

# Community Survey Report 2025

A survey to measure residents' perceptions  
of activities, services and functions of  
Upper Hutt City Council

# Contents

|                   |                                         | Page  |
|-------------------|-----------------------------------------|-------|
| <b>Section 1</b>  | Background, method and design           | 3–4   |
| <b>Section 2</b>  | Executive summary                       | 5–8   |
| <b>Section 3</b>  | Overall level measures                  | 9–14  |
| <b>Section 4</b>  | Customer value management explained     | 15–18 |
| <b>Section 5</b>  | Customer value management analysis      | 19–30 |
| <b>Section 6</b>  | Overall satisfaction with Council       | 31–35 |
| <b>Section 7</b>  | Management and reputation               | 36–39 |
| <b>Section 8</b>  | Public facilities                       | 40–45 |
| <b>Section 9</b>  | Infrastructure                          | 46–54 |
| <b>Section 10</b> | Services                                | 55–62 |
| <b>Section 11</b> | Communications                          | 63–69 |
| <b>Section 12</b> | Community support                       | 70–75 |
| <b>Section 13</b> | Council's charges                       | 76–78 |
| <b>Section 14</b> | General comments about Council          | 79–80 |
| <b>Section 15</b> | Appendix: Table of performance measures | 81–93 |
| <b>Section 16</b> | Sample structure                        | 94–96 |
| <b>Section 17</b> | Contact details                         | 97–98 |

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Section 1:

## **Background, method and design**

## Background, method and design

1

### **Purpose:**

Upper Hutt City Council needs to understand how satisfied residents are with the various services, facilities and infrastructure provided for the city. This survey provides a direct voice to decision-makers in Council to identify where improvements could be made and how these should be prioritised to add value.

2

### **Background:**

Historically, the survey was undertaken via telephone and managed in quarterly cycles with a total sample achieved of approximately n=400 residents. However, diminishing use of landlines, 64% in the 2018 Census, down from 92% in 2006, and currently (2023 Census) at 33%, means that this method no longer achieves a genuinely representative sample of the population. Since 2021, the survey has used a sequential mixed method to ensure that all adult residents have an equal opportunity for selection. Surveys have also achieved a larger sample, n=600, n=563, n=680, n=710 and 653 in 2025, respectively.

3

### **Survey method:**

The sequential mixed method employed means residents are invited, via post, to complete an online survey. This is followed with a reminder after about ten days which includes a paper questionnaire so those without internet access, or who have limited familiarity with the internet, are able to participate, followed by a final reminder in the form of a postcard. The response to the 2025 Community Survey was uncharacteristically slow, so a joint decision was made to expand the sample rather than send a final reminder. It was noted at the time that while this would help maximise responses, it would result in a lower response rate. Key dates in the survey are: Initial invitations sent to 2,600 randomly selected residents on 26<sup>th</sup> May 2025, reminder pack posted 13<sup>th</sup> June, additional invitations incorporating a paper questionnaire posted to 600 randomly selected residents on 1<sup>st</sup> July 2025. Data collection was closed off on 25<sup>th</sup> July 2025.

4

### **Design:**

The sample was generated from the Electoral Roll using a random generator. Those who had participated in the prior survey were excluded from selection, to achieve a stand-down of one year to help maintain response rates and ensure that each survey represents a genuinely fresh set of data. A characteristic of population surveys is that younger age groups are less willing to respond, while older age groups are more likely to respond. Māori also have a lower response. While this was evident in the 2025 Community Survey, the design ensured sufficient responses from each group to enable correction by data weighting. The Random Iterative Method (RIM) of weighting has been applied using age, gender and ethnicity. Overall, 653 responses were received, comprised of 468 online and 185 on paper. This total represents a response rate of: 22.8% for the original sample, 12.6% for the supplementary sample and 20.9% in total, which is regarded as very good by industry standards. The 95% confidence interval (margin of error) is +/- 3.8%

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Section 2:

## **Executive summary**

## Executive summary and recommendations

1



### Satisfaction with Council consistent with last year

Satisfaction with Council remains largely unchanged since the last survey, at 33% satisfied compared with 30% last year, but is well below historical levels (55% in 2021, 42% in 2022, and 45% in 2023). Discontent over recent rate increases is the primary factor shaping perceptions of Council, with fairness of rates strongly correlated with both '*Overall satisfaction*' ( $r = 0.729$ ) and '*Management and Reputation*' ( $r = 0.646$ ). The two strongest drivers of satisfaction are '*Satisfaction with Council's charges*' (27% impact) and perceptions of '*Management and Reputation*' (41% impact), together explaining 68% of the score. Improving overall satisfaction will require a shift in perceptions of rates fairness.

2



### Reputation performance requires attention

A strong reputation is critical for any organisation; making it concerning that Council's '*Overall management and reputation*' score remains low at 30% (down from 35% last year and 47% in 2023). Evidence shows that this decline stems from residents linking recent rate increases to poor management and decision-making, leading to lower evaluations. Other key reputation measures are also weak: '*Trust*' (33% versus 35% last year), '*Financial management*' (25% versus 23%), '*Innovation and quality*' (30% versus 32%), and '*Leadership*' (35% versus 36%). Feedback highlights the need for Council to focus on its core activities, improve transparency in decision-making, and engage more with the community on how rates revenue is used.

3



### Public facilities continue to be well evaluated

Satisfaction with the city's public facilities remains strong at 79% (up from 75% last year), while satisfaction with outdoor spaces is even higher at 86% (also 86% last year). Usage also remains high, with 94% of residents visiting at least one outdoor space and 88% visiting at least one public facility. At current performance levels, public facilities have only a small influence on overall Council evaluations (2% impact), while outdoor spaces have no measurable impact. The priority, therefore, should be on maintaining existing standards.

## Executive summary and recommendations (continued)

4



### Infrastructure meets residents' needs but remains a concern

Residents continue to view the city's infrastructure as fit for purpose, with satisfaction rising to 66% (up from 62% last year and 51% in 2023). Roading has a major influence on overall infrastructure ratings (60% impact), and it is encouraging that satisfaction with '*Overall roading and walkways*' remains elevated at 54% (53% last year, up from 41% in 2023). However, 39% of residents are very dissatisfied with road maintenance, a concern echoed in verbatim feedback. Satisfaction has improved for stormwater systems (74% versus 69%) and household water supply (86% versus 80%), though many residents still refer to poor upkeep, particularly with water leaks. More broadly, feedback highlights concerns that infrastructure investment has not kept pace with urban growth.

5



### Urban development should be addressed

The performance measure for '*Urban development*' remains low at 33%, similar to last year (36%), with 37% of residents dissatisfied. Verbatim comments highlight concerns about in-fill housing, citing its impact on both the city's character and the capacity of existing infrastructure. Satisfaction with '*The look and feel of the city centre*' has also declined, falling to 29% from 34% last year, with 40% of residents expressing dissatisfaction. Feedback points to the appearance of the CBD, the number of vacant premises, and a perceived lack of planned development as key issues. Similar concerns are raised regarding the Maidstone Mall.

6



### Waste services may need reviewing

Satisfaction with the city's waste services has remained elevated (56% versus 55% last year but up from 50% in 2023). However, about a fifth (19%) of residents remain unhappy. To some extent, the dissatisfaction appears to relate to the absence of a kerbside recycling service while they are paying significantly higher rates. The Park Street drop-off for recycling continues to be well used with 70% of residents having used the facility in the past year, (70% versus 68%). Some comments relating to the Park Street facility suggest that there may be capacity issues at busy times.

## Executive summary and recommendations (continued)

7



### Communication and engagement remain a worthy focus

Communication performance remains weak, with only 41% of residents satisfied (45% last year) and 43% either very or somewhat dissatisfied. The decline may be partly linked to the closure of the *Upper Hutt Leader*, previously a key information source for around half of residents. Consequently, social media and the Council's website have become the most frequently used channels.

This change may also influence satisfaction with '*Channels being appropriate*' which is low at 46%, and which is a key driver affecting overall communication performance (38% impact). Around 12% of survey comments call for more communication and transparency. Given ongoing concerns about rates and management, strengthening community engagement through improved communication may be beneficial, even though communication itself is not currently a calculated driver of '*Overall satisfaction with Council*'.

8



### Community support is evaluated more positively

Satisfaction with how well Council supports the community has improved to 50% (up from 41%), though a slight rewording of the question may have influenced the comparison. Other related measures have also strengthened: '*Providing a safe community*' (60% versus 50%), '*Safety in the city centre*' (51% versus 45%), and '*Supporting community groups*' (66% versus 57%). Perceptions of Council's support for the community have a moderate influence on overall satisfaction (11% impact). Given both the improvement and its influence, Council should continue to monitor this area and pursue further enhancements where possible.

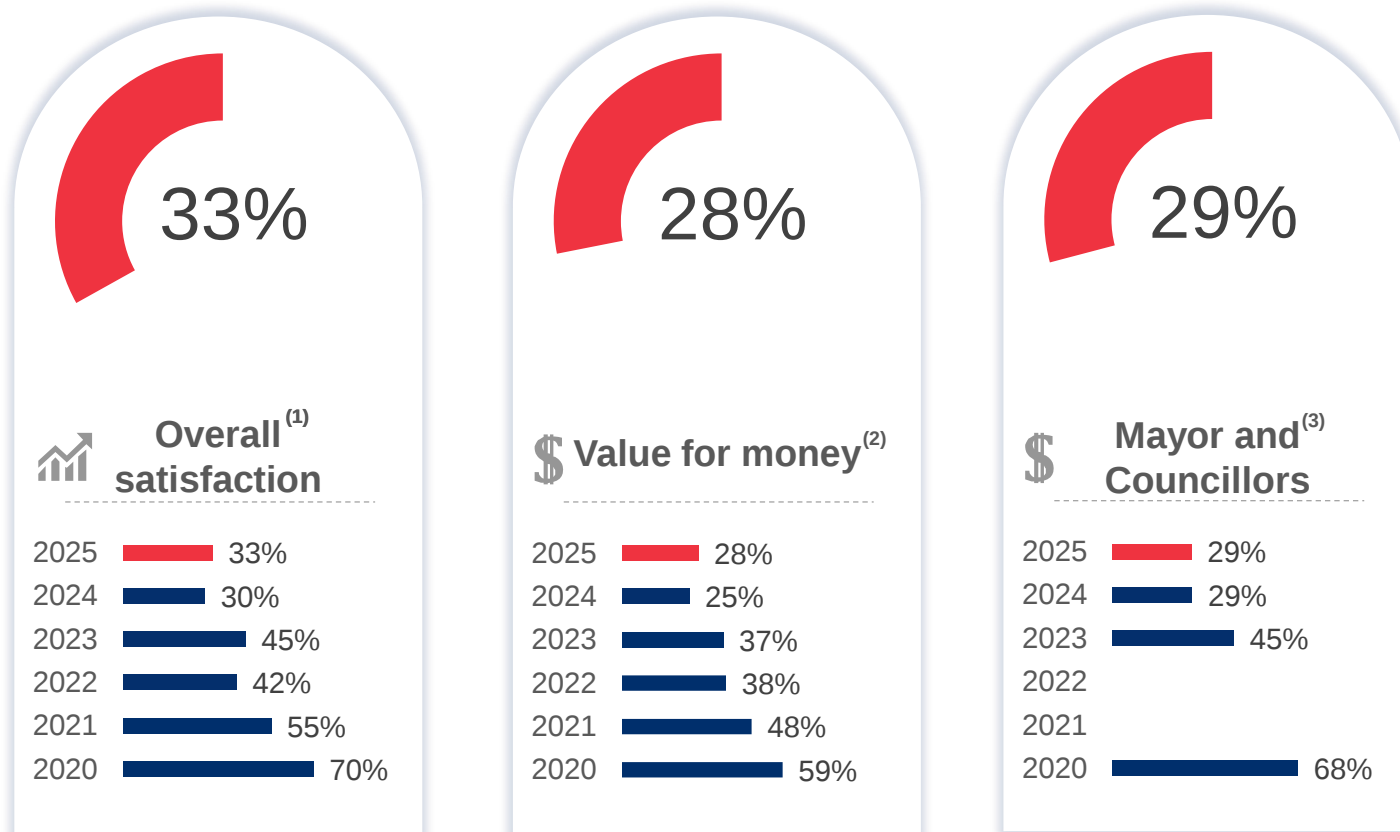


Section 3:

**Overall level measures**

Two key measures, ‘Overall satisfaction with Council’ and ‘Value for money’, both suggest a slight improvement relative to last year, although the results fall within the survey’s confidence limits and are, therefore, not conclusive

## Overall level measures (% 7-10)<sup>(4)</sup>



Significant increase 95% CI  
Significant decrease 95% CI

1. How satisfied are you with the performance of Council?

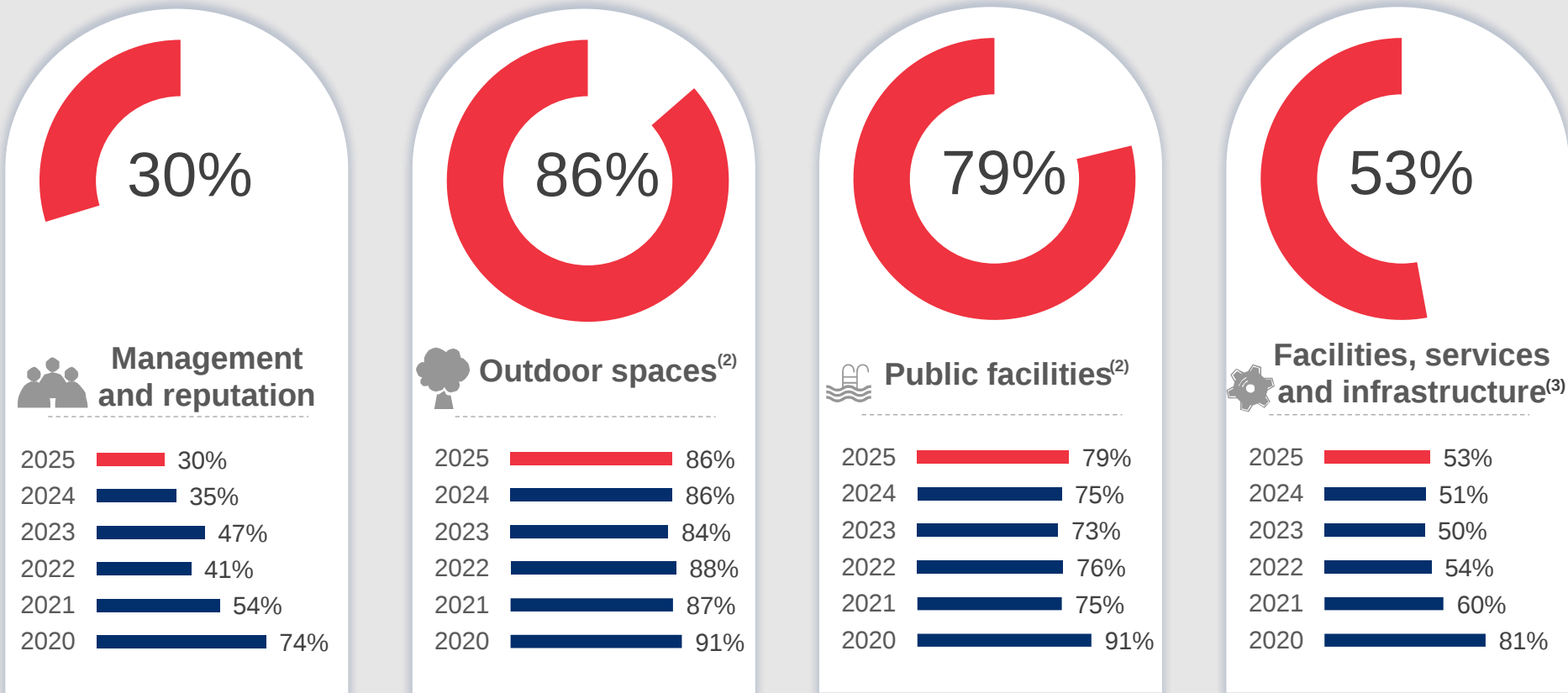
2. Considering everything that Council provides..., how satisfied are you that you receive good value for the money you spend...?

3. Considering everything that Council does, how satisfied are you with the performance of the Mayor and Councillors? Not asked in 2021 / 2022

4. Sample: 2025 n=653, 2024 n=710, 2023 n=680, 2022 n=563, 2021 n=600, 2020 n=403

# Residents continue to evaluate the city's facilities very favourably, with results remaining high and in line with prior years, while perceptions of Council's *'Management and reputation'* continue to follow a weakening trend

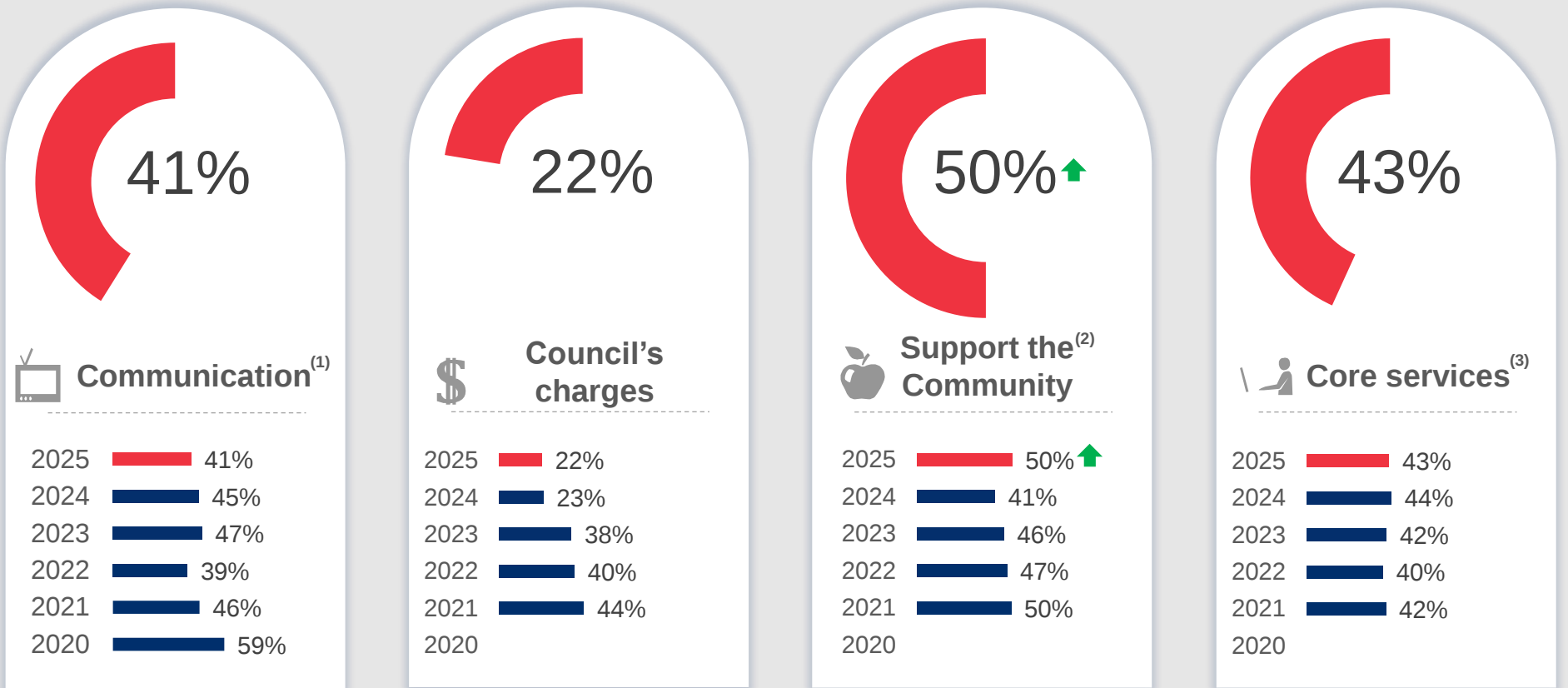
Overall level measures (% 7-10)<sup>(1)(4)</sup>



Significant increase 95% CI  
Significant decrease 95% CI

# Satisfaction with ‘Council’s charges’ remains low, although Council is seen to be doing a better job of supporting the community

Overall level measures (% 7-10)<sup>(4)</sup>

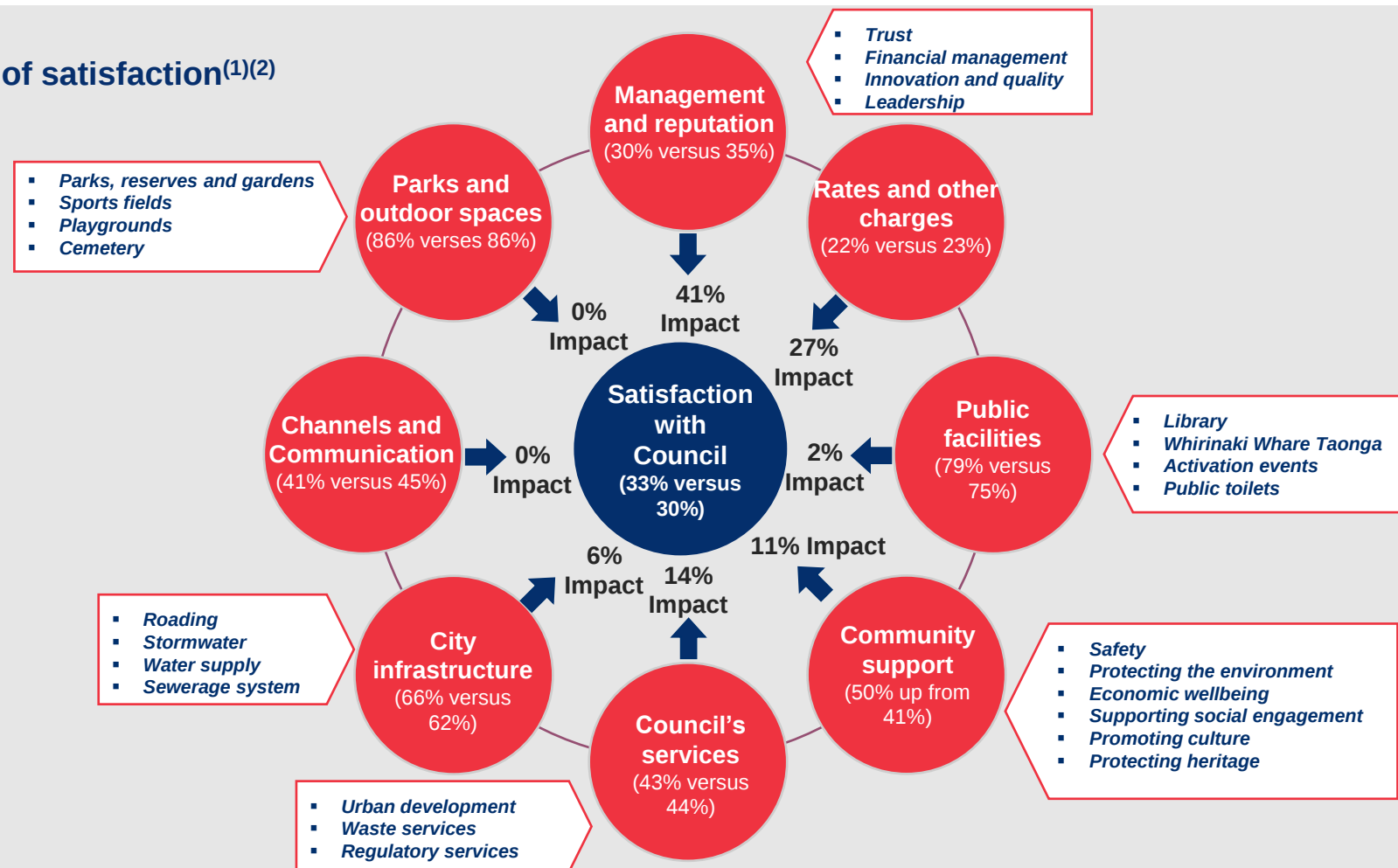


Significant increase 95% CI  
Significant decrease 95% CI

1. The question for communication was worded slightly differently from 2023 to better align with Council's performance measure  
2. How would you rate Council for...working to support the community? Note, wording change in 2025, from 'promote wellbeing in the community'  
3. The measure 'Core services' has been imputed from 2023 using the variables 'urban planning', 'waste services', and 'regulatory services'  
4. Sample: 2025 n=653, 2024 n=710, 2023 n=680, 2022 n=563, 2021 n=600, 2020 n=403

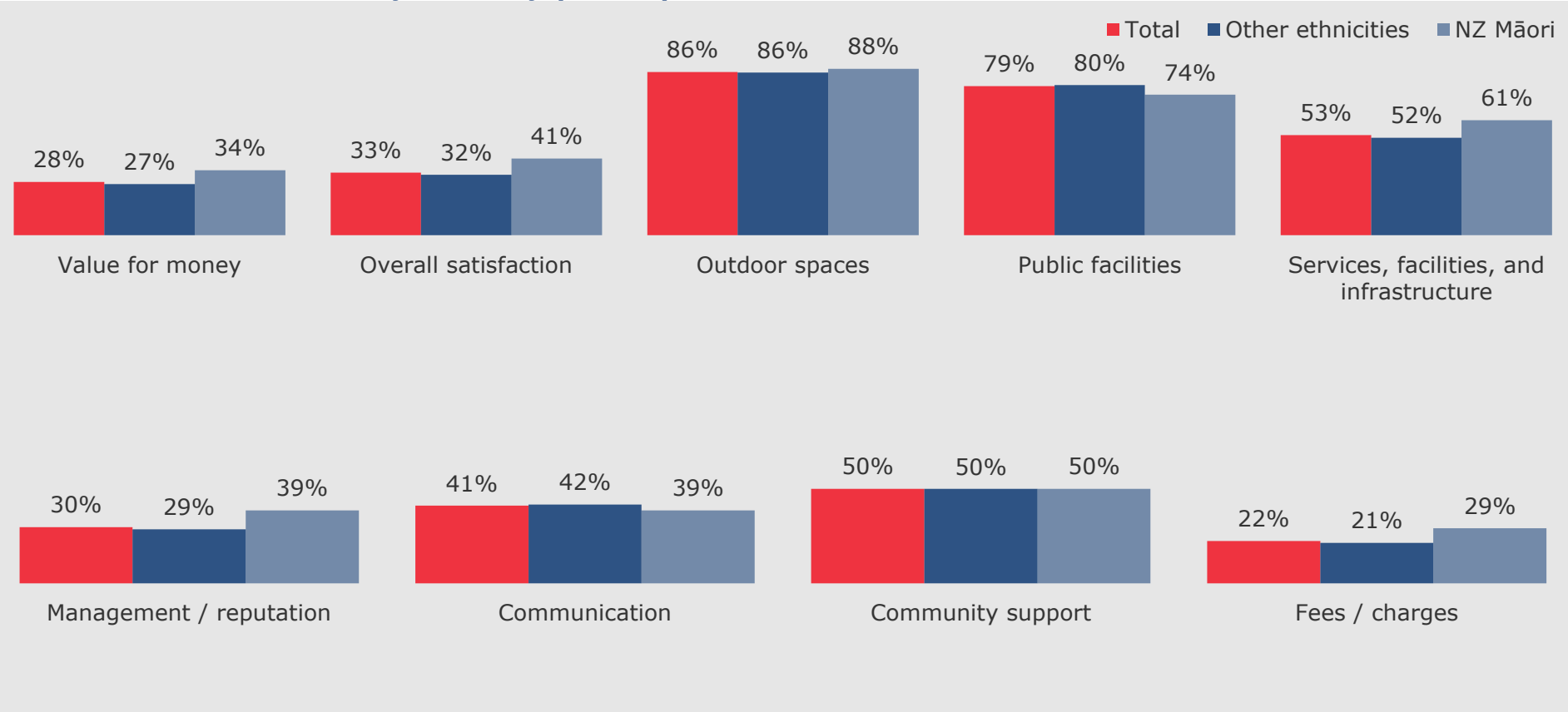
# Satisfaction with Council is shaped by many factors; however, perceptions of 'Rates and other charges', together with 'Management and reputation', have a dominant influence

