



TE KAUNIHERA O TE AWA KAIRANGI | HUTT CITY COUNCIL

KOMITI ITI MAHERE Ā-NGAHURUTANGA / MAHERE Ā-TAU  
LONG TERM PLAN/ANNUAL PLAN SUBCOMMITTEE

Meeting to be held in the Council Chambers, 2nd Floor, 30 Laings Road, Lower Hutt on  
Friday 17 May 2024 commencing at 10.30am.

SUPPLEMENTARY ORDER PAPER

PUBLIC BUSINESS

5. RECOMMENDATION TO TE KAUNIHERA O TE AWA KAIRANGI | COUNCIL - 17  
May 2024

a) Long Term Plan 2024-2034 10 Year Plan: Analysis of Submissions

Report No. LTPAP2024/2/122 by the Corporate Planning Lead 2

CHAIR'S RECOMMENDATION:

"That the recommendations contained in the report be endorsed."

Kate Glanville  
SENIOR DEMOCRACY ADVISOR

**08 May 2024**

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**Report no: LTPAP2024/2/122**

## **10 Year Plan: Analysis of Submissions**

### **Purpose of Report**

1. The purpose of this report is to provide the Long-Term Plan/ Annual Plan Subcommittee with an analysis of the submissions received during consultation on the 2024-2034 draft 10 Year Plan.

### **Recommendations**

That the Subcommittee recommends Council:

- (1) notes that consultation for the 10 Year Plan took place between 2 April and 3 May 2024;
- (2) notes the range of communications and engagement activity undertaken at Appendix 1 attached to the report;
- (3) notes that during the consultation period, Council received a total of 1,770 submissions;
- (4) notes that hearings on submissions took place on 15 and 16 May 2024; and
- (5) notes the full analysis of submissions is attached at Appendix 2 attached to the report.

### **Background**

2. Public consultation for the draft 10 Year Plan took place between 2 April and 3 May 2024. Appendix 1 provides detail the range of communications and engagement activity.
3. Hearings on submissions took place on 15 and 16 May 2024.

### **Engagement**

4. During the consultation period, Council received a total of 1,770 submissions across the following categories:
  - a. 1,320 submissions received via council's online and paper-based templates, and via emails and letters;
  - b. 340 submissions created by members of the Save the Petone Wharf group;

- c. Seven submissions from seven students from Wilford School, Petone, against the demolition of Petone Wharf;
  - d. 11 submissions from students from Sacred Heart School, Petone, against the ending of funding for Hutt Science; and
  - e. 92 submissions from students from Korokoro School against the ending of funding for Hutt Science.
5. The total number of submissions of 1,770 was much greater than numbers received for previous long-term plan and annual plan consultation. Table 1 below provides a comparison of our success relative to other councils in the Wellington region that have completed consultation, and previous Council planning cycles.

**Table 1: Comparison of submissions**

	HCC 10 Year Plan 2024	Porirua City Council LTP 2024	Greater Wellington LTP 2024	HCC LTP 2021	HCC Annual Plan 2023
<b>Online, paper and emailed submissions</b>	1320	325	730	362	124
<b>Other submissions</b>	450	192	106	71	5
<b>Hearing requests</b>	233	47	104	75*	16*

*\*Hearings confirmed*

6. During the consultation period, driving traffic to Council's website was a key objective. Our website received 6,262 page views, more than any previous consultation project undertaken. Just over 25% of hits to the website were driven from social media channels. By comparison, our Annual Plan 2023 website attracted just 1,475 page views for the entire month it was live. 492 people used the Rates Calculator between 2 April and 5 May 2024.
7. This was the first time officers actively engaged with our business community through dedicated material and a separate section of information on the consultation website. In addition, we ran drop-in sessions with Councillors in attendance. These provided helpful platforms for feedback and made Council more visible in the community.
8. The engagement efforts and corresponding results are the cumulation of two years of sustained improvement of engagement practices. Trialling a range of tactics and being able to design and optimise an effective engagement programme. This included a providing multiple way for people to share feedback which clearly had a positive impact.

*Submitters who used the council submission form or emailed to Have Your Say*

9. Of the 1,320 digitals, emailed or paper-based submissions received using the council submission form, we can tell that:
  - a. 1,231 were from individuals and 89 were on behalf of organisations; and
  - b. 39 were from individuals who said that they live outside of Lower Hutt (predominantly people who live in Wellington and work in Lower Hutt).
10. Officers received 233 requests to present submissions to elected members during oral hearings scheduled for 15-16 May 2024. The actual number of speakers confirmed was 109.
11. During the consultation process officers became aware of 345 partially completed digital submissions. To avoid losing the contributions and input of people who had taken the time to engage in our consultation process, council (via Public Voice) emailed these people directly to ask if they would like their submission to be considered. Only four individuals requested that their partially completed submissions be removed. Consequently, 341 of the partially completed submissions were included in the final analysis.

*Demographics of submitters who used the Council submission form*

12. A demographic analysis of those who made submissions online or using the council-designed submission forms shows:
  - a. Petone had the highest number of submitters than any other area of the city (142 submissions, or 13% of the total);
  - b. 35-44 is the most represented age group at 20.4% of submitters who gave their age (n=229) followed by submitters aged 65-74 at 18% (n=202);
  - c. individuals aged 45+ make up 62.47% (n=701) of submitters, while those aged under 45 make up 34.58% (n=557);
  - d. 92.3% (n=985) of submitters indicated that they own their home and 7.7% (n=82) indicated that they rent;
  - e. 82.5% (n=919) of submitters identify as NZ European and 9.3% (n=104) identify as Māori; and
  - f. Te Atiawa is the iwi most represented amongst submitters who identify as Māori.



### *Submissions from the Save the Petone Wharf Group*

13. 340 additional submissions were received by the Council from the Save the Petone Wharf group in support of preserving Petone wharf. These submissions all disagreed with Council's previous decision to demolish the wharf.

### *Emails and letters to Council*

14. A total of 144 emails and letters were received as submissions.
15. The subjects of these submissions were diverse and are summarised alongside Council template submissions (online and paper) in the submissions analysis report.

### *Petitions*

16. Two petitions were received during the consultation period:
  - a. *On Council investigating options for a new cemetery* was handed in by Wainuiomata resident and kaumatua, Mr Tom Putawai, with a preference for a cemetery in Wainuiomata (356 signatures).
  - b. *The petition against paid parking in Petone* was submitted by Ms Hellen Swales, who is the coordinator of the Jackson Street Programme (1000+ signatures).

### **Summary of results**

17. Copies of all submissions were provided to Elected Members on 10 May 2024.
18. Analysis of the submissions was undertaken by Lower Hutt-based consultancy, Public Voice. The full report is provided at **Appendix 2**.

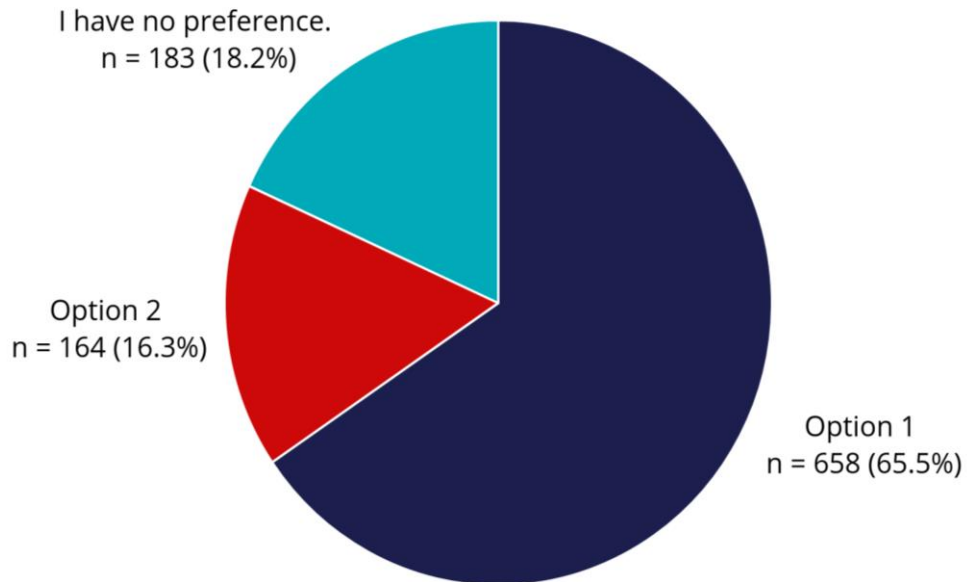
### **Analysis of Priority Areas**

#### *Priority 1: Water services*

19. Options given to submitters were:
  - a. Option 1 (Council's preferred): Invest \$1.6 billion over 10 years, including installing residential water meters and spending an extra \$2.8 million to quickly fix leaks. This maintains current service levels.
  - b. Option 2: Invest \$2.6 billion over 10 years, including water meters and the maximum amount of pipe renewals delivered. This improves service levels but has major rate impacts.

20. Figure 1 presents a summary of public feedback regarding how council invests in water services for the next 10 years.

*Figure 1: Summary of submissions relating to water services*



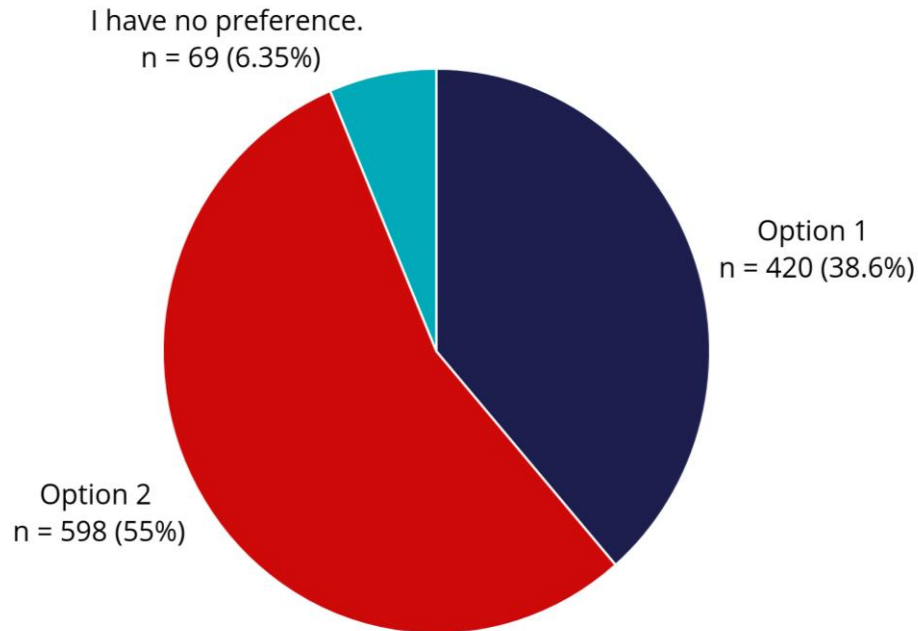
21. Option 1 received 65.5% (n=658) support compared to 16.3% (n=164) for Option 2. 18.2% (n=183) of submitters expressed no preference.
22. A thematic analysis of submitters' comments indicates:
- broad opposition to water meters mainly owing to the cost of implementation. This sentiment was expressed in greater numbers by submitters who do not support either options 1 or 2; and
  - support for Council fixing leaks and ongoing maintenance of water infrastructure.

***Priority 2: Food organics and green organics collection service***

23. Options given to submitters were:
- Option 1 (Council's preferred): Introduce a weekly FOGO collection service from 1 July 2027. Reduces landfill waste but has a rates impact.
  - Option 2: Keep the current opt-in green waste collection service only. No additional rates impact but doesn't achieve waste reduction goals.

24. Figure 2 presents a summary of feedback regarding submitters' preferred option for how council diverts food and green organics waste from landfill.

**Figure 2: Summary of submissions relating to how council diverts food and green organics waste from landfill**



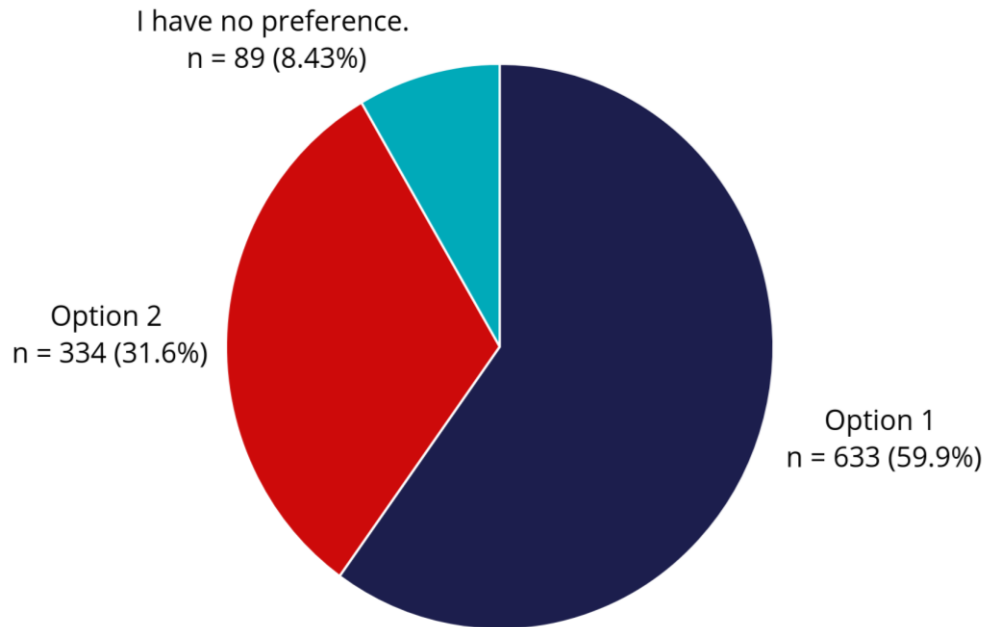
25. Option 1 received 38.6% (n=420) support compared to 55% (n=598) for Option 2. 6.3% (n=69) of submitters expressed no preference.
26. A thematic analysis of comments indicates:
- opposition to the proposal focussed on concerns about the impact of such a service on rates;
  - if implemented, preference was expressed for the waste collection service to be an 'opt-in', user pays service only; and
  - there were contrasting views on whether the proposed service should be a priority over other core infrastructure needs.

### ***Priority 3: Rates relief for low-income households***

27. Options given to submitters were:
- Option 1 (Council's preferred): Introduce a new policy providing up to \$250 per year remission for eligible low-income households. Offers support but is funded by other ratepayers.
  - Option 2: Don't introduce a new remission policy. Avoids rates impact for others but provides less support for those struggling.

28. Figure 3 presents a summary of feedback regarding submitters' preferred option regarding rates relief for low-income households.

*Figure 3: Summary of submissions relating to a proposed rates relief for low-income households*



29. Option 1 received 59.9% (n=633) support compared to 31.6% (n=334) for Option 2. 8.4% (n=89) of submitters expressed no preference.
30. A thematic analysis of comments indicates that:
- a number of comments focussed on Council developing fair, transparent and objective eligibility criteria;
  - there is an interest amongst some submitters that Council finds ways to fund rebates from alternative sources (i.e. not from rates increase for non-eligible ratepayers); and
  - there is a view that, irrespective of whether residents are eligible for rates relief, the proposed increase in rates will still be unaffordable.
31. A demographic analysis of submissions indicates that renters are more likely to support the proposal for rates relief for low-income households than submitters who own their homes.

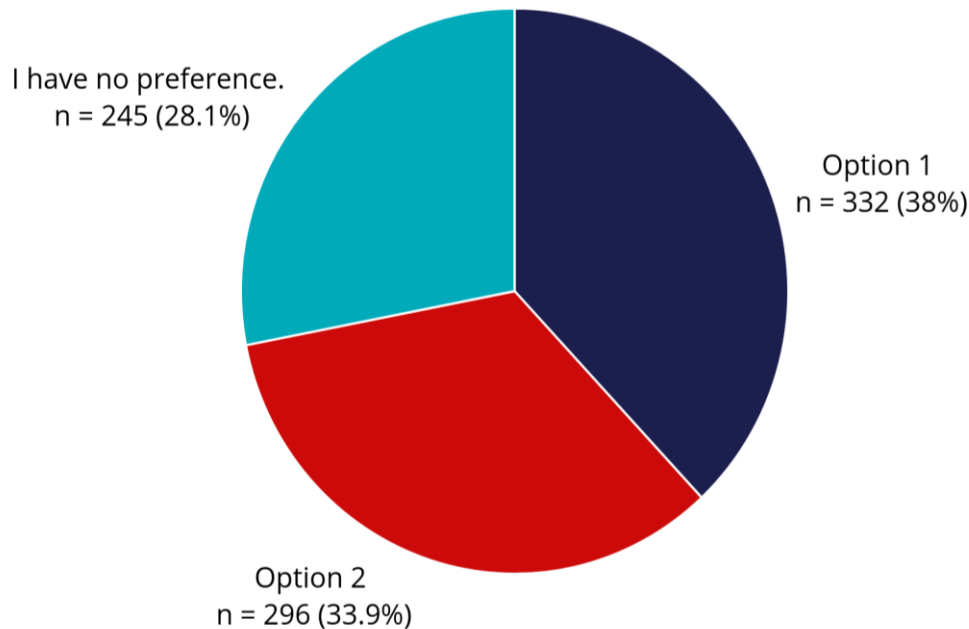
#### ***Priority 4: Petone assets***

32. Options given to submitters were:

- a. Option 1 (Council's preferred): Invest \$18.4M - focus on a new library (\$10M), demolish the wharf (\$6M), demolish the grandstand seating, and refurbish ground floor (\$2.4M).
- b. Option 2: Invest \$20M - minor refurbishment of the library (\$5M), demolish the wharf and some Esplanade improvements (\$10.2M), demolish the entire grandstand and rebuild changing rooms (\$4.8M).

33. Figure 4 presents a summary of feedback regarding submitters' preferred option regarding work on the three Petone assets).

***Figure 4: Summary of submissions relating to proposals for the three Petone assets***



34. Option 1 received 38% (n=332) support compared to 33.9% (n=296) for Option 2. 28.1% (n=245) of submitters expressed no preference.

35. A thematic analysis of comments indicates:

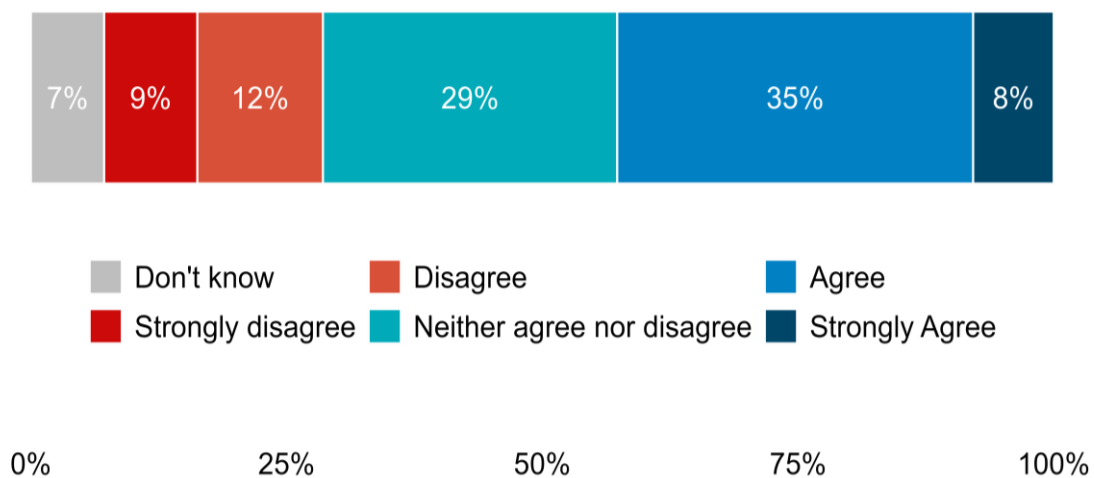
- a. a near equal number of comments in support and opposition for demolishing the Petone Wharf amongst those who voted for options 1 or 2. However, those who indicated that they did not prefer either option voiced a clear preference for the wharf's remediation;
- b. slightly more comments favoured the development of a multi-purpose hub than refurbishing the existing library. Comments also reflect a wish for council cost-effectiveness, regardless of which option on the library council takes; and

- c. comments on the grandstand are marginally in support of a full upgrade, especially amongst people who did not prefer options 1 or 2.
36. A demographic analysis of submissions shows that submitters under the age of 35 and renters had a higher preference for Option 1, while older residents were evenly split in their views between the options.

#### Other consultation items

37. Figure 5 presents a summary of feedback relating to Council's proposed future approach to managing its assets.

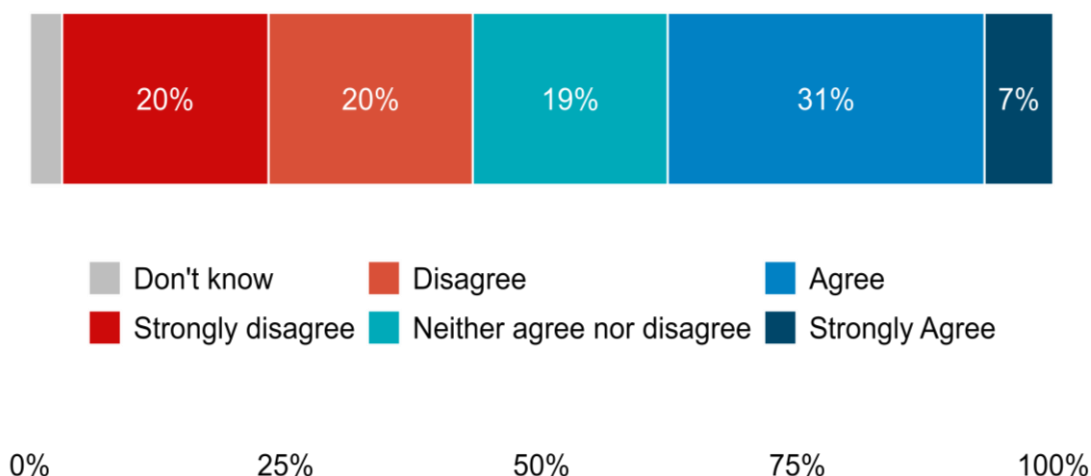
*Figure 5: Summary of submissions relating to Council's proposed future approach to managing its assets*



38. 42.7% (n=417) submitters agreed or strongly agreed with the proposed approach to asset management, while 21.4% (n= 209) disagreed or strongly disagreed. 28.8% (n = 281) neither agreed nor disagreed and 7.2% (n = 70) said that they didn't know.
39. A thematic analysis of comments indicates:
- a. most comments asked council to focus on core services over 'nice to have' projects;
  - b. a call for strategic, sustainable and future-focused management of community assets;
  - c. a desire to balance asset renewals with community needs and affordability; and
  - d. criticism of insufficient clarity and justification from the Council on asset management decisions.

