

Residents' Satisfaction Survey 2026

Briefing 3 June 2026

Deepak Gautam – Research Analyst (R&E)

Wendy Botha – Corporate Planning Lead



Back

2

Next



Evidence of improvement

Introduction and Executive Summary

Satisfaction at a Glance

Methodology and Data Collection

Communication and Engagement

Council Decision Making

City Perceptions

Performance of Organisation & Elected Members/Mayor

Council-Maintained Facilities

Council-Maintained Spaces

Transport Infrastructure

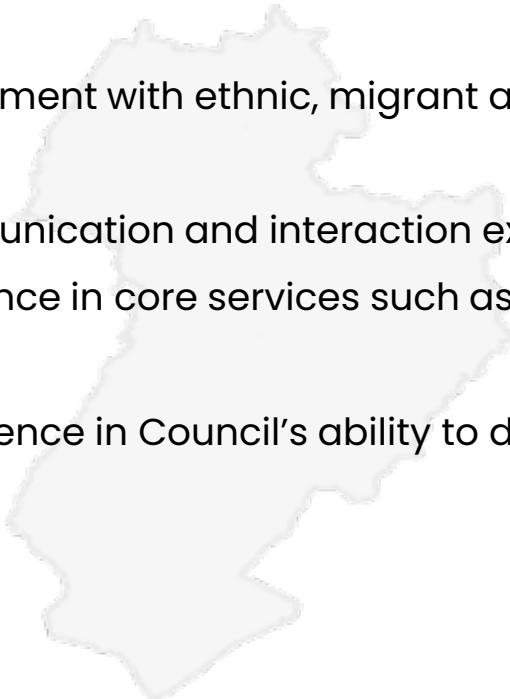
Kerbside Rubbish and Recycling

Three Waters Services

Focus Group Hui

Key areas of improvement in 2026 include:

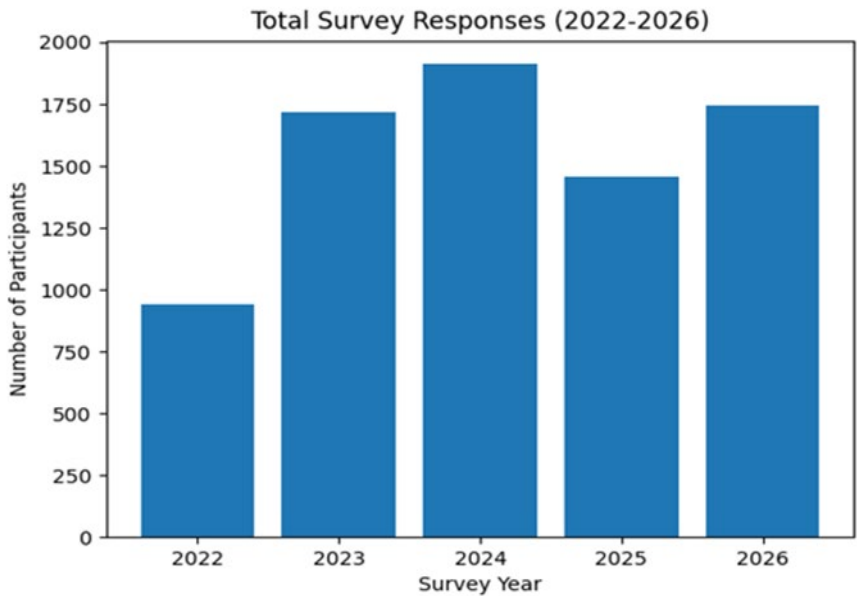
- increased participation and more inclusive engagement approaches;
- stronger engagement with ethnic, migrant and former refugee communities;
- improved communication and interaction experience;
- strong performance in core services such as facilities and spaces; and
- improved confidence in Council's ability to deliver major projects.



Survey participation

The chart below compares survey participation rates since 2022.

- Introduction and 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

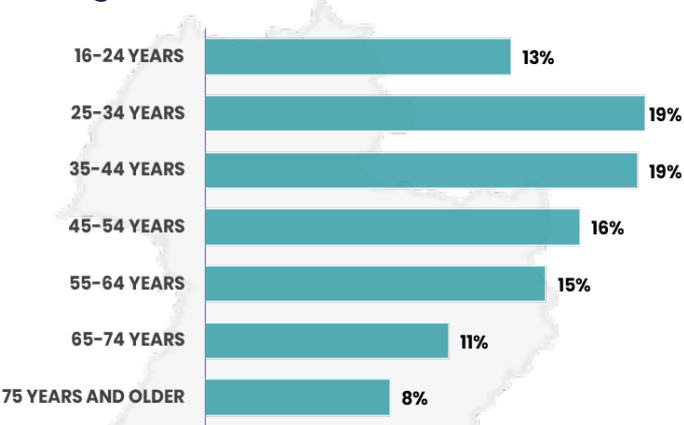


Sample comparison by age

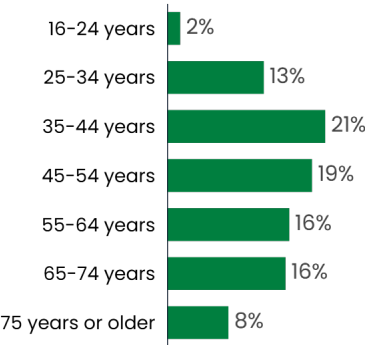
The chart below compares population distribution by age group as of Census 2023 and sample responses from the Resident Satisfaction Survey 2024, 2025 and 2026.

- Introduction and 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
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- Focus Group Hui

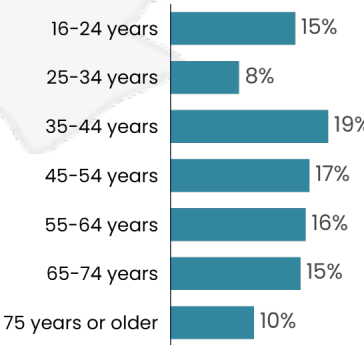
Age Distribution Census 2023



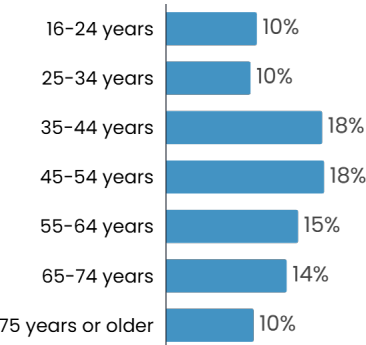
RSS 2024



RSS 2025



RSS 2026

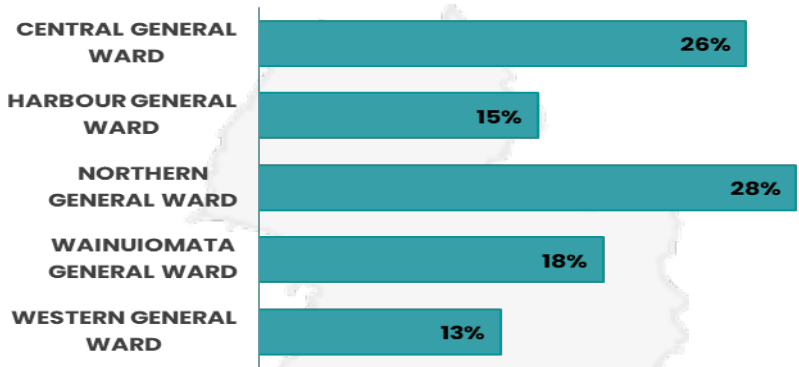


Presented sample responses are unweighted and prefer not to say, and missing values are excluded. Weighted sample responses of RSS 2026 are presented later in this document.

