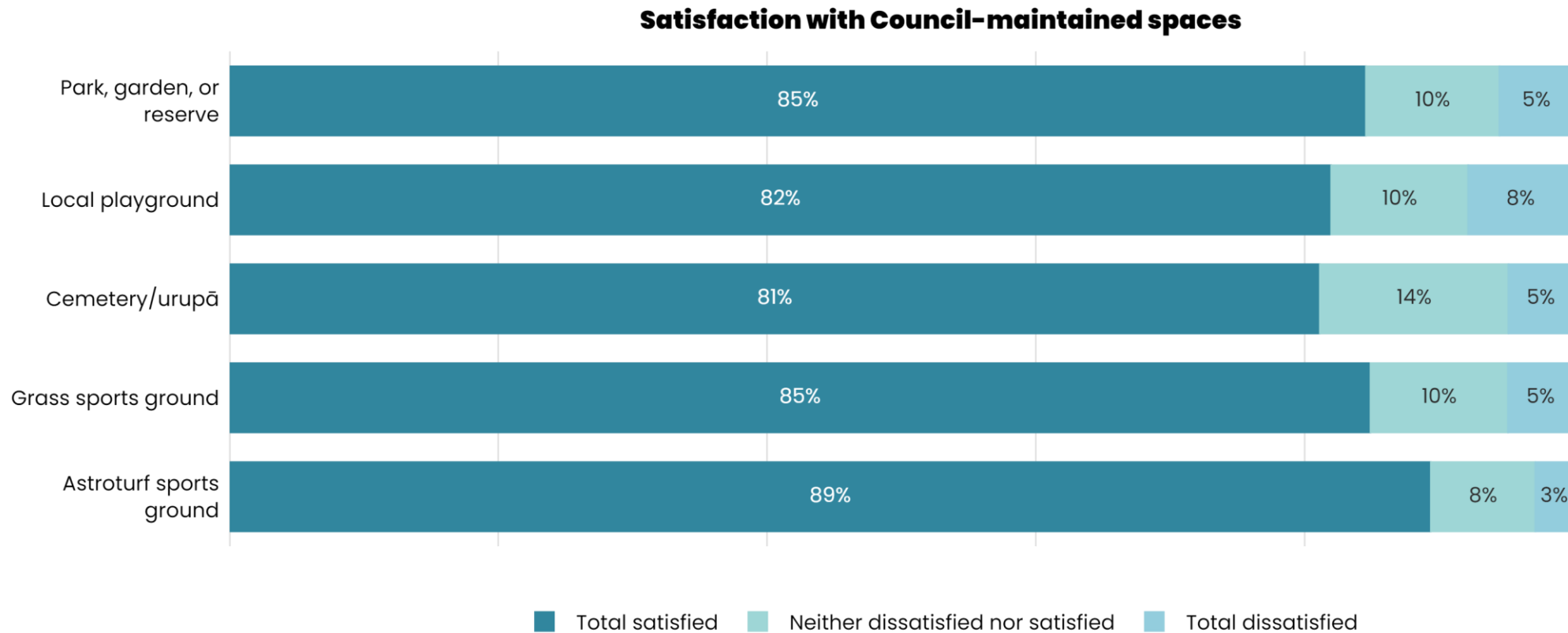


Chart 13: Satisfaction with Council-maintained spaces

Satisfaction with parks, gardens or reserves



Nearly nine in ten residents (85%) expressed satisfaction with Council-maintained parks, gardens or reserves, 5% were dissatisfied, and 10% were neither dissatisfied nor satisfied. Overall resident satisfaction with parks, gardens or reserves has increased from the previous year (77%).

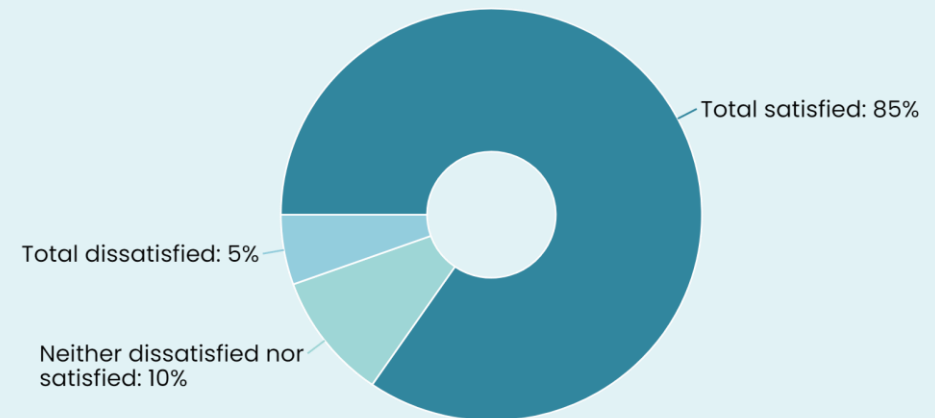
Satisfaction was higher than average among Eastern (91%) and Harbour (89%) ward residents, residents aged 75 or older (93%), those with household incomes of \$50,001-\$70k and over \$150k (89%, respectively), and individuals with disabilities (90%). Renters & boarders (84%) and homeowners (85%) displayed similar satisfaction levels. Conversely, lower than average satisfaction levels were evident among Pacific peoples (50%), residents from the Northern ward (77%), and those aged 45-54 years (79%).

	%	Count
Total satisfied	85%	1,114
Neither dissatisfied nor satisfied	10%	121
Total dissatisfied	5%	67
NET	100%	1,302

Table 23: Satisfaction with parks, gardens or reserves

Council-maintained spaces

Parks, gardens or reserves



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied

Satisfaction with local playgrounds



Eight in ten residents (82%) expressed satisfaction with local playgrounds, 8% were dissatisfied and 10% were neither dissatisfied nor satisfied. Overall, resident satisfaction with local playgrounds (82%) has increased from the previous year's result of 71%.

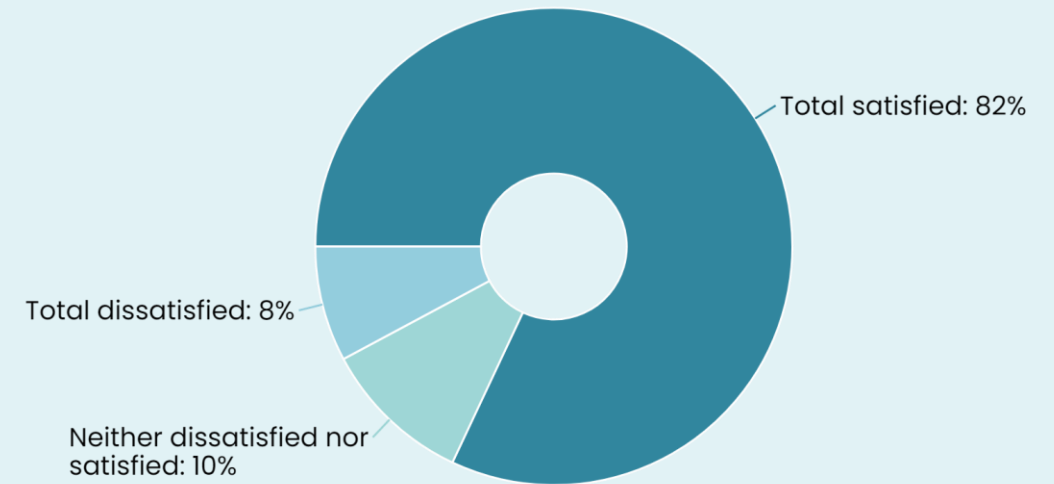
Satisfaction was higher than average among Harbour ward residents (88%), those aged 75 or older (96%), those with household incomes of \$100,001- \$150k (89%), and individuals with disabilities (84%). Renters & boarders (81%) and homeowners (82%) displayed similar satisfaction levels. Conversely, lower than average satisfaction ratings were evident among Pacific peoples (70%), residents from the Wainuiomata ward (76%) and those aged 35-44 years (78%).

	%	Count
Total satisfied	82%	632
Neither dissatisfied nor satisfied	10%	69
Total dissatisfied	8%	61
NET	100%	762

Table 24: Satisfaction with local playgrounds

Council-maintained spaces

Local playgrounds



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied

Satisfaction with cemeteries/urupā



Eight in ten residents (81%) expressed satisfaction with cemeteries/urupā, while 5% were dissatisfied and 14% were neither dissatisfied nor satisfied. Overall satisfaction with cemeteries/urupā has slightly increased this year compared to last year (80%).

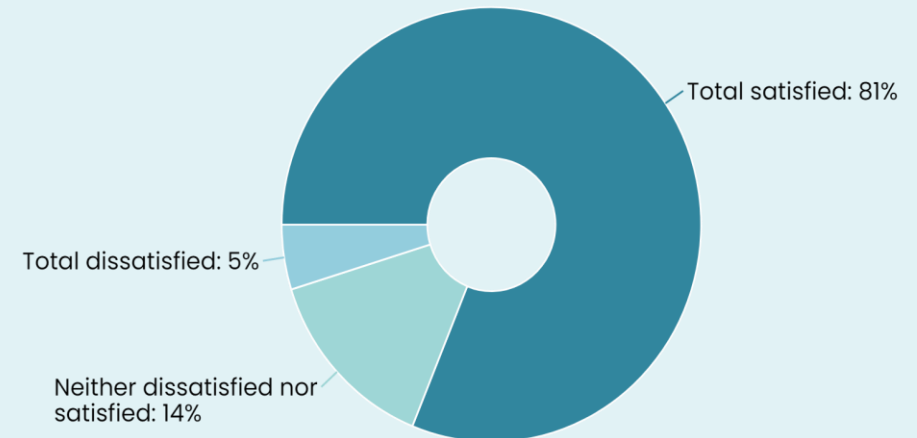
Satisfaction was higher than average among Northern and Wainuiomata ward residents (91%), residents aged 75 or older (93%), those with household incomes of \$70,001- \$100k (95%), and individuals with disabilities (95%). Homeowners (82%) displayed slightly higher satisfaction than renters & boarders (78%). Conversely, lower levels of satisfaction were reported by Pacific peoples (53%), residents from the Central (64%) & Harbour wards (66%), those with household incomes \$20k or less - \$50k (68%) and those aged 45-54 years (70%).

	%	Count
Total satisfied	81%	286
Neither dissatisfied nor satisfied	14%	38
Total dissatisfied	5%	21
NET	100%	345

Table 25: Satisfaction with cemeteries/urupā

Council-maintained spaces

Cemetery/urupā



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied



More than eight out of ten residents (85%) expressed satisfaction with grass sports grounds, while 8% were dissatisfied and 10% were neither dissatisfied nor satisfied. Overall resident satisfaction with the grass sports grounds has increased this year compared to last year (81%).