40. Figure 6 presents a summary of feedback relating Council's proposed updates to its fees and charges.

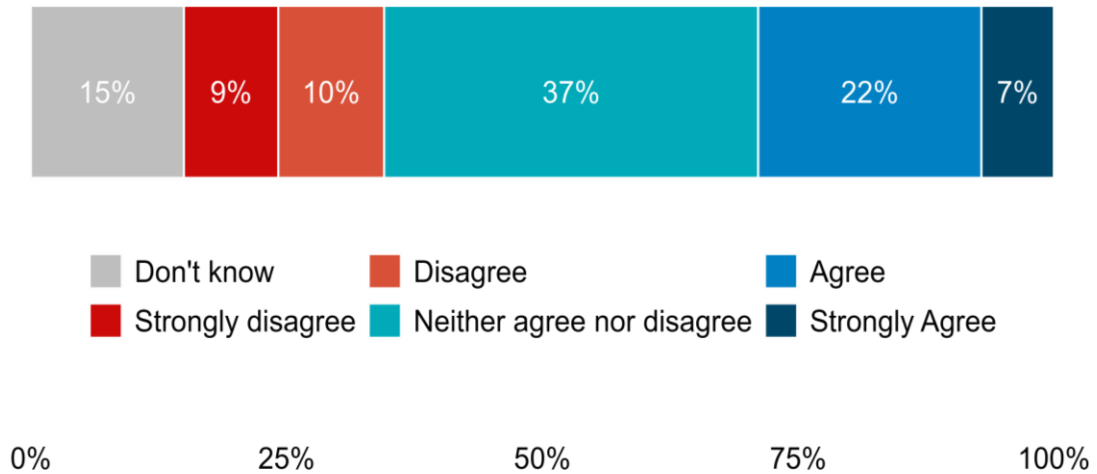
*Figure 6: Summary of submissions on Council's proposed updates to its fees and charges*



41. 37.7% (n = 370) of submitters agreed or strongly agreed with Council's proposed updates to its fees and charges, while 40.2% (n = 394) of submitters disagreed or strongly disagreed. 19% (n = 187) of submitters neither agreed nor disagreed and 3.2% (n = 31) said that they do not know.
42. A thematic analysis of comments on Council's proposal indicates:
- broad opposition to fee increases owing to a belief that they will be unaffordable to many people in the present economic climate;
  - concern that increasing parking fees generally will adversely impact retailers. This includes concern that the introduction of paid parking in Petone will have negative impacts for the Petone business community;
  - concern that an increase in tip costs will result in illegal dumping; and
  - a preference that, instead of increasing fees and charges, Council reduces its spending and focuses on core services.
43. A demographic analysis of submissions indicates that opposition to the proposed updates to fees and charges is highest among submitters aged under 45.

44. Figure 7 presents a summary of submitters' levels of agreement with Council's revised development contributions policy.

*Figure 7: Submitters' level of agreement with Council's revised development contributions policy*

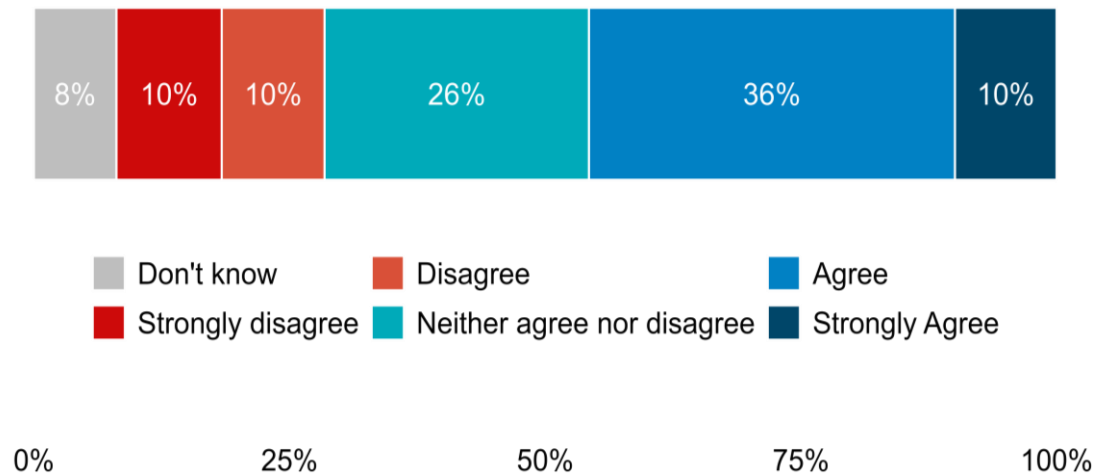


45. 28.9% (n = 257) of submitters agreed or strongly agreed with the revised development contributions policy, while 19.5% (n = 174) disagreed or strongly disagreed. However, 36.6% (n = 325) neither agreed nor disagreed and a further 15% (n = 133) said that they didn't know.
46. A thematic analysis of comments on Council's revised policy indicates:
- mixed opinions both in support and in opposition on the revised policy;
  - among submitters who wrote in opposition to the policy (including developers), concern is that it will discourage further development in Lower Hutt and exacerbate housing unaffordability; and
  - for those who voiced support for the policy, there was a view that council should not pay for private developments.



47. Figure 8 presents a summary of submitters' levels of agreement with Council's Infrastructure Strategy.

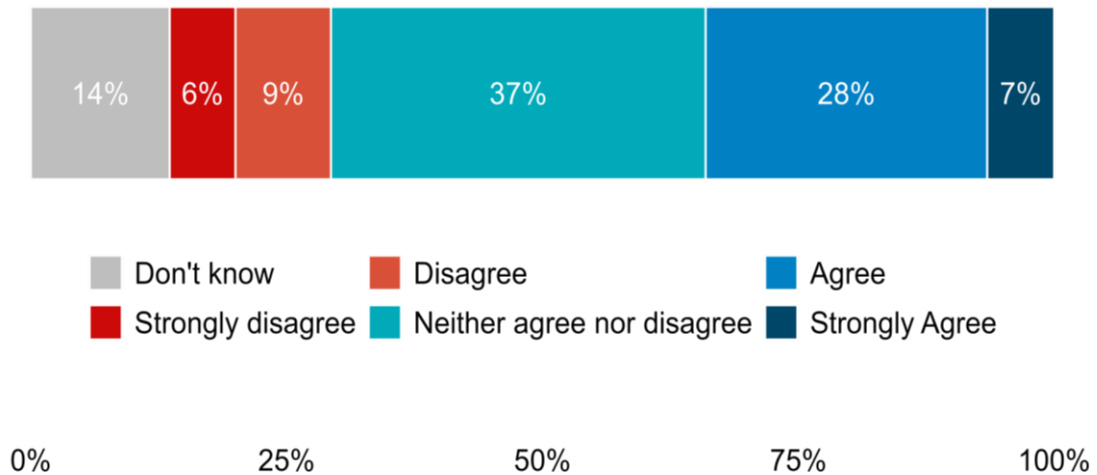
*Figure 8: Level of agreement with Council's Infrastructure Strategy*



48. 45.7% (n = 391) of submitters either agree or strongly agree with the Council's Infrastructure Strategy, while 20.4% (n = 174) disagree or strongly disagree. 25.8% (n = 221) of submitters indicated that they neither agree nor disagree, and a further 8.1% (n= 69) said that they do not know.
49. A thematic analysis of comments on Council's Infrastructure Strategy indicates:
- varied opinions on cycleways, with a prevalence of comments asking Council to reduce spending and limit its focus to core roading infrastructure;
  - broad support for Council to focus on core water infrastructure (not including water meters); and
  - concern about the impact of Council's Infrastructure Strategy on rates.

50. Figure 9 presents a summary of submitters' levels of agreement with Council's Reserves Investment Strategy.

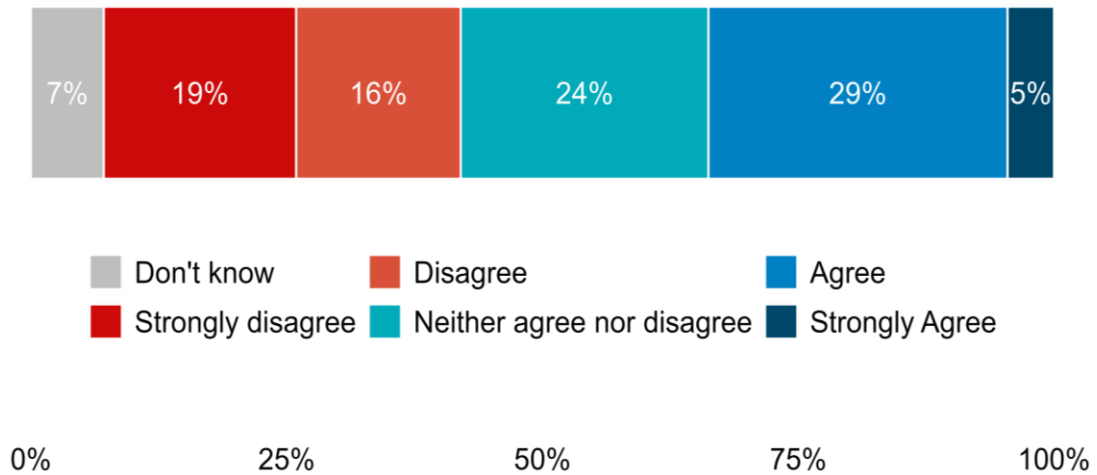
*Figure 9: Submitters' level of agreement with Council's Reserves Investment Strategy*



51. 34.1% (n = 281) of submitters agree or strongly agree with Council's Reserves Investment Strategy, while 15.7% (n = 130) disagree or strongly disagree. 36.6% (n = 302) of submitters neither agree nor disagree and 13.6% (n = 112) said that they did not know.
52. A thematic analysis of comments on Council's Reserves Investment Strategy indicates:
- strong support for protecting and enhancing existing parks and reserves for community well-being and environmental reasons;
  - endorsement of the overall strategy's focus and direction, seen as important for the city's liveability; and
  - concern that reserves investment is unnecessary and excessive when people are presently experiencing cost of living challenges and the city has more pressing infrastructure needs.

53. Figure 10 presents a summary of submitters' levels of agreement with the approach outlined in Council's Financial Strategy.

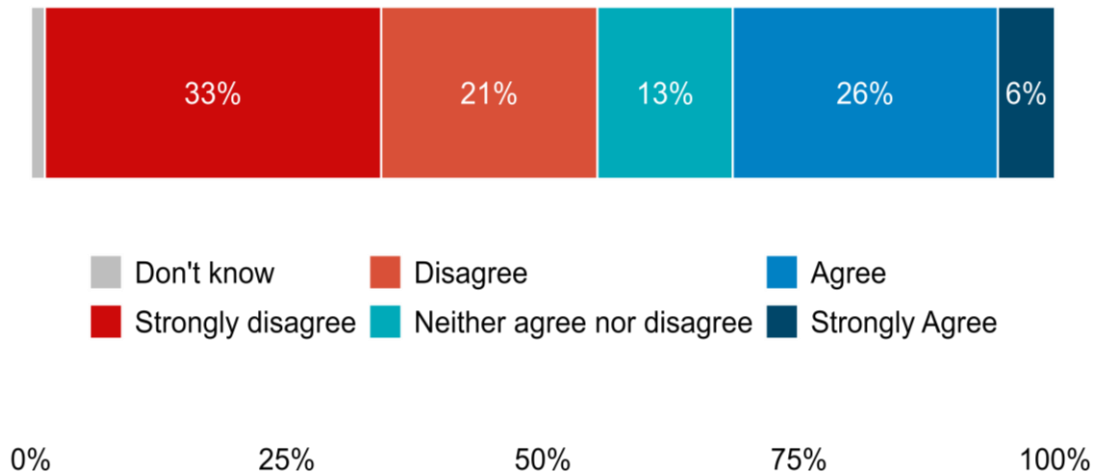
*Figure 10: Submitters' level of agreement with the approach outlined in Council's Financial Strategy*



54. 33.8% (n = 275) of submitters agree or strongly agree with Council's Financial Strategy, while 34.9% (n = 284) disagree or strongly disagree. 24.2% (n = 197) of submitters neither agree nor disagree and 7.1% (n = 58) said that they don't know.
55. A thematic analysis of comments on Council's Financial Strategy indicates:
- a preference for Council to reduce its spending and to focus on core services; and
  - concern about Council performance owing to a perception of wasteful spending.

56. Figure 11 presents a summary of submitters' levels of agreement that a total rates revenue increase in 2024-2025 of 16.9% (after growth) is reasonable.

*Figure 11: Submitters' level of agreement with that the rates revenue increase of 16.9% (after growth) is reasonable*



57. 31.5% (n = 231) of submitters agree or strongly agree that a total rates revenue increase in 2024-2025 of 16.9% (after growth) is reasonable, while 53.9% (n = 396) disagree or strongly disagree. 13.2% (n = 97) neither agree nor disagree and 1.4% (n = 10) said that they don't know. Submitters who strongly disagree make up the largest segment of responses.

58. A thematic analysis of comments on Council's proposed rates revenue increase indicates:

- broad opposition to rates increase of 16.9% (after growth) on the basis that the proposed rates rise is believed to be unaffordable for residents on top of other cost-of-living pressures;
- calls to reduce non-essential expenditures, especially on "nice-to-have" projects, and requests for Council to focus on core services; and
- some support of the proposed rates increase if it results in Council investing in core infrastructure.

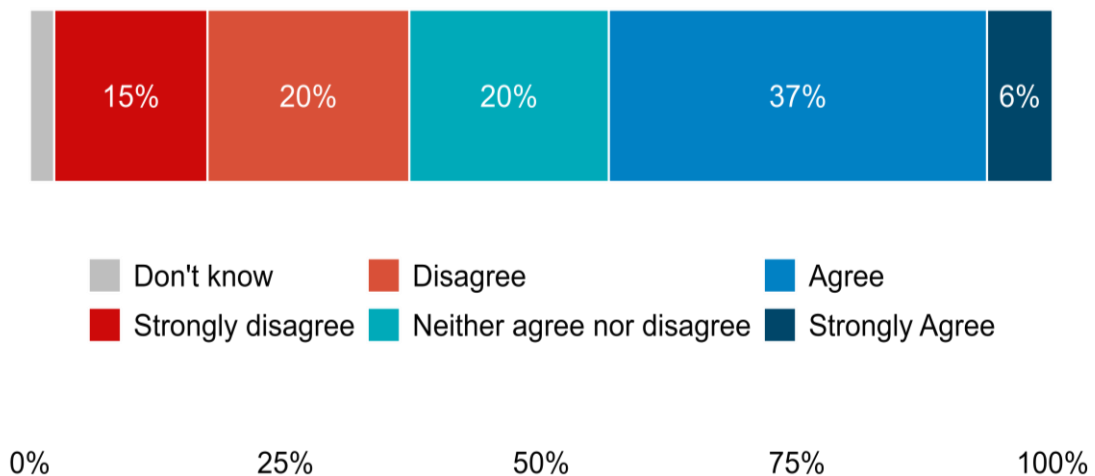
59. Submitters who do not support the proposed rates increase were asked what services they would propose that Council reduce. Comments focused on asking Council to reduce or postpone non-essential projects and to reduce council spending (including a reduction in numbers of staff and staff salaries).

60. More specific suggestions for ways to reduce council spending include:

- a. reduce spending on cycleways;
- b. reduce spending on libraries and library upgrades;
- c. reduce spending on pools and pool upgrades;
- d. stop work on food and green organics collection service, Petone assets, smart water meters, Cross Valley connections and Riverlink;
- e. stop or reduce traffic calming measures;
- f. suspend cultural projects and services;
- g. suspend social or community support funding; and
- h. suspend environmental projects.

61. Figure 11 presents a summary of submitters' levels of agreement with the general direction that Council is taking with the draft 10 Year Plan.

*Figure 11: Submitters' level of agreement with Council's general direction with the draft 10-year plan*



62. 43.4% (n = 365) of submitters agree or strongly agree with Council's general direction with the draft 10 Year Plan, while 34.7% (n = 292) disagree or strongly disagree. 19.5% (n = 164) of submitters neither agree nor disagree and 2.4% (n = 20) said that the don't know.

63. Text comments on Council's general direction with the draft 10 Year Plan included:

- a. the proposed rates rise is unaffordable, especially for households already under financial strain;
- b. a preference for Council to focus on core services and to reduce spending;

- c. wide support for Council investment in water infrastructure;
- d. concern regarding Council performance;
- e. opposition to Petone wharf being demolished;
- f. support of Council's proposed approach; and
- g. opposition to smart water meters and cycle ways.

### **Next steps**

64. Submissions and the analysis report will be made public after Council make final decisions on the 10 Year Plan on 27 June 2024.
65. To 'close the loop', officers will send an email to submitters with consultation results and Council's final decisions. We will also provide this information through social media, print media and a section on our 10 Year Plan consultation website. A dedicated section within the LTP document will provide results of the consultation and subsequent decisions.

### **Climate Change Impact and Considerations**

66. The matters addressed in this report have been considered in accordance with the process set out in Council's Climate Change Considerations Guide.

### **Consultation**

67. Formal consultation on Council's 10 Year Plan was undertaken between 2 April and 3 May 2024.

### **Legal Considerations**

68. The consultation process was run in accordance with the requirements of a special consultative procedure as outlined in the Local Government Act 2002.

### **Financial Considerations**

69. Not applicable.

### **Appendices**

No.	Title	Page
1 <a href="#">↓</a>	10 Year Plan consultation: Communications and Engagement activity	19
2 <a href="#">↓</a>	10 Year Plan Summary of Submissions	22

**Author:** Wendy Botha, Corporate Planning Lead

**Reviewed By:** Richard Hardie, Head of Strategy and Policy

**Approved By:** Jarred Griffiths, Director Strategy and Engagement

**Draft 10 Year Plan consultation: communications & engagement activities**

<b>Channel/Methodology</b>	<b>Notes</b>
10 Year Plan website	Built in-house Easy to navigate Survey link embedded Comprehensive supporting information
Consultation document – online and paper	Hosted on the 10 Year Plan website Hard copies available in Neighbourhood hubs, administration buildings and at drop-in sessions
Feedback form – online and paper	Hosted by PublicVoice, integrated into 10 Year Plan website Hard copies available in Neighbourhood hubs, administration building and from drop-in sessions
FAQs	Comprehensive FAQs and supporting information on key consultation items
Toolkit	Consultation Document, Feedback Forms, Flyers (translated into Te Reo, Samoan, Hindi and simplified Chinese), Powerpoint presentation template Business cards, FAQs on all main issues Conversation Guide
Materials for neighbourhood Hubs	Consultation document, Feedback Forms, Flyers (translated), bookmarks, posters, artwork assets, submission boxes
Te Pātaka	Project page for internal communication and updates
Postcard survey invitations to 15,000 resident addresses	Additional weighting given to addresses on the Māori electoral roll and addresses in Wainuiomata and Taitā
Rates insert	Brochure included in March rates notices (print/PDF)
Survey invitations to 3,280 residents on the Hutt Views Citizens Panel	The panel is a group of residents of Lower Hutt who have signed up to participate in a range of surveys. The panel is operated and managed by PublicVoice Ltd.
Emails to internal networks	Relationship holders sent emails to advise of consultation period beginning, share links and assets – invite them to share feedback
Emails /events to external networks	Relationship holders sent emails to advise of consultation period beginning, sharing links and inviting to share feedback. Big push on the business community.
Media release	20 Feb – water investment 2 April – consultation Live

Social Media	Facebook posts – 12 (average reach of 3,500 people per post) LinkedIn posts – 6 Instagram – 3 (plus stories)
Email signature	All HCC staff email signature
All staff Q&A	All staff 10 Year Plan presentation and Q&A session
Print media	Hutt News (7) Wainuiomata News (1) Eastbourne Herald (1)
Paid advertising	HCC Event Signboards (4 locations) Digital billboard (1)
Dedicated consultation Website	First time HCC has built a dedicated project consultation page.  Stats for 10 Year Plan website: <ul style="list-style-type: none"> <li>• Sessions – 5112</li> <li>• Users – 3132</li> <li>• Page views – 6262</li> <li>• Referrals from Social – 25%</li> <li>• Highest engagement 29 April – 3 May (final week) – 24%</li> </ul> Stats for the Feedback Form link on 10 Year Plan site: <ul style="list-style-type: none"> <li>• Sessions – 2530</li> <li>• Users – 1894</li> <li>• Highest engagement 29 April – 3 May (final week) – 29%</li> <li>• Average time spent on survey – 7min 15 sec</li> </ul>
In person engagement	<ul style="list-style-type: none"> <li>• Neighbourhood Hub drop-in sessions across all 9 sites</li> <li>• Riverbank market x 2</li> <li>• Dowse Art Museum with NZSL interpreter</li> <li>• Community requested sessions x 2 (BlueStar, Sacred Heart Petone)</li> <li>• Jackson Street Programme x 4</li> <li>• Hikoikoi Management trustees, staff and kaumatua</li> <li>• Hutt Valley Chamber of Commerce</li> <li>• Petone Rotary</li> <li>• Hutt Probus</li> <li>• Rotary Hutt Valley and Rotary Hutt City</li> <li>• Rotary of Hutt River Valley</li> <li>• Hutt River Valley Rotary Club</li> <li>• Additional Elected member led sessions (Petone Club, Schools)</li> </ul>



**Statistics from the 10 Year Plan website and online feedback form**

Consultation Site	Dates	Sessions	Users	Page Views	Referrals from Social (Sessions)	
Full consultation period	2 April - 3 May	5112	3132	6262	1324	25.90%

Consultation Site	Dates	Sessions	Users	Page Views	Referrals from Social (Sessions)	
Week 1	2-7 April	1022	722	1408	180	17.61%
Week 2	8-14 April	1046	694	1284	242	23.14%
Week 3	15-21 April	936	668	1104	338	36.11%
Week 4	22-28 April	814	560	1013	232	28.50%
Week 5	29 April - 3 May	1217	821	1453	330	27.12%

Survey	Dates	Sessions	Users	Average Engagement Time
Full consultation period	2 April - 3 May	2530	1894	7min 15sec

Survey	Dates	Sessions	Users	Average Engagement Time
Week 1	2-7 April	675	561	6min 07s
Week 2	8-14 April	345	276	5min 36s
Week 3	15-21 April	263	208	5min 45s
Week 4	22-28 April	493	388	6min 40s
Week 5	29 April - 3 May	752	576	9min 57s



**Whaowhia te pae tawhiti**  
Help us take the next steps

Have your say



# Hutt City Council 2024–2034 10 Year Plan

## Summary of submissions

### May 2024

**About PublicVoice**

PublicVoice Limited is a leading research and engagement consultancy headquartered in Lower Hutt, New Zealand. We concentrate on public policy research and consultation, providing services to various local and central government agencies throughout New Zealand. To learn more about our work, please visit [www.publicvoice.co.nz](http://www.publicvoice.co.nz).

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Date:	9 <sup>th</sup> May 2024
Author:	Jared Bothwell

Hutt City Council, 2024–2034 10 Year Plan Consultation

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# 1 Introduction

Hutt City Council conducted a public consultation on its draft 2024–2034 10 Year Plan. The consultation document outlined the key issues and proposals the Council is considering over the next decade to address Lower Hutt’s opportunities and challenges.

The consultation sought feedback from the Lower Hutt community on four main topics:

1. Investment options for water infrastructure
2. Implementing a food and green organic waste collection service
3. A rates remission policy to support low-income households
4. Work to be undertaken on three key community assets in Petone: the library, grandstand and wharf

The consultation also invited feedback on the Council’s proposed approach outlined in several key strategies and policies, including:

- The Infrastructure Strategy
- The Development Contributions Policy
- The Financial Strategy, including the proposed rates revenue increase
- The Fees and Charges Policy
- The Reserves Investment Strategy

This report provides a summary and analysis of the feedback received during the consultation period from 2 April to 3 May 2024. A total of 1,770 submissions were received from individuals and organisations across Lower Hutt.

The feedback has been analysed to identify key themes, insights, and views shared by the community. This analysis will help inform the Council’s decision-making as it finalises the 2024–2034 10-Year Plan. The report presents both quantitative data on submitters’ preferred options and level of support for various proposals and qualitative insights from the open-ended comments provided.

Understanding the community’s views, priorities, and preferences is crucial to the 10 Year Plan process. The Council would like to thank all Lower Hutt residents and organisations that reviewed the consultation document and provided their feedback.

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## 2 Key findings

### Water services

Of the participants, **658 (65.5%) prefer Option 1**, which involves an increased water infrastructure budget of \$1.6 billion over 10 years, including water meter installation, and an additional \$2.8 million to address the backlog of leak repairs. Meanwhile, **164 (16.3%) prefer Option 2**, which involves an increased water infrastructure budget of \$2.6 billion over 10 years, including water meter installation and the maximum level of pipe renewals that can be delivered.