## Drivers of satisfaction<sup>(1)(2)</sup>



# The current survey indicates that those identifying as Māori are similarly satisfied as other ethnic groups combined across all major measures

Overall level measures by ethnicity (% 7-10)<sup>(1)(2)(3)</sup>



Significant increase 95% CI   
Significant decrease 95% CI

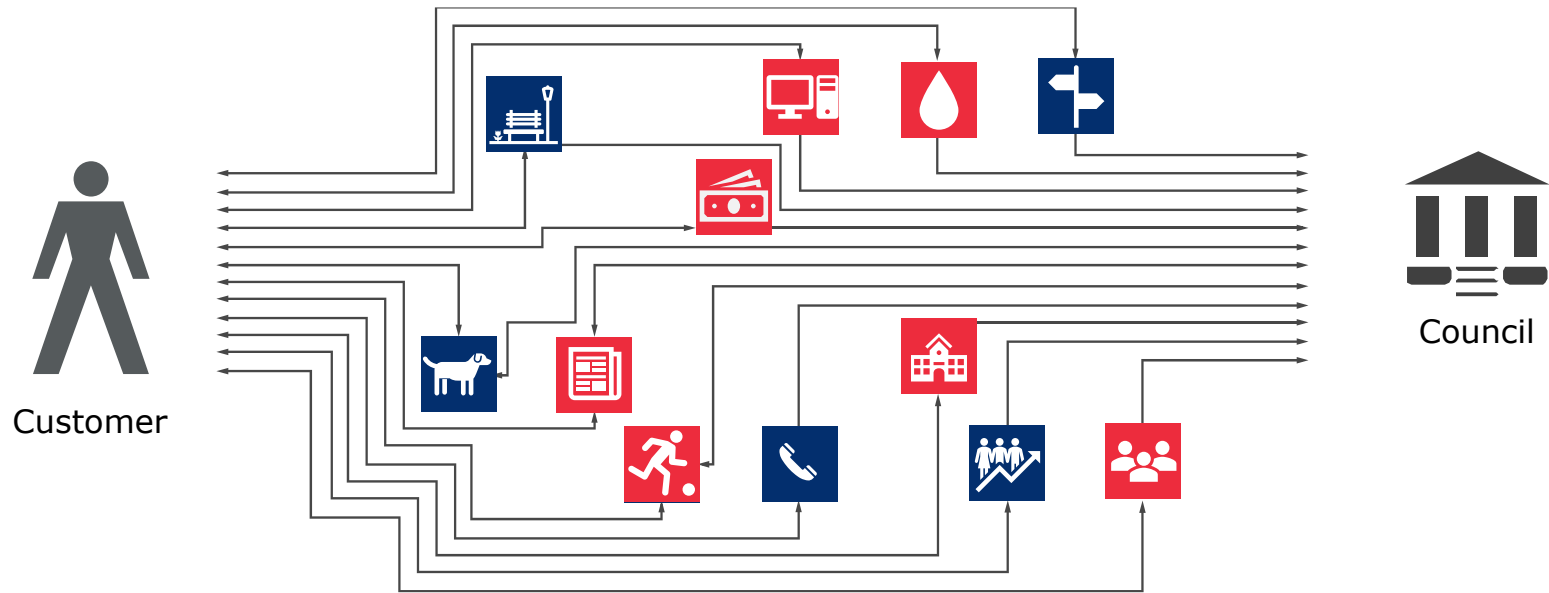
1.How would you rate your overall satisfaction with...?  
2.The Ministry of Health method of prioritised ethnicity has been applied whereby respondents can identify with multiple ethnicities, but anyone identifying as Māori has been classified as Māori  
3.Sample: 2025 n=653, Māori n=52 Other ethnicities n=601

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Section 4:

## **Customer value management explained**

# Council requires a comprehensive approach to measuring its performance with customers' interactions and experiences arising from multiple touchpoints and channels



# We have adopted a Customer Value Management (CVM) methodology that incorporates a holistic set of measurements to measure customers' experiences accurately and determine which services drive value for residents and influence their overall satisfaction with Council

## Customer Value Management

Customer Value Management is about accurately determining what drives value for stakeholder groups. This process allows organisations to align efforts and focus resources on creating a stronger, more customer-centric offering.

**Customer Value Management**  
Overall perceptions of satisfaction

### Drivers of value / satisfaction

Image and reputation

Outdoor spaces

Public facilities

Infrastructure

Services

Communication and interactions

Community support

Fees and payments

### Rationale for inclusion

Reputation is a determinant of quality and value perceptions. Additionally, public sector organisations are exposed to greater reputation risk due to higher public expectations.

Residents associate Council with the tangible benefits that they receive by way of the facilities available for their use and the infrastructure and services provided by the city or district.

Direct interactions with Council's personnel and via official communication channels create impressions that ultimately influence perceptions of the organisation.

Local government has an important role in the wellbeing of its residents by supporting a better life for people and helping to create more resilient communities.

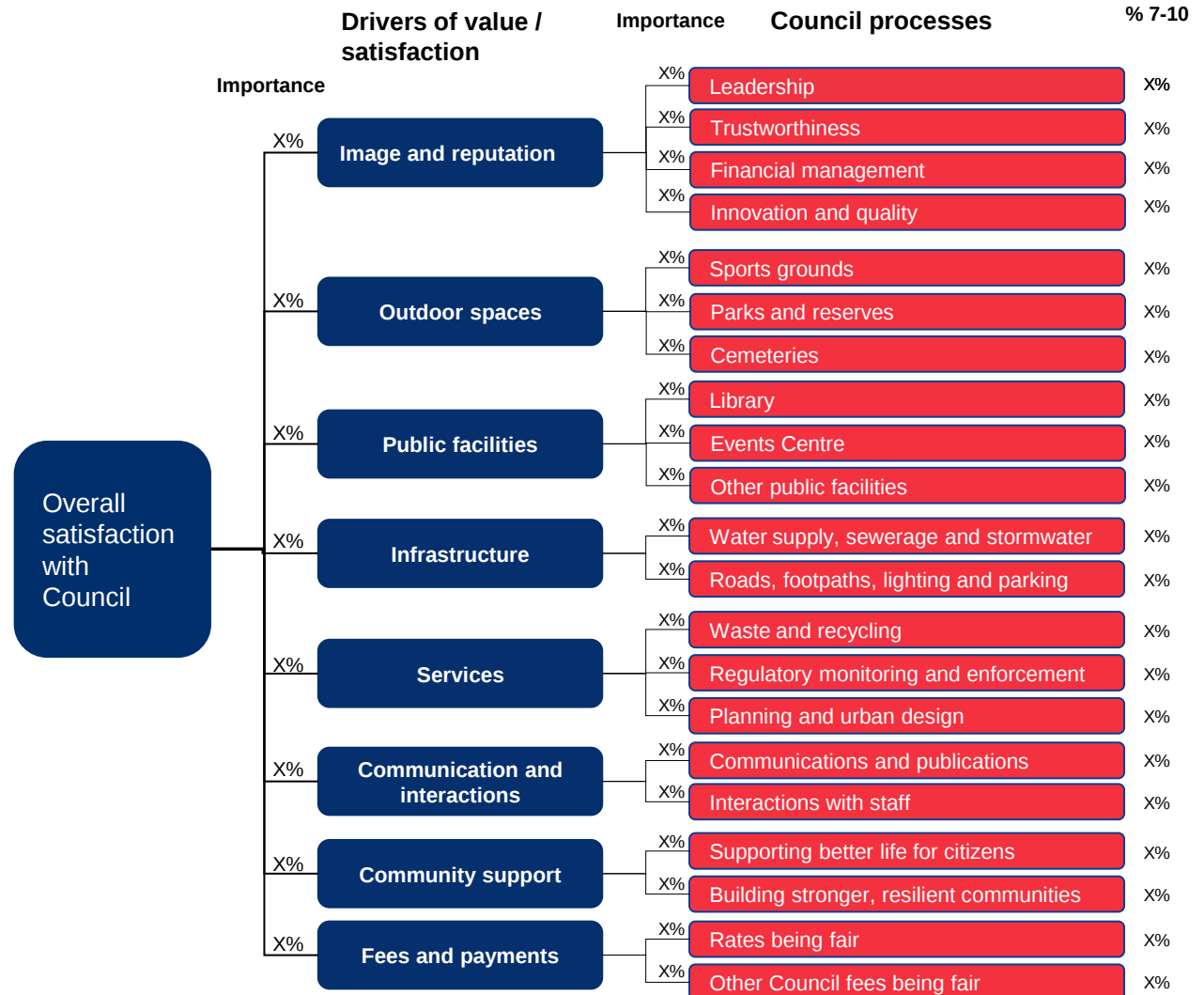
Council must manage elements that drive perceptions of value, the quality of infrastructure and services received for the price paid via rates and other fees.

# The elements that comprise each of the overall level measures are examined to understand how residents trade off between what they receive and what they pay in rates and other fees

## Illustrative framework

### Overview of measures

- Residents are asked to score Council on the various elements over which Council has control that influence their perceptions. This ensures that outputs are actionable
- Directly asking residents to rate importance is problematic, so we use statistics to derive scores for the drivers of value / satisfaction
- The model is expanded to include the various processes for which impact (importance) and performance scores are obtained



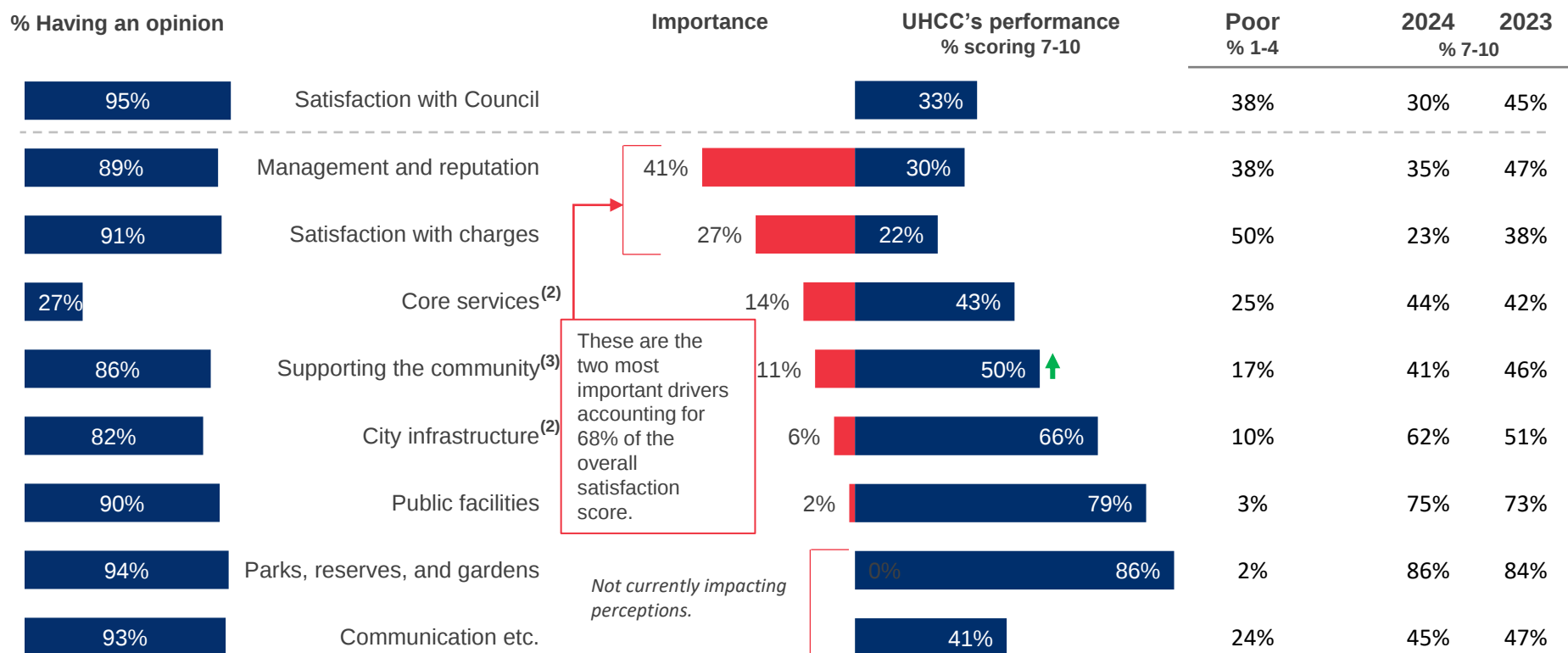
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Section 5:

## **Customer value management analysis**

# Satisfaction with Council remains in line with last year and significantly lower than in 2023, with this mainly influenced by low scores for the key drivers 'Management and reputation', and 'Satisfaction with charges'

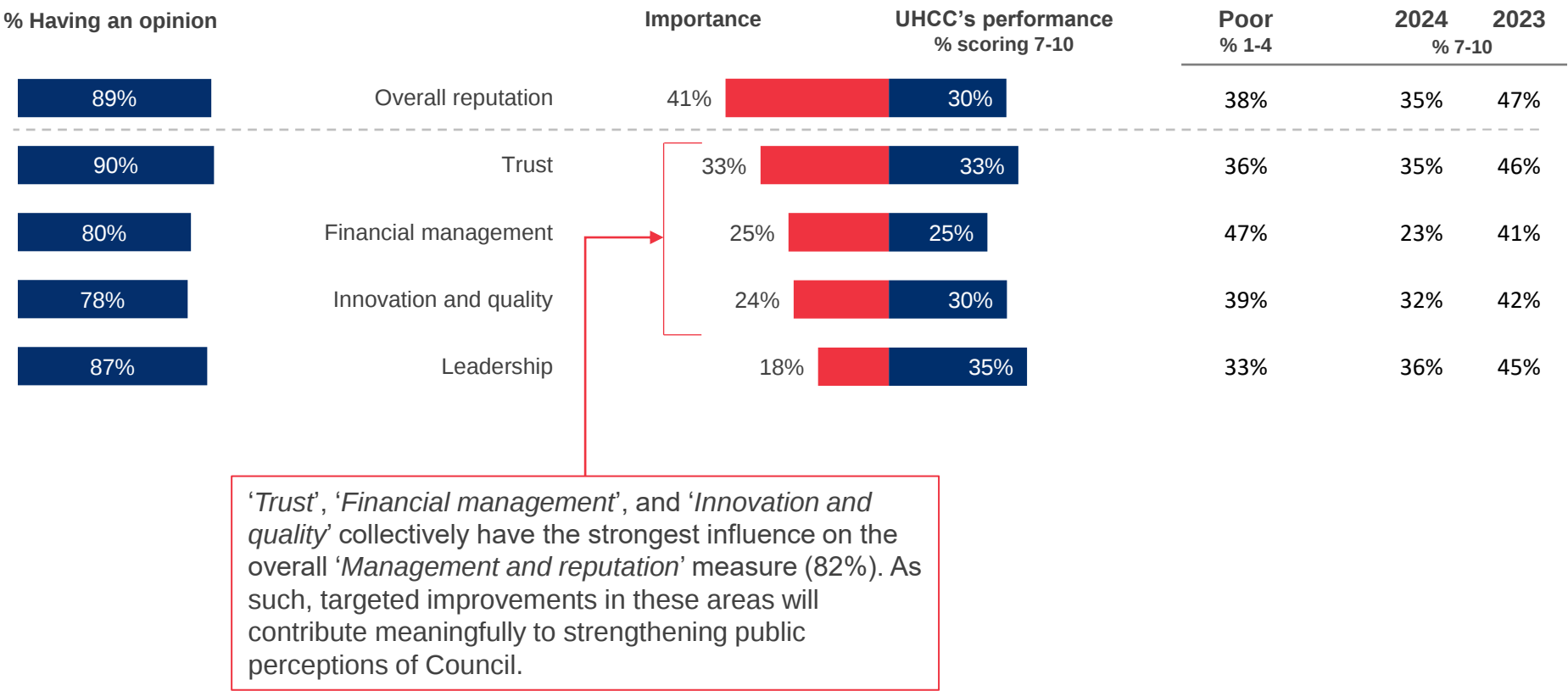
## CVM analysis: Overall performance<sup>(1)(4)</sup>



Significant increase 95% CI  
Significant decrease 95% CI

Given that ‘*Management and reputation*’ accounts for 41% of the overall satisfaction score, any improvements in this area are likely to have a substantial positive effect

### CVM analysis: Management and reputation<sup>(1)(2)</sup>



Significant increase 95% CI  
Significant decrease 95% CI

1.Reputational measures ask residents to evaluate the Council's performance across a set of questions that are known to influence overall reputation. The model used for measuring reputation is broadly based on category topics identified by Fombrun et al. 2000  
2.Sample: 2025 n=653, 2024 n=710, 2023 n=680

**‘Outdoor spaces’ remain a strongly performing area (86% satisfaction), and at this level, they have minimal impact on overall perceptions of Council, so the strategy should focus on maintaining current performance**

**CVM analysis: Outdoor facilities<sup>(1)(2)(3)</sup>**

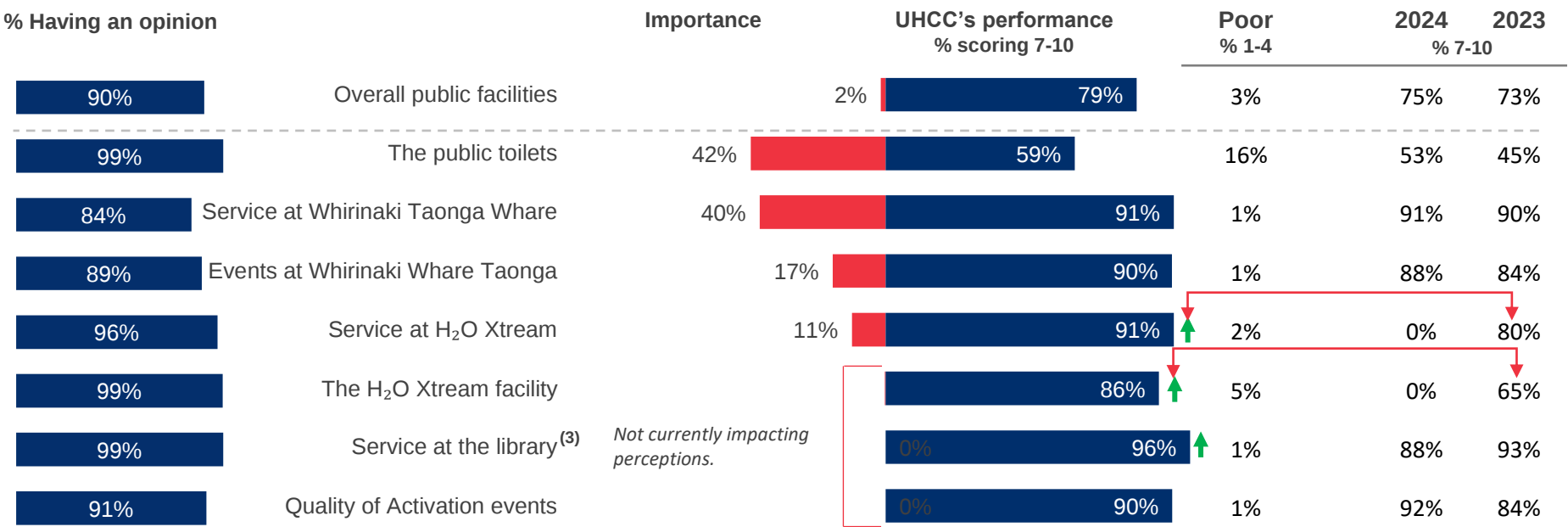
| % Having an opinion |                              | Importance                                  | UHCC's performance<br>% scoring 7-10 |     | Poor<br>% 1-4 | 2024<br>% 7-10 | 2023 |
|---------------------|------------------------------|---------------------------------------------|--------------------------------------|-----|---------------|----------------|------|
| 94%                 | Overall outdoor spaces       | <i>Not currently impacting perceptions.</i> | 86%                                  |     | 2%            | 86%            | 84%  |
| 94%                 | Parks, reserves, and gardens | 38%                                         |                                      | 88% | 3%            | 87%            | 87%  |
| 69%                 | Playgrounds                  | 35%                                         |                                      | 87% | 2%            | 87%            | 87%  |
| 68%                 | Sports fields                | 14%                                         |                                      | 86% | 3%            | 85%            | 81%  |
| 42%                 | Akatārawa Cemetery           | 13%                                         |                                      | 87% | 3%            | 83%            | 77%  |

Significant increase 95% CI
Significant decrease 95% CI

1.How would you rate your overall satisfaction with...?  
2.Results relate to all members of the population who have an opinion about a given facility, irrespective of having used the facility or not  
3.Sample: 2025 n=653, 2024 n=710, 2023 n=680

# Public facilities continue to represent an area of strength, with results for individual facilities remaining high, and notably, satisfaction with the H<sub>2</sub>O Xtreme facility increasing significantly since reopening

## CVM analysis: Public facilities (users of individual facilities)<sup>(1)(2)(4)</sup>



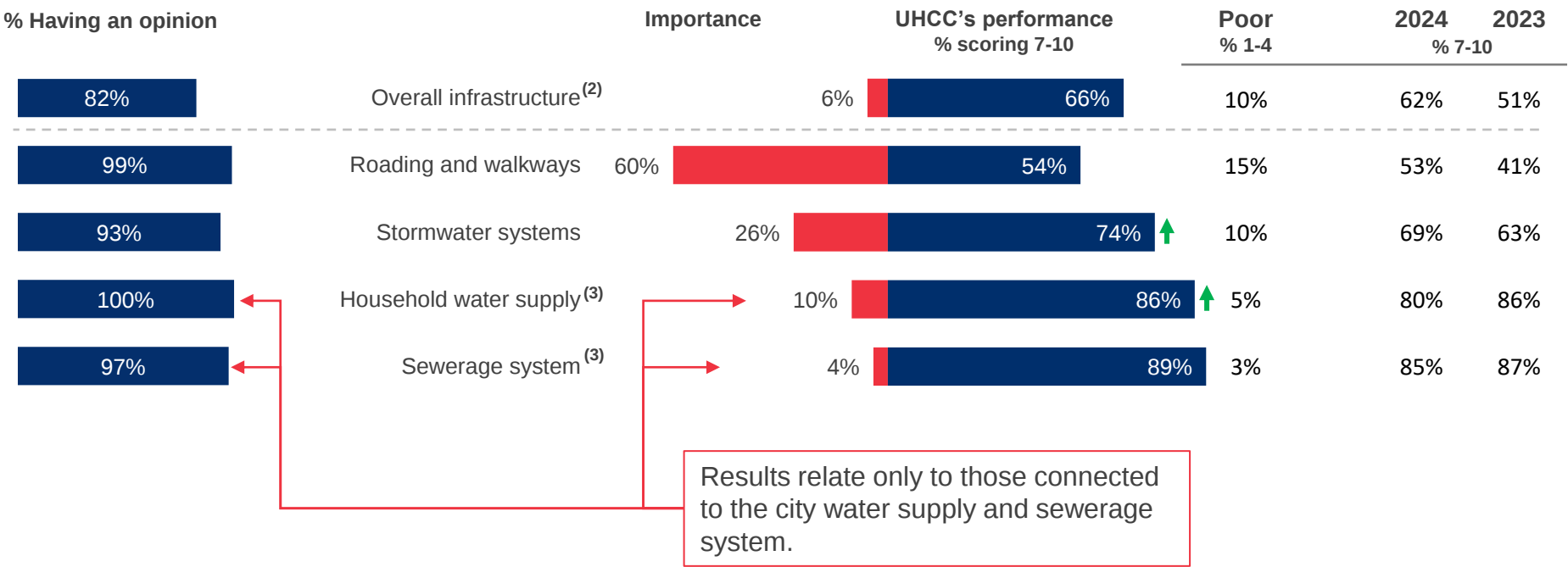
Results for individual facilities relate to those who have used the facility within the prior 12 months. The result for 'Overall public facilities' is across the total population, irrespective of having visited a public facility in the last year or not.

Note 3: The wording change from 'customer service provided by library staff' to 'service at the library' means that some caution is required when comparing against historical results.