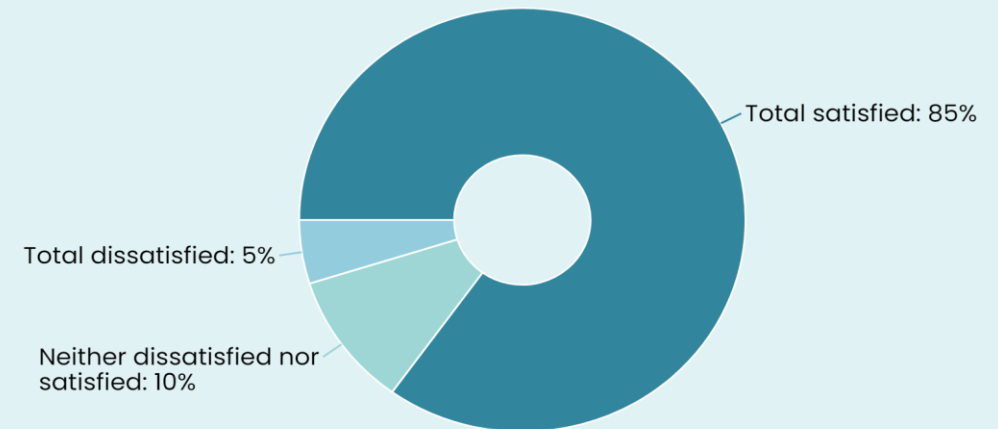
Satisfaction was higher than average among Harbour ward residents (90%), residents aged 75 or older (96%), and those with household incomes of \$70,001- \$100k (89%). Renters & boarders (84%) and homeowners (85%) displayed similar satisfaction levels. Conversely, lower than average satisfaction levels were evident among Pacific peoples (67%), residents from the Northern ward (80%), residents aged 25-34 years (81%) and residents with disabilities (58%).

	%	Count
Total satisfied	85%	693
Neither dissatisfied nor satisfied	10%	84
Total dissatisfied	5%	43

Table 26: Satisfaction with grass sports grounds

Council-maintained spaces

Grass sports grounds



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied



Nine in ten residents (89%) expressed satisfaction with astroturf sports grounds, while 8% were dissatisfied and 10% were neither dissatisfied nor satisfied. The overall satisfaction with astroturf sports grounds (89%) has increased from the previous year's result of 74%.

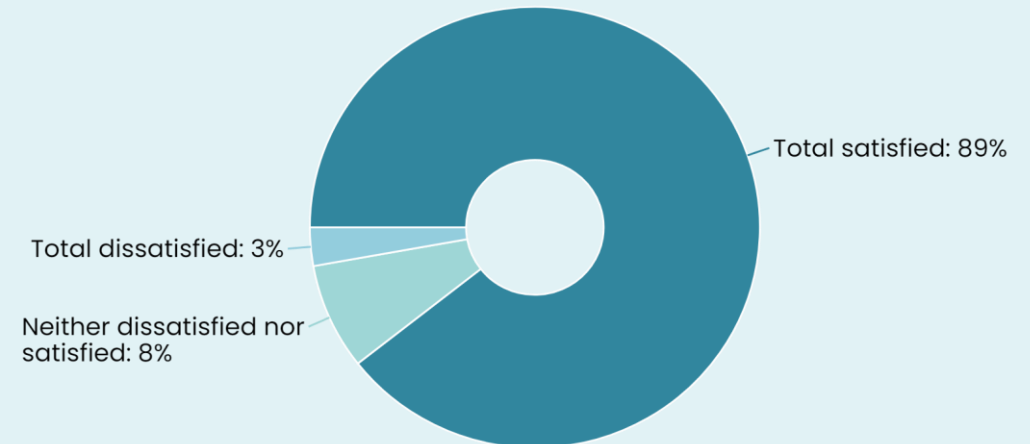
Satisfaction was notably higher than average among Eastern ward residents (95%), residents aged under 25 & 75 or older (100%, respectively), and those with household incomes between \$100,001 and \$150,000. Renters & boarders (90%) and homeowners (89%) displayed slightly similar satisfaction levels. Conversely, lower than average satisfaction ratings were evident among Asian residents (50%), and residents from the Central ward (78%), those aged 35-44 years (80%).

	%	Count
Total satisfied	89%	214
Neither dissatisfied nor satisfied	8%	16
Total dissatisfied	3%	7
NET	100%	237

Table 27: Satisfaction with astroturf sports grounds

Council-maintained spaces

Astroturf sports grounds



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied

Comments on Council-maintained spaces

411 open-ended comments on Council-maintained spaces were received and sorted into categories. (Totals may exceed 100% owing to multiple responses from some residents.)

An analysis of the comments suggest that residents are advocates for Council-maintained parks, with many noting that they were important features of their neighbourhood.

Several comments reflect suggestions for improvements, including more sunshades and seating and better maintenance of public toilets and rubbish facilities.

Some residents felt the grass needed to be more frequently cut in their local park, while others commented that it was always neatly kept.

Some residents noted that the condition of parks varied between suburbs. 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.

Dogs were a concern to some, particularly those unleashed around children or walking paths.

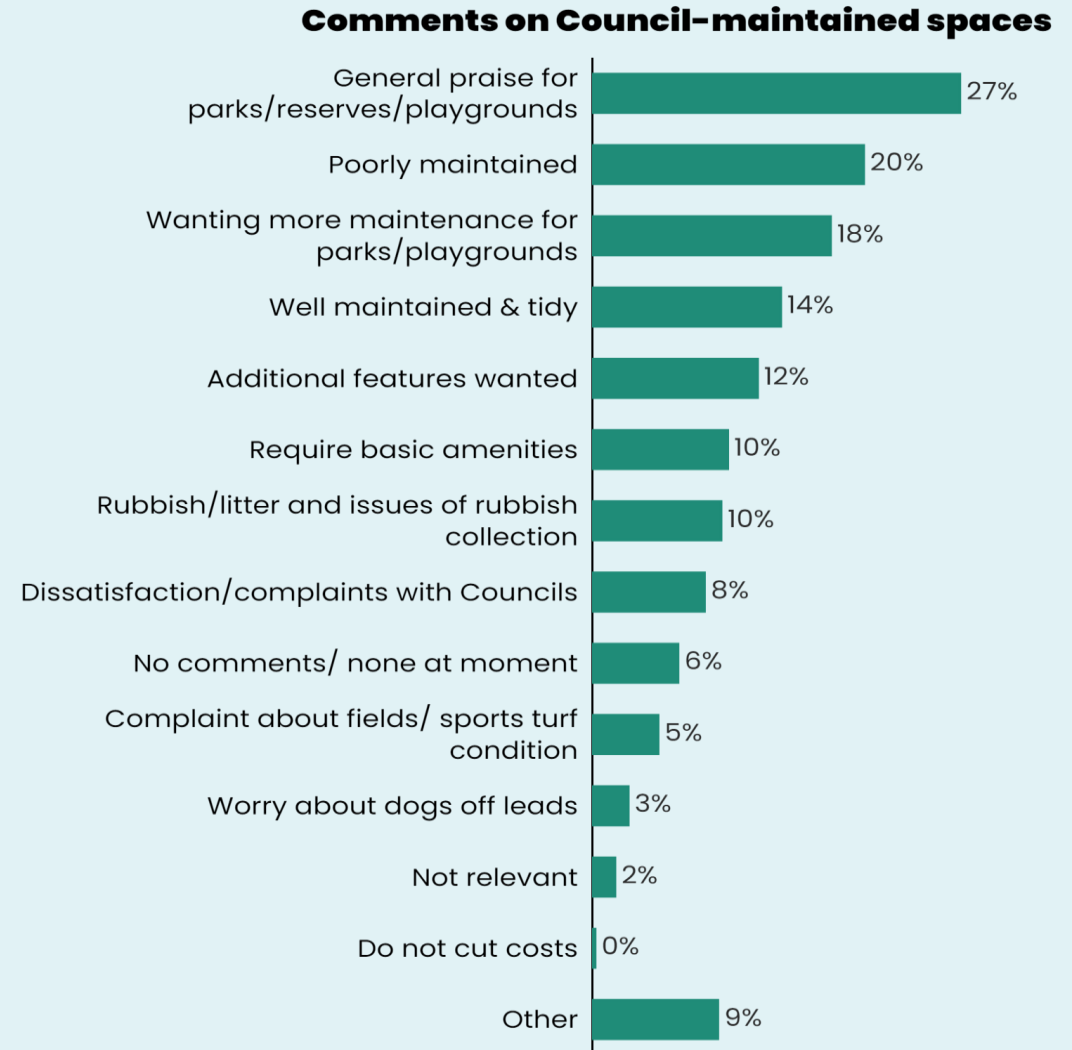


Chart 14: Comments on Council-maintained spaces

Note: These are some of the selected verbatim comments from residents. The full list of verbatim comments can be provided upon request.

"Seating for elderly would be appreciated."

"The other thing I really appreciate in Hutt City are our gardens - both the formal ones and the informal street planting. They always look well maintained and bring a little joy. Thanks to all the Parks people for making it so."

"My local playground needs an upgrade."

"More bike parking please :) Also maybe some council-owned portable bike-racks available for events like x-race, weetbix kids' triathlon etc so families can cycle to events at these parks. Could be great too at sports facilities like the touch rugby at Hutt park on Friday afternoons, and the netball courts in Taita, sports hub in Avalon and Avalon park etc."

"Kudos to the people who maintain Taita cemetery; it always looks well maintained."

"Parks and Reserves are generally well-kept and it's important that they are available in every suburb."

"Since adding a dog to our whānau last year, we have enjoyed the Riverbank walk spaces and some local trails."

"Moerā playground extensions have been done very well in catering for young children."

"The gardens around the council building are nice and always very well maintained, as are other borders. There are plenty of playgrounds in the Hutt suitable for children of all ages."

"Lots of green spaces to play. We love Sladden Park and Vic Park in Alicetown. Always well maintained."

"The gardens around the council building are nice and always very well maintained."

"There are plenty of playgrounds in the Hutt suitable for all ages of children."

"Well done keeping everything in good condition and neat."

"Generally, we have found them well maintained and pleasant to visit."

Verbatim comments on Council-maintained spaces

"Some of the playgrounds need sun cover and toilets. The sun issue is a big one for me. Why given our UV issues, didn't we provide better cover?"

"More recycling options at all Council facilities, especially parks. Better cleaning up of rubbish and broken glass."

"Lots of off-leash dogs on trails that day on leash only. Is there a way to increase education on this? Scary to come across off-leash dogs when owners are not in control."

"Lack of public rubbish facilities, the tip costs are excessive leading to dumping along the riverwalk where I take my dogs for exercise, lack of maintenance on the parking areas to access the river walk."

"I find that higher socio-economic areas have nicer parks and grounds (i.e. higher investment), whereas poorer areas have lower quality grounds. I suspect this unintended bias comes from who contacts the council and their representatives."

"Wainuiomata needs better playgrounds both in Parkway and on The Strand. We have a big population and need something similar to Avalon Park. We need to keep things local for the community we love."

Transport infrastructures

Resident satisfaction with Council-
maintained transport infrastructures



Modes of transport

Residents' main modes of transport when travelling on a typical day - for example, to work or school - include cars (66%), trains (12%), walking (7%), buses (6%), bike/e-bike (4%), and various other modes with smaller percentages.

When asked about their preferred modes of transport when travelling on a typical day - for example, to work or to school - residents showed a preference for cars (59%), followed by trains (12%), walking (9%), bike/e-bike (8%), and buses (6%).

The preferred modes of transport highlight a similar trend to the main modes, with cars retaining a significant portion of preference but with slightly higher percentage who travel by car (66%) compared to those who wish to travel by car (59%). This suggests that there are residents who drive on a typical day but would prefer to travel by other transport modes.