Key insights include:

- **Water Meters:** Significant opposition exists due to concerns about the financial burden, disproportionate impact on low-income households, and scepticism about effectiveness in addressing leaks and aging infrastructure. However, some support water metering as a fair user-pays approach.
- **Infrastructure and Maintenance:** There is a strong call to prioritise fixing leaks and invest in long-term solutions for aging infrastructure. There is also a demand for increased accountability and urgency from the council in managing water services efficiently.
- **Financial Viability and Budget:** Concerns about the affordability of proposed water rates increases for ratepayers. Calls to prioritise essential water infrastructure over less critical expenditures and explore alternative funding options.

### Food organics and green organics collection service

**420 (38.6%) of participants prefer Option 1**, which involves setting up a food organic and green organic collection service starting 1 July 2027. Meanwhile, **598 (55%) of participants prefer Option 2**, which involves maintaining the current service with opt-in green waste collection.

Support for Option 2 (status quo) was higher among older age groups. Renters were more likely to prefer Option 1 compared to homeowners.

Key insights include:

- **Financial Viability and Budget:** Preference for the organic waste collection service to be an optional, user-pays system. Concerns about additional costs to ratepayers and whether the service would be worthwhile.
- **Organic Waste Use:** Strong preference for promoting home composting solutions over a council-run collection service. Interest in making compost from the collected waste available for community use.
- **Governance and Decision Making:** Divergent views on whether organic waste collection should be a priority over other core infrastructure needs. Calls for more education on waste minimisation and composting.

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## Rates relief for low-income households

**633 (59.9%) of participants prefer Option 1**, which offers a New Rates Remission Policy with up to \$250 remission per year for eligible households. Meanwhile, **334 (31.6%) of participants prefer Option 2**, which maintains the status quo by not offering rates remission based on financial hardship.

Support for Option 1 (implementing the rates remission policy) was consistently high across all age groups. Renters were more likely than homeowners to support Option 1.

Key insights include:

- **Eligibility and Fairness:** General support for providing additional assistance to low-income households, but concerns about the policy's fairness and potential cost implications for other ratepayers.
- **Affordability:** View that the proposed \$250 rate remission is insufficient relief given the extent of rate increases. Concerns about the financial burden on households with limited incomes.
- **Governance and Decision Making:** Calls for greater transparency in remission eligibility criteria and concerns about the council's role and efficacy in addressing broader affordability issues.

## Petone assets

**332 (38%) of participants prefer Option 1**, which proposes a total investment of \$18.4M for multiple projects, including a new multi-purpose facility at the Petone Library, demolition of Petone Wharf with a memorial, and reconstruction of the Petone Rec grandstand. Meanwhile, **296 (33.9%) of participants prefer Option 2**, which proposes a total investment of \$20M for refurbishing the Petone Library, transforming Petone Wharf with improvements to the Esplanade and a new viewing platform, and demolishing and rebuilding the Petone Rec grandstand along with new changing rooms.

Younger age groups (under 35) and renters showed a higher preference for Option 1 (library prioritised), while older residents were more evenly split between the options.

Key insights include:

- **Petone Wharf:** Strong support for retaining and refurbishing the wharf, given its heritage value and potential for recreational use. There is a desire for more consultation on repair options before any demolition. Some support for demolition and reallocating funds to other projects.
- **Petone Library:** The preference is for upgrading the library to create a modern, multi-purpose community hub. Some scepticism exists about the need for a full library rebuild in the digital age.
- **Petone Recreation Ground grandstand:** There are mixed views on whether to demolish or refurbish the grandstand. There is support for retaining some facilities for sports clubs and community events.



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## Managing our assets

**417 (42.7%) of participants agreed or strongly agreed** with Council's proposed approach to manage its assets.

Key insights include:

- **Prioritisation of Essential Infrastructure:** There is strong sentiment that the council should focus resources on core infrastructure such as water, waste and roads over "nice-to-have" projects.
- **Responsible Asset Management:** Call for strategic, sustainable and future-focused management of community assets. Desire to balance asset renewals with community needs and affordability.
- **Concerns Over Lack of Transparency:** Criticism of insufficient clarity and justification from the council on asset management decisions. Request for more detailed and accessible information.

## Fees and charges

**370 (37.7%) of participants agreed or strongly agreed** with the Council's proposed changes to fees and charges.

Opposition to the fees and charges was highest among the younger age groups. There is no significant difference between renters and owners.

Key insights include:

- **Parking:** Some are concerned that fee increases could negatively impact businesses, particularly in Petone. Others worry that they may push parking into residential areas. Others support parking fees as a demand management tool.
- **Concerns:** Scepticism about the justification and affordability of fee increases in the current economic climate. Calls for more council transparency on the rationale.
- **Landfill:** There is strong concern that landfill fee hikes could increase illegal dumping. Some support for increases to reflect true landfill costs and encourage waste minimisation.

## Developments Contributions Policy

**257 (28.9%) of participants agreed or strongly agreed** with the Council's proposed developments contributions policy.

Older age groups were slightly more likely to agree with the revised policy than younger submitters.

Key insights include:

- **Concerns:** There was concern that development contribution increases could discourage development and exacerbate housing unaffordability. There is a lack of clarity on the policy's calculations and impact on different housing typologies.

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- **Preferences:** Debate whether developers should pay the full cost of growth or share it with ratepayers, as the wider community also benefits from growth. Calls for a policy to enable sustainable urban development.

## Infrastructure strategy

**391 (45.7%) of participants agreed or strongly agreed** with the Council's proposed infrastructure strategy.

Key insights include:

- **Transport Infrastructure:** There are divided opinions on cycleways—some see them as vital for active transport, while others oppose further investment. Support for major projects like RiverLink and the Cross Valley Connections is needed.
- **Water Infrastructure:** There is consensus on upgrading water infrastructure as a top priority. However, there are concerns about the costs of the proposed investment program and the deliverability risks.
- **Preferences:** Widespread support for prioritising essential infrastructure and core services over perceived non-essential expenditures. Frustration with rates increases funding "vanity projects".

## Reserves Investment Strategy

**281 (34.1%) of participants agreed or strongly agreed** with the Council's proposed reserves investment strategy.

Key insights include:

- **Preserve and Maintain Reserves and Green Spaces:** Strong support for protecting and enhancing existing parks and reserves for community well-being and environmental reasons.
- **Support for Reserves Investment Strategy:** Endorsement of the overall strategy's focus and direction, seen as important for the city's liveability.
- **Emphasis on Core Services:** There is concern that "excessive" investment in reserves could come at the expense of more pressing infrastructure needs.

## Financial Strategy and proposed rates increase

**275 (33.8%) of participants agreed or strongly agreed** with the Council's Financial Strategy.

**231 (31.5%) agreed or strongly agreed** that this rate increase is reasonable and necessary

Opposition to the proposed rate increase was relatively consistent across age groups, although the 65–74 cohort had the highest support. Renters were more supportive than homeowners.

Key insights include:

- **Concerns:** There is significant opposition to the proposed 16.9% rate revenue increase, which many see as unaffordable on top of other cost-of-living pressures. There is also criticism of council waste and project prioritisation.

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- **Preferences:** There are widespread calls to reduce non-essential expenditures, especially on "nice-to-have" projects. There is openness to rate increases if they are focused on core infrastructure. There is support for a user-pays approach where appropriate.

## Overall satisfaction

**365 (43.4%) of participants agreed or strongly agreed** with the general direction Council is taking for this draft 10 Year Plan.

Key insights include:

### Council Performance/Planning

- **Emphasis on Core Services:** There was strong support for the Council prioritising investment in essential infrastructure such as water, waste and transport over non-essential projects. Many called for greater focus on maintaining existing assets rather than new initiatives.
- **Concerns About Council Performance:** A significant number of respondents expressed dissatisfaction and mistrust in the Council's performance, citing perceived mismanagement, lack of transparency, and poor spending prioritisation.
- **Endorsement of Strategy to Fulfil Community Needs:** While some submitters acknowledged the Council's efforts to engage the community and supported the overall strategic direction, others felt the plan did not adequately address core community needs and concerns.

### Rates

- **Concerns Over Unaffordable Proposed Rates:** The proposed 16.9% revenue increase drew strong opposition, with many deeming it unaffordable for households already under financial strain. Respondents criticised the Council for not doing enough to find savings and efficiencies before resorting to such a substantial rate rise.

### Infrastructure and Maintenance

- **Advocating for Investment in Water Infrastructure:** Submitters widely endorsed the urgent priority of upgrading water infrastructure, with some expressing willingness to pay higher rates. However, there were concerns about the scale and deliverability of the proposed water investment program.
- **Preserve Petone Wharf in Its Current State:** Numerous respondents opposed the proposed demolition of the Petone Wharf, emphasising its heritage value and community significance. They called for further investigation into repair and retention options.
- **Resistance to Universal Smart Water Meters:** The proposal to introduce universal water metering faced backlash due to cost and fairness concerns, with submitters arguing that the focus should be on fixing network leaks rather than metering households.

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## 3 Data analysis methodology

### 3.1 Thematic analysis

PublicVoice undertook the analysis of responses to open-ended survey questions and written feedback. Research analysts identified patterns of meaning, analysed, and interpreted these responses, extracting key themes. Each theme was then examined for frequency, with results presented in table format.

These frequency tables illustrate the number of times a particular theme was mentioned. The methodology underpinning PublicVoice's thematic analysis is based on the approach developed by Braun and Clarke in 2006.<sup>1</sup>

### 3.2 Reporting

Tables illustrating the frequency of codes associated with each theme have been included to demonstrate the significance of each theme. Table 1 provides an example of how the thematic analysis has been reported.

Theme	Subtheme	Frequency
WATER METERS		318
	Opposed to water metering and costs thereof	216
	Support water metering/user pays	44
	Seek clarity on implementation/use of water meters	37
	Concern with impact of water meters on low income	9
	Option 1 is preferred without water metering	4
	Apply special rate to residents with pools	1
	Government should pay for meters	1
	Install one meter for 20 households	1
	Option 2 is preferred without water metering	1
	Prefer targeted water rates	1
	Seek alternative sources of funding	1
	Water meters should be opt-in	1
	Water meters will deter future residents	1
INFRASTRUCTURE AND MAINTENANCE		193
	Support fixing leaks and ongoing maintenance	147
	Increase efficiency of maintenance	29
	Increase water storage capacity	3
	Seaview Waste Treatment plant requires work	3

Table 1: Example thematic table

<sup>1</sup> Braun and V. Clarke (2006), 'Using thematic analysis in psychology'. Qualitative Research in Psychology, 3(2), 77-101.

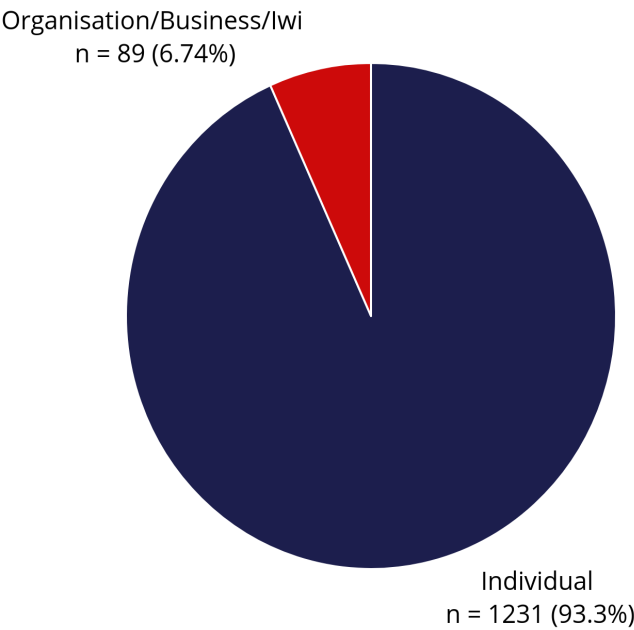
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## 4 Who we heard from

1320 submissions were received. 91 from organisations/business/iwi. A list of the participating organisations/business/iwi are listed in the appendix.

### 4.1 Individual or Organisation

Participants were asked whether they are submitting as an organisation or individual. Table 2 shows a breakdown of whether participants were submitting as an individual or an organisation.



**Figure 1:** Are you submitting as an individual or on behalf of an organisation?

Are you submitting as an individual or on behalf of an organisation	n	%
Individual	1,231	93.26%
Organisation/Business/Iwi	89	6.74%

**Table 2:** Are you submitting as an individual or on behalf of an organisation

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4.2 Location

Participants were asked whether they lived in Te Awa Kairangi ki Tai Lower Hutt. Figure 2 and Table 3 provides a breakdown.

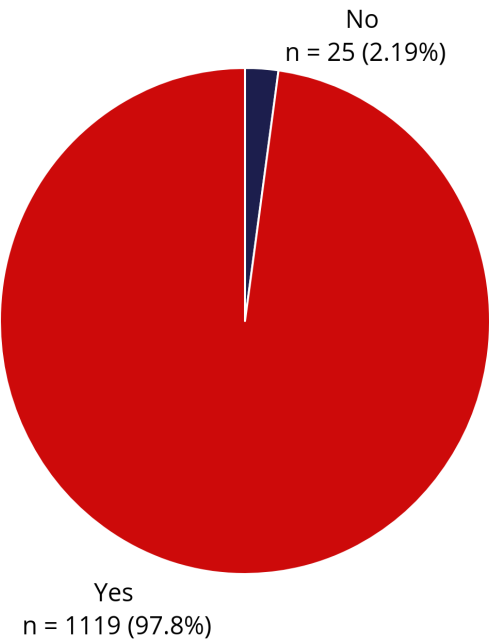


Figure 2: Do you live in Te Awa Kairangi ki Tai Lower Hutt?

Do you live in Te Awa Kairangi ki Tai Lower Hutt?	n	%
No	25	2.19%
Yes	1,119	97.81%

Table 3: Do you live in Te Awa Kairangi ki Tai Lower Hutt

Participants were asked what suburb of Lower Hutt they lived in. Table 4 shows the breakdown of suburbs where the participants are located.

Suburb	n	%
Alicetown	25	2.3%
Arakura (Wainuiomata)	20	1.84%
Avalon	45	4.14%
Belmont	39	3.58%
Boulcott	25	2.3%
Eastbourne	40	3.68%

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Suburb	n	%
Eastern Bays (Days Bay, Lowry Bay, Point Howard, Sorrento Bay, York Bay)	40	3.68%
Epuni	28	2.57%
Fairfield	24	2.21%
Glendale (Wainuiomata)	8	0.74%
Gracefield	2	0.18%
Harbour View	6	0.55%
Homedale East (Wainuiomata)	14	1.29%
Homedale West (Wainuiomata)	13	1.19%
Hutt Central	39	3.58%
Kelson	29	2.67%
Korokoro	19	1.75%
Manor Park	1	0.09%
Maungaraki	40	3.68%
Melling	5	0.46%
Moera	19	1.75%
Naenae	64	5.88%
Normandale	31	2.85%
Other (please specify)	12	1.1%
Pencarrow (Wainuiomata)	8	0.74%
Petone	142	13.05%
Stokes Valley	75	6.89%
Taitā	45	4.04%
Tirohanga	10	0.92%
Wainuiomata Central	66	6.07%
Wainuiomata West (Wainuiomata)	15	1.38%
Waiwhetū	42	3.68%
Waterloo	48	4.41%
Woburn	49	4.5%

Table 4: Suburb

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4.3 Home ownership

Participants were asked their home ownership status. Figure 3 and Table 5 shows the breakdown of participants home ownership status.

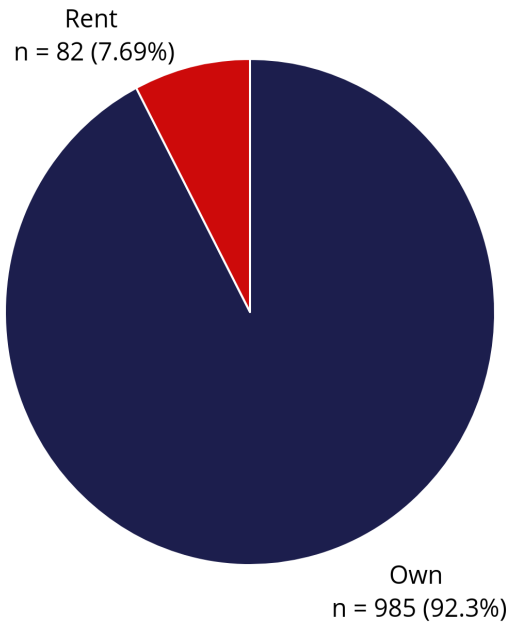


Figure 3: Do you own or rent the home you live in?

Do you own or rent the home you live in	n	%
Own	985	92.31%
Rent	82	7.69%

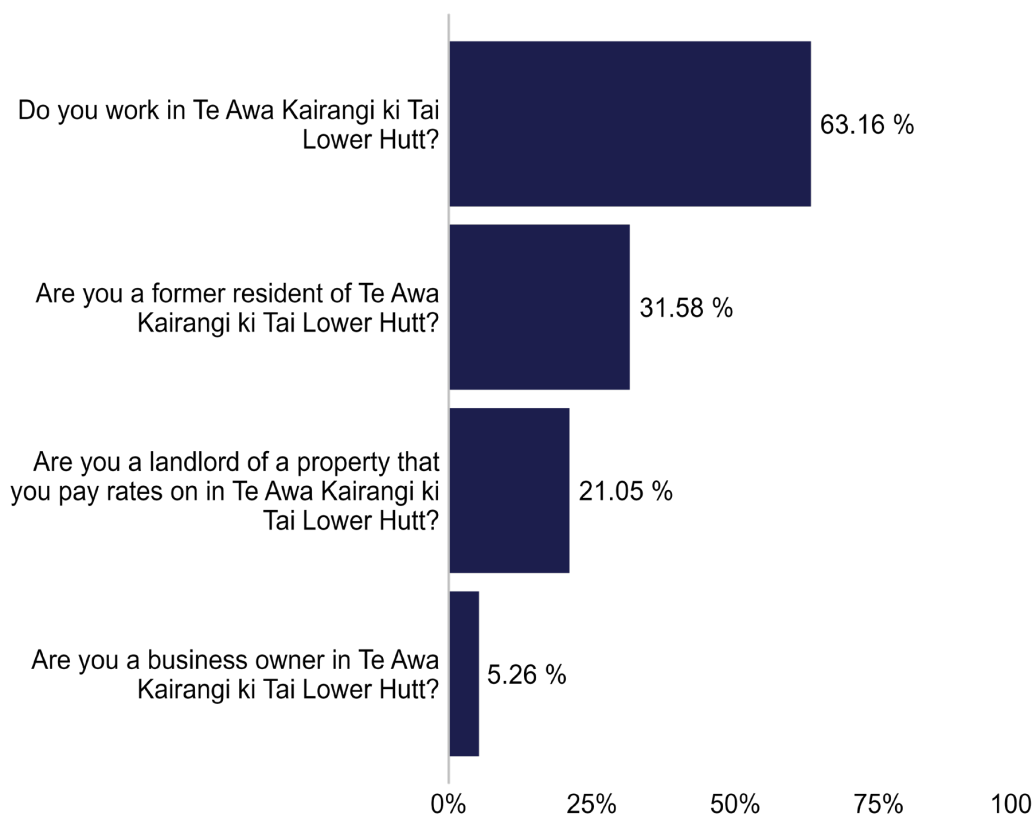
Table 5: Home Ownership



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## 4.4 Relationship to Lower Hutt

Participants who were not located in Lower Hutt were asked what their relationship to Lower Hutt was. Figure 4 and Table 6 shows the breakdown of participants relationships with Lower Hutt.



**Figure 4:** Tick all that apply

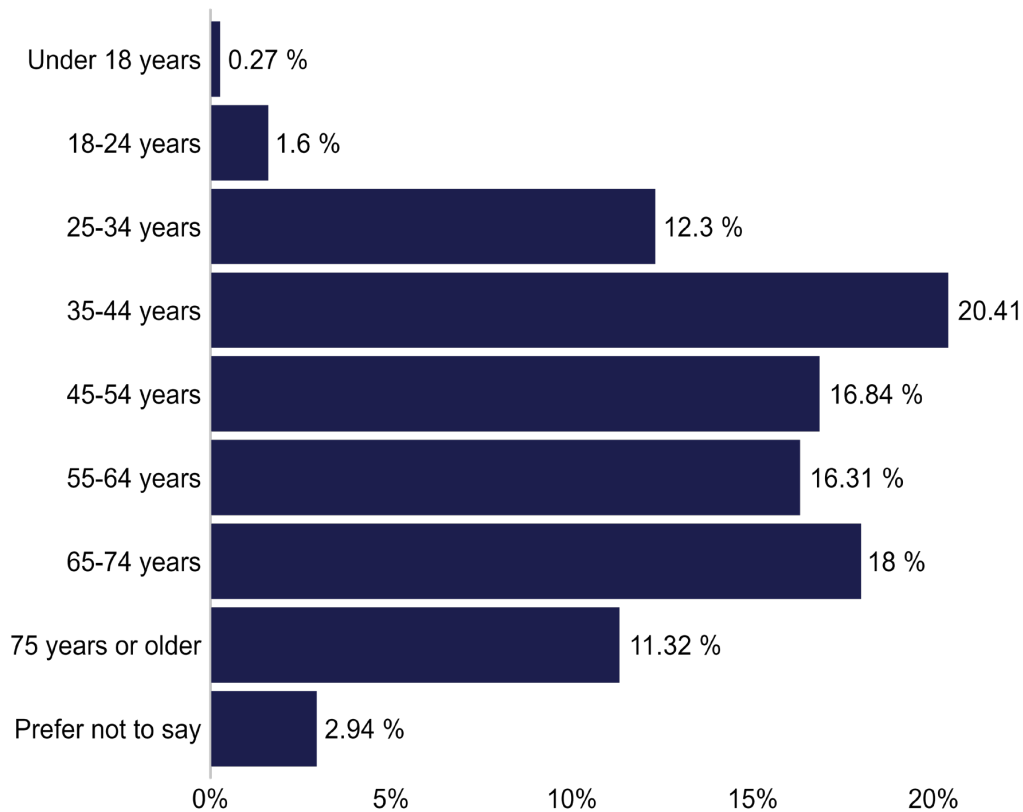
Tick all that apply	n	%
Do you work in Te Awa Kairangi ki Tai Lower Hutt?	12	63.16%
Are you a former resident of Te Awa Kairangi ki Tai Lower Hutt?	6	31.58%
Are you a landlord of a property that you pay rates on in Te Awa Kairangi ki Tai Lower Hutt?	4	21.05%
Are you a business owner in Te Awa Kairangi ki Tai Lower Hutt?	1	5.26%

**Table 6:** Relationship to Lower Hutt

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## 4.5 Age

Figure 5 and Table 7 shows the age groups of participants.



