

# HUTT CITY COUNCIL

## Resident Satisfaction Survey 2025



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# Executive Summary

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**HUTT CITY**  
TE AWA KAIRANGI

**Yeah**

**Nah**

**Have your say on our city**

**SWIM & GYM MEMBERSHIPS TO BE WON!**









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

The survey was conducted from February 10 to March 14, 2025, and was available online and in paper via Council’s hubs and libraries. A total of 1,455 survey responses were received and used in the final analysis along with insights from focus groups hui with rangatahi and migrant and ethnic community members. The response rate allows a margin of error of plus or minus 3% at the 95% confidence interval.

### Key survey insights:

Areas of Strength	 <p><b>Overall perceptions of Lower Hutt</b> Residents feeling that Lower Hutt is a great place to be.</p>	Areas of Challenge	 <p><b>Council communications &amp; engagement</b> Residents wanting better information provision and transparency about Council decision making.</p>
	 <p><b>Council-maintained facilities</b> High resident satisfaction with community hubs, libraries, pools and museums, and praise for staff working in these facilities.</p>		 <p><b>Council decision-making</b> Residents feeling that their feedback is not always listened to.</p>
	 <p><b>Kerbside rubbish &amp; recycling</b> Consistently high resident satisfaction with general waste and recycling collection services.</p>		 <p><b>Council performance</b> Residents concerned about rates increases and the prioritisation of Council spending.</p>
	 <p><b>Council-maintained spaces</b> High resident satisfaction with Council-maintained spaces such as parks, gardens and reserves, and local playgrounds.</p>		 <p><b>Car parking</b> Resident concern about limited car parks and the cost of paid parking.</p>





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## METHOD

The 2025 RSS collected resident feedback via both online and paper surveys. Those aged 16 and above could participate in the survey.

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



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

## TARGETED RECRUITMENT OF KEY DEMOGRAPHICS

3,500 postcard invitations were sent to residents on the Māori electoral roll across Lower Hutt to increase participation rates.

A sample of addresses was drawn from the database and potential survey respondents were sent a personalised postcard invitation.

Further initiatives to ensure a representative sample, inclusive of demographic groups traditionally less likely to be represented in surveys, included:

- ▶ Oversampling suburbs with traditionally low survey participation rates (e.g. Taitā, Moera and Wainuiomata).
- ▶ Targeted focus groups hui were conducted with Rangatahi, Māori, migrant and ethnic communities.



## Survey sample profile

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Gender	Unweighted %	Unweighted %	Weighted Count
Female	60%	50%	731
Male	35%	49%	718
Gender: Sample size = 1,174; total sample size = 1455; missing sample (gender not stated/ not answered/ left blank = 281)			

Age Group	Unweighted%	Weighted %	Sample
16-24 years	14%	13%	167
25-34 years	8%	19%	92
35-44 years	18%	19%	211
45-54 years	16%	16%	186
55-64 years	15%	15%	181
65-74 years	15%	11%	174
75 years or older	10%	8%	112
Age Group: Sample size = 1,174 ; total sample size = 1455; ; missing sample (age not stated/ not answered/ left blank = 281; Prefer not to say = 51 (4%))			

Disability	Unweighted %	Sample
No	90%	1,049
Yes	10%	117
Disability: Sample size = 1,166; total sample size = 1455; missing sample (disability not stated= 289, 1,049 stated they have no disability)		

Ethnicity	Unweighted Sample%	Sample
New Zealand European	82%	857
Māori	15%	158
Pacific Peoples	2%	20
Asian	7%	75
Middle Eastern, Latin American & African (MELAA)	1%	13
Other	8%	82
Ethnicity Reported: Sample size = 1,051; total sample size = 1455; 496 no ethnicity reported, Multiple ethnicity response selected so sample size will exceed the total sample (not relevant ethnicity specified is categorised in other)= 404		

Household Income	Unweighted Sample %	Sample
\$20,000 or less per year	3%	21
\$20,001 - \$30,000	5%	45
\$30,001 - \$50,000	11%	95
\$50,001 - \$70,000	9%	76
\$70,001 - \$100,000	13%	106
\$100,001 - \$150,000	21%	172
More than \$150,000	39%	323
Household Income: Sample size = 838; total sample size = 1455; missing sample (not stated/ answered/ left blank = 617)		

**Note:** Final dataset was statistically weighted against Census 2023 by ward, age and gender to increase the accuracy of the reported results.



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Ward	Unweighted %	Weighted %	Sample
Central Ward	19%	16%	274
Eastern Ward	21%	17%	297
Harbour Ward	16%	18%	227
Northern Ward	11%	15%	164
Wainuiomata Ward	15%	18%	217
Western Ward	18%	15%	256
Ward: Sample size = 1435; total sample size = 1455; Missing/ward not stated or left blank = 20			

Household Tenure	Unweighted %	Sample
Owners	76%	816
Renters	24%	249
Other (please specify)	1%	7
Household tenure: Sample size = 1157; total sample size = 1455; Missing/ household tenure not stated/ left blank = 298		

**Note:** Final dataset was statistically weighted against Census 2023 by ward, age and gender to increase the accuracy of the reported results.

Location of Residence	Unweighted %	Sample
Naenae	9%	136
Petone	7%	96
Stokes Valley	7%	96
Taitā	5%	68
Waterloo	5%	67
Wainuiomata Central (Fernlea)	4%	62
Woburn	4%	62
Hutt Central	4%	60
Waiwhetu	4%	58
Avalon	4%	55
Eastbourne	4%	55
Epuni	4%	54
Kelson	4%	53
Maungaraki	3%	48
Wainuiomata West (Parkway)	3%	46
Boulcott	3%	42
Alicetown	3%	41
Belmont	3%	41
Fairfield	3%	36
Normandale	2%	34
Eastern Bays	2%	34
Arakura (Wainuiomata)	2%	29
Moerā	2%	25
Homedale East (Wainuiomata)	2%	22
Homedale West (Wainuiomata)	1%	21
Tirohanga	1%	20
Pencarrow (Wainuiomata)	2%	23
Manor Park	0%	5
Korokoro	1%	14
Glendale (Wainuiomata)	1%	14
Harbour View	1%	8
Melling	0%	6
Ava	0%	2
Gracefield	0%	1

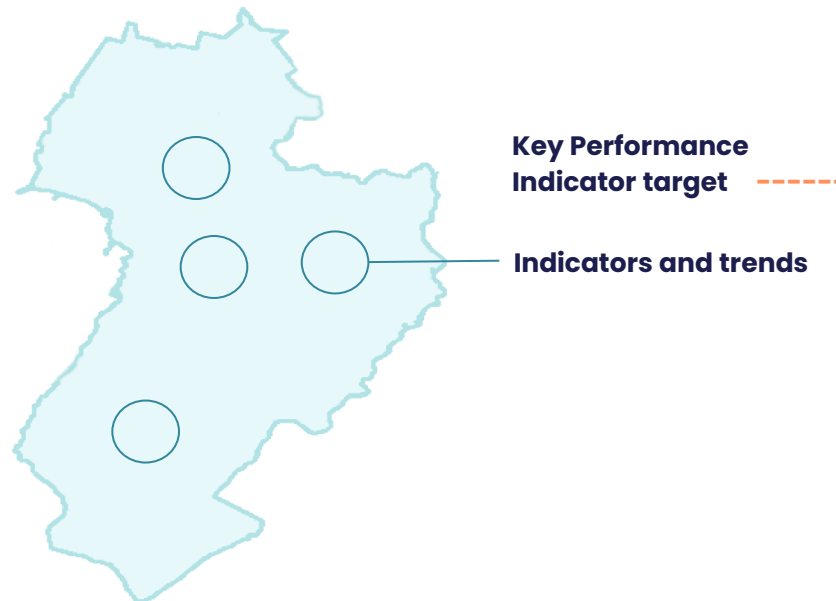




# Satisfaction at a Glance

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## This section presents results at a glance



- This section presents satisfaction level combination of 'Very Satisfied' and 'Satisfied' survey responses.
- Key performance indicator targets are included in charts where Hutt City Council has set targets.
- Satisfaction for newly added questions may be shown as Not asked (means previous year this question was not asked).



# Communication and Engagement

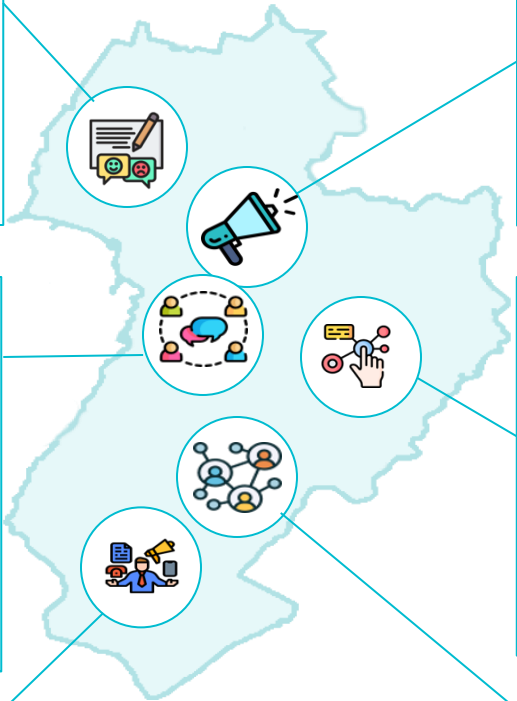
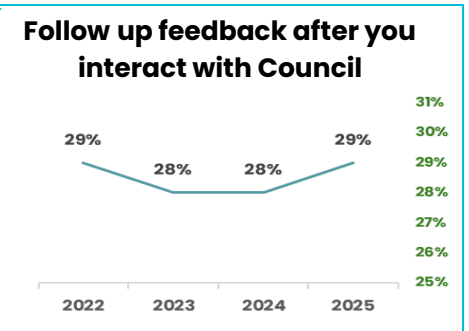
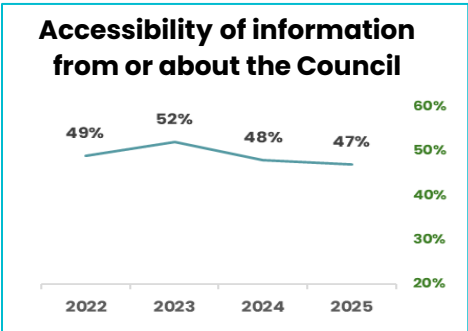
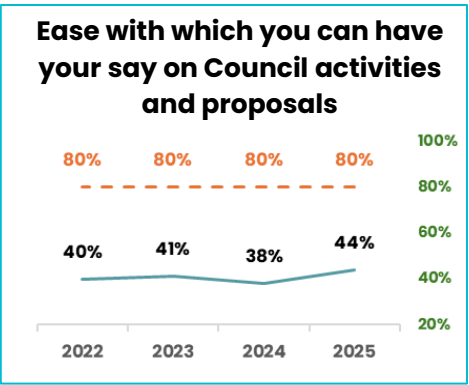
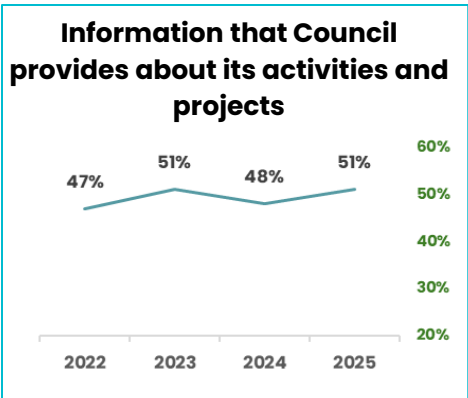
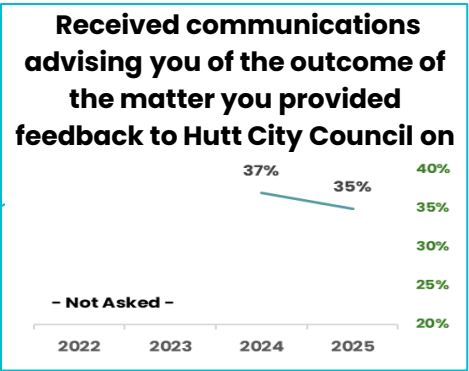
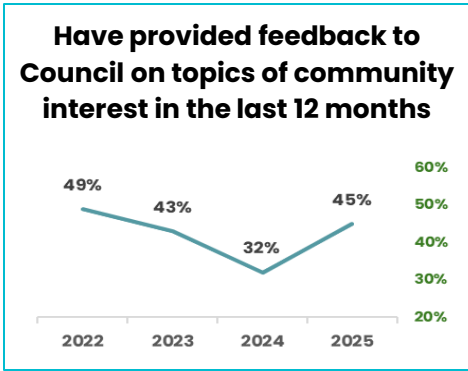
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# Satisfaction with Communication and Engagement

