

1 December 2021

**Request for Official Information responded to under the Local Government and Official Information and Meetings Act 1987 (LGOIMA) (the Act) – reference: OIR 2122-118**

Thank you for your request for information, which we received on 5 November 2021.

Following receipt of your request, we asked you whether you could be more specific about the information that you require and on 9 November 2021, you informed us that you are seeking:

***Residents' opinion surveys' from before 2010 to support the research I am conducting for my master's thesis.***

**Council's response to your request**

We have searched our archive records and retrieved copies of the surveys dating back to 1993. Please find attached to this letter, a copy of the following survey results:

1. *Public perceptions and interpretations of Council services and representation October 1993*
2. *Public perceptions and interpretations of Council services and representation July 1994*
3. *Public perceptions and interpretations of Council services and representation July 1995*
4. *Public perceptions and interpretations of Council services and representation July 1996*
5. *Kāpiti Coast District Council Special Clients Customer Survey June-July 1998*
6. *Residents Survey Kāpiti Coast District Council July 1999*
7. *Residents Survey Kāpiti Coast District Council July 2000 - REDACTED*
8. *Residents Survey Kāpiti Coast District Council July 2001*
9. *Residents Survey Kāpiti Coast District Council July 2002*
10. *Residents Survey Kāpiti Coast District Council July 2003*
11. *Residents Survey Kāpiti Coast District Council July 2004*
12. *Kāpiti Coast District Council Residents Survey May 2005*
13. *Kāpiti Coast District Council Satisfaction Survey August/September 2005, and*

Over time, we have changed the way in which we conduct our resident surveys. For example, we currently contract an independent research company, Research First, to conduct our resident survey. They ensure that it's done correctly, using statistically representative samples of Kāpiti residents to get accurate results.

If you have any questions regarding the information attached to this letter, or you are planning to discuss the information, please let us know as we may wish to provide a contextual statement on some of the information that we have provided.

Please note that in document #7 listed above – Residents Survey July 2000, a page of information (page 71) has been withheld as it is considered out of scope to your request.

In the Council's view the reasons for withholding these details are not outweighed by public interest considerations in section 7(1) favouring their release.

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.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Mark de Haast', written in a cursive style.

**Mark de Haast**  
Group Manager Corporate Services  
Te Kaihautū Ratonga Tōpū