



QUALITY OF LIFE

n

# QUALITY OF LIFE SURVEY 2018

## CHRISTCHURCH REPORT



## ACKNOWLEDGEMENTS

Large-scale and complex research projects such as this require a combined effort. This research project was undertaken by Nielsen on behalf of the eight participating councils. A steering group from four councils managed the project on behalf of the other councils, and worked closely with representatives from Nielsen throughout this project.

The members of the Quality of Life management group were:

- Alison Reid, Auckland Council
- Kath Jamieson, Christchurch City Council
- David Stuart and Grace Newman-Hall, Wellington City Council
- Suzie Ballantyne, Dunedin City Council.

The large team at Nielsen who worked on this project included Amanda Dudding, Tessa Hoffman and Antoinette Hastings.

We would like to acknowledge and thank all those respondents who took the time to complete their surveys. This project would not be possible without your input.

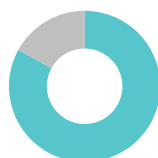
### Recommended citation

Nielsen. (2018). *Quality of Life survey 2018: Christchurch report*. A report prepared on behalf of Christchurch City Council. Wellington, New Zealand: Author

# KEY HIGHLIGHTS

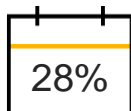


## QUALITY OF LIFE



83%

RATE THEIR OVERALL QUALITY OF LIFE POSITIVELY



28%

SAY THEIR QUALITY OF LIFE HAS INCREASED COMPARED WITH 12 MONTHS AGO

### TOP 3 REASONS FOR QUALITY OF LIFE

#### POSITIVE

- 1 Relationships
- 2 Health and wellbeing
- 3 Financial situation

#### NEGATIVE

- 1 Poor financial situation
- 2 Poor health and wellbeing
- 3 Housing



## BUILT AND NATURAL ENVIRONMENT



73%

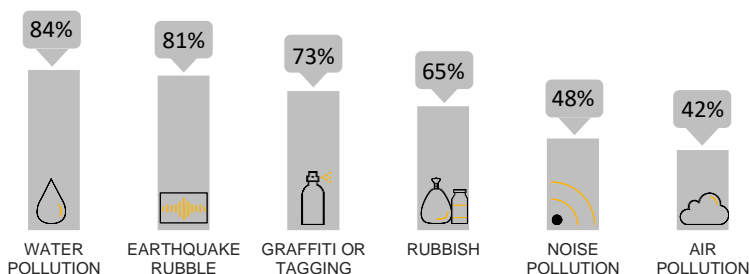
THINK THEIR CITY OR LOCAL AREA IS A GREAT PLACE TO LIVE

44%

ARE PROUD OF HOW THEIR CITY OR LOCAL AREA LOOKS AND FEELS



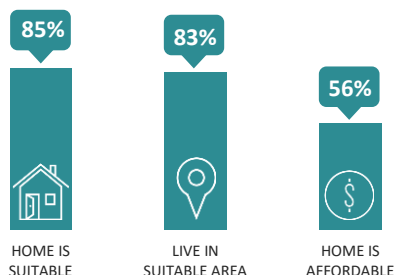
### PERCEPTIONS OF ISSUES IN CITY / LOCAL AREA: % VIEW AS A PROBLEM IN LAST 12 MONTHS



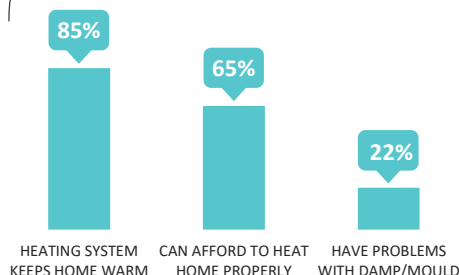
## HOUSING

### PERCEPTIONS OF HOUSING:

% STRONGLY AGREE OR AGREE



HOUSING IN WINTER CONDITIONS:



### TOP 3 REASONS HOME IS UNSUITABLE:

- 1 The home is too small
- 2 Home is too cold / damp
- 3 Home in poor condition / needs maintenance



