

18 July 2025

File Ref: IRC-8661

7)(2)(a)

Tēnā koe 7)(2)(a)

Thank you for your email dated 26 June 2025 to Te Kaunihera o Pōneke | Wellington City Council (the Council) requesting the following information:

*I am wanting to learn more about the wellington residents monitoring survey and why/when the decision was made to change the name to its current name, from the wellington residents satisfaction survey.*

*As such, under the Local Government Official Information and Meetings Act 1987 (LGOIMA) could I please request the following:*

- 1. When the decision was made to change the official name of the survey from the wellington resident's satisfaction survey to the wellington residents monitoring survey.*
- 2. Any advice that was provided to inform the reasoning for this decision (if the scope is too wide I am happy for it to be narrowed down to advice provided to the mayor/mayors office and WCC CEO/WCC CEOs office).*
- 3. Any communications in the current year from the mayor and her office to WCC staff about the naming of the survey this year.*
- 4. Could I also please request all communications between the mayor and her office about the release of this year's wellington residents monitoring survey (including whatsapp, signal & text messages) in the month leading up to the release.*

Your request has been considered under the Local Government Official Information and Meetings Act 1987 (LGOIMA). Please find my response below.

#### **Questions 1 to 3 –**

*When the decision was made to change the official name of the survey from the wellington resident's satisfaction survey to the wellington residents monitoring survey.*

*Any advice that was provided to inform the reasoning for this decision (if the scope is too wide I am happy for it to be narrowed down to advice provided to the mayor/mayors office and WCC CEO/WCC CEOs office).*

*Any communications in the current year from the mayor and her office to WCC staff about the naming of the survey this year.*

I believe your request made is in relation to a media [article](#), published on the same day as your request, which begins with the following sentence:

*What was once known as the Wellington Residents Satisfaction Survey has quietly, over time, become the Wellington Residents Monitoring Survey*

A question was raised by the reporter prior to the publishing of this article, enquiring when the Wellington Residents Monitoring Survey was changed from the Wellington Residents Satisfaction Survey.

Officers provided the reporter with the following response:

*The survey measures community perception / views on services and city performance and sometimes this is referred to as a satisfaction survey – but the formal name of Residents Monitoring Survey seems to have been around for well over a decade.*

On investigation into your request, I approached the Council's Archives team to source our dated and archived Annual Reports, and it appears that the survey has been named the "Wellington Residents Monitoring Survey" dating back as far as our 2012-2013 [Annual Report](#). Prior to this, the survey was referred to within previous Annual Reports as the "Wellington Residents Satisfaction Survey".

Unfortunately, the 2012-2013 Annual Report does not confirm why the survey was renamed, however, page 8 of the report does mention changes to the way the survey was conducted:

*In 2012, two of the three surveys were changed from telephone surveys to online surveys. In 2013, all of the surveys were conducted online*

The report goes on to detail why this change was carried out and the impact on the results. As this change occurred over a decade ago, I have found no information that provides confirmation as to why this change occurred, which is in line with the Councils Audit Retention and Disposal Schedule, which states records of the design and development of customer and resident surveys are kept for a minimum retention period of three years. However, it does appear that the survey was renamed at the same time as the above changes to the methodology of the survey.

Your request for "advice that was provided to inform the reasoning for this decision" has been refused under section 17(g) of the LGOIMA because the requested information is not held. Given the name change of the survey was made approximately 13 years ago, your request for "any communications in the current year from the mayor and her office to WCC staff about the naming of the survey this year" has also been refused under 17(g) of the LGOIMA.

**Question 4** - *Could I also please request all communications between the mayor and her office about the release of this year's wellington residents monitoring survey (including whatsapp, signal & text messages) in the month leading up to the release.*

Alongside this response is a document titled "Appendix 1" which captures information in scope of your request. Please note:

- Some information has been redacted under section 7(2)(f)(ii) of the LGOIMA, as the withholding of the information is necessary to maintain the effective conduct of public affairs through the protection of such members, officers, employees, and persons from improper pressure or harassment.
- The email chain references the drafting of quotes from Mayor Whanau to be included within the Council's [Media Release](#) regarding the survey. A copy of the draft has been withheld under 7(2)(f)(i) of the LGOIMA, as the withholding of the information is necessary to maintain the effective conduct of public affairs through the free and frank expression of opinions by or between or to members or officers or employees of any local authority in the course of their duty. However, the link above provides you with the final media release, containing the Mayor's quotes.

You have the right, by way of complaint under section 28(1) of the LGOIMA, to request an investigation and review of the Council's decision to withhold information by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

If you require further information, please contact [official.information@wcc.govt.nz](mailto:official.information@wcc.govt.nz).

