HUTT CITY COUNCIL

2026 Residents' Satisfaction Survey
Research & Evaluation (R&E)



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Introduction

- The Resident Satisfaction Survey (RSS) is an annual survey undertaken by the Hutt City Council's Research and Evaluation Team.
- The survey asks a sample of Lower Hutt City residents about their engagement and satisfaction with the Council's provision and delivery of services, Council maintained facilities and spaces.
- The aim of the RSS is to provide statistically representative results on residents' satisfaction with the Council's services, facilities and decision making.
- The results indicate how the Council performs from a residents' perspective. The results also allow for measuring trends and changes in residents' perceptions over time.
- Out of the 51 survey questions, 16 directly pertain to non-financial KPIs featured in our Annual and Long-term reports.
- This report outlines the results of all questions asked in the RSS in 2026. It highlights the overall result and analyses it by key demographic areas of interest will be delivered separately this year (for example, age, ethnicity, household income, household tenure and ward).
- key insights on Residents' Satisfaction Survey 2026. Year-on-year changes within 2–3 percentage points are not statistically significant and are treated as stable.

- ***Note:*** *While this survey provides the opportunity to understand what Lower Hutt residents think about the Council processes, services, and facilities, it is important to note that the results reflect a snapshot of residents' perceptions at one point in time.*

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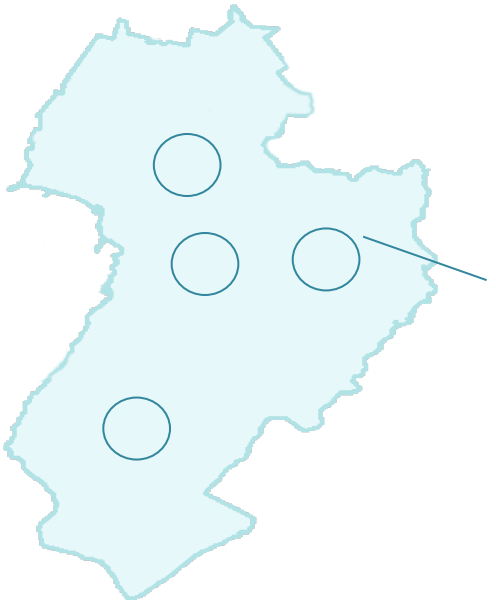
Satisfaction at a Glance

This section presents results at a glance



- This section presents satisfaction level combination of 'Very Satisfied' and 'Satisfied' survey responses.
- Satisfaction for newly added questions may be shown as Not asked (means previous year this question was not asked).
- Year-on-year changes within 2–3 percentage points are not statistically significant and are treated as stable.

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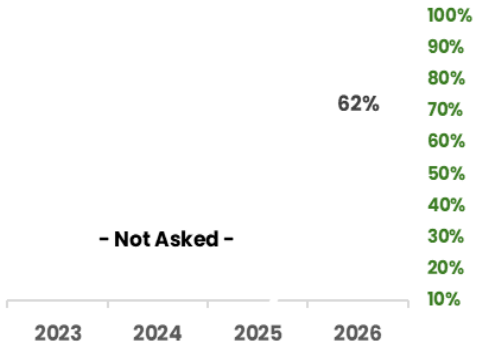
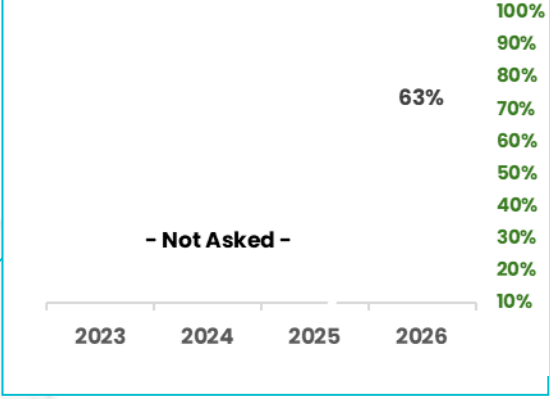
Satisfaction with Council consultation, service handling and interaction

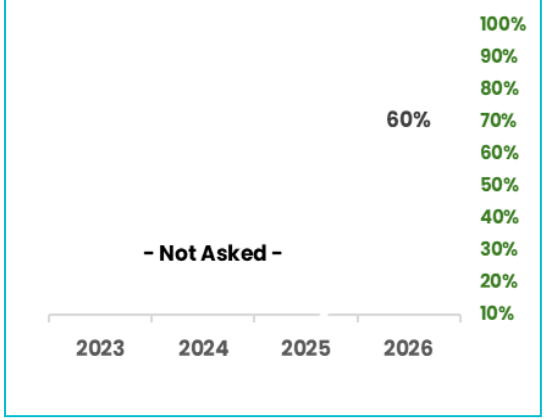
Council Consultation or engagement



Service handling



Interacting with Council



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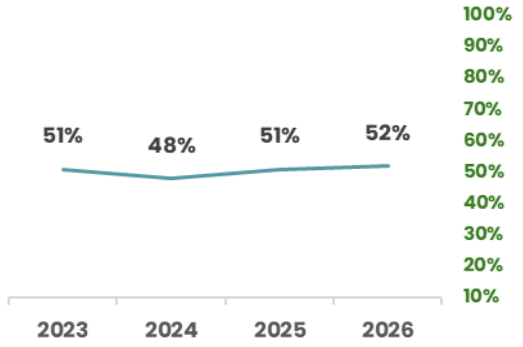
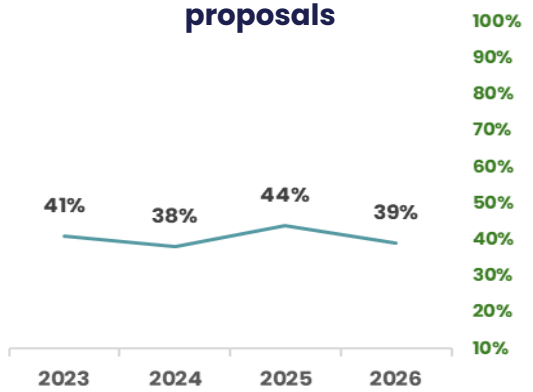
Satisfaction with Communication and Engagement

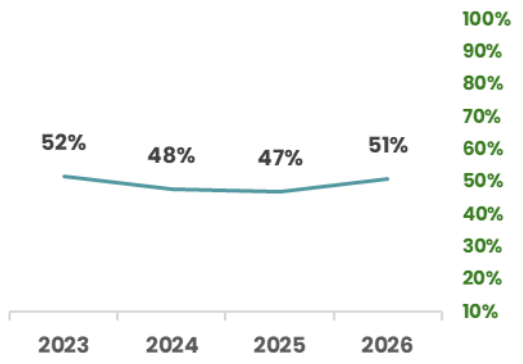
Information that Council provides about its activities and projects



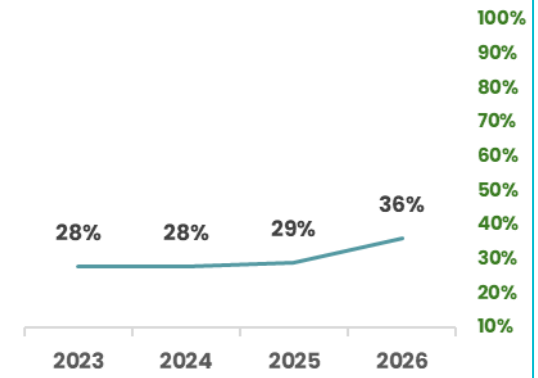
Ease with which you can have your say on Council activities and proposals



Accessibility of information from or about the Council



Follow up feedback after you interact with Council



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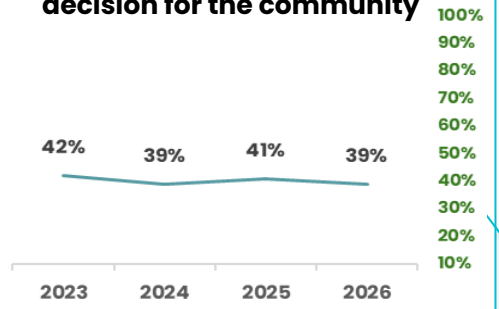
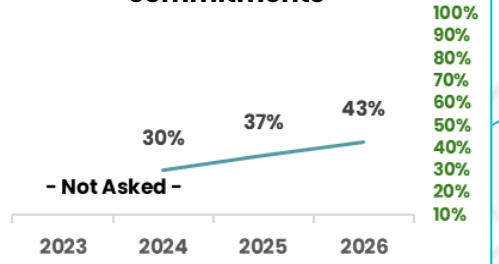
Trust and confidence in Council decision-making

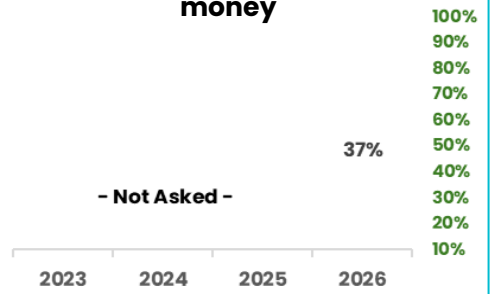
I trust Council to make the best decision for the community



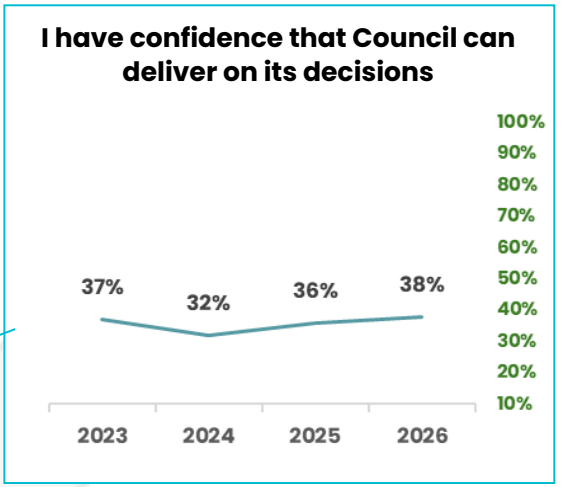
I have confidence that Council can deliver its major projects and commitments



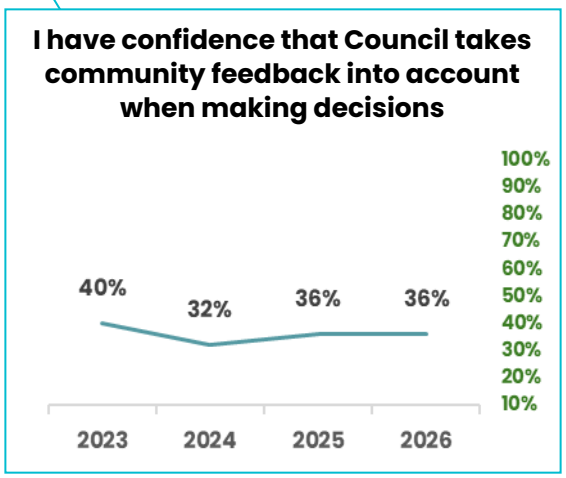
Council services provide value for money



I have confidence that Council can deliver on its decisions



I have confidence that Council takes community feedback into account when making decisions



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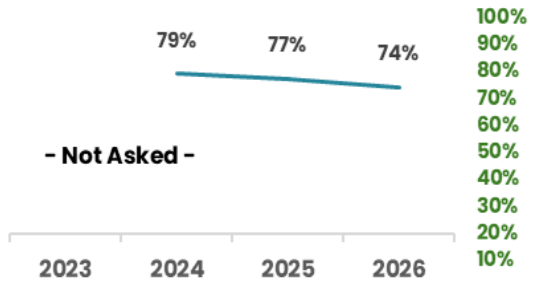
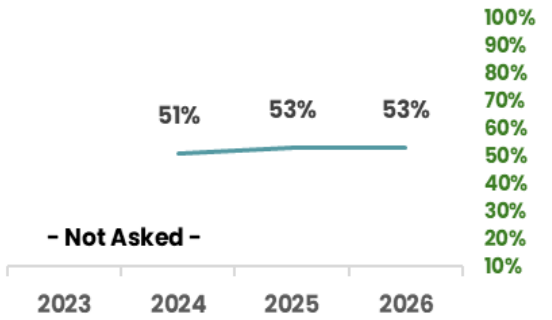
City Perceptions

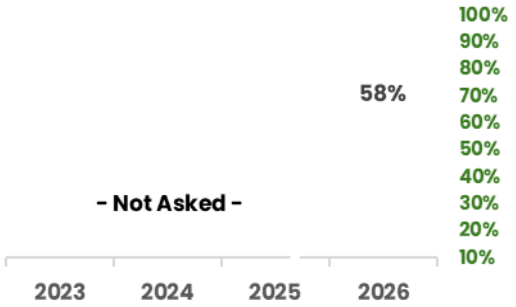
Lower Hutt is a great place to live, work and play



I feel a sense of pride in how Lower Hutt looks and feels



I feel safe in public places in Lower Hutt



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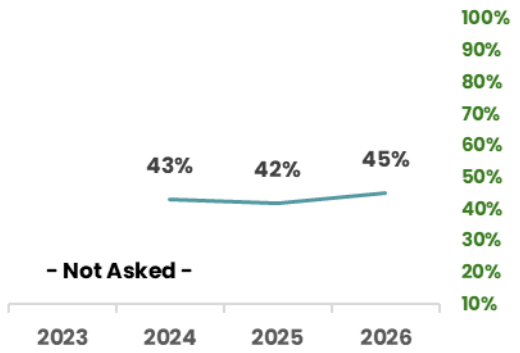
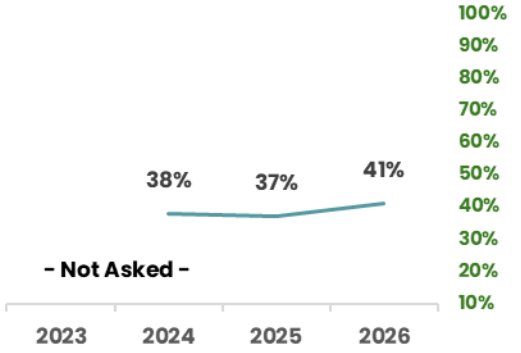
Satisfaction with Performance of Hutt City Council and Elected Members/Mayor & Community Board Members