**Figure 5:** What is your age group?

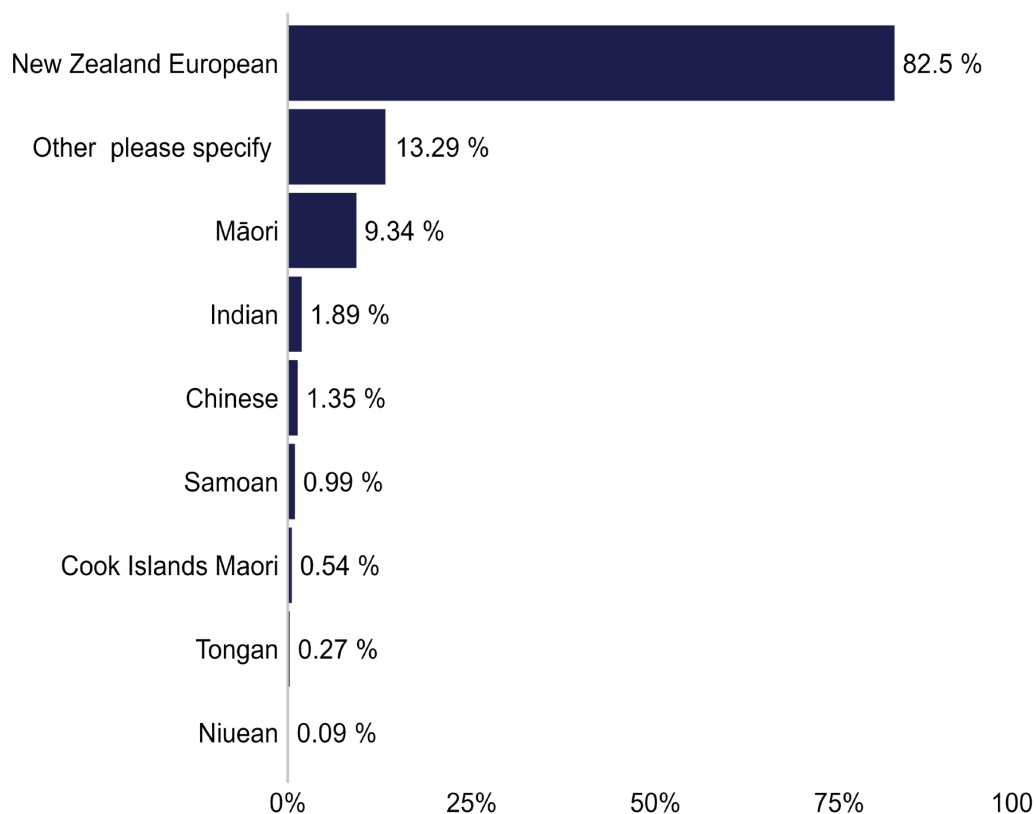
Age group	n	%
24 years and under	21	1.87%
25-34 years	138	12.3%
35-44 years	229	20.41%
45-54 years	189	16.84%
55-64 years	183	16.31%
65-74 years	202	18%
75 years or older	127	11.32%
Prefer not to say	33	2.94%

*Table 7: Age Group*

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## 4.6 Ethnicity

Figure 6 and Table 8 shows the ethnicity of participants.



**Figure 6:** Which ethnic group do you belong to?

Ethnicity	n	%
New Zealand European	919	82.5%
Other please specify	148	13.29%
Māori	104	9.34%
Indian	21	1.89%
Chinese	15	1.35%
Samoan	11	0.99%
Cook Islands Maori	6	0.54%
Tongan	3	0.27%
Niuean	1	0.09%

**Table 8: Ethnicity**

Table 9 shows the breakdown of ethnicities specified by participants who selected “other.”

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Other Ethnicities	n	%
New Zealander / Kiwi	36	26.09%
European	22	15.94%
British	17	12.32%
Australian	10	7.25%
Filipino	7	5.07%
Prefer not to say	7	5.07%
Dutch	6	4.35%
Asian	5	3.62%
Pākehā	5	3.62%
Tokelauan	5	3.62%
Irish	4	2.9%
Brazilian	3	2.17%
German	3	2.17%
African	2	1.45%
American	2	1.45%
Canadian	2	1.45%
Fijian	2	1.45%
Pacific Peoples	2	1.45%
Scottish	2	1.45%
Southeast Asian	2	1.45%
Welsh	2	1.45%
Chinese	1	0.72%
Ethiopian	1	0.72%
Goida	1	0.72%
Japanese	1	0.72%
Korean	1	0.72%
Latin American	1	0.72%
Maldivian	1	0.72%
Pakistani	1	0.72%
Polish	1	0.72%
Portuguese	1	0.72%

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Other Ethnicities	n	%
Rotuman	1	0.72%
Serbian	1	0.72%
Swiss	1	0.72%
Tangata Tiriti	1	0.72%

*Table 9: Ethnicity Other: please specify*

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## 4.7 Iwi and Hapū affiliation

Participants who identified as Māori were given the opportunity to specify their Iwi and Hapū affiliation.

Table 10 shows the breakdown of the Iwi of participants.

Iwi	n	%
Te Atiawa	14	21.54%
Ngāti Kahungunu	12	18.46%
Ngāi Tahu	11	16.92%
Ngāti Porou	10	15.38%
Ngāti Kahu	8	12.31%
Ngāti Maniapoto	6	9.23%
Ngāpuhi	5	7.69%
Ngāti Raukawa	5	7.69%
Ngāti Toa Rangatira	5	7.69%
Ngāi Tūhoe	3	4.62%
Ngāti Maru	3	4.62%
Tainui	3	4.62%
Waikato	3	4.62%
Ngāi Tāmanuhiri	1	1.54%
Ngāti Kuri	1	1.54%
Ngāti Mutunga	1	1.54%
Ngāti Raakaipaaka	1	1.54%
Ngāti Rangiwehewehi	1	1.54%
Ngāti Ruapani	1	1.54%
Ngāti Tūwharetoa	1	1.54%
Ngāti Wai	1	1.54%
Rangitāne	1	1.54%
Rongowhakaata	1	1.54%
Te Aitanga-a-Hauiti	1	1.54%
Te Aitanga-a-Māhaki	1	1.54%
Te Arawa	1	1.54%

*Table 10: Specify your iwi*

Table 11 shows the breakdown of the Hapū affiliations of participants.

## Hutt City Council, 2024-2034 10 Year Plan Consultation

Hapū	n	%
Ngāti Hine	7	22.58%
Hauiti	2	6.45%
Ngāti Hinewaka	2	6.45%
Ngāti Mahuta	2	6.45%
Ngāti Rahiri	2	6.45%
Ngāti Tawhiri Kura	2	6.45%
Puketapu	2	6.45%
Mangatuku	1	3.23%
Matangirau	1	3.23%
Ngai Tawake	1	3.23%
Ngai TuPango	1	3.23%
Ngāti Hamua	1	3.23%
Ngāti Hari	1	3.23%
Ngāti Haupoto	1	3.23%
Ngāti Hikairo	1	3.23%
Ngāti Hinekura	1	3.23%
Ngāti Kaputuhi	1	3.23%
Ngāti Mahana	1	3.23%
Ngāti Manunui	1	3.23%
Ngāti Moe	1	3.23%
Ngāti Momoe	1	3.23%
Ngāti Puhiaue	1	3.23%
Ngāti Rākaiwhakairi	1	3.23%
Ngāti Rangiwhaho	1	3.23%
Ngāti Te Whiti	1	3.23%
Ngāti Turangitukua	1	3.23%
Ngāti Wheke	1	3.23%
Ngāti Whiti-Hauiti	1	3.23%
Ngāti Whiti-Tama	1	3.23%
Ngāti Whiti-Tūturu	1	3.23%
Oraka Aparima	1	3.23%

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Hapū	n	%
Pukerangiora	1	3.23%
Te Whanau a Kai	1	3.23%
Tutemohuta	1	3.23%
Tūwhakairiora	1	3.23%

*Table 11: Specify your Hapū affiliation*



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## 5 Overview of submissions

During the consultation period, Hutt City Council received a total of 1,770 submissions across the following categories:

- 1,320 main submissions received via council's online and paper-based templates, and via emails and letters.
- 340 submissions created by members of the Save the Petone Wharf group.
- 7 submissions from seven students from Wilford School, Petone, against the demolition of Petone Wharf.
- 11 submissions from students from Sacred Heart School, Petone, against the ending of funding for Hutt Science.
- 92 submissions from students from Korokoro School against the funding of Hutt Science.

The analysis presented in the Summary of submissions section covers the 1,320 main submissions received through the paper, email/letter, and online form channels.

The additional 450 submissions received from the Save the Petone Wharf Group, Wilford School, Sacred Heart School, and Korokoro School were analysed separately for efficiency reasons but are summarised in the 'Additional submissions' section.

- Hutt City Council grouped the following student submissions:
- 7 submissions from Wilford School, Petone, against the demolition of Petone Wharf.
- 11 submissions from Sacred Heart School, Petone, against ending funding for Hutt Science.
- 92 submissions from Korokoro School against ending funding for Hutt Science.

The Summary of submissions section provides an overview and analysis of the feedback received through the 1,320 main submissions. It presents the key findings, preferences, and concerns raised by the community on various consultation topics, including investment options for water infrastructure, implementing an organic waste collection service, a rates remission policy for low-income households, proposed changes to community assets in Petone, and updates to key Council strategies and policies.

### 5.1 Additional submissions

In addition to the 1,320 main submissions analysed in the report, the Council received 450 additional submissions that were analysed separately and summarized in the Additional Submissions section. These included 340 submissions created by the Save the Petone Wharf group regarding the proposed demolition of the Petone Wharf, 7 submissions from Wilford School students opposing the wharf demolition, 11 submissions from Sacred Heart School and 92 submissions from Korokoro School students .

#### **Save the Petone wharf submissions**

The Council received 340 proforma submissions from the Save the Petone Wharf group, all expressing strong opposition to the proposed demolition of the Petone Wharf.

Key themes from these submissions include:

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- The wharf is seen as an iconic regional landmark with significant historic, cultural and recreational value for the community. Many submitters shared personal memories associated with the wharf and expressed a desire to preserve it for future generations.
- The wharf is considered to have potential as a future transport asset, either for ferries or as an alternative route in case of earthquakes impacting land-based infrastructure.
- Rather than proceeding with demolition, submitters called on the Council to redirect the proposed \$6 million demolition budget towards repairing and retaining the wharf. Several referenced a proposal presented to the Council in February 2024 outlining remedial works of comparable cost.
- Some submitters also suggested that quicker and more cost-effective methods of repairing the wharf may exist than the Council has considered to date and urged further investigation of retention options.

Overall, the Save the Petone Wharf submissions conveyed a strong sense of community attachment to the wharf and a view that demolishing it would be a significant loss for Lower Hutt's heritage, amenity and resilience. They advocated for prioritising repair over removal and encouraged the Council to engage further with the community on options to preserve and enhance the wharf as a valued asset.

#### Wilford School Submissions

The Council received 7 submissions from Wilford School expressing their views on the proposed demolition of the Petone Wharf.

Key points made in the submissions:

- All submissions strongly oppose the demolition of the Petone Wharf.
- The students highlight the historical significance and iconic status of the wharf.
- Several mention fond memories of visiting and enjoying the wharf.
- They urge the Council to explore options to repair and preserve the wharf instead of demolishing it.

#### Korokoro School Submissions

The Council received handwritten submissions from children at Korokoro School, expressing their views on the value of science kits in their learning experience.

Key points made by the children in their submissions:

- The majority of children express that science kits are an essential part of their education and that they thoroughly enjoy using them to learn about various scientific concepts.
- Many children mention specific experiments and activities they have done using the science kits, such as learning about electricity, building circuits, studying plants and animals, and exploring chemical reactions.
- Several children emphasize that science kits make learning more engaging, hands-on, and fun, helping them better understand and remember the topics they are studying.
- Some children point out that science kits cater to different learning styles and help develop critical thinking, problem-solving, and collaboration skills.

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- A few submissions highlight that science kits provide equal learning opportunities for all students, regardless of their background or abilities, and help spark interest in science from a young age.
- Many children express concern about the potential loss of science kits due to funding cuts and urge the Council to continue supporting this valuable resource in their education.

The children's submissions demonstrate a strong appreciation for the role of science kits in their education and personal development. They view these resources as crucial tools for fostering curiosity, engagement, and a love for learning science. The children's feedback underscores the importance of continued investment in educational resources that support hands-on, experiential learning in local schools.

#### **Sacred Heart Petone Submissions**

The Council received handwritten submissions from children at Sacred Heart Petone, expressing their views on the value of science kits in their learning experience.

Key points made by the children in their submissions:

- The majority of children emphasise that science kits are an essential part of their education and that they thoroughly enjoy using them to learn about various scientific concepts.
- Many children mention specific experiments and activities they have done using the science kits, such as learning about electricity, building circuits, studying plants and animals, and exploring chemical reactions.
- Several children highlight that science kits make learning more engaging, hands-on, and fun, helping them better understand and remember the topics they are studying.
- Some children point out that science kits cater to different learning styles and help develop critical thinking, problem-solving, and collaboration skills.
- A few submissions highlight that science kits provide equal learning opportunities for all students, regardless of their background or abilities, and help spark interest in science from a young age.
- Many children express concern about the potential loss of science kits due to funding cuts and urge the Council to continue supporting this valuable resource in their education.

The children's submissions demonstrate a strong appreciation for the role of science kits in their education and personal development. They view these resources as crucial tools for fostering curiosity, engagement, and a love for learning science. The children's feedback underscores the importance of continued investment in educational resources that support hands-on, experiential learning in local schools.

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## Summary of submissions

This section presents an overview of the feedback received during the consultation period on the draft 2024–2034 10 Year Plan. In total, the Council received 1,770 submissions from individuals and organisations across Lower Hutt. These submissions form the basis of the analysis presented in this report.

It is important to note that this analysis does not include the additional 450 submissions received by the Council on specific issues – the proposed demolition of the Petone Wharf (340 submissions created by the Save the Petone Wharf group), the opposition to the demolition of Petone Wharf (7 submissions from Wilford School students), and the value of science kits in education (11 submissions from Sacred Heart School students and 92 submissions from Korokoro School students against ending funding for Hutt Science). While these additional submissions provide valuable insights into community views on these particular topics, they have been summarised separately for improved efficiency.

The feedback received through the main consultation process has been analysed both quantitatively and qualitatively to identify key themes, preferences, and concerns. The findings are presented for each of the major consultation topics, including:

1. Investment options for water infrastructure
2. Implementing a food and green organic waste collection service
3. A rates remission policy to support low-income households
4. Proposed changes to key community assets in Petone
5. Updates to key Council strategies and policies

For each topic, submitters' preferred options are presented along with a summary of the key themes from their open-ended comments. Where relevant, observations on significant differences in feedback based on demographic factors such as age and homeownership status have also been noted.

The aim of this analysis is to provide elected members and Council staff with a clear and comprehensive understanding of community sentiment to inform the finalisation of the 2024–2034 10 Year Plan.

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## 6 Water services

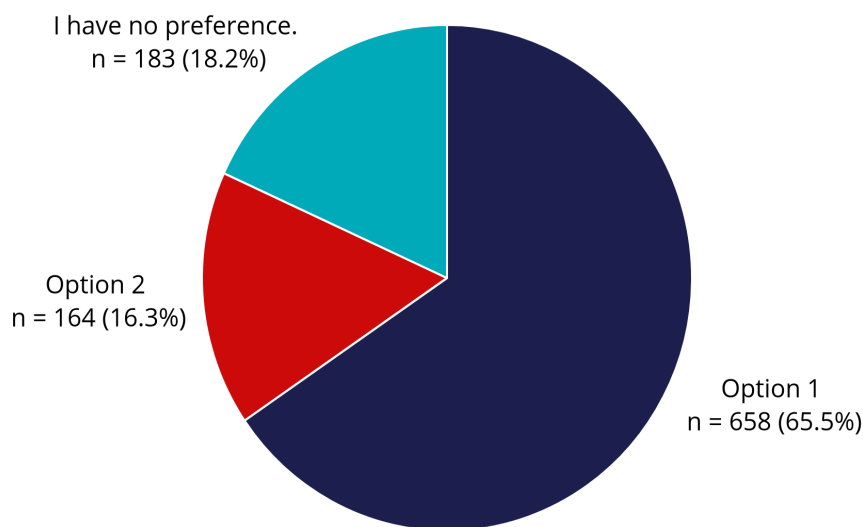
Hutt City Council is facing significant challenges with its drinking water, wastewater and stormwater infrastructure. Historic underinvestment has led to a large backlog of leaks and pipes needing repair or replacement. The options presented are:

**Option 1 (Council's preferred):** Invest \$1.6 billion over 10 years, including installing residential water meters and spending an extra \$2.8 million to quickly fix leaks. This maintains current service levels.

**Option 2:** Invest \$2.6 billion over 10 years, including water meters and the maximum amount of pipe renewals delivered. This improves service levels but has major rate impacts.

### 6.1 What is your preferred option for how we invest in water services for the next 10 years?

Participants were asked what their preferred option was in how HCC should invest in water services for the next 10 years. Figure 7 shows that 658 (65.5%) participants prefer Option 1, while 164 (16.3%) participants prefer Option 2.



**Figure 7:** What is your preferred option for how we invest in water services for the next 10 years?

Table 12 shows the preferred option from participants on how the Council should manage water services for the next 10 years broken down by age group.

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Question Option	24 years and under	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older	Prefer not to say
Option 1	36.84% 7	75.38% 98	65.26% 139	66.46% 109	68.97% 100	65.19% 103	66.36% 73	37.5% 9
Option 2	47.37% 9	16.15% 21	19.25% 41	14.63% 24	9.66% 14	18.35% 29	10.91% 12	20.83% 5
I have no preference.	15.79% 3	8.46% 11	15.49% 33	18.9% 31	21.38% 31	16.46% 26	22.73% 25	41.67% 10

Table 12: preferred option from participants on how the Council should manage water services for the next 10 years broken down by age group.

Table 13 shows the preferred option from participants on how the Council should manage water services for the next 10 years broken down by home ownership.

Question Option	Own	Rent
Option 1	66.16% 565	62.32% 43
Option 2	15.81% 135	15.94% 11
I have no preference.	18.03% 154	21.74% 15

Table 13: preferred option from participants on how the Council should manage water services for the next 10 years broken down by home ownership.

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## 6.2 Please share any comments you would like to add.

Table 14 details the analysis of comments on Council's options for managing water services for the next 10 years.

Below is a summary of some of the key themes identified:

### Water Meters

**Opposition to Water Meters:** Significant opposition exists due to various concerns:

1. **Financial Burden:** Critics argue that water meters could lead to increased costs for families, particularly because of the potential expenses related to addressing leaks that meters might identify.
2. **Disproportionate Impact on Low-Income Households:** Concerns are raised about the potential for water meters to disproportionately affect low-income households. Alternatives suggested include increasing water rates or implementing a more equitable charging system based on income and household size.
3. **Support for Water Meters** Some respondents advocate for the use of water meters, viewing them as a necessary and fair approach for sharing water costs and for fixing leaks more effectively. They highlight the potential benefits of reducing water usage and accurately charging individuals based on their consumption.

### Infrastructure and Maintenance

1. **Prioritisation of Leak Repairs** Many respondents urge that addressing water leaks should be the foremost priority. They express a strong need for immediate action to fix leaks and improve the overall water infrastructure to prevent further wastage and damage.
2. **Long-term Solutions and Efficient Spending** There is a consensus on the need for long-term solutions that ensure sustainable management of water resources. Respondents advocate for efficient spending, focusing on essential upgrades and maintenance to secure the water infrastructure for future needs.
3. **Water meters and aging infrastructure** Respondents are concerned that water meters might not address the fundamental issues of ageing infrastructure and leaks, viewing them as an added expense rather than a solution.
4. **Demand for Accountability and Urgency** The feedback highlights a demand for more accountability from the council in managing water services efficiently.

### Financial Viability and Budget

1. **Concerns Over Financial Burden** Many respondents are concerned that increasing rates and the introduction of water meters would impose significant financial burdens on ratepayers, particularly those who are already struggling financially.
2. **Priority on Essential Services and Cost Efficiency** There is a strong call for the council to prioritise spending on essential services such as water infrastructure and to cut costs in other, less critical areas. This includes a critique of perceived mismanagement of funds and unnecessary expenditures on projects not viewed as essential, like cycleways.

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3. **Calls for Government Support and Alternative Funding** Many suggest that central government support alongside council exploring alternative funding options are necessary to relieve the financial strain on local resources and ensure that essential water infrastructure projects are feasible.

Theme	Subtheme	Frequency
WATER METERS		318
	Opposed to water metering and costs thereof	216
	Support water metering/user pays	44
	Seek clarity on implementation/use of water meters	37
	Concern with impact of water meters on low income	9
	Option 1 is preferred without water metering	4
	Apply special rate to residents with pools	1
	Government should pay for meters	1
	Install one meter for 20 households	1
	Option 2 is preferred without water metering	1
	Prefer targeted water rates	1
	Seek alternative sources of funding	1
	Water meters should be opt-in	1
	Water meters will deter future residents	1
INFRASTRUCTURE AND MAINTENANCE		193
	Support fixing leaks and ongoing maintenance	147
	Increase efficiency of maintenance	29
	Increase water storage capacity	3
	Seaview Waste Treatment plant requires work	3
	Concern regarding quality of piped water	2
	Invest in infrastructure prior to development	2
	Option 2 leads to long term resilience	2
	Prefer maintenance be paid for by targeted rates	2
	Development contributions required for upkeep	1
	Option 1 will not address backlog	1
	Support for Seaview Wastewater Treatment Plant	1
FINANCIAL VIABILITY AND BUDGET		172
	Concern with impact of increasing rates	91
	Option 2 leads to a future-proofed budget	18
	Reduce council spending	18
	Option 2 is preferred but not financially viable	15
	Lobby for central government assistance	8
	Option 1 is financially more viable	8
	Allocate a greater portion of the budget to water	6
	Investigate cheaper options/privatising provision	3
	Residents off the water grid should not pay	2
	Support Option 2 with Central Government support	2
PublicVoice		29



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Theme	Subtheme	Frequency
GOVERNANCE AND DECISION MAKING	Concern central funding will not materialise	1
		109
	Opposed to Options 1, 2 and lack of alternatives	42
	Focus on core services	12
	Concern regarding consultation/clarity sought	10
	Implement Three Waters	8
	Focus on household water storage	6
	Transparency of water maintenance required	6
	Focus on the environment/climate	5
	Concern regarding council performance	4
	Performance monitoring of work required	4
	Amalgamate three water services with Upper Hutt	3
	Insourcing infrastructure maintenance	3
	Improve monitoring of water restrictions	2
	Opposed to further development	2
	Lobby for central government assistance	1
	Prefer Option 2 with Central Government support	1

Table 14: Please share any comments you would like to add

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## 7 Food organics and green organics collection service

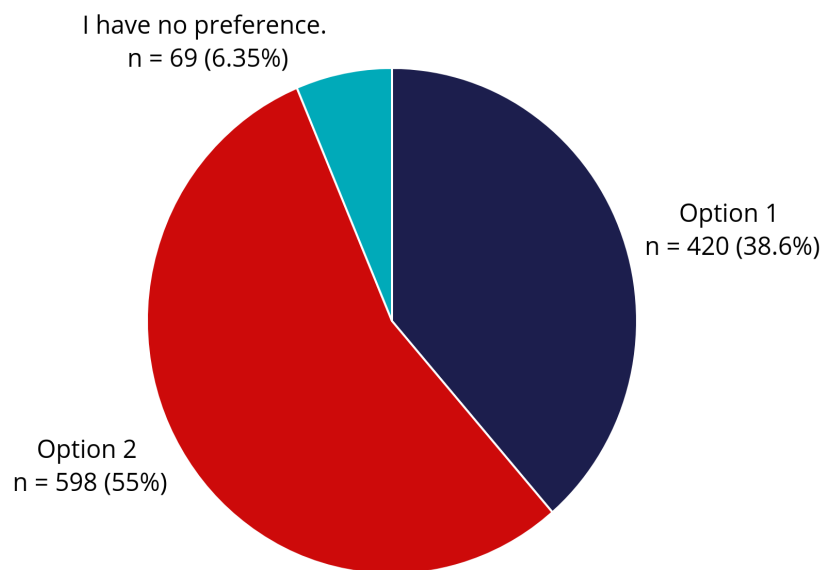
To reduce organic waste going to landfills, the Council is considering introducing a new kerbside collection service for food scraps and garden waste starting in July 2027. The options are:

**Option 1 (Council's preferred):** Introduce a weekly FOGO collection service from 1 July 2027. Reduces landfill waste but has a rates impact.

**Option 2:** Keep the current opt-in green waste collection service only. No additional rates impact but doesn't achieve waste reduction goals.

### 7.1 What is your preferred option for how we divert food and green organics waste from landfill?

Figure 8 shows the preferred option from participants on how the Council should divert food and green organics waste from landfill. 420 (38.6%) participants prefer Option 1, while 598 (55%) participants prefer Option 2.