Significant increase 95% CI  
Significant decrease 95% CI

# Satisfaction with the city’s infrastructure continues to improve compared to both the 2024 and 2023 results, with perceptions of the potable water supply and stormwater now significantly higher

## CVM analysis: Overall infrastructure<sup>(1)(4)</sup>

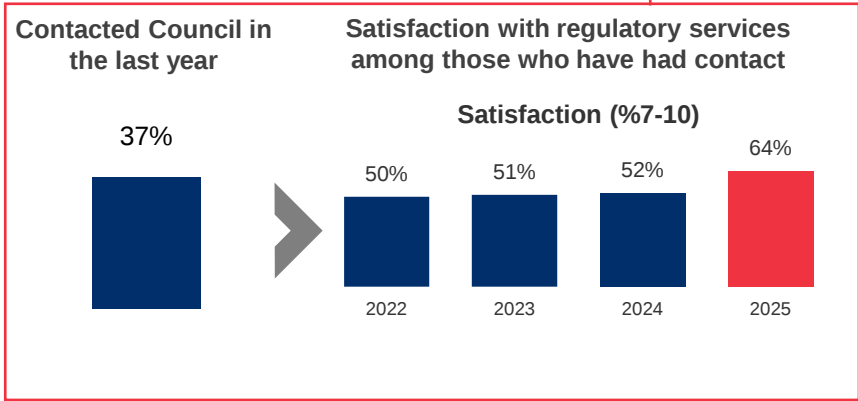
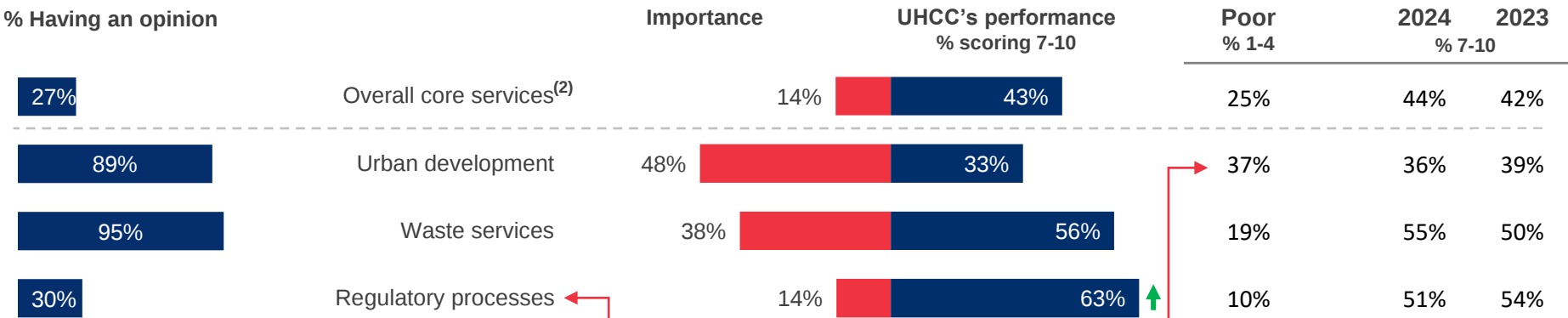


Significant increase 95% CI  
Significant decrease 95% CI

1.How would you rate your overall satisfaction with...?  
2.The question for 'overall infrastructure' was not asked directly, so results have been imputed from results for roading and the three waters  
3.Results for relate to resident's properties connected to the town sewerage system, or water supply is either the town supply or a rural scheme  
4.Sample: 2025 n=653, 2024 n=710, 2023 n=680

# The evaluation of ‘Overall core services’ is most strongly influenced by how well residents believe Council is managing urban development in the city, with a notable 37% expressing dissatisfaction in this area

## CVM analysis: Overall services<sup>(1)(3)</sup>

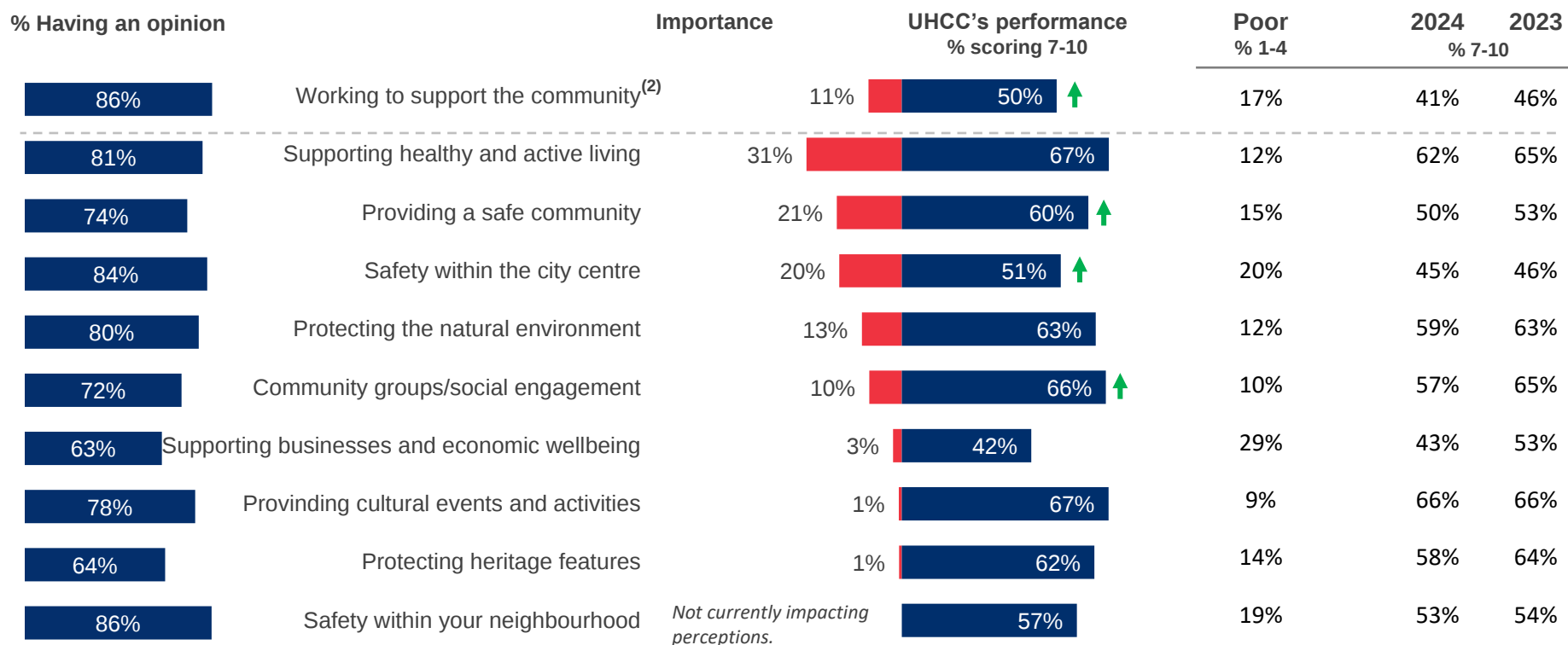


“High density housing is appalling. Why is Council allowing developers to put 4 / 5 / 6 two story townhouses on one section? Little or no off-street parking is creating traffic issues in suburban streets. Water pressure has reduced significantly in our street due to multiple in-fill houses.”

“Unhappy with all the in-fill housing being consented. Damaging the look and feel of our city...”

# Residents recognise that Council has increased its community support focus, reflected in higher satisfaction with the overall measure, plus 'Safe community including preparedness for emergencies', 'Safety in the city centre', and 'Supporting community groups / social engagement'

## CVM analysis: Supporting community<sup>(1)(3)</sup>



Note 2: The wording change from 'working to support wellbeing in the community' to 'working to support the community' means that some caution is required when comparing against historical results.

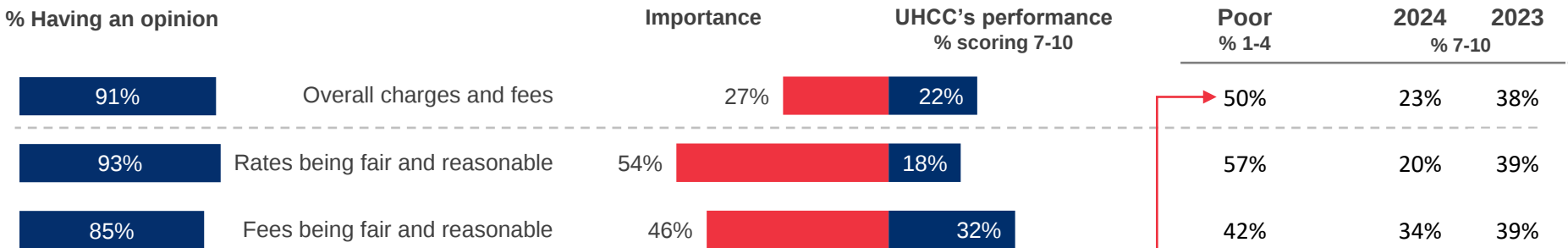
Although perceptions of communication, engagement and channels used are scored low (41% satisfied), these are not currently impacting the overall view of Council

### CVM analysis: Overall Communications<sup>(1)(2)(3)</sup>

| % Having an opinion |                               | Importance                           | UHCC's performance<br>% scoring 7-10 |     | Poor<br>% 1-4 | 2024<br>% 7-10 | 2023<br>% 7-10 |
|---------------------|-------------------------------|--------------------------------------|--------------------------------------|-----|---------------|----------------|----------------|
| 93%                 | Overall communication         | Not currently impacting perceptions. | 0%                                   | 41% | 24%           | 45%            | 47%            |
| 93%                 | Channels being appropriate    | 38%                                  |                                      | 46% | 24%           | -              | -              |
| 88%                 | Engaging and seeking feedback | 32%                                  |                                      | 39% | 26%           | -              | -              |
| 93%                 | Keeping the public informed   | 30%                                  |                                      | 42% | 25%           | -              | -              |

# Satisfaction with rates and other fees continues to have a significant influence on overall perceptions of Council (27% impact), and of note, residents' evaluations remain low, in line with results from the 2024 survey

## CVM analysis: Fees and payment options<sup>(1)(2)</sup>



“No engagement, no communication, rampant rates, no value for money.”

“Our rates go up every year, we lost recycling years ago, the streets always seem to be pot-holed or with weeds growing out of every crack. It's like we pay more every year and what is provided goes down.”

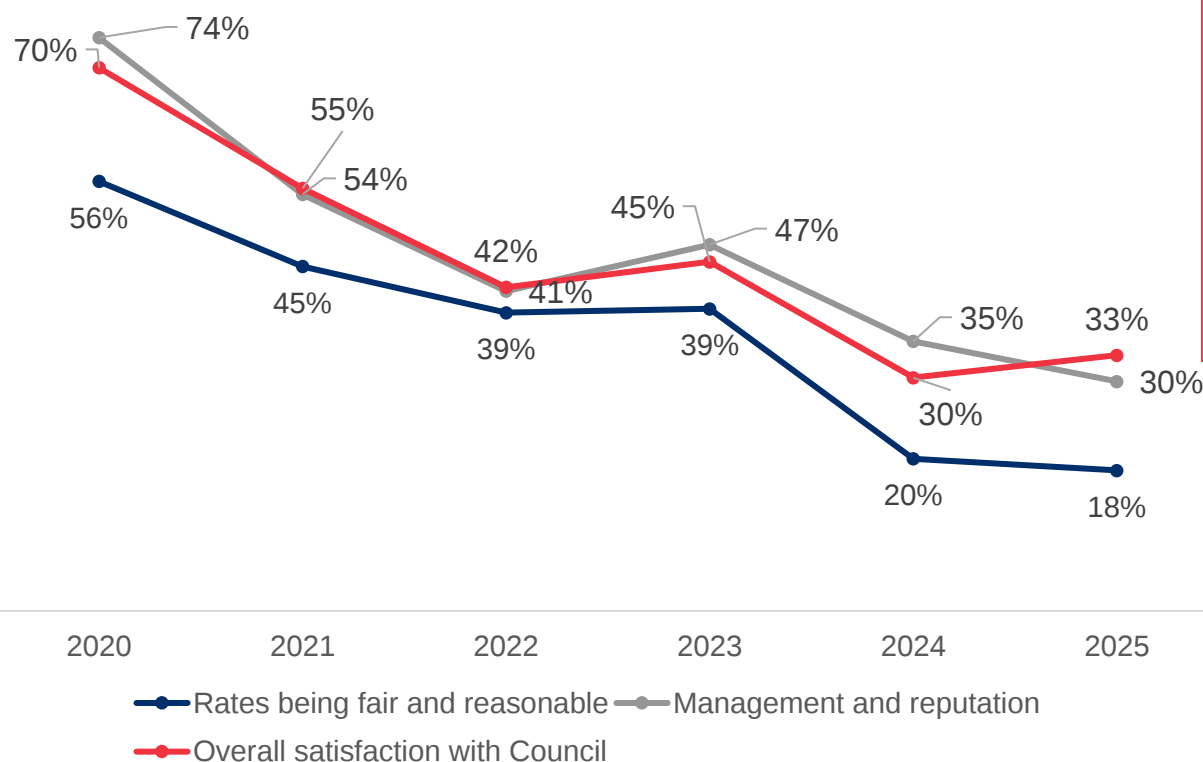
“Focus on road repairs and three waters pipe replacement. Nothing else and reduce rates. No vanity projects or green's projects that cost money.”

“Rural properties still have to pay for services with only a minimal discount on high rates.”

Significant increase 95% CI  
Significant decrease 95% CI

Further analysis confirms a statistically significant positive relationship between perceptions of '*Rates being fair and reasonable*', and '*Overall satisfaction*', and with '*Management and reputation*', which further confirms that views on rates fairness substantially influence overall perceptions

### Council's charges: Rates being fair and reasonable<sup>(1)(2)(3)</sup>

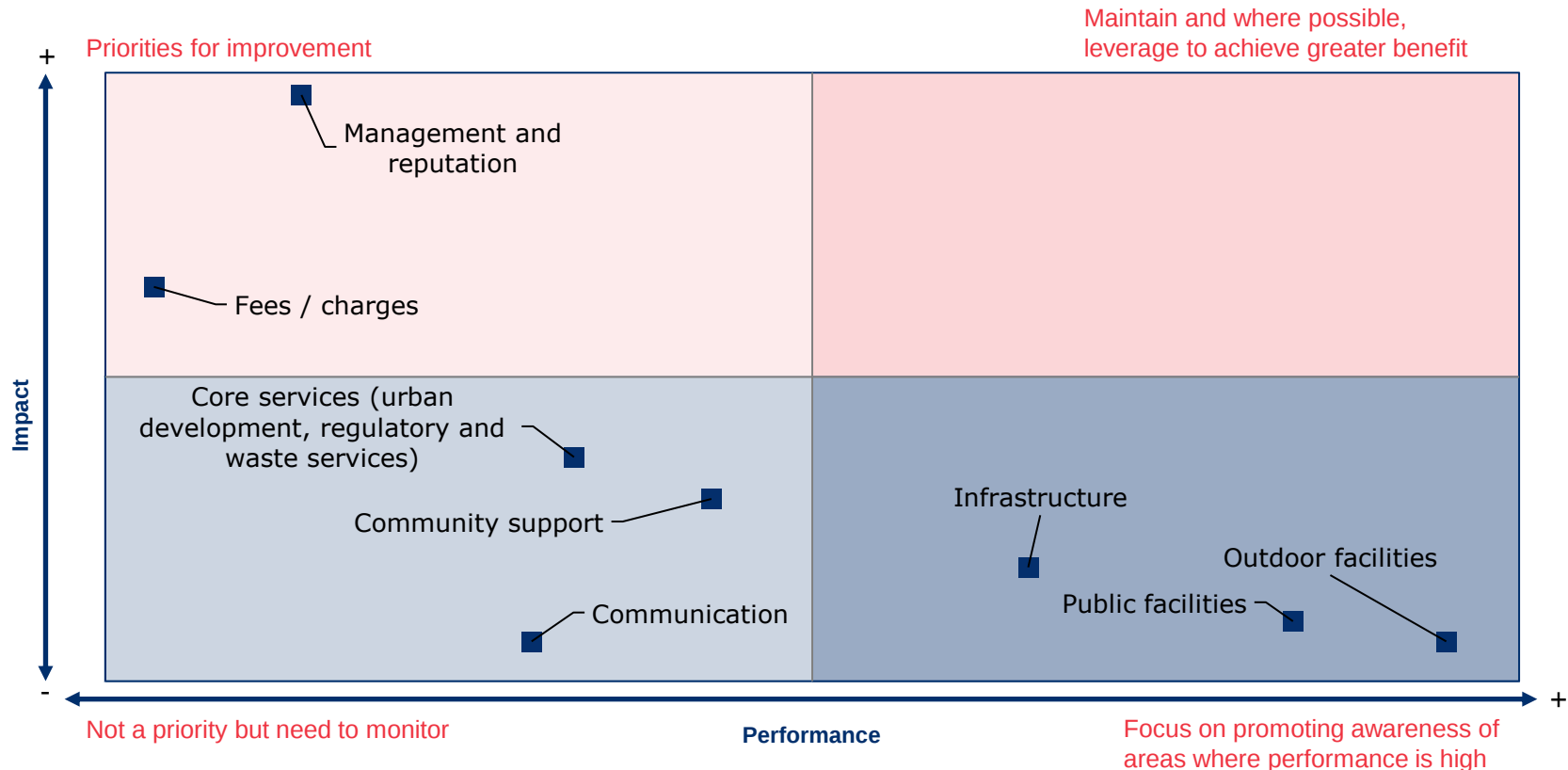


#### Significant correlation

Examining '*Overall satisfaction*' with Council and satisfaction with '*Rates being fair and reasonable*' over time suggests a strong relationship. Analysis shows a correlation of 0.729, which is statistically significant. There is also a significant correlation between perceptions of rates fairness and '*Management and reputation*' (0.646). Together, these results indicate that poor perceptions of rates are negatively affecting both Council's reputation and overall satisfaction.

Improving '*Overall satisfaction*' will require Council to strengthen perceptions of '*Management and reputation*', demonstrate clear value for rates paid, and to a lesser degree, enhance service delivery

### CVM priority analysis<sup>(1)</sup>



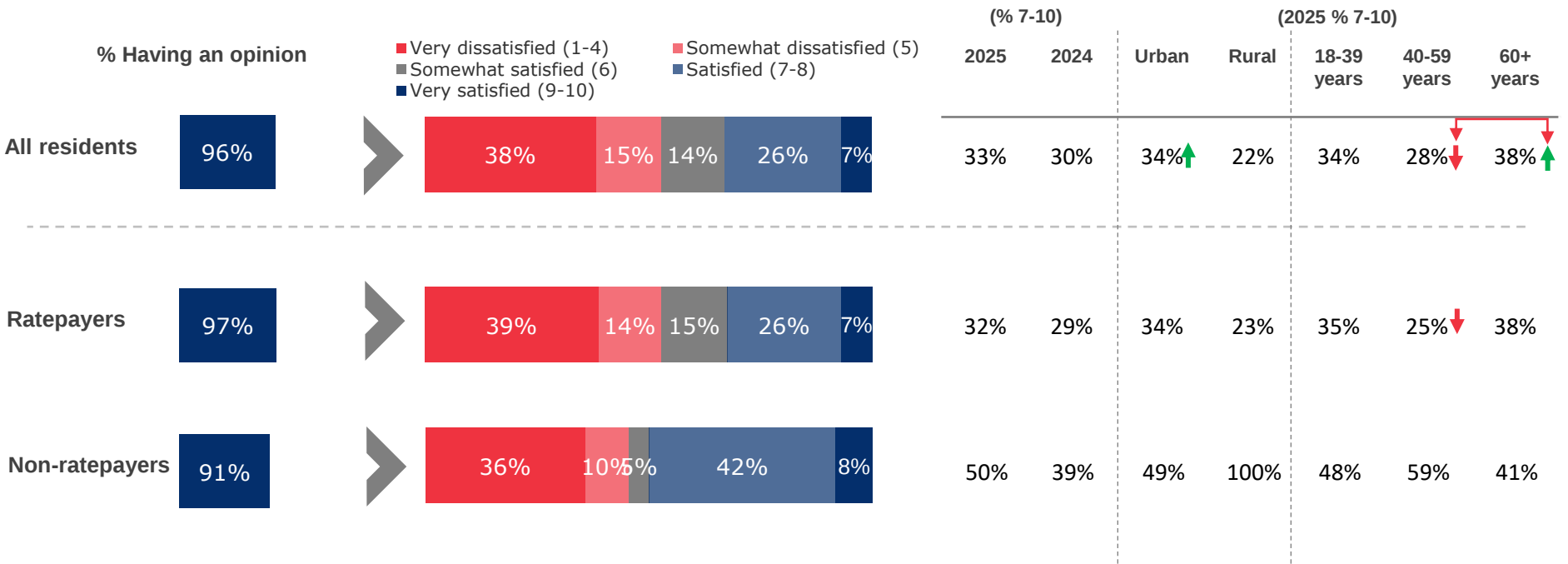


Section 6:

## **Overall satisfaction with Council**

# Overall satisfaction with Council remains consistent with last year, with older ratepayers reporting higher levels of satisfaction

## Overall satisfaction<sup>(1)(2)(3)</sup>



1.Results within detailed bars may sum to +/- one point due to rounding  
2.How would you rate your Council for...?  
3.Sample: Total 2025 n=653, Urban n=587, Rural n=66, Ratepayer n=597, Non-ratepayer n=56, Age: 18-39 years n=143, 40-59 years n=203, 60+ years n=307; 2024 n=710

## Residents who identify improvement opportunities often state the need for better management of ratepayer funds and for a stronger focus on core services

### Understanding overall satisfaction<sup>(1)(2)(3)</sup>

*“There is much I like about this city. However, after that major spend on the swimming pool, I have to wonder if Council’s decisions are actually made in the best interest of ratepayers. Lack of action around water infrastructure is also a major concern.”*

*“Council can do better to focus funding on critical infrastructure (three waters, footpaths, roads parks and reserves), and less on 'softer / nice to haves' like events, new playgrounds and swimming pools.”*

*“Focus on road repairs, and three waters pipe replacement. Nothing else and reduce rates. No vanity projects or green's projects that cost money.”*

*“Too much emphasis on things that don't matter.”*

*“Need to seriously look at the annual rate increases, they need to pare back nice to haves and concentrate on core services and fixing the CBD in conjunction with building owners.”*

## Feedback also commonly calls for improved infrastructure and better decision-making around urban planning...

### Understanding overall satisfaction (continued)<sup>(1)(2)(3)</sup>

*“My major concerns relate to general maintenance [such as] the roads [which have an] appalling number of potholes, clearing of gutters, leaking water pipes, [and] limited recycling. The condition of footpaths and the repositioning of the Silverstream pedestrian crossing is a major issue with cars failing to stop at the crossing when traveling west or south.”*

*“Look at the new buildings and note [there are] no garages. Most families have two cars, so have no space for parking in residential areas. The high-rise buildings are an eye sore and do not blend into the community.”*

*“There are various mammoth potholes on our roads which are dangerous. These should be fixed quicker than they currently are. We are getting too much condensed housing in Upper Hutt [which] is ugly and ruining how the city looks. The roads are becoming more congested and can't sustain the extra traffic.”*

*“Need to focus on managing infrastructure to bring it up to date and fit for the increasing population.”*

## ...while other feedback suggests a need for more communication and greater transparency

### Understanding overall satisfaction (continued)<sup>(1)(2)(3)</sup>

*“No engagement, no communication, rampant rates, no value for money.”*

*“Be more proactive in what you are doing for the community. How do we know what you are actually doing for us? Nil value for rates paid!”*

*“With minimal communication of what is happening at Council level this has affected my considerations in this survey.”*

*“It'd be nice to see council members out and about in the community communicating on more things. I hear communication about events through Facebook, and I get my rates bill in the mail, but other than that I don't know or hear much about Council's day-to-day operations or the bigger picture. Sometimes I hear rumors or complaints through others, but I'd like to hear more info from Council itself.”*

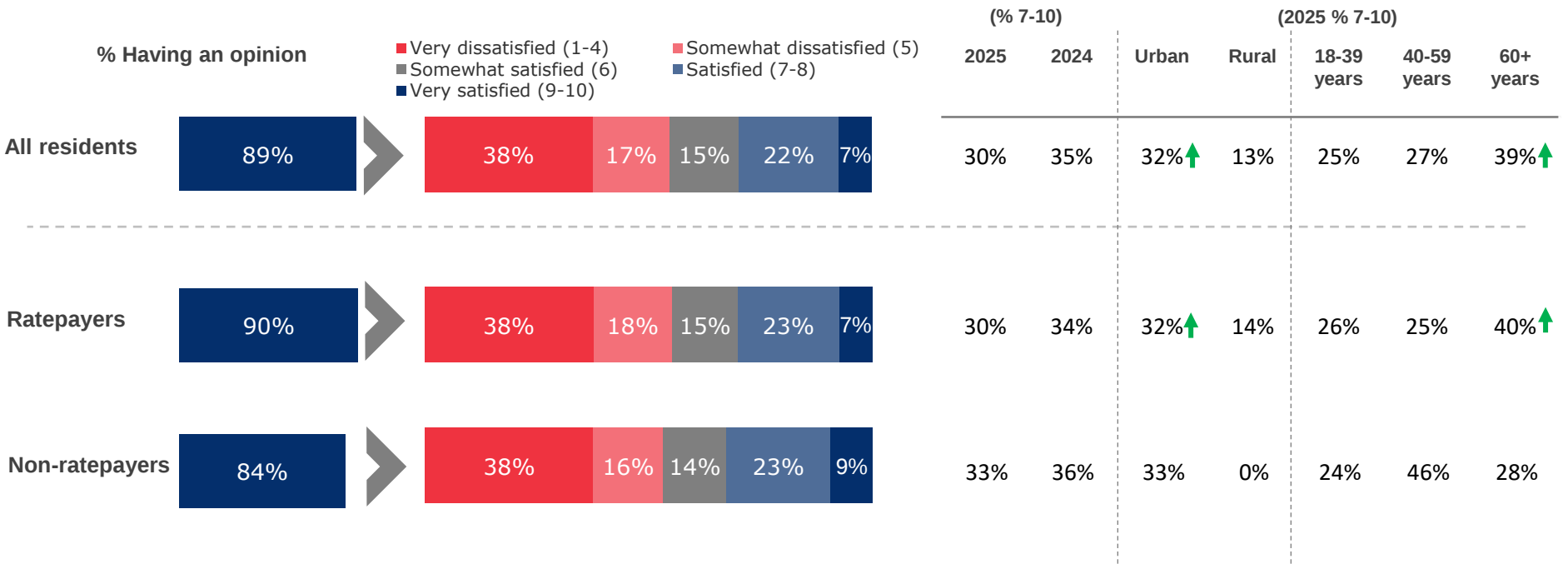
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Section 7:

## **Management and reputation**

# Resident satisfaction with Council’s ‘Management and Reputation’ is low, but on par with last year, with older ratepayers expressing higher satisfaction than other groups

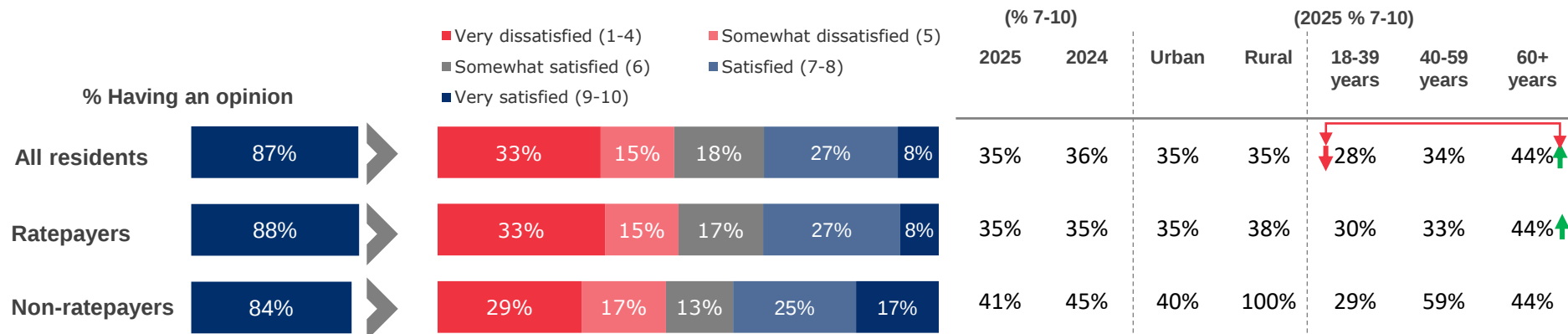
## Overall management and reputation<sup>(1)(2)(3)</sup>



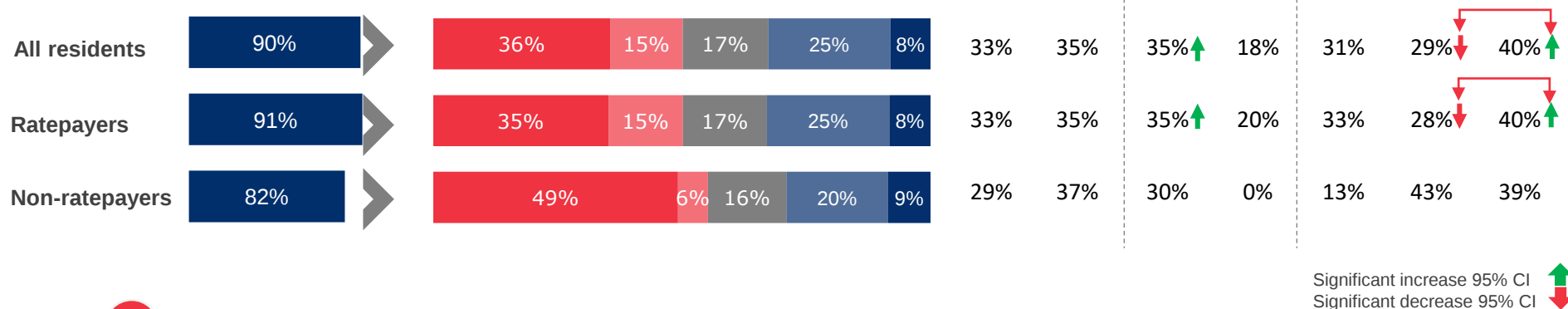
1.Results within detailed bars may sum to +/- one point due to rounding  
2.How would you rate your Council for...?  
3.Sample: Total 2025 n=653, Urban n=587, Rural n=66, Ratepayer n=597, Non-ratepayer n=56, Age: 18-39 years n=143, 40-59 years n=203, 60+ years n=307; 2024 n=710

# Results for both 'Leadership' and 'Trust and confidence' remain consistent with last year, with older residents more likely to view these areas favourably