Hutt City Council as an Organisation



Elected Members, Councillors & Mayor & Community Board Members



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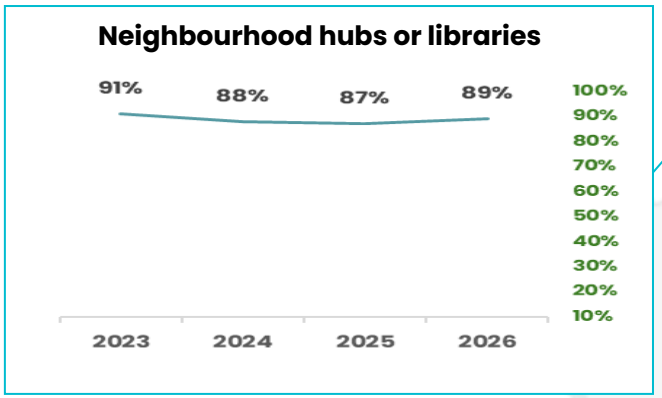
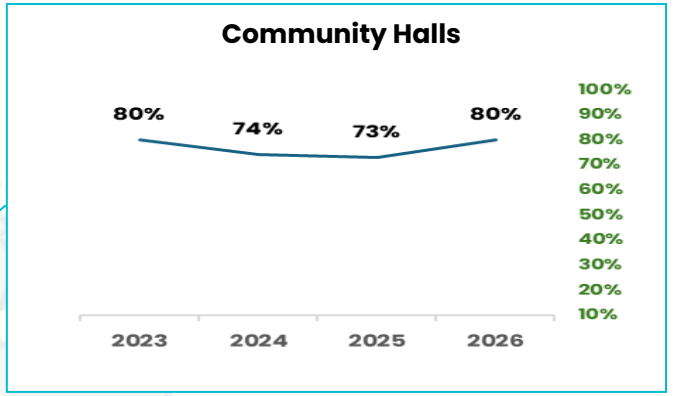
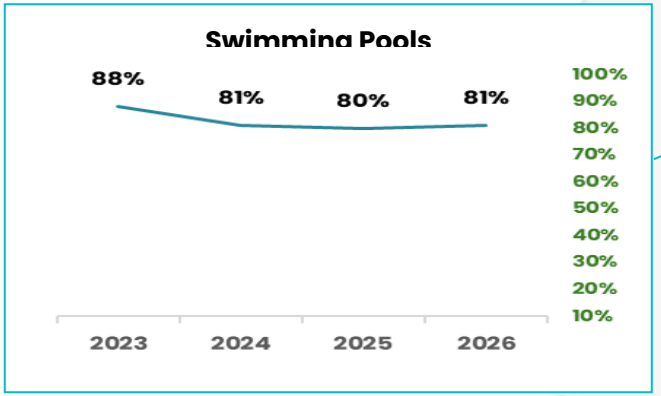
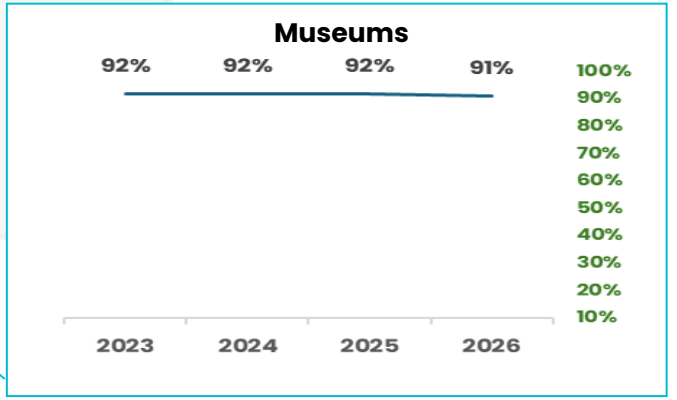
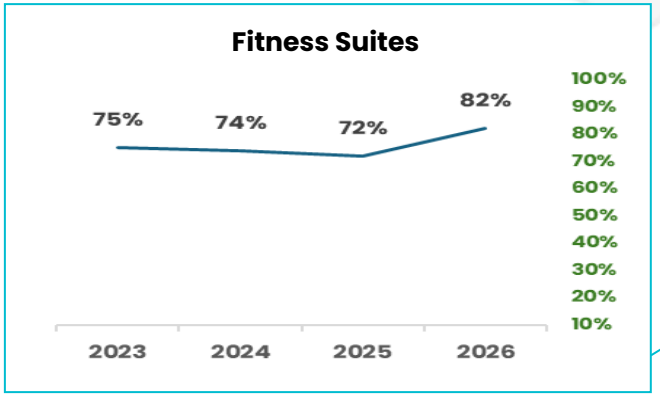
Satisfaction with Council-Maintained Facilities

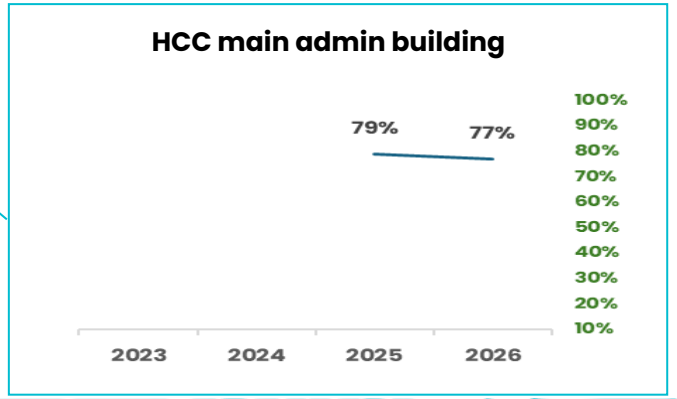












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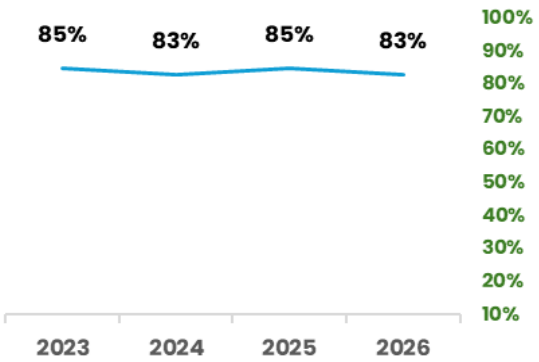
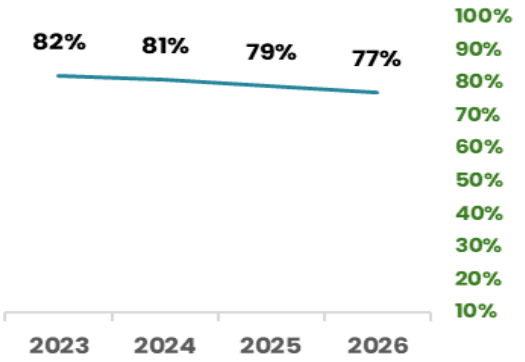
Satisfaction with Council-Maintained Spaces

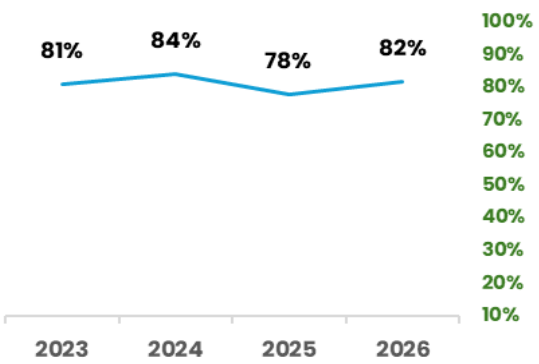
Parks, Gardens or Reserves



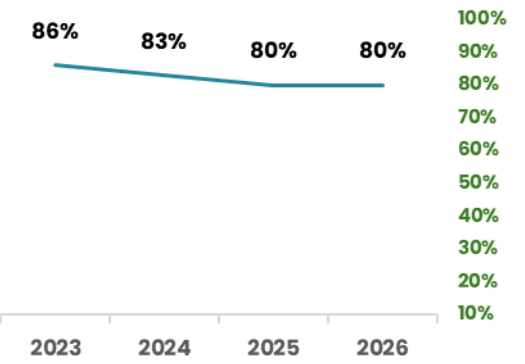
Local Playgrounds



Cemeteries/urupā



Sports Grounds



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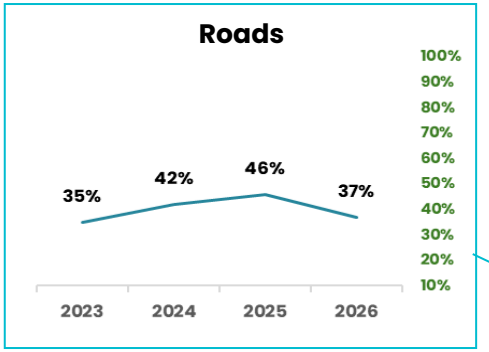
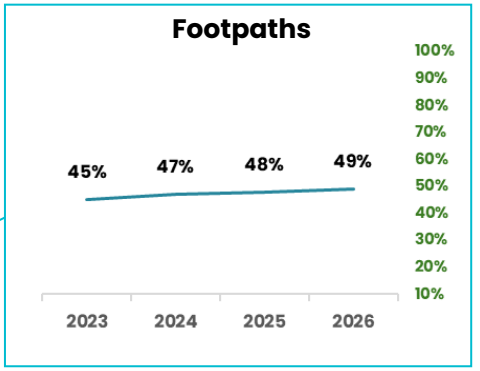
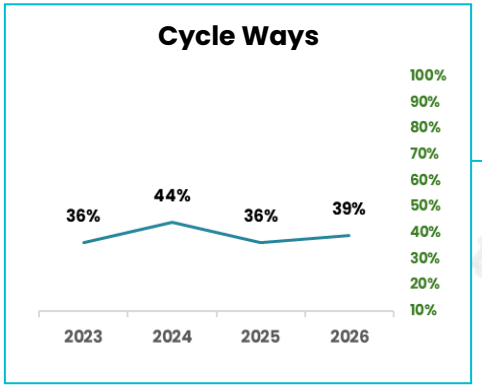
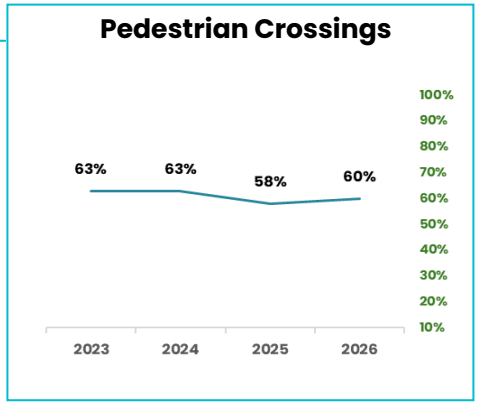
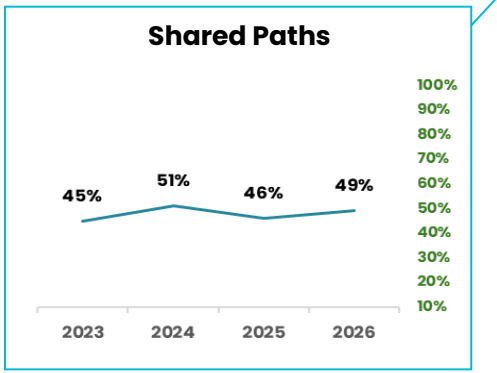
Satisfaction with Transport Infrastructure & parking

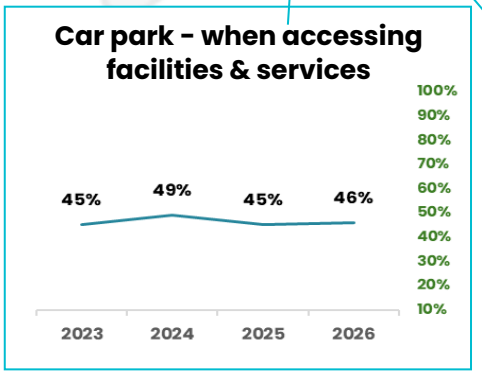


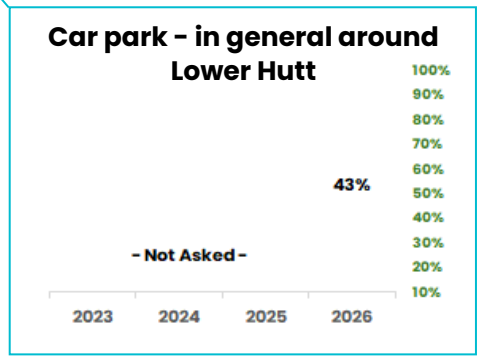












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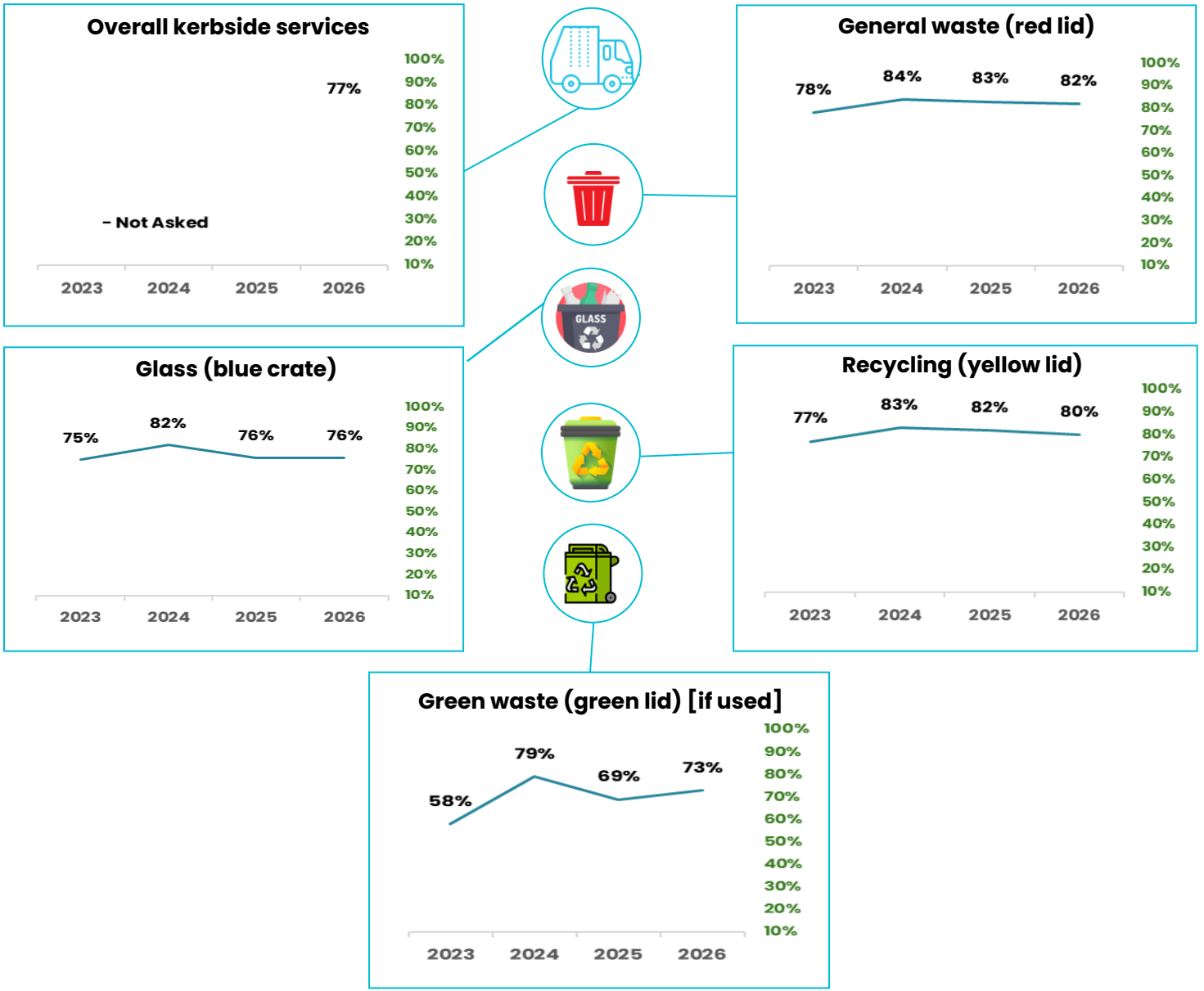
Satisfaction with Kerbside Rubbish and Recycling



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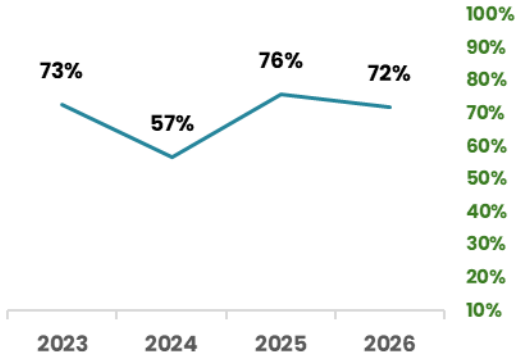
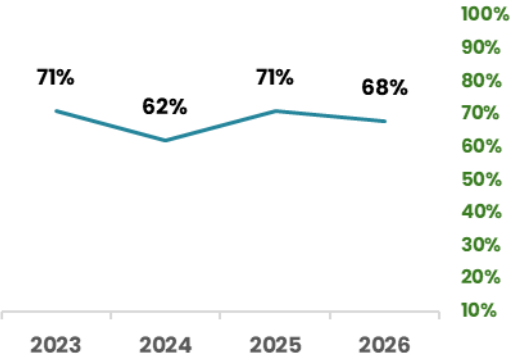
Satisfaction with Three Waters Services

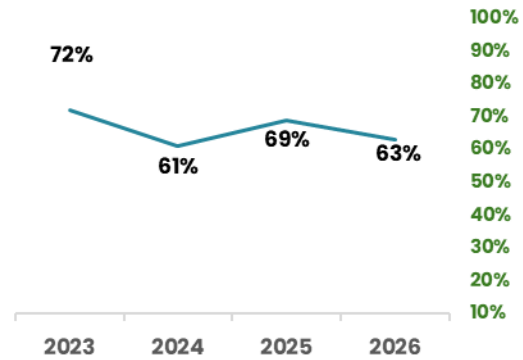
Reliability of the water supply



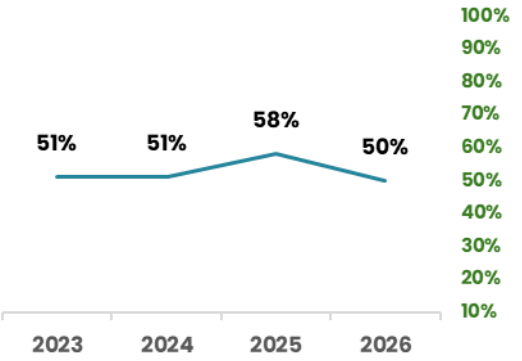
Quality of the water supply



Reliability of the wastewater (sewer) system



Reliability of the stormwater system



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Methodology

The 2026 Resident Satisfaction Survey (RSS) collected feedback from residents aged 16 and above using a mixed-method approach. Data was gathered through both online and paper-based surveys to maximise accessibility and participation.