**Figure 8:** What is your preferred option for how we divert food and green organics waste from landfill?

Table 15 shows the preferred option from participants on how the Council should divert food and green organics waste from landfill broken down by age group.

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Question Option	24 years and under	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older	Prefer not to say
Option 1	52.63% 10	54.26% 70	41.96% 94	35% 63	28.05% 46	35.33% 65	43.48% 50	20.69% 6
Option 2	42.11% 8	41.86% 54	51.34% 115	57.78% 104	67.68% 111	58.7% 108	47.83% 55	79.31% 23
I have no preference.	5.26% 1	3.88% 5	6.7% 15	7.22% 13	4.27% 7	5.98% 11	8.7% 10	0% 0

Table 15: preferred option from participants on how the Council should divert food and green organics waste from landfill broken down by age group.

Table 16 shows the preferred option from participants on how the Council should divert food and green organics waste from landfill broken down by home ownership.

Question Option	Own	Rent
Option 1	36.18% 335	60% 42
Option 2	57.78% 535	35.71% 25
I have no preference.	6.05% 56	4.29% 3

Table 16: preferred option from participants on how the Council should divert food and green organics waste from landfill broken down by home ownership.

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## 7.2 Please share any comments you would like to add.

Table 17 details the analysis of comments on Council's options for diverting food and green organic waste from landfill.

Below is a summary of some of the key themes identified:

### Financial Viability and Budget

1. **Opt-In and Opt-Out Preferences:** There is a notable preference among some respondents for the service to be optional, allowing households that already manage their organic waste through composting to opt out. This group argues for not being charged for a service they do not use or need.
2. **Concerns Over Cost and Payment Structure:** Many respondents express concerns about the additional cost of the proposed waste collection service. There is a significant sentiment that the cost should not be borne solely through rate hikes but rather be paid for by those who use the service. Some feel that the service might not be worth the investment and question its overall effectiveness.

### Organic Waste Use

1. **Preference for Home Composting:** There is a strong preference for home composting, with many respondents already engaging in this practice. Some respondents who use green waste bins or participate in community gardens express reluctance towards a forced food waste collection system. Suggestions include providing more education on composting and incentives to support individual efforts in waste reduction at the household level.
2. **Utilisation of Organic Waste:** Respondents support using organic waste for various purposes, including biogas production, creating compost for community use, and feeding livestock. There is an emphasis on reducing landfill waste and exploring potential revenue streams from processed organic waste.

### Governance And Decision Making

1. **Support for Waste Collection Services:** Many respondents support the implementation of a food and green waste collection service as a measure to reduce landfill waste and greenhouse gas emissions. They see this as an important step towards addressing climate change and promoting environmental sustainability.
2. **Concerns Over Costs and Prioritisation:** There is a notable division among respondents regarding the prioritisation of funds. Some argue that essential infrastructure, such as water pipes, should receive investment priority over new waste management services, which they view as adding unnecessary costs for ratepayers.
3. **Feasibility and Effectiveness:** Concerns are raised about the feasibility and effectiveness of the proposed waste collection services, with some citing unsuccessful attempts in other cities as cautionary examples. Some respondents note that a lack of interest in organic waste collection may result in a lack of uptake.

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4. **Education and Individual Action:** There's a strong call for more education on waste management and encouragement of individual composting efforts, suggesting that personal responsibility could alleviate the need for more costly, centralised services.

Theme	Subtheme	Frequency
FINANCIAL VIABILITY AND BUDGET		318
	Opposed to paying for an unwanted service	118
	Concern with impact of increasing rates	100
	Collection should be an optional add-on	86
	Service should be free/provision of compostables	4
	Concern regarding cost of collection	2
	Seek clarity on the cost of the service	2
	Split cost between rates and user charge	2
	Concern regarding upfront bin payment	1
	Investigate ways to make service cost-neutral	1
	Minimise the cost to incentivise use	1
	Reduction in red bin use to offset costs	1
ORGANIC WASTE USE		194
	Use/promote at home composting	170
	Compost to be made freely available	11
	Possible buy-back option for compost	5
	Concern regarding processing of organic waste	3
	Use green waste for energy generation	2
	Do not/will not utilise service	1
	Utilise waste for animal feed	1
	Utilise waste for biofuel	1
GOVERNANCE AND DECISION MAKING		151
	Support organic collection service	74
	Focus on core services	33
	Lack of interest translates to lack of use	13
	Invest in education first	9
	Bring start date forward	6
	Combine service with community education	4
	Concern regarding consultation/clarity sought	2
	Prefer a private service provider	2
	Concern with the reliability of the service	1
	Delay service further	1
	Opposed to Options 1, 2 and lack of alternatives	1
	Option 2 does not include cost to landfill	1
	Prefer a staged rollout to ensure viability	1
	Rather focus on expanding plastic recycling	1
	Reduce tip charges to promote proper disposal	1
	Support accessibility for disability community	1
PublicVoice		34

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Theme	Subtheme	Frequency
COLLECTION FREQUENCY		48
	Concern with smells and pests	18
	Increase the frequency of collection	16
	Have/use green waste collection	9
	Clarify collection frequency	1
	Have a weekly organic waste collection	1
	Prefer a drop-off system for each community	1
	Reduce collection of general waste	1
	Requires a choice of bin sizes	1
WASTE COLLECTION		44
	Opposed to the addition of another bin	21
	Less waste to landfill	13
	Should eliminate need for green waste bins	5
	Proposed bin size is too large	3
	Should reduce the size of red bins	2

Table 17: Please share any comments you would like to add

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## 8 Rates relief for low-income households

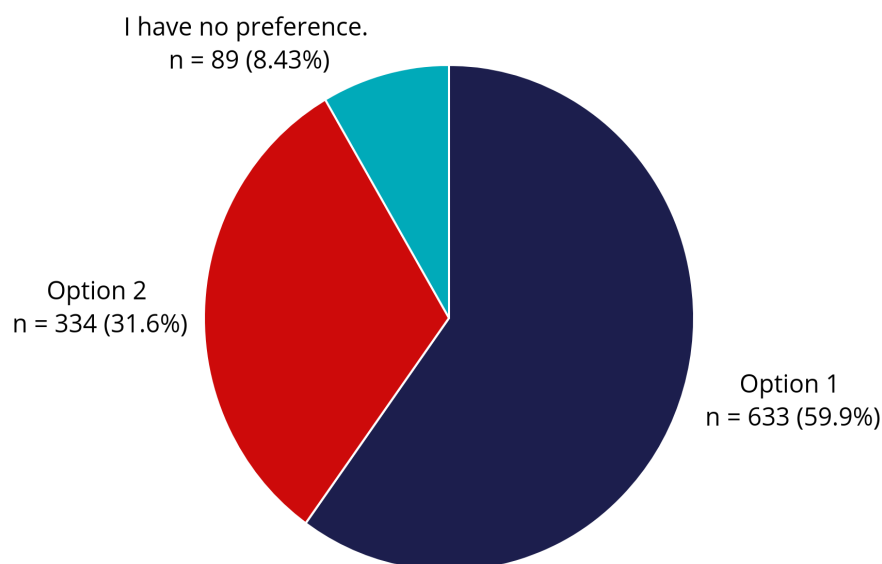
To provide additional support to low-income ratepayers facing financial hardship, a rates remission policy is proposed. The options are:

**Option 1 (Council's preferred):** Introduce a new policy providing up to \$250 per year remission for eligible low-income households. Offers support but is funded by other ratepayers.

**Option 2:** Don't introduce a new remission policy. Avoids rates impact for others but provides less support for those struggling.

### 8.1 What is your preferred option for implementing a rates remission policy to help low-income homeowners?

Figure 9 shows the preferred option from participants on how the Council should implementing a rates remission policy to help low-income homeowners. 633 (59.9%) of participants support Option 1, while 334 (31.6%) of participants opt for Option 2.



**Figure 9:** What is your preferred option for implementing a rates remission policy to help low-income homeowners?

Table 18 shows the preferred option from participants on how the Council should implementing a rates remission policy to help low-income homeowners broken down by age group.

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Question Option	24 years and under	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older	Prefer not to say
Option 1	61.11% 11	61.9% 78	57.53% 126	54.65% 94	64.6% 104	62.01% 111	71.43% 80	34.48% 10
Option 2	33.33% 6	34.13% 43	33.79% 74	40.12% 69	23.6% 38	32.4% 58	15.18% 17	55.17% 16
I have no preference.	5.56% 1	3.97% 5	8.68% 19	5.23% 9	11.8% 19	5.59% 10	13.39% 15	10.34% 3

Table 18: preferred option from participants on how the Council should implementing a rates remission policy to help low-income homeowners broken down by age group.

Table 19 shows the preferred option from participants on how the Council should implementing a rates remission policy to help low-income homeowners broken down by home ownership.

Question Option	Own	Rent
Option 1	59.42% 536	71.83% 51
Option 2	33.15% 299	11.27% 8
I have no preference.	7.43% 67	16.9% 12

Table 19: preferred option from participants on how the Council should implementing a rates remission policy to help low-income homeowners broken down by home ownership.



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## 8.2 Please share any comments you would like to add.

Table 20 details the analysis of comments on Council's options for implementing a rates remission policy to help low-income homeowners.

Below is a summary of some of the key themes identified:

### Eligibility and Fairness

1. **Support for Financial Assistance:** There is general support for providing financial assistance to low-income households, retirees, and vulnerable groups to help with rates payments. Respondents appreciate measures that alleviate financial hardship due to the rising cost of living.
2. **Eligibility and Fairness:** Opinions vary significantly on eligibility and fairness. While some argue for strict eligibility criteria to ensure that aid reaches those in genuine need, others believe that homeowners should bear the full cost without external assistance. Concerns are raised about the potential for increased costs to other ratepayers and the fairness of the system, particularly in relation to businesses and renters.
3. **Suggestions for Improvement:** Respondents suggest improving the rates remission system by making rebates a percentage of total rates, extending eligibility to renters, and allowing ratepayers to register a debt against their property to defer payments.

### Affordability

1. **Inadequate Financial Relief:** Many believe that the proposed \$250 yearly remission is insufficient given the scale of the rate increases. There is a general call for increased assistance to effectively help those in financial hardship.
2. **Impact on Low and Middle-Income Households:** The rate increases are viewed as unaffordable, particularly for low-income and middle-income households. Respondents stress the need for financial relief measures that are more inclusive and considerate of broader income ranges.
3. **Suggestions for Financial Management:** There are suggestions for means-testing the rates remission and cutting non-essential council expenses to reduce the financial burden on ratepayers. Alternative funding models to subsidise rates are also proposed.
4. **Broader Economic Impact:** Concerns are raised about the overall economic impact of rate increases on the community, including potential effects on renters and the general affordability of living in the area.

### Governance and Decision Making

1. **Transparency and Fairness:** There is a strong call for greater clarity and fairness in eligibility criteria and selection processes for financial assistance programs like rates remission. Respondents seek more transparent methods to ensure those in genuine need are supported.
2. **Social Welfare and Housing Affordability:** Mixed opinions emerge on the council's role in addressing social welfare issues, with some arguing that income inequality and housing affordability should primarily be handled by central government, not local councils.

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However, there is also a sentiment that local governance should still play a supportive role in these areas.

3. **Fiscal Responsibility:** Many express frustration with perceived council wastefulness, particularly regarding spending on projects considered non-essential, such as cycle lanes and arts funding. There is a vocal demand for the council to prioritise core infrastructure and fiscal prudence.
4. **Economic Impact and Cost Management:** Concerns about the impact of rate increases on low-income households are widespread, with suggestions to cut costs and reduce rates to alleviate financial pressure. Respondents suggest the council should focus on essential services and consider user-pay systems to manage expenses better.

Theme	Subtheme	Frequency
ELIGIBILITY AND FAIRNESS		184
	Support relief for those in need	86
	Requires a fair and objective eligibility test	34
	Opposed to cross subsidisation	30
	Number in need of assistance likely to increase	13
	All homeowners should contribute towards rates	11
	Concern regarding fairness of remission	3
	Rebates should not extend to renters	3
	Rebates should extend to renters	2
	Increase remission further	1
	Support relief for small businesses	1
AFFORDABILITY		178
	Proposed rates are unaffordable for many	114
	Increase subsidy in line with increased rates	17
	Rates are unmanageable even with remission	14
	Increase remission further	12
	Reduce council spending	9
	Support remissions provided rates stay the same	7
	Concern regarding rental increases with rates	4
	Allow rates to be deferred till death or sale	1
GOVERNANCE AND DECISION MAKING		117
	Clarity sought on eligibility and policy	39
	Social support purview of central government	26
	Fund rebates from alternative sources	20
	Focus on core services	13
	Opposed to rates remission	6
	Concern regarding consultation/clarity sought	3
	Provide financial advice rather than remissions	3
	Simplify the application process	2
	Concerns with capital value rating	1
PublicVoice		39

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Theme	Subtheme	Frequency
	Implement a weekly payment system	1
	Increase availability of affordable housing	1
	Reduce council spending	1
	Support accessibility for disability community	1

Table 20: Please share any comments you would like to add

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## 9 Petone Assets

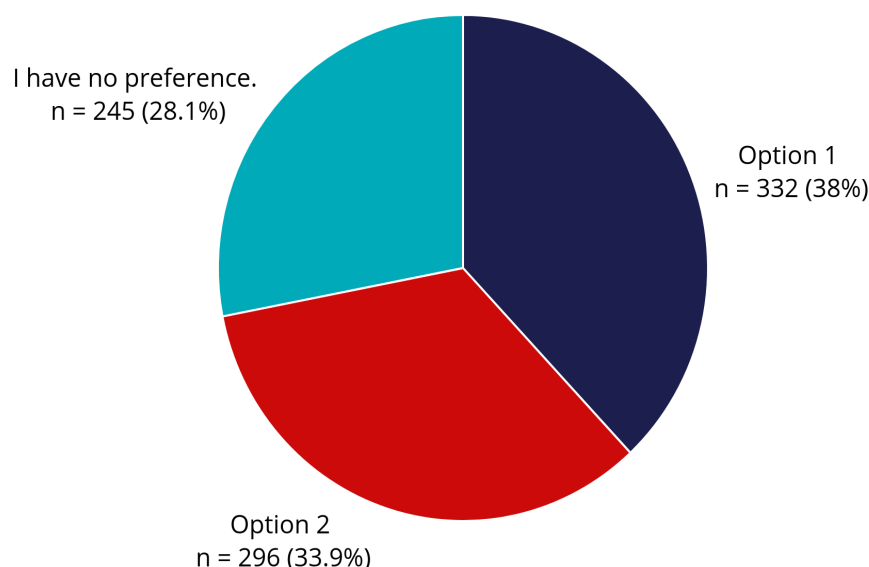
Major investment is needed for three community assets in Petone – the library, recreation ground grandstand, and wharf – in poor condition. With a limited budget, the options for prioritising the work are:

**Option 1 (Council's preferred):** Invest \$18.4M – focus on a new library (\$10M), demolish the wharf (\$6M), demolish the grandstand seating and refurbish ground floor (\$2.4M).

**Option 2:** Invest \$20M – minor refurbishment of the library (\$5M), demolish the wharf and some Esplanade improvements (\$10.2M), demolish the entire grandstand and rebuild changing rooms (\$4.8M).

### 9.1 What is your preferred option for undertaking work on the three Petone assets – the library building, the grandstand and the wharf?

Figure 10 shows the preferred option from participants on how the Council should undertake work on the three Petone assets. 332 (38%) of participants endorse Option 1, while 296 (33.9%) of participants favour Option 2.



**Figure 10:** What is your preferred option for undertaking work on the three Petone assets – the library building, the grandstand and the wharf?

Table 21 shows the preferred option from participants on how the Council should undertake work on the three Petone assets broken down by age group.

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Question Option	24 years and under	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older	Prefer not to say
Option 1	55.56% 10	50.41% 62	41.84% 82	28.78% 40	32.81% 42	39.71% 54	36.14% 30	27.78% 5
Option 2	33.33% 6	28.46% 35	35.2% 69	41.01% 57	34.38% 44	31.62% 43	32.53% 27	44.44% 8
I have no preference.	11.11% 2	21.14% 26	22.96% 45	30.22% 42	32.81% 42	28.68% 39	31.33% 26	27.78% 5

Table 21: preferred option from participants on how the Council should undertake work on the three Petone assets broken down by age group.

Table 22 shows the preferred option from participants on how the Council should undertake work on the three Petone assets broken down by home ownership.

Question Option	Own	Rent
Option 1	37.21% 275	50.77% 33
Option 2	35.59% 263	21.54% 14
I have no preference.	27.2% 201	27.69% 18

Table 22: preferred option from participants on how the Council should undertake work on the three Petone assets broken down by home ownership.

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## 9.2 Please share any comments you would like to add.

Table 23 details the analysis of comments on Council's options for undertaking work on the three Petone assets.

Below is a summary of some of the key themes identified:

### Petone Wharf

1. **Preservation Efforts:** A significant portion of feedback emphasises the historical and recreational importance of Petone Wharf. Many respondents advocate for its preservation due to its status as a cultural landmark and its value to the community across generations. They highlight its potential for tourism and leisure, urging that the wharf be saved and repaired rather than demolished.
2. **Alternative Solutions and Public Involvement:** There is a call for more innovative repair solutions, such as using advanced technologies like PileMedic, which could provide cost-effective alternatives to both full preservation and complete demolition. Respondents also desire greater input from ratepayers in the decision-making process, indicating a need for more options and community engagement regarding the wharf's future.
3. **Demolition Considerations:** Conversely, some respondents support the option to demolish the wharf, arguing that it no longer justifies the high cost of maintenance and repair. They suggest reallocating funds to other community priorities such as libraries and sports facilities, viewing the wharf as less essential in the broader context of community asset management.

### Petone Library Building

1. **Preservation and Upgrading:** Many see the Petone Library as a valuable community asset that should be upgraded rather than demolished. They suggest that it should continue to serve as a community hub, incorporating other local organisations to enhance its utility and relevance in the community.
2. **Questions About Relevance:** Some respondents question the need for a traditional library in the digital age, pointing to the increasing use of e-readers and online services. They argue that funds could be better allocated towards enhancing digital library services and reducing physical infrastructure costs.
3. **Financial Considerations:** There are concerns about the financial implications of either upgrading or maintaining the library, especially in the context of other pressing community needs like water infrastructure. Some believe that the library is fine as it is and that substantial funds should not be directed towards major renovations or new constructions.
4. **Community Sentiment and Decision Making:** Overall, the library is considered a key community asset by many, but there is a call for careful consideration of spending and prioritisation of essential services. The need for a balanced approach that considers both traditional roles of libraries and modern digital demands is evident in the feedback.

### Petone Rec Grandstand

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1. **Refurbishment vs. Demolition:** Opinions are split between those who see value in refurbishing the grandstand and those who consider it underused and advocate for its demolition. Some suggest maintaining the ground floor while rebuilding or reducing the size of the seating to better suit current needs.
2. **Facility Improvements:** There is support for upgrading the grandstand to include modern facilities that could support local sports and community events. Suggestions include adding changing rooms, improving seating, and ensuring the structure meets earthquake safety standards.
3. **Shared Use and Community Value:** Several respondents highlight the potential for the grandstand to serve multiple community functions, suggesting that it could host not just sports events but also meetings and other gatherings, provided it is suitably equipped and maintained.
4. **Concerns Over Decision Making:** There are concerns about the council's approach to decision-making regarding the grandstand, with calls for more transparent and inclusive planning processes. Respondents emphasise the importance of considering community feedback in budget allocations and facility planning to ensure the grandstand meets local needs effectively.

Theme	Subtheme	Frequency
PETONE WHARF		635
	Prefer the wharf be rebuilt	179
	Prefer the wharf be left as is/kept	161
	Wharf can be used for recreation/fishing	99
	Support demolition of the wharf	75
	Use wharf as a dock for ferries/emergency supplies	52
	Prefer not to memorialise the wharf	16
	Prefer improvements to the esplanade be included	14
	Maintaining the wharf is not financially viable	10
	Concern regarding impact of wharf demolition	9
	Include improvements to the esplanade	5
	Commemorate the wharf in the Settlers Museum	3
	Concern regarding cost of wharf demolition	3
	Wharf is not used/underused therefore demolish	3
	Do not upgrade esplanade	2
	Wharf can be used as a port	2
	Seek clarity on shared facilities on esplanade	1
	Sell wharf to private parties	1
PETONE LIBRARY BUILDING		246
	Support refurbishing existing library	100
	Support multi-purpose facility/hub	71
	Prefer the library be left as is	25
	Library is/will become unnecessary	19
PublicVoice		44

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Theme	Subtheme	Frequency
	Prefer the library be demolished/sold	10
	Use Hutt City library instead	6
	Seek clarity on library 'partnership'	5
	Library must be available to community groups	2
	Maintenance of current library not viable	2
	Ensure new library has accessible drop-off	1
	Include a performance space	1
	Library is overstaffed	1
	Opposed to refurbishing when recently refurbished	1
	Support Hub on condition of central funding	1
	Support further upgrades than proposed	1
PETONE REC GRANDSTAND		155
	Support upgrading the grandstand	40
	Support minimal/partial upgrade	34
	Prefer the grandstand be left as is	27
	Prefer the grandstand be demolished	18
	Prefer Option 2	10
	Support further upgrades than proposed	8
	Prefer Option 1	7
	Prefer grandstand to be upgraded by users	5
	Demolish and create hub at Grandstand	2
	Allow an ice rink for revenue	1
	Grandstand needs reassessment for risk	1
	Hutt City has other sports facilities	1
	Requires covered seating	1
GOVERNANCE AND DECISION MAKING		125
	Opposed to Options 1, 2 and lack of alternatives	74
	Focus on core services	37
	Further consultation required	6
	Concern regarding meaning of partnership	3
	Clarity sought on options/more options needed	1
	Concern with longevity of assets	1
	Implement time-effective solution	1
	Oppose building any new facilities	1
	Prefer Option 1 overall	1
FINANCIAL VIABILITY AND BUDGET		53
	Prefer the most cost-effective option	17
	Reduce council spending	14
	Revisit costs of repairs	7
	Concern regarding unfair rates spend	3
	Investment in climate susceptible area not viable	3
PublicVoice		45



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Theme	Subtheme	Frequency
OTHER ASSETS	Opposed to parking fees/increases in Petone	3
	Option 1 is financially more viable	3
	Support for necessary/moderate upgrades	3
		3
	Retain ownership of Petone Community House	2
	Gender neutral bathrooms	1

*Table 23: Please share any comments you would like to add.*

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## 10 Managing our assets

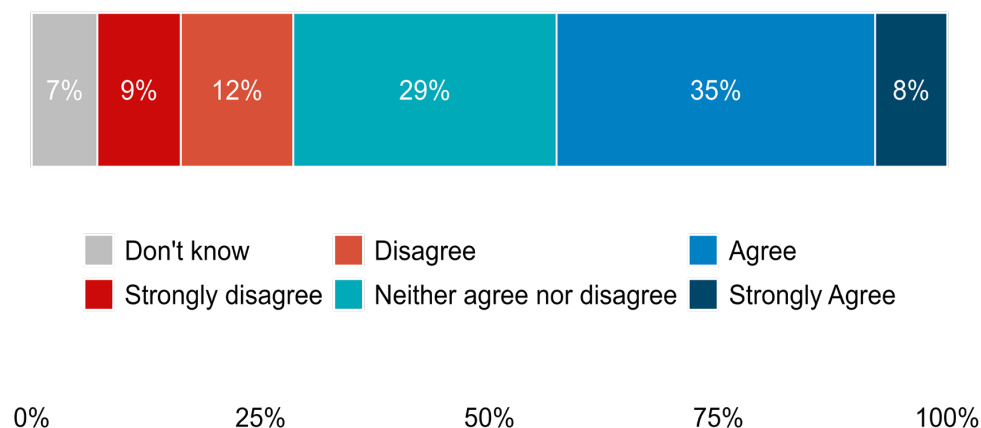
The Council is facing affordability challenges for many of its community facilities and parks due to past underinvestment. Significant work is needed over the next decade, alongside increasing demand from a growing population. The Council wants feedback on its proposed approach to managing assets, including increasing fees to better reflect costs and investigating how to optimise building and facility use.

