Managing the city involves an enormous variety of activities.

The Council is one of the city’s largest employers: from building inspectors to park rangers and engineers, dog handlers, researchers, life guards and accountants; the skills required to deliver our services are many and diverse.

Our staff are also residents of Wellington, which means we are all part of the wider community the Council serves. This keeps us motivated and helps us work together to improve the quality of life for all Wellingtonians.

WE WORK FOR THE PUBLIC AND SERVE THE CITY. TAKE THE FOLLOWING EXAMPLES FROM THIS YEAR:

We reopened, refurbished or rebuilt large complexes as part of our upgrade of the city’s 2000+ social housing units. Works focussed on Hanson Court and Regent Park Apartments in Newtown and on earthquake strengthening where required.

We welcomed 15,000 people as part of the official opening of the ASB Sports Centre in August. Since then the 12 community courts have hosted indoor sports and recreational activities including basketball, netball, volleyball, handball, futsal and new kids holiday programmes.

We celebrated the best of Wellington events. The city hosted eight matches, including two quarter finals as part of the highly successful Rugby World Cup. We also hosted iconic events such as the World of Wearable Arts and the Council has advanced our plans for the next event that will have the eyes of the world on the capital – the world premiere of *The Hobbit: The Unexpected Journey*.

Our financial management has been a feature of 2011/12. We have achieved an underlying surplus of $1.9 million that can be used to offset rates in future years (this is outlined in more detail in page 87). The Council has also set in place a financial strategy that aims to keep rates increases to below the consumer price index from 2013/14 onwards. This will require the ongoing identification of savings from efficiencies and potential changes in the way we work.

As a result of Standard and Poor’s lowering of the NZ Sovereign rating from AAA to AA+ the Council also moved down from AA+ to AA. Council borrowings increased during the year but overall debt remained well within prudent levels.

This commitment to financial prudence is reflected in the value for money our services represent – 68% of residents state they are good value. This is a 4% downturn on the previous year but a fair result given the broader economic context.

Throughout this report you will see the results of our performance across the wide range of activities we undertake. This has resulted in 73% of residents being satisfied or very satisfied with the Council’s performance and residents stating an overall satisfaction of 91% in their quality of life in the city.

I would like to thank the efforts of our staff and partners in achieving that result for Wellington.

Garry Poole
Chief Executive