## TRANSPORT

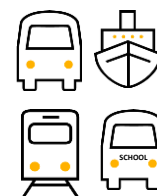
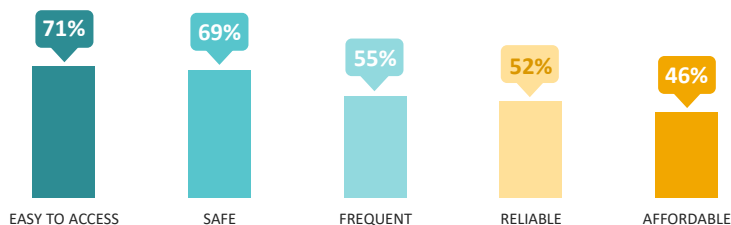
14%

USE PUBLIC TRANSPORT WEEKLY (OR MORE OFTEN)



### PERCEPTIONS OF PUBLIC TRANSPORT IN LOCAL AREA:

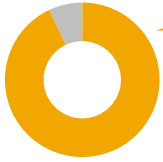
% STRONGLY AGREE OR AGREE



The 2018 Quality of Life survey is a partnership between eight New Zealand councils and measures people's perceptions over several domains related to quality of life. A random selection of residents from each council area were invited to participate either online or via a hardcopy questionnaire. The survey was completed by 7615 people aged 18 years and over between 10 April – 3 June 2018.



## HEALTH AND WELLBEING



93%

HAVE SOMEONE TO HELP IF THEY WERE FACED WITH A SERIOUS ILLNESS OR INJURY, OR NEEDED EMOTIONAL SUPPORT



17%

ALWAYS/MOST OF THE TIME EXPERIENCE STRESS WITH A NEGATIVE EFFECT



30%

HAVE A WHO 5 INDEX OF LESS THAN 13, INDICATING POOR WELLBEING



## CRIME AND SAFETY

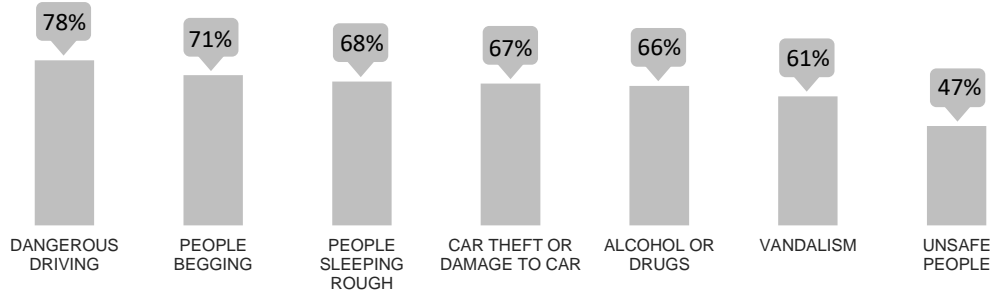
44%

FEEL SAFE IN THEIR CITY CENTRE AFTER DARK



### PERCEPTIONS OF ISSUES IN CITY / LOCAL AREA:

% VIEW AS A PROBLEM IN LAST 12 MONTHS



## COMMUNITY, CULTURE AND SOCIAL NETWORKS



71%

BELIEVE A SENSE OF COMMUNITY IN THEIR NEIGHBOURHOOD IS IMPORTANT

52%

FEEL A SENSE OF COMMUNITY IN THEIR NEIGHBOURHOOD



94%

HAD POSITIVE INTERACTIONS WITH NEIGHBOURS



64%

NEVER OR RARELY FEEL ISOLATED



64%

SAY CULTURAL DIVERSITY MAKES THEIR CITY A BETTER PLACE TO LIVE



## ECONOMIC WELLBEING



68%

EMPLOYED (FULL OR PART TIME)



61%

SATISFIED WITH WORK/LIFE BALANCE



52%

HAVE MORE THAN ENOUGH OR ENOUGH INCOME TO COVER COSTS OF EVERYDAY NEEDS

ADDITIONAL  
\$ 31%  
HAVE  
'JUST ENOUGH'