### 10.1 Rate your level of agreement or disagreement with Council's proposed future approach to managing assets.

Participants were asked what their level of agreement was with Council's proposed future approach to managing assets.

Figure 11 shows participants level of agreement with Council's proposed future approach to managing assets.

Overall, 417 (42.7%) of respondents agreed or strongly agreed Council's proposed approach to manage its assets



**Figure 11:** Council's proposed future approach to managing assets

Table 24 shows participants level of agreement with Council's proposed future approach to managing assets broken down by age group.

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Question Option	24 years and under	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older	Prefer not to say
Strongly Agree	18.75% 3	10.53% 12	10.55% 21	6.33% 10	4.58% 7	10.65% 18	4.72% 5	0% 0
Agree	18.75% 3	36.84% 42	36.68% 73	35.44% 56	29.41% 45	36.09% 61	42.45% 45	24.14% 7
Neither agree nor disagree	37.5% 6	28.07% 32	29.15% 58	30.38% 48	37.25% 57	24.85% 42	22.64% 24	20.69% 6
Disagree	25% 4	7.89% 9	11.56% 23	14.56% 23	10.46% 16	11.24% 19	16.98% 18	13.79% 4
Strongly disagree	0% 0	5.26% 6	3.52% 7	8.23% 13	11.11% 17	11.24% 19	6.6% 7	34.48% 10
Don't know	0% 0	11.4% 13	8.54% 17	5.06% 8	7.19% 11	5.92% 10	6.6% 7	6.9% 2

Table 24: level of agreement with Council's proposed future approach to managing assets broken down by age group.

Table 25 shows participants level of agreement with Council's proposed future approach to managing assets broken down by home ownership.

Question Option	Own	Rent
Strongly Agree	7.42% 62	11.29% 7
Agree	35.05% 293	27.42% 17
Neither agree nor disagree	29.19% 244	33.87% 21
Disagree	12.44% 104	12.9% 8
Strongly disagree	8.73% 73	8.06% 5
Don't know	7.18% 60	6.45% 4

Table 25: level of agreement with Council's proposed future approach to managing assets broken down by home ownership.

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## 10.2 Do you have any comments on our Assets review?

Table 26 details the analysis of comments on Council's proposed future approach to managing assets.

Below is a summary of some of the key themes identified:

### Preferences:

1. **Prioritisation of Essential Infrastructure:** There is a strong sentiment that the council should concentrate resources on essential infrastructure, avoiding expenditure on projects perceived as non-essential. This preference underscores a desire for fiscal responsibility and prioritisation of fundamental community needs.
2. **Responsible Asset Management:** Overall, there is a call for responsible and strategic asset management, focusing on the efficient use of resources and safeguarding access to important community assets. Respondents desire a management approach that emphasises sustainability, fairness, and the long-term benefits to the community.
3. **User Pays System:** Some respondents support a user pays approach, suggesting that fees for using community assets should be aligned with demand, promoting efficiency and ensuring that those who use the services contribute directly to their maintenance and development.
4. **Concerns Over Privatisation:** Some respondents express apprehension about the potential privatisation of public assets, emphasising the importance of keeping these assets accessible to the entire community. They advocate for maintaining public ownership to ensure that assets remain available for the public good.

### Concerns:

1. **Criticism of Spending Practices:** Many criticise the council for what they perceive as irresponsible spending and a lack of transparency in financial decisions. There is a strong call for the council to improve its financial accountability and stewardship of public funds.
2. **Focus on Existing Assets:** Rather than investing in new projects, there is a preference for better management and maintenance of existing assets. Respondents emphasise the importance of enhancing the value and functionality of current infrastructure to meet community needs effectively.
3. **Affordable Access to Community Assets:** Concerns are raised about ensuring that community assets remain accessible, especially for low-income individuals and community groups. There is a desire for policies that facilitate affordable access to these assets, supporting inclusivity and community engagement.
4. **Financial Burden on Ratepayers:** There is widespread concern about the financial strain caused by funding various projects like the Avalon skatepark and refurbishments of the Petone Library and Williams Park. Respondents are wary of the increasing costs being passed onto ratepayers.

Theme	Subtheme	Frequency
PREFERENCES		217
PublicVoice		49

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Theme	Subtheme	Frequency
	Focus on core services	40
	Have a user pays system	21
	Reduce council spending	18
	Do not sell/gift public assets	17
	Support proposal for asset management	16
	Support community centres	15
	Prefer the wharf be left as is/kept	13
	Invest in sports facilities	10
	Sell non-core assets	10
	Hire out community spaces as source of income	6
	Support communities over profit	6
	Only keep and maintain assets that are in demand	5
	Invest in parks and reserves	4
	Ensure assets are accessible	3
	Focus on resilience of assets	3
	Invest in community building and engagement	3
	Maintain/refurbish community buildings	3
	Support local businesses	3
	Lobby for central government assistance	2
	Seek alternative sources of income	2
	Support strategy to meet community needs	2
	Assets should be rates funded	1
	Bond issue to fund water infrastructure	1
	Council assets should be profitable	1
	Council should acquire more housing	1
	Focus on cycleway and micro-mobility	1
	Gift assets to groups capable of upkeep	1
	Increase competition among contractors	1
	Prefer Community House to be a separate entity	1
	Prefer Moera library be kept	1
	Reduce council staff/salaries	1
	Ring fence cash from depreciation of/for asset	1
	Smaller facilities for hire are needed	1
	Support Cross Valley connections	1
	Support accessibility for disability community	1
	Support increase in leases	1
CONCERNS		165
	Concern regarding consultation/clarity sought	50
	Current asset management is poor	36
	Concern increasing costs will restrict use	30
	Proposed management is not financially viable	13
PublicVoice		50

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Theme	Subtheme	Frequency
	Manage existing assets prior to acquiring more	7
	Concern regarding increasing leases	6
	Proposed rates are unaffordable for many	5
	Concern regarding council performance	4
	Concern regarding transparency of asset management	3
	Concern regarding three waters	2
	Council should not be a provider of housing	2
	Opposed to demolition of Marist clubrooms	2
	Opposed to demolition of Taita Cricket Club	2
	Opposed to water metering and costs thereof	2
	Opposed to council funding businesses	1

Table 26: Do you have any comments on our Assets review?

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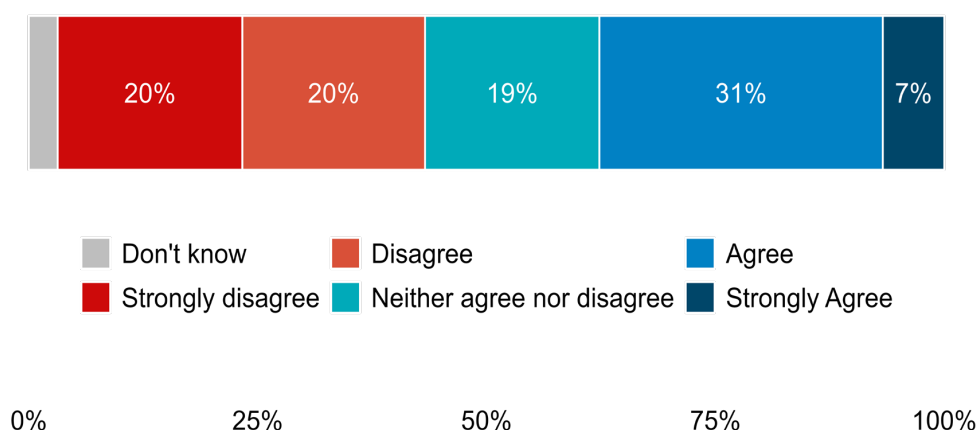
## 11 Fees and charges

The Council is proposing several changes to fees and charges to ensure that those who use services pay an appropriate share of the costs rather than all ratepayers subsidising them. Key proposals include increases to parking fees, landfill charges, and burial plot fees, along with the introduction of some new fees for previously free services.

### 11.1 Rate your level of agreement or disagreement with Council's proposed updates to our fees and charges? (e.g. increases to parking fees and to fees for the Silverstream landfill)

Figure 12 shows participants level of agreement with Council's proposed updates to fees and charge.

370 (37.7%) of respondents agreed or strongly agreed that the proposed updates to the Council's fees and charges are reasonable and necessary for maintaining and improving public services.



**Figure 12:** Rate your level of agreement or disagreement with Council's proposed updates to our fees and charges? (e.g. increases to parking fees and to fees for the Silverstream landfill)

Table 27 shows participants level of agreement with Council's proposed updates to fees and charges broken down by age group.

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Question Option	24 years and under	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older	Prefer not to say
Strongly Agree	23.53% 4	10.17% 12	7.58% 15	6.21% 10	5.37% 8	8.38% 14	1.9% 2	0% 0
Agree	17.65% 3	31.36% 37	38.38% 76	31.06% 50	27.52% 41	32.34% 54	31.43% 33	7.14% 2
Neither agree nor disagree	17.65% 3	11.86% 14	14.65% 29	19.88% 32	22.82% 34	22.75% 38	25.71% 27	7.14% 2
Disagree	11.76% 2	22.03% 26	18.18% 36	18.01% 29	23.49% 35	19.76% 33	22.86% 24	28.57% 8
Strongly disagree	29.41% 5	18.64% 22	16.16% 32	22.98% 37	20.13% 30	14.37% 24	13.33% 14	57.14% 16
Don't know	0% 0	5.93% 7	5.05% 10	1.86% 3	0.67% 1	2.4% 4	4.76% 5	0% 0

Table 27: Home Ownership

Table 28 shows participants level of agreement with Council's proposed updates to fees and charges broken down by home ownership.

Question Option	Own	Rent
Strongly Agree	5.97% 50	18.03% 11
Agree	31.42% 263	19.67% 12
Neither agree nor disagree	19.12% 160	19.67% 12
Disagree	20.91% 175	21.31% 13
Strongly disagree	19.47% 163	18.03% 11
Don't know	3.11% 26	3.28% 2

Table 28: level of agreement with Council's proposed updates to fees and charges broken down by home ownership.



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## 11.2 Do you have any comments on our proposed updates to our fees and charges?

Table 29 details the analysis of comments on Council's proposed updates to fees and charges.

Below is a summary of some of the key themes identified:

### Parking

1. **Negative Impact on Business:** Some respondents believe that implementing paid parking could harm local businesses by deterring visitors and shoppers who see free parking as an incentive to visit the area. They suggest that enforcing existing time limits might be a more effective way to manage parking without discouraging patronage.
2. **Support for Paid Parking:** Others support the idea of paid parking, viewing it as a fair means to regulate parking and generate additional revenue for the council. They believe that a managed parking system could help control traffic and parking congestion efficiently.
3. **Concerns Over Spillover Effects:** There are worries that paid parking could push vehicles into nearby residential areas, creating congestion and parking issues in those neighbourhoods. This displacement could exacerbate traffic and parking management challenges rather than solving them.
4. **Use of Revenue:** Concerns are also raised about how the revenue from paid parking would be utilised. Respondents express scepticism about whether the funds would be reinvested in the Jackson Street area or diverted to other council budgets, stressing the need for transparency and community benefit from any collected fees.

### Concerns

1. **Financial Strain:** Many respondents are worried about the financial impact of the fee increases, particularly given the already high costs of living. They express that additional expenses could exacerbate financial strain for individuals and families who are struggling to afford current costs.
2. **Lack of Justification and Transparency:** There is notable criticism about the perceived lack of clear justification for the fee increases. Respondents question the necessity of certain fees and charges and demand more transparency from the council regarding the reasons behind these changes.
3. **Complexity of Documentation:** Several comments address the length and complexity of the documentation related to fees and charges. Respondents find it challenging to navigate the document and provide informed feedback, suggesting a need for more user-friendly communication.
4. **Communication Needs:** There is a call for better communication from the council concerning the rationale behind fee adjustments. Respondents request more detailed explanations to understand how the changes might affect them and why these adjustments are deemed necessary.

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5. **Concerns Over Council Financial Management:** Feedback also touches on broader issues with the council's financial management. Respondents are critical of what they see as already high rates and are sceptical of the council's management of funds.

### Landfill

1. **Impact on Illegal Dumping:** A common concern is that increasing landfill charges could exacerbate illegal dumping. Respondents worry that higher fees will prompt individuals to dispose of waste improperly, particularly along riverbanks, which could lead to environmental damage.
2. **High Existing Fees:** There is also a sentiment that landfill fees are already too high. Respondents feel that further increases would be unreasonable and could disproportionately impact those already struggling with costs.
3. **Subsidies for Responsible Disposal:** Some respondents suggest that waste disposal fees should be subsidised to promote responsible dumping and recycling practices. They argue that making it more affordable to dispose of waste properly could reduce the incidence of illegal dumping and support environmental sustainability.

Theme	Subtheme	Frequency
PARKING		336
	Opposed to parking fees/increases	132
	Concern parking fees will impact retailers/library	111
	Support parking fees/increases	36
	Will place pressure on side streets/residents	34
	Increase parking infringements	7
	Invest in public transport as a viable alternative	5
	Invest in active travel to compensate for increase	4
	Fees should be on par with rest of city	2
	Invest in additional parking structures	2
	Increase yellow and orange zone parking	1
	Parking fees will increase turn over for retailers	1
	Support fees if reinvested in Jackson Street	1
CONCERNS		134
	Proposed increases are unaffordable for many	47
	Concern regarding consultation/clarity sought	39
	Opposed to increasing fees and charges	22
	Concern regarding enforcement costs	10
	Concern regarding council performance	9
	Concern increasing fees/charges will restrict use	5
	Concern with increasing costs driving inflation	1
	Concern with omission of rubbish collection	1
LANDFILL		125
	Increasing tip costs will lead to illegal dumping	83
	Support increased charges at the tip	12
PublicVoice		55

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Theme	Subtheme	Frequency
	Reduce tip costs	11
	Opposed to increasing tip charges	9
	Include recycling service at Silverstream landfill	3
	Have a once a year 'free drop off' day	2
	Increase the number of landfills/decrease cost	1
	Increasing tip charges increases building costs	1
	Invest in a waste incinerator	1
	Only charge commercial operators at the landfill	1
	Privatise the landfill	1
PREFERENCES		81
	Reduce council spending	16
	Support fees and charges as user pays	15
	Support proposed fees and charges	13
	Fees/charges should not be revenue generating	10
	Seek alternative sources of income	9
	Increases should be in line with inflation	6
	Focus on core services	5
	Prefer fees/charges increase rather than rates	4
	Focus on the environment/climate	1
	Increase staff availability for LGOIMA requests	1
	Increases are required to fund upgrades	1
OTHER FEES AND CHARGES		61
	Increase fees for offences	18
	Opposed to increasing pool fee	13
	Bin replacement free if damaged by contractor	3
	Charge for waste at source	3
	Support library fees remaining unchanged	3
	Free burial for persons under the age of 16	2
	Free event/CAR fees for charity	2
	Increase gambling fee	2
	LIM reports should be free/cheaper for rate payers	2
	Make swimming pool fees be a round number	2
	Charge entry fee for water sports at pools	1
	Concern regarding burial/cemetery fees	1
	Concerned some fees and charges are too low	1
	Include a registration fee for cats	1
	Increase alcohol licensing	1
	Increase burial/cemetery fees	1
	Increase charges for using road reserve	1
	Increase public transport fare	1
	Increase rates for signboard hire	1
PublicVoice		56

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Theme	Subtheme	Frequency
DOG REGISTRATION	Reduce Food Act Verification charge	1
	Support universal smart water meters	1
		33
	Opposed to increasing dog registration	12
	No benefit from fees for owners	6
	Increase dog infringement fees	5
	Will increase number of unregistered dogs	3
	Increase cost of dog registration	2
	Reduced registration fee for older dogs	2
	Increase fenced dog parks with revenue	1
	Support increases in dog registration	1
BUILDING CONSENTS/DEVELOPMENT	Support retention of no charge for disability dogs	1
		11
	Increase in building consents is too high	4
	Building consents should be % of total cost	2
	Further increase fees for consents	2
	Increase development contributions	1
	Increasing consents disincentivise development	1
	Increasing consents increases housing price	1

Table 29: Do you have any comments on our proposed updates to our fees and charges?

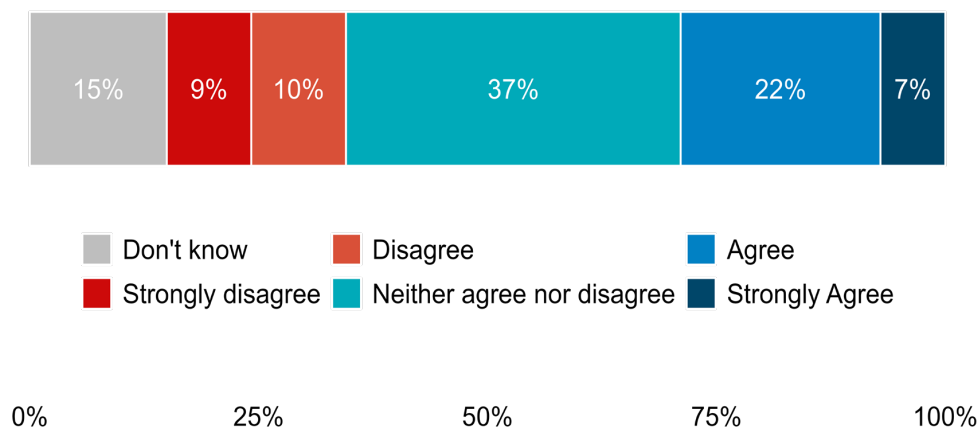
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## 12 Developments Contributions Policy

The proposed Developments Contributions Policy for 2024–2034 aims to recover growth-related infrastructure costs from those developments that create the need for it. The key changes are the addition of a new category for 4+ bedroom residential developments, which will be charged more, and significant increases in the charges in each catchment to fund growth infrastructure.

### 12.1 Rate your level of agreement or disagreement with Council's revised development contributions policy.

Figure 13 shows participants level of agreement with Council's revised development contributions policy. 257 (28.9%) of respondents agreed or strongly agreed on the Council's revised development contributions policy.



**Figure 13:** Rate your level of agreement or disagreement with Council's revised development contributions policy.

Table 30 shows participants level of agreement with Council's revised development contributions policy broken down by age group.

Question Option	24 years and under	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older	Prefer not to say
Strongly Agree	6.67% 1	6.6% 7	8.99% 16	9.86% 14	5.88% 8	8.28% 13	4.04% 4	0% 0
Agree	20% 3	25.47% 27	23.03% 41	16.2% 23	16.18% 22	24.84% 39	24.24% 24	30.77% 8

PublicVoice

58

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Question Option	24 years and under	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older	Prefer not to say
Neither agree nor disagree	40% 6	25.47% 27	40.45% 72	39.44% 56	45.59% 62	31.85% 50	36.36% 36	15.38% 4
Disagree	13.33% 2	7.55% 8	8.99% 16	13.38% 19	10.29% 14	12.1% 19	9.09% 9	15.38% 4
Strongly disagree	6.67% 1	5.66% 6	5.62% 10	7.04% 10	11.03% 15	14.01% 22	3.03% 3	26.92% 7
Don't know	13.33% 2	29.25% 31	12.92% 23	14.08% 20	11.03% 15	8.92% 14	23.23% 23	11.54% 3

Table 30: level of agreement with Council's revised development contributions policy broken down by age group.

Table 31 shows participants level of agreement with Council's revised development contributions policy broken down by home ownership.

Question Option	Own	Rent
Strongly Agree	7.19% 55	8.93% 5
Agree	21.7% 166	19.64% 11
Neither agree nor disagree	36.34% 278	35.71% 20
Disagree	10.85% 83	7.14% 4
Strongly disagree	9.02% 69	8.93% 5
Don't know	14.9% 114	19.64% 11

Table 31: level of agreement with Council's revised development contributions policy broken down by home ownership.

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## 12.2 Do you have any comments on our Development Contributions Policy?

Table 32 details the analysis of comments on Council's revised development contributions policy.

Below is a summary of some of the key themes identified:

### Concerns

1. **Lack of Transparency and Clarity:** Respondents are critical of the perceived lack of transparency and clarity in the policy document. They express a need for clearer explanations and justifications for the rates being charged, to understand how these funds will be used and the rationale behind the fee structure.
2. **Discouragement of Development:** Many respondents worry that increases in development contributions could deter new development projects. They fear that higher charges will make housing developments less financially viable, potentially slowing down the construction of new homes.
3. **Effect on Home Sizes:** Some feedback suggests that high development charges discourage builders from constructing larger family homes. The financial burden of these charges might lead developers to opt for smaller, less expensive housing units, which may not meet the needs of all families.
4. **Impact on Housing Costs:** There is a concern that higher development contributions will directly lead to increased housing costs. Respondents argue that these costs will be passed on to homebuyers, exacerbating the affordability crisis.

### Preferences

1. **Responsibility for Costs:** There is a division in opinion about who should bear the costs of infrastructure related to development projects. Some respondents assert that developers should fully cover these costs as they directly benefit from the infrastructure. Conversely, others suggest that the burden should be shared among all ratepayers to distribute the costs more broadly and avoid disincentivising development.
2. **Infrastructure and Growth Management:** Discussions also focus on the broader impacts of growth on existing infrastructure. Respondents emphasise the need to incorporate considerations for green spaces, transportation, and climate change mitigation in development planning to ensure sustainable growth.
3. **Special Considerations:** Specific attention is drawn to the treatment of unique property types and situations within the policy. There are calls for special remissions for Māori land to acknowledge its unique status and cultural importance. Similarly, there are opinions on how retirement villages are treated under the policy, with suggestions for tailored approaches that recognise their specific needs and contributions to the community.

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Theme	Subtheme	Frequency
CONCERNS		141
	Concern regarding consultation/clarity sought	43
	Policy will discourage further development	20
	Concern regarding cost differential between wards	17
	Concern increases will affect housing prices	12
	Costs should not reflect size of home	12
	Concern regarding council performance	8
	Opposed to infill/high density housing	8
	Opposed to rates increases along with development	6
	Disagree with 'growth pays for growth'	5
	Opposed to changes to policy	4
	Growth places burden on existing rate payers	3
	Opposed to parking fees/increases in Petone	1
	Private infrastructure costly/delayed connections	1
	Will cause influx of applications before change	1
PREFERENCES		131
	Support development contributions	42
	Focus on core services	12
	Increase development contributions	12
	All developers should pay cost in full	10
	Infrastructure development needed at pace	10
	Māori owned land should not be exempt	10
	Increase costs/discourage greenfield development	9
	Council should not pay for private developments	4
	Ensure developments have green spaces	3
	All ratepayers benefit therefore should contribute	2
	Costs based on sliding scale of number of rooms	2
	Defer increase for 18 months/until out of slump	2
	Development contributions required for upkeep	2
	Make developments more sustainable	2
	Reduced contributions for retirement facilities	2
	Contributions should be based on cost impact	1
	Costs should reflect number of dwellings proposed	1
	Ensure new builds are off grid as much as possible	1
	Follow international best practice	1
	Have a targeted rate over a number of years	1
	Prefer incremental increases	1
	Reduce council spending	1

Table 32: Do you have any comments on our Development Contributions Policy?