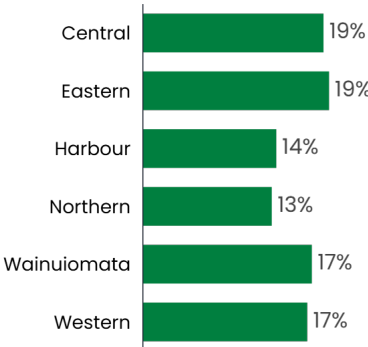
Sample comparison by ward

The chart below compares population distribution by ward (geographic boundaries) as of Census 2023 and sample responses from the Resident Satisfaction Survey 2024, 2025 and 2026.

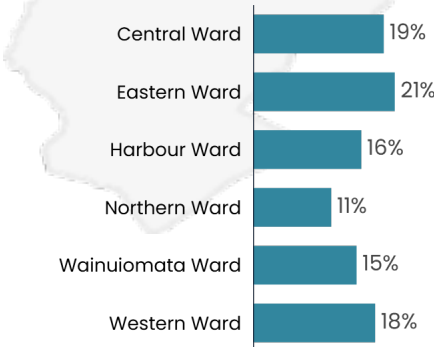
Ward Distribution Census 2023



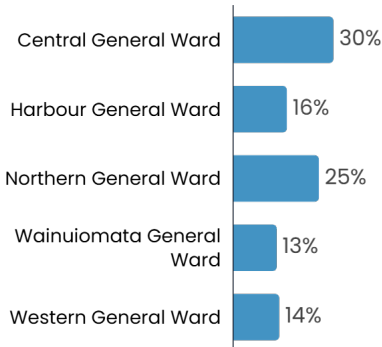
RSS 2024



RSS 2025



RSS 2026



The presented sample responses are unweighted and prefer not to say, and missing values are excluded. Weighted sample responses of RSS 2026 are presented later in this document.

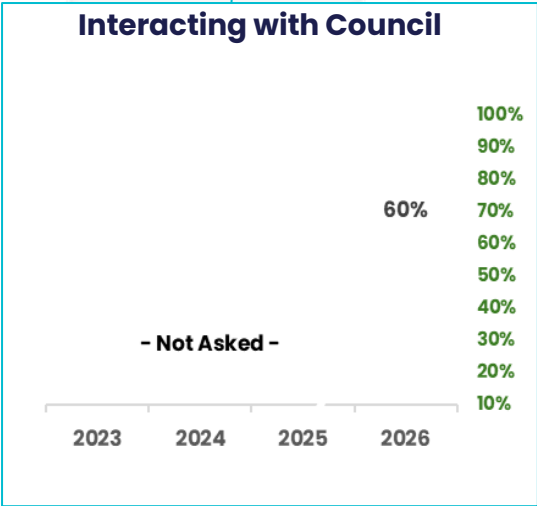
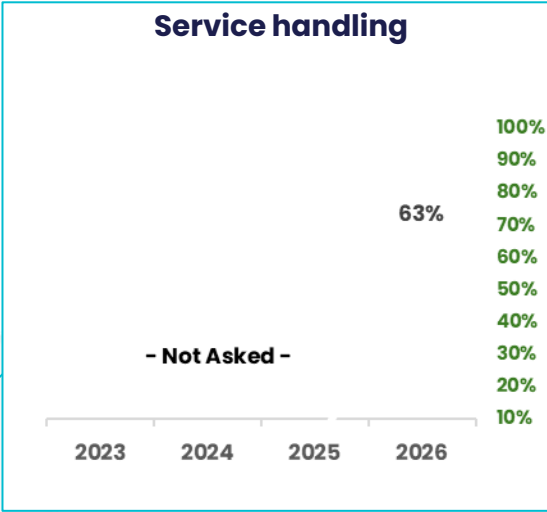
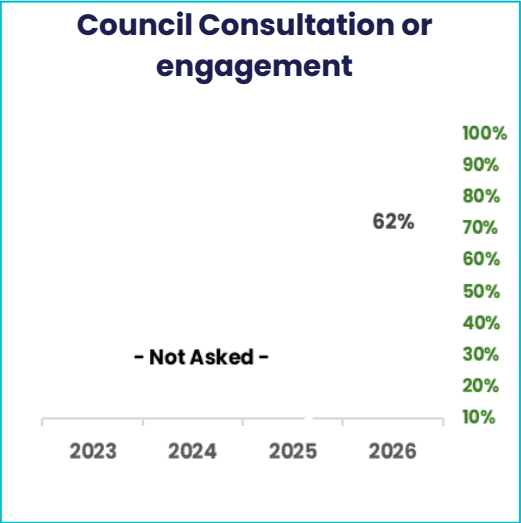
*Ward sample from RSS 2026 are weighted as of new ward boundaries (details presented in area section)

- Introduction and 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

Results at a glance

Introduction and 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 Council consultation, service handling and interactions