The survey was delivered online via shared links and social media, and directly to over 3,300 members of the Hutt Views Citizens' Panel. Paper surveys were made available at council hubs, libraries and community events, including Te Rā o te Raukura and the Petone Fair, to reach residents who may not engage digitally.

To improve representation across diverse communities, targeted engagement was undertaken with Māori, rangatahi, migrant and ethnic groups. This included facilitated focus group hui and partnerships with community organisations such as Hutt Multicultural Society, Connected Communities and English language providers.

Additional promotion was delivered through community networks, local events and multilingual video content to support participation from residents who speak English as a second or third language.

This combined approach ensured broad coverage across Lower Hutt's six wards and supported inclusion of underrepresented groups.



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

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Data Collection

DATA COLLECTION

The Resident Satisfaction Survey (RSS), conducted from January 31 to March 6, 2026, was available online via shared links, through Facebook, in paper form at community hubs and libraries, and through focus group huis with Rangatahi and ethnic communities.

To complement the survey, in-depth focus group huis were held in February with migrant and ethnic communities. Participants were invited through Hutt Multicultural Society, Connected Communities and English language providers. Sessions were facilitated by the Council's Community Facilitator Rangatahi, the Welcoming Communities Coordinator and the Research and Evaluation team.

A total of over 1,900 survey responses were received between 31 January and 6 March. Of these, 1,745 valid responses (complete or semi-complete) were included in the analysis. Paper surveys accounted for 193 responses, collected at Te Rā o te Raukura , the Petone Fair, English Language School, and council hubs and libraries. Six of these paper responses were excluded as invalid.

The final analysis used a total of n=1,745 survey responses (compared 1,719 in 2023, 1912 in 2024 and 1455 in 2025), representing Lower Hutt City's six wards. The response rate allows us a margin of error of plus or minus 2.33% at the 95% confidence interval.

Reporting Note:

- *Reporting note: Throughout the report, 'don't know' responses have traditionally been excluded from analysis; in most cases, this is less than 5% of the sample, but for a small number of measures, it is a significant proportion (up to 50%). Results should be interpreted as the views of those who had an opinion on the topic.*
- *Throughout this report, the scale type of questions is reported using 'Total agree' or 'Total satisfied' and 'Total disagree' or 'Total dissatisfied'. These numbers are calculated by summing the unrounded underlying figures and presented in a rounded figure, i.e. 29.6% + 15.3 = 45% would appear as 30% + 15% = 45%.*
- *Only the Total satisfaction/total agree level is presented for the demographic breakdown for each indicator.*

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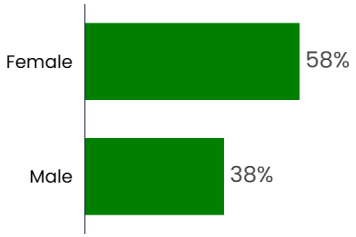
Sample comparison by gender

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

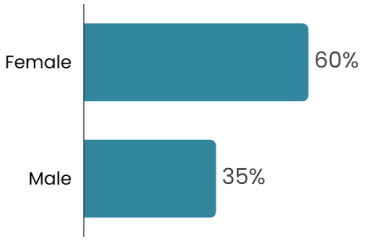
Gender Distribution Census 2023



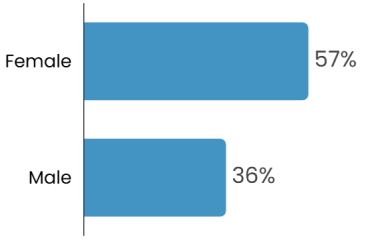
RSS 2024



RSS 2025



RSS 2026



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

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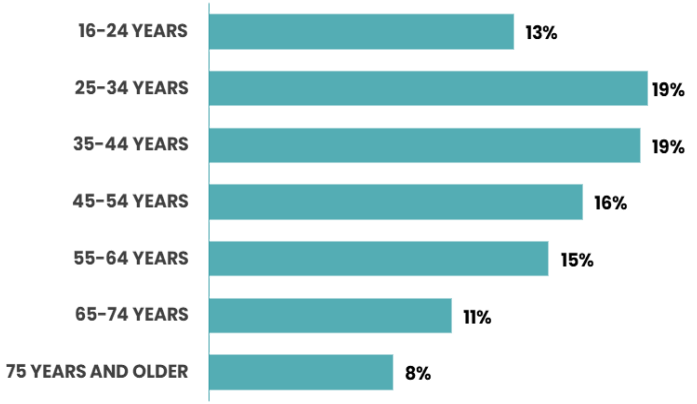
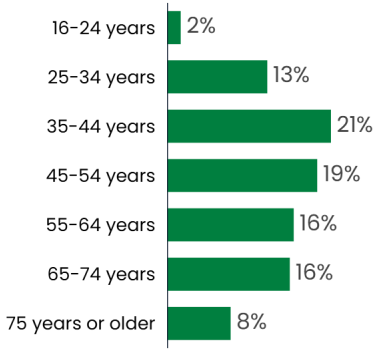
Sample comparison by age

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.

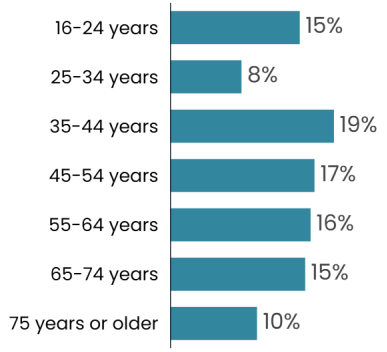
Age Distribution Census 2023



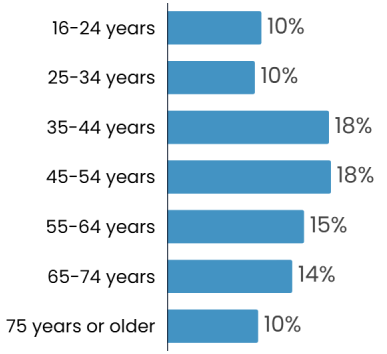
RSS 2024



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.

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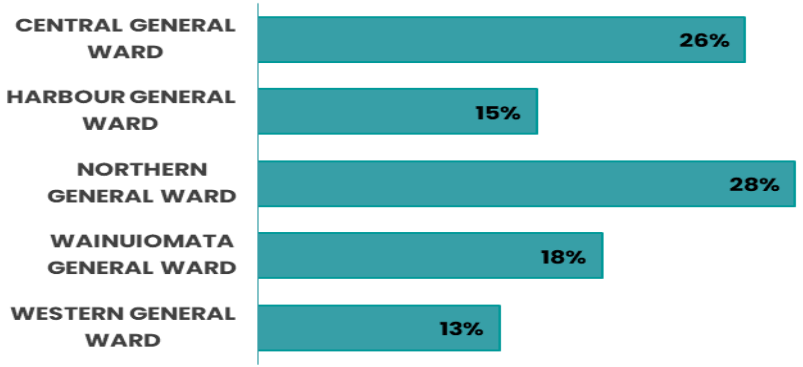
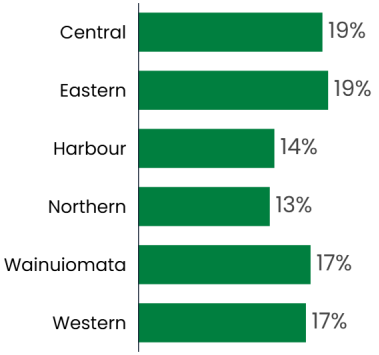
Sample comparison by ward

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.

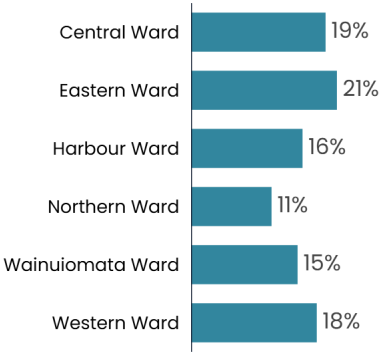
Ward Distribution Census 2023



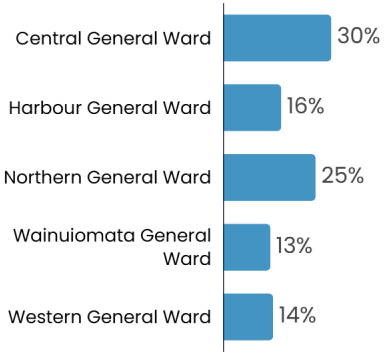
RSS 2024



RSS 2025



RSS 2026



As of new boundaries

The presented sample responses are unweighted and prefer not to say, and missing values are excluded.

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

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Sample comparison by location

The chart below shows the sample population distribution by location for the Resident Satisfaction Survey 2026. Presented sample responses are unweighted and prefer not to say, and missing values are excluded.

Ward	%	Count
NET	100%	1,745
Central General Ward	30%	519
Harbour General Ward	16%	279
Northern General Ward	25%	444
Wainuiomata General Ward	13%	227
Western General Ward	14%	240

*** Note: The ward boundaries shas changed to new structures from October 2025. Detailed are the changes below:**

- Northern Ward: Stokes Valley, Taitā, Naenae, Avalon (plus Pōmare as a sub-area)
- Central Ward: Boulcott, Epuni, Fairfield, Waterloo, Hutt Central, Alicetown, Melling, Woburn, Waiwhetu
- Western Ward: Manor Park, Belmont, Kelson, Tirohanga, Normandale, Maungaraki, Harbour View, Haywards
- Harbour Ward: Korokoro, Petone, Moerā, Gracefield, Eastern Bays, Eastbourne and surrounding bays through to Pencarrow
- Wainuiomata Ward: Wainuiomata and all sub-areas (Arakura, Glendale, Homedale East/West, Moores Valley, etc.)

Eastern Ward is gone — Naenae and Avalon moved to Northern, and Fairfield, Waterloo, and Waiwhetu moved to Central. Alicetown and Melling also moved from Western to Central.

Location of residence)	%	Count
Stokes Valley	9%	147
Naenae	8%	136
Petone	7%	123
Waterloo	6%	97
Avalon	5%	82
Hutt Central	5%	82
Taitā	5%	79
Waiwhetu	5%	78
Eastbourne	4%	66
Maungaraki	4%	64
Epuni	4%	63
Woburn	4%	62
Wainuiomata West (Parkway)	3%	58
Kelson	3%	53
Wainuiomata Central (Fernlea)	3%	53
Boulcott	3%	46
Fairfield	3%	46
Normandale	3%	45
Belmont	2%	40
Alicetown	2%	39
Arakura (Wainuiomata)	2%	38
Eastern Bays	2%	37
Tirohanga	1%	25
Homedale East (Wainuiomata)	1%	23
Korokoro	1%	22
Homedale West (Wainuiomata)	1%	20
Moerā	1%	20
Pencarrow (Wainuiomata)	1%	20
Glendale (Wainuiomata)	1%	15
Harbour View	0%	7
Gracefield	0%	6
Manor Park	0%	6
Melling	0%	6
Ava	0%	4

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Sample comparison by location

The chart below shows the sample population distribution by location for the Resident Satisfaction Survey 2026. Presented sample responses are unweighted and prefer not to say, and missing values are excluded.

2025 RSS (Location of residence)	%	Count
Naenae	9%	136
Petone	7%	96
Stokes Valley	7%	96
Taita	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
Moera	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

2026 RSS (Location of residence)	%	Count
Stokes Valley	9%	147
Naenae	8%	136
Petone	7%	123
Waterloo	6%	97
Avalon	5%	82
Hutt Central	5%	82
Taitā	5%	79
Waiwhetu	5%	78
Eastbourne	4%	66
Maungaraki	4%	64
Epuni	4%	63
Woburn	4%	62
Wainuiomata West (Parkway)	3%	58
Kelson	3%	53
Wainuiomata Central (Fernlea)	3%	53
Boulcott	3%	46
Fairfield	3%	46
Normandale	3%	45
Belmont	2%	40
Alicetown	2%	39
Arakura (Wainuiomata)	2%	38
Eastern Bays	2%	37
Tirohanga	1%	25
Homedale East (Wainuiomata)	1%	23
Korokoro	1%	22
Homedale West (Wainuiomata)	1%	20
Moerā	1%	20
Pencarrow (Wainuiomata)	1%	20
Glendale (Wainuiomata)	1%	15
Harbour View	0%	7
Gracefield	0%	6
Manor Park	0%	6
Melling	0%	6
Ava	0%	4

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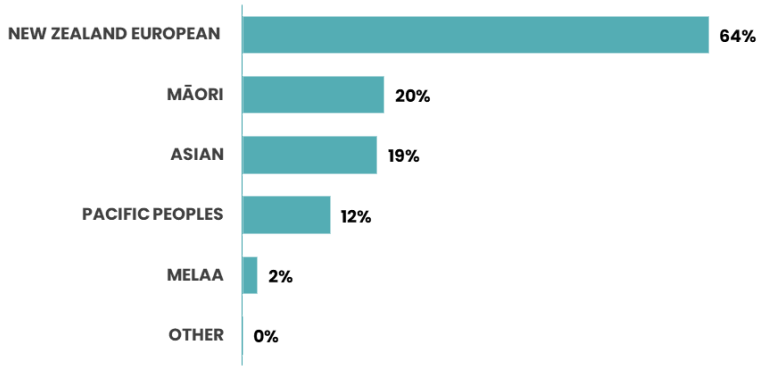
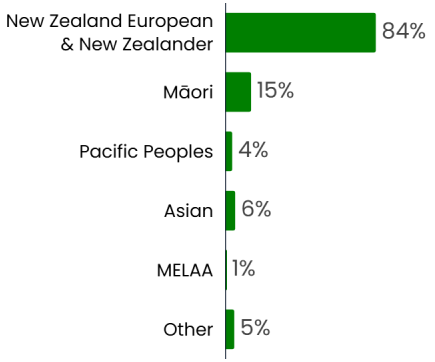
Sample comparison by ethnicity

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

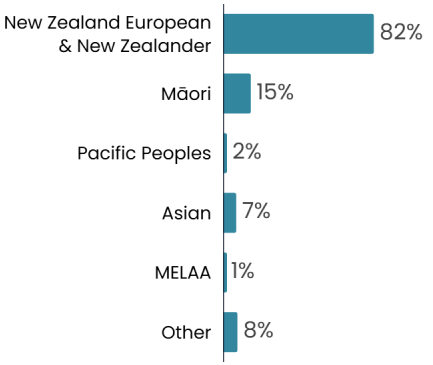
Ethnic Distribution Census 2023



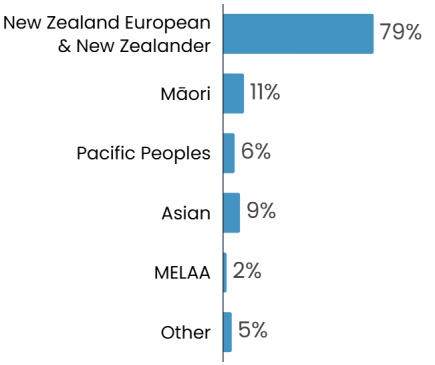
RSS 2024



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. In previous years, the New Zealander option was not available. To maintain consistency across years, these two categories were combined, and past data was updated accordingly.