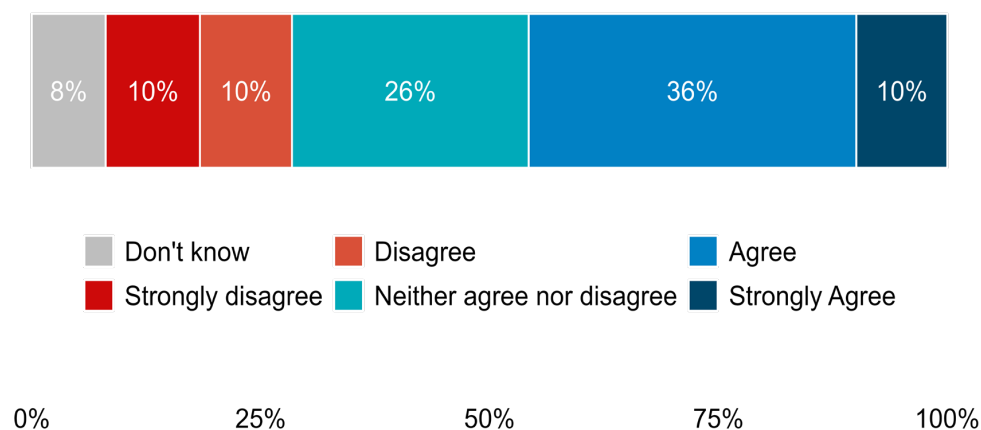
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## 13 Infrastructure Strategy

The 30-year Infrastructure Strategy outlines the key issues, priorities, and investment needed for core infrastructure like the three-water network and transport system. It highlights the need to invest in critical assets to support growth, improve resilience, and adapt to climate change. Major projects are outlined, focusing on renewals, reducing the maintenance backlog, and aligning with land use plans.

### 13.1 Rate your level of agreement or disagreement with Council's Infrastructure Strategy.

Figure 14 illustrates the level of agreement among participants with the Council's Infrastructure Strategy. A total of 391 respondents (45.7%) expressed either agreement or strong agreement with the Infrastructure Strategy.



**Figure 14:** Rate your level of agreement or disagreement with Council's Infrastructure Strategy.

Table 33 shows participants level of agreement with Council's Infrastructure Strategy broken down by age group.

Question Option	24 years and under	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older	Prefer not to say
Strongly Agree	14.29% 2	8.42% 8	7.69% 12	6.2% 8	3.17% 4	5.84% 9	9.89% 9	0% 0

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Question Option	24 years and under	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older	Prefer not to say
Agree	7.14% 1	30.53% 29	25.64% 40	20.93% 27	30.95% 39	35.06% 54	26.37% 24	12.5% 3
Neither agree nor disagree	21.43% 3	25.26% 24	39.74% 62	36.43% 47	39.68% 50	35.71% 55	43.96% 40	41.67% 10
Disagree	35.71% 5	4.21% 4	6.41% 10	13.18% 17	7.94% 10	9.74% 15	5.49% 5	20.83% 5
Strongly disagree	7.14% 1	3.16% 3	3.85% 6	6.98% 9	8.73% 11	7.79% 12	2.2% 2	20.83% 5
Don't know	14.29% 2	28.42% 27	16.67% 26	16.28% 21	9.52% 12	5.84% 9	12.09% 11	4.17% 1

Table 33: level of agreement with Council's Infrastructure Strategy broken down by age group.

Table 34 shows participants level of agreement with Council's Infrastructure Strategy broken down by home ownership.

Question Option	Own	Rent
Strongly Agree	6.02% 42	11.32% 6
Agree	27.94% 195	28.3% 15
Neither agree nor disagree	37.11% 259	33.96% 18
Disagree	9.74% 68	3.77% 2
Strongly disagree	6.59% 46	5.66% 3
Don't know	12.61% 88	16.98% 9

Table 34: level of agreement with Council's Infrastructure Strategy broken down by home ownership.

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## 13.2 Do you have any comments on our Infrastructure Strategy?

Table 35 details the analysis of comments on Council's Infrastructure Strategy.

Below is a summary of some of the key themes identified:

### Transport Infrastructure

1. **Mixed Views on Cycleways:** Opinions are split regarding cycleways; some see them as crucial for active transport, while others oppose further financial investment in them.
2. **Support for Infrastructure Projects:** There is strong support for key infrastructure projects like the Riverlink and the Cross Valley Connection, highlighting their potential benefits to the community.
3. **Opposition to Road Construction:** A notable number of respondents advocate against new road constructions, pushing for investments in rail and public transport to reduce dependency on cars and decrease emissions.

### Water Infrastructure

1. **Priority on Water Services:** There is a consensus that addressing water leaks and ensuring a clean water supply should be prioritised, reflecting the community's concern about the fundamental aspects of water infrastructure.
2. **Concerns About Costs:** Significant worries about the financial implications of water infrastructure projects, such as water meters, with a call to prioritise basic services like roads and waste management.

### Preferences

1. **Essential Infrastructure First:** Many respondents emphasise the necessity for the council to prioritise critical infrastructure projects, particularly water services and roads, over perceived non-essential or costly projects.
2. **Criticism of Council Management:** There is significant frustration with the council's management, specifically its focus on "vanity projects," with calls to redirect funds from non-essential projects like cycle lanes to more crucial infrastructure.

### Concerns

1. **Consultation and Accessibility Issues:** Criticism over the lack of effective consultation with ratepayers, the use of untranslated Māori words, inaccessibility of documents, and a general lack of transparency in council decisions.
2. **Financial and Management Concerns:** The most frequent concerns involve high rates, excessive council spending, and a lack of prioritisation for essential projects such as water services.

### Wards/suburbs to focus on

1. **Need for Collaboration in Wainuiomata:** There is a call for improved collaboration with the Greater Wellington Regional Council, particularly to enhance public transport services and potentially develop the Wainuiomata Tunnel for pedestrian and cycling access.

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2. **Investment in Taita and Western Hills:** Residents express dissatisfaction with the perceived neglect of these areas, feeling that their contributions are benefiting other suburbs disproportionately.
3. **Requests for Eastern Bays:** Proposals for increased investment in the Eastern Bays include extending the pool season and adding spa or hot pool facilities with views of the sea, reflecting a desire for enhanced local amenities.

Theme	Subtheme	Frequency
TRANSPORT INFRASTRUCTURE		184
	Opposed to cycle way and micro-mobility programme	37
	Focus on carbon neutral/active travel	27
	Focus on roading infrastructure	21
	Opposed to Cross Valley connections	21
	Focus on public transport	18
	Support a focus on cycleways	16
	Reduce focus on roading	8
	Support Cross Valley Connections	6
	Support for Riverlink project	6
	Opposed to Eastern Bays Shared Path	5
	Support Tupua Horo Nuku project	4
	Delay the Riverlink project	3
	Oppose Tupua Horo Nuku project	3
	Opposed to Riverlink project	3
	Coordination with GWRC and NZTA required	1
	Eastern Hutt Road requires a bridge to motorway	1
	Focus on Melling interchange	1
	Focus on traffic calming measures	1
	Opposed to Melling interchange	1
	Transport infrastructure is in need of investment	1
WATER INFRASTRUCTURE		112
	Focus on core water infrastructure	63
	Opposed to universal smart water meters	32
	Support for Seaview Wastewater Treatment Plant	11
	Support universal smart water meters	4
	Improve management of Hutt River	1
	Opposed to Eastern Hills Reservoir project	1
PREFERENCES		106
	Focus on core infrastructure	53
	Support the proposed strategy	21
	Reduce council spending	19
	Align growth and infrastructure development	3
	Lobby for central government assistance	3
	Invest in intergenerational equity	2
PublicVoice		65

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Theme	Subtheme	Frequency
CONCERNS	Invest in public safety/emergency preparedness	2
	Support accessibility for disability community	2
	Prefer implementation to extend beyond 10 years	1
		93
	Concern regarding consultation/clarity sought	34
	Concern regarding council performance	22
	Proposed rates are unaffordable for many	22
	Focus on climate resilience	12
	Concern regarding funding through debt	2
	Reduction in council staff/salaries	1
OTHER INFRASTRUCTURE		37
WARDS/SUBURBS TO FOCUS ON	Support investment in pools	8
	Opposed to investment in pools	5
	Prefer the wharf be rebuilt	5
	Opposed to refurbishing Petone grandstand	3
	Prefer the wharf be left as is/kept	3
	Opposed to upgrading libraries	2
	Prefer the grandstand be ungraded	2
	Support investment in libraries	2
	Focus on parks and reserves	1
	Maintain public areas	1
	Opposed to the demolition of Naenae hall	1
	Prefer refurbishment of Petone library	1
	Prefer the grandstand be left as is	1
	Prefer the library be demolished/sold	1
	Support demolition of the wharf	1
		7
	Focus on infrastructure in Wainuiomata	4
	Focus on Eastern Bays	1
	Focus on infrastructure in Taita	1
	Focus on infrastructure in Western Hills	1
HOUSING		4
ACCELERATION FUND	All residential homes to have 1 off street parking	2
	Ensure new builds are off grid as much as possible	1
	Opposed to high-rise buildings	1
		2
	Increase alternative sources of income	2

Table 35: Do you have any comments on our Infrastructure Strategy?

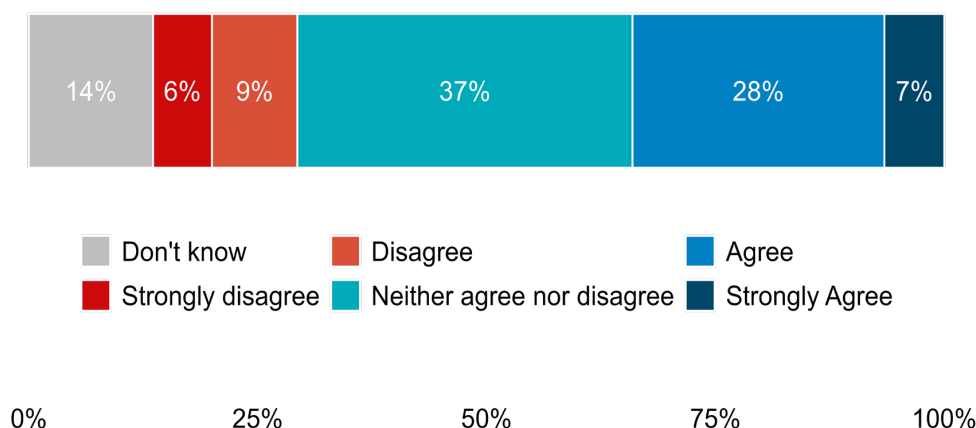
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## 14 Reserves Investment Strategy

The proposed Reserves Investment Strategy recognises the need to provide quality open spaces as the city grows and intensifies. It outlines the key objectives, issues and opportunities for the reserves network and sets out a prioritised list of projects to be funded over the next 10 years by the Reserve Fund. Priorities include land acquisition in growth areas, playground renewals, and improved accessibility.

### 14.1 Rate your level of agreement or disagreement with Council's Reserves Investment Strategy.

Figure 15 illustrates the level of support for the Council's Reserves Investment Strategy. A combined total of 281 respondents (34.1%) have shown support by agreeing or strongly agreeing with the strategy.



**Figure 15:** Rate your level of agreement or disagreement with Council's Reserves Investment Strategy.

Table 36 shows participants level of agreement with Council's Reserves Investment Strategy broken down by age group.

Question Option	24 years and under	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older	Prefer not to say
Strongly Agree	14.29% 2	8.42% 8	7.69% 12	6.2% 8	3.17% 4	5.84% 9	9.89% 9	0% 0

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Question Option	24 years and under	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older	Prefer not to say
Agree	7.14% 1	30.53% 29	25.64% 40	20.93% 27	30.95% 39	35.06% 54	26.37% 24	12.5% 3
Neither agree nor disagree	21.43% 3	25.26% 24	39.74% 62	36.43% 47	39.68% 50	35.71% 55	43.96% 40	41.67% 10
Disagree	35.71% 5	4.21% 4	6.41% 10	13.18% 17	7.94% 10	9.74% 15	5.49% 5	20.83% 5
Strongly disagree	7.14% 1	3.16% 3	3.85% 6	6.98% 9	8.73% 11	7.79% 12	2.2% 2	20.83% 5
Don't know	14.29% 2	28.42% 27	16.67% 26	16.28% 21	9.52% 12	5.84% 9	12.09% 11	4.17% 1

Table 36: level of agreement with Council's Reserves Investment Strategy broken down by age group.

Table 37 shows participants level of agreement with Council's Reserves Investment Strategy broken down by home ownership.

Question Option	Own	Rent
Strongly Agree	6.02% 42	11.32% 6
Agree	27.94% 195	28.3% 15
Neither agree nor disagree	37.11% 259	33.96% 18
Disagree	9.74% 68	3.77% 2
Strongly disagree	6.59% 46	5.66% 3
Don't know	12.61% 88	16.98% 9

Table 37: level of agreement with Council's Reserves Investment Strategy broken down by home ownership.

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## 14.2 Do you have any comments on our Reserves Investment Strategy?

Table 38 details the analysis of comments on Council's Reserves Investment Strategy.

Below is a summary of some of the key themes identified:

### Preferences

1. **Preserve and Maintain Reserves and Green Spaces:** There are many who express the need to preserve reserves and green spaces for a healthy environment, future generations, and wildlife. They emphasise the importance of maintaining and improving current reserves and recreation grounds.
2. **Support for Reserves Investment Strategy:** Many support the Reserves Investment Strategy, emphasising the importance of green spaces and their benefits for the community.
3. **Emphasis on Core Services:** Participants express dissatisfaction with the focus on non-essential projects and call for prioritisation of core infrastructure such as roads and water systems.
4. **Investment in Sports Grounds and Facilities:** Respondents expressed various concerns and requests regarding the investment in sports grounds/facilities. Other respondents called for accessible and inclusive sports fields and investment in fitness facilities. There were also concerns about the lack of long-term plans and goals for addressing the needs of specific areas.

### Concerns

1. **Concerns Over Lack of Clarity and Consultation:** Individuals have expressed several concerns about the lack of consultation and clarity in the documents provided. Some criticise the length and readability of the documents, suggesting the need for summaries or alternative formats.
2. **Opposition to Current Investment in Reserves:** Many express a variety of concerns about investing in reserves at present. Some argue that if it is not essential, it should be put on hold until the council can afford it without burdening ratepayers. Others believe that there are already enough reserves and parks, and their usage should be optimised for the majority.

Theme	Subtheme	Frequency
PREFERENCES		133
	Keep and maintain reserves and green spaces	41
	Support Reserves Investment Strategy	20
	Focus on core services	19
	Invest in sports grounds/facilities	13
	Create reserves in line with population growth	8
	Invest in community building and engagement	8
	Create green corridors	4
PublicVoice		69



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Theme	Subtheme	Frequency
	Coordination with GWRC required	2
	Increase investment	2
	Invest in Jubilee Park	2
	Support more parking spaces	2
	Support restoring wildlife	2
	Build a splash pad in Wainuiomata	1
	Focus on Eastern hills	1
	Focus on Western Hills	1
	Focus on beautifying gardens	1
	Focus on the environment/climate	1
	Invest in Wainuiomata	1
	Invest in fenced dog park	1
	Link reserves with transport routes	1
	Support Nature Land Acquisition fund	1
	Support a focus on cycleways	1
CONCERNS		103
	Concern regarding consultation/clarity sought	42
	Reserves investment is unnecessary at present	23
	Concern regarding council performance	10
	Reduce council spending	8
	Opposed to Council buying more green spaces	5
	Proposed rates are unaffordable for many	4
	Concern regarding reserves maintenance	3
	Prefer the wharf be left as is/kept	3
	Concern regarding cemeteries in Akatarawa	1
	Concern regarding cemetery maintenance	1
	Concern regarding public safety in reserves	1
	Housing and health not in council mandate	1
	Improve management of Hutt River	1

Table 38: Do you have any comments on our Reserves Investment Strategy?

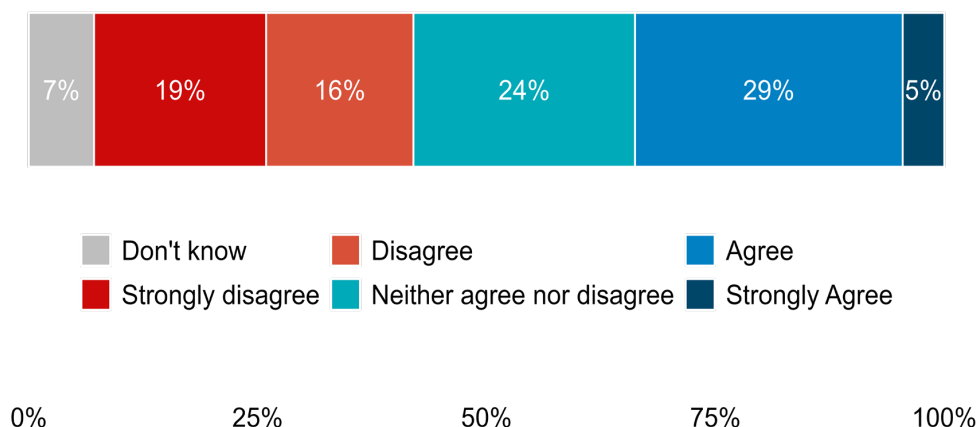
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## 15 Financial Strategy and proposed rates increase

The Financial Strategy sets out how the Council plans to balance investment needs, debt limits and rates affordability over the next 10 years. It highlights the challenges and key decisions, including prioritising investment in three waters and transport infrastructure. To deliver the plan, a 16.9% average rate revenue increase (after growth) is proposed for 2024/25.

### 15.1 Rate your level of agreement or disagreement with the approach outlined in Council's Financial Strategy to enable the delivery of our priorities and progress investment in basic infrastructure.

Figure 16 shows participants level of agreement with the approach outlined in Council's Financial Strategy to enable the delivery of priorities and progress investment in basic infrastructure. A total of 275 respondents (33.8%) expressed either agreement or strong agreement with the Council's Financial Strategy.



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**Figure 16:** Rate your level of agreement or disagreement with the approach outlined in Council's Financial Strategy to enable the delivery of our priorities and progress investment in basic infrastructure.

Table 39 shows participants level of agreement with the approach outlined in Council's Financial Strategy to enable the delivery of priorities and progress investment in basic infrastructure broken down by age group.

Question Option	24 years and under	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older	Prefer not to say
Strongly Agree	14.29% 2	4.26% 4	5.59% 9	4.65% 6	3.17% 4	5.37% 8	3.57% 3	0% 0
Agree	14.29% 2	28.72% 27	32.92% 53	22.48% 29	26.98% 34	34.9% 52	32.14% 27	16% 4
Neither agree nor disagree	21.43% 3	20.21% 19	26.09% 42	29.46% 38	18.25% 23	23.49% 35	28.57% 24	12% 3
Disagree	14.29% 2	18.09% 17	12.42% 20	20.16% 26	23.81% 30	13.42% 20	15.48% 13	8% 2
Strongly disagree	35.71% 5	9.57% 9	15.53% 25	18.6% 24	23.02% 29	18.79% 28	11.9% 10	56% 14
Don't know	0% 0	19.15% 18	7.45% 12	4.65% 6	4.76% 6	4.03% 6	8.33% 7	8% 2

Table 39: level of agreement with the approach outlined in Council's Financial Strategy to enable the delivery of priorities and progress investment in basic infrastructure broken down by age group.

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Table 40 shows participants level of agreement with the approach outlined in Council's Financial Strategy to enable the delivery of priorities and progress investment in basic infrastructure broken down by home ownership.

Question Option	Own	Rent
Strongly Agree	3.9% 27	11.54% 6
Agree	28.72% 199	26.92% 14
Neither agree nor disagree	24.39% 169	21.15% 11
Disagree	17.03% 118	13.46% 7
Strongly disagree	19.77% 137	9.62% 5
Don't know	6.2% 43	17.31% 9

*Table 40: level of agreement with the approach outlined in Council's Financial Strategy to enable the delivery of priorities and progress investment in basic infrastructure broken down by home ownership.*

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## 15.2 Do you have any comments on our Financial Strategy?

Table 41 details the analysis of comments on Council's financial strategy.

Below is a summary of some of the key themes identified:

### Concerns

1. **Proposed Rates Deemed Unaffordable for Many:** Respondents are expressing concerns about the proposed rates increase, stating that it is unaffordable for many citizens and will put a strain on struggling communities. Many respondents mention that salaries and incomes have not increased, making it difficult for them to sustain the rising costs of living, including rates.
2. **Concerns About Council Performance:** There are concerns about the council's performance and wasteful spending. They feel that the council prioritises its own agendas over the needs of the public and that rates are already expensive without any noticeable improvements in services. Many respondents believe that the council should cut costs, stop unnecessary projects, and be more accountable for its financial management.
3. **Concerns Over Consultation and Clarity Sought:** Overall, many have expressed concerns about the length and complexity of the document, with some feeling overwhelmed and unable to fully understand it. There is a need for more clarity and transparency regarding the rates projections and the financial information underlying the plan.

### Preferences

1. **Call for Reduced Council Spending:** Respondents express concerns about the proposed increase in council spending and rates. They emphasise the need for the council to be financially prudent, cut costs, reduce staff, and prioritise essential infrastructure over non-essential projects.
2. **Emphasis on Core Services:** A large amount of individuals express various sentiments regarding their preferences for focusing on core services. Some are happy with rate increases if it means investing in infrastructure like water pipes, while others believe rates are already expensive and want to see a reduction in non-essential spending. There is a strong emphasis on prioritising essential projects over "nice-to-haves" and cutting costs to make rates more affordable for households.
3. **Support for Strategic Initiatives to Meet Community Needs:** Some express support for maintaining current levels of service and providing stronger financial support for low-income households. Concerns are raised about the potential impact of fee and rental increases on community organisations' ability to provide services, with requests for the council to reverse these proposals and provide sufficient funding to maintain their financial viability.

Theme	Subtheme	Frequency
CONCERNS		201
	Proposed rates are unaffordable for many	111
	Concern regarding council performance	44
PublicVoice		74

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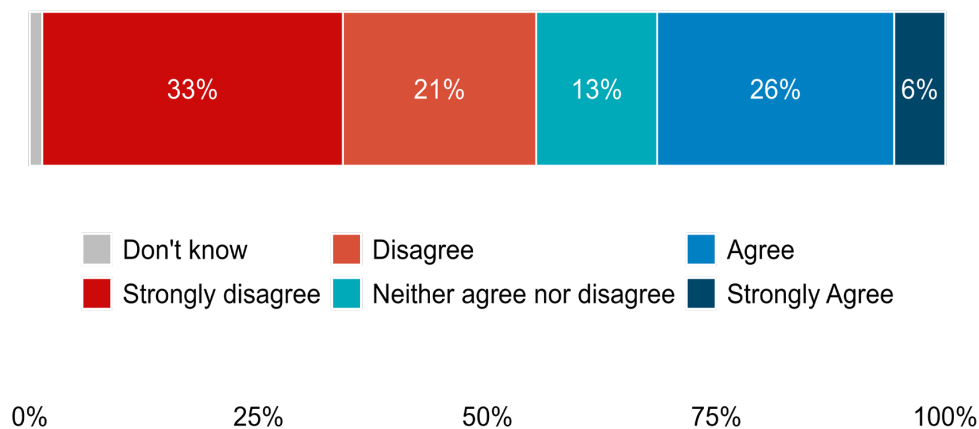
Theme	Subtheme	Frequency
	Concern regarding consultation/clarity sought	25
	Reduce funding for cycleway and micro-mobility	8
	Concern regarding funding through debt	4
	Concern GWRC fees are not included in calculator	3
	Concern with investing in transport infrastructure	2
	Opposed to water metering and costs thereof	2
	Concerns with capital value rating	1
	Opposed to parking fees/increases	1
PREFERENCES		168
	Reduce council spending	58
	Focus on core services	41
	Support strategy to meet community needs	19
	Support rates increases	11
	Seek alternative sources of income	6
	Reduce council staff/salaries	5
	Support investment in water infrastructure	5
	Invest in public safety/emergency preparedness	3
	Continue funding of STEM programmes	2
	Focus on cycleway and micro-mobility	2
	Invest in infrastructure repairs	2
	Opposed to Cross Valley connections	2
	Opposed to Riverlink project	2
	Support funding infrastructure through debt	2
	Continue funding rates remission	1
	Focus on flood protection	1
	Have a one-off flat charge for infrastructure	1
	Have a user pays system	1
	Invest in intergenerational equity	1
	Prefer Petone wharf be left as is/kept	1
	Prefer the library be left as is	1
	Support water metering/user pays	1
GENERAL COMMENTS		4
	Overall support for proposal	4

Table 41: Do you have any comments on our Financial Strategy?