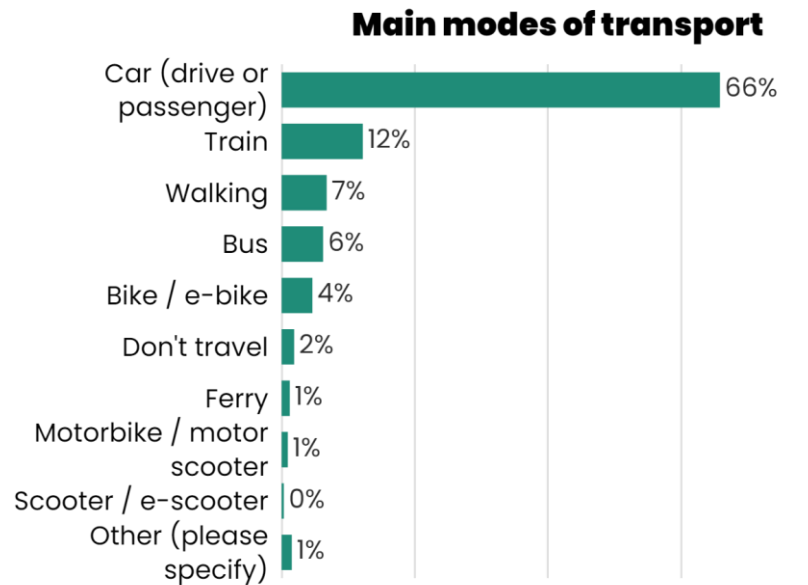


Chart 15: Main modes of transport

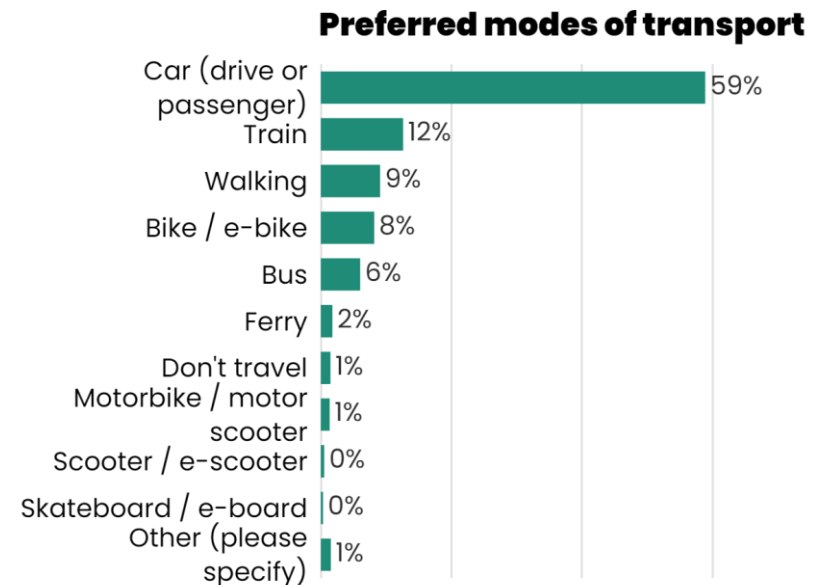


Chart 16: Preferred modes of transport

Satisfaction with transport infrastructures

Residents were asked to rate their level of agreement with transport-related infrastructure satisfaction. Perceptions about roads, footpaths, cycleways, shared paths and pedestrian crossings were asked of participants. Ratings were collected on a five-point Likert scale, where 1=Very dissatisfied, 3=Neither dissatisfied nor satisfied, and 5=Very satisfied. For demographic comparisons, "total satisfied" represents the combined "Very satisfied" and "satisfied" responses, while "total dissatisfied" represents the combined "Very dissatisfied" and "dissatisfied" responses.

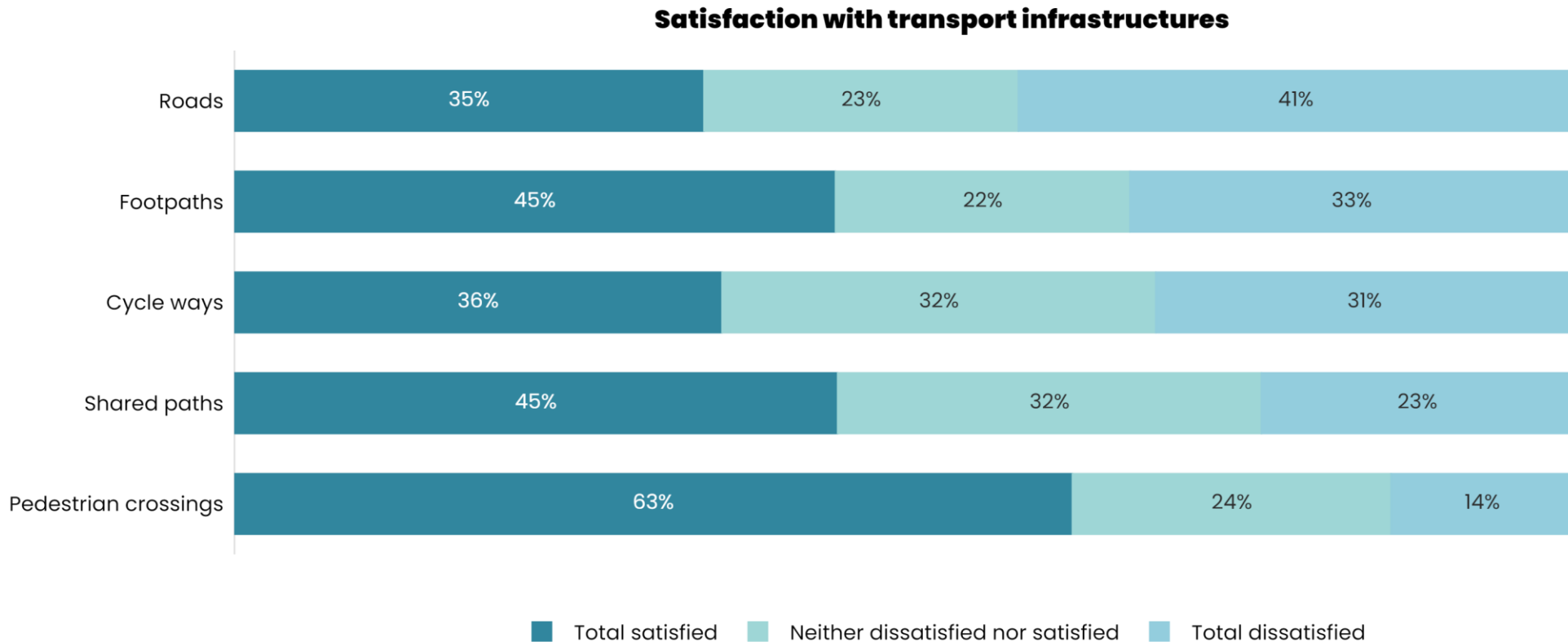


Chart 17: Satisfaction with transport infrastructures



Overall satisfaction with roads has decreased from the previous year (42%).

Just over one in three residents (35%) expressed their satisfaction with the condition of roadways in Lower Hutt, excluding roads maintained by Waka Kotahi (Regional Council), 41% were dissatisfied and 23% were neither dissatisfied nor satisfied.

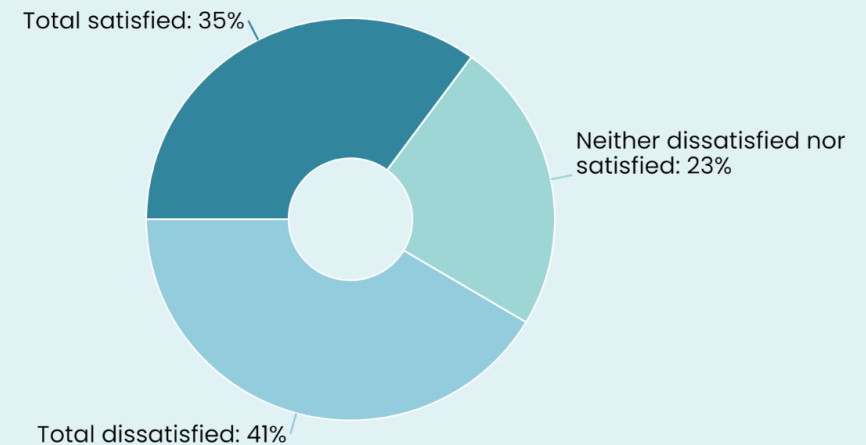
Lower than average satisfaction with roads was apparent for residents from the Northern (22%) and Wainuiomata (25%) wards, residents aged 55-64 (29%), residents with disabilities (33%), residents with household incomes between \$70,001-\$100k (32%) and pacific peoples (15%).

	%	Count
Total satisfied	35%	542
Neither dissatisfied nor satisfied	23%	330
Total dissatisfied	41%	638

Table 28: Satisfaction with roads

Transport infrastructure

Roads



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied



Overall footpath satisfaction has seen an improvement from the previous year's rate of 35%.

Over four in ten residents (45%) expressed their satisfaction with the condition of footpaths, while 33% were dissatisfied and 22% were neither dissatisfied nor satisfied.

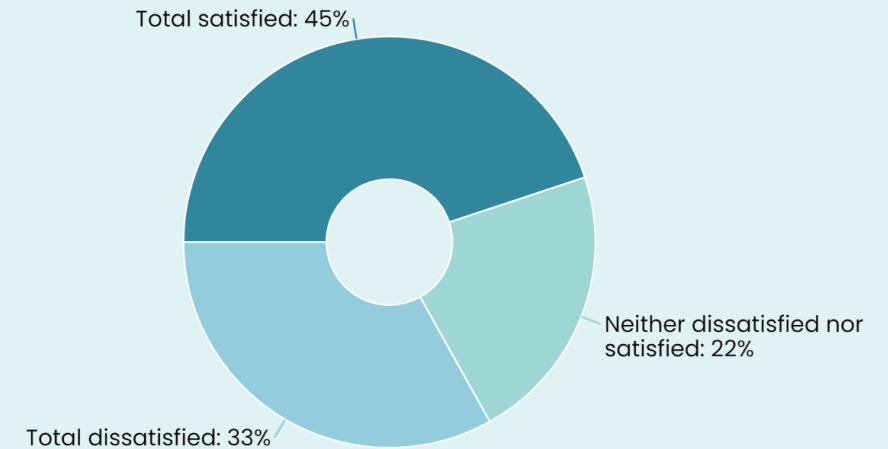
Satisfaction with footpaths was most notably higher than average among residents from the Eastern (52%) and Western wards (56%). Notably, renters & boarders (54%) demonstrated higher satisfaction compared to homeowners (42%). Conversely, lower than average satisfaction ratings were evident among residents aged 55-64 (33%), individuals with disabilities (43%), residents with household incomes between \$70,001-\$100k (42%) and Pasifika residents (31%).

	%	Count
Total satisfied	45%	619
Neither dissatisfied nor satisfied	22%	345
Total dissatisfied	33%	549
NET	100%	1,513

Table 29: Satisfaction with footpaths

Transport infrastructure

Footpaths



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied



The satisfaction with shared paths has experienced a marginal increase from the previous year's rate of 43%.

Slightly over one in four residents (45%) expressed their satisfaction with the condition of shared paths, 23% were dissatisfied and 32% were neither dissatisfied nor satisfied.