## COUNCIL PROCESSES



36%

ARE CONFIDENT IN THEIR LOCAL COUNCIL'S DECISION-MAKING

34%

BELIEVE THE PUBLIC HAS AN INFLUENCE ON COUNCIL DECISION-MAKING



CHRISTCHURCH

# CONTENTS

<b>1. INTRODUCTION .....</b>	<b>1</b>
1.1 BACKGROUND .....	1
1.2 COUNCIL INVOLVEMENT .....	1
1.3 PROJECT MANAGEMENT .....	2
1.4 FINAL SAMPLE .....	2
<b>2. RESEARCH DESIGN .....</b>	<b>4</b>
2.1 METHODOLOGY AND SAMPLING OVERVIEW .....	4
2.2 RESPONSE RATES .....	4
2.3 QUESTIONNAIRE DESIGN .....	4
2.4 NOTES ABOUT THIS REPORT .....	5
<b>3. QUALITY OF LIFE .....</b>	<b>8</b>
3.1 ABOUT QUALITY OF LIFE MEASUREMENT .....	8
3.2 OVERALL QUALITY OF LIFE .....	9
3.3 REASONS FOR QUALITY OF LIFE RESPONSE .....	12
3.4 QUALITY OF LIFE COMPARED WITH 12 MONTHS PRIOR .....	17
<b>4. BUILT AND NATURAL ENVIRONMENT .....</b>	<b>20</b>
4.1 PERCEPTION OF CHRISTCHURCH AREA AS A GREAT PLACE TO LIVE .....	20
4.2 PERCEPTION OF CHRISTCHURCH COMPARED WITH 12 MONTHS EARLIER .....	23
4.3 REASONS FOR NEGATIVE CHANGE .....	26
4.4 REASONS FOR POSITIVE CHANGE .....	31
4.5 PRIDE IN LOOK AND FEEL OF CHRISTCHURCH .....	36
4.6 PERCEIVED ENVIRONMENTAL PROBLEMS IN CHRISTCHURCH .....	39
<b>5. HOUSING .....</b>	<b>58</b>
5.1 AFFORDABILITY OF HOUSING COSTS .....	58
5.2 SUITABILITY OF HOME TYPE .....	61
5.3 SUITABILITY OF LOCATION OF HOME .....	69
5.4 HOME HAS A PROBLEM WITH DAMP OR MOULD .....	77
5.5 HEATING SYSTEM KEEPS HOME WARM WHEN USED .....	80
5.6 CAN AFFORD TO HEAT HOME PROPERLY .....	83
<b>6. PUBLIC TRANSPORT .....</b>	<b>86</b>
6.1 FREQUENCY OF USE OF PUBLIC TRANSPORT .....	86
6.2 PERCEPTIONS OF PUBLIC TRANSPORT .....	89
<b>7. HEALTH AND WELLBEING .....</b>	<b>104</b>
7.1 OVERALL HEALTH .....	104
7.2 FREQUENCY OF DOING PHYSICAL ACTIVITY IN PAST WEEK .....	107
7.3 STRESS .....	110
7.4 AVAILABILITY OF SUPPORT .....	113
7.5 WHO 5 WELLBEING INDEX .....	116
<b>8. CRIME AND SAFETY .....</b>	<b>120</b>