Satisfaction with Communication and Engagement

Introduction and 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

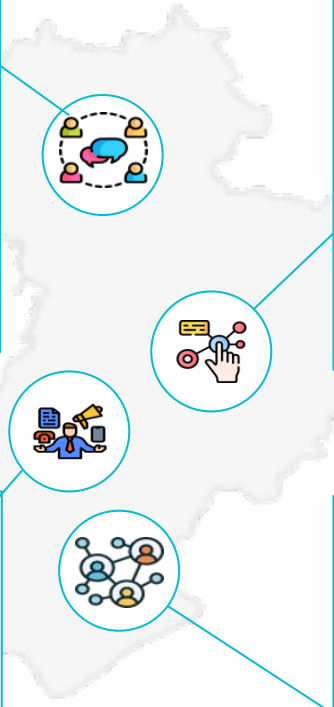
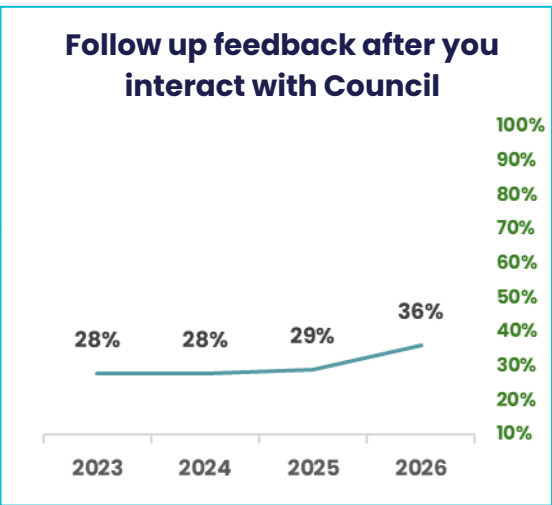
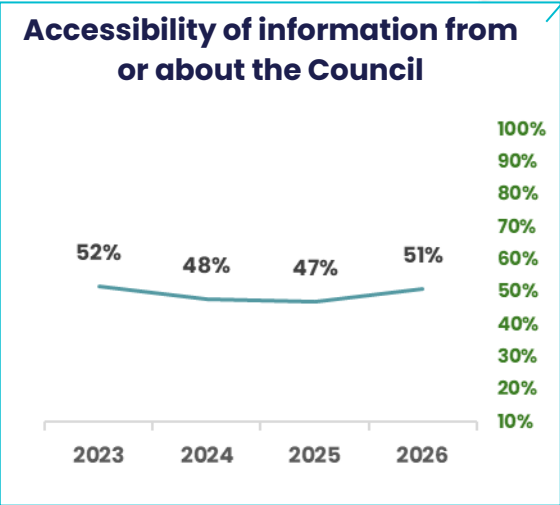
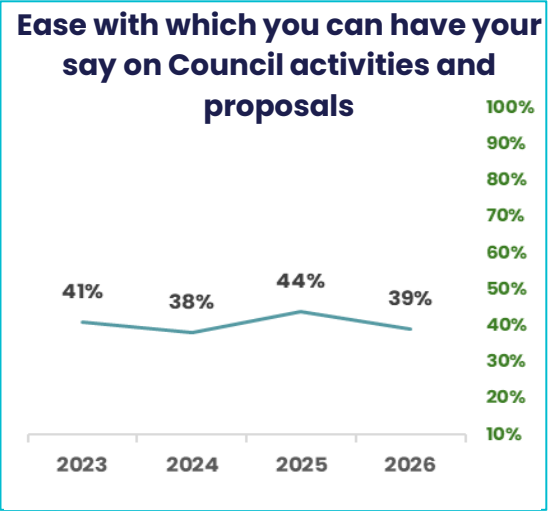
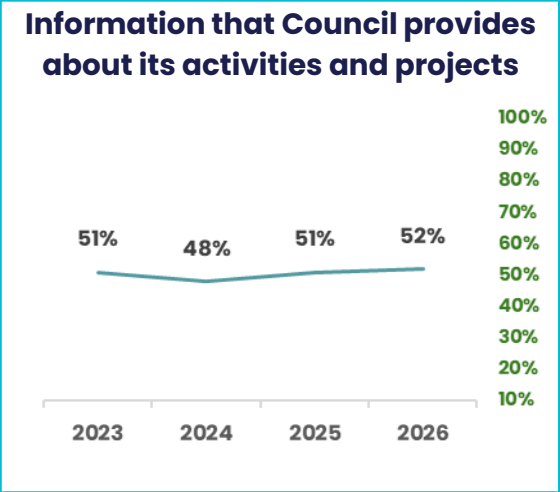
Focus Group Hui

➤ **Insight:** Council need to focus on improving consultation, service handling and interactions to build trust.



Satisfaction with Communication and Engagement

- Introduction and 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





Back

10

Next



Satisfaction with Communication and Engagement

Introduction and 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

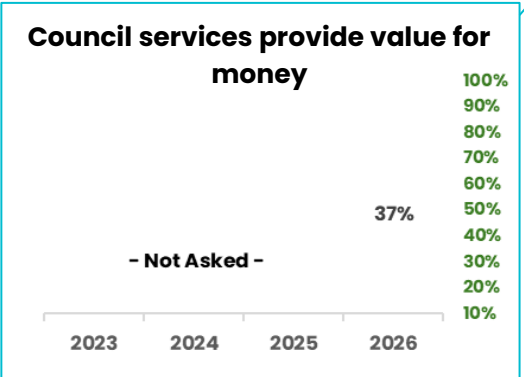
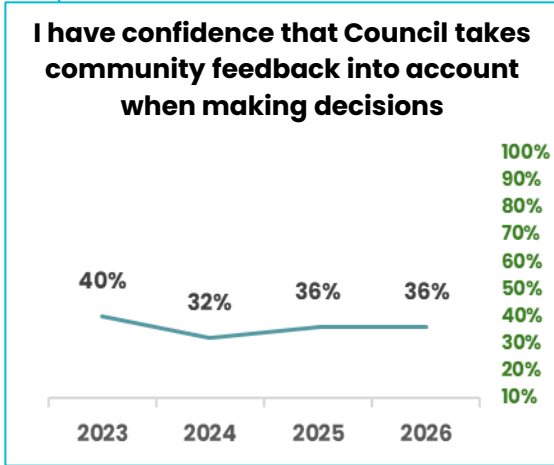
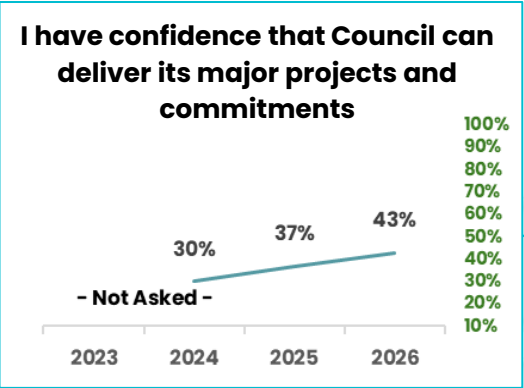
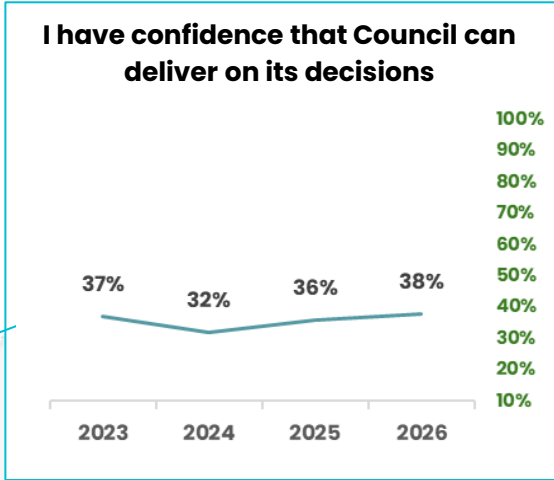
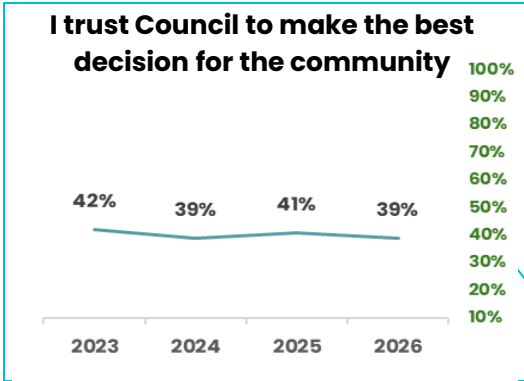
Focus Group Hui

- **Insight:** Communication and engagement results are affected by unclear information and limited follow-up, reducing trust.