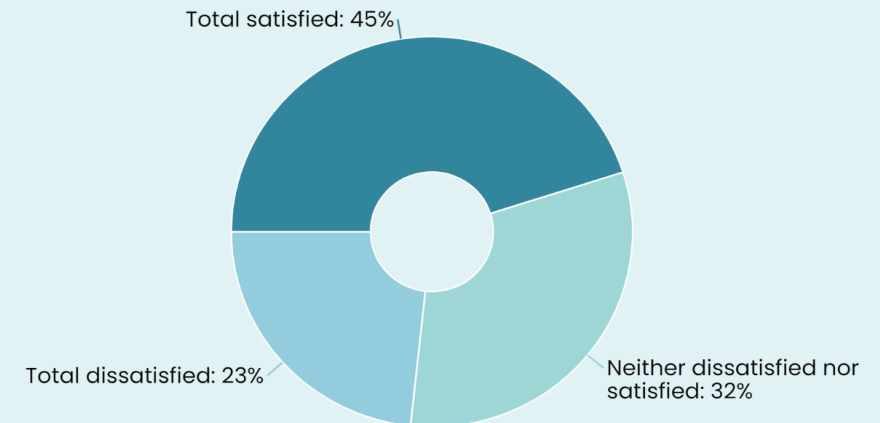
Satisfaction with shared paths was notably higher than average among residents from the Eastern and Westerns wards (53%, respectively), residents aged under 24 (61%) and residents in households earning between \$50,001 - \$70k per year (54%). Renters & boarders (52%) displayed higher satisfaction than homeowners (43%). Conversely, lower than average levels of satisfaction were most notably evident among residents aged 75+ (33%), residents from the Harbour ward (33%) and Pacific peoples (34%).

	%	Count
Total satisfied	45%	536
Neither dissatisfied nor satisfied	32%	437
Total dissatisfied	23%	341
NET	100%	1,314

Table 30: Satisfaction with shared paths

Transport infrastructure

Shared paths



*Total satisfied = Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied



Just over one in three residents (36%) expressed their satisfaction with the condition of cycleways, 31% were dissatisfied and 32% were neither dissatisfied nor satisfied.

In 2022, this survey question was split between satisfaction with on-road cycleways and off-road cycleways. This makes it difficult to compare results between years.

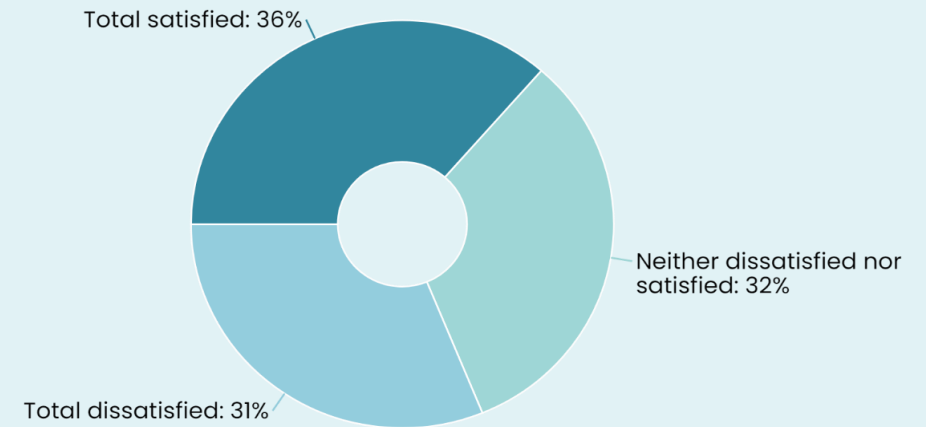
Satisfaction with cycleways was notably higher than average among residents with a disability (55%), residents from the Eastern (44%) and Western wards (51%), residents in households earning up to \$50,000 (56%) and between \$50,001-\$70,000 (53%) and renters (47%). Conversely, lower than average satisfaction ratings were most notably evident among Central (29%), Harbour (27%) and Wainuiomata residents (28%), residents aged 35-34 (29%), Asian residents (30%) and residents in households earning \$100,001 - \$150,000 (25%).

	%	Count
Total satisfied	36%	366
Neither dissatisfied nor satisfied	32%	390
Total dissatisfied	31%	344
NET	100%	1,100

Table 31: Satisfaction with cycleways

Transport infrastructure

Cycleways



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied

Verbatim comments on transport infrastructures

Note: These are some of the selected verbatim comments from residents. The full list of verbatim comments can be provided upon request.

"We need more investment in active transport modes including separated cycleways, bigger footpaths, more bike lock stands etc.

"Really like the bike path between Waterloo Station and Taita."

"Pedestrian crossings and shared paths are fine, but many of the road and footpath surfaces are not in very good condition, e.g., full of patches or uneven with tree roots lifting paving, etc."

"I am satisfied with the maintenance of cycleways and shared paths, but there should be more of them."

"As a driver, I find roads in Lower Hutt to be generally well maintained."

"Footpaths are decent enough. Roads are appalling. The standard to which they are repaired and the time it takes to repair are terrible. It makes it hard to take road repairs seriously when large numbers of road workers are constantly standing around/doing nothing."

"Roads are generally good and maintained. Footpaths are sometimes more challenging, not helped by water leaks. I believe progress on cycleways is very good, except I don't use it. I do use the riverbank and other tracks for walking, though."

"Enjoy riding the shared path from Waterloo to Taita and the riverbank; we feel very safe. We also ride the Knights road cycle path; a shame it is not both ways."

"As a pedestrian, I think that some crossings could be better located and more visible to drivers."

"The footpaths are so bumpy and don't have enough lips. It's so hard to take my son for walks in his stroller. It's actually dangerous. Too many crossings are "blind" e.g., you can't see cars coming one way."

"Shared paths not wide enough, cycleways aren't protected."

"The bin days block footpaths, making it impossible with pushchair/ wheelchair users."

"Not enough parking around the Hutt and so much congestion around river carpark weekends."

"Too much emphasis on largely unused cycleways. Too much money is wasted on cycle lanes."

"Cyclists don't adhere to the road rules and go thru red lights. They are a menace on our roads and footpaths."

"Roads are patched with temporary fill, which has to be redone over and over. The same applies to footpaths- when they are actually done. Too many left lumpy and uneven. Not enough crossings."

"Many roads are poorly maintained. Many footpaths risk tripping people. Why are pedestrian crossings positioned in dangerous places, i.e. at intersections, and near roundabouts? "

"Some pathways are not accommodating (big enough) for both walkers and mobility scooters, and often pathways end without the ability of an easy exit to cross safely, especially busy streets."

"Cycle infrastructure and "shared" paths are terrible for cyclists in the Hutt - much better in Wellington. The Esplanade is my regular cycle route to/from work, and it does not work for cyclists."

"Many roads are poorly maintained. Many footpaths risk tripping people. Why are led crossings positioned in dangerous places i.e. at intersections, near roundabouts?"

"I use a manual wheelchair. Many curb cuts are badly designed."

"We need a connected network of cycleways and speed-reduced, pedestrian/cyclist priority areas."

"I would like to see pedestrian crossings to be more visible."

Satisfaction with the availability of car parking when accessing Council facilities



Just over four of ten residents (48%) expressed their satisfaction with the availability of car parking in Lower Hutt when trying to access Council facilities and services, 23% disagreed and 28% were neither dissatisfied nor satisfied.

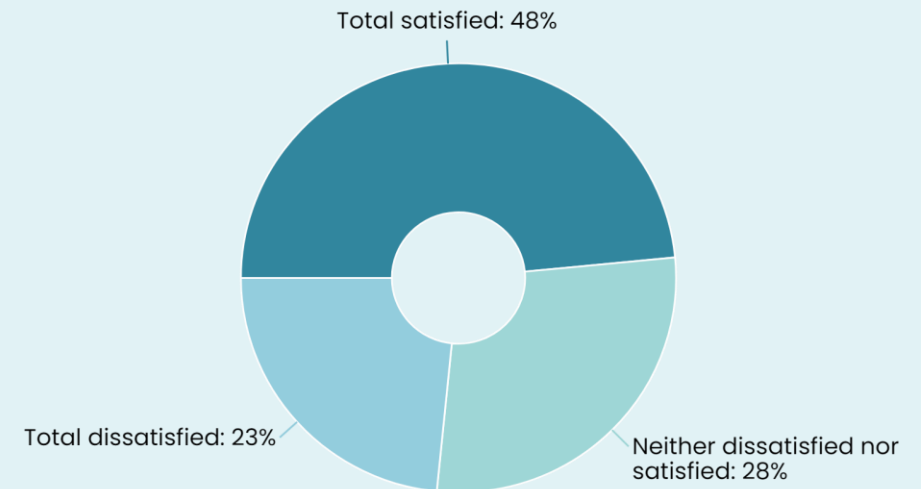
This question was not asked in the 2022 survey.

Higher than average satisfaction levels were most notably evident among Harbour ward residents (60%) and residents in households that earn more than \$150,001 (56%). Homeowners (49%) demonstrated slightly higher satisfaction than renters & boarders (46%). Conversely, lower than average levels of satisfaction were most notably evident among disabled residents (42%), residents within the Northern (41%) and Wainuiomata (34%) wards, people in households earning between \$70,001-\$100k (43%) and Pacific peoples (21%).

	%	Count
Total satisfied	48%	698
Neither dissatisfied nor satisfied	28%	424
Total dissatisfied	23%	306
NET	100%	1,428

Table 32: Satisfaction with the availability of car parking when accessing Council facilities and services

Availability of car parking when trying to access Council facilities and services



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied

Comments on difficulties to get around Lower Hutt

490 comments on difficulties in getting around Lower Hutt-related open-ended comments were received and sorted into categories. (Totals may exceed 100% owing to multiple responses from some residents.)

Approximately 36% of residents expressed dissatisfaction due to limited parking availability, which posed challenges in navigating Lower Hutt. An additional 12% voiced concerns about costly parking fees, and 17% mentioned congestion and excessive cars, indicating a perception of Lower Hutt as too car-centric.

Issues related to accessible parking were raised by 9% of residents, including those with mobility challenges, disabilities, pet owners, and families. They cited difficulties with accessible parks, mobility parking, and designated parent car parks. In addition, 12% of comments focused on general difficulties such as roadworks, cyclist behaviour, and traffic-related problems.

Several residents suggested 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 were seen to contribute to parking challenges.

There was also a viewpoint that the city had excessive parks and an overly car-centric approach. Some advocated for a shift towards greater use of public and active transportation modes.