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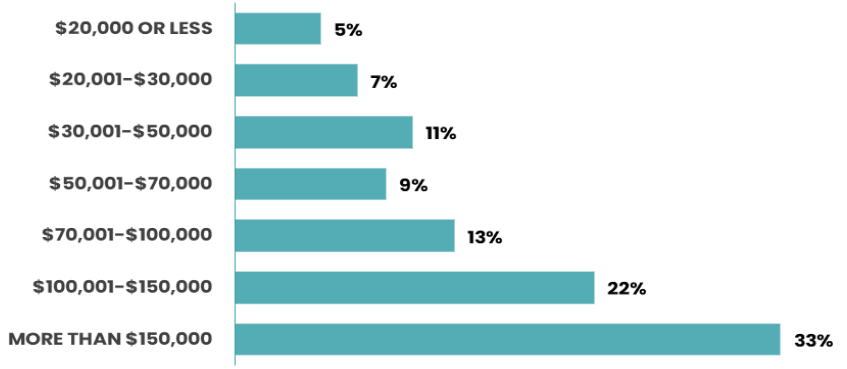
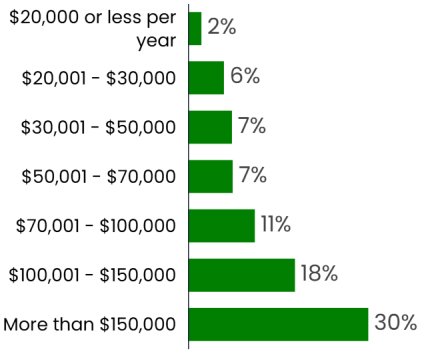
Sample comparison by household income

The chart below compares population distribution by household income as of Census 2023 and sample responses from the Resident Satisfaction Survey 2024 and 2025.

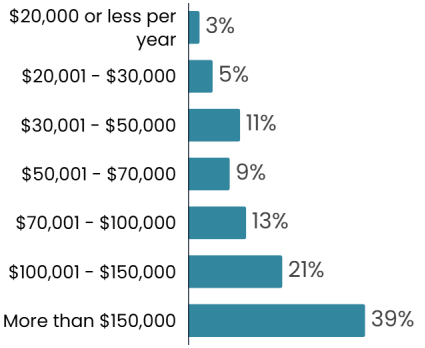
Income Distribution Census 2023

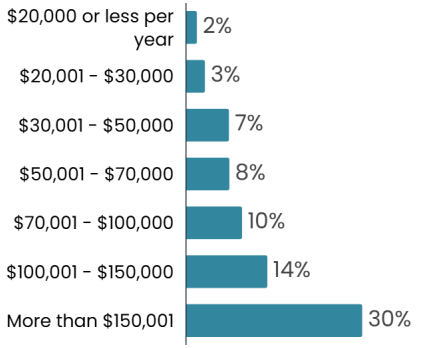


RSS 2024



RSS 2025





The presented sample responses are unweighted and prefer not to say, and missing values are excluded. Weighted sample responses of RSS 2025 are presented later in this document.

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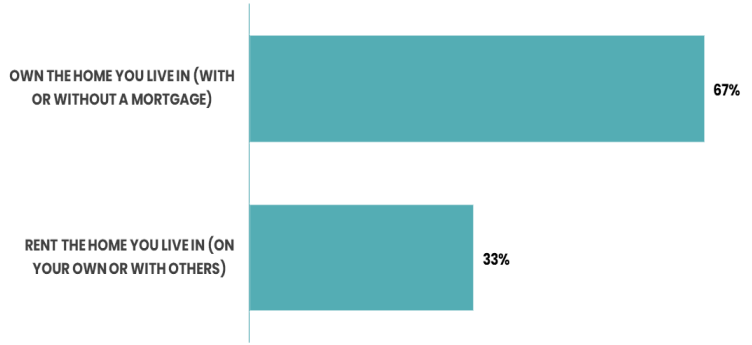
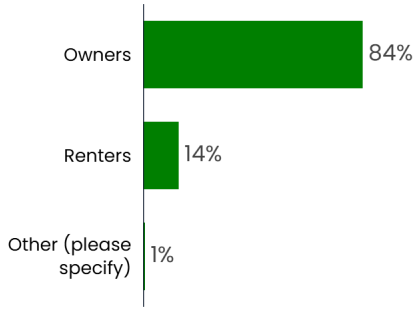
Sample comparison by house ownership

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

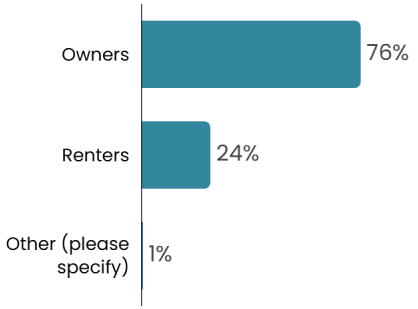
Household Distribution Census 2023



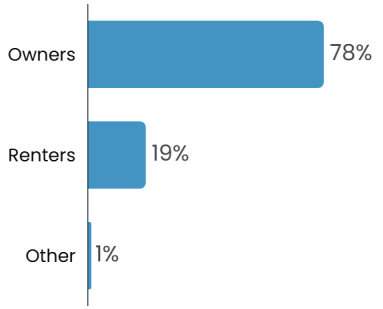
RSS 2024



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.

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Preferred Mode of Communication

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 respondents.
Residents ranked the service attributes in priority, from 1 being most important to 9 being least important.
Residents show varied preferences across engagement methods.
Online surveys receive strong support from a small segment, but most residents show lower interest in this format. In-person and discussion-based methods are widely preferred, with many residents valuing opportunities to participate in conversations. Formal channels such as written and especially verbal submissions are also commonly preferred, indicating comfort with structured engagement.
One-on-one meetings appeal to a smaller group who prefer direct interaction.
Community board engagement attracts a more limited but distinct group of residents.
Paper surveys show the lowest overall preference and limited use across residents.

Row %	1	2	3	4	5	6	7	8	9	10
Online survey	78%	8%	4%	3%	1%	1%	1%	1%	1%	1%
Paper form surveys	12%	39%	10%	4%	6%	5%	5%	4%	4%	11%
Council organised group discussions including hui or wānanga	8%	21%	18%	13%	14%	7%	6%	5%	5%	4%
One-on-one in-person meetings	6%	8%	10%	9%	7%	8%	10%	11%	14%	17%
Town hall-style meetings with question-and-answer time	8%	19%	22%	13%	10%	10%	7%	5%	4%	4%
Hutt City Council Community drop-in sessions	5%	18%	20%	16%	16%	9%	6%	6%	2%	1%
Council representatives attending community-organised hui/meetings	6%	16%	18%	18%	12%	11%	9%	5%	4%	2%
Written submissions to Council	4%	12%	14%	13%	11%	11%	10%	12%	9%	4%
Verbal submissions to Council	1%	3%	6%	10%	10%	11%	13%	14%	21%	12%
Via a community board	10%	14%	11%	9%	6%	9%	8%	10%	7%	15%

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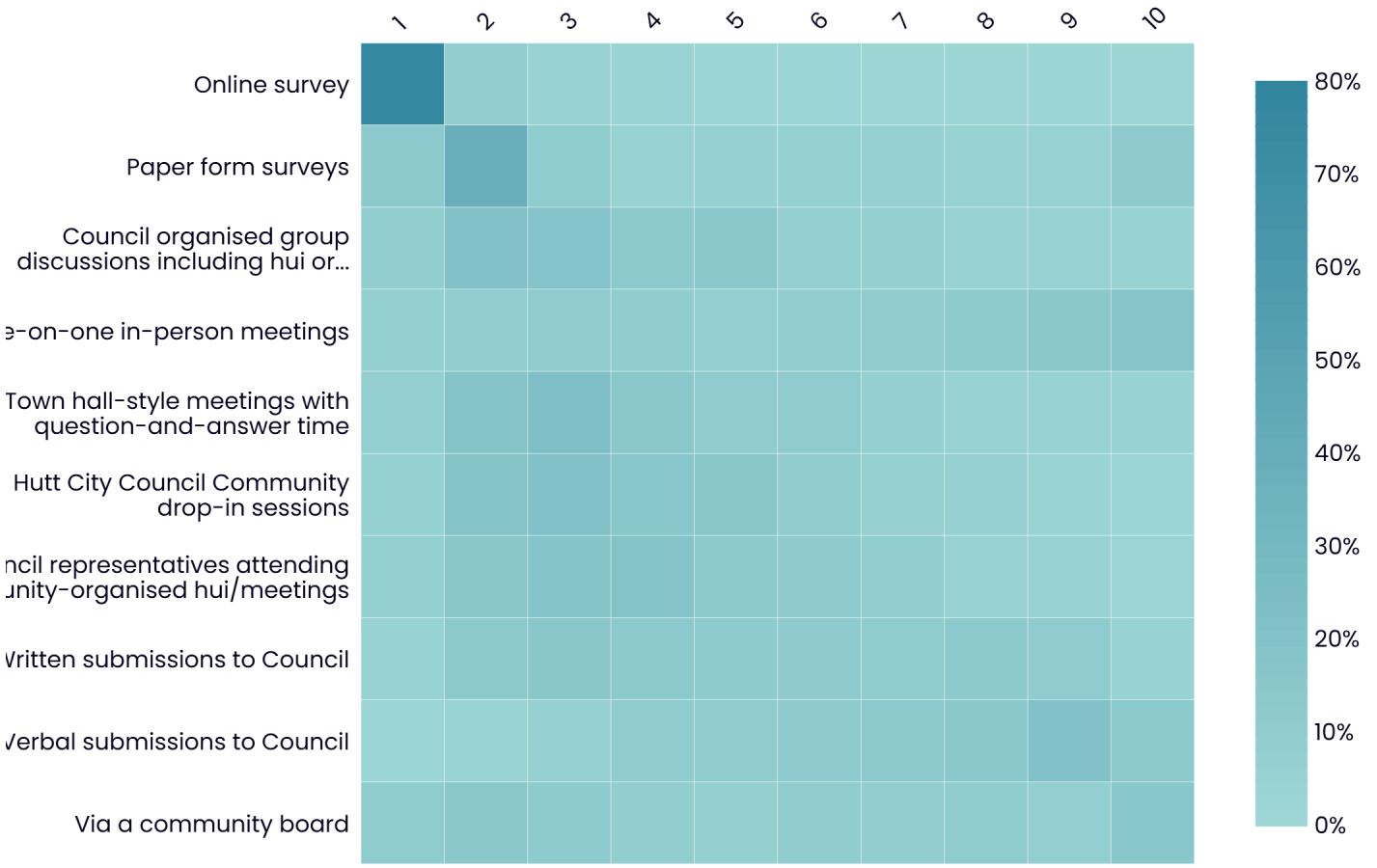
Preferred Mode of Communication

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 respondents.

Residents ranked the service attributes in priority, from 1 being most important to 10 being least important. Online and paper surveys were ranked as the two most preferred modes of communication with council.



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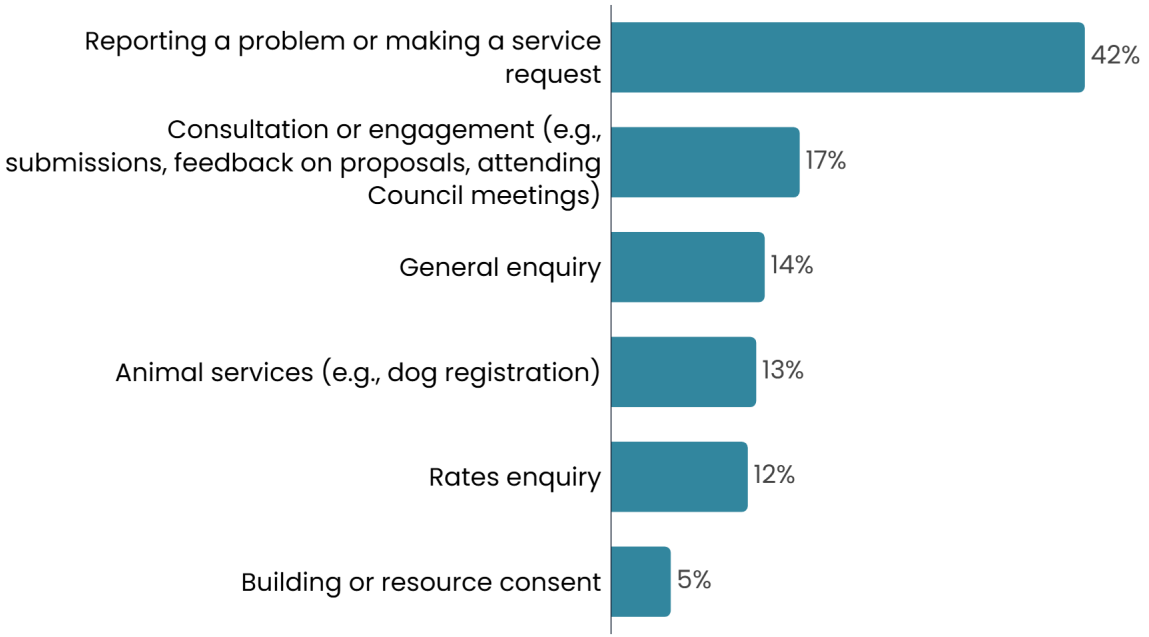
Contact with Council

42% of residents contacted the Council to report a problem or make a service request, which is notably higher than other contact reasons; this implies operational responsiveness and service request handling are the primary Council interactions and should be prioritized in resource planning.

Consultation or engagement accounted for 17% of contacts, indicating a smaller but meaningful portion of residents engage in participatory processes; this suggests maintaining and possibly expanding engagement channels to capture feedback.

General enquiries (14%), animal services (13%) and rates enquiries (12%) are moderate contact reasons while building/resource consent enquiries are low (5%), implying demand is concentrated in everyday service and administrative areas rather than specialized consent processes.