Satisfaction with Council Decision Making

- Introduction and 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



Trust and confidence in Council Decision Making

- Introduction and 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

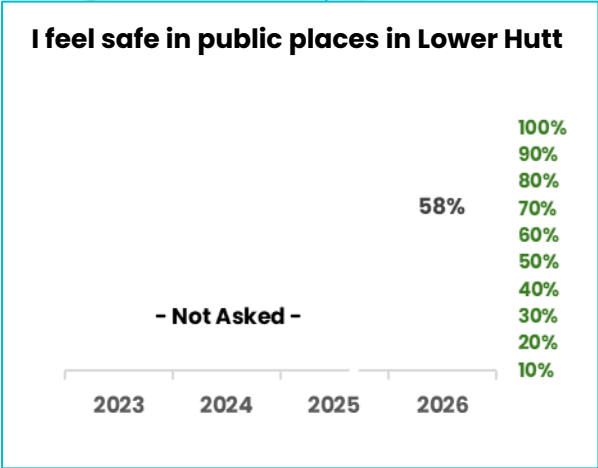
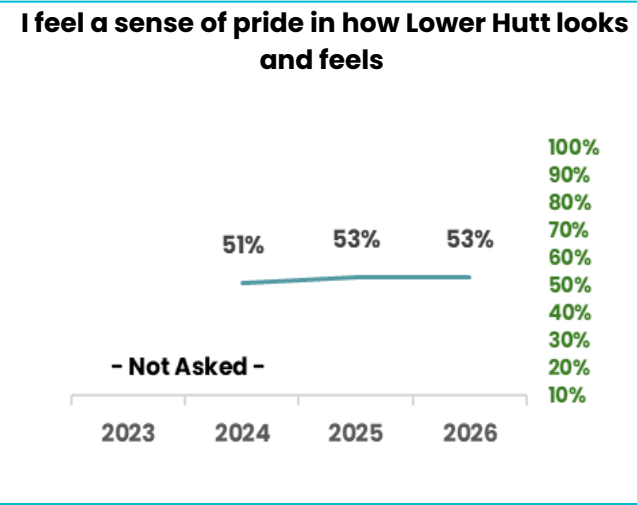
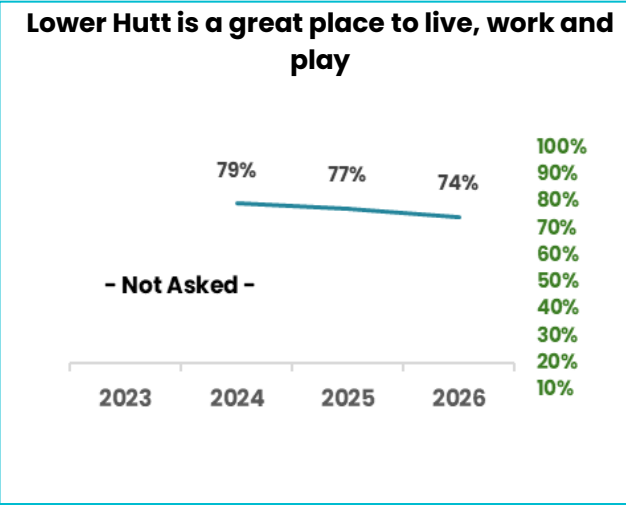
Insight: *The results indicate a need to clearly demonstrate how feedback informs decisions, strengthen accountability for project delivery, and communicate priorities and trade-offs more effectively.*

Insight: *Value for money perceptions are shaped by reliability and visible outcomes, with cost and delivery concerns highlighting the need to focus on core services.*

- Key insights from written feedback indicate:
 - ongoing concerns about trust and confidence in Council decision-making, particularly around transparency, decision-making processes, and
 - Concerns that community feedback is meaningfully considered, alongside some positive perceptions of Council delivery and services.

City Perceptions

- Introduction and 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





Back

14

Next



Introduction and 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

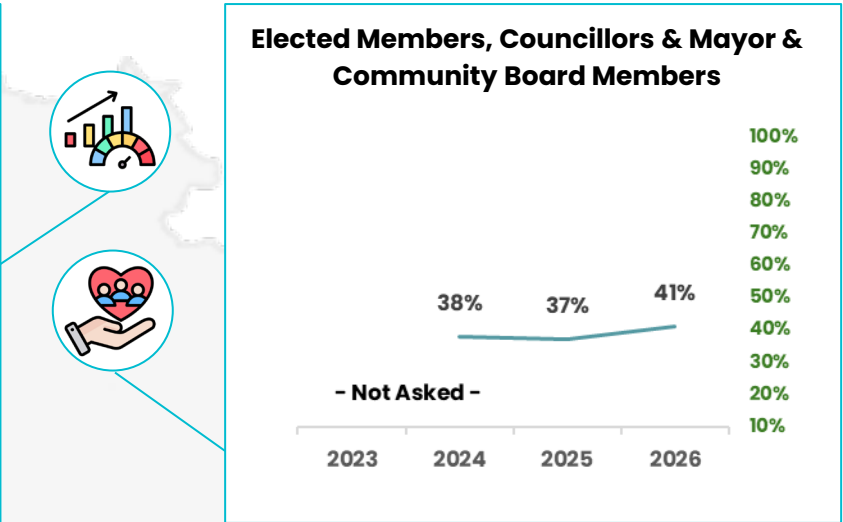
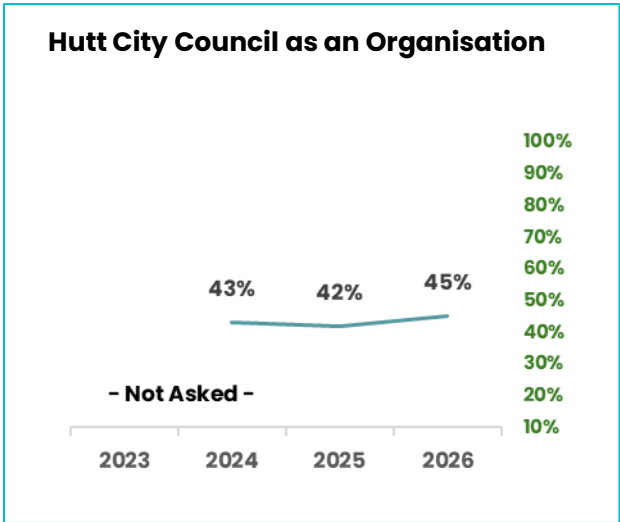
City Perceptions

Insight: Residents are generally positive about Lower Hutt as a city but more needs to be done to improve safety and increase vibrancy in the CBD

- Written survey feedback indicates that overall city perceptions are primarily shaped by safety, with residents reporting mixed experiences and ongoing concerns:
 - ✓ Residents report reduced sense of safety, particularly in the CBD, transport hubs and some suburbs, linked to crime, antisocial behaviour and limited visible enforcement;
 - ✓ City appearance and maintenance influence perceptions, with concerns about cleanliness, upkeep and ageing infrastructure affecting pride;
 - ✓ Transport disruption and roadworks are a key source of frustration and impact how residents experience the city;
 - ✓ Residents value parks, community facilities and the natural environment; and
 - ✓ concerns remain about limited vibrancy and economic activity, particularly in the CBD.