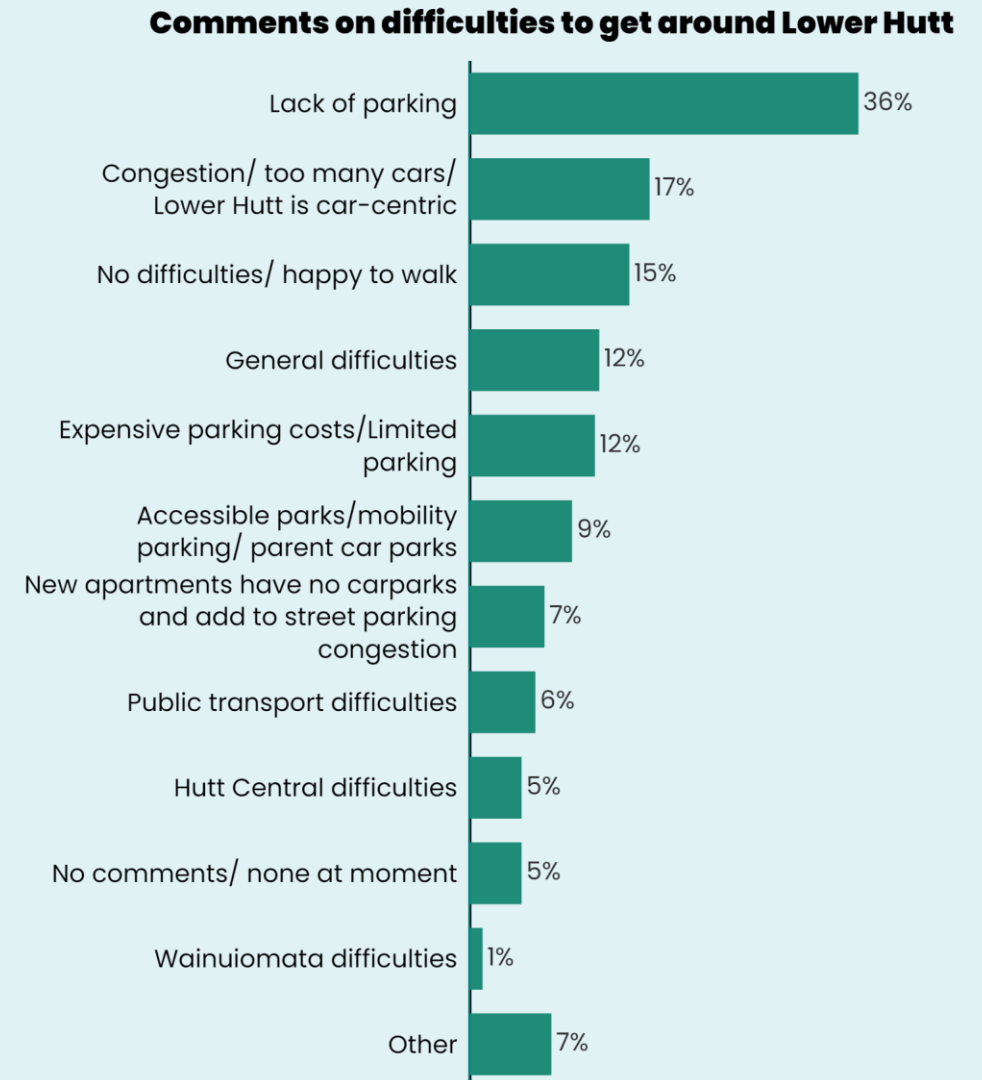


Chart 18: Comments on difficulties to get around Lower Hutt

Note: These are some of the selected verbatim comments from residents. The full list of verbatim comments can be provided upon request.

"After moving out from Wellington City reasonably recently, I have to say I'm very satisfied with the car parking in Lower Hutt, especially the Riverbank Carpark."

"As most new housing complexes do not have parking roads taken up by apartment owners' cars, it is getting much harder to get car parks."

"Far too few mobility parks for an aging population."

"Parking close to CBD is getting more difficult to find."

"Cycling is scary, especially at intersections and roundabouts where no provisions to keep cyclists safe."

"Traffic congestion, regularly, early morning commute & evening commute + end of school times - various choke points i.e. HVHS, Woburn road, Moera, Melling. More disabled parking in general and especially at Huia."

"Not enough car park at the library, swimming pool, for example. This discourages people to use these facilities. Public transport is bad."

"Disabled parking is a shambles."

"Cars parks are being removed for electric charging at Avalon. So now there are fewer parks available for families. These are special car parks for rich people."

"It's often hard to find parking. We've missed swimming lessons in the past because there was no parking near Huia Pool. My husband had to keep shifting the car when attending a full-day conference at the Lower Hutt Events Centre."

"With the new apartments on High Street and surrounding areas, it is now very difficult to get a park to be able to go to the gym, shops and restaurants on High Street and surrounding streets."

"Many of the mobility parks don't have a curb cut for access to the footpath."

Kerbside collection services

Resident satisfaction with Council's Kerbside
rubbish and recycling services



Satisfaction with kerbside collection

Residents were asked to rate their level of satisfaction with Council's kerbside rubbish and recycling collection services. Perceptions about Rubbish collection, i.e., General waste, Recycling, glass and green waste, were asked of participants. Ratings were collected on a five-point Likert scale, where 1=Very dissatisfied, 3=Neither dissatisfied nor satisfied, and 5=Very satisfied. For demographic comparisons, "total satisfied" represents the combined "Very satisfied" and "satisfied" responses, while "total dissatisfied" represents the combined "Very dissatisfied" and "dissatisfied" responses.

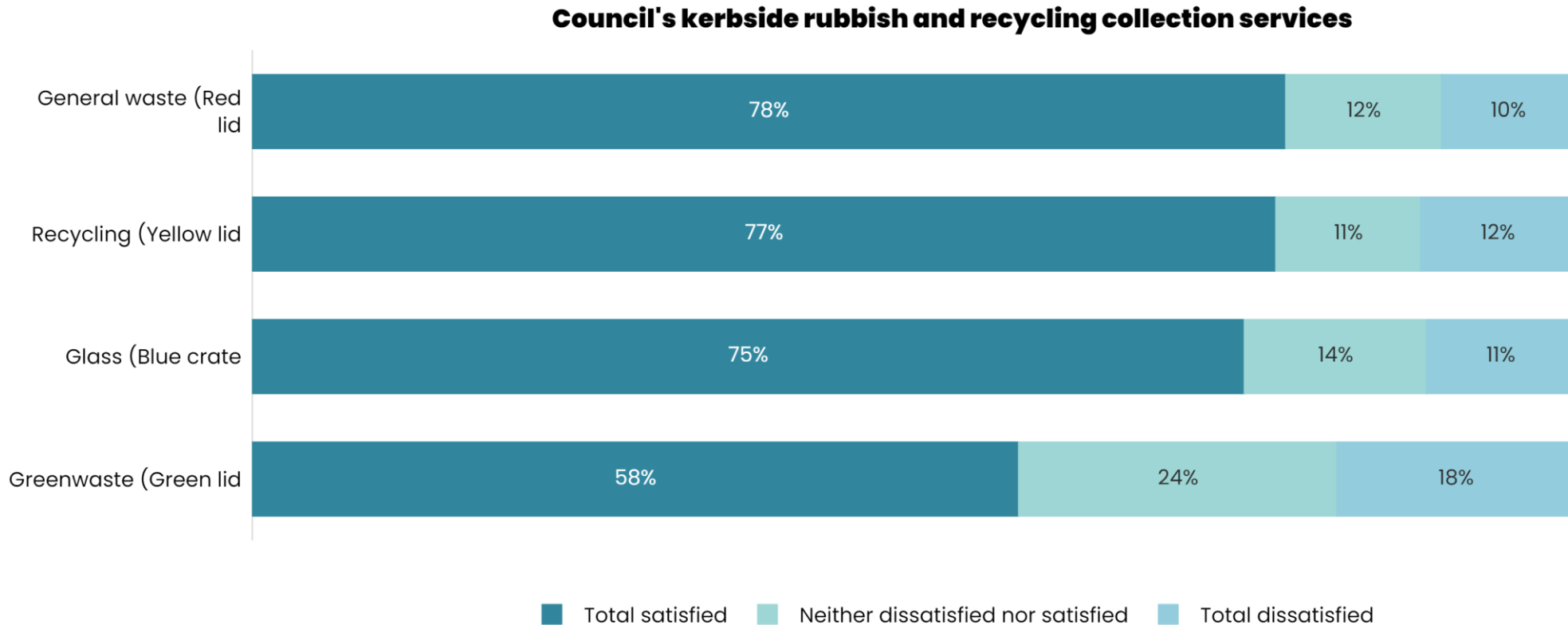


Chart 19: Satisfaction with Council's kerbside rubbish and recycling collection services



Overall satisfaction with Council's kerbside rubbish (general waste) collection/ red lid bin) has shown improvement from the previous year's rate of 75%.

About eight in ten residents (78%) expressed their satisfaction with the Kerbside collection- general waste (rubbish or red lid bin) in Lower Hutt, while 10% were dissatisfied, and 12% were neither dissatisfied nor satisfied.

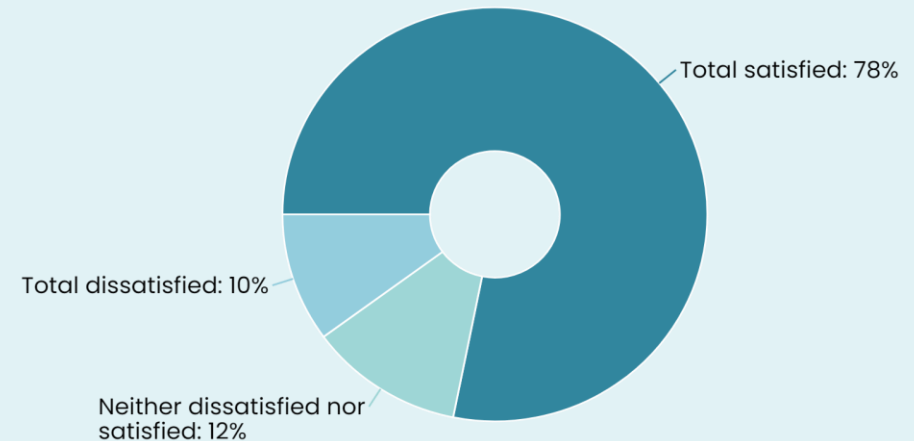
Higher than average satisfaction levels were evident among Harbour ward (85%) residents, residents aged 75+ (88%) and residents in households earning between \$100,001 - \$150,000 (86%). Homeowners (81%) displayed greater satisfaction compared to renters & boarders (71%). Conversely, lower than average satisfaction ratings were evident among Western ward residents (73%), residents aged under 24 (64%), residents in households earning between \$50,001-\$70k (71%), residents with disabilities (63%), pacific people (51%) and Māori (56%).

	%	Count
Total satisfied	78%	1,232
Neither dissatisfied nor satisfied	12%	157
Total dissatisfied	10%	130
NET	100%	1,519

Table 33: Satisfaction with general waste (rubbish/ red lid bin)

Kerbside collection

General waste (Rubbish or Red lid bin)



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied



Overall satisfaction with Council's kerbside recycling collection service (yellow lid bin) has slightly increased from the previous year (76%).

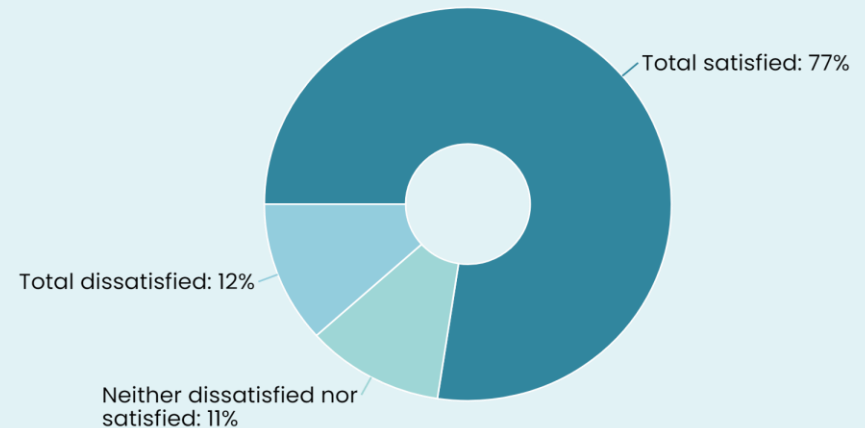
Just over one in three residents (77%) expressed their satisfaction with the kerbside collection - recycling (yellow lid bin), 12% were dissatisfied and 24% were neither dissatisfied nor satisfied.