## Management and reputation: Leadership<sup>(1)(2)(3)</sup>

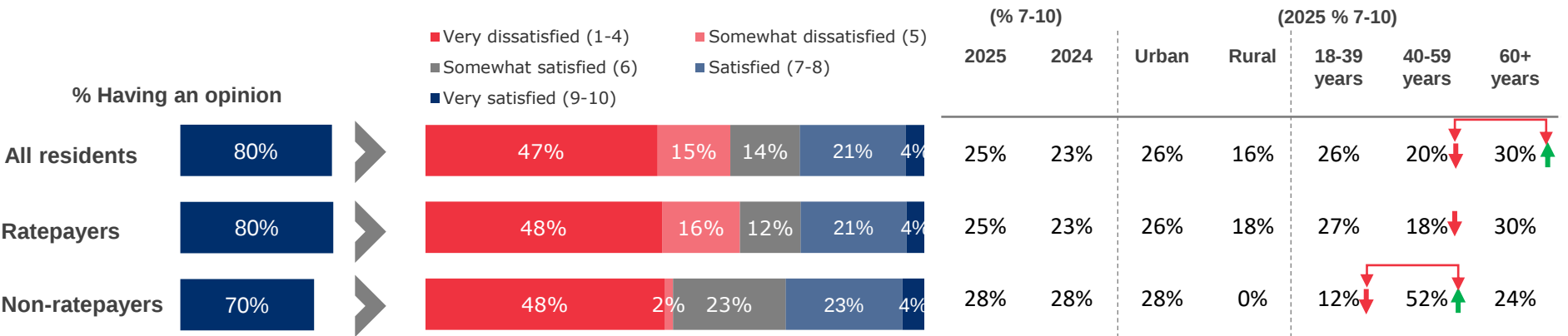


## Management and reputation: Trust and confidence<sup>(1)(2)(3)</sup>

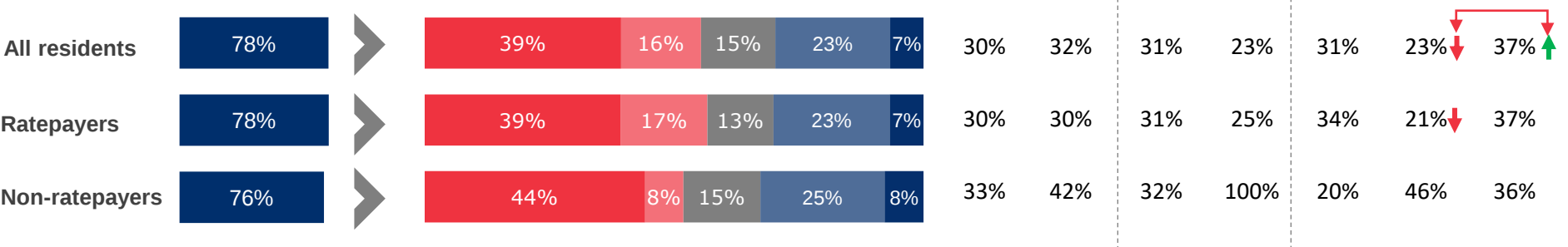


# Perceptions of Council’s ‘Financial Management’ and its ability to deliver ‘Innovation and Quality (Outcomes)’ remain low but are consistent with last year

## Management and reputation: Financial management<sup>(1)(2)(3)</sup>



## Management and reputation: Innovation and quality<sup>(1)(2)(3)</sup>



Significant increase 95% CI ↑  
Significant decrease 95% CI ↓

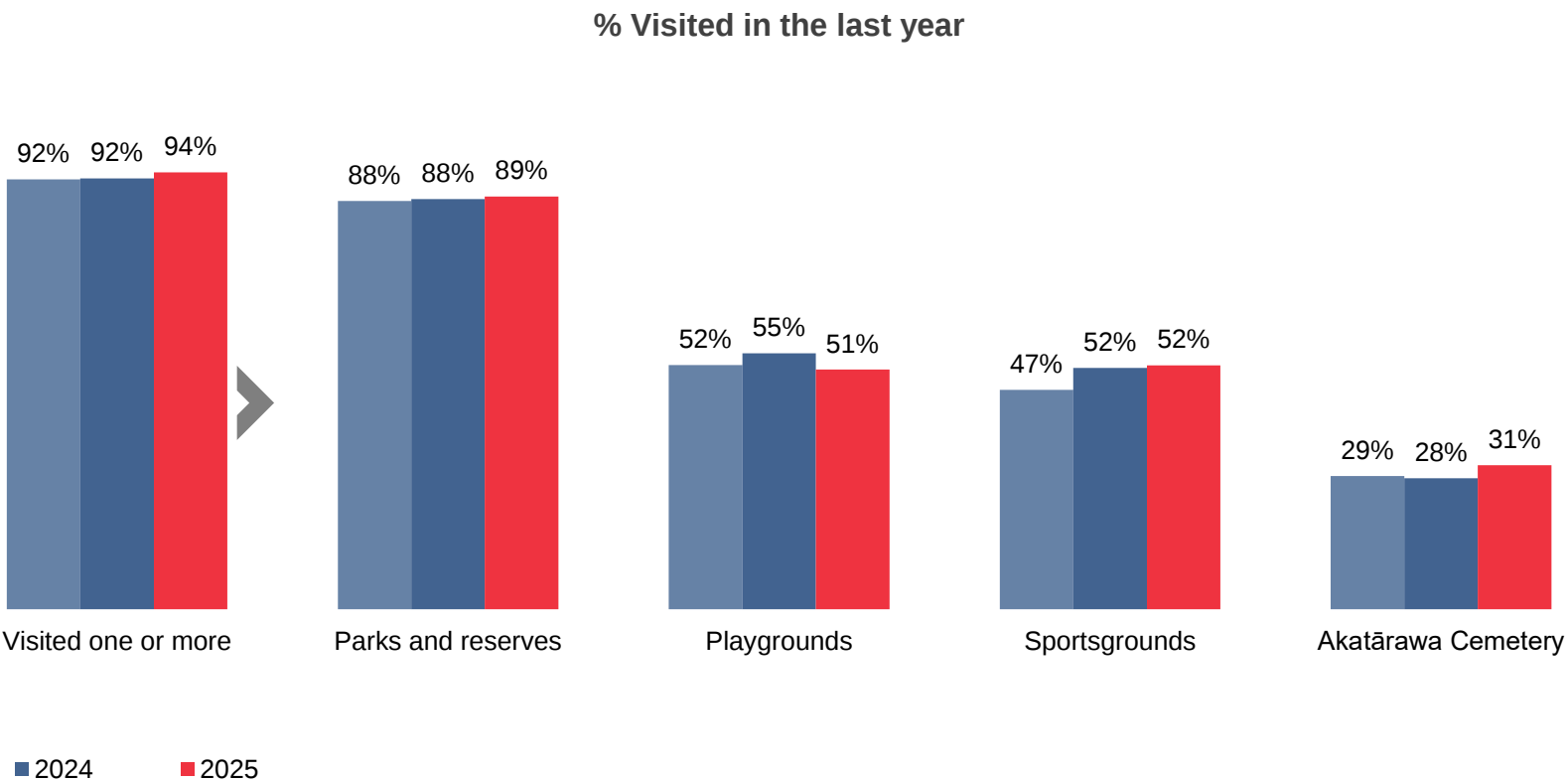
1.Results within detailed bars may sum to +/- one point due to rounding  
2.How would you rate your Council for...?  
3.Sample: Total 2025 n=653, Urban n=587, Rural n=66, Ratepayer n=597, Non-ratepayer n=56, Age: 18-39 years n=143, 40-59 years n=203, 60+ years n=307; 2024 n=710



Section 8:  
**Public facilities**

# Visitation to the city’s outdoor facilities remains high, with 94% of the population visiting one or more in the last year, with overall visitation to outdoor facilities remaining at similar levels for the prior two years

## Public facilities: Visitation to outdoor facilities<sup>(1)(2)</sup>

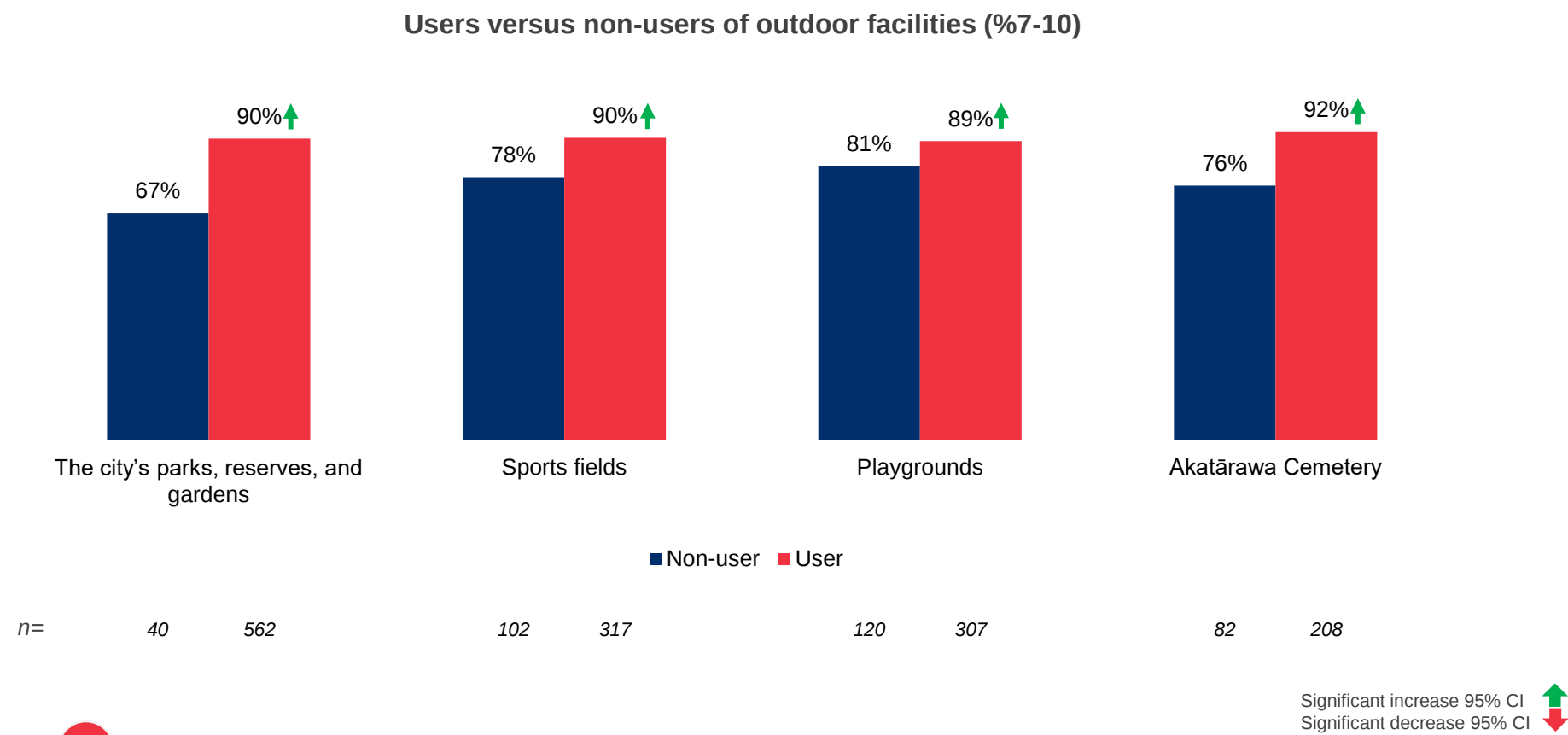


Significant increase 95% CI  
Significant decrease 95% CI

1. In the last year, which of the following have you visited?  
2. Sample: 2025 n=563, 2024 n=710, 2023 n=680

# Residents who have visited an outdoor facility in the past year report higher satisfaction levels than non-users

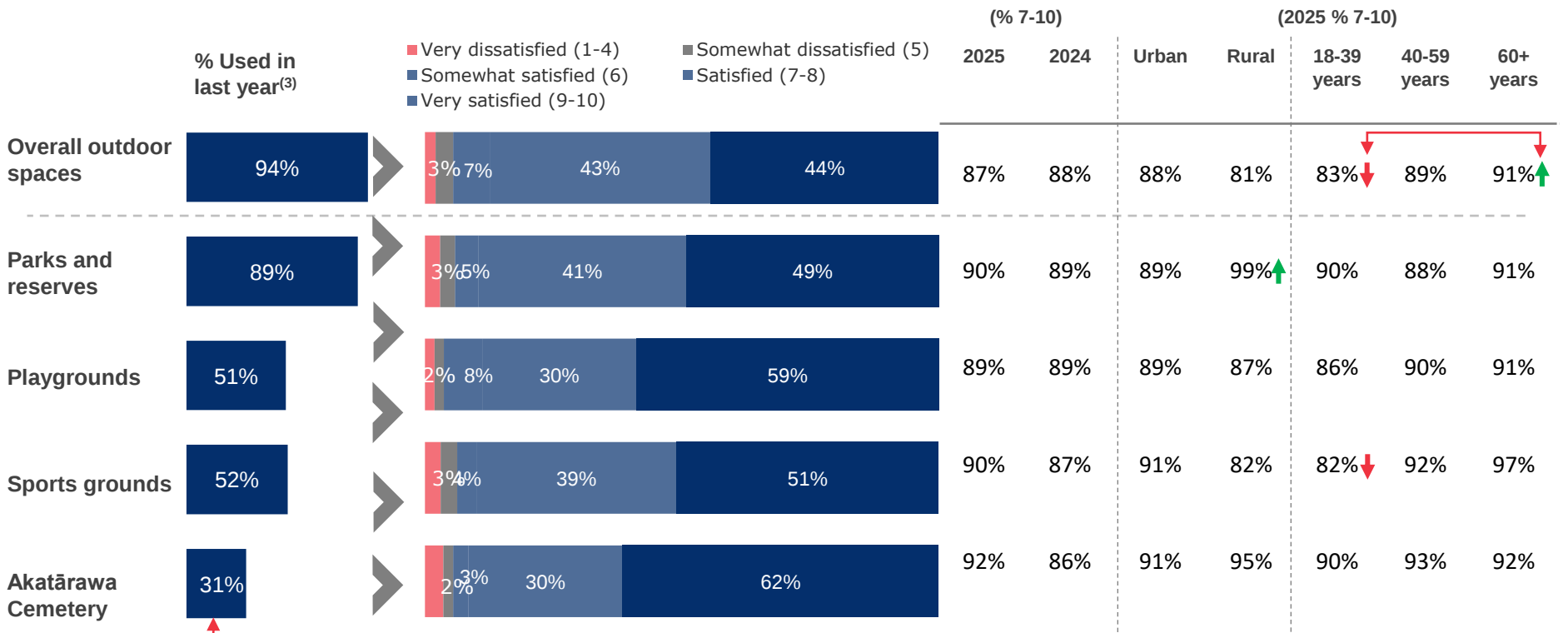
## Public facilities: Outdoor facilities – satisfaction among users versus non-users<sup>(1)(2)(3)</sup>



1. In the last year, which of the following have you visited?  
2. Results exclude 'Don't know' responses  
3. Sample: 2025 n=653

# Users of the city’s outdoor facilities continue to rate them highly, with satisfaction levels consistent with last year’s results

## Public facilities: Satisfaction among users of outdoor facilities<sup>(1)(2)(4)</sup>



Results are for users of public outdoor spaces. The overall level results relate to users of one or more outdoor spaces.

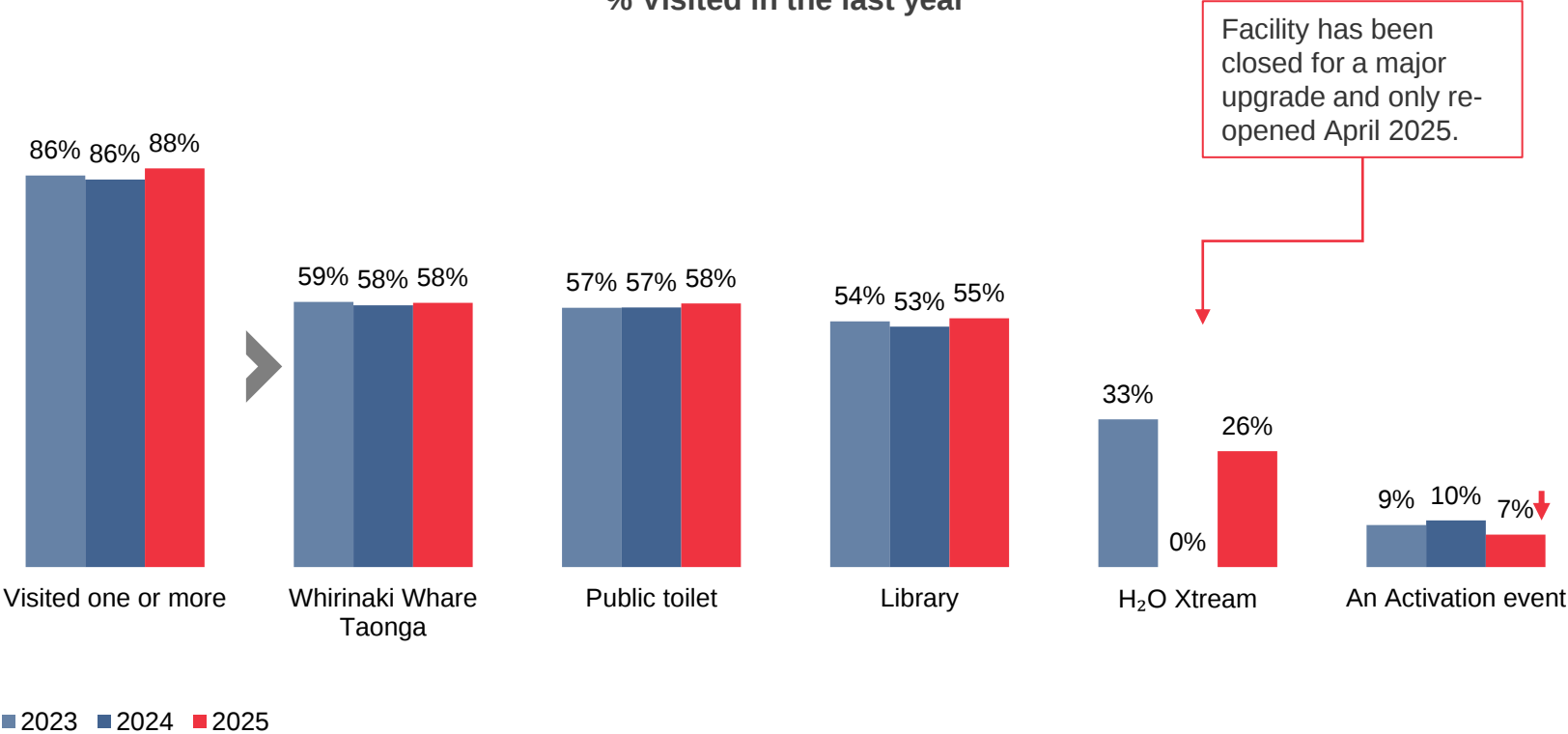
Significant increase 95% CI  
Significant decrease 95% CI

1.Results within detailed bars may sum to +/- one point due to rounding  
2.In the last year, which of the following have you visited? How would you rate your satisfaction with...?  
3.Scores relate to those who have used the specific facility within the last year, the overall score is for users of one or more facility  
4.Sample: Total 2025 n=653, Urban n=587, Rural n=66, Age: 18-39 years n=143, 40-59 years n=203, 60+ years n=307; 2024 n=710

# Visitation of the city’s public facilities remains high (88%) and is likely to rise further following the April 2025 reopening of the H<sub>2</sub>O Xtream pool facility

## Public facilities: Visitation of public facilities<sup>(1)(2)</sup>

% Visited in the last year



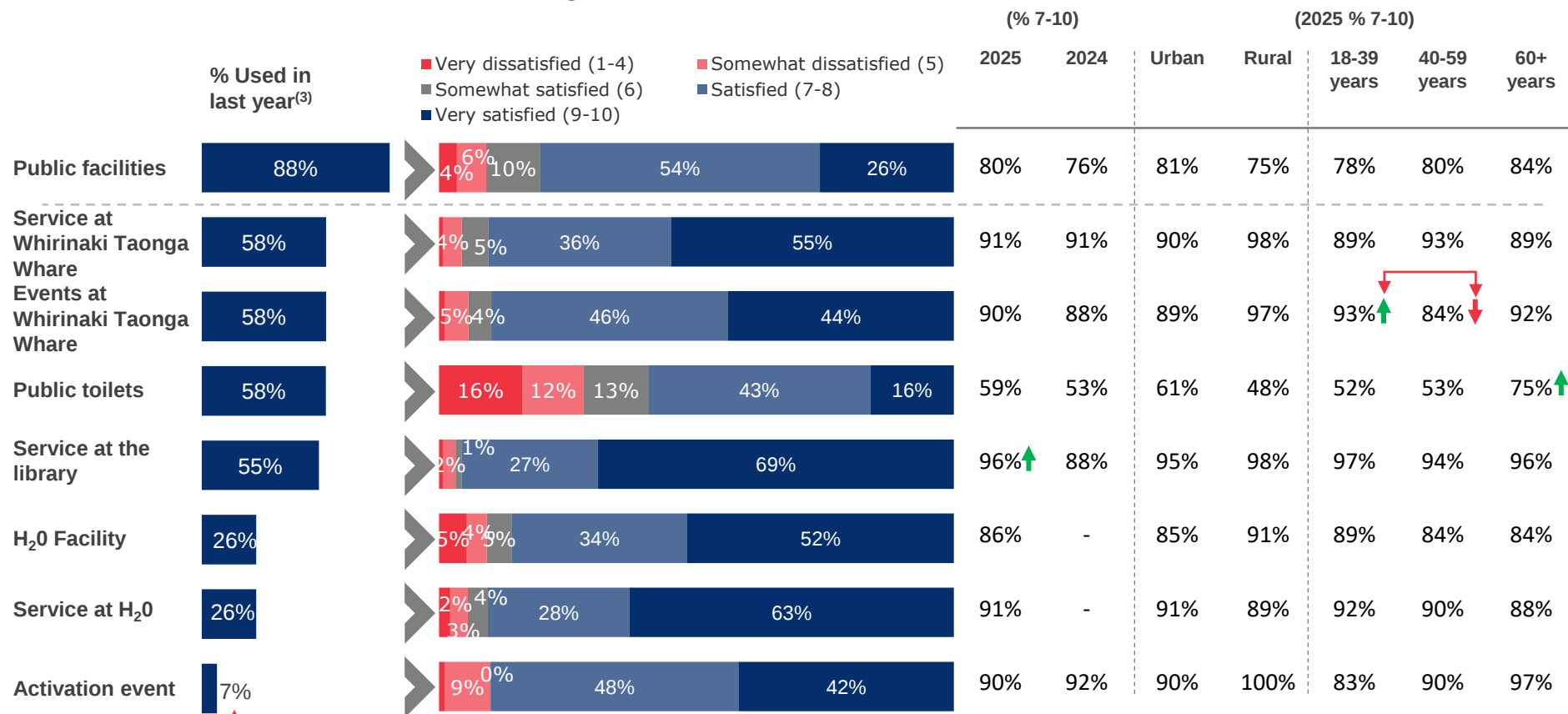
Significant increase 95% CI  
Significant decrease 95% CI

1. In the last year, which of the following have you visited?  
2. Sample: 2025 n=653, 2024 n=710, 2023 n=680

# Among users, satisfaction with indoor public facilities remains high (80%), with results mostly in line with last year

The question for the library was amended for 2025 from asking about 'customer service provided by staff', to asking about 'service at the library'. The difference is subtle but means some caution is needed when comparing results with prior years.

## Public facilities: Satisfaction among users of indoor facilities<sup>(1)(2)(4)</sup>



Results are for users of public facilities. The overall level results relate to users of one or more facilities.

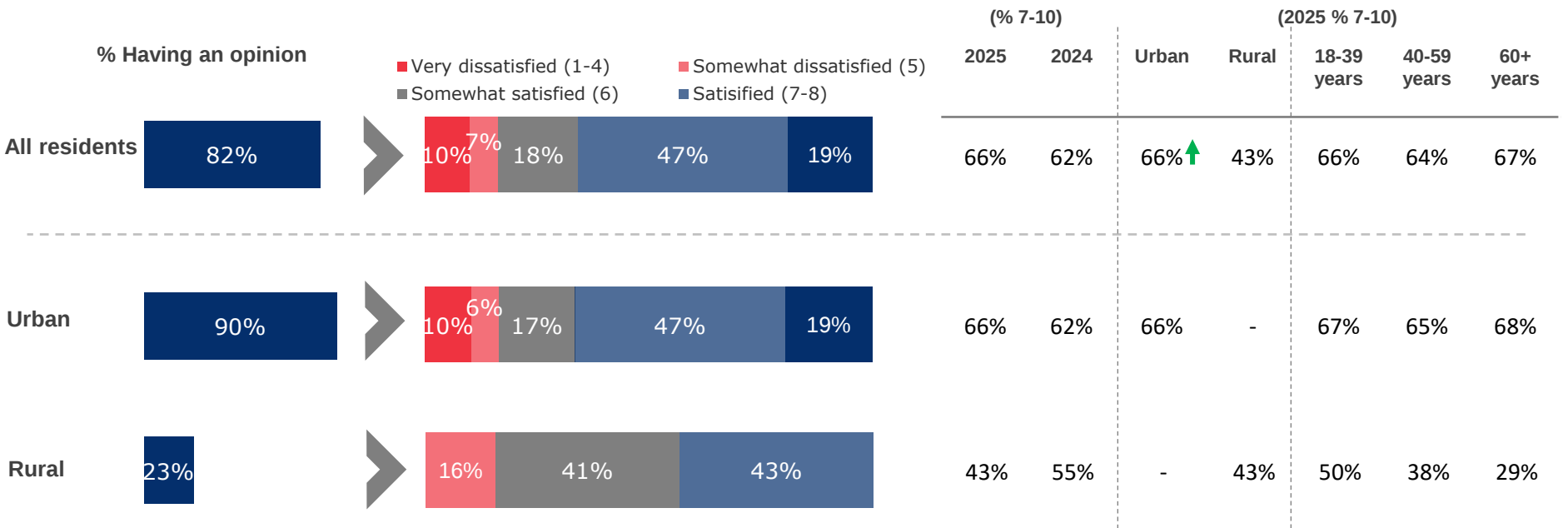
Significant increase 95% CI ↑  
Significant decrease 95% CI ↓



Section 9:  
**Infrastructure**

# Overall, 66% of residents are satisfied with the city’s infrastructure, indicating that two-thirds view it as fit for purpose and well-maintained

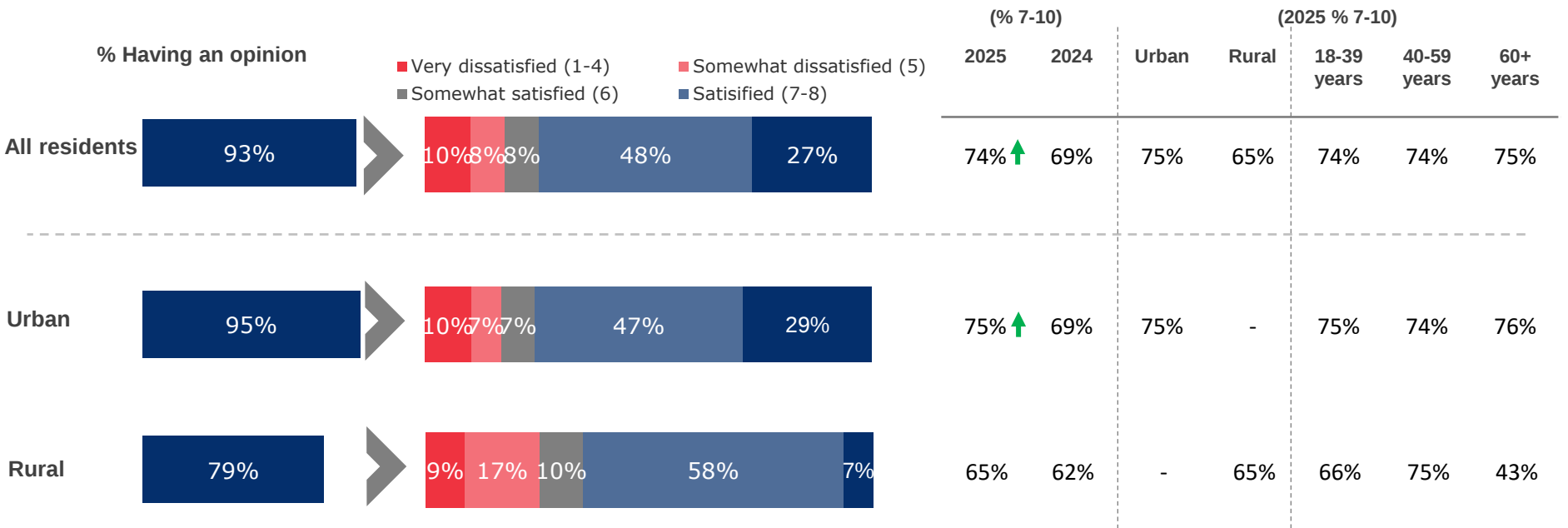
## Infrastructure: Overall satisfaction with infrastructure<sup>(1)(2)(3)</sup>