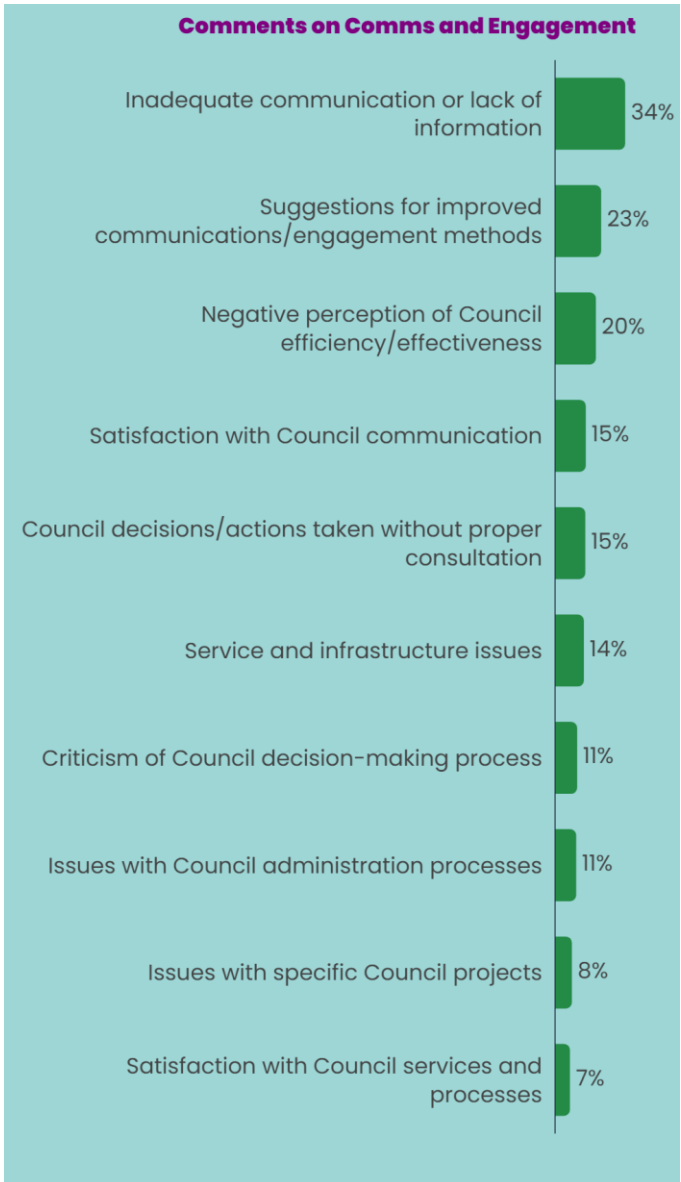
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## Comments on communication and engagement

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- 433 communication and engagement-related open-ended comments were received and sorted into thematic categories. Totals may exceed 100% owing to multiple responses from some respondents.
- The most common theme, cited by 34% of comments, was inadequate communication or lack of information. 23% suggested better communication or engagement methods, and 20% raised concerns about Council efficiency. 15% of comments felt decisions lacked proper consultation, while a further 15% expressed satisfaction with Council communication.
- Other issues included communication about Council services and infrastructure (14%), criticism of Council decision-making (11%), administrative processes (11%), and specific project issues (8%). 7% reported satisfaction with Council services.





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*“Council must continue to make information available to everyone in the most informed and transparent way possible. The use of the Hutt News is a great avenue. The update relating to the water pipes repairs was refreshing and informative - everyone I spoke to regarding it was delighted with the update and the results.”*

*“Have not received follow up information. Would appreciate summarised feedback from community including key themes and trends in relation to questions posed in surveys.”*

*“I am a braille and cane user, and I cannot access this survey, so my mum has to call it out and put my answers in. Website and communication needs to be optimised for braille devices and screen readers.”*

*“I have always had satisfactory communication regarding any questions that I asked.”*

*“I have emailed the Mayor’s office twice and felt happy with the result both times. The staff on the information counter at HCC are also very helpful.”*

*“I would like to have maybe a little bit more information on things that are happening around the Hutt; for example, the stop bank next to the Hutt River, all the houses have been pulled down and demolished, but we aren’t too sure what is happening!”*

*“I would like to know the results of the household waste practices survey or at least have an estimate as to when it might be reported.”*



# Council Decision Making

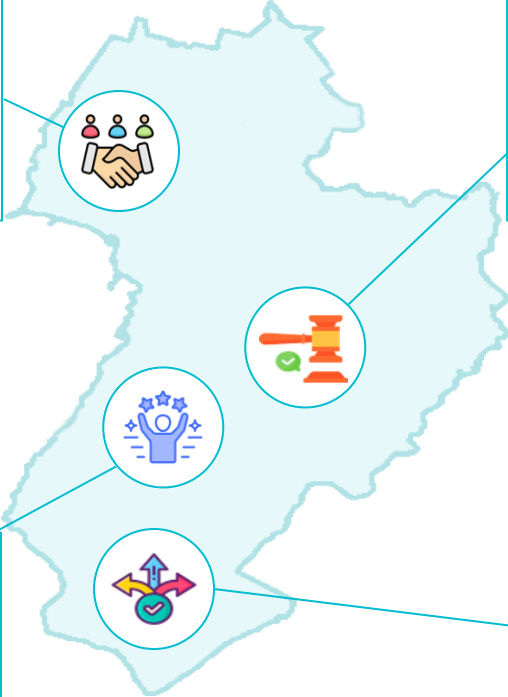
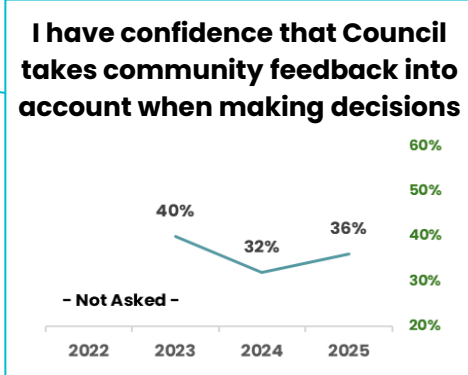
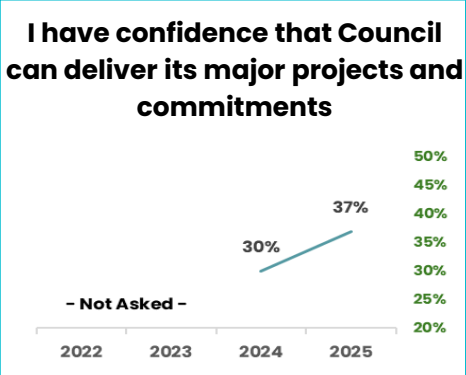
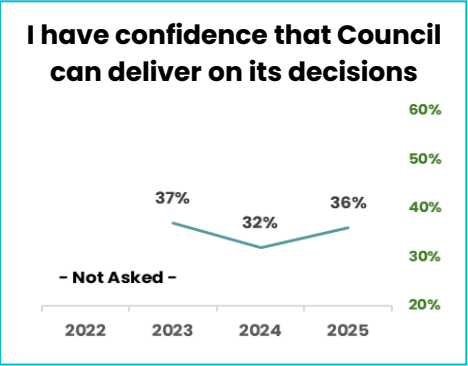
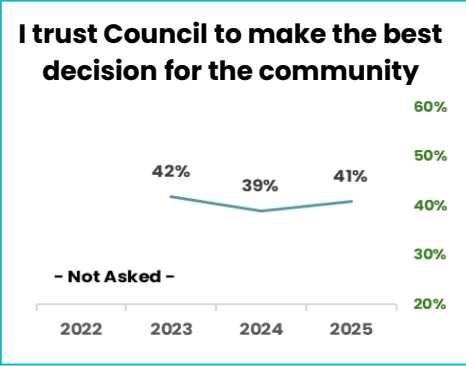
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# Satisfaction with Council Decision Making