Higher than average satisfaction levels were evident among Harbour ward residents (83%), residents aged 75+ (89%) and residents in households earning more than \$150,001 (82%). Homeowners (80%) displayed greater satisfaction compared to renters & boarders (69%). Conversely, lower than average satisfaction ratings were evident among residents within the Wainuiomata and Northern wards (73%, respectively), residents aged under 24 (63%), residents with household incomes ranging between \$20k or less - \$50k (72%), residents with disabilities (62%) and Pacific peoples (46%).

	%	Count
Total satisfied	77%	1,214
Neither dissatisfied nor satisfied	11%	140
Total dissatisfied	12%	154
NET	100%	1,508

Table 34: Satisfaction with recycling (yellow lid bin)

Kerbside collection Recycling (Yellow lid bin)



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied



Overall resident satisfaction with the Council's kerbside glass collection (blue crate) has slightly increased from the previous year (74%).

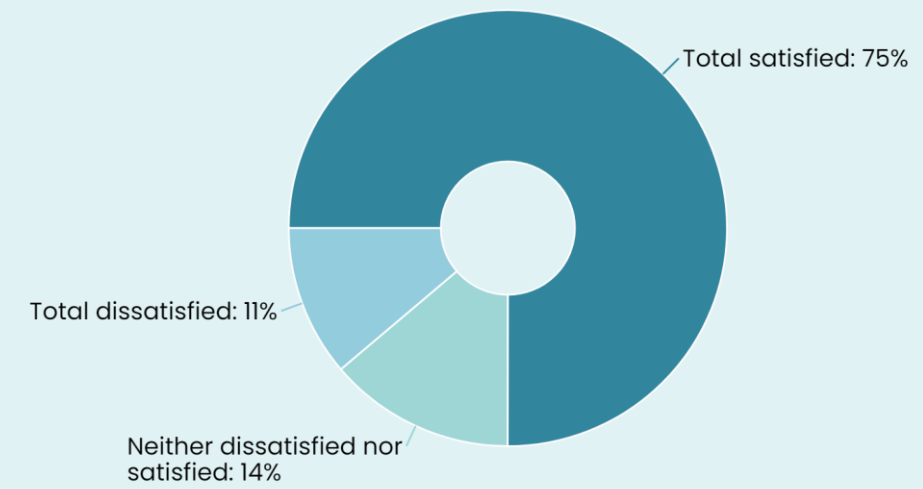
Just over seven in ten residents (75%) expressed their satisfaction with the Kerbside collection - Glass (Blue crate) in Lower Hutt, while 11% were dissatisfied and 14% were neither dissatisfied nor satisfied.

Higher than average satisfaction levels were evident among Eastern ward residents (81%), residents aged 75+ (89%) and people with household incomes between \$100,001 and \$150,000 (82%). Homeowners (77%) displayed greater satisfaction compared to renters & boarders (69%). Conversely, lower than average satisfaction ratings were evident among residents in the Wainuiomata ward (66%), residents aged under 24 (63%), residents with incomes ranging between \$20k or less - \$50k (74%) residents with disabilities (68%) and Pacific peoples (43%).

	%	Count
Total satisfied	75%	1,150
Neither dissatisfied nor satisfied	14%	175
Total dissatisfied	11%	155
NET	100%	1,480

Table 35: Satisfaction with glass collection (blue crate)

Kerbside collection Glass collection (Blue Crate)



*Total satisfied= Very satisfied + Satisfied
*Total dissatisfied = Very dissatisfied + Dissatisfied



Overall satisfaction with Council's kerbside greenwaste collection (green lid bin) has slightly decreased compared to the previous year (59%).

Just over one in three residents (58%) expressed their satisfaction with the kerbside collection - Greenwaste (Green lid bin) in Lower Hutt, while 18% were dissatisfied and 24% were neither dissatisfied nor satisfied.

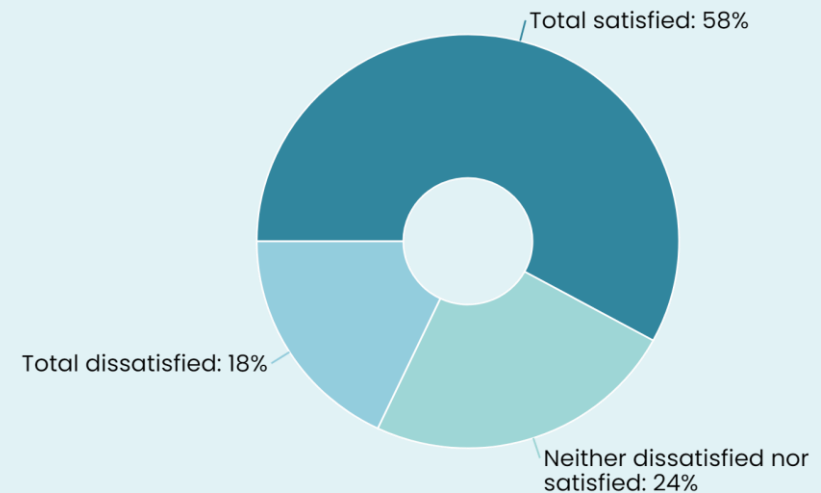
Higher than average satisfaction levels were evident among Western ward (72%) residents, residents aged 75+ (83%) and residents with a household income between \$50,001 - \$70,000 (69%). Homeowners (60%) displayed greater satisfaction compared to renters & boarders (53%). Conversely, lower than average satisfaction levels were evident in the Wainuiomata ward (51%), residents aged 55-64 (51%), residents with incomes ranging between \$100,001 - \$150k (55%), residents with disabilities (46%) and Māori (28%).

	%	Count
Total satisfied	58%	455
Neither dissatisfied nor satisfied	24%	169
Total dissatisfied	18%	135
NET	100%	759

Table 36: Satisfaction with greenwaste (green lid bin)

Kerbside collection

Greenwaste collection (Green lid bin)



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied

Activities done by residents to try and minimise waste

Residents were asked which of the activities do themselves and their household does on a regular basis to try and minimise waste.

(This was a multi-choice question. Totals may exceed 100% owing to multiple responses from some residents.)

A significant number of households (74%) actively resell unwanted items to shops or charities, while 68% participate in reusing plastic containers. Additionally, half of the residents (50%) buy refills and are involved in home composting, indicating a growing trend towards waste reduction activities and heightened awareness of eco-friendly practices.

Overall, the data showcases a positive trend towards waste minimisation, with many residents actively adopting various strategies to reduce waste in their households. These activities suggest a growing awareness of environmental concerns and a willingness to take actions that contribute to a more sustainable lifestyle.

Activities done by residents to try and minimise waste

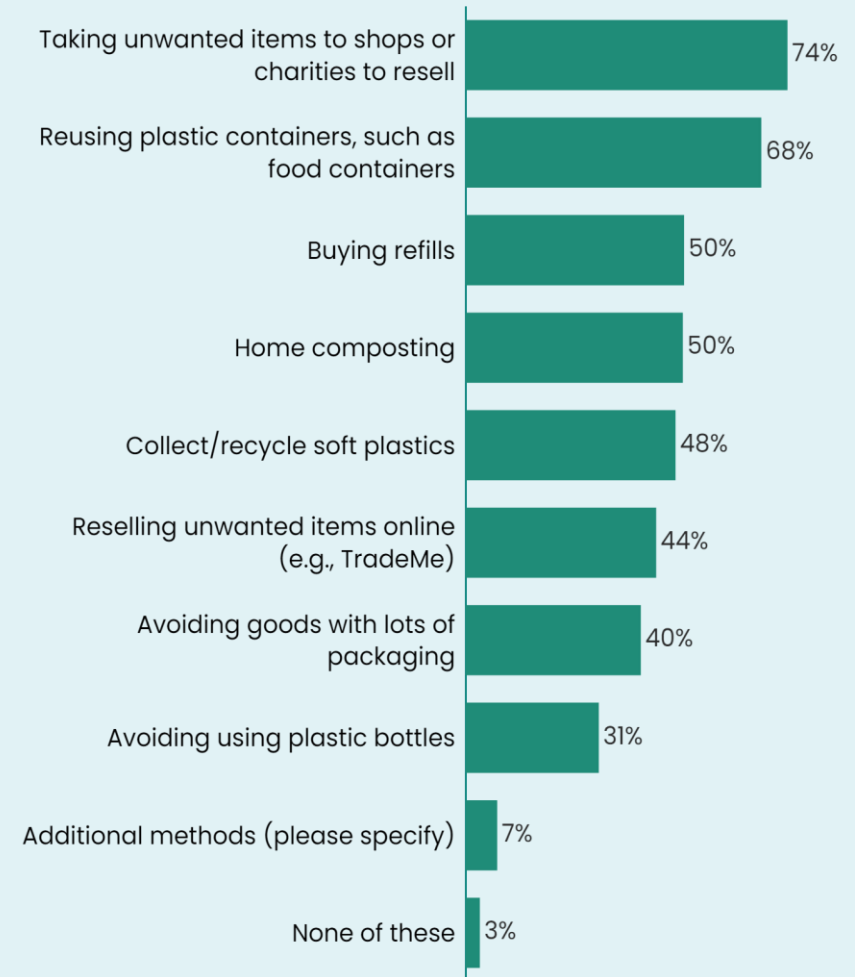


Chart 20: Activities done to try and minimise waste

Comments on Council's kerbside waste collection services

Analysis of 675 open-ended comments related to the Council's kerbside rubbish and recycling services revealed insights across various categories (totals may exceed 100% due to multiple responses from some residents).

Notably, 17% of comments expressed contentment with recent changes to the service. In contrast, 11% voiced dissatisfaction with the change. 15% expressed a wish for Council to include a composting service or an expansion of current green waste options.

Regarding kerbside services generally, 14% conveyed unhappiness, citing concerns about bin costs, challenges with changing bin sizes, and inadequate information from Council. Constructive feedback highlighted the need to enhance the durability of glass crates (6%), and 13% 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%).

Queries and requests for greater plastic recycling options, particularly soft plastics, were expressed by 11%.

Dissatisfaction was also voiced about aspects such as noisy rubbish trucks, early or missed collections, incomplete bin emptying, and haphazard bins placement by contractors.