Satisfaction with Performance of Hutt City Council and Elected Members/Mayor & Community Board Members

- Introduction and 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 Performance of Hutt City Council and Elected Members/Mayor & Community Board Members

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

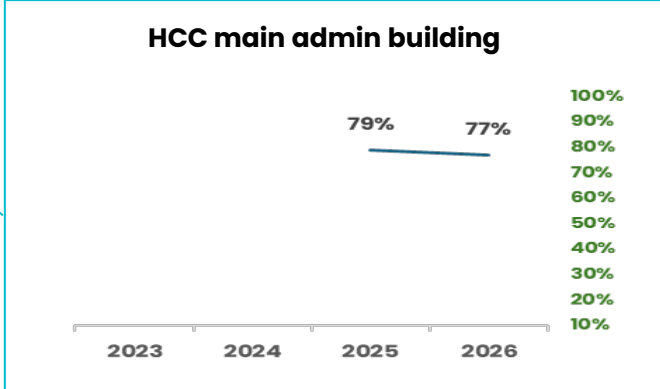
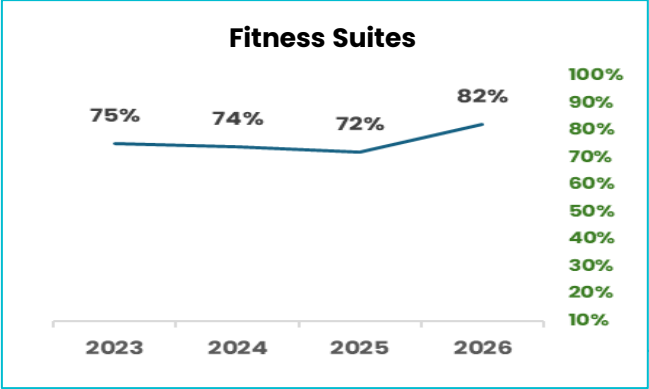
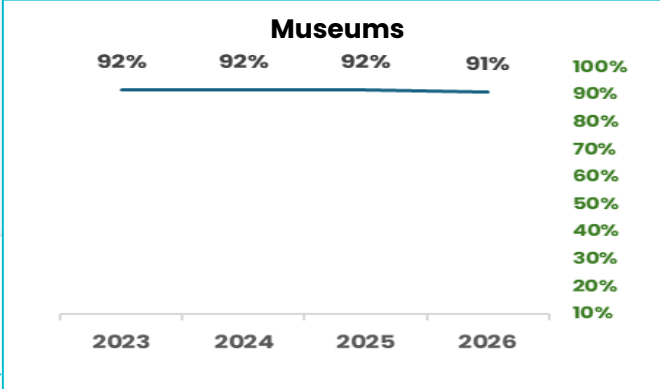
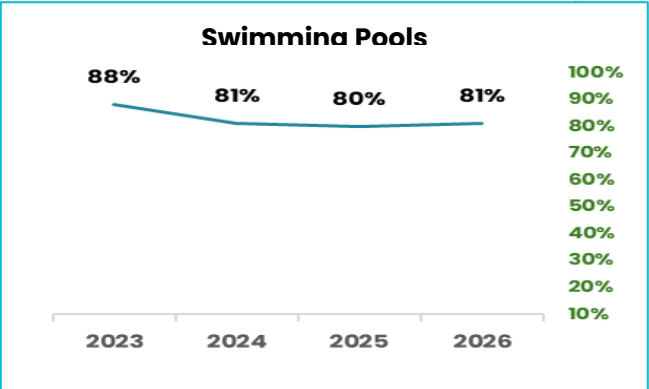
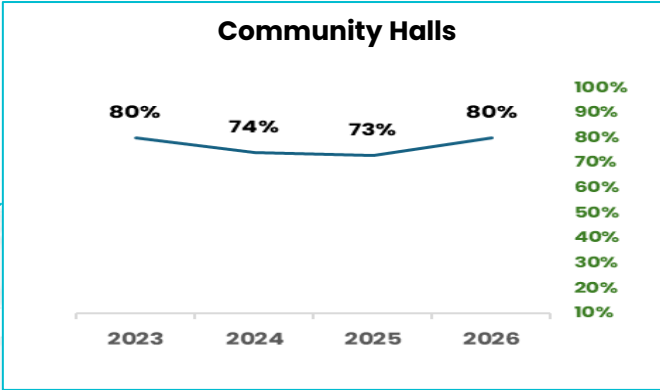
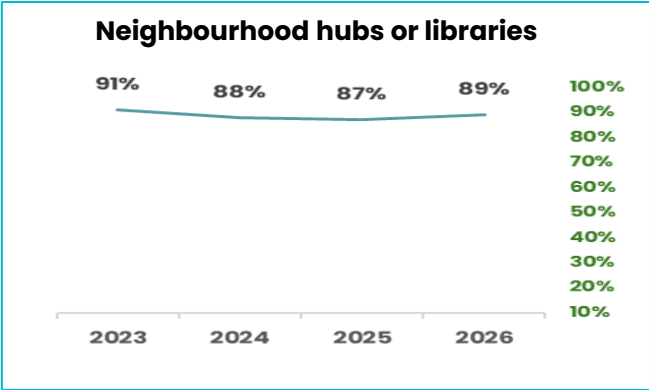
Insight: Perceptions of both Council and Elected Members are shaped by service delivery and decision-making, with gaps in consistency, communication and transparency constraining overall trust and confidence.

- Written survey feedback indicates that perceptions of Council and Elected Members are driven by:
 - delivery and consistency of core services and infrastructure
 - concerns about rates affordability and value for money.
 - transparency in decision making, communication of priorities and feedback, and visibility of outcomes.

Insight: Improving service delivery, strengthening communication and transparency, and clearly demonstrating how rates are invested remain key to improving overall perceptions and confidence.