8.1 RATING OF ISSUES AS PROBLEM IN CHRISTCHURCH .....	120
8.2 SENSE OF SAFETY.....	142
<b>9. COMMUNITY, CULTURE AND SOCIAL NETWORKS.....</b>	<b>155</b>
9.1 IMPORTANCE OF SENSE OF COMMUNITY .....	155
9.2 SENSE OF COMMUNITY EXPERIENCED.....	158
9.3 PARTICIPATION IN SOCIAL NETWORKS AND GROUPS.....	161
9.4 CONTACT WITH PEOPLE IN THE NEIGHBOURHOOD.....	166
9.5 FREQUENCY OF FEELING ISOLATED .....	169
9.6 TRUST .....	172
9.7 IMPACT OF GREATER CULTURAL DIVERSITY .....	175
9.8 RICH AND DIVERSE ARTS SCENE.....	178
<b>10. ECONOMIC WELLBEING.....</b>	<b>181</b>
10.1 EMPLOYMENT STATUS .....	181
10.2 BALANCE BETWEEN WORK AND OTHER ASPECTS OF LIFE .....	184
10.3 ABILITY TO COVER COSTS OF EVERYDAY NEEDS.....	187
<b>11. COUNCIL PROCESSES .....</b>	<b>190</b>
11.1 CONFIDENCE IN COUNCIL DECISION-MAKING.....	190
11.2 PERCEPTION OF PUBLIC'S INFLUENCE ON COUNCIL DECISION- MAKING .....	193
<b>12. COMPARISONS WITH PREVIOUS YEARS .....</b>	<b>196</b>
12.1 QUALITY OF LIFE COMPARED WITH 12 MONTHS PRIOR .....	196
12.2 PERCEIVED ENVIRONMENTAL PROBLEMS IN CHRISTCHURCH IN PREVIOUS 12 MONTHS.....	197
12.3 SUITABILITY OF LOCATION OF HOME .....	198
12.4 PERCEPTIONS OF PUBLIC TRANSPORT .....	199
12.5 PERCEIVED PROBLEMS IN CHRISTCHURCH IN PREVIOUS 12 MONTHS .....	200
12.6 PERCEIVED SAFETY IN CITY CENTRE AFTER DARK.....	204
12.7 ABILITY TO COVER COSTS OF EVERYDAY NEEDS.....	205
12.8 CONFIDENCE IN COUNCIL DECISION-MAKING.....	206
12.9 PERCEPTION OF PUBLIC'S INFLUENCE ON COUNCIL DECISION- MAKING .....	207
<b>APPENDIX 1: SAMPLE PROFILE .....</b>	<b>208</b>
<b>APPENDIX 2: SURVEY COMMUNICATIONS .....</b>	<b>214</b>
<b>APPENDIX 3: QUESTIONNAIRE.....</b>	<b>218</b>
<b>APPENDIX 4: DETAILED REASONS FOR QUALITY OF LIFE RATING.....</b>	<b>237</b>
<b>APPENDIX 5: WHO 5 WELLBEING INDEX .....</b>	<b>241</b>

# 1. INTRODUCTION

## 1.1 Background

The 2018 Quality of Life survey is a collaborative local government research project. The primary objective of the survey is to measure residents' perceptions across a range of measures that impact on New Zealanders' quality of life. The Quality of Life survey was originally established in response to growing pressures on urban communities, concern about the impacts of urbanisation and the effect of this on the wellbeing of residents. The results from the survey are used by participating councils to help inform their policy and planning responses to population growth and change.

The survey measures residents' perceptions across several domains, including:

- Overall quality of life
- Environment (built and natural)
- Housing
- Public transport
- Health and wellbeing
- Crime and safety
- Community, culture and social networks
- Economic wellbeing, and
- Council decision-making processes.

## 1.2 Council involvement

The Quality of Life survey was first conducted in 2003, repeated in 2004, and has been undertaken every two years since. The number of participating councils has varied each time.

A total of nine councils participated in the 2018 Quality of Life survey project, as follows:

- Auckland Council
- Hamilton City Council
- Tauranga City Council
- Hutt City Council
- Porirua City Council
- Wellington City Council
- Christchurch City Council
- Dunedin City Council
- Greater Wellington Regional Council.

It should be noted that one of the councils listed above is a regional council. The Greater Wellington region includes the areas covered by Hutt City, Porirua City and Wellington City Councils. The regional council area also includes smaller towns as well as rural and semi-rural areas. Results for the Greater Wellington region include results for Hutt City, Porirua City and Wellington City areas, along with a booster sample from the remaining Territorial Authority areas in the region.