1.Results within detailed bars may sum to +/- one point due to rounding  
 2.The 'overall infrastructure' question has been imputed using results for roads and the three waters  
 3.Sample: Total 2025 n=653, Urban n=587, Rural n=66, Age: 18-39 years n=143, 40-59 years n=203, 60+ years n=307; 2024 n=710

# Satisfaction with the city’s stormwater management has increased to 74%, up from 69% in 2024

## Infrastructure: Stormwater – overall satisfaction with stormwater management<sup>(1)(2)(3)</sup>



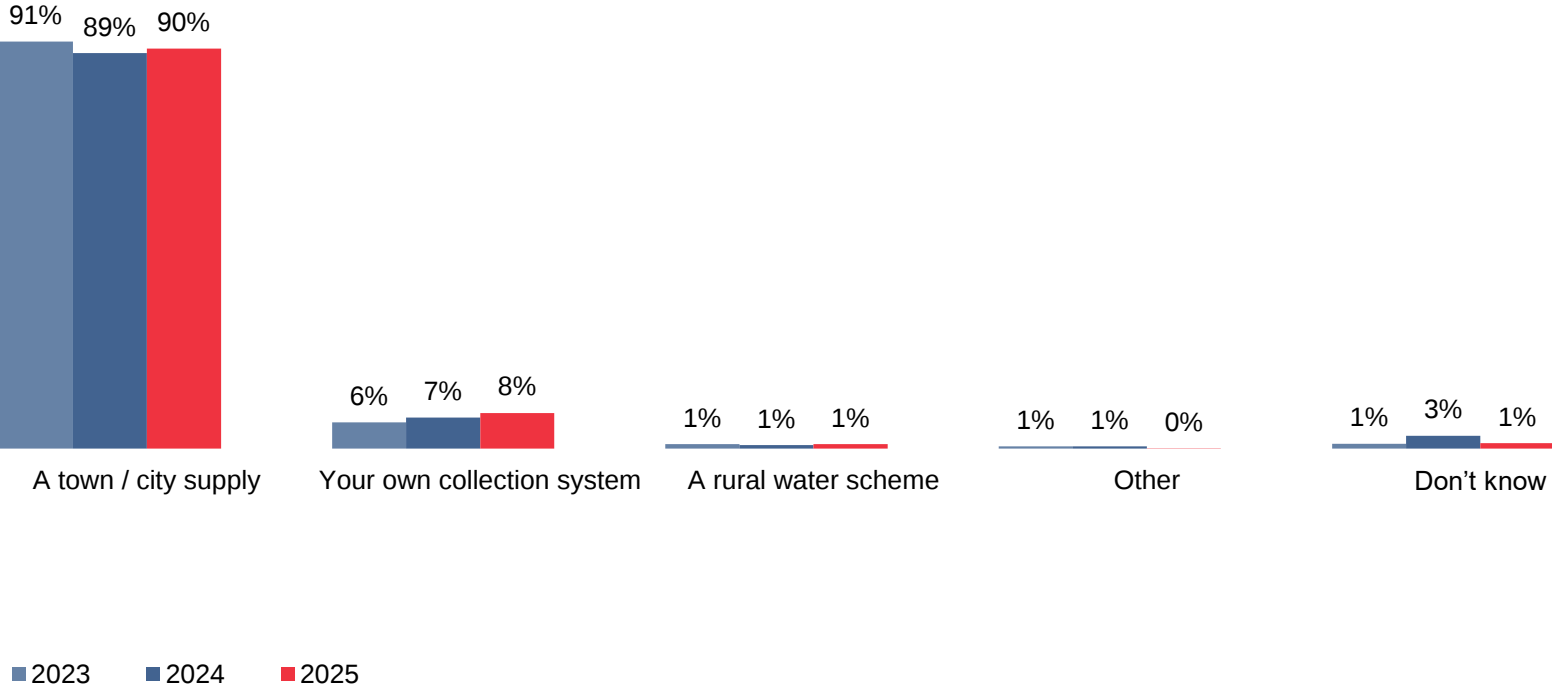
1.Results within detailed bars may sum to +/- one point due to rounding  
2.How satisfied are you with...?  
3.Sample: Total 2025 n=653, Urban n=587, Rural n=66, Age: 18-39 years n=143, 40-59 years n=203, 60+ years n=307; 2024 n=710

Significant increase 95% CI  
Significant decrease 95% CI

# Most residents (90%) continue to rely on the city’s water system for drinking water, a figure unchanged over the past two years

## Infrastructure: Water supply<sup>(1)(2)</sup>

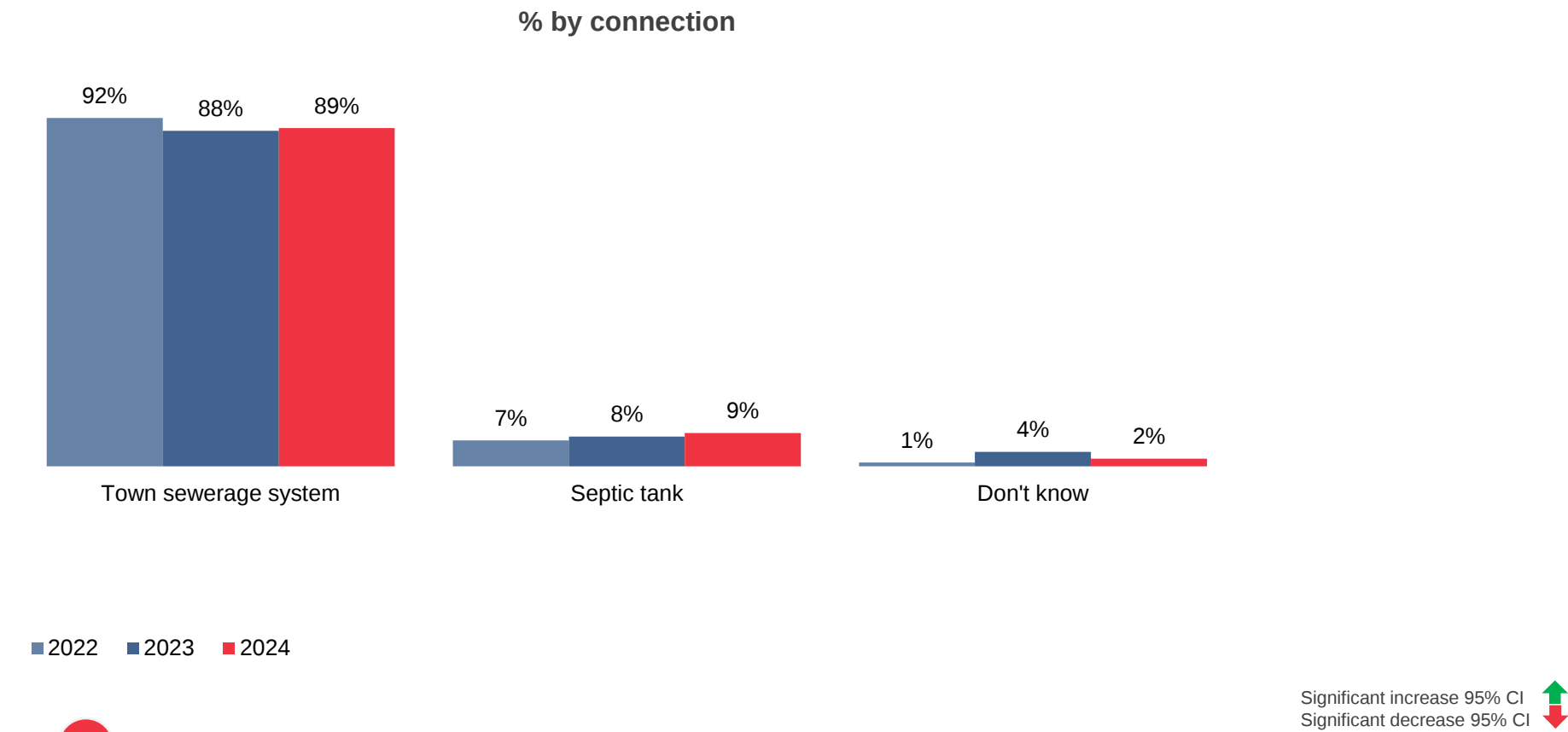
% by connection



1. Which of the following best describes your household's water supply?  
2. Sample: Total 2025 n=653, 2024 n=710, 2023 n=680

# The city’s sewerage system services around 89% of residents, an estimate that is consistent with the past two surveys

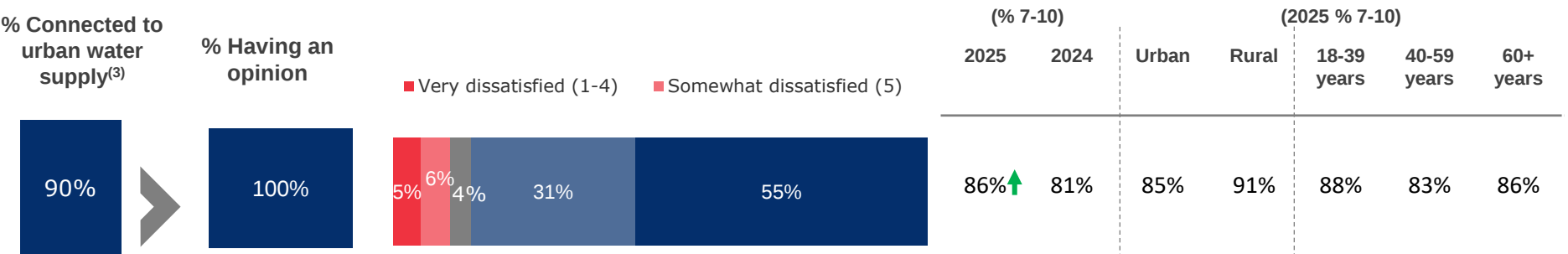
## Infrastructure: Sewerage connection<sup>(1)(2)</sup>



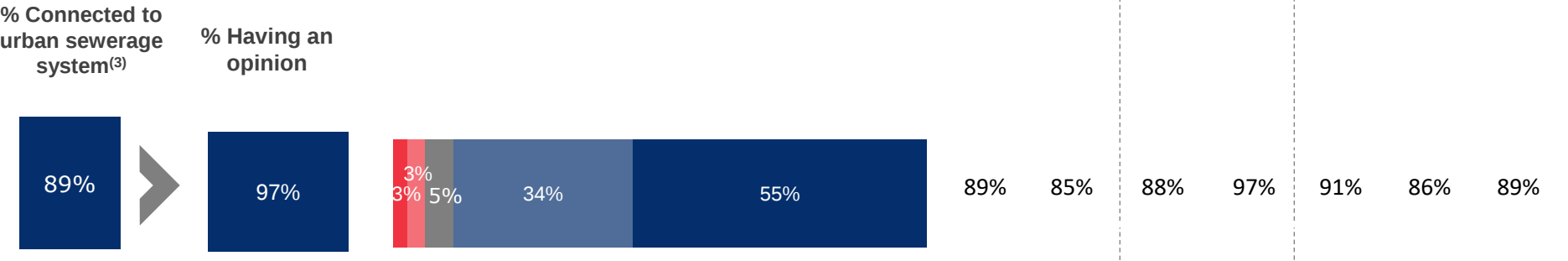
1. Which of the following best describes the sewerage system that your property is connected to?  
2. Sample: Total 2025 n=653, 2024 n=710, 2023 n=680, 2022 n=563

# Residents with city-supplied water and sewerage are generally very satisfied, with water supply satisfaction rising to 86%, up from 81% last year

## Infrastructure: Satisfaction with water supply (among those connected to the urban system)<sup>(1)(2)(4)</sup>



## Infrastructure: Satisfaction with sewerage system (among those connected to the urban system)<sup>(1)(2)(4)</sup>



Significant increase 95% CI

Significant decrease 95% CI

↑

↓

1.Results within detailed bars may sum to +/- one point due to rounding

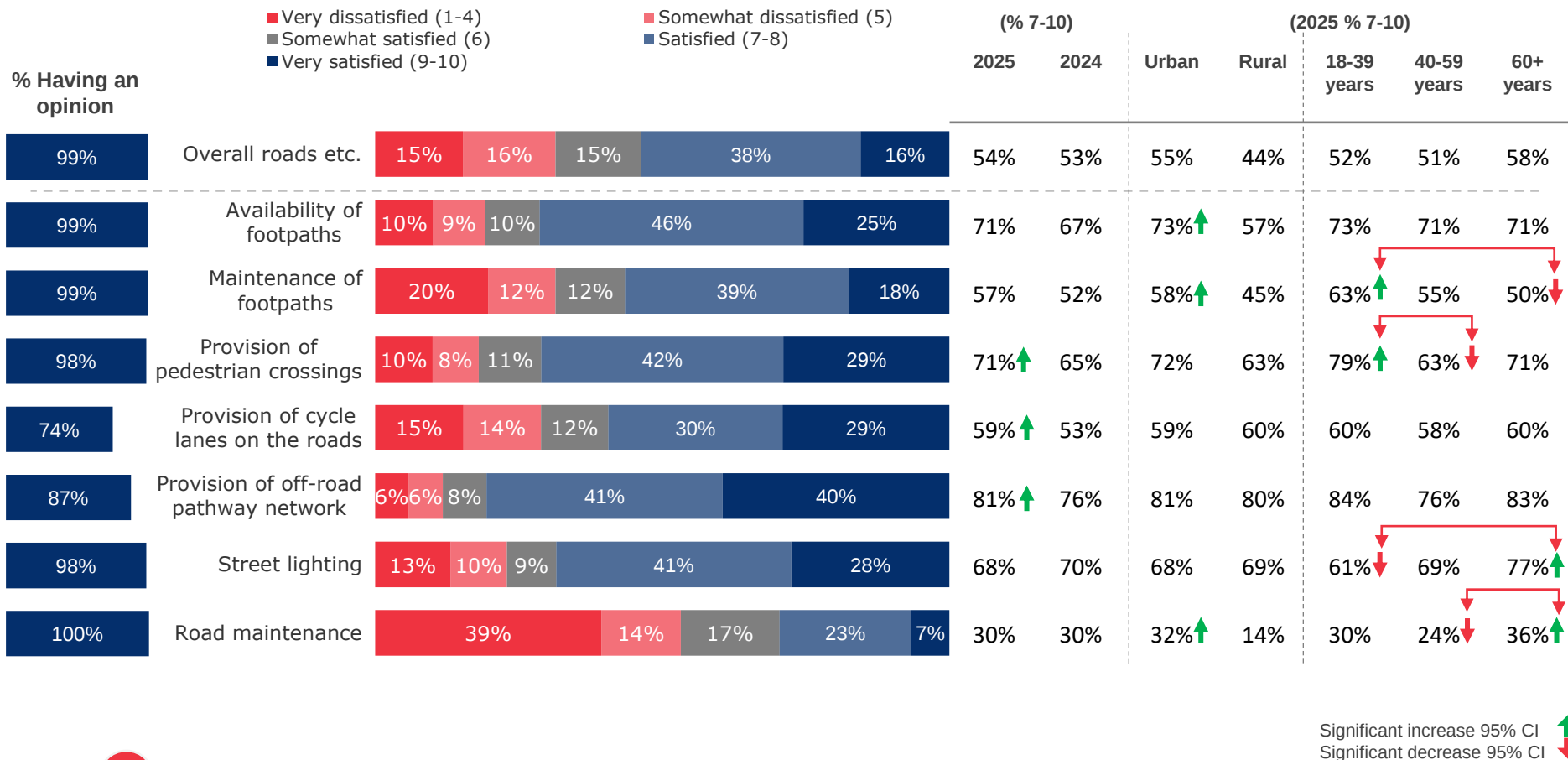
2.How satisfied are you with each of the following...?

3.Performance scores relate only to those who indicate that they have a connection to the urban system (and excludes rural schemes)

4.Sample: Total 2025 n=653, Urban n=587, Rural n=66, Age: 18-39 years n=143, 40-59 years n=203, 60+ years n=307; 2024 n=710

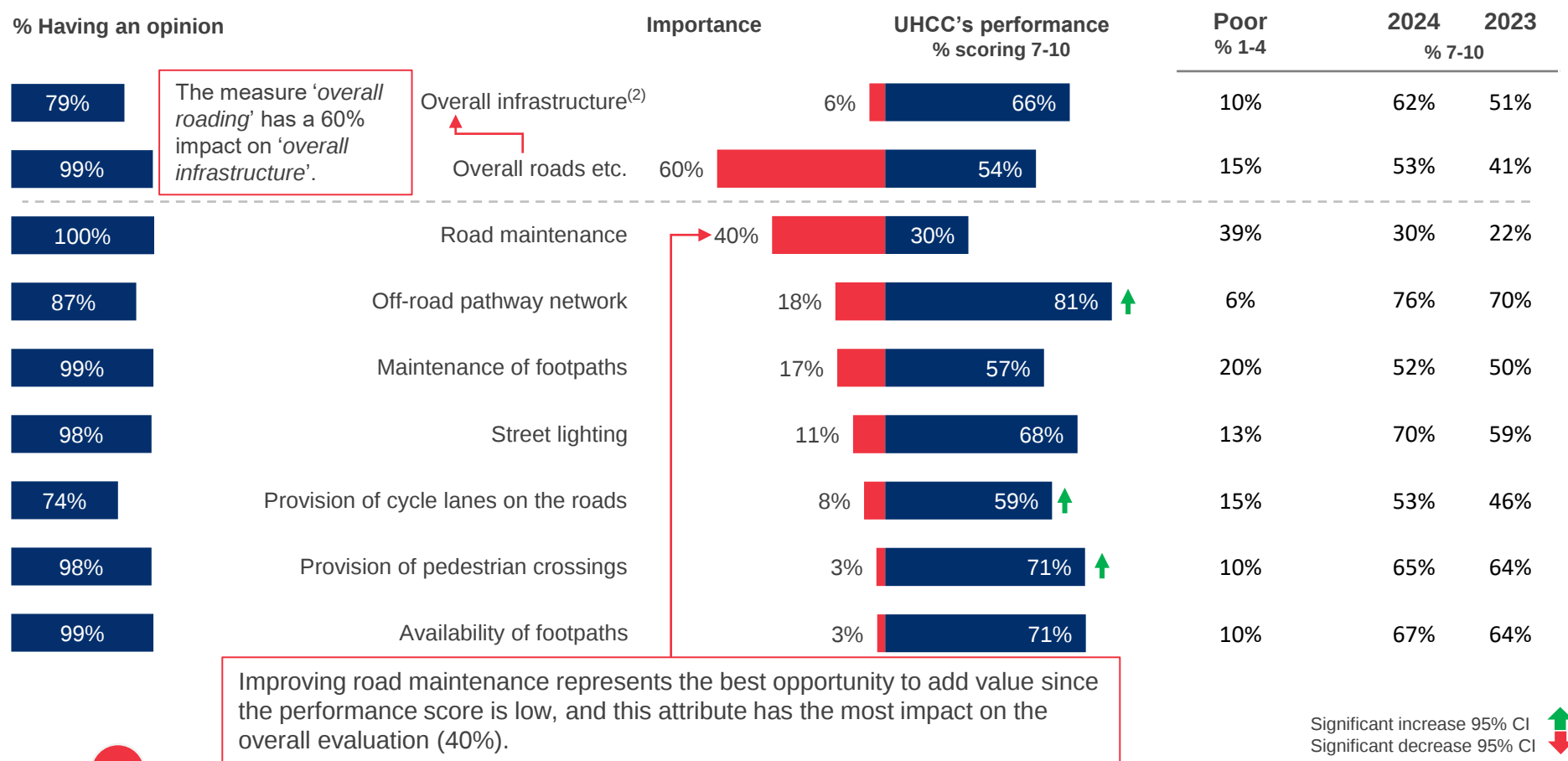
# Satisfaction with the city's roading infrastructure is on par with last year, with notable improvements for cycle lanes (59%, up from 53%), pedestrian crossings (71%, up from 65%), and the off-road pathways network (81%, up from 76%)

## Infrastructure: Roads<sup>(1)(2)(3)</sup>



Although some residents remain critical of the city’s roading infrastructure, satisfaction has improved over the past two years and remains elevated (54%); however, road maintenance continues to be a key improvement area, having a high impact (40%) and low satisfaction (30%)

Infrastructure: Understanding satisfaction with roading<sup>(1)(2)</sup>



1.How would you rate your satisfied with each of the following...?  
2.The 'Overall infrastructure' question has not been asked directly but imputed from results of other questions relating to infrastructure  
3.Sample: 2025 n=653, 2024 n=710, 2023 n=680

## Residents who are dissatisfied with roading infrastructure mention the need for both more investment and an increased focus on repairs

### Infrastructure: Understanding satisfaction with roading<sup>(1)(2)(3)</sup>

*“The quick fixes on the roads cost more in the end than doing the job properly the first time, it is infuriating.”*

*“For the money we paid, some roads don't have sufficient lighting and some roads have less desirable condition.”*

*“I would like the roads to be managed in a more sustainable way - I feel there is a multitude of pothole fixings that makes me wonder if there is a more sustainable way to address road maintenance. I would also welcome more work being done towards making Upper Hutt an even more biking friendly place.”*

*“I feel that the rural community of Upper Hutt is disadvantaged. We pay huge rates and have poor roads.”*

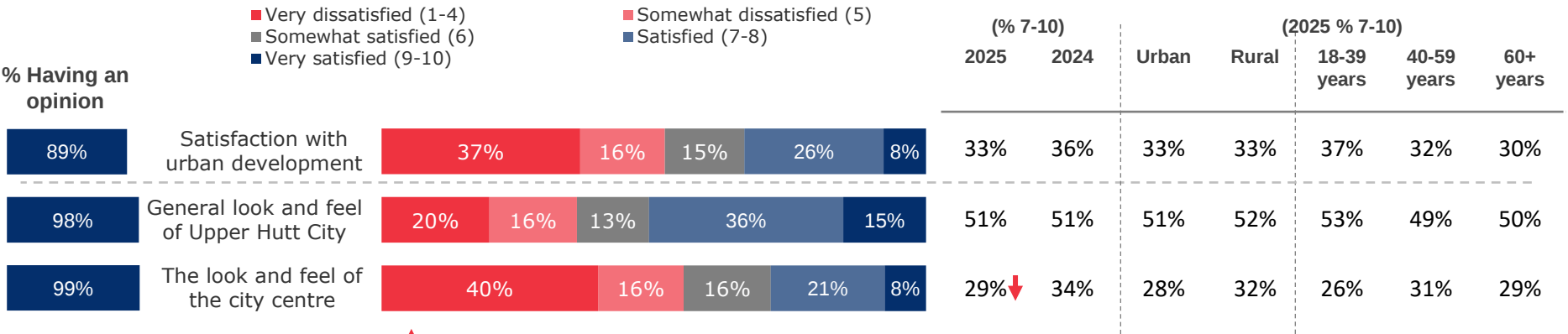
*“There needs to be more thought put into our roads. There are way more cars on our roads now and sometimes the roads just can't cope.”*



Section 10:  
**Services**

# A high proportion of residents remain concerned about urban development in Upper Hutt (37% dissatisfied), and similarly, 40% are now unhappy with the look and feel of the city centre

## Services: Satisfaction with urban planning<sup>(1)(2)(3)</sup>



“Not about Council but the main street needs a revamp where all of the old shops are, and the shopping mall is tired and uninviting.”

“The UCC is far too focused on parks, reserves, and amenities. There is no plan for the CBD to make it compete with Porirua, Lower Hutt and Johnsonville. The mall is stuck in the 70’s. The CBD is a ghost town; it badly needs upgrading and a plan for economic recovery.”

“Take a good look at Upper Hutt it's dying. The main street in not inviting, [and] apart from Brewtown there is nothing here. Our Mall needs a paint job; there are not shops here anymore forcing everyone to shop elsewhere.”