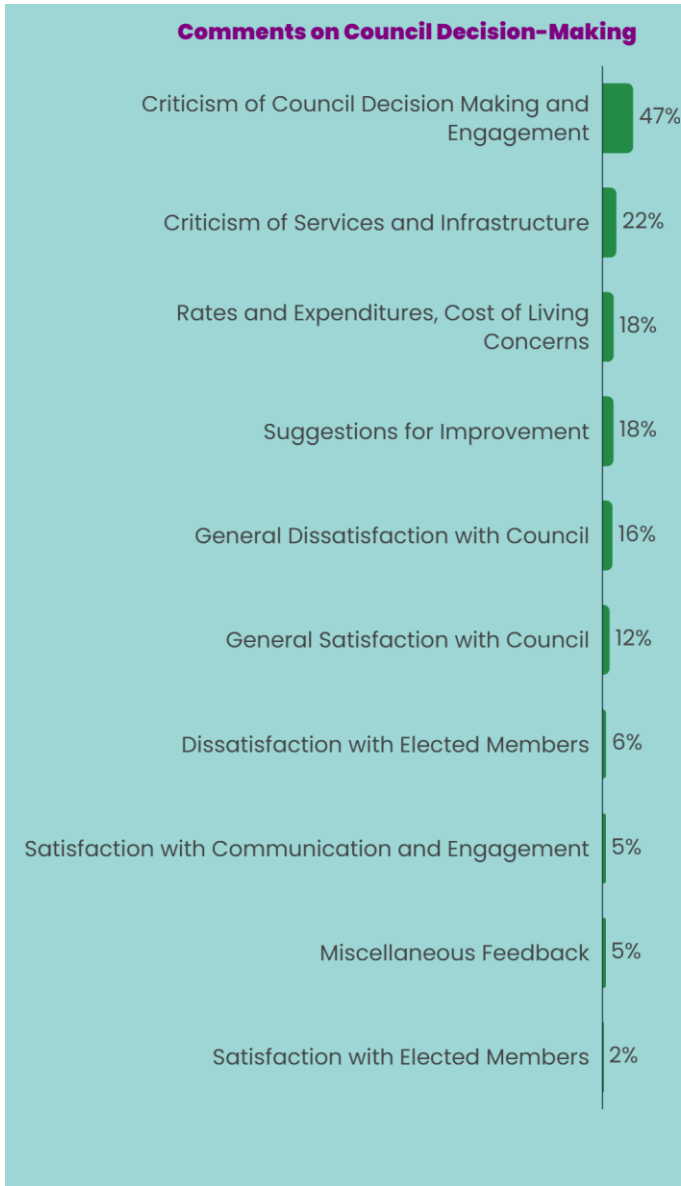
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- 373 open-ended comments on Council decision-making were received and sorted into thematic categories. Totals may exceed 100% owing to multiple responses from some respondents.
- 47% of comments reflected criticism of Council decision making and how it communicates its decision-making processes. 22% criticised services and infrastructure, including issues with maintenance, delays, or service delivery. Rates and cost of living pressures were noted in 18% of comments, often linked to concerns about affordability and financial transparency. A further 18% offered suggestions for improvement, including a wish that Council better shares with residents how it reaches its decisions following public consultation.
- 16% of comments expressed general dissatisfaction with Council, while 12% shared positive experiences. Views on elected members were more divided: 6% voiced dissatisfaction, while 2% expressed satisfaction.



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*"The regular cost-cutting efforts always lead to disappointment in delivery of projects. My perception is, there is never enough money to do what is needed."*

*"As a young person, I cannot trust council to make good decisions or take feedback from my demographic into account without a youth advisory body."*

*"I recognise and acknowledge the massive impact that decisions made by Central govt have had on Councils ability to deliver on decisions and proposals. I feel very lucky that the current lot of councillors are very community people minded and appreciate that! Thank you!"*

*"Everyone objected to parking fees in Petone and Council completely ignored that feedback. Business owner I speak to have zero confidence council will take any feedback."*

*"Feedback on rubbish and recycling collections did not appear to be followed (e.g. no move towards supporting zero-waste households). I fear that National-level government has the potential to stop the council delivering. Otherwise, you are doing a great job!"*

*"The new swimming pool in Naenae is an excellent example of community input when the council made its decision."*





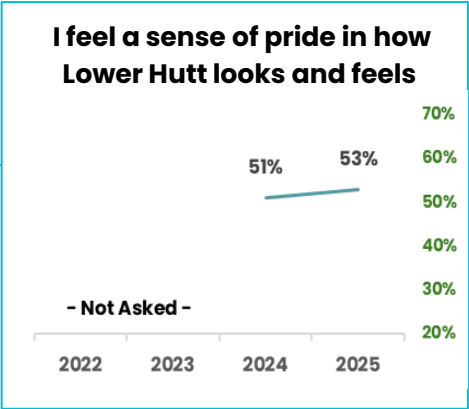
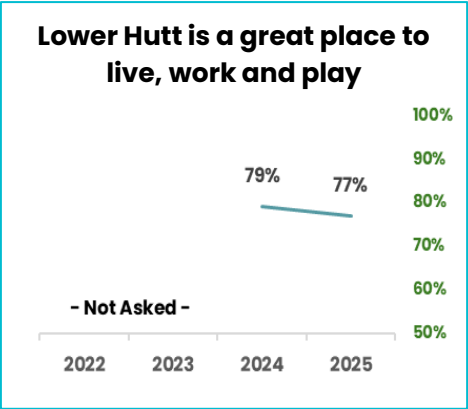
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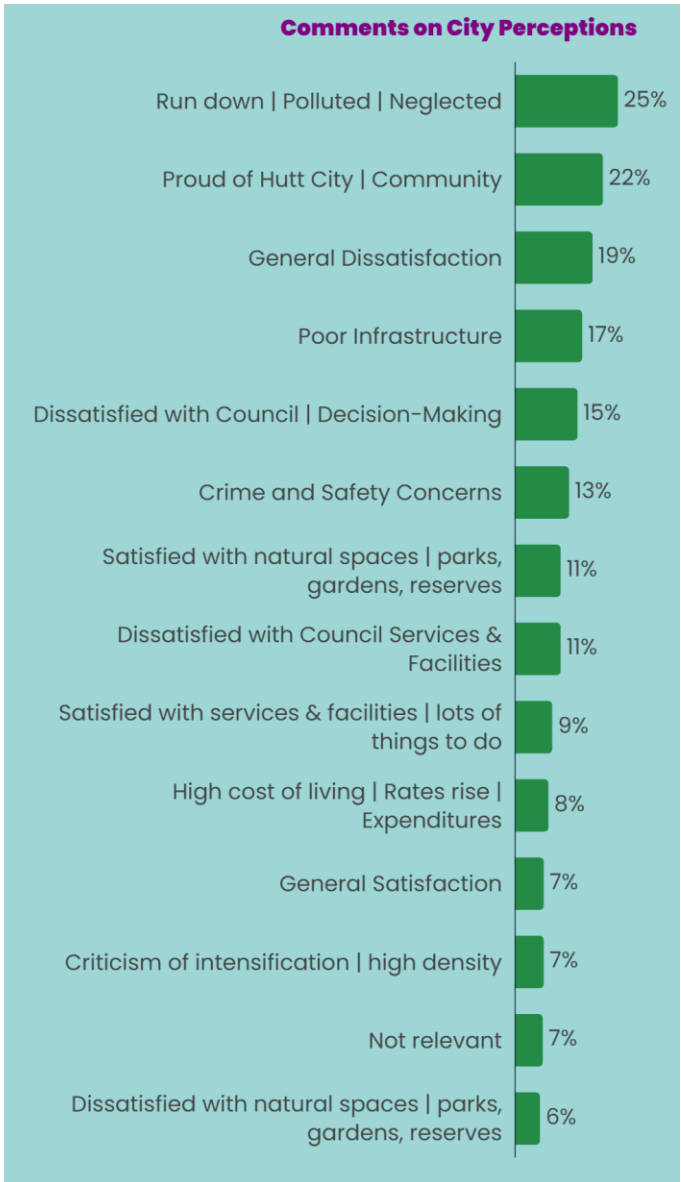
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- 440 comments related to residents’ city perceptions were received and sorted into thematic categories. Totals may exceed 100% owing to multiple responses from some respondents.
- The most common concern, cited in 25% of comments, related to the city feeling run down, polluted, or neglected, signalling a strong call for urban renewal and maintenance. 22% of commented expressed pride in Hutt City.
- General dissatisfaction was noted in 19% of comments, and 17% highlighted poor infrastructure, pointing to concerns over roads, public spaces, and facilities. 15% reflected dissatisfaction with Council decision-making, while 13% raised crime and safety issues.
- Feedback on services and spaces was mixed. 11% praised natural spaces, but 6% were dissatisfied with them. Similarly, 11% expressed dissatisfaction with Council services and facilities, whereas 9% were satisfied, showing a divide in experience.
- Financial concerns such as high costs and rates were mentioned in 8% of comments. 7% criticised housing intensification, highlighting tension around urban growth.





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*"I live near a local park and a pool and am pleased that they are well used. I also regularly visit my local library and see the great job the staff there carry out for users."*

*"I have lived in the Hutt Valley for the last 50 years and it is definitely not the same place it used to be. The streets no longer safe, the community feel is no longer there some people don't even know their neighbours these days. Cameras are everywhere and we still don't feel safe."*

*"Lower Hutt looks a lot better than it used to. It feels a lot more welcoming, the memorial library area in particular."*

*"Lower Hutt could be a fantastic place to be if the council were to actually invest in the city (In the right places!) demolish unused and unsightly buildings and erect new ones. Throw up a statue every now and then, invite investment from elsewhere."*

*"I feel a sense of pride about the natural places of the Hutt. When it comes to the council I have zero pride."*

*"Some things are good, such as existing parks, pathways and reserves, as well as libraries. The CBD is rather drab and intensification and road congestion on main routes has made it less favourable as a place to live. A connected cycle network would make the city so much better."*