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### 15.3 Given the increased cost pressures on our work as well as the current economic climate, do you agree that a total rates revenue increase in 2024–2025 of 16.9% (after growth) is reasonable?

Figure 17 demonstrates participant responses to the proposed total rates revenue increase of 16.9% for 2024–2025, in light of increased cost pressures and the current economic climate. A total of 231 respondents (31.5%) agreed or strongly agreed that this rate increase is reasonable and necessary.



**Figure 17:** Given the increased cost pressures on our work as well as the current economic climate, do you agree that a total rates revenue increase in 2024–2025 of 16.9% (after growth) is reasonable?

Table 42 shows participants level of agreement that a total rates revenue increase in 2024–2025 of 16.9% (after growth) is reasonable broken down by age group.

Question Option	24 years and under	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older	Prefer not to say
Strongly Agree	10% 1	8.14% 7	7.35% 10	5.41% 6	4.24% 5	5.76% 8	3.61% 3	0% 0
Agree	10% 1	19.77% 17	27.21% 37	22.52% 25	23.73% 28	29.5% 41	38.55% 32	5% 1

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Question Option	24 years and under	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older	Prefer not to say
Neither agree nor disagree	10% 1	11.63% 10	12.5% 17	14.41% 16	9.32% 11	14.39% 20	16.87% 14	10% 2
Disagree	30% 3	29.07% 25	18.38% 25	19.82% 22	23.73% 28	17.99% 25	16.87% 14	25% 5
Strongly disagree	40% 4	29.07% 25	32.35% 44	36.94% 41	38.14% 45	30.94% 43	22.89% 19	60% 12
Don't know	0% 0	2.33% 2	2.21% 3	0.9% 1	0.85% 1	1.44% 2	1.2% 1	0% 0

Table 42: level of agreement that a total rates revenue increase in 2024–2025 of 16.9% (after growth) is reasonable broken down by age group.

Table 43 shows participants level of agreement that a total rates revenue increase in 2024–2025 of 16.9% (after growth) is reasonable broken down by home ownership.

Question Option	Own	Rent
Strongly Agree	5.71% 36	10.81% 4
Agree	24.13% 152	37.84% 14
Neither agree nor disagree	12.54% 79	18.92% 7
Disagree	21.11% 133	16.22% 6
Strongly disagree	35.08% 221	13.51% 5
Don't know	1.43% 9	2.7% 1

Table 43: level of agreement that a total rates revenue increase in 2024–2025 of 16.9% (after growth) is reasonable broken down by home ownership.



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## 15.4 If you do not agree that the proposed rates revenue increase is reasonable, which areas of Council function and service delivery do you believe could be reduced in order to enable a lower rates increase, and why?

Table 44 details the analysis of comments from participants who do not agree that the proposed rates revenue increase is reasonable and their suggestions to which areas of Council function and service delivery could be reduced to enable a lower rates increase.

Below is a summary of some of the key themes identified:

### Areas to be Reduced

1. **Advocate for Reduction or Postponement of Non-Essential Projects:** Respondents highlight the need to focus on core activities and cut wasteful spending, particularly on vanity projects and unnecessary cultural activities.
2. **Call to Reduce Council Spending:** Respondents express concerns about the proposed rates increase, stating that it is not reasonable and will place financial strain on ratepayers, especially those with fixed incomes. Some also criticise the council's mismanagement of funds and call for better oversight and accountability.
3. **Cycleway and Micro-Mobility Program Initiatives:** Respondents expressed frustration and dissatisfaction with the allocation of funds towards non-essential projects such as cycleways and beautification efforts. They called for a focus on essential infrastructure like water repairs and road improvements.

### General Comments

1. **Proposed Rates Considered Unaffordable for Many:** Respondents are expressing strong dissatisfaction with the proposed rates increase, stating that it is unaffordable for many and well beyond the annual inflation rate. They suggest alternative methods of funding such as bond issues or reducing costs in other areas.

### Other Suggestions

1. **Advocating for Central Government Assistance:** Respondents are in favour of lobbying for central government assistance to address the issues with infrastructure in the Hutt. They also emphasise the need for the government to contribute to essential infrastructure and suggest a change in funding.
2. **Proposal for User-Pays System for Non-Essential Services:** Respondents suggest implementing a user-pays system for non-essential services such as pools, libraries, and community hubs, as not everyone utilises them. They propose charging nominal fees for library usage and increasing fees and charges for optional things like council facilities, transport, pools, libraries, and parking to ensure that users pay for what they use.
3. **Advocating for Increased Development Contributions:** Respondents suggest various ways to increase development contributions. Some propose charging more to new home builders in specific areas, such as Eastbourne, Stokes Valley, and the Western Hills. Others

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argue against penalising existing ratepayers and suggest that the companies building new houses should shoulder the cost of infrastructure upgrades.

Theme	Subtheme	Frequency
AREAS TO BE REDUCED		587
	Reduce/postpone non-essential projects	135
	Reduce council spending	82
	Reduction in council staff/salaries	81
	Cycleway and micro-mobility programme	49
	Libraries and library upgrades	24
	Petone asset projects	24
	Inefficiency within council	17
	Pools and pool upgrades	17
	Food and green organics collection service	16
	Inefficiency of contractors	13
	Cross Valley connections	12
	Roll out of universal smart water meters	12
	Riverlink project	11
	Traffic calming measures	10
	Garden planting/maintenance/beautification	8
	Business and social support funding	7
	Creation of raised pedestrian crossings	7
	Cultural projects/services	7
	Parks and reserves	7
	Rubbish and recycling	7
	Invest in infrastructure repairs	5
	Investment in water infrastructure	5
	Environmental projects	4
	Funding to community and sports facilities	4
	Rates rebates	3
	Williams Park redevelopment	3
	Consenting infill/high-rise housing	2
	Melling interchange project	2
	Non-essential road works	2
	Public relations	2
	Transport costs	2
	Avalon skate park	1
	Community halls/facilities	1
	Improvements to the esplanade	1
	Outsource urban design	1
	Parking enforcement	1
	Public transport during off-peak times	1
	Recreation	1
PublicVoice		79

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Theme	Subtheme	Frequency
GENERAL COMMENTS		71
	Proposed rates are unaffordable for many	59
	Concern regarding consultation/clarity sought	7
	Invest in intergenerational equity	2
	Proposal will require increase in rates remission	2
	Support youth activities	1
OTHER SUGGESTIONS		60
	Lobby for central government assistance	8
	Have a user-pays system for non-essentials	7
	General support for rates increases	5
	Increase development contributions	5
	Insource services again	5
	Extend timeframe for infrastructure upgrades	4
	Prefer continuous incremental rates increases	4
	Reduction in debt/interest repayments	4
	Increase competition among contractors	3
	Increase loans	3
	Implement parking fees	2
	Reduce the amount of development	2
	Current proposal is reasonable	1
	Have a user-pays system for water services	1
	Introduce a dangerous dog fee	1
	Open land for development	1
	Prefer refurbishment of Petone library	1
	Rating of public property	1
	Sell council held assets	1
	Support funding infrastructure through debt	1

Table 44: If you do not agree that the proposed rates revenue increase is reasonable, which areas of Council function and service delivery do you believe could be reduced in order to enable a lower rates increase, and why?

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## 15.5 Please share any further comments you would like to add.

Table 45 details the analysis of further comments on Council's financial strategy and proposed rates increase.

Below is a summary of some of the key themes identified:

### Governance and Decision Making

1. **Concerns Regarding Council Performance:** There is some disappointment and frustration with the council's performance, citing mismanagement and reduced transparency as their reasons why.
2. **Support for Strategy to Address Community Needs:** With regard to governance and decision making, some advocate for higher rates to sustain services and support low-income households, while others accept necessary rate increases for infrastructure but caution about economic and political pressures on residents.
3. **Concerns Over Consultation and Clarity Sought:** Respondents express concern and disappointment with the governance and decision-making process, feeling that their feedback may not be adequately valued or considered. They worry that their comments might be used to support already decided outcomes, leading to inefficiencies in time and resources.

### Rates

1. **Proposed Rates Deemed Unaffordable for Many:** There is concern and frustration over the proposed rates increase, deeming it unaffordable and potentially forcing residents to make severe choices between essential needs and paying rates, which could impact mental and physical health. They criticise the council for wasteful spending and suggest exploring cost reduction alternatives, highlighting the increase as unreasonable and unsustainable, particularly during a recession.

### Infrastructure and Maintenance

1. **Prioritise Core Services:** Respondents express frustration and anger towards the council's focus on unnecessary projects and spending, especially when they are struggling to afford basic necessities. They emphasise the need to prioritise maintenance and infrastructure instead of new initiatives.
2. **Support for Investment in Water Infrastructure:** Respondents acknowledge the need for a significant investment in water infrastructure and express their support for it. They mention that it justifies debt funding and rates funding, although there is concern about the ability of Wellington Water to deliver.

### Financial Viability and Budget

1. **Reduced Council Spending:** Respondents are expressing frustration with the increasing burden of rates and are suggesting that council funding should come from central government instead. They are concerned about the high cost of rates and believe that the council should find ways to reduce costs instead of passing them on to homeowners.

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2. **Advocacy for Reduction in Council Staff and Salaries:** Respondents express strong criticism towards the council's financial management, particularly the increase in staff numbers and salaries. Some respondents suggest reducing salaries, as well as cutting waste and using consultants less.

Theme	Subtheme	Frequency
GOVERNANCE AND DECISION MAKING		113
	Concern regarding council performance	38
	Support strategy to meet community needs	34
	Concern regarding consultation/clarity sought	17
	Concern regarding weight of consultation	8
	Climate change preparation needed	5
	Concern regarding council transparency	5
	Support remissions provided rates stay the same	2
	Concerns with capital value rating	1
	Focus on all suburbs	1
	Implement three waters	1
	Support rates remission	1
RATES		81
	Proposed rates are unaffordable for many	66
	Support rates increase	6
	Rates increase is intergenerationally inequitable	5
	Prefer continuous incremental rates increases	2
	Opposed to rates payments to GWRC	1
	Previous rates increase exceeded what was proposed	1
INFRASTRUCTURE AND MAINTENANCE		54
	Focus on core services	16
	Prefer Petone wharf be left as is/kept	8
	Support investment in water infrastructure	7
	Opposed to cycle way and micro-mobility programme	4
	Support maintaining infrastructure	4
	Opposed to infill/high density housing	3
	Support a focus on cycleways	3
	Concern regarding traffic calming measures	2
	Focus on public transport	2
	Opposed to Riverlink project	2
	Focus on infrastructure in Wainuiomata	1
	Focus on roading infrastructure	1
	Opposed to universal smart water meters	1
FINANCIAL VIABILITY AND BUDGET		50
	Reduce council spending	14
	Reduction in council staff/salaries	11
	Lobby for central government assistance	9
PublicVoice		82

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Theme	Subtheme	Frequency
COMMUNITIES AND SERVICES	Seek alternative sources of funding	8
	Concern regarding funding through debt	2
	Councils should be tax funded	2
	Concerns regarding living wage	1
	Invest in attracting businesses	1
	Prefer funding through debt	1
	Support capital value rating	1
		29
	Support needed for community groups	6
	Invest in intergenerational equity	5
	Support accessibility for disability community	3
	Support investment in pools	3
	Invest in parks and reserves	2
	Invest in public safety/emergency preparedness	2
FEES AND CHARGES	Opposed to demolition of club rooms	2
	Concerns regarding CCTV monitoring	1
	Continue support for libraries	1
	Local cemetery is needed	1
	Opposed to cutting funding for science kits	1
	Support local dog walkers	1
	Support youth council	1
		10
	Opposed to parking fees/increases	6
	Support parking fees/increases	3
	Increase road reserve leases	1

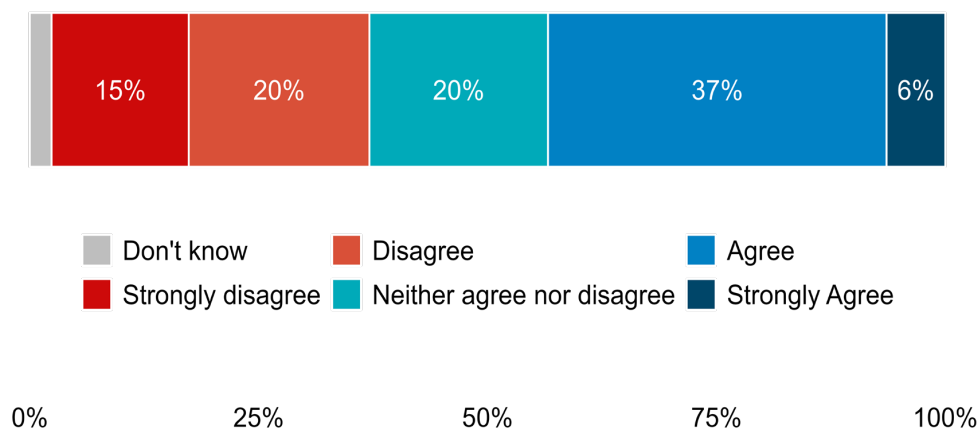
Table 45: Please share any further comments you would like to add

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## 16 Overall satisfaction

### 16.1 Please rate your level of agreement or disagreement with the general direction that we are taking for this draft 10 Year Plan

Figure 18 demonstrates participant responses to the general direction Council is taking with the draft 10 Year Plan. A total of 365 respondents (43.4%) agreed or strongly agreed with the general direction Council is taking with the draft 10 Year Plan.



**Figure 18:** Please rate your level of agreement or disagreement with the general direction that we are taking for this draft 10 Year Plan

Table 46 shows participants level of agreement with Council's overall direction with the draft 10 Year Plan broken down by age group.

Question Option	24 years and under	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older	Prefer not to say
Strongly Agree	13.33% 2	6.25% 6	8.7% 14	6.87% 9	4.8% 6	7.01% 11	6.38% 6	0% 0
Agree	20% 3	40.62% 39	39.13% 63	32.82% 43	27.2% 34	38.85% 61	53.19% 50	12% 3
Neither agree nor disagree	13.33% 2	25% 24	16.15% 26	22.14% 29	22.4% 28	17.2% 27	24.47% 23	8% 2

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Question Option	24 years and under	25-34 years	35-44 years	45-54 years	55-64 years	65-74 years	75 years or older	Prefer not to say
Disagree	26.67% 4	15.62% 15	24.22% 39	21.37% 28	25.6% 32	19.11% 30	3.19% 3	28% 7
Strongly disagree	26.67% 4	8.33% 8	8.7% 14	15.27% 20	18.4% 23	14.65% 23	10.64% 10	52% 13
Don't know	0% 0	4.17% 4	3.11% 5	1.53% 2	1.6% 2	3.18% 5	2.13% 2	0% 0

Table 46: level of agreement with Council's overall direction with the draft 10 Year Plan broken down by age group..

Table 47 shows participants level of agreement with Council's overall direction with the draft 10 Year Plan broken down by home ownership.

Question Option	Own	Rent
Strongly Agree	6.19% 44	9.62% 5
Agree	35.86% 255	44.23% 23
Neither agree nor disagree	19.97% 142	17.31% 9
Disagree	20.39% 145	13.46% 7
Strongly disagree	15.47% 110	7.69% 4
Don't know	2.11% 15	7.69% 4

Table 47: level of agreement with Council's overall direction with the draft 10 Year Plan broken down by home ownership.



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## 16.2 Please explain the reason for your response.

Table 48 details the analysis of participants' explanations for their satisfaction with Council's overall direction of the draft 10 Year Plan.

Below is a summary of some of the key themes identified:

### Council Performance/Planning

1. **Emphasis on Core Services:** There is general support for prioritising essential infrastructure investments, such as water services, over non-essential projects, stressing fiscal responsibility, transparency, and the importance of maintaining existing infrastructure.
2. **Concerns About Council Performance:** Many criticise the council for perceived mismanagement and lack of transparency, expressing mistrust and dissatisfaction with rate increases and specific council decisions, highlighting concerns over financial burdens and the council's competence in prioritising projects.
3. **Endorsement of Strategy to Fulfil Community Needs:** Respondents offer mixed views on the Council's plan, with some praising its focus on infrastructure and climate change, while others critique the rate increases and urge prioritising essential services, though they recognise the Council's efforts to engage the community and collaborate in decision-making.

### Rates

1. **Concerns Over Unaffordable Proposed Rates:** There is strong dissatisfaction with the proposed rates increase, stating that it is unaffordable for many residents who are already struggling financially. They criticise the council for prioritising non-essential projects and not focusing enough on infrastructure and basic services.

### Infrastructure and Maintenance

1. **Advocating for Investment in Water Infrastructure:** Respondents generally support the investment in water infrastructure and maintenance, urging a focus on essentials and quick resolution of water network issues.
2. **Preserve Petone Wharf in Its Current State:** Many strongly support preserving the Petone Wharf, criticising demolition plans, and advocating for maintaining existing infrastructure.
3. **Resistance to Universal Smart Water Meters:** Respondents oppose the implementation of universal smart water meters, citing concerns that they would unfairly impact lower-income households, arguing access to safe water should not be monetised, with many prioritising water infrastructure needs over the installation of water meters.
4. **Opposition to Cycle Way and Micro-Mobility Program:** There is strong opposition towards the cycleway and micro-mobility program, criticising it as a wasteful expenditure and advocating for the redirection of funds toward core infrastructure and essential services.

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Theme	Subtheme	Frequency
COUNCIL PERFORMANCE/PLANNING		321
	Focus on core services	82
	Concern regarding council performance	75
	Support strategy to meet community needs	51
	Concern regarding consultation/clarity sought	43
	Overall support for long term plan	35
	Concern regarding council transparency	12
	Invest in intergenerational equity	8
	Require longer term planning	5
	General opposition to proposal	3
	Focus on Wainuiomata	2
	Concern regarding government conspiracies	1
	Concern regarding longevity of plan	1
	Disagree with 'growth pays for growth'	1
	Invest in improved public relations	1
	Support partnership with Māori organizations	1
INFRASTRUCTURE AND MAINTENANCE		125
	Support investment in water infrastructure	31
	Prefer Petone wharf be left as is/kept	17
	Opposed to universal smart water meters	13
	Opposed to cycle way and micro-mobility programme	12
	Invest in roading infrastructure	9
	Focus on public transport	6
	Concern regarding traffic calming measures	4
	Focus on maintaining the city centre	3
	Opposed to Cross Valley connections	3
	Invest in more car parks	2
	Opposed to Riverlink project	2
	Opposed to organic waste collection	2
	Prefer greater investment in Petone grandstand	2
	Prioritise the Cross Valley connections	2
	Support Riverlink project	2
	Support the implementation of raised stop banks	2
	Concern regarding terrain safety	1
	Focus on electricity network/emergencies	1
	Immediately fix to Seaview Wastewater	1
	Implement three waters	1
	Less emphasis on roading	1
	Naenae pool requires solar heating	1
	Oppose the implementation of raised stop banks	1
	Support Melling interchange/wish to retain station	1
PublicVoice		87

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Theme	Subtheme	Frequency
	Support Petone to Grenada link project	1
	Support demolition of the wharf	1
	Support organic collection service	1
	Support rebuilding/refurbishing of Petone library	1
	Wainuiomata memorial garden in need maintenance	1
RATES		103
	Proposed rates are unaffordable for many	101
	Opposed to rates remission	1
	Prefer continuous incremental rates increases	1
FINANCIAL VIABILITY AND BUDGET		94
	Reduce council spending	55
	Reduce council staff/salaries	10
	Concern regarding funding through debt	6
	Concern regarding cost of proposal	5
	Seek alternative sources of income	4
	Concerns regarding living wage	3
	No public assets should sold/gifted	3
	Opposed to cutting funding for science kits	3
	Prefer funding through debt	3
	Invest in attracting businesses	1
	Lobby for central government assistance	1
POLICIES/FEES AND CHARGES		24
	Focus on the environment/climate	12
	Opposed to parking fees/increases	7
	Development contributions required for upkeep	1
	Have a user-pays system for non-essentials	1
	Increase fees/charges over rates	1
	Opposed to increased development contributions	1
	Waste collection should be opt-in	1
COMMUNITIES AND SERVICES		18
	Invest in health and wellbeing	5
	Invest in community building and engagement	3
	Invest in parks and reserves	3
	Promote inclusivity and accessibility	2
	Concern regarding town character	1
	Concerns regarding CCTV monitoring	1
	Focus on community	1
	Invest in more dog parks	1
	Invest in public safety/emergency preparedness	1
HOUSING		6
	Opposed to infill/high density housing	3
PublicVoice		88

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Theme	Subtheme	Frequency
	Invest in infrastructure along with housing	2
	Invest in diversifying the housing supply	1

*Table 48: Please explain the reason for your response*

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## Appendix 1

### 17 Organisation/Business/Iwi

- Artisan Craft Market
- Aspeq
- Avalon Rugby Club
- Balance Of Life Trust
- Bea DnD Games
- Belmont Ratepayers Improvement Association Inc
- Bin Inn Whole Foods
- Biz Support Solutions Ltd T/A Goody Goodness
- CCS Disability Action
- Citizen's Advice Bureau
- Cuttriss Consultants
- Design Network Architecture
- Doctors For Active, Safe Transport
- E Tu Awa Kairangi
- Eastbourne Community Board
- Eastbourne Community Fitness
- Faisandler Group, Palmer & Cook, Friday Homes, Williams Corporation
- Flowers Et Cetera
- Free Ride
- Friends Of Waiwhetu Stream
- GBH Boxing
- GK Shaw Ltd
- Great Harbour Way/Te Aranui O Poneke Trust
- H S Cooke Family Trust
- Health New Zealand | Te Whatu Ora National Public Health Service
- Heritage New Zealand
- Historical Society Of Eastbourne
- House Of Science NZ
- Hutt City Grey Power (HCGP)
- Hutt Cycle Network
- Hutt Living Wage Network
- Hutt Multicultural Council
- Hutt Sister City Foundation
- Hutt Valley Chamber Of Commerce
- Hutt Valley Samoa Rugby League
- Jackson Street Programme (Inc)
- Joe Public Has Had Enough
- Kelson Community Association
- Koraunui Stokes Valley Toy Library
- Korokoro Environmental Group
- Korokoro School
- Light House Cinemas
- Lower Hutt City Association Football And Sports Club Inc.
- Lower Hutt Transition Towns
- Lowry Bay Residents Association
- Lucas Land Surveys Ltd
- Molesworth Homes Ltd- Liberty Developments – Flying Spur Developments
- My Whanau
- Netball Hutt Valley
- Nuku Ora
- Petone Community Board
- Petone Community House
- Petone Historical Society
- Petone Panthers Rugby League Club
- Petone Rowing Club
- Petone Working Men's Club
- Pool Action Group
- Public Service Association
- Recreation Aotearoa
- Sacred Heart Petone
- Save Petone Wharf
- Sport NZ
- Sprig + Fern Petone
- St Augustine's Parish Petone
- Stokes Valley Cricket Club (Inc)
- Stokes Valley Football Club
- Summerset
- Taita Cricket Club
- Te Kakano O Te Aroha Marae
- Team Naenae Trust
- The Chocolate Story Ltd
- The Retirement Villages Association Of New Zealand
- Transition Towns Lower Hutt
- Urban Edge Planning Ltd
- Urban Effects
- Viva Mexico
- Waio Park Charitable Trust

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- Wellington Fish & Game Council
- Wellington Free Ambulance
- Wellington Recreational Marine Fishers Association
- Wellington Regional Ice Skating Trust
- Wellington Rugby League
- Wilford School