

**Laura Bowman**

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**From:** official information  
**Sent:** Wednesday, 24 November 2021 2:25 pm  
**To:** [REDACTED]  
**Cc:** official information  
**Subject:** RE: FINAL RESPONSE: LGOIMA 21329 - [REDACTED] - Results of Citizens Satisfaction Surveys.

Kia Ora Louis,

At this stage, we do not have any other full reports in digital form. As such, this request is being refused under S 17(f) of LGOIMA – substantial collation.

However, you can access our Annual Reports dating back to 1999 [here](#). Each of these reports have a “Annual Residents Survey” section, which is a summary of the results of that year’s survey.

Additionally, if you wish, please book an appointment [here](#) to search our Heritage Collection at Hamilton Central Library. This is where our physical copies are held, and are open to the public. From what I can tell, there are surveys dating back to 1987.

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

Please do not hesitate to contact us if you have any further queries.

Kind regards,

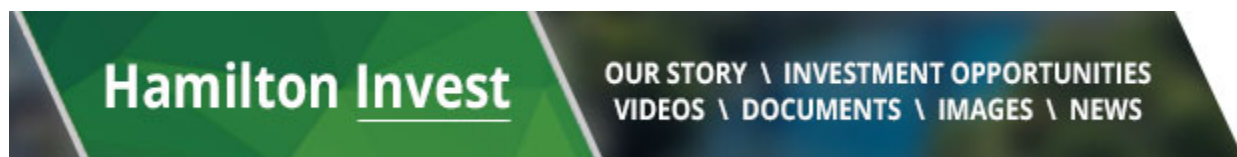
**Tatiana Taunoa** (*Pronouns: she/her*)

Official Information & Legal Support Advisor | Legal Services & Risk  
People and Organisational Performance

DDI: +6478386455 | [Tatiana.Taunoa@hcc.govt.nz](mailto:Tatiana.Taunoa@hcc.govt.nz) or [officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)

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**From:** [REDACTED]  
**Sent:** Monday, 22 November 2021 4:02 pm  
**To:** official information <[officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)>  
**Subject:** Re: FINAL RESPONSE: LGOIMA 21329 - [REDACTED] - Results of Citizens Satisfaction Surveys.

Thank you for this, Tatiana. Do you by any chance have earlier residents surveys from before 2008 available?

Louis.

On Mon, Nov 22, 2021 at 3:36 PM official information <[officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)> wrote:

Kia Ora,

I refer to your **information request below**, Hamilton City Council is able to provide the following response.

Apologies for any confusion, we hope that this response clarifies your request and our provides what you are after.

Hamilton City Council does not currently undertake a Residents survey to understand residents perception of satisfaction with council services. Instead we do the following:

1. We participate in the **Quality of Life survey** (which is undertaken with other metro councils) every two years. Council has participated in this survey since 2016. This survey asks about the communities quality of life as this is aligned to our purpose of working towards improving the wellbeing of Hamiltonians and understanding the factors that impact this (not residents perception of council services). In between the two yearly survey we undertake pulse survey every six months which only focuses on five key questions.

All the results are available [here](#).

Note there is a section in the Quality of Life on Public Transport and Traffic Congestion (under Built and Natural Environment).

2. Over the last two years Council has undertaken 'point of service' surveying in our library, aquatic facilities, customer services centre, building consent and animal control areas to understand our customers perception of the service they receive, and to respond to suggestions from the customers. There is no surveying of roading or transport services.
  - In 2014 Council undertook a residents survey that asked only about Council facilities – Hamilton Gardens, Hamilton Zoo, Waikato Museum, Theatres, Aquatic Facilities, Sports areas and Parks.
  - In 2013 Council undertook a residents survey. See attached.
  - No surveys undertaken in 2010,2011, or 2012.
  - In 2009 Council undertook a residents survey with a report on Transport. See attached.
  - In 2008 Council undertook a residents survey with a report on Transport. See attached.

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

Please do not hesitate to contact us if you have any further queries.