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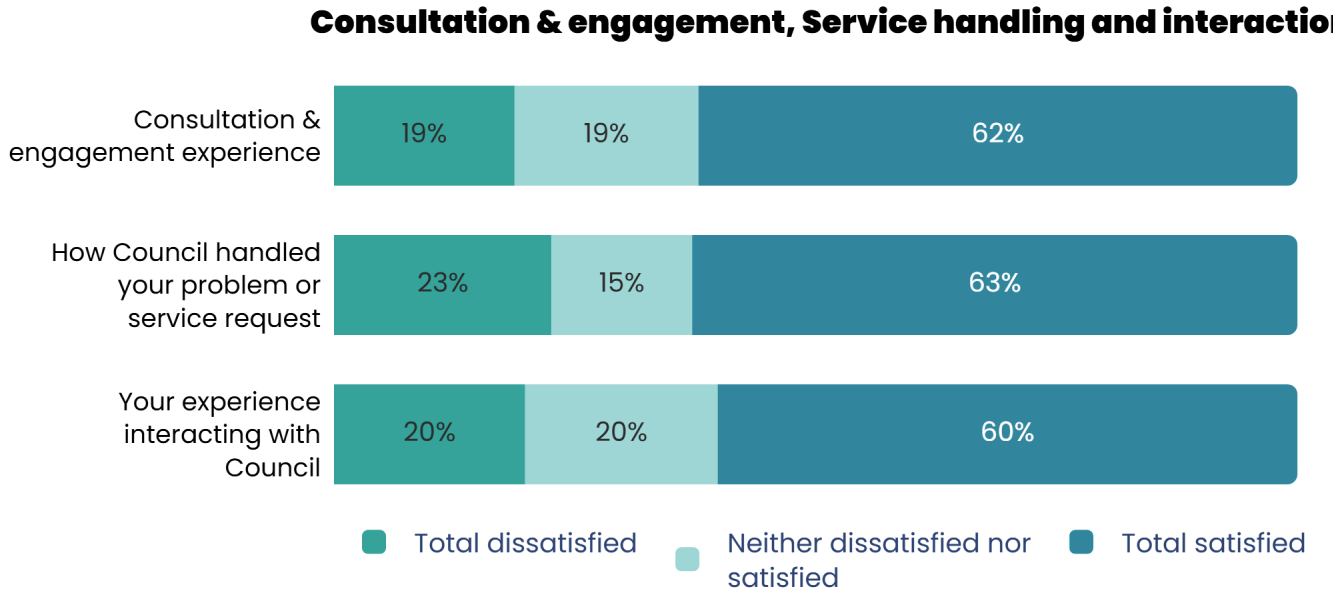
Council Consultation, Service Handling, and Interaction Satisfaction

Residents were asked about their levels of satisfaction with a range of Council consultation, service handling and interaction satisfaction. These measures are new in 2026 and are therefore not directly comparable with previous years.

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.

Resident satisfaction across consultation, service handling and interaction is moderate, with around 60–63% satisfaction across all three measures



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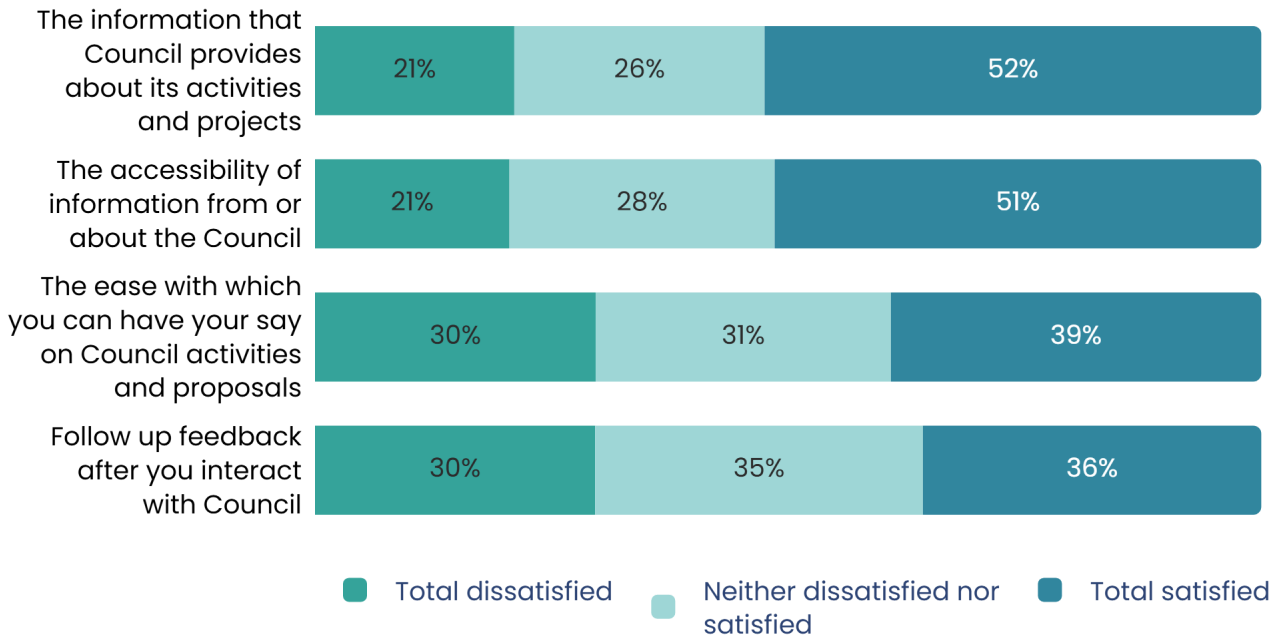
Overall Satisfaction with Communication and Engagement

Residents were asked about their levels of satisfaction with a range of Hutt City Council communication and engagement attributes.
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.
Results show a positive net difference for most attributes; however, there was a negative net result in levels of resident satisfaction with follow up feedback from council after feedback is given. This indicates an area of its communication and engagement with the public that council can seek to improve.



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Comments on communication and engagement

427 communication and engagement-related open-ended comments sorted into categories ('No answers' removed). Totals may exceed 100% owing to multiple responses from some respondents.

Trust and transparency are key concerns, with residents perceiving gaps in how decisions, feedback and accountability are communicated.

Service delivery issues remain visible, particularly around responsiveness to requests and operational matters such as water and parking.

Timeliness and clarity of communication are ongoing issues, especially for major projects and roadworks.

Residents want more targeted and accessible communication, with less reliance on social media and stronger feedback loops.

Despite concerns, positive experiences with staff, services and community facilities remain an important strength to build on.



Trust and confidence in Council decision-making



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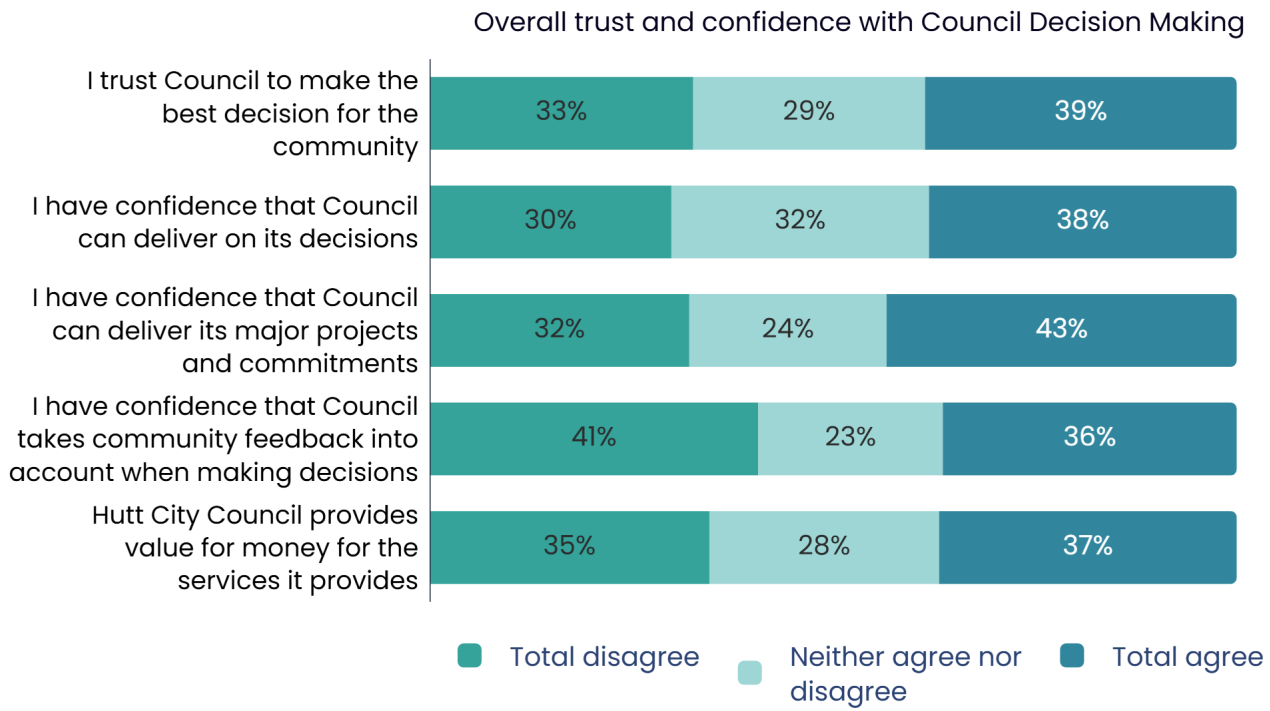
Overall trust and confidence with Council Decision making

Residents were asked to rate their trust and confidence with Council decision-making. 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.

Despite a meaningful improvement in confidence in delivering major projects, overall trust in Council decision-making remains below 50%. This indicates a continued gap between delivery performance and resident trust. 1.

Perceptions of value for money in Council services were measured for the first time in this survey. Less than 40% of residents perceive that Council services represent value for money.



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Comments on Trust and confidence in Council decision-making

370 trust and confidence in Council decision-making-related open-ended comments sorted into categories ('No answers' removed). Totals may exceed 100% owing to multiple responses from some respondents.

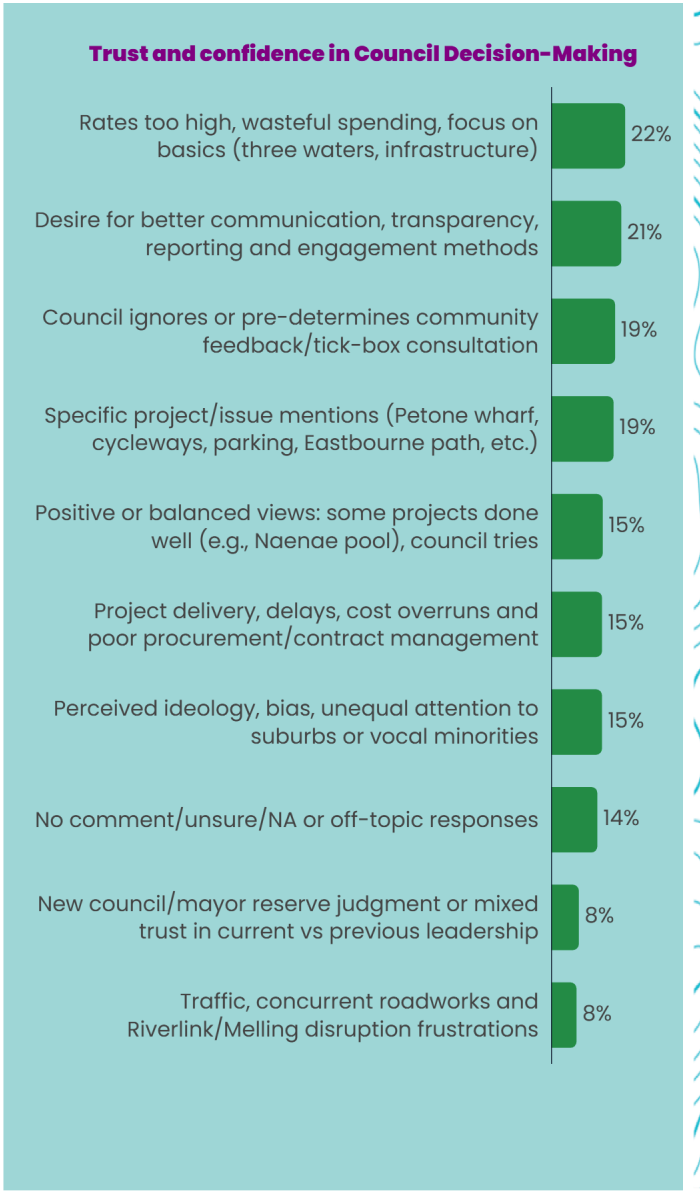
Residents perceive rates as high and spending as in efficient, with concerns about project delivery, delays, cost overruns and procurement, and a clear expectation that Council focus on core services such as three waters and infrastructure.

Residents expect stronger communication, transparency and reporting, and perceive current engagement as limited, with feedback often seen as ignored or predetermined.

notable number of comments mention specific projects or issues such as the Petone wharf, cycleways, parking, and the Eastbourne path.

Some residents expressed positive or balanced views, acknowledging projects done well, such as the Naenae pool, and appreciating the council's efforts.

Some perceive ideology, bias, or unequal attention to different suburbs or vocal minorities within the council's operations.



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Comments on value for money for services provided by Council

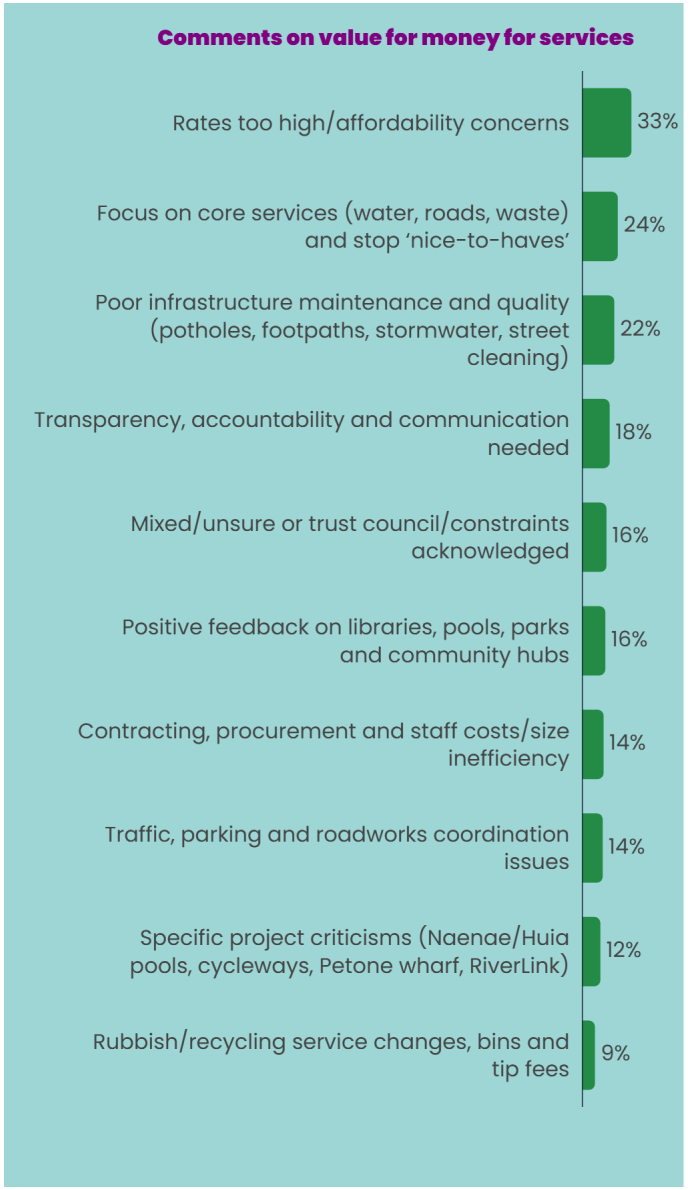
519 value for money for services provided by Council-related open-ended comments sorted into categories ('No answers' removed). Totals may exceed 100% owing to multiple responses from some respondents.

Resident feedback on value for money is driven primarily by affordability concerns, with many viewing rates as too high and expecting greater focus on core services such as water, roads and waste.

Dissatisfaction is linked to infrastructure maintenance issues, waste and recycling services, and perceived inefficiencies in spending and project delivery.

Communication, transparency and coordination, particularly around transport and roadworks, also shape perceptions, alongside some criticism of specific projects.