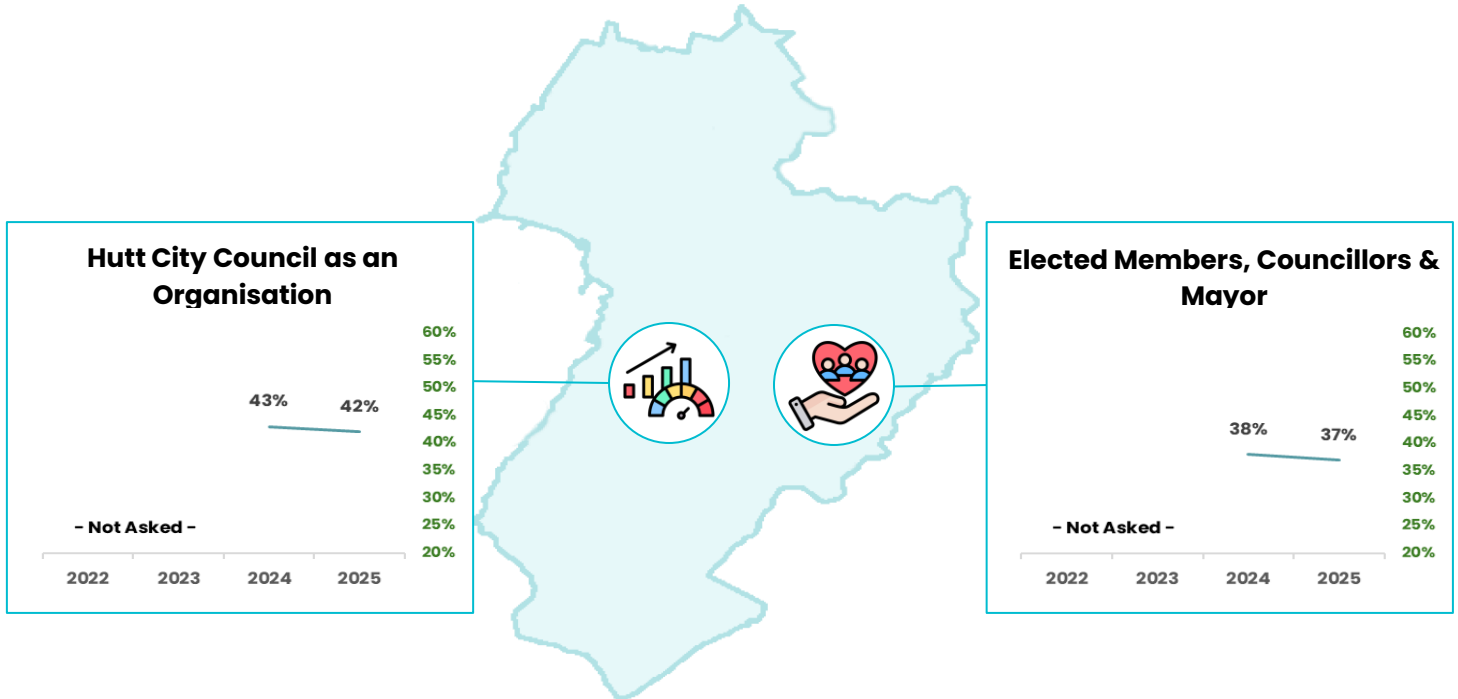
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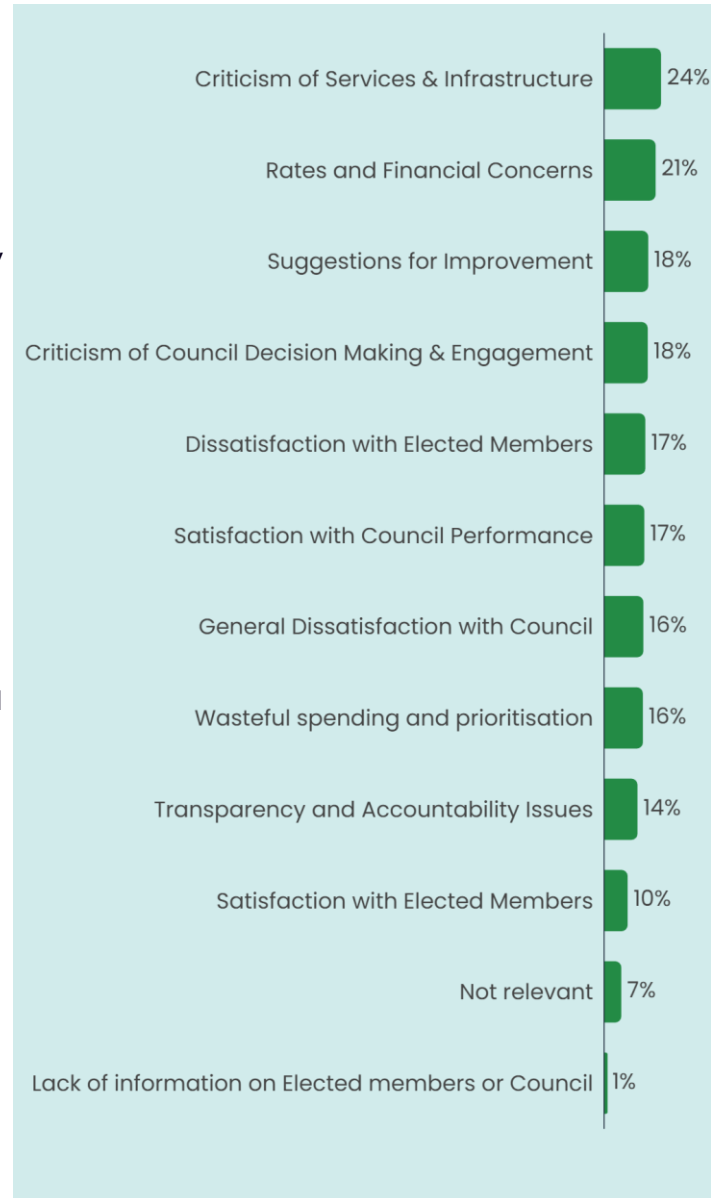




## Comments on Performance of Hutt City and Elected Members, Councillors and Mayor

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- 498 comments were received on perceptions of Council performance and sorted into thematic categories. Totals may exceed 100% owing to multiple responses from some respondents.
- 24% of comments criticised services and infrastructure, reflecting concerns with maintenance, delivery, and reliability of core Council services. 21% raised issues related to rates and financial pressures, often citing affordability and spending transparency.
- Suggestions for improvement and criticism of Council decision-making and engagement were each mentioned in 18% of comments,.
- Views on elected members were mixed—17% expressed dissatisfaction, while 10% noted satisfaction. 17% of comments reflected satisfaction with overall Council performance, while 16% reflected dissatisfaction. A further 16% criticised perceived wasteful spending and poor prioritisation.
- Transparency and accountability issues were raised in 14% of comments.



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- City Perceptions
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- Council-Maintained Facilities
- Council-Maintained Spaces
- Transport Infrastructure
- Kerbside Rubbish and Recycling
- Three Waters Services
- Focus Group Hui

*"I feel that the Council does a good job, but there are areas where improvement is needed. Sometimes it takes a long time to see changes after feedback is given. It would be great to see more visible actions on issues that matter to the community, like supporting young people and making sure everyone has access to information."*

*"There has been no direct engagement with our elected member since they were electioneering to secure votes. There is more engagement from the city-wide members than our local."*

*"I think elected members need to be more explicit about their role. For example, they need to be supporting members of the community who have difficulties to be able to give feedback and write submissions. I see this as part of their core role."*

*"There are occasions when I feel Council needs to supply good evidence-based research for making onward decisions."*

*"I think the work done to delay the closure of Ava bridge and work towards a possible solution is an incredible display of efficiency and value add."*

*"I am very impressed by the whole Riverlink Project. In addition to the increased flood protection, the landscaping and plantings along with the paths and cycle trails alongside the Hutt River are beautifully done. I do hope this can be completed and is not denied funding by govt funding decisions."*



## Council-Maintained Facilities

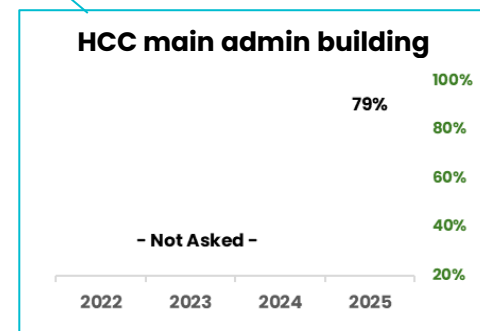
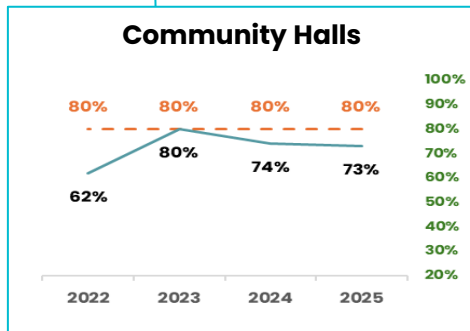
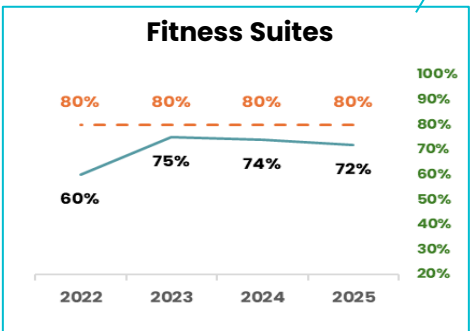
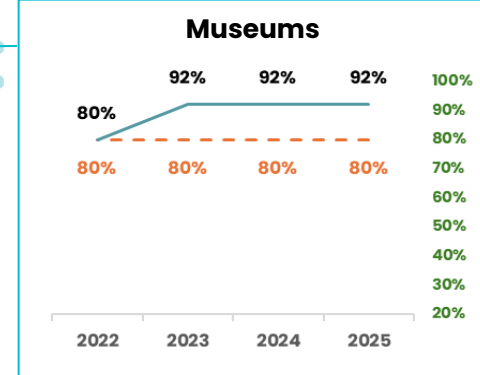
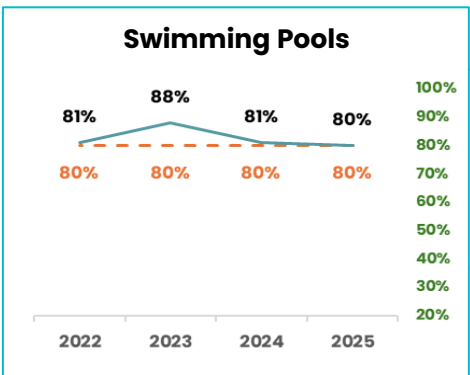
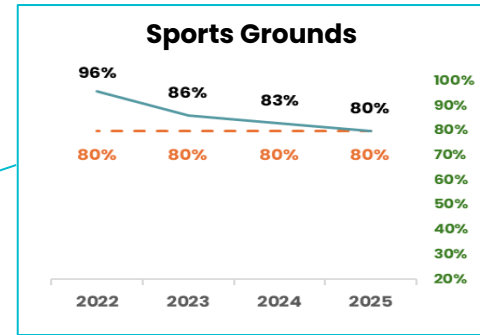
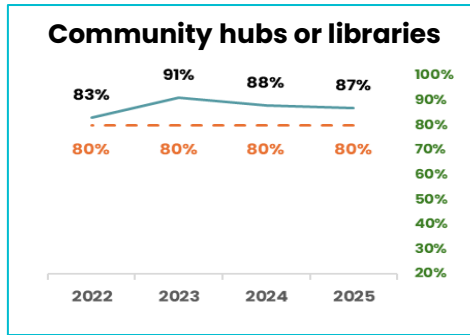
- Executive Summary
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- Satisfaction at a Glance
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- Three Waters Services
- Focus Group Hui





# Satisfaction with Council-Maintained Facilities

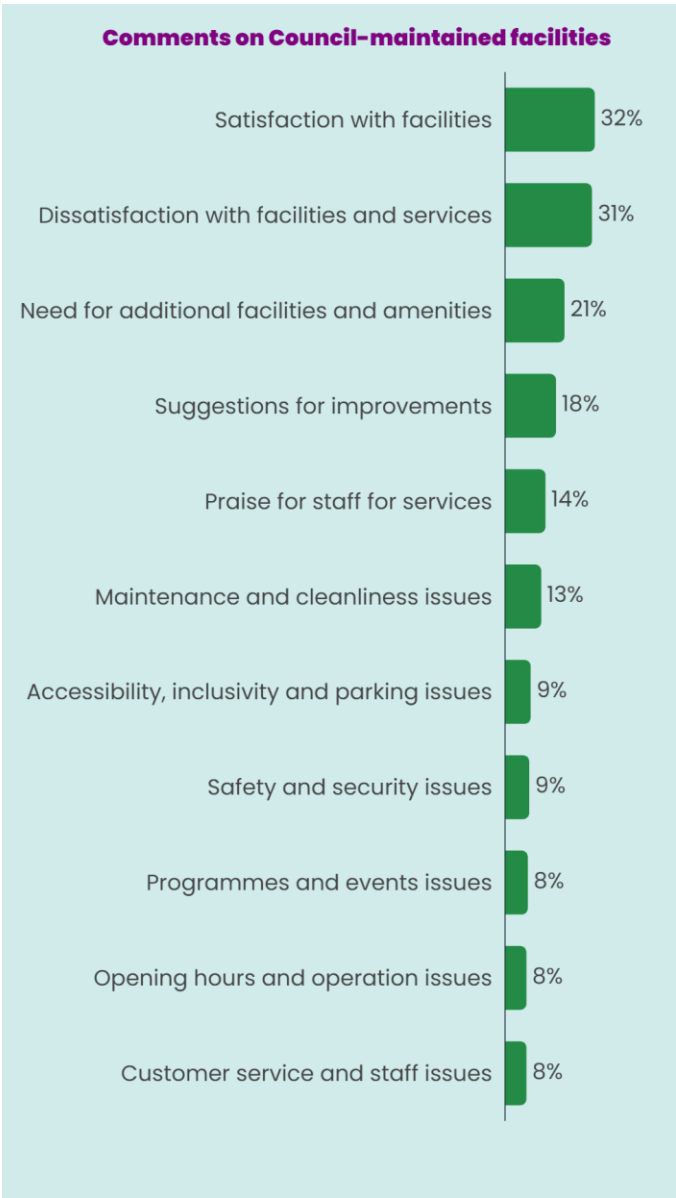
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## Comments on Council-maintained facilities