Comments on Council's kerbside waste collection services

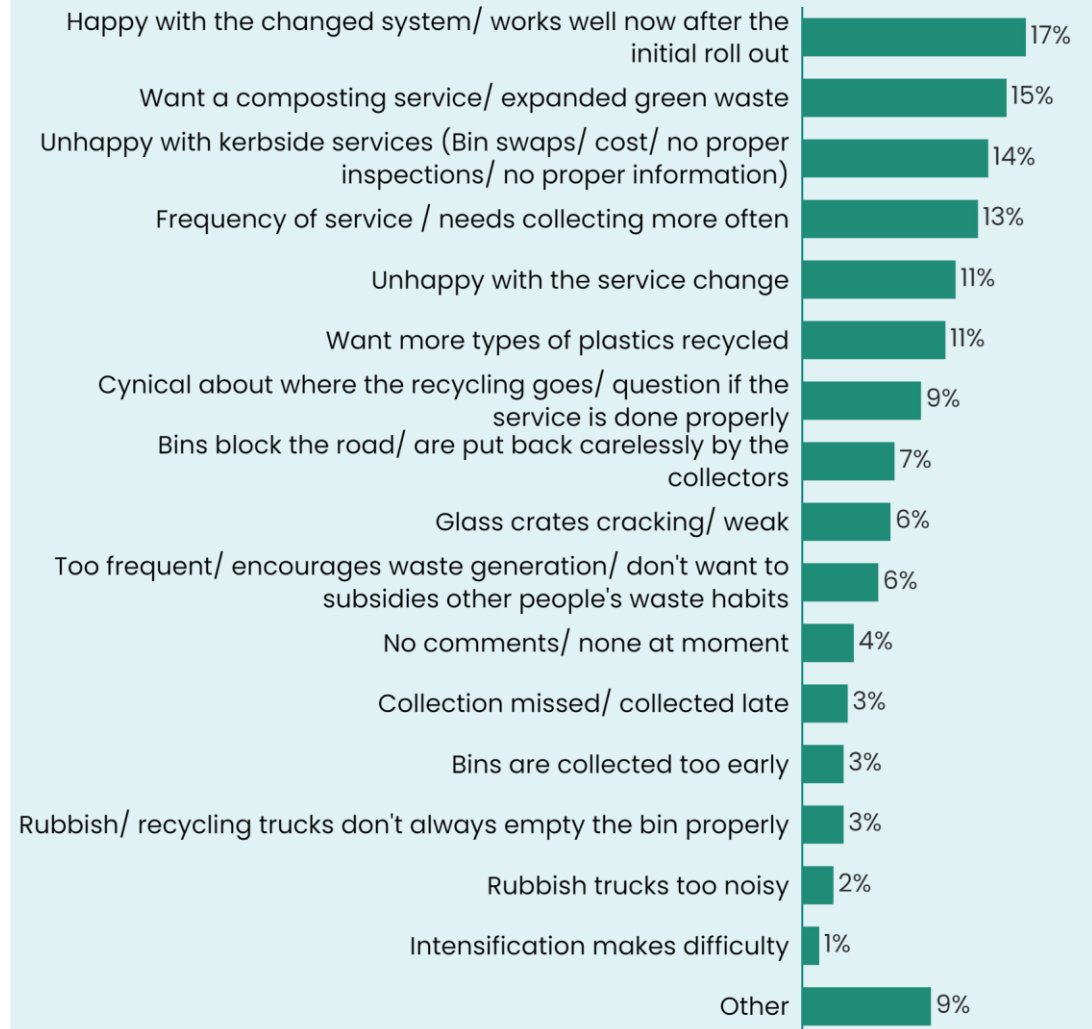


Chart 21: Comments on Council's kerbside rubbish and recycling services

Verbatim comments on Council's kerbside waste collection services

Note: These are some of the selected verbatim comments from residents. The full list of verbatim comments can be provided upon request.

"Had an experience where the bin was not emptied properly, gave feedback, and they sent the truck back to pick up rubbish, great service. Different size options for glass crates would be great, we don't use them much and some people need much more space. I would love if greenwaste included food waste or if Council had a separate optional composting service."

"I would love to see a kerbside compost collection service included with the rubbish and recycling service."

"Love the new bin system!" "It's a big improvement on the single bin system"

"More information on what happens to recycled materials would be appreciated."

"Schools should be provided with recycling services. Hutt Valley High School has no access to council recycling."

"I like the service, but the quality of the glass crates is pretty poor. I'm scared to pick mine up full of glass because it's got a crack in it."

"My waste is collected for me and emptied as I am on Council's Disabled list. So far, it has worked well."

"The blue crates are flimsy, with ours cracking within weeks of use." "Green waste needs to be collected more frequently."

"Often footpaths are blocked on rubbish day with bins which creates challenges for pedestrians- especially with strollers or wheelchairs. Organic waste could be separated from other general waste to mitigate methane emissions from landfill."

"The new rubbish system is great! I moved to Hutt City right as it was starting up so I can only compare it to Wellington rather than to your old system, but it's even better than Wellington was. I've never had an issue with bin size or collection and it's great to have so much space for recycling. I really commend you for upping your game on waste!"

"I think the new collection services have been very good, and there is way less recycling blowing around the streets."

"The rubbish truck drivers are awesome - always give the kids a wave and a toot!"

"We only put out our red bin about once a month. A discounted service for low wasters should be introduced now that the system is established. We should be rewarding waste reduction."

Three-waters services

Resident satisfaction with three-waters
services



Satisfaction with three waters

Residents were asked to rate their level of satisfaction with the three-waters services. Perceptions about three waters, such as Reliability of water supply, Quality of the water supply, Reliability of the wastewater (sewer) system and Reliability of the stormwater system, were asked of participants. Ratings were collected on a five-point Likert scale, where 1=Very dissatisfied, 3=Neither dissatisfied nor satisfied, and 5=Very satisfied. For demographic comparisons, "total satisfied" represents the combined "Very satisfied" and "satisfied" responses, while "total dissatisfied" represents the combined "Very dissatisfied" and "dissatisfied" responses.

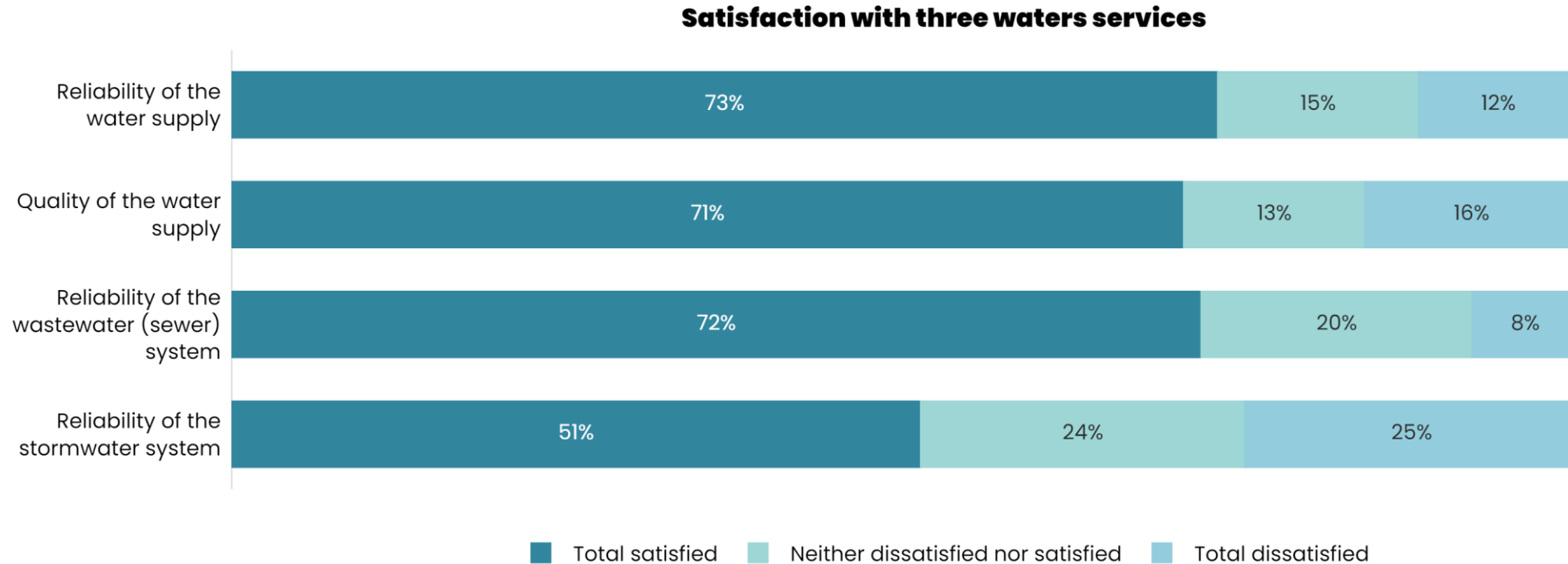


Chart 22: Satisfaction with three water services



Overall satisfaction with the reliability of the water supply has **decreased** compared to the previous year (82%).

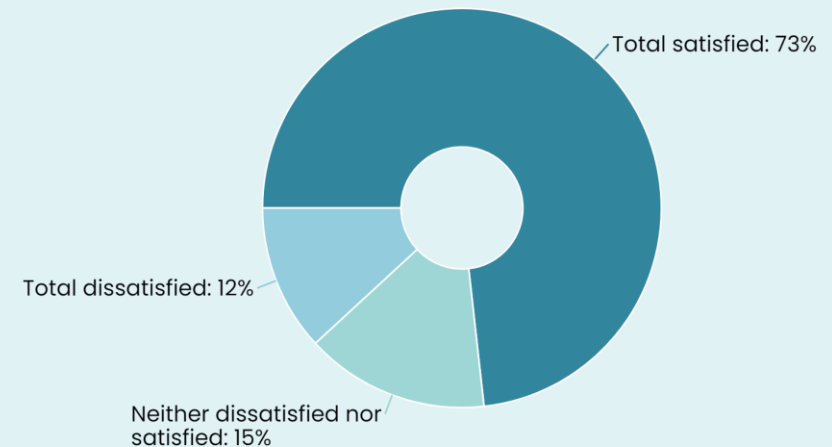
Over seven in ten residents (73%) expressed their satisfaction with the Reliability of the water supply in Lower Hutt, while 12% were dissatisfied, and 15% were neither dissatisfied nor satisfied.

Higher than average satisfaction levels were evident among Central ward residents (78%) and residents aged 75+ (82%). Homeowners (76%) displayed greater satisfaction compared to renters & boarders (67%). Conversely, lower than average satisfaction levels were evident among residents aged under 24 (64%), residents with incomes ranging between \$70,001 - \$100k (69%) residents with disabilities (61%) and Pacific peoples (40%).

	%	Count
Total satisfied	73%	1,119
Neither dissatisfied nor satisfied	15%	209
Total dissatisfied	12%	166
NET	100%	1,494

Table 37: Satisfaction with the reliability of the water supply

Three waters
Reliability of the water supply



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied



Over seven in ten residents (71%) expressed their satisfaction with the quality of the water supply in Lower Hutt, while 16% were dissatisfied, and 13% were neither dissatisfied nor satisfied.

Overall satisfaction with the quality of water has **slightly decreased** compared to the previous year (72%).

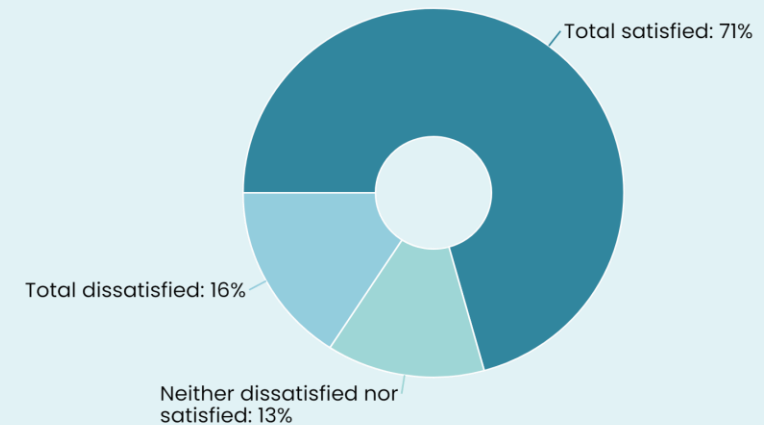
Higher than average satisfaction levels were evident among Harbour ward residents (74%) and residents aged 75+ (78%). Homeowners (72%) displayed greater satisfaction compared to renters & boarders (68%). Conversely, lower than average satisfaction ratings were most notably evident among Northern ward residents (66%), residents with disabilities (62%) and pacific peoples (31%)

	%	Count
Total satisfied	71%	1,070
Neither dissatisfied nor satisfied	13%	217
Total dissatisfied	16%	223
NET	100%	1,510

Table 38: Satisfaction with the quality of the water supply

Three waters

Quality of the water supply



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied

Satisfaction with the reliability of the wastewater (sewer) system



Overall satisfaction with the reliability of wastewater systems has **decreased** compared to the previous year (78%).