Satisfaction with Council-Maintained Facilities

- Introduction and 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





Back

18

Next



Satisfaction with Council-Maintained Facilities

Introduction and 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

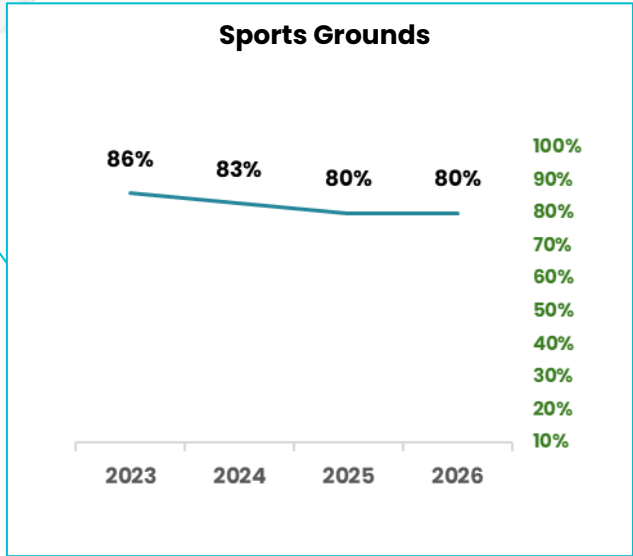
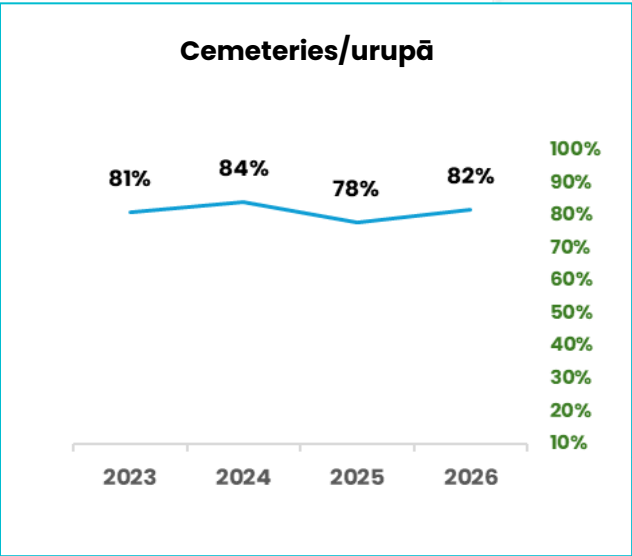
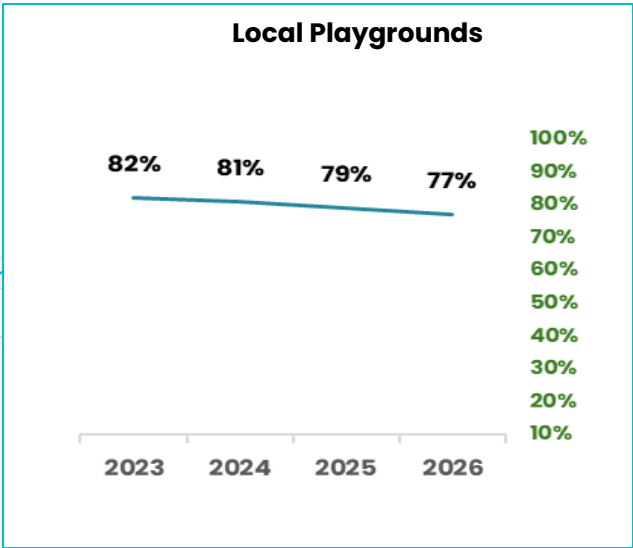
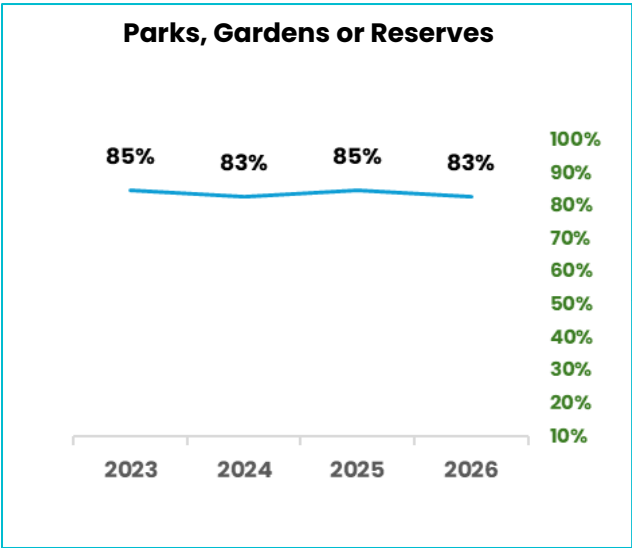
Focus Group Hui

Insight: Resident satisfaction with Council maintained facilities remains high and stable but inconsistent maintenance and access are the key drivers of declining confidence

- These issues are consistent across age groups and wards, with:
 - ✓ recurring concerns about pool closures, maintenance, accessibility, cost, and communication, indicating system-wide challenges;
 - ✓ improving operational reliability, communication, and ensuring facilities are accessible and fit for purpose is critical to improving resident sentiment