Despite this, residents continue to value community facilities such as libraries, parks and pools.



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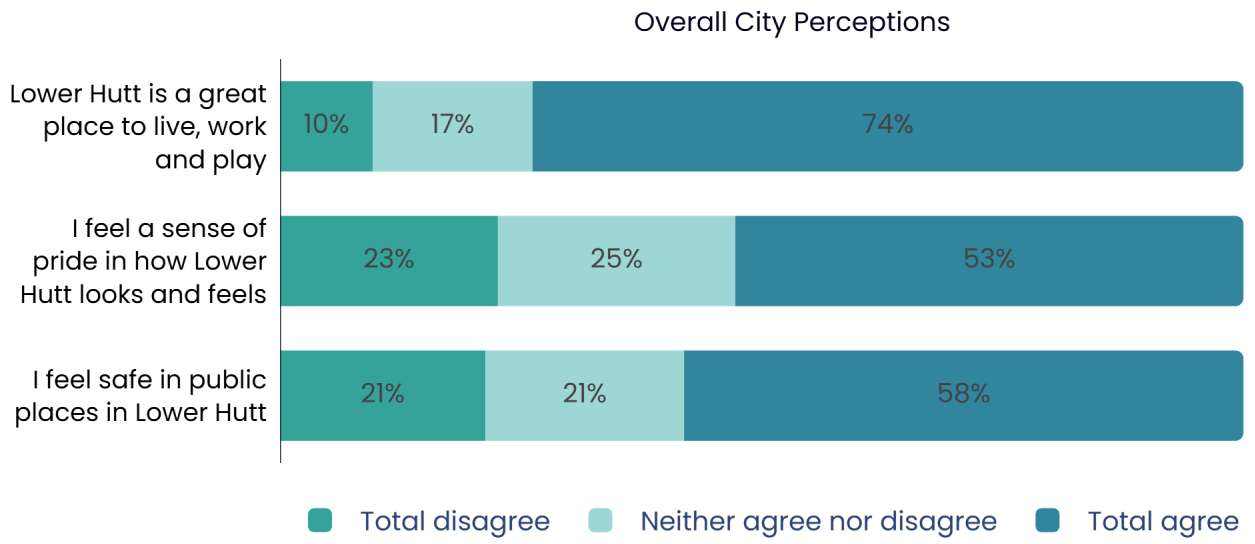
Overall City Perceptions

Residents were asked about Lower Hutt, which relates to how Lower Hutt residents perceive their city.

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.

74% agree Lower Hutt is a great place to live, work and play, which indicates broad overall positivity about the city; this matters for Council messaging and retention strategies as it shows strong general approval. 53% agree they feel pride in how Lower Hutt looks and feels while 23% disagree, suggesting pride is positive but less unanimous and indicating room for targeted place-making or beautification.

58% agree they feel safe in public places while 21% disagree, implying safety perceptions are mostly favorable but notable concern exists that the Council may need to address through visible safety or policing initiatives.



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Comments on City Perceptions

478 city perceptions-related open-ended comments sorted into categories ('No answers' removed). Totals may exceed 100% owing to multiple responses from some respondents.

A substantial proportion of residents (36%) voiced public safety concerns related to crime, harassment, homelessness, and aggressive behavior, particularly in the CBD and at bus stops, suggesting public safety is a key area for improvement.

Mixed feelings about safety were expressed by 30% of residents, revealing that perceptions of safety vary by location and time, and there is interest in increased security measures.

Around 26% of residents expressed pride and noted community positives like parks and events, indicating that these aspects contribute positively to the city's image.

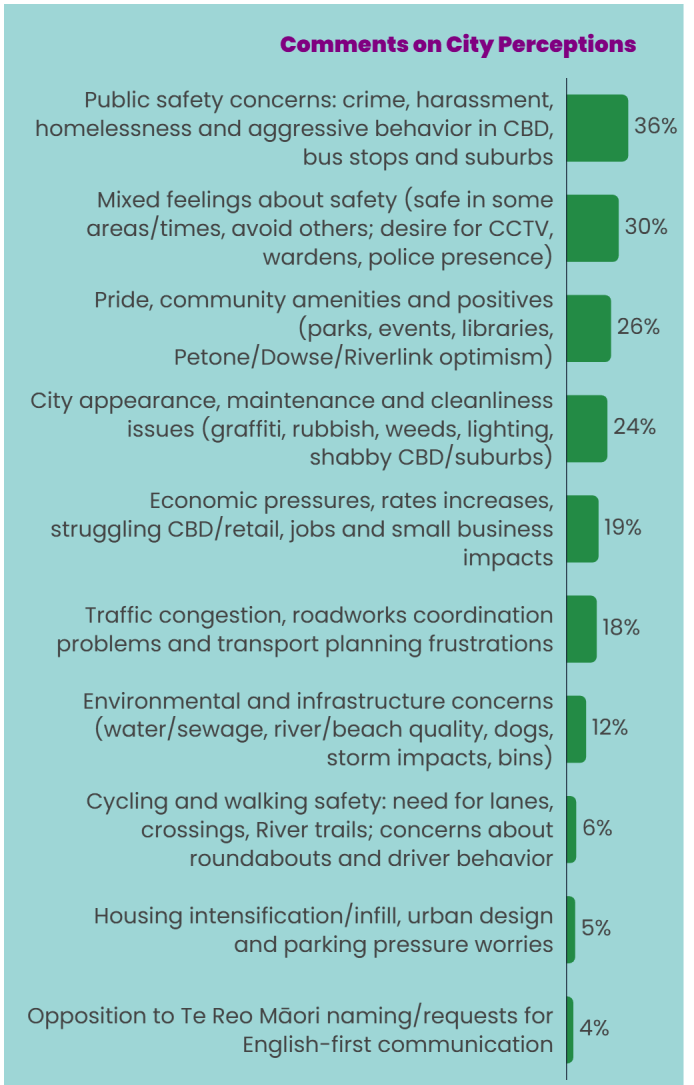
City appearance and maintenance were concerns for 24% of residents, which suggests the need for improvements in cleanliness and upkeep to enhance the city's appeal.

Economic pressures were noted by 19% of residents, highlighting concerns about rates, struggling businesses, and job impacts.

Traffic congestion and roadworks were a frustration for 18% of residents, suggesting a need for better transport planning and coordination.

Environmental and infrastructure issues were raised by 12% of residents, indicating concerns about water quality, waste management, and environmental impacts.

Cycling and walking safety was a concern for 5.9% of residents, pointing to the need for improved infrastructure to support active transport.



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Performance of Performance of Hutt City Council and Elected Members (Mayor, Councillors & Community Board Member)



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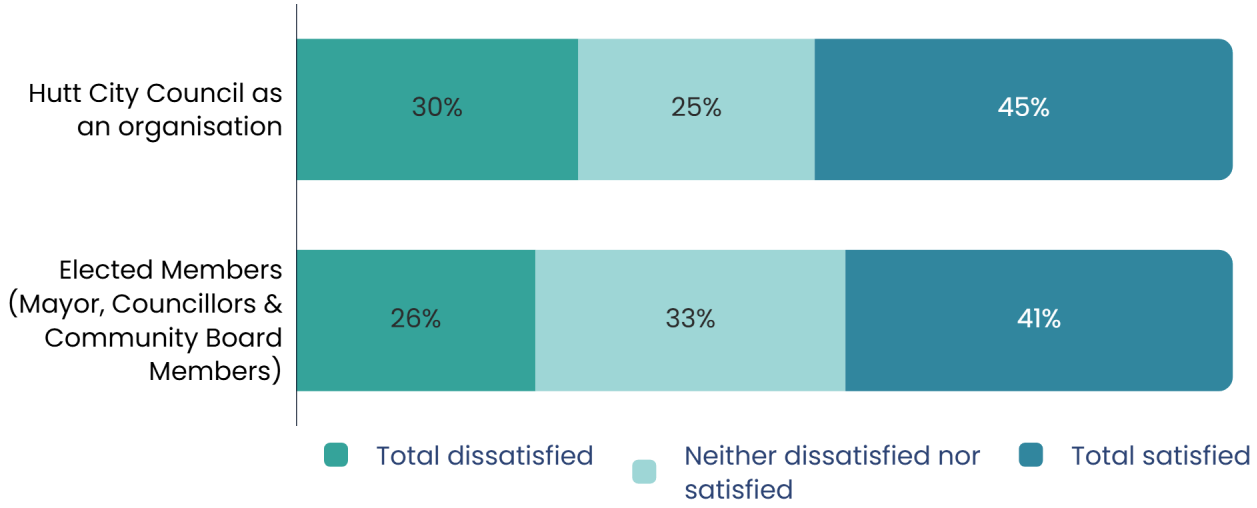
Overall Satisfaction with Performance of Hutt City Council and Elected Members (Mayor, Councillors & Community Board Member)

Residents were asked to rate their satisfaction with Hutt City Council as an organisation and satisfaction with elected members including councillors and Mayor and Community Board Members.
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.

45% of residents expressed satisfaction with Hutt City Council as an organisation and 41% expressed satisfaction with elected members (Mayor, Councillors and Community Board Members).

Overall Satisfaction with the performance of Hutt City and Elected Members and Mayor



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Comments on Performance of Performance of Hutt City Council and Elected Members (Mayor, Councillors & Community Board Member)

555 performances of Hutt City and elected members, Mayor and Community Board Members-related open-ended comments sorted into categories ('No answers' removed). Totals may exceed 100% owing to multiple responses from some respondents.

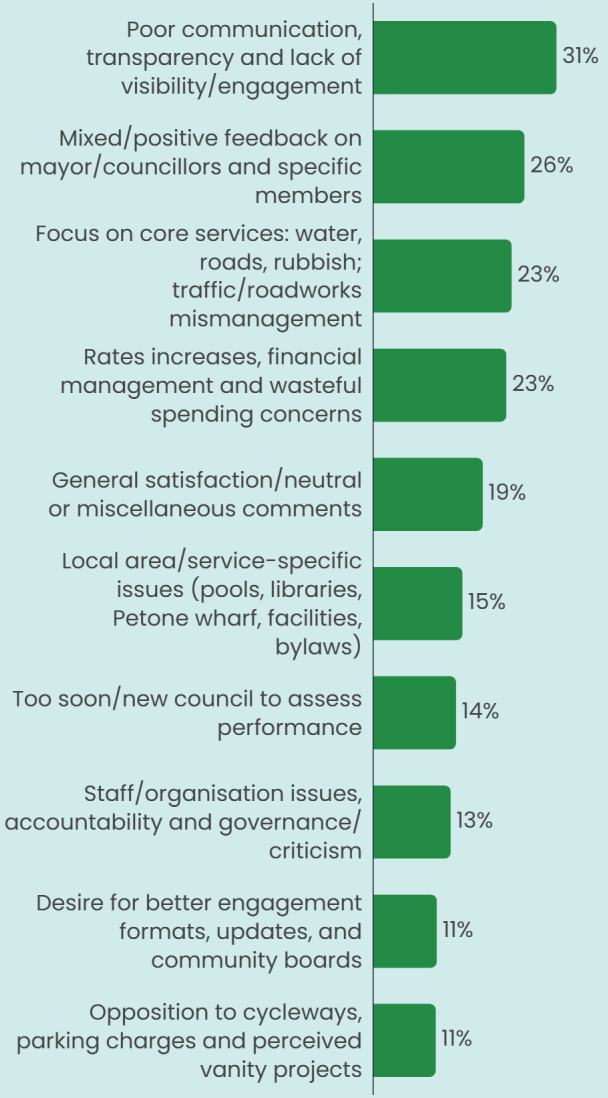
31% of residents expressed negative sentiments regarding communication, transparency, and engagement. This highlights a need for the Council to improve its communication strategies to foster better relationships with residents.

26% of residents provided mixed or positive feedback on the mayor, councillors, and specific members. This suggests a degree of satisfaction with council leadership among a portion of residents.

23% of residents focused on core services such as water, roads, and rubbish, while also noting traffic/roadworks mismanagement. These comments underscore the importance of efficient management of fundamental services.

Another 23% voiced concerns about rates increases, financial management, and wasteful spending. This indicates a need for greater transparency and accountability in financial matters to build trust.

15% mentioned local area or service-specific issues like pools, libraries, Petone wharf, facilities, and bylaws. This suggests that the Council needs to address specific local concerns to improve overall satisfaction



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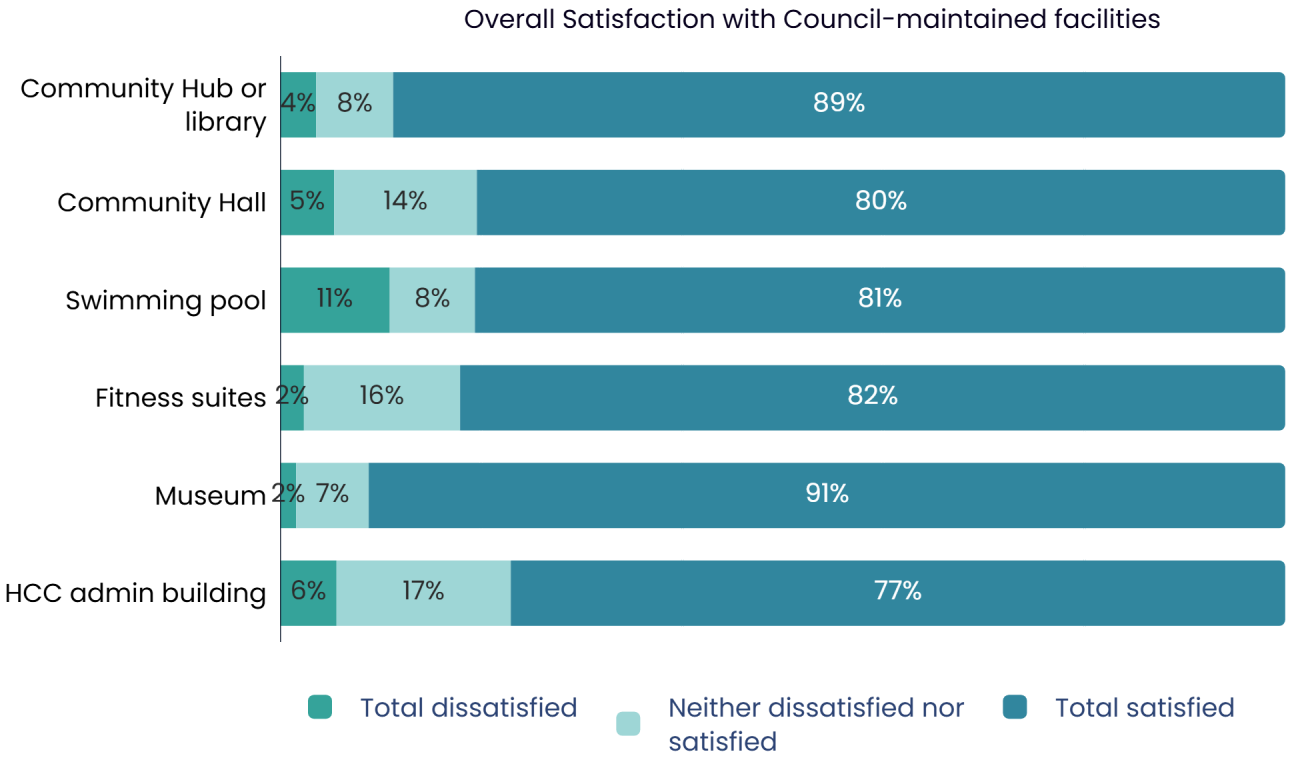
Overall Satisfaction with Council-maintained facilities

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.



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Comments on Council-maintained facilities

374 Council-maintained facilities-related open-ended comments sorted into categories ('No answers' removed). Totals may exceed 100% owing to multiple responses from some respondents.