Significant increase 95% CI

Significant decrease 95% CI

## Residents who express concerns about the look and feel of the city often state a need for improving the CBD and for more controls around high-density housing

### Understanding views on town planning<sup>(1)(2)(3)</sup>

*“The CBD is also appalling. There must be something that can be done to improve commerce, shops, and support small businesses. The CBD is dead, buildings in disrepair and parking is abysmal.”*

*“The city center is terrible and needs some real thought and planning put into how it can be brought back to life. With the amount of new housing that is going on at the moment, having a good city center is something that needs to happen.”*

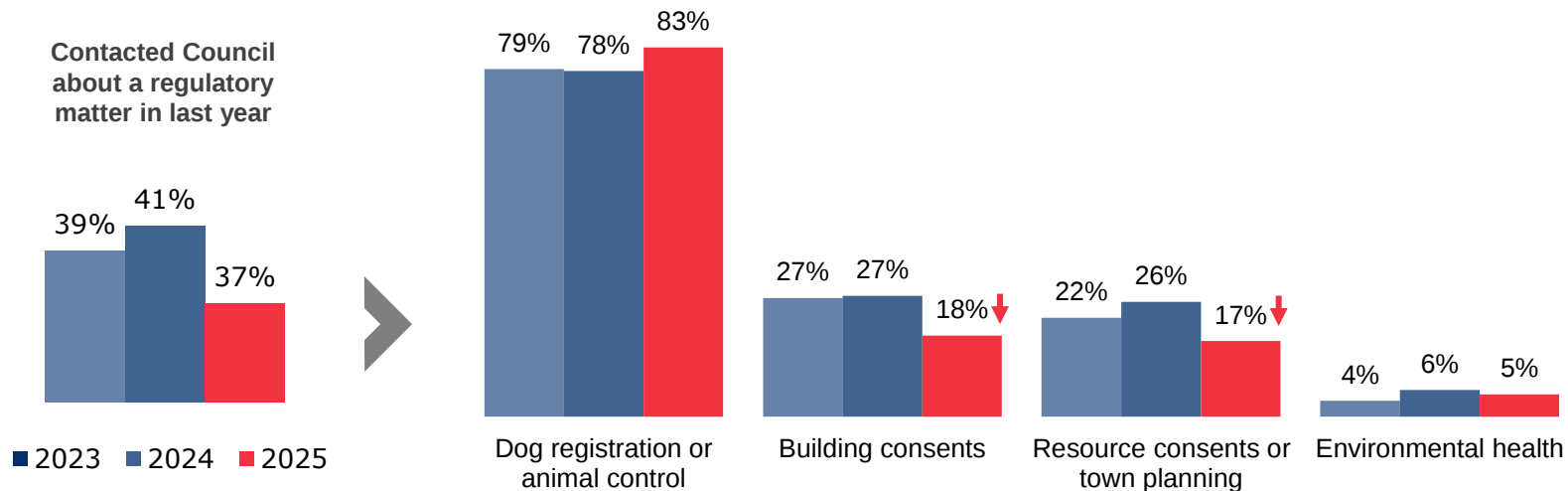
*“Unhappy with new housing, it spoils the look of the environment, especially when several blocks are together.”*

*“I want to complain that the apparent relaxation of allowing new housing to be built without enforcing the developer / builder to provide at least one off-street parking space per household is not sensible. It must be made mandatory for one off-street parking space per household.”*

# There is an apparent decline in the number of residents who contacted Council in the last year about a regulatory matter, with this outcome driven by fewer seeking building consents and resource consents

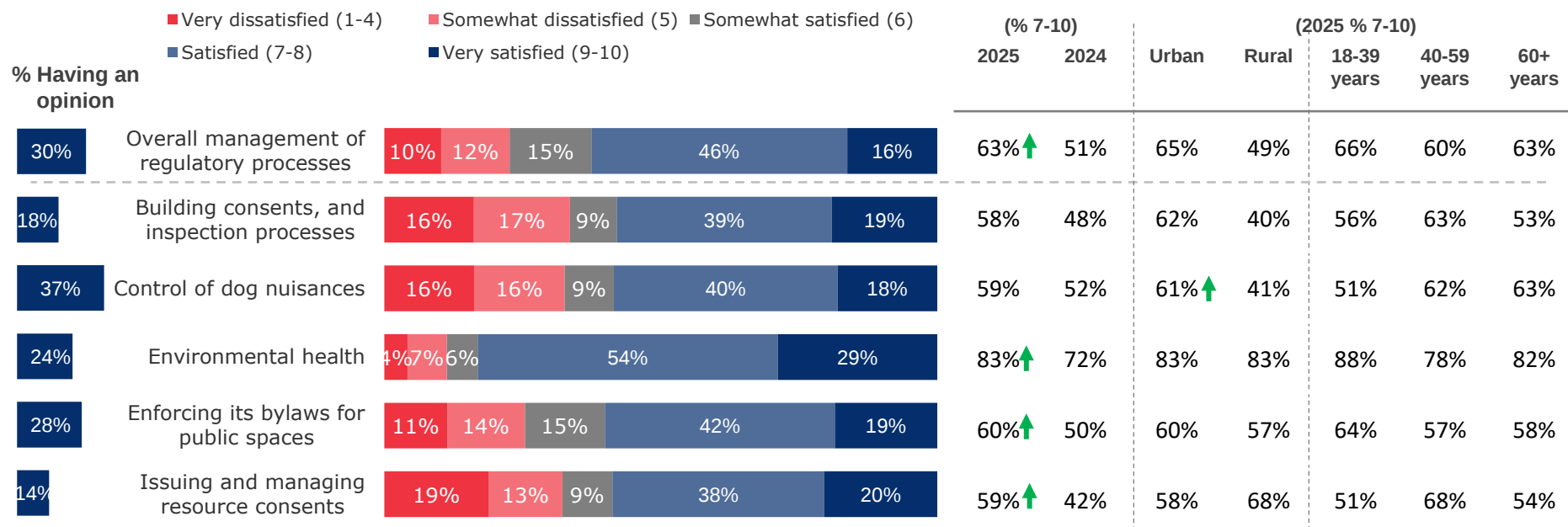
## Services: Contacting Council about regulatory matters<sup>(1)(2)</sup>

% Among those who have contacted Council about a regulatory matter



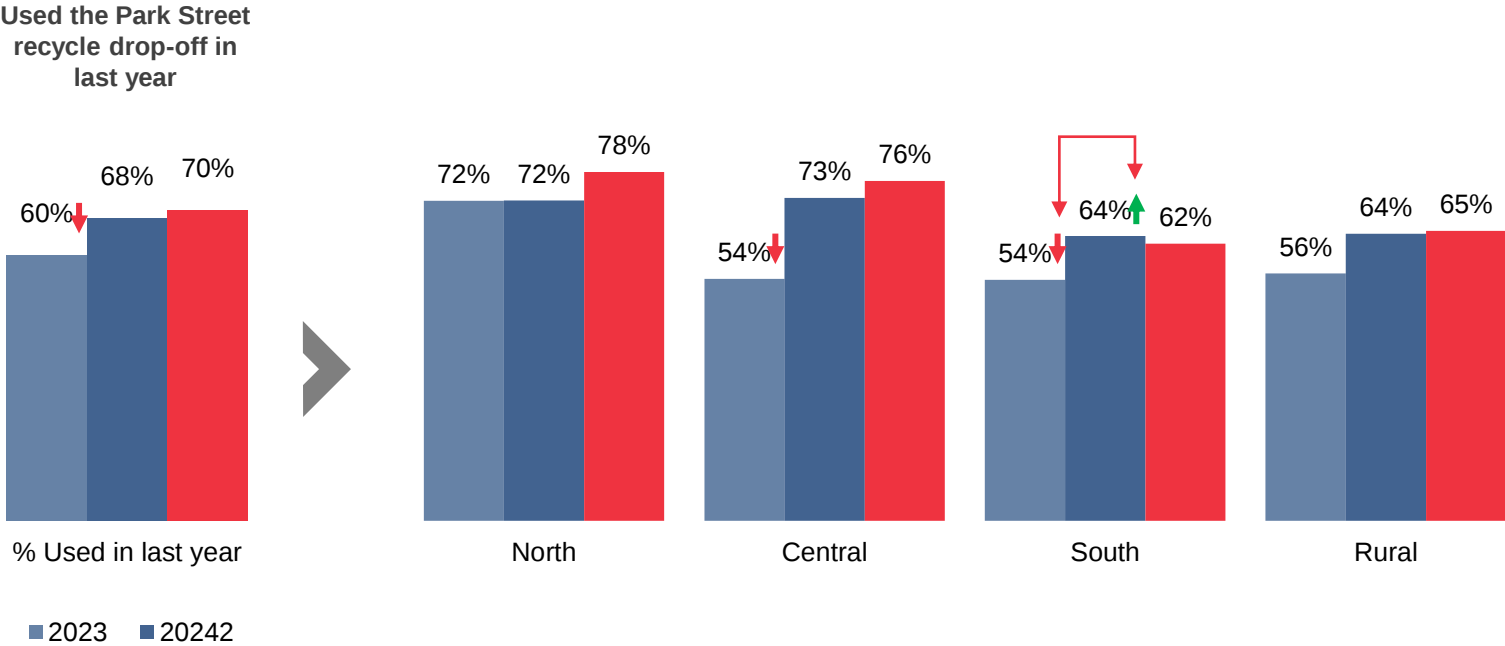
# Satisfaction with Council's regulatory services has increased since last year (63%, up from 51%), although fewer than a third of residents (30%) felt sufficiently informed to provide an evaluation

## Services: Satisfaction with regulatory services<sup>(1)(2)(3)</sup>



# Use of the Park Street drop-off remains similar to last year but is higher than in 2023

## Services: Using the Park Street recycle drop-off<sup>(1)(2)</sup>

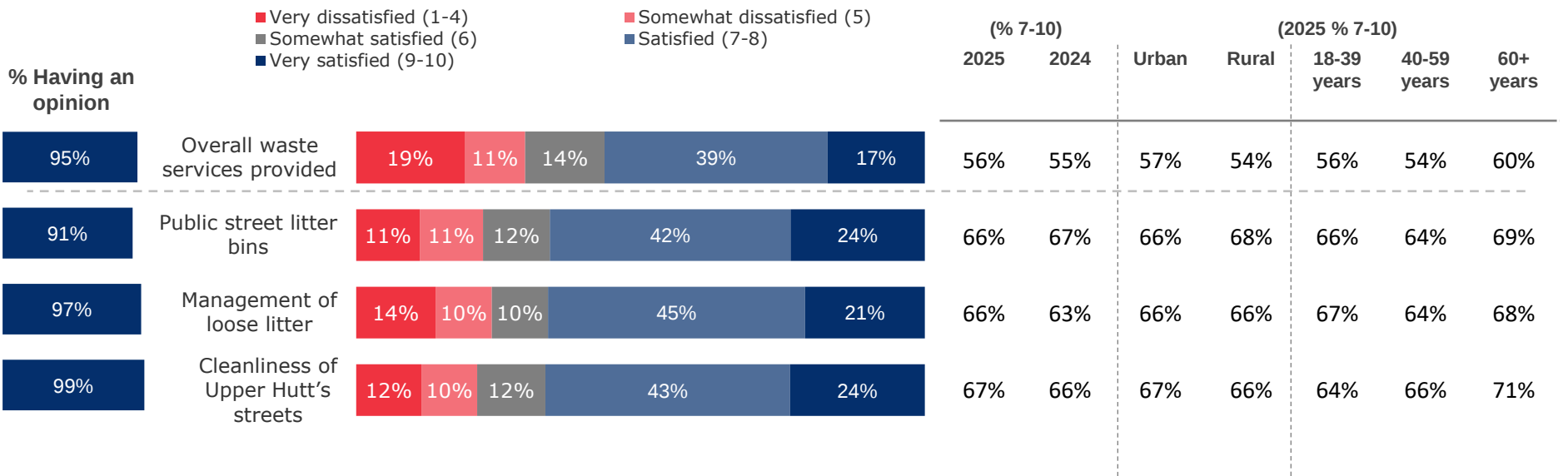


Significant increase 95% CI  
Significant decrease 95% CI

1. Have you used Council's drop-off point in Park Street for recycling in the past 12 months?  
2. Sample: Total 2025 n=653, 2024 n=710, 2023 n=680, 2022

# Satisfaction with waste services is on par with last year at both an overall level and for its antecedents; however, about a fifth (19%) of residents are unhappy with the overall service

## Services: Satisfaction with waste services<sup>(1)(2)(3)</sup>



1.Results within detailed bars may sum to +/- one point due to rounding

2.How satisfied are you with the following services provided by Council?

3.Sample: Total 2025 n=653, Urban n=587, Rural n=66, Age: 18-39 years n=143, 40-59 years n=203, 60+ years n=307; 2024 n=710

## Comments suggest that there remains a reasonable demand for a kerbside recycling service

### Services: Understanding waste services<sup>(1)(2)(3)</sup>

*“Invest in recycling for UHC. It should be part of the waste management service.”*

*“Council needs to provide a kerbside recycling service and a proper kerbside waste bin service like other cities.”*

*“Reduce tip fees to avoid illegal dumping and look into rubbish and recycling collection for cheaper prices than what we have to pay for a service that should be included in the rates we already pay.”*

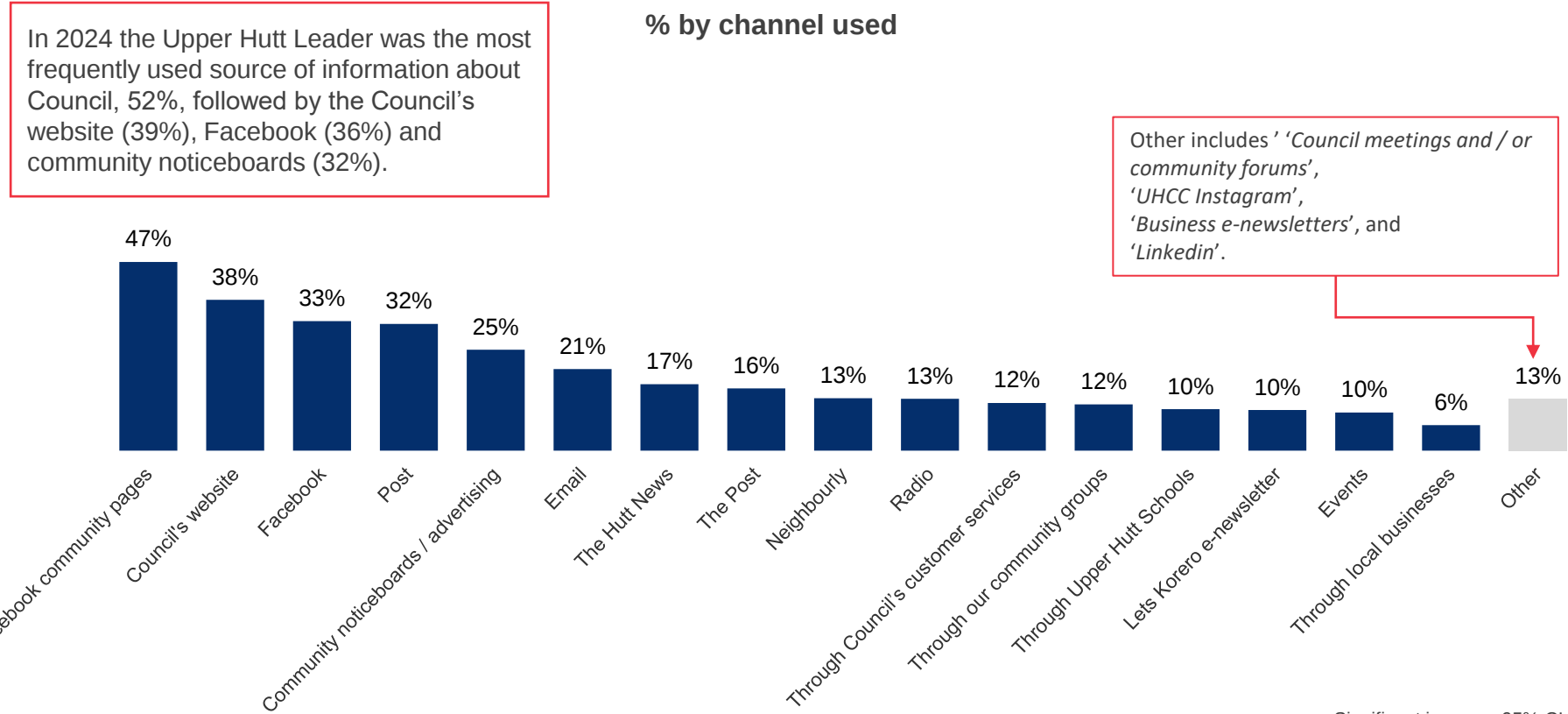
*“Commitment to sustainability is poor. Why is there still no kerbside recycling? The recycling centre is often full. These two things combined will put people off recycling.”*



Section 11:  
**Communications**

# Facebook community pages and Council’s website are the most frequently cited sources that residents use to find information about Council and its activities, this being a significant change since last year, when about half of residents relied on the now discontinued Upper Hutt Leader

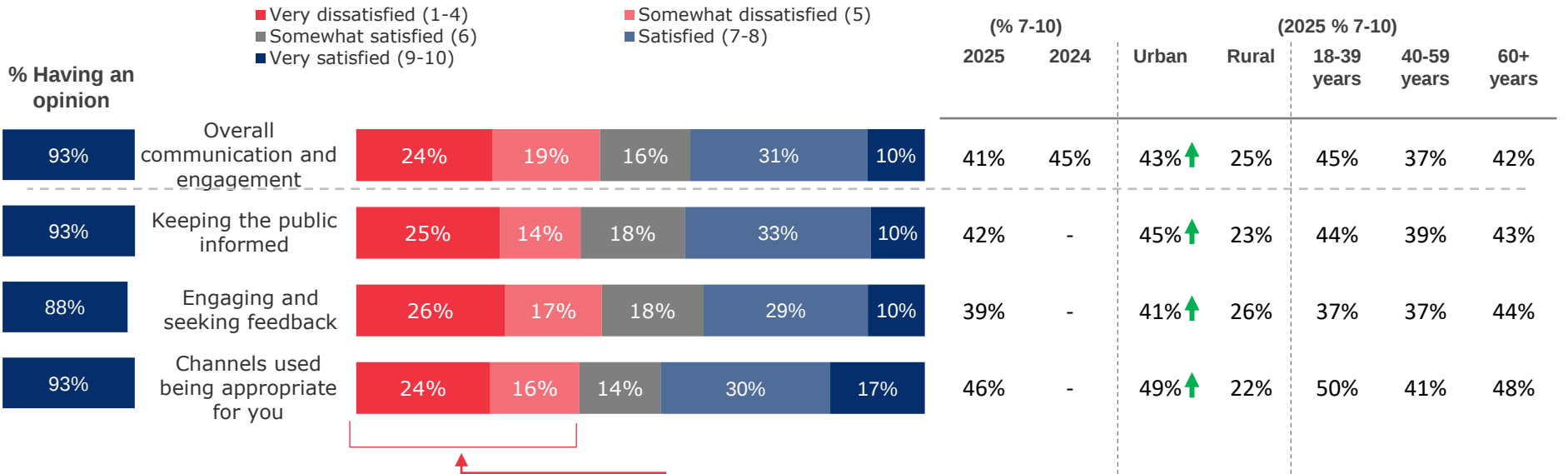
## Services: Channels used for keeping informed about Council’s activities<sup>(1)(2)</sup>



1.How do you keep informed about Council’s news and activities? Multiple response  
2.Sample: Total 2025 n=653

# While satisfaction with ‘Overall communication and engagement’ remains consistent with last year, urban residents report higher satisfaction, though around a quarter of all residents are very dissatisfied

## Communication: Satisfaction with Council’s communications<sup>(1)(2)(3)</sup>



“Thank you for what you do as I love living in Upper Hutt, but am not seeing enough community information about what the UHCC is doing for me.”

“The Council is visible in Upper Hutt, i.e., Council Building, but, as to what goes on in there, as a general member of the public I have no idea. Even public newsletters with rates demands seem to have fizzled out.”

“The Council needs to find a better way of keeping rate payers informed. Perhaps a quarterly on-line newsletter?”

Significant increase 95% CI

Significant decrease 95% CI

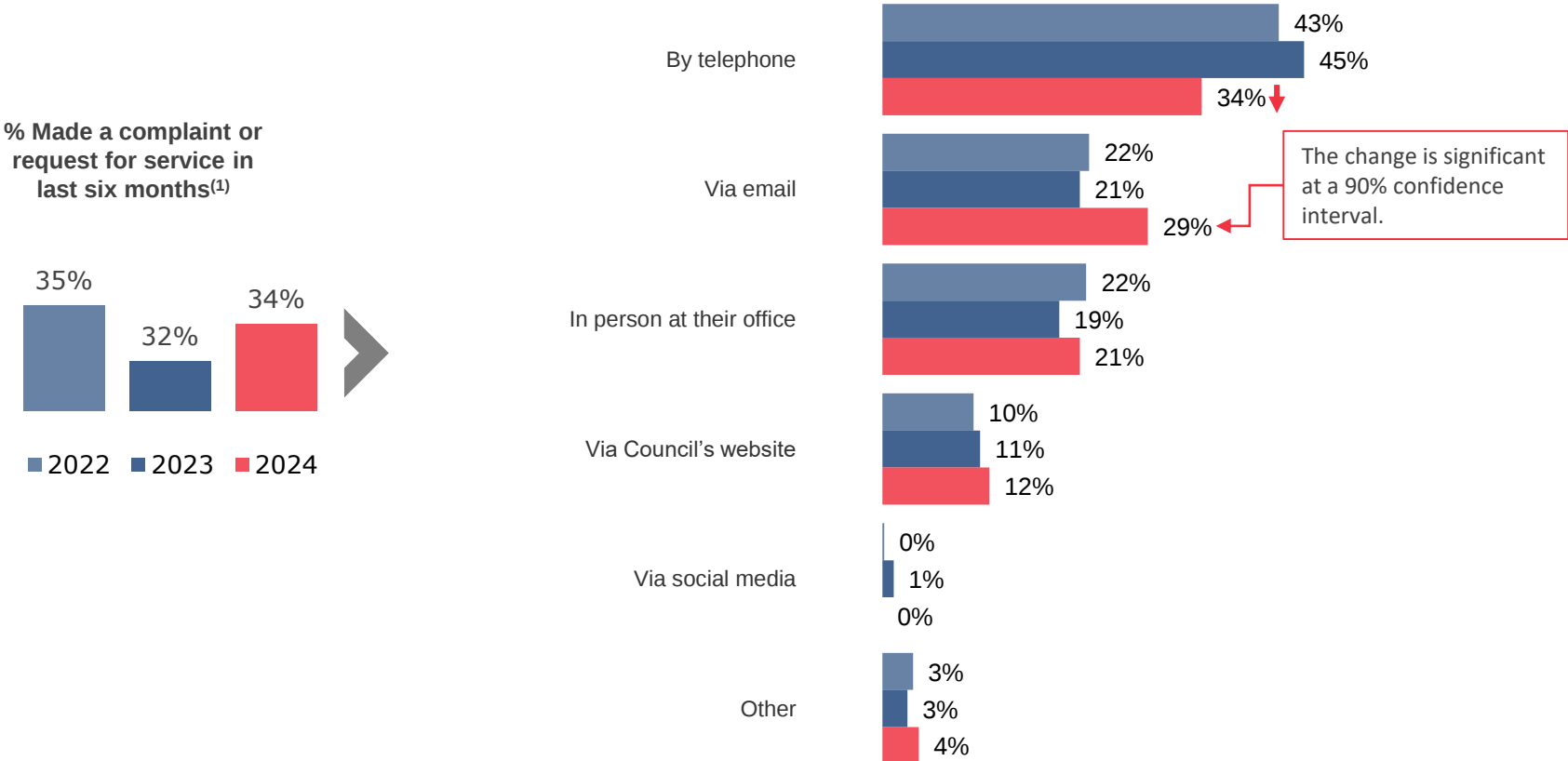
1.Results within detailed bars may sum to +/- one point due to rounding

2.How satisfied are you with Council's performance in terms of...?

3.Sample: Total 2025 n=653, Urban n=587, Rural n=66, Age: 18-39 years n=143, 40-59 years n=203, 60+ years n=307; 2024 n=710

Approximately a third (34%) of residents contacted Council in the past year with a complaint or issue requiring assistance, and while the telephone remains the most used channel, its use has declined significantly in favour of email

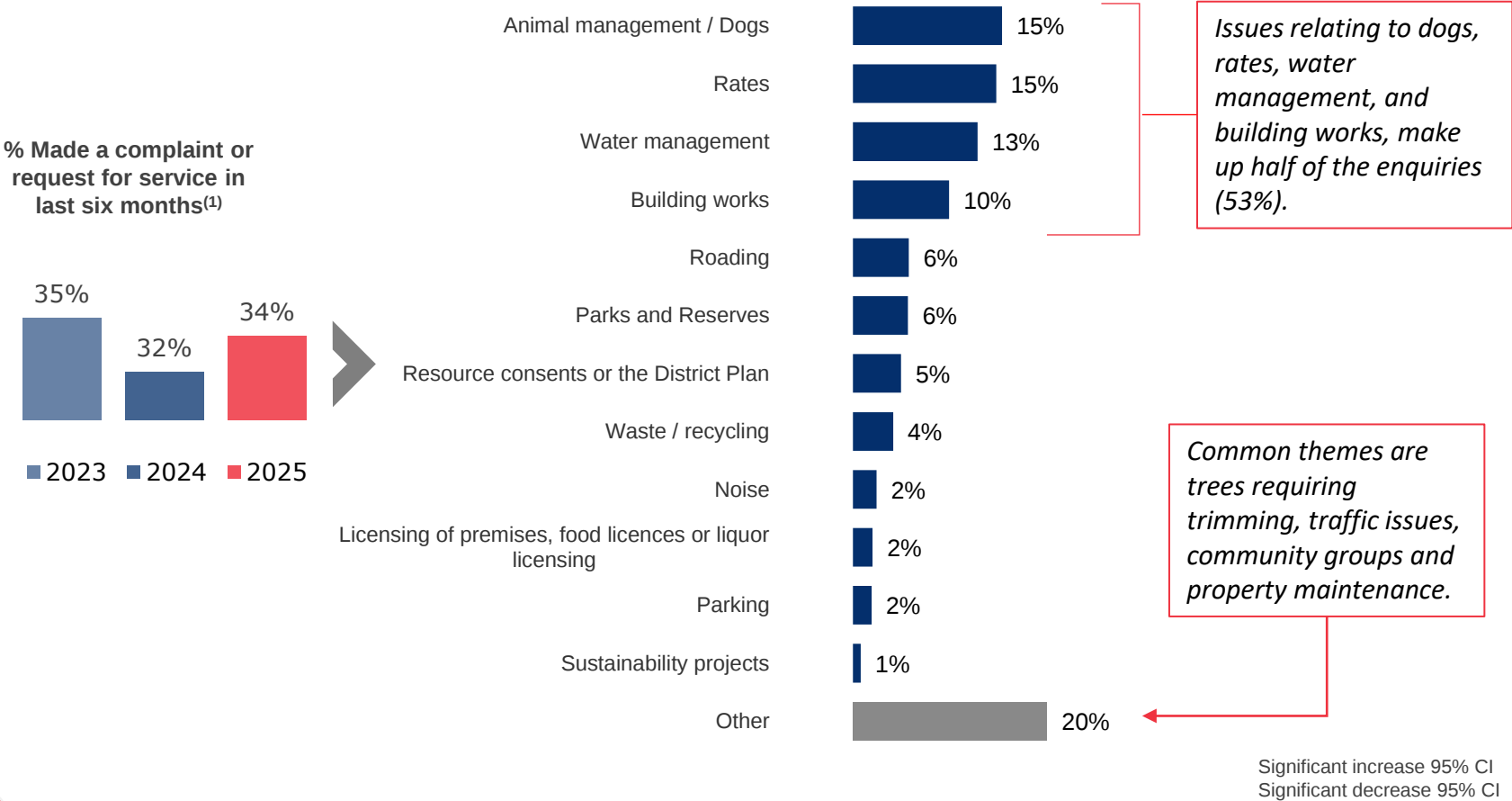
Communication: Requesting service or making complaints<sup>(2)(3)</sup>



1. Have you made a request for service or lodged a complaint about a Council service in the past six months?  
2. Thinking about your most recent request or complaint, what did it relate to?  
3. Sample: Total 2025 n=653, 2024 n=710, 2023 n=680; making a service request, 2025 n=242, 2024 n=258, 2023 n=257

# Issues lodged with Council relating to water management, dogs, building works, rates and roading collectively account for most enquiries (53%)

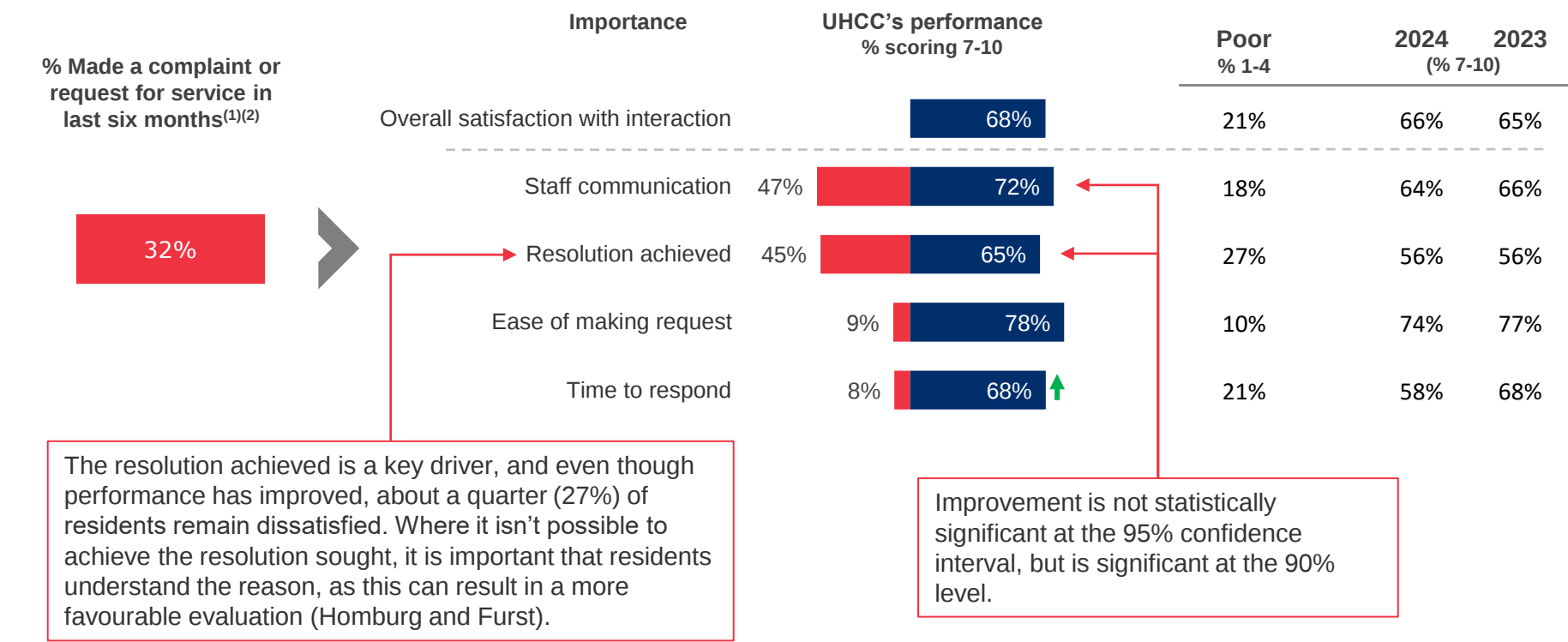
## Communication: Requesting service or making complaints<sup>(2)(3)</sup>