Satisfaction with Council-Maintained Spaces

- Introduction and 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





Back

20

Next



Satisfaction with Council-Maintained Spaces

Introduction and 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

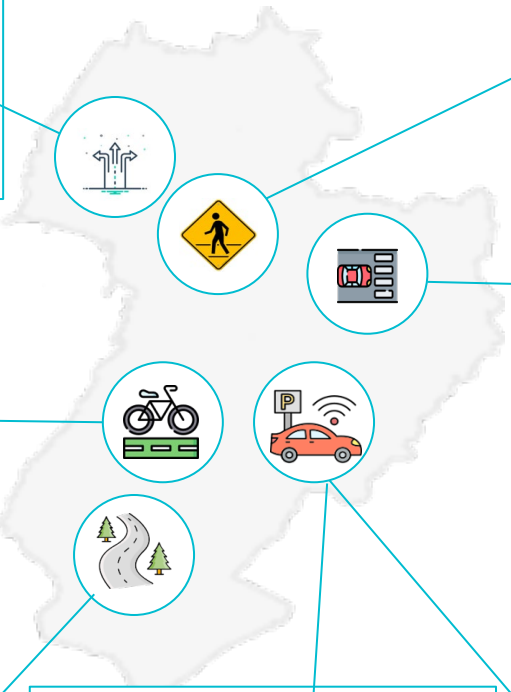
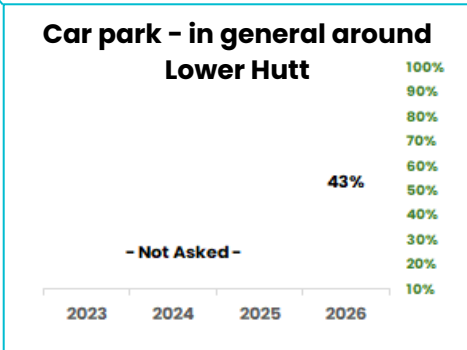
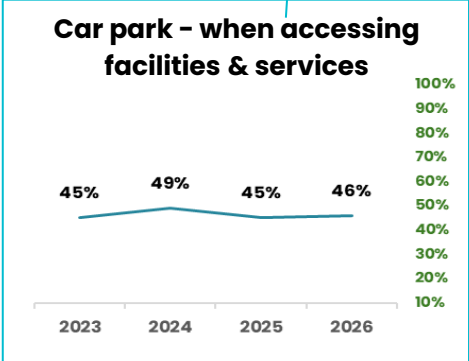
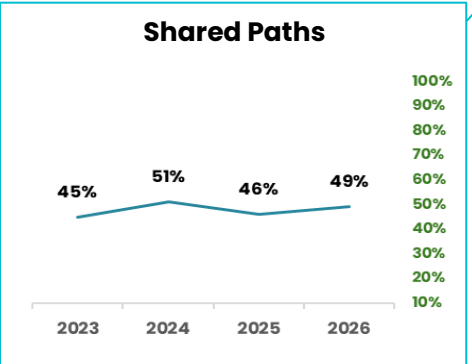
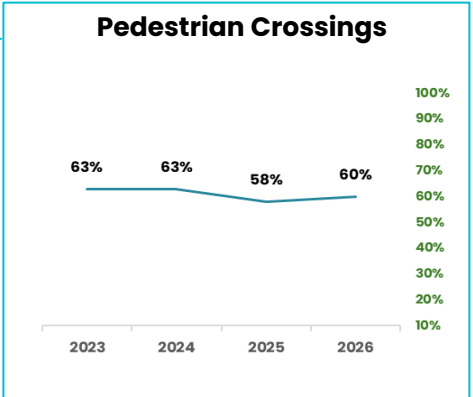
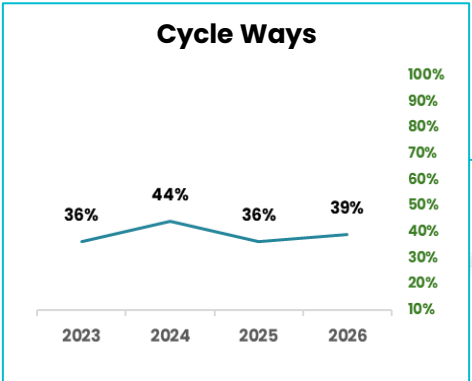
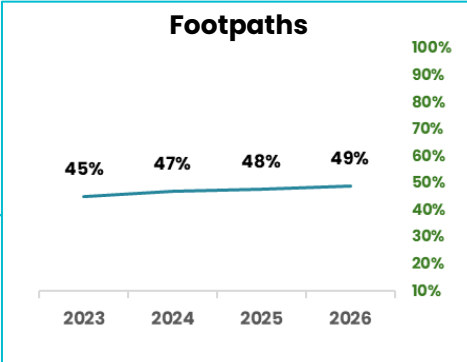
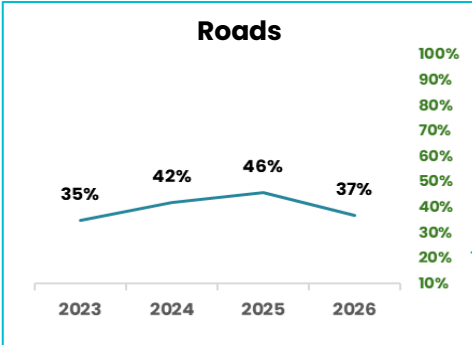
Focus Group Hui

Insight: Resident satisfaction with Council-maintained spaces remains high and generally consistent with past results, with maintenance, cleanliness and safety issues are recurring issues.



Satisfaction with Transport Infrastructure & parking

- Introduction and 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





Back

22

Next



Satisfaction with Transport Infrastructure & parking

Introduction and 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

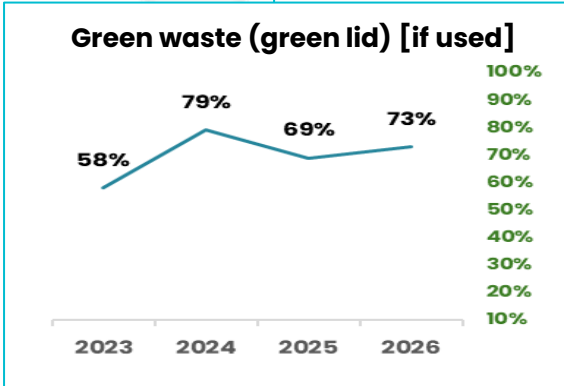
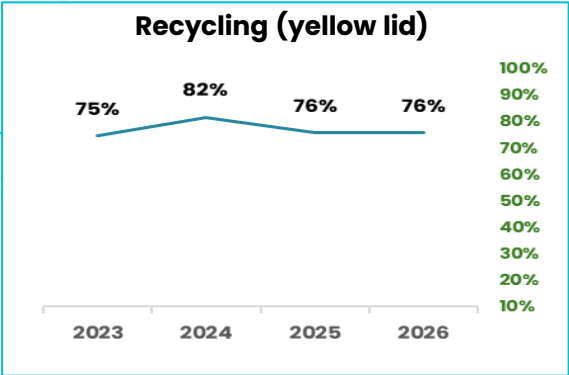
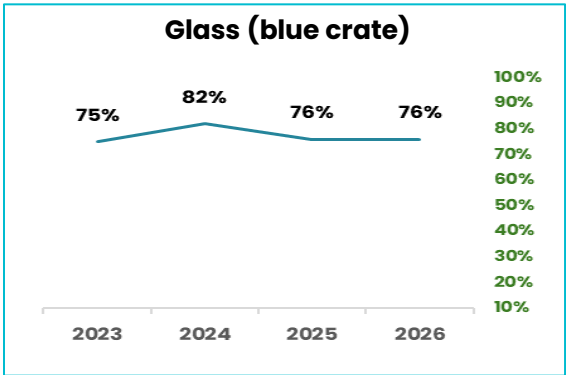
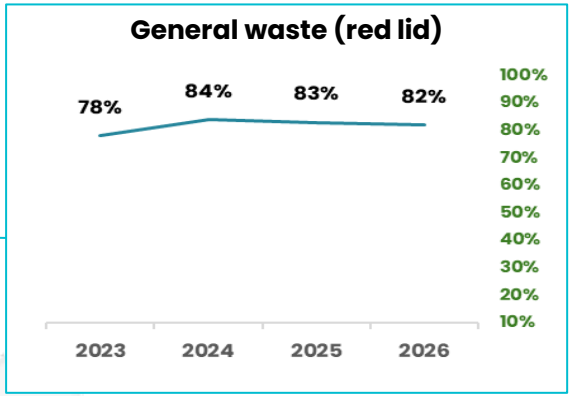
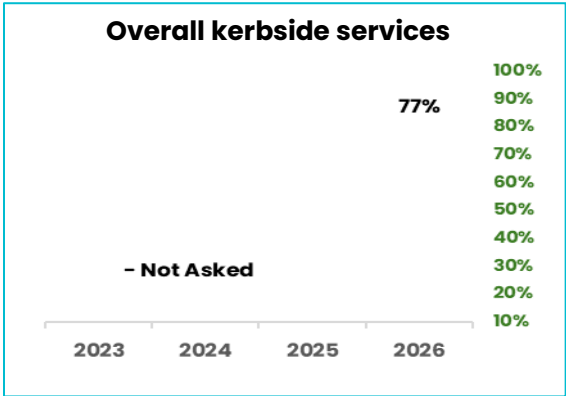
Focus Group Hui

Insight: Resident satisfaction with transport infrastructure remains low but stable, with some concerns on maintenance, safety and disruption.

