

19 July 2022

File ref: IRC-3547

[REDACTED]  
Kia ora [REDACTED],

### **Residents Monitoring Surveys**

Thank you for your request made under the Local Government Official Information and Meetings Act 1987 (the Act), received on 28 June 2022. You requested the following information:

- The raw data of both the recent and all past Annual Resident Surveys.
- Any documentation on what it is, why it is done, how long it has been going, and how it has changed over the years.

The Wellington City Council has partly granted your request for information.

The Residents Monitoring Survey (Survey) dated August 2021 can be located on the following Council webpage [here](#). The 'introduction' pages provide some background into why these surveys were carried out and the methodology behind them. Council officers are currently working on updating this document to include the most recent 2022 survey, this is expected to be published on the Council's website by the end of July 2022, however an executive summary of this survey can be located [here](#).

### **Past Annual Resident Surveys**

There was a methodological change in how the surveys were carried out from 2014, which is why the survey dated August 2021 only captures surveys from 2014 onwards. Results prior to 2014 would not be comparable to the consistent methodology which we use now when undertaking this survey.

### **Raw Data**

I have assessed your request for the raw data for the recent and all past surveys. As your request stands it would take considerable time for officers to search and collate the information, it is estimated it could take several weeks to pull this raw data and it would include many spreadsheets, with multiple tabs of information. As such we have refused this part of your request under section 17(f) of the act due to substantial manual collation or research.

However, to help you with your request there is a copy of the [Residents Monitoring Survey](#) dated August 2021, which includes multiple tracking reports, with analysed and processed data compared against all surveys undertaken from 2014 onwards.

Should you still require this information, you can refine your request. Please note, any refinement of a request is considered to be a new request for the purpose of calculating the maximum statutory timeframe for response. Should you need assistance to refine please let me know.

**Right of review**

If you are not satisfied with the Council's response, you may request the Office of the Ombudsman to investigate the Council's decision. Further information is available on the Ombudsman website, [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Please note, we may proactively release our response to your request with your personal information removed.

Thank you again for your request, if you have any questions, please feel free to contact me.

Kind regards

Ollie Marchant  
**Official Information**