## 1.3 Project management

Since 2012, the Quality of Life survey project has been managed by a management group made up of representatives from the following four councils:

- Auckland Council
- Wellington City Council
- Christchurch City Council
- Dunedin City Council.

The management group manages the project on behalf of all participating councils. This includes commissioning an independent research company and working closely with the company on aspects of the research design and review of the questionnaire.

Nielsen was commissioned to undertake the 2018 survey on behalf of the participating councils.

## 1.4 Final sample

In 2018 a total of 495 Christchurch residents completed the Quality of Life survey.

The table below shows the sample size that was achieved in Christchurch and the proportionate distribution of respondents within the city. Refer to section 2 for more detail on sample design and Appendix 1 for a breakdown of demographic characteristics of the Christchurch sample.



Subgroup	Number of residents surveyed	Proportion of Christchurch total (n=495)	Proportion of Christchurch total (n=495)
	Unweighted sample size	Unweighted %	Weighted %
Males	229	46.3	49.9
Females	266	53.7	50.1
18 to 24 years	77	15.6	14.3
25 to 49 years	187	37.8	44.2
50 to 64 years	107	21.6	22.8
65+ years	124	25.1	18.6
European / Other	447	90.3	87.7
Māori	56	11.3	6.5
Pacific	4	0.8	2.2
Asian	34	6.9	8.7
Banks Peninsula	13	2.6	2.2
Coastal-Burwood	56	11.3	12.9
Fendalton-Waimairi-Harewood	110	22.2	18.6
Halswell-Hornby-Riccarton	89	18.0	20.8
Linwood-Central-Heathcote	94	19.0	20.4
Papanui-Innes	66	13.3	12.7
Spreydon-Cashmere	67	13.5	12.5
<b>Christchurch total</b>	<b>495</b>	<b>100</b>	<b>100</b>

Quality of Life survey results from 2003 onwards are available on the Quality of Life website: <http://www.qualityoflifeproject.govt.nz>

## 2. RESEARCH DESIGN

### 2.1 Methodology and sampling overview

This section provides a brief overview of the research methods used in the 2018 Quality of Life survey.

The target population was people aged 18 and over, living within the areas governed by the participating councils.

#### Methodology

The 2018 survey employed a sequential mixed-method methodology, enabling respondents to complete the survey either online or on paper. Respondents were encouraged to complete the survey online in the first instance, and were later offered the option of completing a hard copy (paper based) questionnaire. The survey communications sent to residents are included in Appendix 2.

In Christchurch 67% of respondents completed the survey online and 33% completed it on paper.

The fieldwork took place from 10 April to 3 June 2018. The average completion time for the online survey across the 8-cities was 25.38 minutes and the median completion time was 19.00 minutes.

#### Sampling frame and recruitment

The New Zealand Electoral Roll was used as the primary sampling frame. This enabled identification of potential respondents' local council and a mailing address for survey invitations.

A sample frame was drawn and potential respondents were sent a personalised hard copy letter with a Quality of Life letterhead (including Nielsen and council logos) that outlined the purpose of the survey and explained how to complete the survey online.

As an incentive to participation, respondents were offered the chance to enter a prize draw for five chances to win Prezzy cards or make a donation to charity, with a top prize of \$1000 and a further four prizes of \$250 across all cities involved.

### 2.2 Response rates

A total of 1,850 potential respondents from the Christchurch City area were randomly selected from the Electoral Roll and invited to participate in the survey. A total of 495 completed questionnaires resulted from this recruitment method. The response rate for Christchurch City is 31% (excluding those who could not participate in the survey due to death / having moved residence / no such address). This response rate is slightly above the 2018 total 8-city response rate of 30% and slightly below the 2016 response rate of 39%.

Further detail on the research method and design, including response rates by council area, is provided in the Quality of Life Survey 2018 Technical Report.

### 2.3 Questionnaire design

There were some slight differences in question wording depending on individual council requirements and the size of the council jurisdiction. For example, the Christchurch survey asked

residents about the impacts of the earthquakes, while others did not. The respondents' address on the Electoral Roll was used to direct them to the appropriate survey for the council area they live in.