1. Have you made a request for service or lodged a complaint about a Council service in the past six months?  
2. Thinking about your most recent request or complaint, what did it relate to? Multiple response  
3. Sample: Total 2025 n=653, 2024 n=710, 2023 n=680; making a service request, 2025 n=242, 2024 n=258, 2023 n=257

# There has been a significant improvement in the way Council is handling complaints and enquiries from residents, with notably higher levels of satisfaction for ‘Staff communication’, ‘The resolution achieved’, and the ‘Time to respond’ to issues

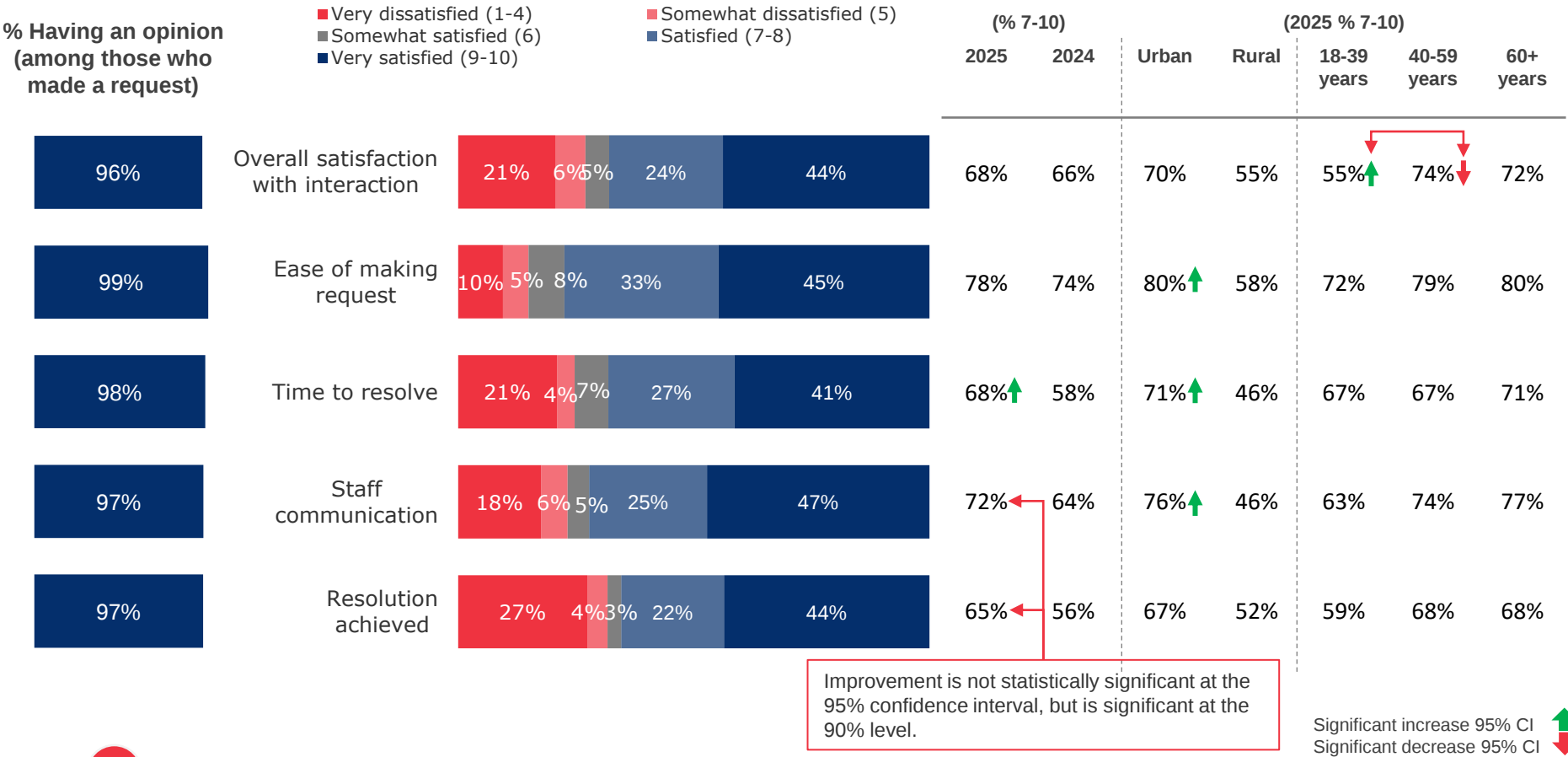
## Communication: Satisfaction with handling service requests and complaints<sup>(1)(2)(3)</sup>



1. Have you made a request for service or lodged a complaint about a Council service in the past six months?  
 2. Results relate to those who have made a complaint or request for service in the last year  
 3. Sample: Total 2025 n=653, 2024 n=710, 2023 n=680; making a service request, 2025 n=242, 2024 n=258, 2023 n=257

# Higher satisfaction is evident across all the interaction elements measured, even though some are not statistically significant

## Communication: Satisfaction with handling service requests and complaints<sup>(1)(2)(3)(4)</sup>



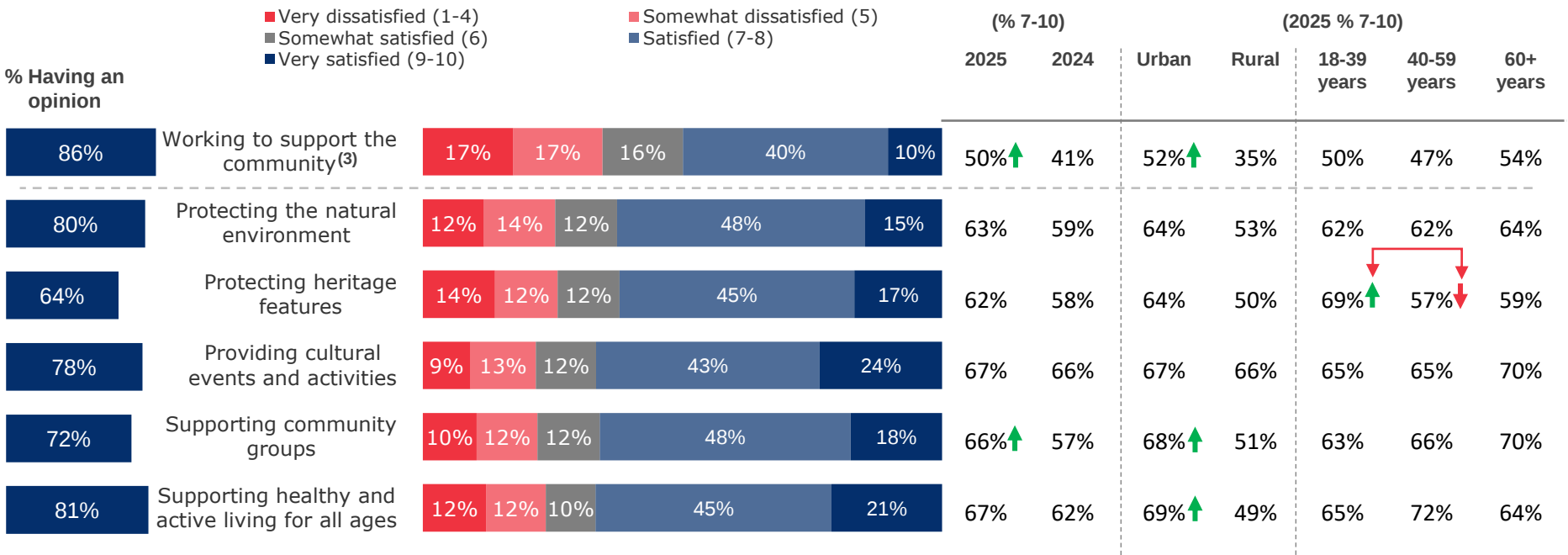
1.Results within detailed bars may sum to +/- one point due to rounding  
2.Have you made a request for service or lodged a complaint about a Council service in the past six months?  
3.Results relate to those who have made a complaint or request for service in the last year  
4.Sample Total 2025 n=653, 2024 n=710, 2023 n=680; making a service request, 2025 n=242, 2024 n=258, 2023 n=257



Section 12:  
**Community support**

# Council is generally seen to be doing a good job of supporting the community with positive results across all the various measures

## Community support: Satisfaction with Council’s activities to promote<sup>(1)(2)(4)</sup>



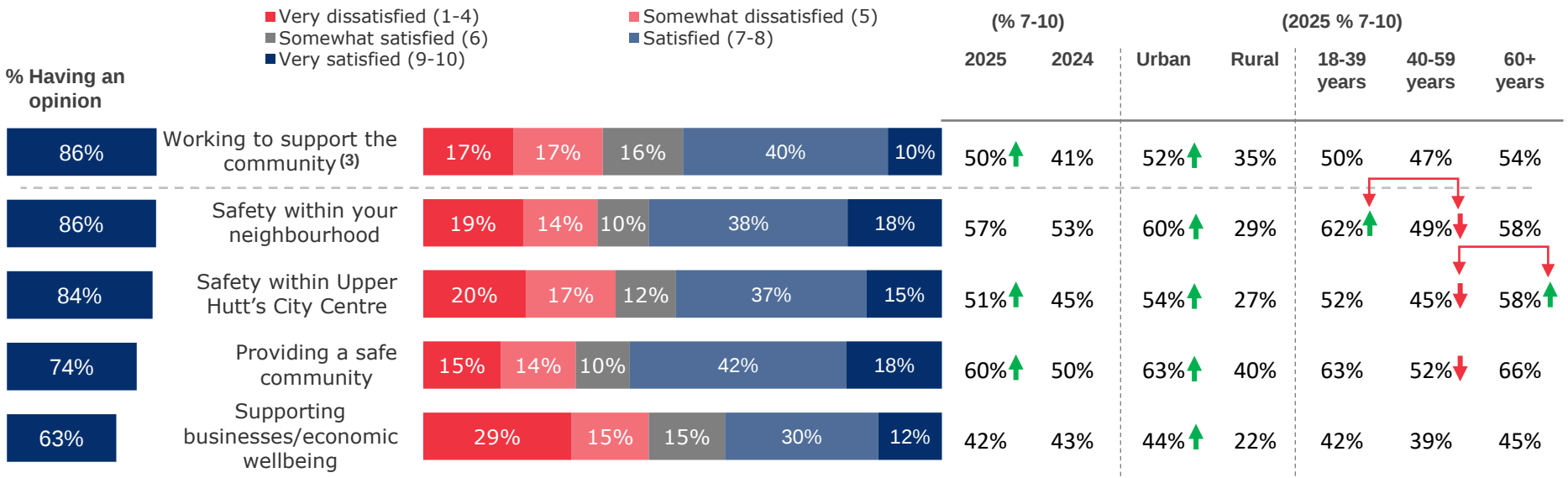
Wording of the overall level question was amended for 2025 from ‘working to promote wellbeing in the community’ to ‘working to support the community’. As such, caution is needed when comparing against results for prior years.

Significant increase 95% CI   
 Significant decrease 95% CI

1.Results within detailed bars may sum to +/- one point due to rounding  
 2.How would you rate Council for each of the following...?  
 3.Question re-worded for 2025 from ‘working to promote wellbeing in the community’ to ‘working to support the community’  
 4.Sample: Total 2025 n=653, Urban n=587, Rural n=66, Age: 18-39 years n=143, 40-59 years n=203, 60+ years n=307; 2024 n=710

There has been a significant improvement in perceptions of ‘Safety within the city centre’, and of note, urban residents generally have a more positive perception

Community support : Satisfaction with Council’s activities to promote (continued)<sup>(1)(2)(4)</sup>



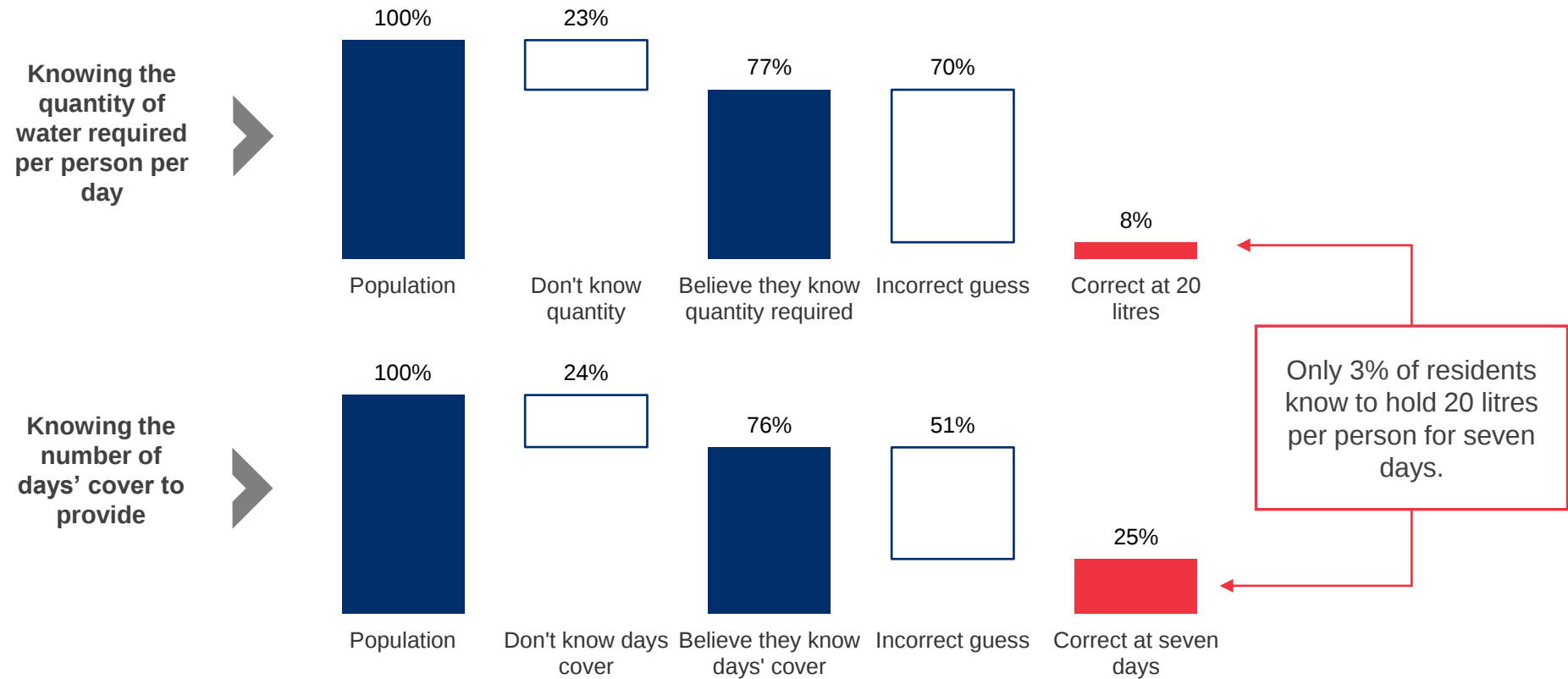
Wording of the overall level question was amended for 2025 from ‘working to promote wellbeing in the community’ to ‘working to support the community’. As such, caution is needed when comparing against results for prior years.

Significant increase 95% CI      Significant decrease 95% CI

1.Results within detailed bars may sum to +/- one point due to rounding  
2.How would you rate Council for each of the following...?  
3.Question re-worded for 2025 from ‘working to promote wellbeing in the community’ to ‘working to support the community’  
4.Sample: Total 2025 n=653, Urban n=587, Rural n=66, Age: 18-39 years n=143, 40-59 years n=203, 60+ years n=307; 2024 n=710

While most residents recognise that they should have an emergency supply of water, only a quarter know the recommended number of days' coverage (25%) and fewer (8%) know the required quantities for each person

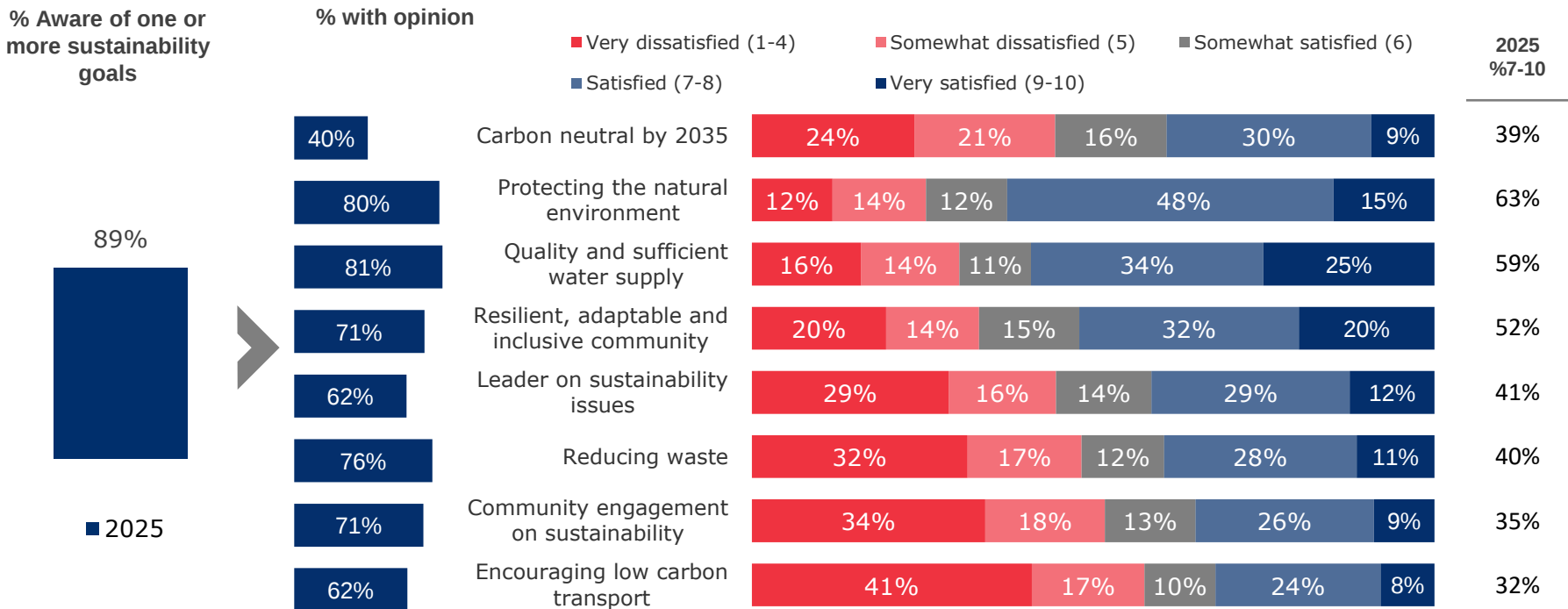
Wellbeing: Prepared for emergencies<sup>1)(2)(3)(4)</sup>



1.How many litres of water should be stored for each person per day in the case of an emergency event? And for how many days?  
2.Sample: Total 2025 n=653

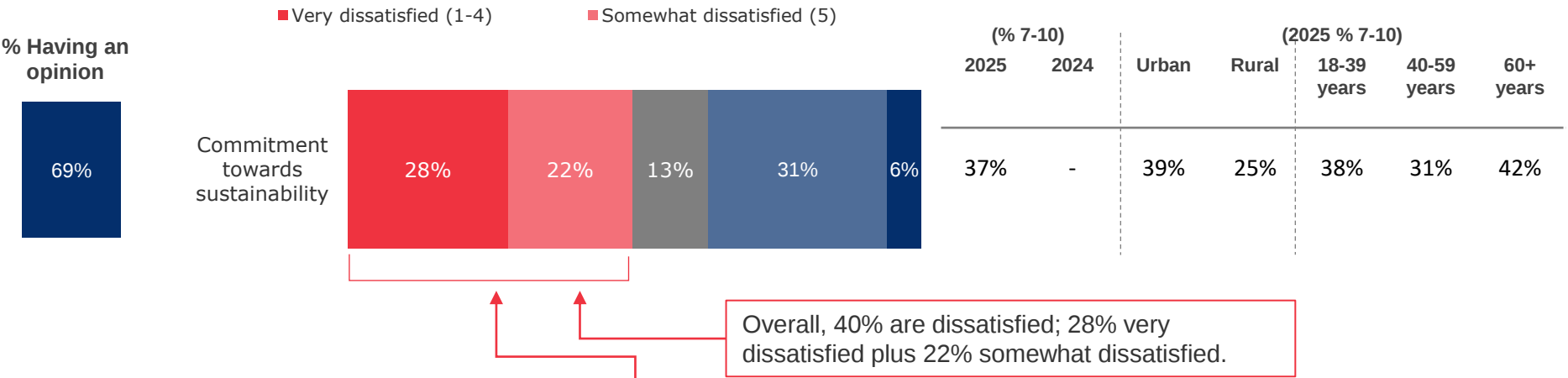
# Most residents (89%) have an opinion on one or more strategy goals, and while satisfaction is high for the likes of protecting the environment, water supply and resilience, perceptions are low for others

## Sustainability goals: Satisfaction with work to achieve sustainability goals<sup>(1)(2)(3)(4)</sup>



# Perceptions of Council’s work towards achieving its sustainability goals are poor, with only 37% satisfied and 40% either very or somewhat dissatisfied, with several of these residents citing a lack of recycling as a concern

## Sustainability goals: Satisfaction with commitment to sustainability strategy goals<sup>(1)(2)(3)</sup>



“My only feedback is that no recycling collection is incredibly backwards and encourages more waste - which does not help the Council's goals around sustainability. I'd also appreciate an option of green waste collection to further reduce waste.”

“As with everywhere else in the Wellington Region, the water pipes are failing and leaking water onto properties and streets all the time. This is a huge waste of one of our most valuable resources and should be top of the list of concerns for sustainability.”

“Roadside re-cycling bins are essential to promoting sustainability and should be a Council service.”

Significant increase 95% CI  
Significant decrease 95% CI

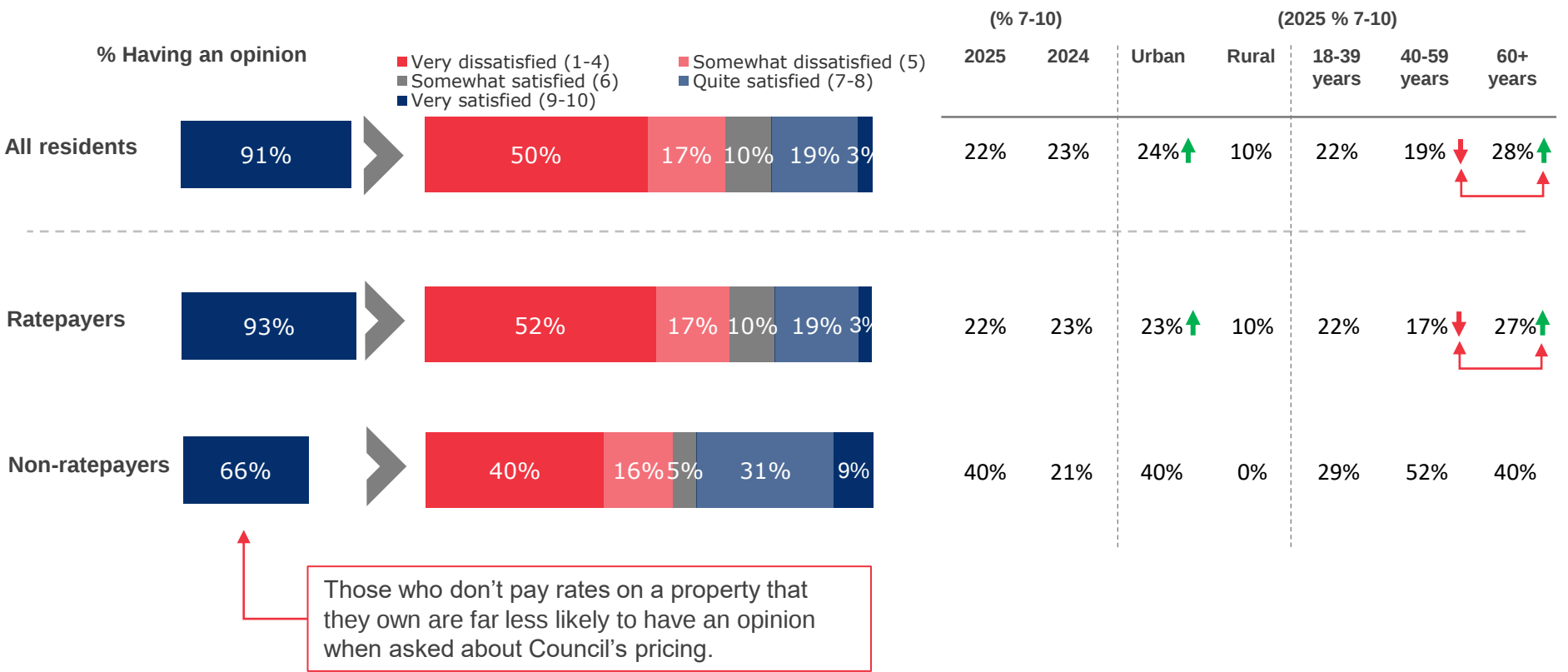
1.Results within detailed bars may sum to +/- one point due to rounding  
2.Overall, how satisfied are you with Council's commitment to its sustainability strategy goals?  
3.Sample: Total 2025 n=653, Urban n=587, Rural n=66, Age: 18-39 years n=143, 40-59 years n=203, 60+ years n=307; 2024 n=710



Section 13:  
**Council's charges**

# Satisfaction with Council’s ‘Overall rates and other charges’ remains low, in line with last year, with only 22% of residents being satisfied and 50% being very dissatisfied

## Council’s charges: Overall rates and other charges<sup>(1)(2)(3)(4)</sup>



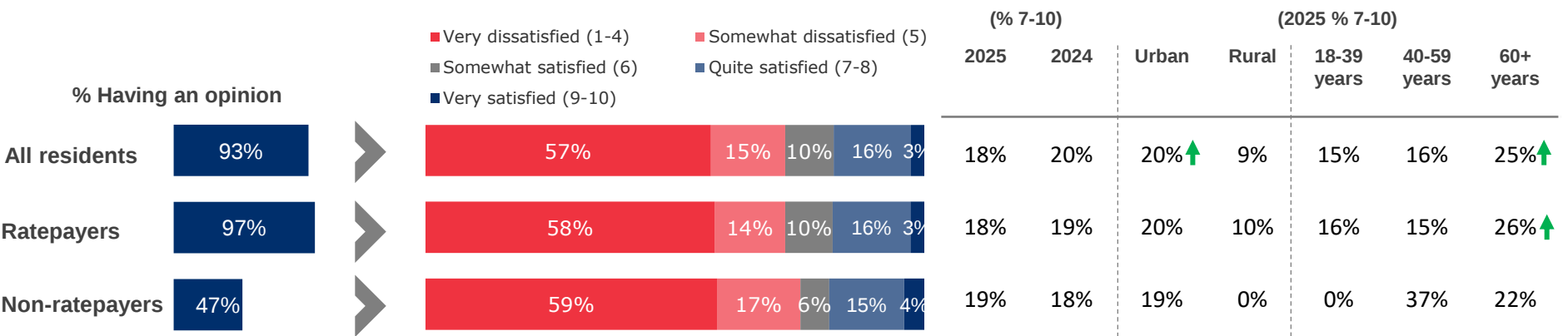
A small number of respondents didn't know if anyone in their household paid rates. Results for these individuals have been included in totals for 'all residents' but excluded from the 'ratepayers' and 'non ratepayers' categories