Kind Regards,

**Tatiyana** | Official Information & Legal Support Advisor

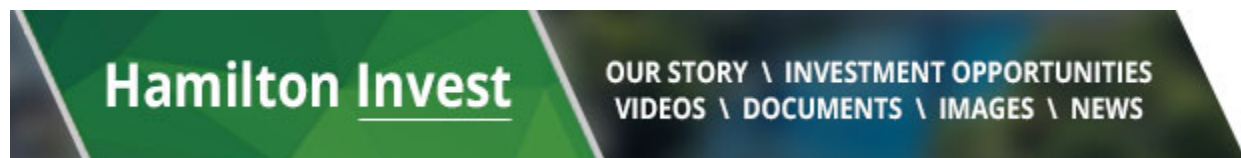
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**From:** [REDACTED]  
**Sent:** Monday, 8 November 2021 11:33 am  
**To:** official information <[officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)>  
**Subject:** Re: LGOIMA 21329 - [REDACTED] - Results of Citizens Satisfaction Surveys.

Hello Tatiyana,

I was hoping for a wide spread of citizen satisfaction surveys dating as far back as possible to show how satisfaction with the Hamilton City Council has developed over the years. Realistically, how far back do you think you could go in providing me with citizens' satisfaction surveys? Would 10 to 15 years be possible?

Do you not have an annual survey that asks for general satisfaction across the board or do all your surveys pinpoint particular modes of service? If not, surveys focusing on roading provision should suffice.

Regards,

On Mon, Nov 8, 2021 at 10:36 AM official information <[officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)> wrote:

Kia Ora,

I write to acknowledge your information request of Friday 5 November 2021 as below.

In order for us to properly fulfill your request we ask that you provide some clarification.

Your request, as it currently stands, will require substantial collation and review and as such may be refused as per [S 17\(f\) of LGOIMA](#).

Can you please narrow your request to a specific timeline i.e.: 1 January 2015 – Current.

Can I also ask, if there a specific aspect of Hamilton City Council you are wanting these surveys for? There are many reasons why a survey may be conducted by Hamilton City Council, can your request be refined at all to road changes, rubbish and recycling, parks and open spaces? Or something else.

The Local Government Official Information and Meetings Act 1987 requires that we advise you of our decision on whether the Council will provide the requested information as soon as reasonably practicable, and no later than 20 working days after the day we received your request. This due date will begin upon your response of this clarification email.

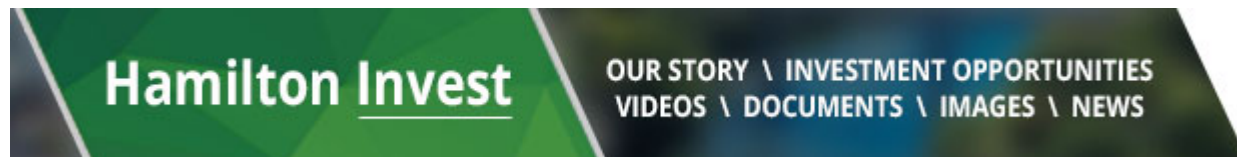
In light of the recent announcement regarding COVID-19 and New Zealand's Alert levels, the safety of our employees is paramount. We've made necessary changes to our working environment and operations that may result in limited availability of some of our staff members. We appreciate your patience during this time. Please allow some extra time for a response to your request as we are all doing our best to accommodate the new circumstances.

Kind Regards,

**Tatiyana** | Official Information & Legal Support Advisor

Legal Services & Risk | People and Organisational Performance

Email: [officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)



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**From:** Hamilton City Council <[do.not.reply@hcc.govt.nz](mailto:do.not.reply@hcc.govt.nz)>

**Sent:** Friday, 5 November 2021 1:46 pm

**To:** official information <[officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)>

**Subject:** HCC Website - Official Information Request ref: HCC-QF-211105-80IJ0-H4J

## HCC Website - Official Information Request

**Reference:** HCC-QF-211105-80IJ0-H4J

**Attachment:** not attached

**Name:** [REDACTED]

**Email address:** [REDACTED]

**Phone number:** [REDACTED]

### Detailed Description of Request

To whom it may concern,

My name is [REDACTED] and I am hereby making an official request under the Local Government Official Information and Meetings Act for all the results of every citizens' satisfaction survey the Hamilton City Council has ever conducted.

I look forward to hearing back from you,

[REDACTED]

**Organisation:** not supplied