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- 401 Comments on Council-maintained facilities were received and sorted into thematic categories. Totals may exceed 100% owing to multiple responses from some respondents.
- Feedback on Council-maintained facilities was divided, with residents sharing both positive and critical views. 32% of comments expressed satisfaction with facilities, while 31% reported dissatisfaction, citing concerns about quality, access, or upkeep.
- 21% of comments noted a need for more or improved facilities and amenities. 18% offered suggestions for improvements, including upgrades, modernisation, or better resource allocation.
- 14% of comments praised staff for their service delivery, and 13% raised maintenance and cleanliness concerns. Issues related to accessibility, inclusivity, and parking were noted by 9%.
- Safety and security (9%) and programmes or events (9%) were also areas of concern. Comments on opening hours and operations (8%) and customer service or staff issues (8%) further highlighted opportunities for service enhancements.



## Residents' comments on Council-maintained facilities

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*"The library system is wonderful, particularly being part of the Smart Libraries group. There is a generous service and wide choice of books. Please don't change this."*

*"Excellent front-desk reception/inquiries counter service at Laings Rd. Do you thank these staff well enough?"*

*"The Ignite Sport facility at Bell Park and surrounding park is a game changer for the Moera/Waiwhetu community. We need more examples of good collaboration between community and HCC."*

*"The pools could do with more regular deep cleaning in changing rooms. It's great that Huia is been upgraded and Naenae is pretty good."*

*"Huia pool you have to cross through the main reception area to get changed from the main pool. Dirty changing rooms, not enough baby change tables. Nowhere near enough parking!!!!"*

*"We Muslims can't go to a mixed swimming pool for swimming, and we need that; there are times for men and women."*

*"Renovate the disabled facilities at Mackenzie pool. There is no disability changing room."*

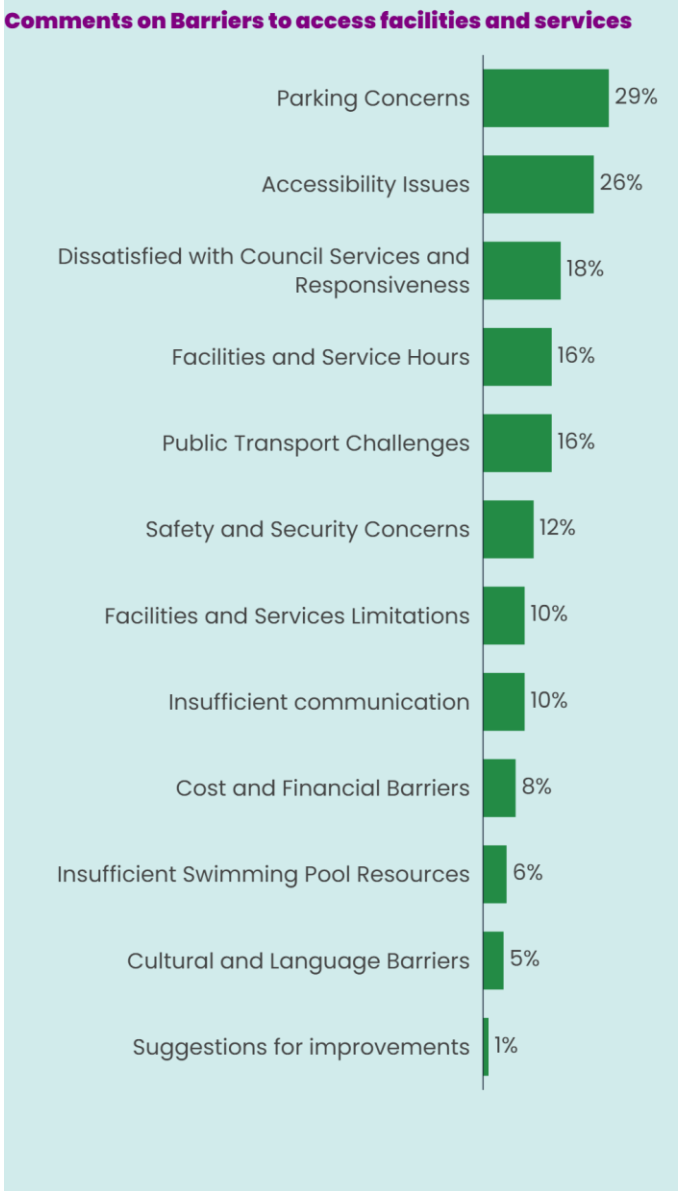




## Comments on Barriers to access Council facilities and services

- Executive Summary
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- Residents were asked about barriers they experienced accessing council services. 198 residents (14% of the survey sample) said that they did experience barriers.
- Through a thematic analysis of comments from 96 of these residents, a wide range of barriers were identified that hinder access to Hutt City Council’s services and facilities.
- Parking emerged as the most frequently cited issue, with 29% of comments expressing concerns about limited parking availability, the cost of paid parking, and restrictive time limits.
- Accessibility issues were raised in 26% of comments, highlighting difficulties for people with disabilities or mobility needs. Meanwhile, 18% of comments indicated dissatisfaction with Council services and responsiveness, citing delays and unresolved service requests.
- Concerns about limited operating hours of key facilities such as libraries and recreation centres were noted by 16% of residents. Other recurring themes included public transport challenges, safety and security concerns, service and facility limitations, insufficient communication, financial barriers, inadequate swimming pool resources, and cultural or language barriers.



## Residents' comments on barriers to access Council facilities and services

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*"Accessibility barriers for my disabled child."*

*"Difficult to access online information as low contrast and not visual accessible font."*

*"I attend sports grounds with young children. If the women's toilets are locked or well beyond the grounds, I either have to use the men's (uncomfortable) or leave my children for periods of time (unsafe)."*

*"No easy public transport from Arakura to our pool, library, community centre etc."*

*"The increase of cost to use community halls means we can't afford it and go elsewhere for whānau gatherings. Staff in some places are amazing but in others- have no customer service skills and feels very unwelcoming."*

*"Public Transport is our biggest issue in Wainuiomata. We are not a small suburb in geography."*

*"I wish that the Naenae library was open on a Sunday. As a working mother this would give me more time to take my child. As previously discussed, I do not feel safe or welcome at the pool. The pool also does not have changing tables."*

*"Lack of parking for more than 2 hours. Streets are full."*



## Council-Maintained Spaces

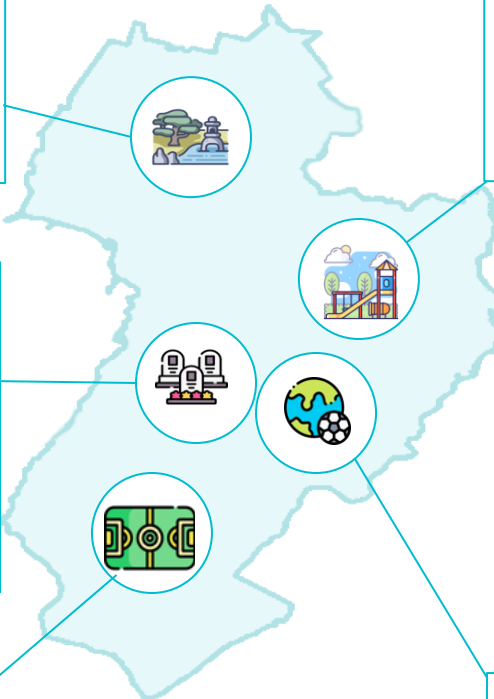
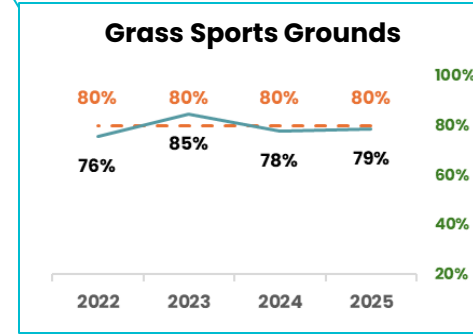
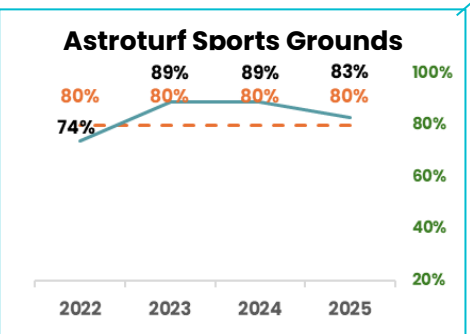
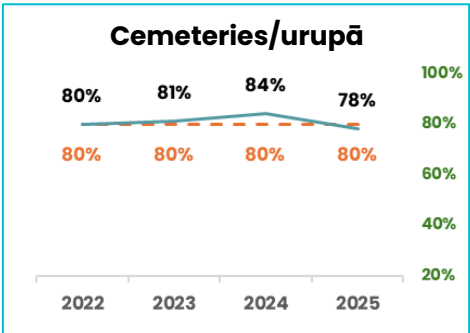
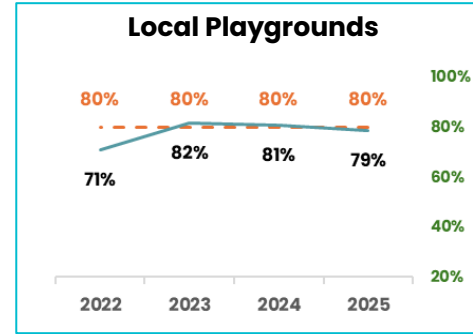
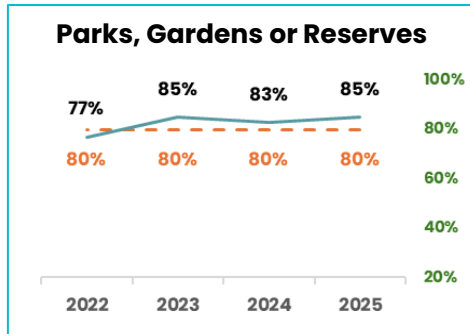
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- Council-Maintained Spaces**
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- Kerbside Rubbish and Recycling
- Three Waters Services
- Focus Group Hui