Significant increase 95% CI ↑  
Significant decrease 95% CI ↓

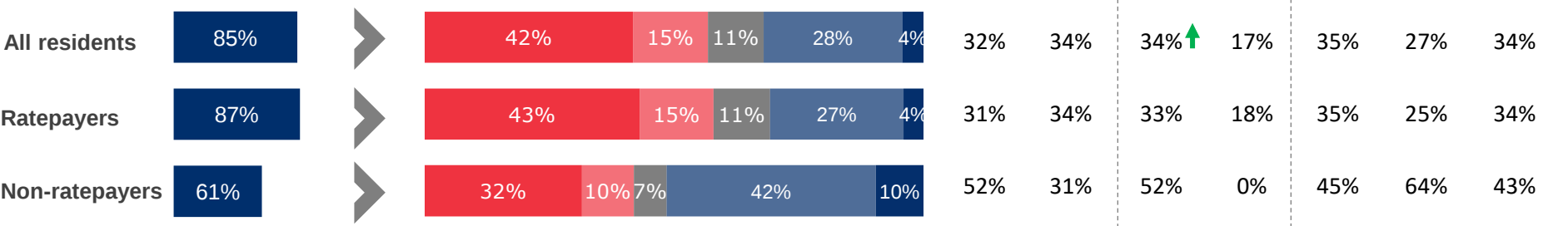
1.Results within detailed bars may sum to +/- one point due to rounding  
2.How would you rate the Council for each of the following...?  
3.Sample: Total 2025 n=653, Urban n=587, Rural n=66; Ratepayer n=597, Non-ratepayer n=45, Don't know n=11; Age: 18-39 years n=143, 40-59 years n=203, 60+ years n=307; 2024 n=710

# Satisfaction with rates remains low (18%), more so than for other service fees, with over half of residents (57%) very dissatisfied

## Council’s charges: Rates being fair and reasonable<sup>(1)(2)(3)</sup>



## Council’s charges: Fees for its various services being fair and reasonable



A small number of respondents didn’t know if anyone in their household paid rates. Results for these individuals have been included in totals for ‘all residents’ but excluded from the ‘ratepayers’ and ‘non ratepayers’ categories

Significant increase 95% CI  
Significant decrease 95% CI

1.Results within detailed bars may sum to +/- one point due to rounding  
2.How would you rate the Council for each of the following...?  
3.Sample: Total 2025 n=653, Urban n=587, Rural n=66; Ratepayer n=597, Non-ratepayer n=45, Don't know n=11; Age: 18-39 years n=143, 40-59 years n=203, 60+ years n=307; 2024 n=710



Section 14:

## **General comments about Council**

# Verbatim comments align with the quantitative findings, highlighting concerns about rate increases, roading, urban planning, waste services, and the need for improved decision-making, particularly in financial management

## General: Comments about Council or improvements that would be valued<sup>(1)(2)(3)</sup>



1.Are there any comments that you would like to make about Council?  
2.Only the most frequently occurring comments have been presented  
3.Sample: Total 2025 n=653



Section 15:

**Appendix: Table of performance measures**

## Overall level measures (%7-10)<sup>(1)</sup>

|                                      | Year |      |      | Location |         |       |       | Age group |       |     | Ethnicity |       |
|--------------------------------------|------|------|------|----------|---------|-------|-------|-----------|-------|-----|-----------|-------|
|                                      | 2025 | 2024 | 2023 | North    | Central | South | Rural | 18-39     | 40-59 | 60+ | Māori     | Other |
| Overall value for money              | 28%  | 25%  | 37%  | 26%      | 32%     | 30%   | 20%   | 26%       | 23%   | 38% | 34%       | 27%   |
| Overall satisfaction                 | 33%  | 30%  | 45%  | 30%      | 35%     | 37%   | 22%   | 34%       | 28%   | 38% | 41%       | 32%   |
| Performance of Mayor and Councillors | 29%  | 29%  | -    | 27%      | 26%     | 34%   | 22%   | 25%       | 27%   | 36% | 31%       | 29%   |
| Management and reputation            | 30%  | 35%  | 47%  | 28%      | 37%     | 32%   | 13%   | 25%       | 27%   | 39% | 39%       | 29%   |
| Infrastructure <sup>(2)</sup>        | 66%  | 62%  | 51%  | 65%      | 72%     | 65%   | 43%   | 66%       | 64%   | 67% | 70%       | 65%   |
| Core services <sup>(2)</sup>         | 43%  | 44%  | 42%  | 37%      | 46%     | 47%   | 43%   | 52%       | 33%   | 47% | 25%       | 46%   |
| Public facilities                    | 79%  | 75%  | 73%  | 74%      | 87%     | 79%   | 75%   | 76%       | 79%   | 83% | 74%       | 80%   |
| Outdoor spaces                       | 86%  | 86%  | 84%  | 81%      | 88%     | 90%   | 83%   | 82%       | 88%   | 90% | 88%       | 86%   |
| Communications                       | 41%  | 45%  | 47%  | 44%      | 45%     | 42%   | 25%   | 45%       | 37%   | 42% | 39%       | 42%   |
| Supporting community <sup>(3)</sup>  | 50%  | 41%  | 46%  | 51%      | 55%     | 51%   | 35%   | 50%       | 47%   | 54% | 50%       | 50%   |
| Overall Council charges              | 22%  | 23%  | 38%  | 21%      | 26%     | 25%   | 10%   | 22%       | 19%   | 28% | 29%       | 21%   |

## Management and reputation measures (%7-10)<sup>(1)</sup>

|                        | Year |      |                    | Location |         |       |                    | Age group          |                    |                    | Ethnicity          |       |
|------------------------|------|------|--------------------|----------|---------|-------|--------------------|--------------------|--------------------|--------------------|--------------------|-------|
|                        | 2025 | 2024 | 2023               | North    | Central | South | Rural              | 18-39              | 40-59              | 60+                | Māori              | Other |
| Overall reputation     | 30%  | 35%  | 47% <span>↑</span> | 28%      | 37%     | 32%   | 13% <span>↓</span> | 25%                | 27%                | 39% <span>↑</span> | 39%                | 29%   |
| Leadership             | 35%  | 36%  | 45% <span>↑</span> | 35%      | 37%     | 34%   | 35%                | 28% <span>↓</span> | 34%                | 44% <span>↑</span> | 37%                | 35%   |
| Trust                  | 33%  | 35%  | 46% <span>↑</span> | 33%      | 41%     | 33%   | 18% <span>↓</span> | 31%                | 29% <span>↓</span> | 40% <span>↑</span> | 40%                | 32%   |
| Financial management   | 25%  | 23%  | 41% <span>↑</span> | 25%      | 29%     | 26%   | 16%                | 26%                | 20% <span>↓</span> | 30% <span>↑</span> | 46% <span>↑</span> | 22%   |
| Innovation and quality | 30%  | 32%  | 42% <span>↑</span> | 34%      | 28%     | 30%   | 23%                | 31%                | 23% <span>↓</span> | 37% <span>↑</span> | 44% <span>↑</span> | 28%   |

## Infrastructure measures (%7-10)<sup>(1)</sup>

|                                      | Year |      |      | Location |         |       |       | Age group |       |     | Ethnicity |       |
|--------------------------------------|------|------|------|----------|---------|-------|-------|-----------|-------|-----|-----------|-------|
|                                      | 2025 | 2024 | 2023 | North    | Central | South | Rural | 18-39     | 40-59 | 60+ | Māori     | Other |
| Overall infrastructure               | 66%  | 62%  | 51%↓ | 65%      | 72%↑    | 65%   | 43%↓  | 66%       | 64%   | 67% | 70%       | 65%   |
| Water supply <sup>(2)</sup>          | 86%  | 80%↓ | 86%  | 86%      | 85%     | 85%   | 92%   | 88%       | 83%   | 86% | 85%       | 86%   |
| Sewerage system <sup>(2)</sup>       | 89%  | 85%  | 87%  | 86%      | 87%     | 90%   | 97%   | 91%       | 86%   | 89% | 84%       | 90%   |
| Stormwater system                    | 74%↑ | 69%↑ | 63%↓ | 77%      | 81%↑    | 72%   | 65%↓  | 74%       | 74%   | 75% | 77%       | 74%   |
| Overall roads, cycle ways, footpaths | 54%  | 53%  | 41%↓ | 57%      | 54%     | 54%   | 44%   | 52%       | 51%   | 58% | 54%       | 54%   |

## Roading measures (%7-10)<sup>(1)</sup>

|                                        | Year |      |      | Location |         |       |       | Age group |       |      | Ethnicity |       |
|----------------------------------------|------|------|------|----------|---------|-------|-------|-----------|-------|------|-----------|-------|
|                                        | 2025 | 2024 | 2023 | North    | Central | South | Rural | 18-39     | 40-59 | 60+  | Māori     | Other |
| Overall roads, cycle ways, footpaths   | 54%  | 53%  | 41%↓ | 57%      | 54%     | 54%   | 44%   | 52%       | 51%   | 58%  | 54%       | 54%   |
| Road maintenance                       | 30%  | 30%  | 22%↓ | 30%      | 31%     | 33%   | 14%↓  | 30%       | 24%↓  | 36%↑ | 29%       | 30%   |
| Availability of footpaths              | 71%↑ | 67%  | 64%↓ | 74%↑     | 71%     | 74%↑  | 57%↓  | 73%       | 71%   | 71%  | 77%       | 71%   |
| Maintenance of footpaths               | 57%↑ | 52%  | 50%↓ | 54%      | 64%↑    | 58%   | 45%↓  | 63%↑      | 55%   | 50%↓ | 64%       | 55%   |
| Provision of pedestrian crossings      | 71%↑ | 65%  | 64%↓ | 74%      | 73%     | 71%   | 63%   | 79%↑      | 63%↓  | 71%  | 74%       | 71%   |
| Provision of cycle lanes on roads      | 59%↑ | 53%↑ | 46%↓ | 61%      | 59%     | 58%   | 60%   | 60%       | 58%   | 60%  | 46%       | 61%↑  |
| Provision of off-road Pathways network | 81%↑ | 76%↑ | 70%↓ | 81%      | 80%     | 81%   | 80%   | 84%       | 76%   | 83%  | 73%       | 82%   |
| Street lighting                        | 68%  | 70%  | 59%↓ | 72%      | 64%     | 68%   | 69%   | 61%↓      | 69%   | 77%↑ | 66%       | 69%   |

## Core services measures (%7-10)<sup>(1)</sup>

|                           | Year                                                                                  |                                                                                       |                                                                                       | Location                                                                              |                                                                                         |                                                                                         |       | Age group                                                                               |                                                                                         |     | Ethnicity |                                                                                         |
|---------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-------|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-----|-----------|-----------------------------------------------------------------------------------------|
|                           | 2025                                                                                  | 2024                                                                                  | 2023                                                                                  | North                                                                                 | Central                                                                                 | South                                                                                   | Rural | 18-39                                                                                   | 40-59                                                                                   | 60+ | Māori     | Other                                                                                   |
| Overall core services     | 43%                                                                                   | 44%                                                                                   | 42%                                                                                   | 37%                                                                                   | 46%                                                                                     | 47%                                                                                     | 43%   | 52%  | 33%  | 47% | 25%       | 46%  |
| Urban development         | 33%  | 36%                                                                                   | 39%  | 34%                                                                                   | 38%                                                                                     | 31%                                                                                     | 33%   | 37%                                                                                     | 32%                                                                                     | 30% | 38%       | 33%                                                                                     |
| Look of Upper Hutt City   | 51%                                                                                   | 51%                                                                                   | 51%                                                                                   | 49%                                                                                   | 59%  | 48%  | 52%   | 53%                                                                                     | 49%                                                                                     | 50% | 58%       | 50%                                                                                     |
| Appearance of city centre | 29%  | 34%                                                                                   | 35%                                                                                   | 29%                                                                                   | 35%  | 24%  | 32%   | 26%                                                                                     | 31%                                                                                     | 29% | 34%       | 28%                                                                                     |
| Regulatory processes      | 63%  | 51%  | 54%                                                                                   | 48%                                                                                   | 76%  | 73%  | 49%   | 66%                                                                                     | 60%                                                                                     | 63% | 54%       | 64%                                                                                     |
| Waste services            | 56%  | 55%                                                                                   | 50%  | 51%  | 66%  | 55%  | 54%   | 56%                                                                                     | 54%                                                                                     | 60% | 53%       | 57%                                                                                     |

## Outdoor facilities measures (%7-10) (among users)<sup>(1)</sup>

|                        | Year     |      |          | Location |          |          |          | Age group |       |          | Ethnicity |          |
|------------------------|----------|------|----------|----------|----------|----------|----------|-----------|-------|----------|-----------|----------|
|                        | 2025     | 2024 | 2023     | North    | Central  | South    | Rural    | 18-39     | 40-59 | 60+      | Māori     | Other    |
| Overall outdoor spaces | 87%      | 88%  | 85%      | 84%<br>↓ | 89%      | 90%<br>↑ | 81%<br>↓ | 83%<br>↑  | 89%   | 91%<br>↓ | 89%       | 87%      |
| Parks and reserves     | 90%      | 89%  | 88%      | 86%      | 89%      | 90%      | 99%<br>↑ | 90%       | 88%   | 91%      | 81%       | 91%<br>↑ |
| Sports fields          | 90%      | 87%  | 86%      | 91%      | 97%<br>↑ | 88%      | 82%<br>↓ | 82%<br>↓  | 92%   | 97%      | 98%<br>↑  | 88%      |
| Playgrounds            | 89%      | 89%  | 92%      | 84%<br>↓ | 95%<br>↑ | 90%      | 87%      | 86%       | 90%   | 91%      | 89%       | 89%      |
| Akatārawa Cemetery     | 92%<br>↑ | 86%  | 82%<br>↓ | 89%      | 88%      | 96%      | 95%      | 90%       | 93%   | 92%      | 86%       | 93%      |

## Public facilities measures (%7-10) (among users)<sup>(1)</sup>

|                                     | Year     |      |          | Location |          |          |          | Age group |          |          | Ethnicity |       |
|-------------------------------------|----------|------|----------|----------|----------|----------|----------|-----------|----------|----------|-----------|-------|
|                                     | 2025     | 2024 | 2023     | North    | Central  | South    | Rural    | 18-39     | 40-59    | 60+      | Māori     | Other |
| Overall public facilities           | 80%<br>↑ | 76%  | 74%<br>↓ | 79%      | 88%<br>↑ | 80%      | 75%<br>↓ | 78%       | 80%      | 84%      | 80%       | 81%   |
| Service at libraries <sup>(2)</sup> | 96%<br>↑ | 88%  | 93%      | 95%      | 98%      | 94%      | 98%      | 97%       | 94%      | 96%      | 95%       | 96%   |
| H <sub>2</sub> O Xstream (Facility) | 86%<br>↑ | -    | 65%<br>↓ | 74%<br>↓ | 91%<br>↑ | 90%<br>↑ | 91%      | 89%       | 84%      | 84%      | 76%       | 88%   |
| H <sub>2</sub> O Xstream (Service)  | 91%<br>↑ | -    | 80%<br>↓ | 86%      | 93%      | 93%      | 89%      | 92%       | 90%      | 88%      | 87%       | 91%   |
| Whirinaki Whare Taonga (Service)    | 91%      | 91%  | 90%      | 90%      | 94%      | 88%      | 98%      | 89%       | 93%      | 89%      | 90%       | 91%   |
| Whirinaki Whare Taonga (Events)     | 90%<br>↑ | 88%  | 84%<br>↓ | 89%      | 93%      | 88%      | 97%      | 93%<br>↓  | 84%<br>↑ | 92%      | 94%       | 89%   |
| Activation event                    | 90%      | 92%  | 84%      | 92%      | 100%     | 81%      | 100%     | 83%       | 90%      | 97%      | 100%      | 89%   |
| Public toilets                      | 59%      | 53%  | 45%<br>↓ | 62%      | 66%      | 58%      | 48%      | 52%       | 53%      | 75%<br>↑ | 62%       | 59%   |

## Communication performance measures (%7-10)<sup>(1)</sup>

|                                 | Year     |      |          | Location |         |          |          | Age group |       |     | Ethnicity |       |
|---------------------------------|----------|------|----------|----------|---------|----------|----------|-----------|-------|-----|-----------|-------|
|                                 | 2025     | 2024 | 2023     | North    | Central | South    | Rural    | 18-39     | 40-59 | 60+ | Māori     | Other |
| Overall communications          | 41%<br>↓ | 45%  | 47%<br>↑ | 44%      | 45%     | 42%      | 25%<br>↓ | 45%       | 37%   | 42% | 39%       | 42%   |
| Keeping the public informed     | 42%      | -    | -        | 44%      | 44%     | 45%      | 23%<br>↓ | 44%       | 39%   | 43% | 39%       | 43%   |
| Community engagement            | 39%      | -    | -        | 42%<br>↑ | 39%     | 41%<br>↑ | 26%<br>↓ | 37%       | 37%   | 44% | 35%       | 40%   |
| Channels used being appropriate | 46%      | -    | -        | 51%      | 50%     | 48%      | 22%<br>↓ | 50%       | 41%   | 48% | 44%       | 47%   |

## Interaction performance measures (%7-10)<sup>(1)</sup>

|                              | Year |      |      | Location |         |       |       | Age group |       |     | Ethnicity |       |
|------------------------------|------|------|------|----------|---------|-------|-------|-----------|-------|-----|-----------|-------|
|                              | 2025 | 2024 | 2023 | North    | Central | South | Rural | 18-39     | 40-59 | 60+ | Māori     | Other |
| Overall, how enquiry handled | 68%  | 66%  | 65%  | 71%      | 66%     | 71%   | 55%   | 55%↓      | 74%↑  | 72% | 65%       | 68%   |
| Ease of making request       | 78%  | 74%  | 77%  | 87%↑     | 77%     | 77%↑  | 58%↓  | 72%       | 79%   | 80% | 69%       | 79%   |
| Time to respond              | 68%  | 58%↓ | 68%  | 71%↑     | 69%     | 73%↑  | 46%↓  | 67%       | 67%   | 71% | 65%       | 69%   |
| Staff communication          | 72%  | 64%  | 66%  | 76%      | 77%     | 75%   | 46%↓  | 63%       | 74%   | 77% | 65%       | 73%   |
| Outcome achieved             | 65%↑ | 56%  | 56%↓ | 71%      | 68%     | 64%   | 52%   | 59%       | 68%   | 68% | 69%       | 65%   |

## Community support measures (%7-10)<sup>(1)</sup>

|                                  | Year                                                                                    |                                                                                       |                                                                                         | Location |                                                                                         |                                                                                         |                                                                                           | Age group                                                                               |                                                                                           |                                                                                         | Ethnicity |       |
|----------------------------------|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|----------|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-----------|-------|
|                                  | 2025                                                                                    | 2024                                                                                  | 2023                                                                                    | North    | Central                                                                                 | South                                                                                   | Rural                                                                                     | 18-39                                                                                   | 40-59                                                                                     | 60+                                                                                     | Māori     | Other |
| Overall, community support       | 50%    | 41%  | 46%                                                                                     | 51%      | 55%                                                                                     | 51%                                                                                     | 35%    | 50%                                                                                     | 47%                                                                                       | 54%                                                                                     | 50%       | 50%   |
| Protect the natural environment  | 63%                                                                                     | 59%                                                                                   | 63%                                                                                     | 64%      | 69%  | 61%                                                                                     | 53%    | 62%                                                                                     | 62%                                                                                       | 64%                                                                                     | 62%       | 63%   |
| Protection of heritage features  | 62%                                                                                     | 58%                                                                                   | 64%                                                                                     | 64%      | 67%                                                                                     | 62%                                                                                     | 50%                                                                                       | 69%  | 57%    | 59%                                                                                     | 68%       | 61%   |
| Providing cultural events        | 67%                                                                                     | 66%                                                                                   | 66%                                                                                     | 63%      | 71%                                                                                     | 68%                                                                                     | 66%                                                                                       | 65%                                                                                     | 65%                                                                                       | 70%                                                                                     | 64%       | 67%   |
| Encouraging social engagement    | 66%                                                                                     | 57%  | 65%                                                                                     | 64%      | 68%  | 71%  | 51%    | 63%                                                                                     | 66%                                                                                       | 70%                                                                                     | 74%       | 65%   |
| Supporting healthy living        | 67%                                                                                     | 62%                                                                                   | 65%                                                                                     | 67%      | 70%                                                                                     | 70%                                                                                     | 49%    | 65%                                                                                     | 72%                                                                                       | 64%                                                                                     | 68%       | 67%   |
| Safety in your neighbourhood     | 57%                                                                                     | 53%                                                                                   | 54%                                                                                     | 57%      | 67%                                                                                     | 59%                                                                                     | 29%    | 62%  | 49%    | 58%                                                                                     | 59%       | 56%   |
| Safety in Upper Hutt City Centre | 51%    | 45%  | 46%                                                                                     | 58%      | 60%                                                                                     | 49%                                                                                     | 27%    | 52%                                                                                     | 45%    | 58%  | 52%       | 51%   |
| Business economic wellbeing      | 42%                                                                                     | 43%                                                                                   | 53%  | 42%      | 48%                                                                                     | 44%                                                                                     | 22%  | 42%                                                                                     | 39%                                                                                       | 45%                                                                                     | 51%       | 40%   |
| Providing a safe community       | 60%  | 50%                                                                                   | 53%                                                                                     | 64%      | 62%                                                                                     | 62%                                                                                     | 40%  | 63%                                                                                     | 52%  | 66%                                                                                     | 66%       | 59%   |

## Sustainability strategy goal measures (%7-10)<sup>(1)</sup>

|                                        | Year |      |      | Location |         |       |       | Age group |       |     | Ethnicity |       |
|----------------------------------------|------|------|------|----------|---------|-------|-------|-----------|-------|-----|-----------|-------|
|                                        | 2025 | 2024 | 2023 | North    | Central | South | Rural | 18-39     | 40-59 | 60+ | Māori     | Other |
| Commitment to sustainability goals     | 37%  | -    | -    | 39%      | 34%     | 40%   | 25%   | 38%       | 31%   | 42% | 40%       | 37%   |
| Carbon neutral by 2035                 | 39%  | -    | -    | 34%      | 56%     | 37%   | 33%   | 35%       | 37%   | 50% | 51%       | 38%   |
| Protecting the natural environment     | 63%  | 59%  | 63%  | 64%      | 69%     | 61%   | 53%   | 62%       | 62%   | 64% | 62%       | 63%   |
| Quality and sufficient water supply    | 59%  | -    | -    | 60%      | 61%     | 58%   | 56%   | 59%       | 51%   | 68% | 54%       | 60%   |
| Resilient and adaptable community      | 52%  | -    | -    | 47%      | 67%     | 53%   | 38%   | 54%       | 44%   | 60% | 54%       | 52%   |
| Being a leader on sustainability       | 41%  | -    | -    | 37%      | 49%     | 45%   | 28%   | 40%       | 36%   | 51% | 48%       | 40%   |
| Reducing waste                         | 40%  | -    | -    | 39%      | 50%     | 39%   | 28%   | 40%       | 32%   | 47% | 42%       | 39%   |
| Being engaged on sustainability issues | 35%  | -    | -    | 31%      | 45%     | 38%   | 20%   | 34%       | 31%   | 41% | 38%       | 35%   |
| Encouraging low carbon transport       | 32%  | -    | -    | 32%      | 39%     | 34%   | 19%   | 31%       | 27%   | 41% | 39%       | 31%   |

## Council charges and fees (%7-10)<sup>(1)</sup>

|                                          | Year               |      |                    | Location |                    |                    |                    | Age group |                    |                    | Ethnicity |       |
|------------------------------------------|--------------------|------|--------------------|----------|--------------------|--------------------|--------------------|-----------|--------------------|--------------------|-----------|-------|
|                                          | 2025               | 2024 | 2023               | North    | Central            | South              | Rural              | 18-39     | 40-59              | 60+                | Māori     | Other |
| Overall Council charges                  | 22%                | 23%  | 38% <span>↑</span> | 21%      | 26%                | 25%                | 10% <span>↓</span> | 22%       | 19% <span>↓</span> | 28% <span>↑</span> | 29%       | 21%   |
| Rates being fair and reasonable          | 18%                | 20%  | 39% <span>↑</span> | 15%      | 24% <span>↑</span> | 21% <span>↑</span> | 9% <span>↓</span>  | 15%       | 16%                | 25% <span>↑</span> | 26%       | 17%   |
| Fees for other services being reasonable | 32% <span>↓</span> | 34%  | 39% <span>↑</span> | 30%      | 42%                | 34%                | 17% <span>↓</span> | 35%       | 27%                | 34%                | 34%       | 32%   |



Section 16:  
**Sample structure**

The response sample has slightly under-represented younger age groups and over-represented those in older age groups; however, this bias has been successfully corrected by weighting the data

## Response rate and sample composition by age

Population  
(2023  
Census)

21%

25%

37%

17%

Group

Sample  
n=

Weighted<sup>(1)</sup>  
n=

65+ Years

245

135

50-64 years

180

165

30-49 years

184

240

18-29 years

44

112

Total

653

653

Response  
calculation

Sample  
n=

Sample  
n=

Sample  
n=

Total sample

2,600

600

3,200

Returned no  
address / declined

61

10

71

Returned  
incomplete

5

1

6

Returned late

3

2

5

Adjusted sample

2,531

587

3118

Questionnaires  
returned

- Online

436

32

468

- Paper

143

42

185

Total returned

579

74

653

22.8%

12.6%

20.9%

### Weighting:

Weighting serves the purpose of adjusting responses based on demographics within the sample, so that the sample exactly resembles the known population. The Random Iterative Method (RIM) of weighting has been applied using age, gender and ethnicity.

The sample has achieved a good distribution across geographic areas, and although the proportion of Māori who responded is less than the general population proportion (8% versus 14%), the response was sufficient for a successful weighting adjustment

## Sample composition by ward and ethnicity

|         | Sample<br>n= | Weighted <sup>(1)</sup><br>n= | Weighted<br>% | Population<br>(2023<br>Census) | Ethnicity                        | Sample<br>n= | Weighted <sup>(1)</sup><br>n= | Weighted<br>% |
|---------|--------------|-------------------------------|---------------|--------------------------------|----------------------------------|--------------|-------------------------------|---------------|
| North   | 178          | 179                           | 27%           | 14%                            | Māori                            | 52           | 88                            | 14%           |
| Central | 133          | 130                           | 20%           |                                | Other ethnicities                | 601          | 565                           | 86%           |
| South   | 276          | 271                           | 42%           |                                | Total                            | 710          | 710                           | 100%          |
| Rural   | 66           | 73                            | 11%           |                                |                                  |              |                               |               |
| Total   | 563          | 653                           | 100%          |                                | Gender                           | Sample<br>n= | Weighted <sup>(1)</sup><br>n= | Weighted<br>% |
| Urban   | 587          | 580                           | 91%           | 49%                            | Male                             | 299          | 323                           | 49%           |
| Rural   | 66           | 73                            | 9%            |                                | Female                           | 351          | 330                           | 51%           |
| Total   | 563          | 563                           | 100%          |                                | Gender <sup>(2)</sup><br>diverse | 3            | 0                             | 0%            |
|         |              |                               |               | 0%                             | Total                            | 653          | 653                           | 100%          |



Section 17:  
**Contact details**

## Contact details

### Address

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**Physical address:**

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### Contact

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