Nāku noa, nā



Ollie Marchant  
Senior Advisor  
Official Information & Privacy  
Wellington City Council

**From:** [Luz Baguioro](#)  
**To:** [Mayor Tory Whanau](#)  
**Subject:** RE: Request for sign-off please: WCC PR on Residents Monitoring Survey  
**Date:** Thursday, 12 June 2025 11:00:00 am  
**Attachments:** [image001.png](#)

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Ngā mihi Mayor Whanau.

**Luz Baguioro** (She/Her)

Principal Communications Advisor | Office of the Mayor | Wellington City Council  
Mātanga Whakapā Matua | Kaunihera o Pōneke  
M: **7(2)(f)(ii)** | E [luz.baguioro@wcc.govt.nz](mailto:luz.baguioro@wcc.govt.nz) | W [Wellington.govt.nz](http://Wellington.govt.nz) |

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**From:** Mayor Tory Whanau <[Tory.Whanau@wcc.govt.nz](mailto:Tory.Whanau@wcc.govt.nz)>  
**Sent:** Thursday, 12 June 2025 10:47 am  
**To:** Luz Baguioro <[Luz.Baguioro@wcc.govt.nz](mailto:Luz.Baguioro@wcc.govt.nz)>  
**Subject:** RE: Request for sign-off please: WCC PR on Residents Monitoring Survey

Thanks, some edits to my second quote.

[Mayor Whanau](#)

Mayor of Wellington City | Wellington City Council  
Pakakohi | Ngā Ruahine | Ngāti Takou

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**From:** Luz Baguioro <[Luz.Baguioro@wcc.govt.nz](mailto:Luz.Baguioro@wcc.govt.nz)>  
**Sent:** Thursday, 12 June 2025 10:41 am  
**To:** Mayor Tory Whanau <[Tory.Whanau@wcc.govt.nz](mailto:Tory.Whanau@wcc.govt.nz)>  
**Subject:** Request for sign-off please: WCC PR on Residents Monitoring Survey

Kia ora Mayor Whanau,

Please find attached the WCC PR on the latest Residents Monitoring Survey. I have included quotes from you, which Nadine has reviewed.

For sign-off please.

 [DRAFT Media release RMS 2025.docx](#)

Ngā mihi,  
Luz

**Luz Baguioro** (She/Her)

Principal Communications Advisor | Office of the Mayor | Wellington City Council

Mātanga Whakapā Matua | Kaunihera o Pōneke

M: **7(2)(f)(ii)** | E [luz.baguioro@wcc.govt.nz](mailto:luz.baguioro@wcc.govt.nz) | W [Wellington.govt.nz](http://Wellington.govt.nz) |

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**From:** Nadine Walker <[Nadine.Walker@wcc.govt.nz](mailto:Nadine.Walker@wcc.govt.nz)>

**Sent:** Thursday, 12 June 2025 10:36 am

**To:** Luz Baguioro <[Luz.Baguioro@wcc.govt.nz](mailto:Luz.Baguioro@wcc.govt.nz)>; Michael Naylor <[Michael.Naylor@wcc.govt.nz](mailto:Michael.Naylor@wcc.govt.nz)>

**Subject:** RE: Request for feedback by 2pm please: WCC PR on Residents Monitoring Survey

Approved thanks Luz

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**From:** Luz Baguioro <[Luz.Baguioro@wcc.govt.nz](mailto:Luz.Baguioro@wcc.govt.nz)>

**Sent:** Thursday, 12 June 2025 10:24 am

**To:** Nadine Walker <[Nadine.Walker@wcc.govt.nz](mailto:Nadine.Walker@wcc.govt.nz)>; Michael Naylor

<[Michael.Naylor@wcc.govt.nz](mailto:Michael.Naylor@wcc.govt.nz)>

**Subject:** Request for feedback by 2pm please: WCC PR on Residents Monitoring Survey

Hi Nadine and Michael,

I have included quotes from Mayor Whanau. For feedback please by 2pm please.

 [DRAFT Media release RMS 2025.docx](#)

Ngā mihi,

Luz

**Luz Baguioro** (She/Her)

Principal Communications Advisor | Office of the Mayor | Wellington City Council

Mātanga Whakapā Matua | Kaunihera o Pōneke

M: **7(2)(f)(ii)** | E [luz.baguioro@wcc.govt.nz](mailto:luz.baguioro@wcc.govt.nz) | W [Wellington.govt.nz](http://Wellington.govt.nz) |