# Satisfaction with Council-Maintained Spaces

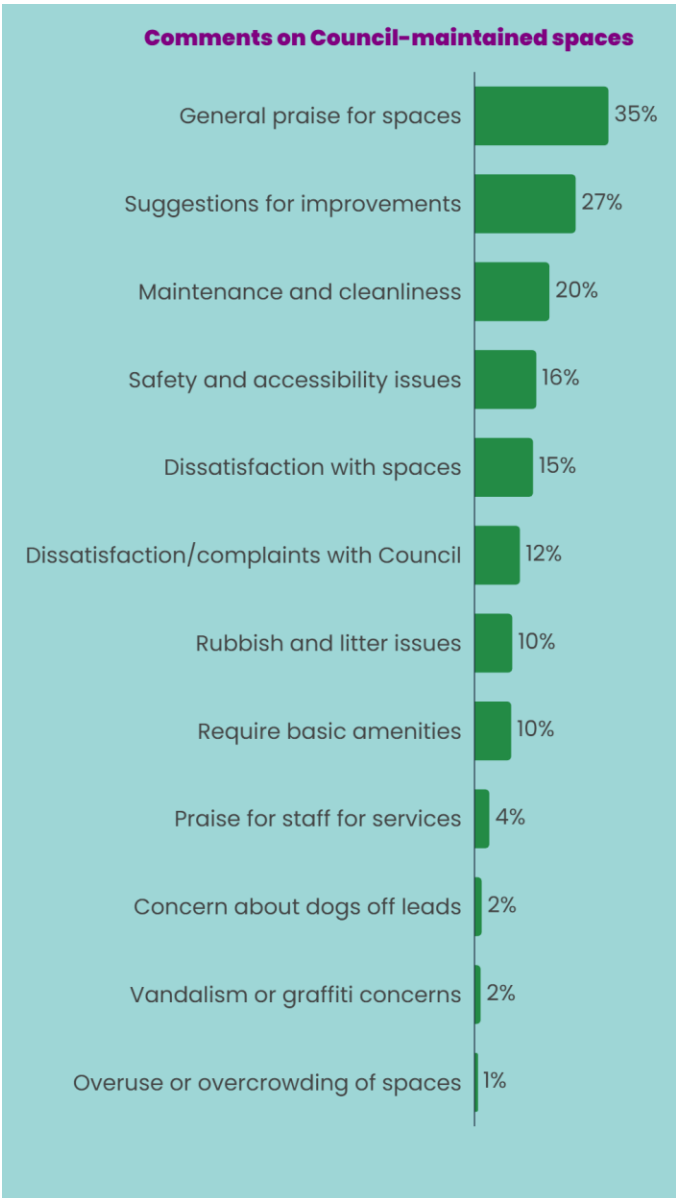
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## Comments on Council-maintained spaces

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- Council-Maintained Facilities
- Council-Maintained Spaces**
- Transport Infrastructure
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- Focus Group Hui

- 350 comments on Council-maintained spaces were received and sorted into categories. Totals may exceed 100% owing to multiple responses from some respondents.
- The most common response was general praise for public spaces, mentioned in 35% of comments, highlighting strong community appreciation for the quality, beauty, and value of local parks, reserves, and shared areas.
- At the same time, 27% suggested improvements, reflecting an engaged community keen to help enhance these spaces. 20% raised concerns about maintenance and cleanliness, while 16% cited issues around safety and accessibility, particularly for vulnerable users.
- 15% of comments expressed dissatisfaction with public spaces, and 12% linked their concerns to broader Council performance or decision-making. Practical issues such as rubbish and litter (10%) and a lack of basic amenities (10%) also featured prominently.



## Residents' comments on Council-maintained spaces

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*"HCC do a good job in this area and should be complemented."*

*"Toilets at public spaces like parks and sports fields often closed / not accessible."*

*"Naenae park really lacks toilets. Is there a way this could be done that wouldn't end up gross/unsafe or whatever the reason there isn't toilets already."*

*"We need some seating around the Frederick Wise Park so older people like to walk but also need to rest for a while. Lower Hutt has lots of seating, but Wainui has not!"*

*"Great to have places like Hikoikoi with multi use facility (cafe, playground, grass areas, access to beach), very happy with planting and access to Pito One beach."*

*"Avalon Park is a great space for families and the new skate area and basketball hoop have reignited that area of the park that was not being utilised. Well done!"*

*"We are lucky to have so many playgrounds, and they are usually well maintained and age appropriate."*





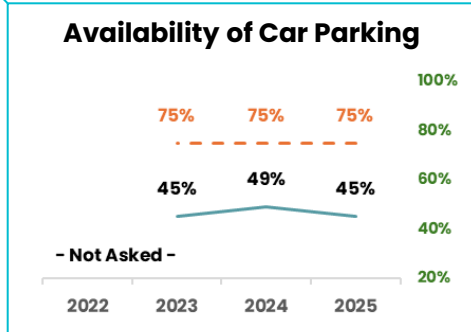
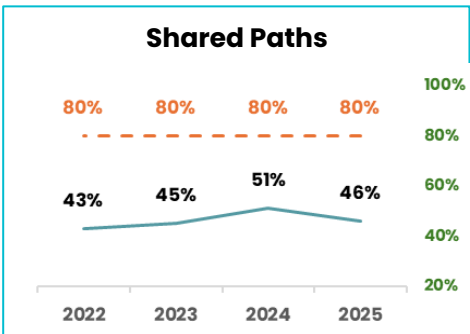
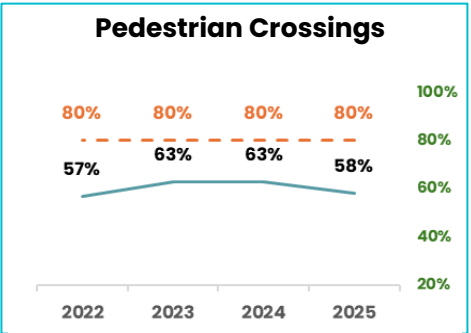
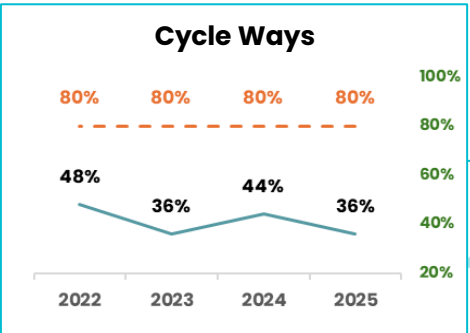
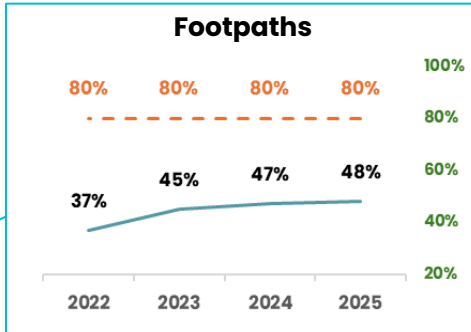
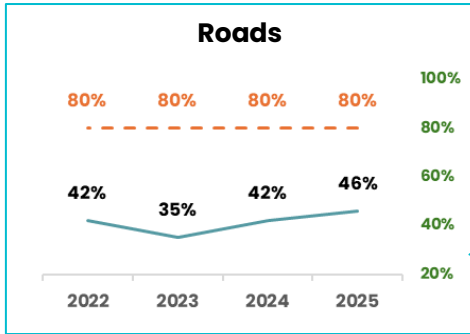
# Transport Infrastructure

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- Transport Infrastructure**
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- Three Waters Services
- Focus Group Hui



# Satisfaction with Transport Infrastructure

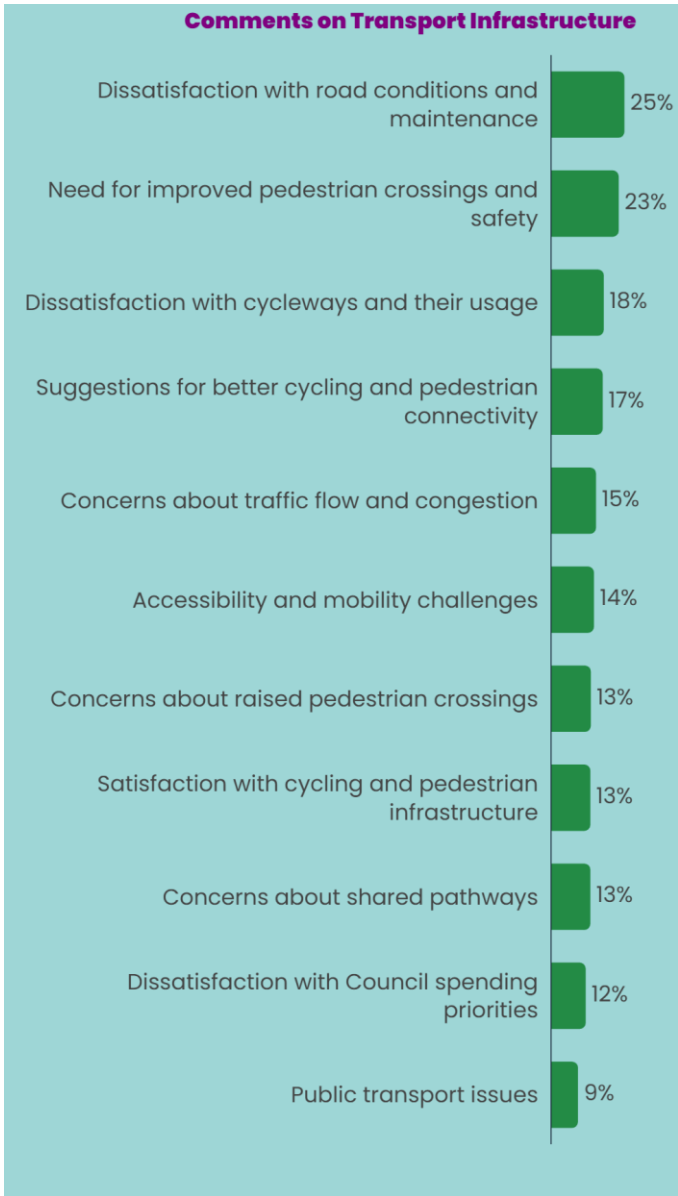
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# Comments on Transport Infrastructure

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- Council-Maintained Spaces
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- Three Waters Services
- Focus Group Hui

- 585 comments on transport infrastructure were received and sorted into thematic categories. Totals may exceed 100% owing to multiple responses from some respondents.
- Residents shared a range of views on transport infrastructure, with the most common concern, reflected in 25% of comments, being dissatisfaction with road conditions and maintenance. 23% of comments highlighted the need for improved pedestrian crossings and safety, particularly in high-traffic areas and around schools.
- 18% expressed dissatisfaction with cycleways and their usage, while another 18% offered suggestions to improve cycling and pedestrian connectivity across the city.
- Concerns about traffic flow and congestion were raised in 15% of comments. 14% of comments reflected accessibility and mobility challenges, such as navigating footpaths and public areas for those with limited mobility.
- 13% of comments raised concerns about the design or impact of raised pedestrian crossings, while a further 13% expressed satisfaction with cycling and pedestrian infrastructure.