A full version of the Christchurch City questionnaire is included in Appendix 3.

For further details on the slight wording differences between questionnaires and all changes made to the questionnaire from the 2014 version, please refer to the Quality of Life Survey 2018 Technical Report.

## 2.4 Notes about this report

This report outlines the Christchurch results to all questions asked in the 2018 Quality of Life survey. Results are presented in tabular format with short accompanying text.

### Council area results

The results for Christchurch are sampled and weighted to be representative by age within gender, ethnicity and ward.

For the Christchurch total, the results for each ward are post-weighted to their respective proportion of the Christchurch population to ensure results are representative. For example, Fendalton-Waimairi-Harewood's sample of  $n=110$  is 22% of the total sample size. However as their population is 19% of the Christchurch population, their responses have been weighted so they represent 19% of the total Christchurch result.

### Rounding

Due to the effects of rounding, percentages shown in charts may not always add to 100.

### Net counts

'Net' results (aggregated scores) may differ slightly from the sum of the corresponding figures in the charts, due to rounding.

### Base sizes

All base sizes shown on charts and on tables ( $n=$ ) are unweighted base sizes. Please note that any base size of under  $n=100$  is considered small and under  $n=30$  is considered extremely small. Results should be viewed with caution. The table detailing the reasons why respondents have a negative quality of life, broken down by city, has not been included in the appendix due to very small subsample sizes (i.e. below  $n=30$ ).

## Margin of error

All sample surveys are subject to sampling error. Based on a total sample size of 495 respondents, the results shown in this survey for Christchurch City are subject to a maximum sampling error of plus or minus 4.4% at the 95% confidence level. That is, there is a 95% chance that the true population value of a recorded figure of 50% actually lies between 45.6% and 54.4%. As the sample figure moves further away from 50%, so the error margin will decrease.

Subgroup	Sample target	Sample achieved	Maximum margin of error (95% level of confidence)
Males	243	229	6.5%
Females	257	266	6.0%
18 to 24 years	69	77	11.4%
25 to 49 years	215	187	7.2%
50 to 64 years	120	107	9.6%
65+ years	95	124	8.9%
European / Other	438	447	4.7%
Māori	32	56	13.5%
Pacific	11	4	91.9%
Asian	43	34	17.7%
Banks Peninsula	11	13	31.4%
Coastal-Burwood	70	56	13.5%
Fendalton-Waimairi-Harewood	93	110	9.5%
Halswell-Hornby-Riccarton	93	89	10.6%
Linwood-Central-Heathcote	105	94	10.3%
Papanui-Innes	64	66	12.4%
Spredon-Cashmere	64	67	12.3%
<b>Christchurch total</b>	<b>500</b>	<b>495</b>	<b>4.4%</b>

## Reporting on significant differences

Throughout this report a chevron ('^') is used to indicate any net results for a council area that are statistically higher than the rest of the sample, while an asterisk (\*\*) is used to flag net results that are statistically lower than the rest of the sample.

Significant differences over time for selected questions are reported in Section 12. They show results for Christchurch City for 2012, 2014, 2016 and 2018. In this section, charts are only shown where there have been significant changes between 2016 and 2018. Statistically significant changes over time at the net level are shown using arrows.

When comparing results either between cities and the rest of the sample or over time, differences are only reported where two criteria are met:

- The difference is statistically significant at the 95% confidence level and
- The raw difference in results is 5% or greater.



## 3. QUALITY OF LIFE

This section presents results on respondents' perceptions of their overall quality of life and the extent to which this has changed in the past year.

### 3.1 About quality of life measurement

Over a number of years, the overall quality of life measure has been asked on a 5-point scale as follows:

*Would you say that your overall quality of life is...*

- Extremely poor
- Poor
- Neither good nor poor
- Good
- Extremely good.

In 2018, the scale was changed to a 7-point scale in order to better understand people's perceptions. The additional response options are shown in blue font:

- Extremely poor
- Very poor
- Poor
- Neither good nor poor
- Good
- Very good
- Extremely good.