- Written feedback highlights consistent concerns across all groups, particularly:
 - ✓ road condition, maintenance, pedestrian safety, and disruption from roadworks, along with mixed views on cycleways;
 - ✓ improving road maintenance, pedestrian safety; and
 - ✓ management of disruption will have the greatest impact on improving perceptions.

- Introduction and 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 Kerbside Rubbish and Recycling





Back

24

Next



Satisfaction with Kerbside Rubbish and Recycling

Introduction and 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

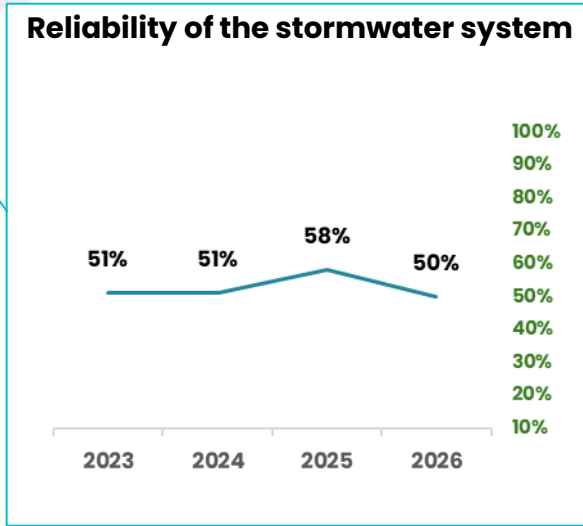
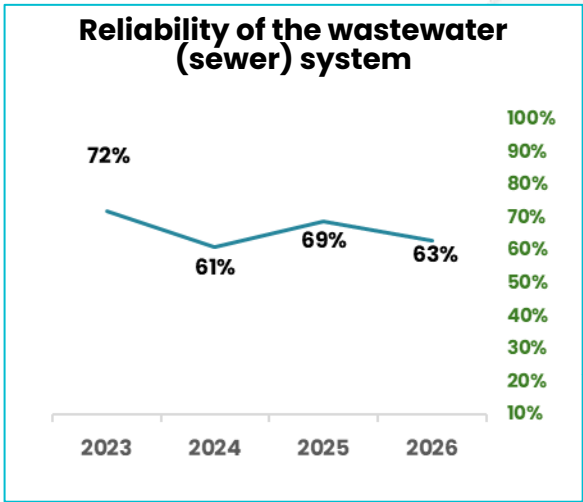
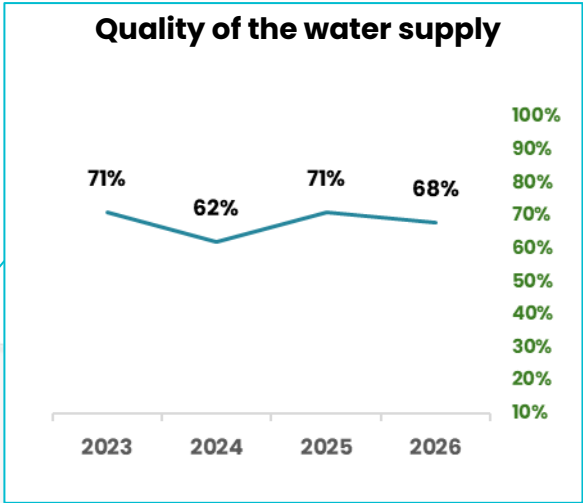
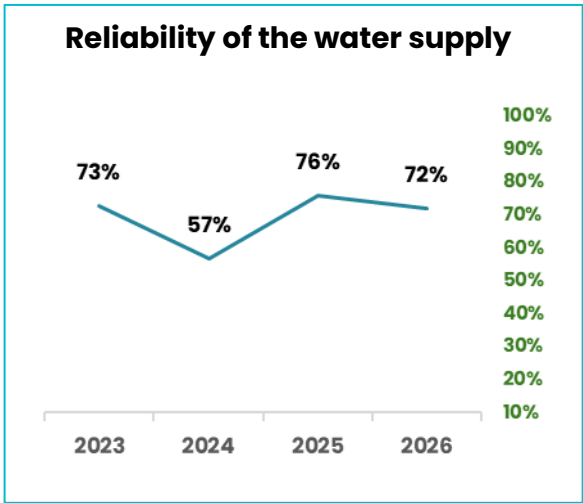
Focus Group Hui

Insight: Resident feedback with kerbside services highlights a need to review service design, particularly green waste settings, flexibility and alignment with household needs.

- Written survey feedback on kerbside rubbish and recycling service reveals that residents value the service overall but have concerns about green waste cost and frequency, collection reliability, contractor performance, and lack of flexibility.

Satisfaction with Three Waters Services

- Introduction and 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





Back

26

Next



Satisfaction with Three Waters Services

Introduction and 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

Insight: *Satisfaction with three water services remains low and below targets, driven by ongoing service and infrastructure issues perception.*

- Written feedback highlights consistent concerns about:
 - Reliability
 - infrastructure condition
 - drainage and flooding
 - response times, particularly for wastewater and stormwater.

Insight: *Tiaki Wai will need to show value for money by Improving network reliability, maintenance, and communication during service issues, while maintaining strong drinking water performance.*

Focus Group Hui- Ethnic and migrant hui and feedback

Introduction and Executive Summary

Satisfaction at a Glance

Methodology and Data Collection

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

Insight: Strengthening culturally appropriate, proactive engagement, multilingual communication, and use of trusted community networks will be critical to improving participation and trust of ethnic communities.

- Focus groups with ethnic and migrant communities highlight:
 - Council engagement has improved, with increased visibility and outreach noted by participants.
 - Barriers exist relating to access to information, language and communication, awareness and confidence,
 - Lack of visibility of outcomes, alongside concerns about responsiveness and accessibility.



Back

28

Next



Summary: Key highlights and focus area

Introduction and Executive Summary

Satisfaction at a Glance

Methodology and Data Collection

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

Five areas have been highlighted as being potential focus areas to drive improvement:

1. communication, transparency and closing the feedback loop, including improving access to information and demonstrating how feedback informs decisions
2. clearer communication of priorities, trade-offs and outcomes will improve trust and confidence in Council performance
3. accessibility and inclusive engagement, including expanding culturally appropriate, multilingual and face-to-face engagement approaches
4. service delivery and operational consistency, particularly across infrastructure and maintenance, to improve reliability and day-to-day performance
5. target improvements in underperforming services, particularly transport infrastructure

Key highlights and focus area

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- Three Waters Services
- Focus Group Hui**

Below is a proposed timeline for the socialisation of the survey results:

Date	Action
3 June 2026	Elected member briefing
7 July 2026	Results presented to the Policy and Performance committee
July 2026	Issue press release and publish the 2026 RSS report to Council website
July - August	Closing the loop
June - August	Result workshops (roadshows) with Business units





Patai? Questions?