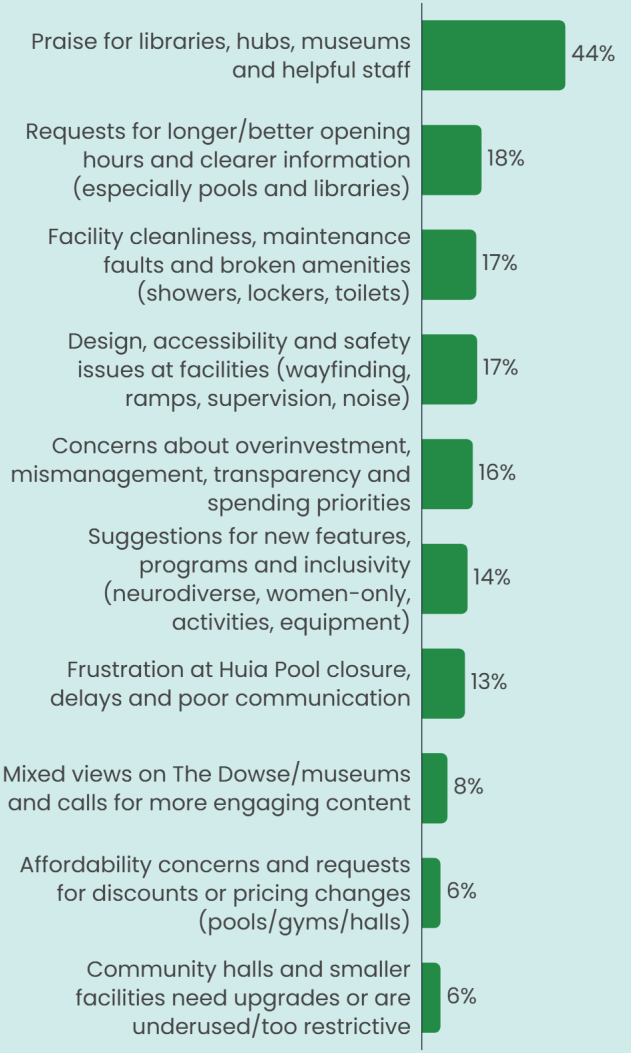
The most frequent feedback was positive, with residents praising libraries, hubs, museums and staff (44%), indicating strong overall satisfaction.

Requests for improved opening hours and clearer information, particularly for pools and libraries, were noted (18%).

Concerns about cleanliness, maintenance and broken amenities were raised (17%), along with issues related to design, accessibility and safety (17%).

Some residents expressed concerns about spending priorities, management and transparency (16%), while others suggested new features, programs and greater inclusivity (14%).

Frustration with Huia Pool closure, delays and communication was noted (13%), alongside some affordability concerns for facilities such as pools, gyms and halls (6%).



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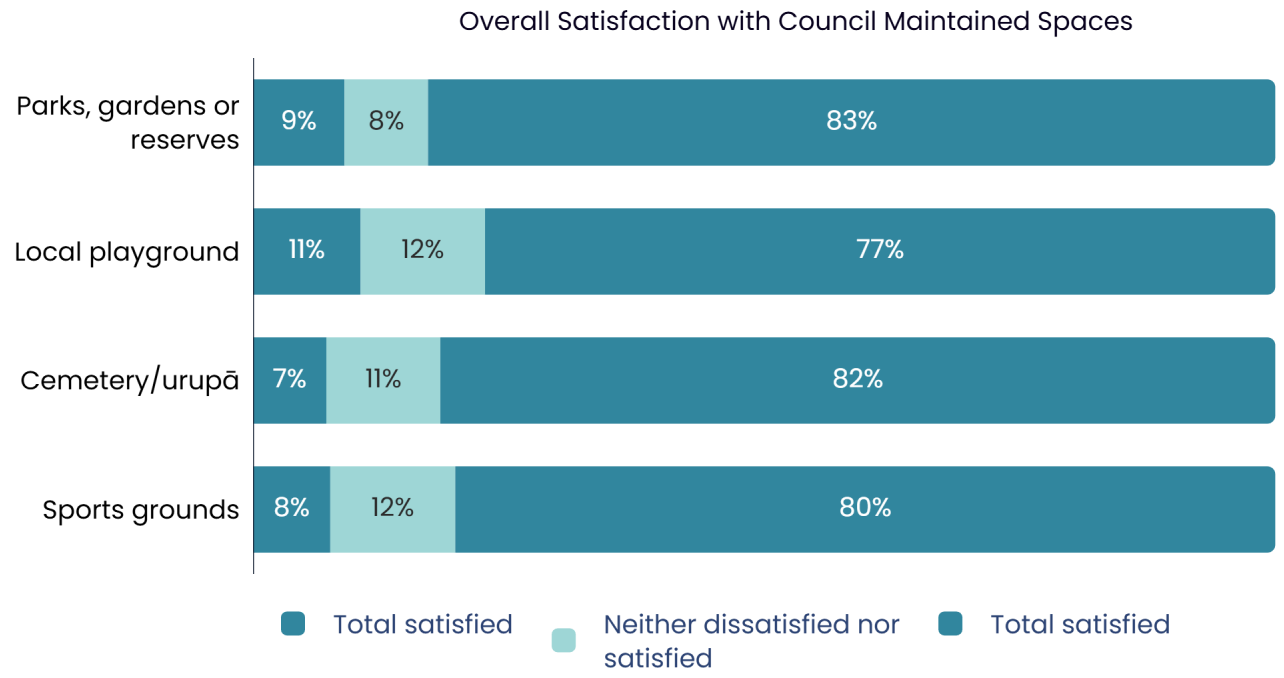
Overall Satisfaction with Council-maintained spaces

Respondents were asked how their satisfaction with Council-maintained open spaces based upon the facilities they have visited in the last 12 months. Council-maintained open spaces include park, garden, or reserve, local playground, cemetery/urupā and 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.

Resident satisfaction with Council-maintained spaces remains high and is generally consistent with results from 2025.



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Comments on Council-maintained spaces

371 Council-maintained spaces-related open-ended comments sorted into categories ('No answers' removed). Totals may exceed 100% owing to multiple responses from some respondents.

40% of comments related to the maintenance of parks, gardens, and reserves, citing issues such as mowing, weeds, overgrowth, litter and glass.

23% of comments concerned playgrounds' quality, upgrades, and design, mentioning outdated or unsafe equipment and the need for fencing or shade.

18% of comments pertained to trails/tracks and coastal/river areas, particularly upkeep and signage for areas like Te Whiti Riser and riverbanks.

16% of comments relate to public amenities, sports grounds and planning priorities. Feedback highlights issues with cleanliness, safety and availability of public toilets and amenities, as well as the need for more drinking fountains and bins.

Residents also raised concerns about sports ground condition, drainage and access, alongside calls for improved planning, investment and more parks, play spaces and green links.

13% of comments specifically mentioned Avalon Park, recognizing it as a great asset but needing shade, fencing, toilet access, safety/security, and storm repairs.



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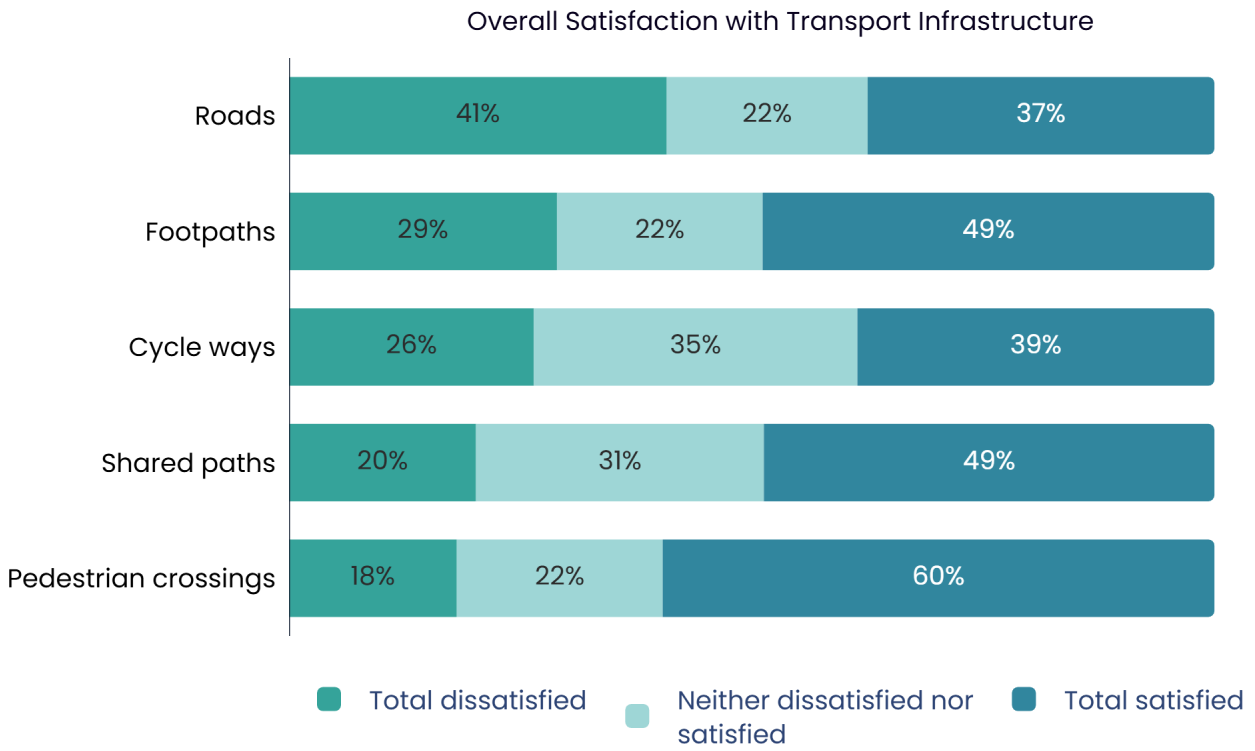
Overall Satisfaction with Transport Infrastructure

Residents were asked to rate their level of agreement with transport-related infrastructure satisfaction. Perceptions about roads, footpaths, cycleways, shared paths, availability of car parking 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.



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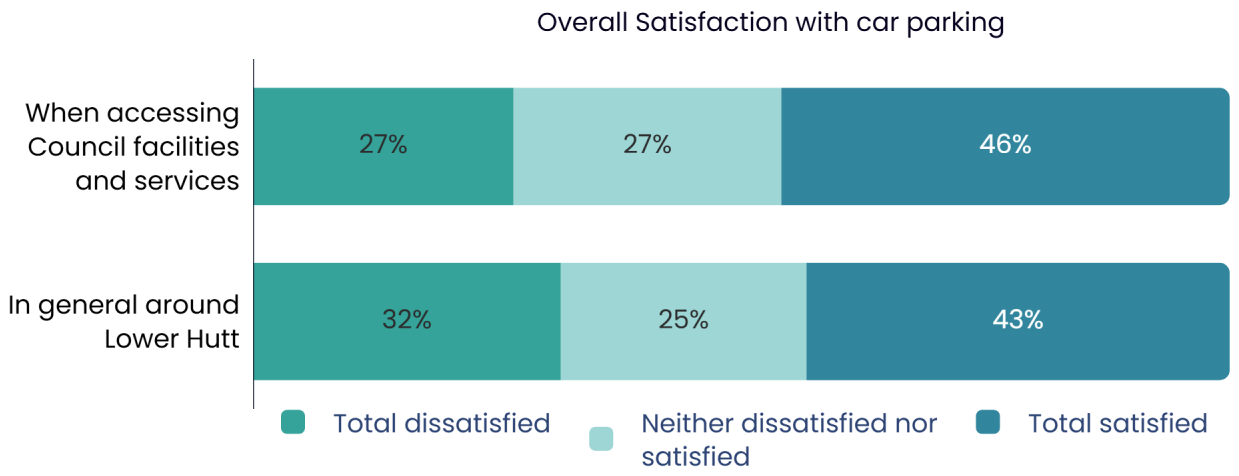
Satisfaction with Car Parking

Residents were asked to rate their level of agreement with transport-related infrastructure satisfaction i.e., availability of car parking when accessing Council facilities and services and in general around Lower Hutt.

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.



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Comments on Transport Infrastructure

624 transport infrastructures-related open-ended comments sorted into categories ('No answers' removed). Totals may exceed 100% owing to multiple responses from some respondents.

A high percentage mentioned traffic management and specific intersection/route fixes (26%). This suggests that traffic flow and road layouts are a significant concern for residents.

Cycleway and shared path issues were mentioned by 22%, while footpath defects and accessibility issues were cited by 19%, highlighting concerns about infrastructure for both cyclists and pedestrians.

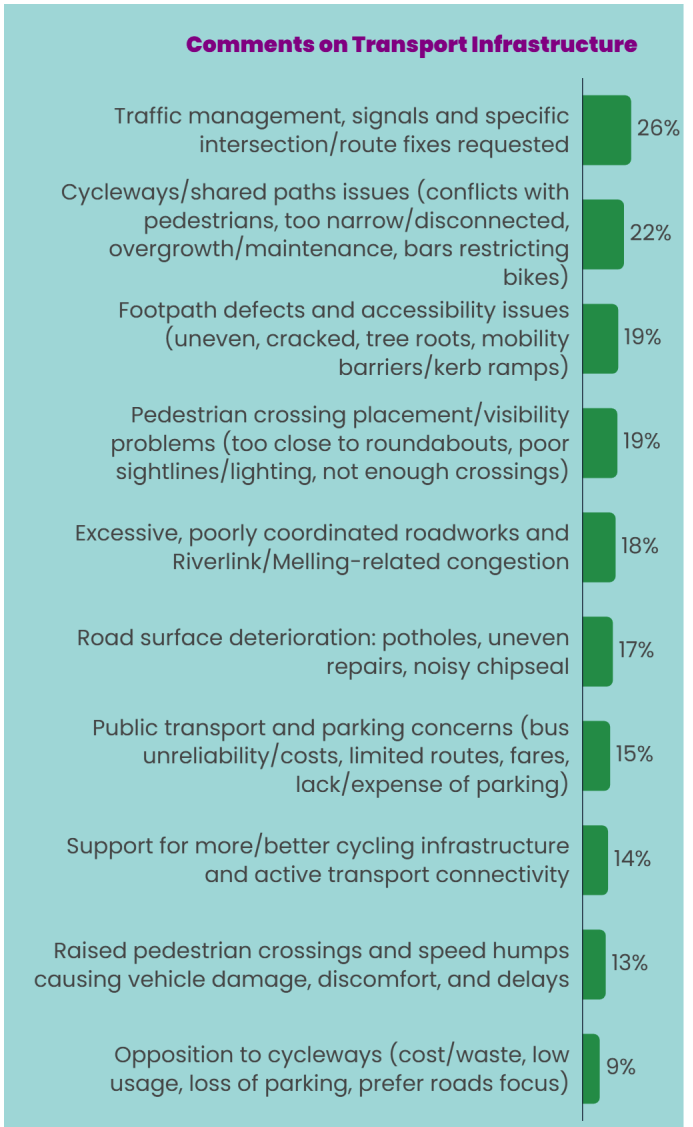
19% of residents reported pedestrian crossing placement/visibility problems, indicating potential safety issues at crossings.

Excessive roadworks and congestion were noted by 18%, and road surface deterioration was mentioned by 17%, reflecting frustration with road maintenance and construction projects.

Public transport and parking concerns were raised by 15%, indicating issues with the availability, cost, and reliability of these services.

14% expressed support for more/better cycling infrastructure, while 9.5% opposed cycleways, revealing a divide in opinion regarding cycling infrastructure development.

Raised pedestrian crossings and speed humps causing vehicle damage were mentioned by 13%.



