



14 April 2025

Andrea Hilton

s7(2)(a)

Dear Andrea

**Request for Information – Local Government Official Information and Meetings Act (LGOIMA) 1987**

We refer to your official information request dated 18 March 2025 for:

- “• What period does the resident satisfaction survey 2025 cover?
- The survey is now closed, how many surveys were received?
- Was a resident satisfaction survey done in 2024?
- What period did the 2024 survey cover?
- If a resident satisfaction survey was done in 2024 is there a report available that gives the raw data and analyses it?
- Please send me the report?
- How many surveys were received in 2024?
- What percentage of the residents of Lower Hutt who were over 18 does the number of submissions represent?
- Are HCC employees and people connected to them prevented from doing the survey?
- Are there controls to prevent people doing more than one survey?
- Are surveys done every year?
- Do the questions remain the same?
- If questions are changed, why are they changed?



- *Have the number of surveys received increased, decreased or stayed the same?*
- *Have there been any trends identified in the answers?"*

**Answer:**

1. What period does the resident satisfaction survey 2025 cover?

**Response:** 10 February 2025 to 14 March 2025.

2. The survey is now closed, how many surveys were received?

**Response:** The provisional total is around 1,500. However, this number is expected to decline slightly when we undertake data cleaning, which usually picks up a few duplicates or invalid responses.

3. Was a resident satisfaction survey done in 2024?

**Response:** Yes.

4. What period did the 2024 survey cover?

**Response:** This was also held over a five-week period. From 12 February to 15 March 2024.

5. If a resident satisfaction survey was done in 2024 is there a report available that gives the raw data and analyses it?

**Response:** A public-facing report can be found here: [Resident satisfaction survey | Hutt City Council](#)

6. Please send me the report?

**Response:** [Resident satisfaction survey | Hutt City Council](#)

7. How many surveys were received in 2024?

**Response:** 1,912.

8. What percentage of the residents of Lower Hutt who were over 18 does the number of submissions represent?

**Response:** Our survey sample profile is shown on page seven of the report, which contains this information.

9. Are HCC employees and people connected to them prevented from doing the survey?

**Response:** If employees are residents of Te Awa Kairangi ki Tai, then they can participate. If they are not residents, then they cannot participate.

10. Are there controls to prevent people doing more than one survey?

**Response:** Our engagement methodology is such that it is possible for people to submit more than one survey. However, we have a robust process to identify and eliminate survey duplicates.

11. Are surveys done every year?

**Response:** The Resident Satisfaction Survey (RSS) is done annually.

12. Do the questions remain the same?

**Response:** By and large yes. Each year there may be a minor variation or addition. However, the survey remains consistent each year.

13. If questions are changed, why are they changed?

**Response:** Approximately half of the questions relate to non-financial KPIs within our Long-Term Plan. Survey responses provide a measure against these KPIs. If a KPI was to change, then the question would change.

Other changes might owe to questions being identified by residents as being confusing, so the wording might change slightly.

Further, some questions (non KPI-related) might be changed or additional questions might be added at the request of particular teams at Council that utilise the survey data for their own business planning.

14. Have the number of surveys received increased, decreased or stayed the same?

**Response:** There has been variance over time. Prior to 2022, the survey engagement methodology was limited and was largely a desk top exercise. Survey sample sizes of 600 were common. Since we diversified our method sample sizes have increased to be consistently around 1,500-1,900.

15. Have there been any trends identified in the answers?

**Response:** Yes. These are shown in the 2024 RSS report, which can be found on Hutt City Council's website.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

Please note that this response to your information request may be published on Hutt City Council's website. Please refer to the following link:  
[www.huttcity.govt.nz/council/contactus/make-an-official-information-act-request/proactive-releases](http://www.huttcity.govt.nz/council/contactus/make-an-official-information-act-request/proactive-releases)

Yours sincerely

Lakna Siriwardena

Legal Operations Advisor