## Residents' comments on Transport Infrastructure

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*"I applaud the council for foot traffic and crossings, in particular Waterloo road."*

*"The roads are not what they use to be. Standards have slipped so pot holes appear more readily and then turn to small ponds. I am one of those people that feel bike lanes have come at the expense of road conditions. Council does not put priority first; they put the nice to haves first at the expense of rate payers."*

*"Love the cycle lanes and shared paths linking up across the city- so many people enjoying them."*

*"Cars constantly park over the footpath blocking it for people with mobility aides."*

*"Please no more money on cycle ways - reign in this spending until better financial times."*

*I think the Council is headed in somewhat the right direction with all this stuff but I am passionate about good urban design and Lower Hutt has so far to go, like anywhere in NZ. I am always delighted with new cycleways."*

*"I'm glad to see that changes to the Ava train bridge have been proved to work out pedestrian options".*

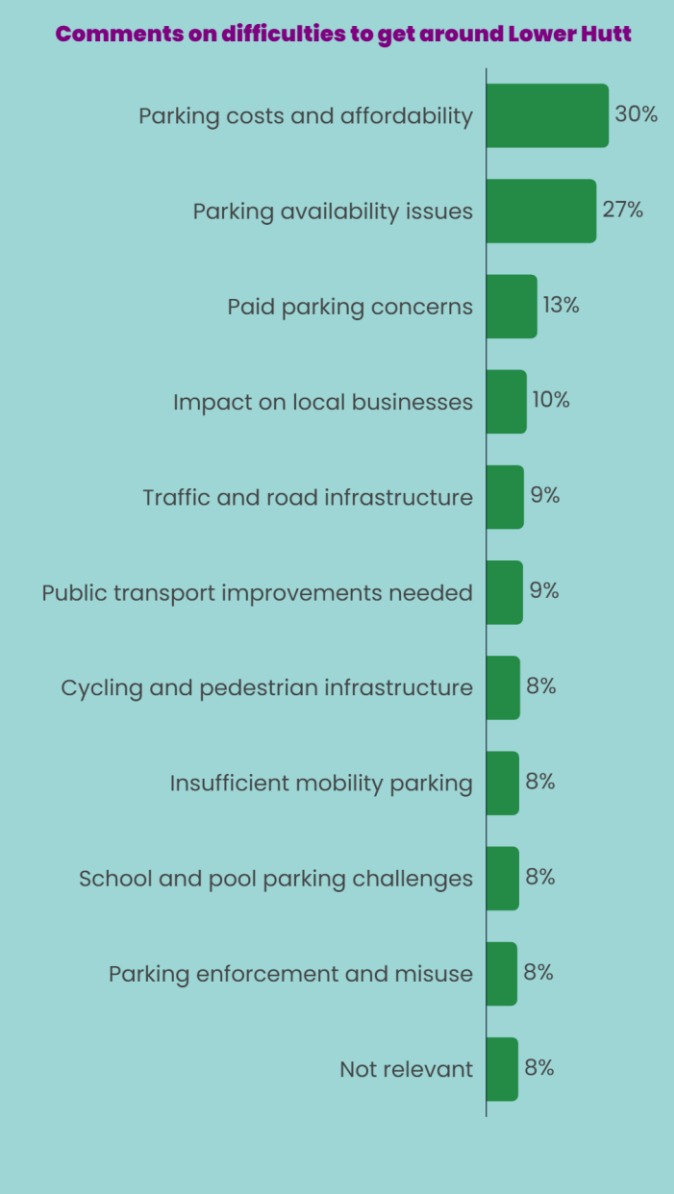
*"Footpaths seem to be constantly needing work to reduce tripping hazards and make walking or mobility devices less challenging. I think this is a major issue for the Hutt Valley."*



## Comments on difficulties to get around Lower Hutt

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- Focus Group Hui

- 434 comments were received from residents on difficulties getting around Lower Hutt. Totals may exceed 100% owing to multiple responses from some respondents.
- Parking costs and affordability were the most frequently raised concern (30%), with residents expressing frustration over high parking fees, which they felt discouraged travel into central areas.
- Parking availability was cited in 27% of comments reflecting struggles to find parking, particularly in busy zones such as the CBD, around schools, and near community facilities.
- Paid parking systems (13%) drew additional complaints, with concerns around user-friendliness, limited options, and enforcement practices. The impact of parking on local businesses (10%) was also noted, with residents worried that parking difficulties deterred people from visiting shops and hospitality venues.
- Traffic and road infrastructure concerns (9%) included congestion, poor road conditions, confusing layouts, and a perceived lack of investment in roading upgrades. Calls for public transport improvements (9%) reflected desires for more frequent, reliable, and connected services across the city.
- Cycling and pedestrian infrastructure (8%) was also flagged, with some residents describing unsafe or incomplete networks for non-vehicle travel.



## Residents' comments on difficulties to get around Lower Hutt

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*"Too many e-car chargers so normal parks get taken fast."*

*"Paid parking in the weekend - especially a Sunday is off putting and stops us from going to the shops. Perhaps some more 15 min carparks that you don't need to pay for during the week esp around local schools would be great."*

*"Not enough disabled parking close to facilities. [There] is no thought about how get from car park to facility (e.g. curb ramps, wider doors, doors that can be held open for wheelchair etc)."*

*"Near the Naenae pools could do some more car parks, as there are only limited car parks & some are disabled & with summer time here alot of people will be going to the pools."*

*"Public transport is too expensive and there are insufficient bike lanes to get to many places."*

*"I'd love to cycle more but having been hit by cars when I had right-of-way, and the sheer number of near misses, are holding me back. Cycle trail is nice but you have to get to it first if you want to use it to commute."*

*"Paid parking in Jackson Street while the shops are already doing poorly due to a bad economy?"*





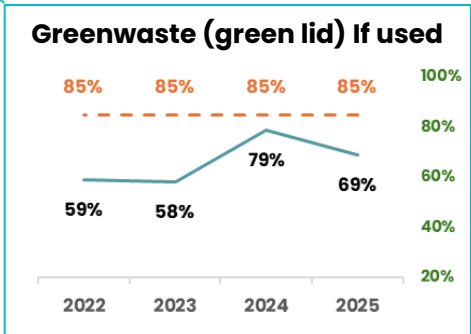
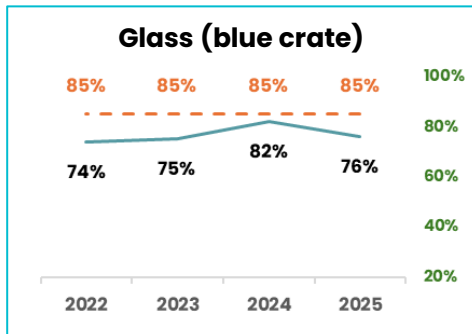
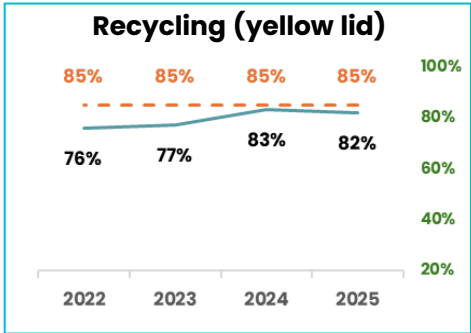
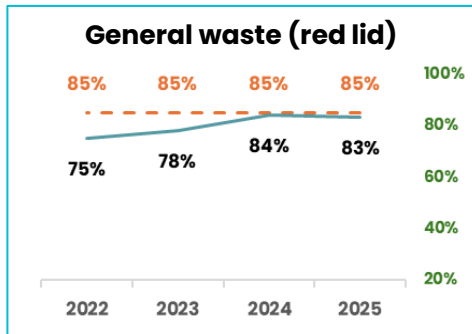
# Kerbside Rubbish and Recycling

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- Council-Maintained Spaces
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# Satisfaction with Kerbside Rubbish and Recycling

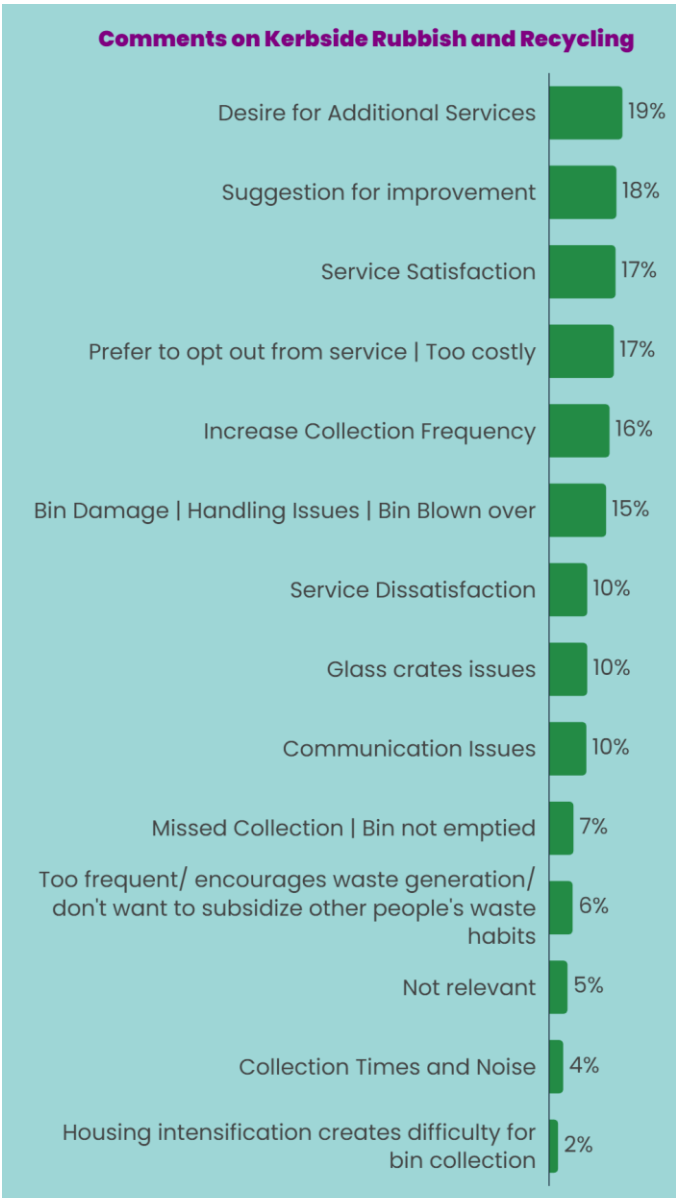
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## Comments on Kerbside Rubbish and Recycling

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- 446 comments on kerbside rubbish and recycling services were received and sorted into thematic categories. Totals may exceed 100% owing to multiple responses from some respondents.
- The most common theme was a desire for additional services (19%), including requests for more flexible options or expanded offerings. 18% of comments suggested improvements, and 16% called for increased collection frequency, particularly for areas with higher waste output.
- Satisfaction with the service was noted by 17%, while an equal 17% expressed a wish to opt out, often citing cost concerns.
- 10% of comments expressed dissatisfaction, and another 10% raised communication issues, especially around service changes and information clarity.
- Operational challenges were also highlighted: 15% of comments reported issues with bin damage or handling, and 10% mentioned problems with glass crates.
- Missed collections were mentioned in 7% of comments, while 4% reflected concern about noise or collection timing.