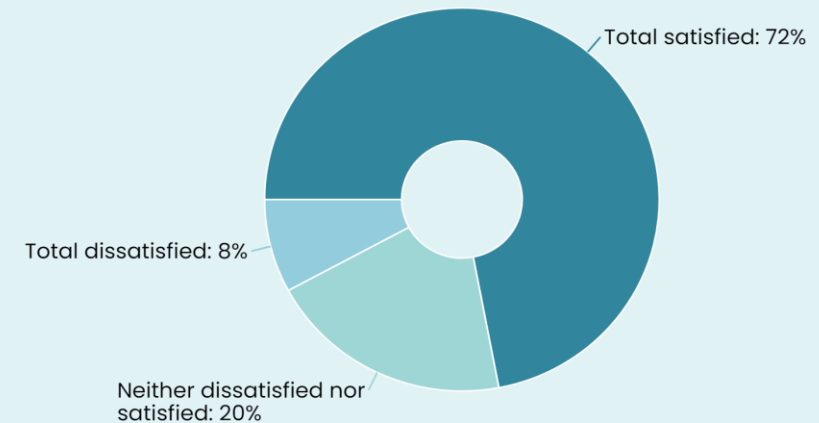
Over seven in ten residents (72%) expressed their satisfaction with the reliability of the wastewater (sewer) system in Lower Hutt, while 8% were dissatisfied, and 20% were neither dissatisfied nor satisfied.

Higher than average satisfaction levels were evident among Western ward residents (79%), residents aged 75+ (83%) and residents with disabilities (80%). Homeowners (73%) displayed greater satisfaction compared to renters & boarders (70%). Conversely, lower than average satisfaction ratings were evident among Wainuiomata ward residents (66%), residents aged 45-54 (69%), residents with household incomes ranging between \$70,001 - \$100k (67%) and pacific peoples (47%).

	%	Count
Total satisfied	72%	1,069
Neither dissatisfied nor satisfied	20%	267
Total dissatisfied	8%	134
NET	100%	1,470

Table 39: Satisfaction with the reliability of the wastewater (sewer) system

Three waters
Reliability of the wastewater (sewer) system



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied

Satisfaction with the reliability of the stormwater system



Overall satisfaction with the reliability of the stormwater systems has **decreased** compared to the previous year (60%).

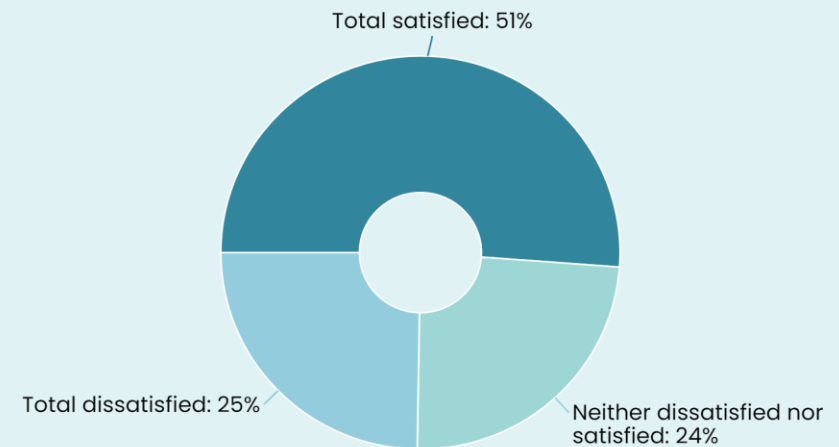
Five in ten residents (51%) expressed their satisfaction with the reliability of the stormwater system in Lower Hutt, while 25% were dissatisfied, and 24% were neither dissatisfied nor satisfied.

Higher than average satisfaction levels were evident among Western ward residents (59%) and residents aged 75+ (60%). Renters & boarders (53%) expressed slightly higher satisfaction than homeowners (50%). Conversely, lower than average satisfaction ratings were evident among Harbour ward residents (46%), residents aged 45-54 (46%), residents with incomes greater than \$150k (49%), residents with disabilities (50%) and pacific peoples (28%).

	%	Count
Total satisfied	51%	750
Neither dissatisfied nor satisfied	24%	354
Total dissatisfied	25%	378
NET	100%	1,482

Table 40: Satisfaction with the reliability of the stormwater system

Three waters
Reliability of the stormwater system



*Total satisfied= Very satisfied + Satisfied

*Total dissatisfied = Very dissatisfied + Dissatisfied

Comments on three waters services

Analysis of 708 open-ended comments related to three-water matters revealed insights across various categories (totals may exceed 100% due to multiple responses from some residents).

A prevailing concern regarding the water system focused on infrastructure resilience during extreme weather conditions (39%). This concern was heightened by instances of frequent flooding and blocked drains, prompting doubts about the adequacy of drainage during flooding episodes.

Leakages in neighbourhoods were a recurring theme, with 32% of residents expressing dissatisfaction over response times by Wellington Water / Council to service requests, communication of changes, and the quality of repairs.

A positive sentiment emerged from 9% of residents, expressing overall satisfaction with water services. However, 15% cited dissatisfaction with the taste and smell of fresh water, describing it as having a 'chlorine' or 'metallic' flavour. Some residents resorted to personal water purifiers due to this concern. Views on fluoride were divided, with some preferring no additives while others advocated for its inclusion for health reasons.

4% of residents commented on water governance, encompassing perceptions of central government changes. Opinions varied, with some embracing the potential changes, while others expressed skepticism or misconceptions. Some residents appreciated the potential for improved resourcing of three waters, while others criticised the perceived political manipulation of critical infrastructure.

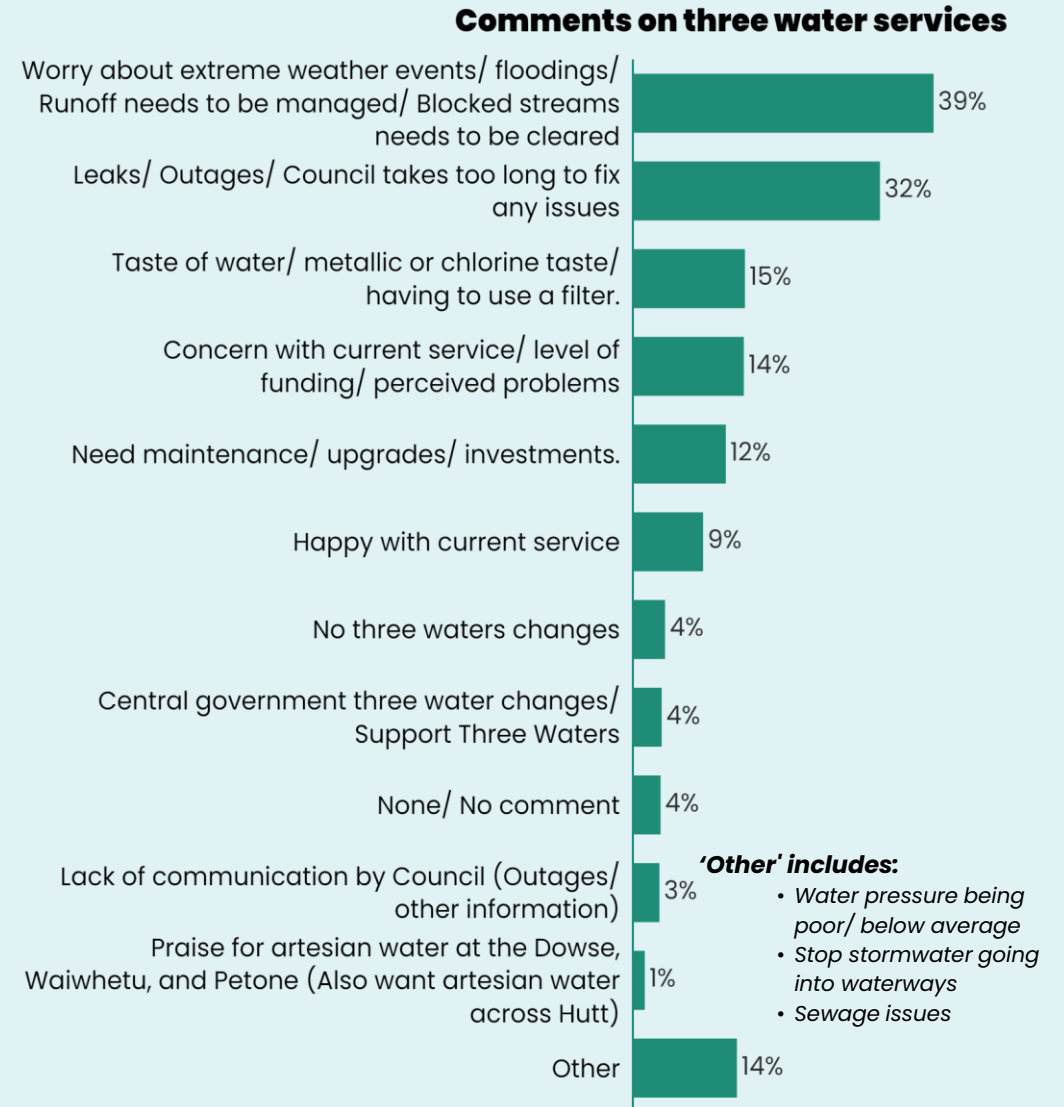


Chart 23: Comments on three waters services

Verbatim comments on three waters services

Note: These are some of the selected verbatim comments from residents. The full list of verbatim comments can be provided upon request.

"Our street has outages monthly. We are never notified when stopped or restarted."

"Leaks galore; they're ignored for weeks/months. Water tastes terrible, so I collect the artesian water, which is a great feature."

"The supply of quality drinking water is very good. The dispersion of wastewater and, in particular, stormwater can vary a bit, particularly during a prolonged storm, but even then, a day or two after, everything seems to settle down again to normal. All good from that point of view – however, maintenance is a real concern."

"I would very much like to see Wellington Water fix the enormous number of leaks on our streets. The level of water wastage from this endless inaction is unbelievable. It is pointless reporting leaks, and they just don't get addressed. On the rare occasions that they do get looked at, the workmanship is dire, and the leak returns within weeks. I understand that Wellington Water is not council, but it is a council service, and it is dismal."

"Infill housing has put more pressure on drainage."

"I am concerned about the housing intensification and the impact this will have on our stormwater and also wastewater. With the significant increase in hard surfaces, the water has nowhere to go but into the stormwater drains, which can't cope with a wee downpour at the best of times... add 40+ extra houses in the 200m radius around our home showering and flushing the loo on top of a climate crisis and we are going to have significant problems."

"Everything is ok now but I'm sure you know that it won't be forever with all these new housing developments."

"Climate change has brought about much more rain which at times is excessively heavy, meaning that unless the drains are clear, pools of water can occur. This is something to be aware of with more intensive housing infill. Drinking water now tastes horrible unless you run the tap for a while which wastes precious water."

"Wellington Water needs increased funding and an increase in staff numbers to better address leaks."

"Gutters and drain holes need more frequent clearing. There are too many leaks in the streets, and they are left too long."

Thank you

Thank you for participating in the 2023 Resident Satisfaction Survey. Your input is invaluable and will help us enhance our wonderful city.