Also in 2018, the quality of life question was asked twice – at the start of the questionnaire and towards the end.

In previous years, this question had been asked towards the end, which means that respondents' perception of their quality of life could have been influenced by the questions asked throughout the survey. Given that the survey content changes slightly each time the survey is conducted, there is the risk that the quality of life measure is being influenced by slightly different question topics each year.

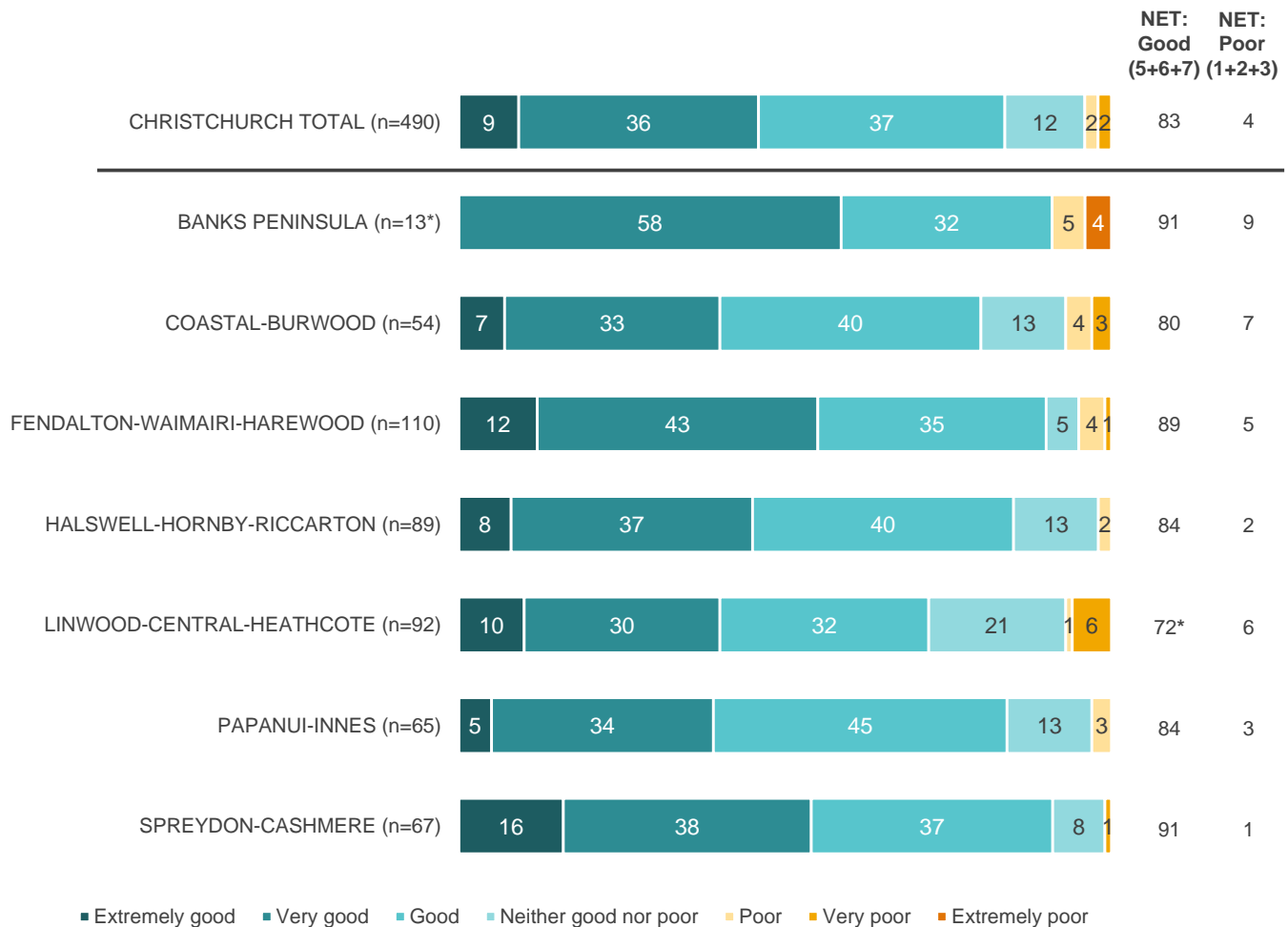
For consistency, results for the question asked towards the end of the survey are reported here.