## Residents' comments on Kerbside Rubbish and Recycling

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*"Great service, more education on recycling might be useful - do we need to wash all containers before adding to yellow bin?"*

*"A better solution for soft plastics would be welcome. Also, I requested a replacement bin and lid as the bin has a giant crack in it and the hinges that attached to the lid had broken. Within two days someone had given us a new lid, which was FANTASTIC, but they kept the same cracked bin, which was frustrating."*

*"I hold animosity due to the fact that we were forced into using this system from waste management. Twice our yellow bin was not emptied, the second time they drove past, and I managed to haul them back from the neighbours. Another time the bin was only half emptied, and recycling was not packed in. I find WM to be 'lazy'. If any waste falls on the ground, they just leave it. They are rough with the bins as well, our blue crate is cracked."*

*"Green waste needs more collection each month, maybe fortnightly."*

*"Kerbside waste, recycling and green waste service is great!! Soft plastic recycling at kerbside would be good too."*

*"Green waste bin should not cost extra, if you don't want to put green waste in red wheelie bin. I live alone don't fill red bin with rubbish so put garden waste in it. My rates are already very high, and I am not prepared to pay extra to dispose of green waste."*



# Three Waters Services

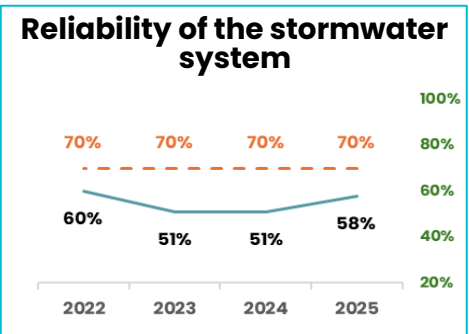
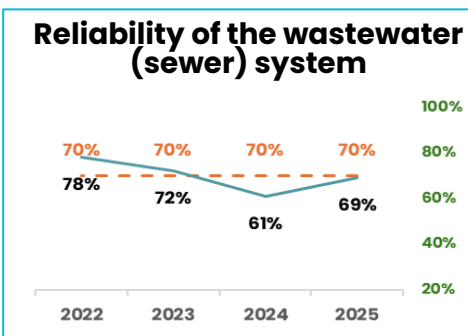
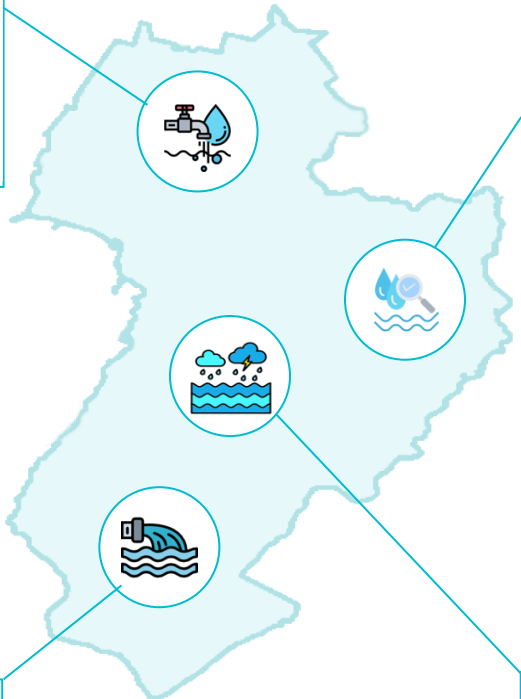
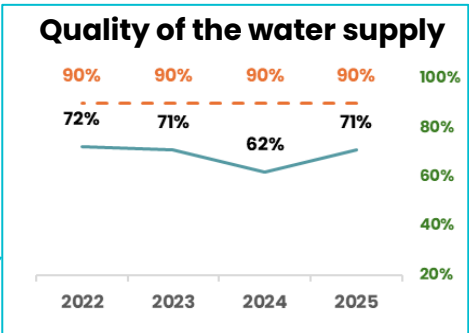
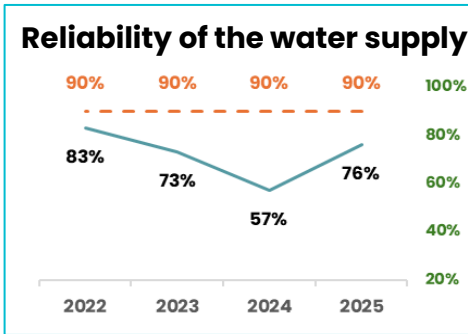
- Executive Summary
- Methodology and Data Collection
- Satisfaction at a Glance
- Communication and Engagement
- Council Decision Making
- City Perceptions
- Performance of Organisation & Elected Members/Mayor
- Council-Maintained Facilities
- Council-Maintained Spaces
- Transport Infrastructure
- Kerbside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





# Satisfaction with Three Waters Services

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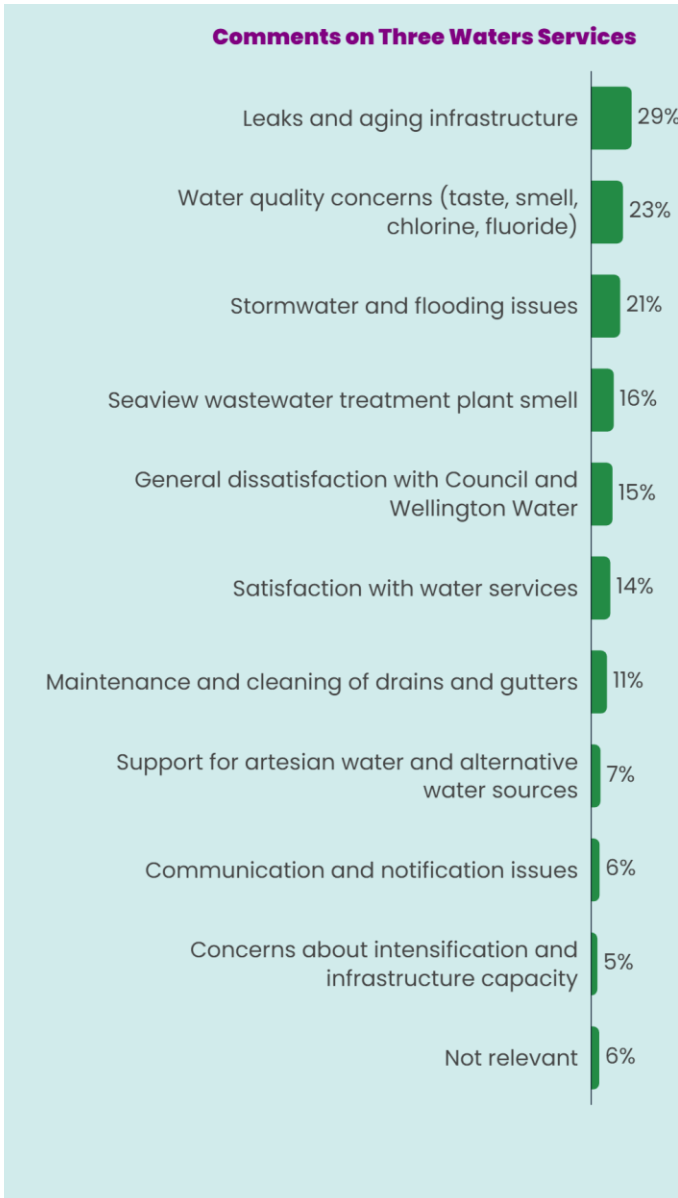




## Comments on Three Waters Services

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- 462 comments on water services were received and sorted into thematic categories. Totals may exceed 100% owing to multiple responses from some respondents.
- The most frequently raised issue, cited in 29% of comments was leaks and aging infrastructure, reflecting concern over the resilience of the city’s water systems.
- Water quality concerns, including taste, smell, chlorine, and fluoride, were noted in 23% of comments, followed by stormwater and flooding issues in 21%.
- 16% mentioned the smell from the Seaview wastewater treatment plant, while 15% expressed general dissatisfaction with both the Council and Wellington Water.
- In contrast, 14% shared satisfaction with water services, indicating that while challenges persist, some aspects of service delivery are meeting expectations.
- Further themes in comments included maintenance and cleaning of drains and gutters (11%), and support for artesian or alternative water sources (7%).
- Communication and notification issues were raised by 6%, particularly around disruptions or service updates.



## Residents' comments on Three Waters Services

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*"All seems to be working fine. We had Well Water work outside our place for ages, but we realise it's necessary for long-term and the inconvenience was only a few months."*

*"We much appreciated the additional funding allocated to repair the leaks in the waste water system. There has been a distinct improvement in this area."*

*"Seaview smells absolutely disgusting and harms our city's reputation, environment and is not a good look for health and safety."*

*"Remove all Fluoride from drinking water. It should be up to the individual to add it into their own water, it should not be imposed upon the population."*

*"Water quality has worsened over the years to the point it is not pleasant to drink. I get my drinking water from the bore water taps provided by council, very nice water."*

*"Very dissatisfied with any discharge of sewerage into Waiwhetu Stream and the odor from the treatment plant. Repairs of leaking water supply pipes needs to be much quicker."*



## Focus Groups with rangatahi and migrants and ethnic Communities

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## Rangatahi: Key focus group insights

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### Engagement with Council:

- Prefer in-person, informal interactions (with snacks).
- Social media content from Council viewed as dull; prefer engaging, youth-focused videos.



### Youth-specific spaces needed:

- Limited current use of Council spaces; want dedicated, creative spaces for rangatahi.
- Strong desire for places to showcase arts, talents, and socialise safely.



### Council relevance:

- Low current relevance; uncertain about whether Council listens to youth voices.
- Desire visible, relatable Council representatives closer to their age.



### Recommendations from Rangatahi:

- Strengthen communication via schools and parents about youth events.
- Create youth councils or similar structures for active participation.



## Ethnic & migrants communities: Key focus group insights

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### Greater involvement in Council decisions:

- Desire clearer pathways and better communication about how to engage with Council.
- Want to see increased representation in Council staff, leaders, and communications.



### Improving accessibility to services:

- Financial constraints limit some residents, especially former refugees and newcomers.
- More targeted communication to increase awareness of services.



### Enhanced, culturally relevant communication:

- Language barriers remain significant; communication must be accessible and multilingual.
- Preference for culturally appropriate outreach methods beyond traditional surveys. Culturally inclusive Council spaces and diverse representation across all levels.



### Community recommendations:

- Multilingual services and communications.
- Culturally inclusive Council spaces and diverse representation across all levels.