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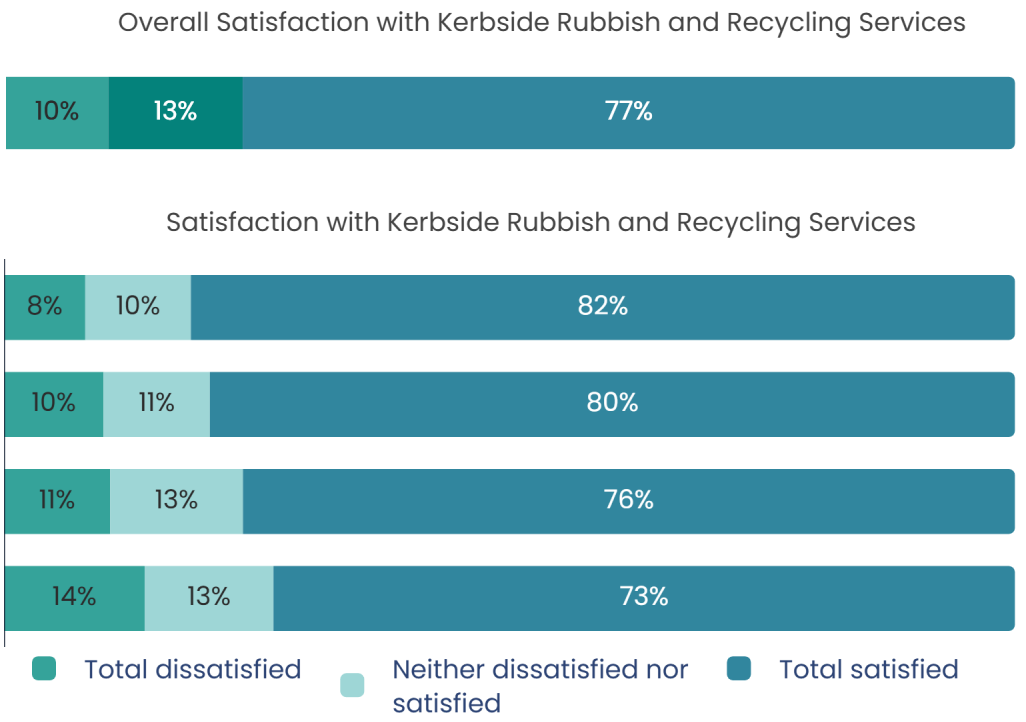
Overall Satisfaction with Kerbside Rubbish and Recycling

Residents were asked to rate their level of satisfaction with Council's kerbside rubbish and recycling collection services. Participants were asked about their perceptions of rubbish collection, i.e., general waste, recycling, glass, and green waste. 29% (403 out of 1,379 who answered this question; 64% stated they do not use any green waste collection services, 7% use private provider) of the residents mentioned they used green waste services from Council.

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.



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Comments on Kerbside Rubbish and Recycling

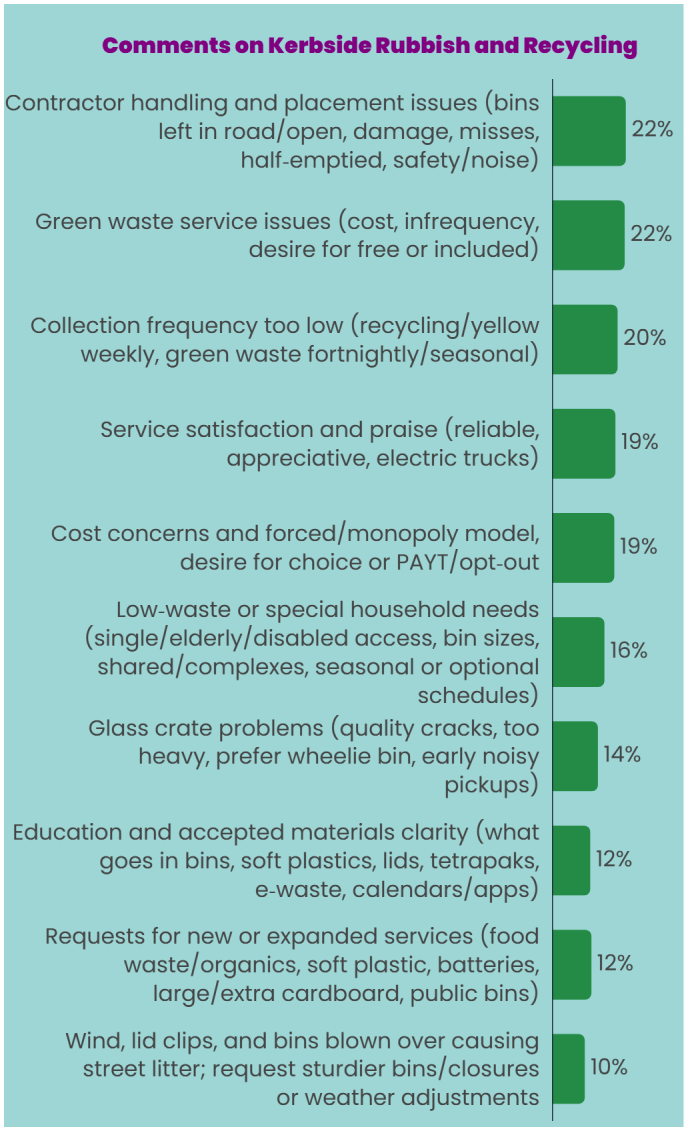
604 kerbside rubbish and recycling-related open-ended comments sorted into categories ('No answers' removed). Totals may exceed 100% owing to multiple responses from some respondents.

Resident feedback on kerbside rubbish and recycling highlights operational issues as the primary concern, particularly around contractor handling, bin placement, missed or incomplete collections, and green waste services.

Service design is also a key theme, with concerns about collection frequency, cost, and limited flexibility, alongside a desire for more choice and additional services such as food waste and expanded recycling options.

While some residents report positive experiences with reliable service and initiatives such as electric trucks, others highlight issues with glass crates, bin durability, and weather-related disruptions.

There is also a need for clearer communication and education on recycling rules and accepted materials, as well as better alignment of services with different household needs.



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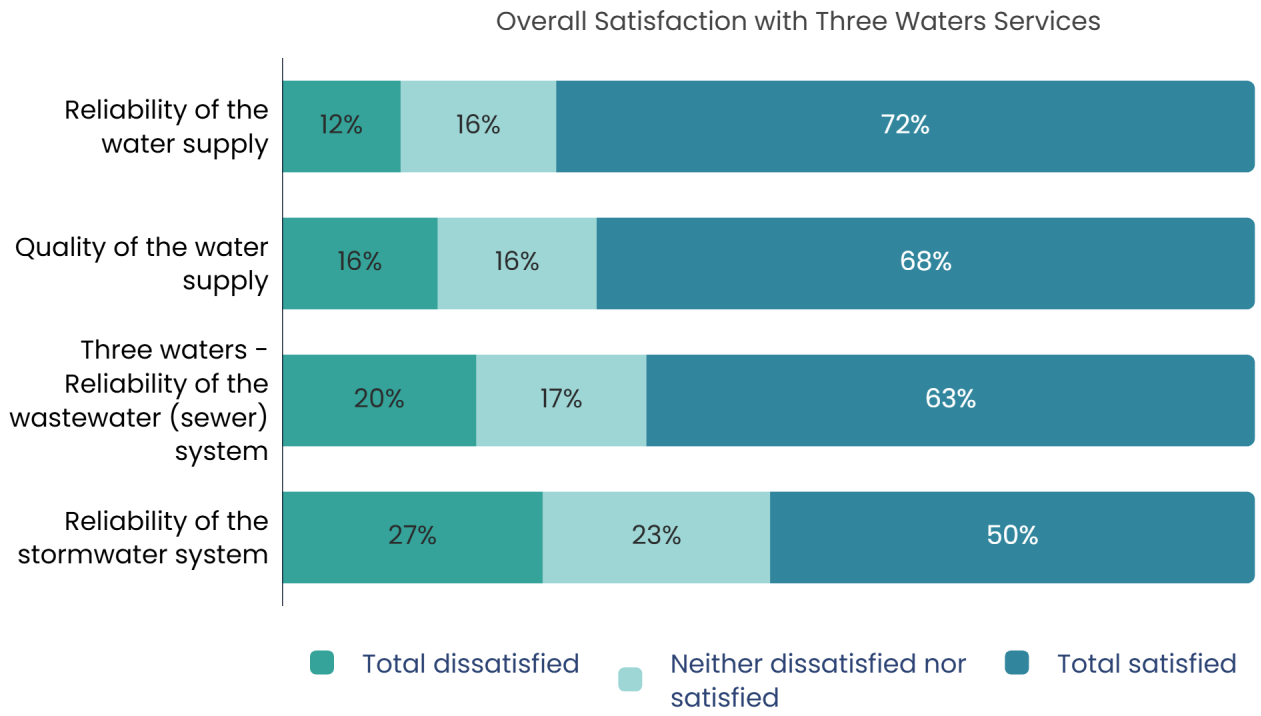
Overall Satisfaction with Waters Services

Residents were asked to rate their level of satisfaction with the three-water services. Participants were asked about 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.

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.



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Comments on Three Waters Services

544 three waters services-related open-ended comments sorted into categories ('No answers' removed). Totals may exceed 100% owing to multiple responses from some respondents.

Resident feedback on three waters services is dominated by infrastructure and maintenance concerns, particularly blocked stormwater drains, flooding and the need for more regular gutter cleaning.

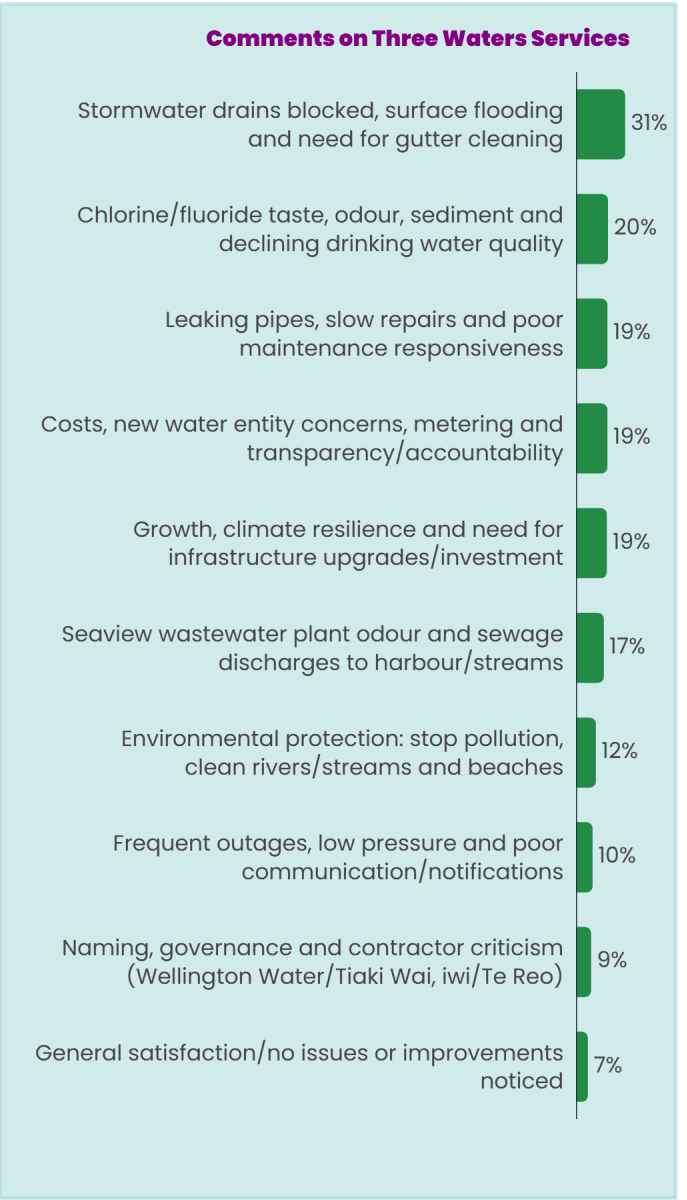
Water quality is a key issue, with residents reporting concerns about taste, odour and overall drinking water standards.

Service responsiveness is another major theme, including leaking pipes, slow repairs and poor maintenance, alongside concerns about outages, low pressure and communication during disruptions.

Cost and governance issues are also prominent, with concerns about pricing, transparency, and the new water services entity, as well as criticism of contractors.

Environmental impacts remain a concern, particularly wastewater discharges, odour issues and the need to protect rivers, streams and coastal areas.

Overall sentiment reflects ongoing pressure on ageing infrastructure and a need for improved service delivery, communication and investment.



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Focus Groups with ethnic migrants and former refugees



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Focus Group Hui- Rangatahi Engagement Approach and Outcomes

Rangatahi Engagement Approach and Outcomes

1. In 2026, the Rangatahi Community Facilitator re-engaged schools to continue classroom-based sessions, sustaining engagement with three of the four schools involved in 2025.

2. While fewer schools participated, delivery intensity increased through multiple sessions per school, resulting in deeper engagement and stronger, ongoing relationships with teachers.

3. This approach maintained rangatahi participation at 2025 levels and established a more effective engagement model, providing a foundation for future engagement with local kura.

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Focus Group Hui with ethnic & migrant communities

Hui with ethnic & migrant communities - Overview

Engagement hui with ethnic and migrant community members were held in February 2026, including sessions with the Hutt Multicultural Council, English Teaching College, English Language Partners, and the Wellington Women Chinese Association.

Participants represented a diverse range of ethnic backgrounds.

These huis were facilitated by Hutt City Council's Welcoming Communities Coordinator and the Research & Evaluation team, aiming to engage groups historically underrepresented in council surveys.

Purpose of the Focus Groups:

- To gain deeper insights into how ethnic and migrant residents perceive council performance, services, and overall community inclusion.
- To identify barriers preventing meaningful engagement and effective use of council services.
- To explore opportunities for improving inclusivity, representation, and equitable access.

This section presents feedback from ethnic and migrant community members as a case study of resident satisfaction, highlighting key things members of this community would like Council to know.

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0. Focus Group Hui with ethnic & migrant communities- feedback

1. Feedback indicates that Council engagement with ethnic and migrant communities has improved compared to previous years, with participants noting increased visibility, outreach and collaboration through initiatives such as Welcoming Communities, cultural events and community-based engagement.
2. Despite this progress, participants highlighted that access to information and communication remains a key barrier, particularly for communities who do not use mainstream channels. Language barriers, especially for older residents, continue to limit awareness, participation and understanding of Council processes, including elections and services.
3. Participants emphasised that engagement approaches need to better reflect how communities prefer to interact, including face-to-face engagement, culturally appropriate communication, multilingual support and use of trusted community networks. There is a need to move beyond passive approaches towards more proactive and relationship-based engagement.
4. A consistent theme across both huis was that awareness and confidence, rather than availability of services, are key barriers to participation. Some residents feel uncertain or hesitant when engaging with Council, highlighting the importance of building trust and providing reassurance through clear and accessible communication.
5. Participants also raised concerns about survey engagement and follow-through, noting that while many people participate, they do not always see clear outcomes or changes resulting from their feedback. Participants emphasised the importance of clearly communicating results, actions and progress to close the feedback loop.
6. Operational and access issues were also identified, including delays in responses, challenges accessing services or booking spaces, and barriers for people with disabilities or those who prefer in-person engagement. Participants highlighted the need for more accessible and flexible engagement methods, including targeted outreach through community leaders.
7. Participants reinforced that inclusion, representation and cultural connection are essential to community wellbeing, and that Council has an important role in supporting belonging through visible, culturally inclusive services and engagement.
8. Overall, feedback shows improving engagement and connection, but highlights that strengthening communication, accessibility, responsiveness and demonstration of outcomes will be critical to building trust and increasing participation across diverse communities.

Thank You!

▲ Pukeariki / Belmont Trig

End