For more information on these changes, and results for both questions in 2018, please refer to the Quality of Life Survey 2018 Technical Report.

## 3.2 Overall quality of life

A majority (83%) of respondents in Christchurch rate their overall quality of life positively, with 9% rating it as 'extremely good', 36% rating it as 'very good' and 37% as 'good'.

**Figure 3.1 Overall quality of life – by ward (%)**



Base: All Respondents (excluding not answered)

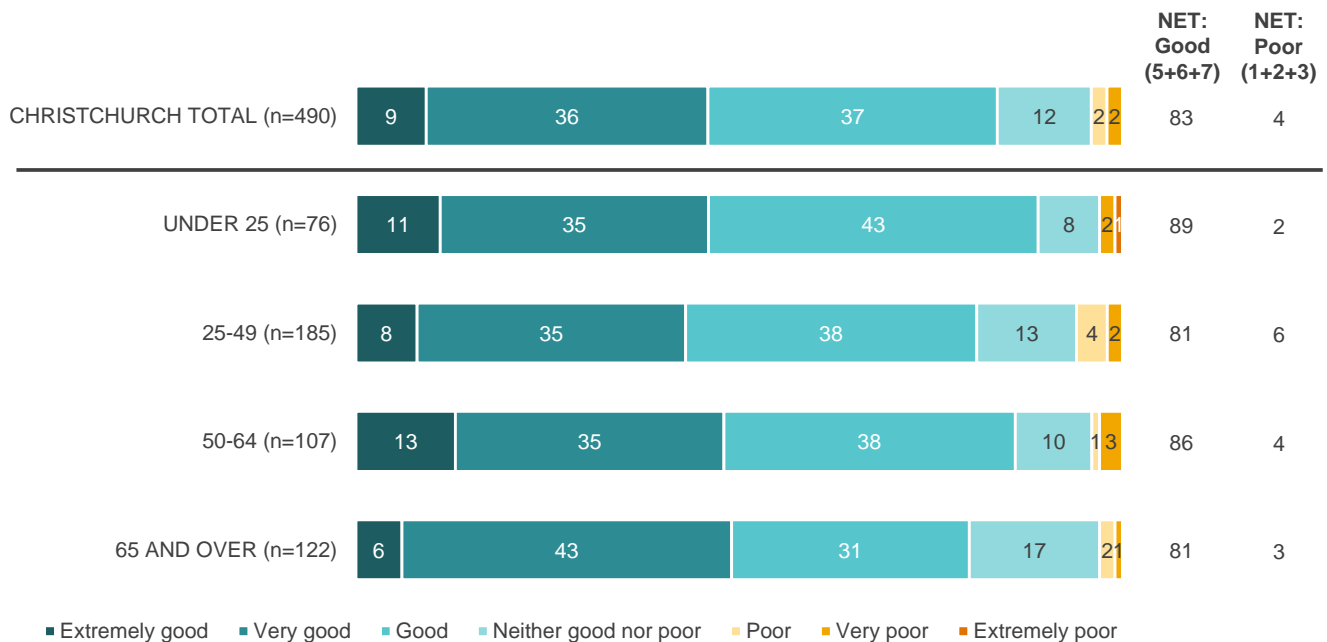
Source: Q38. Would you say that your overall quality of life is?

(1 – Extremely poor, 2 – Very poor, 3 – Poor, 4 – Neither poor nor good, 5 – Good, 6 – Very good, 7 – Extremely good)

^ Significantly higher than the rest of the sample, \* Significantly lower than the rest of the sample

\*Caution, small sample size – results are indicative only

**Figure 3.2 Overall quality of life – by age (%)**

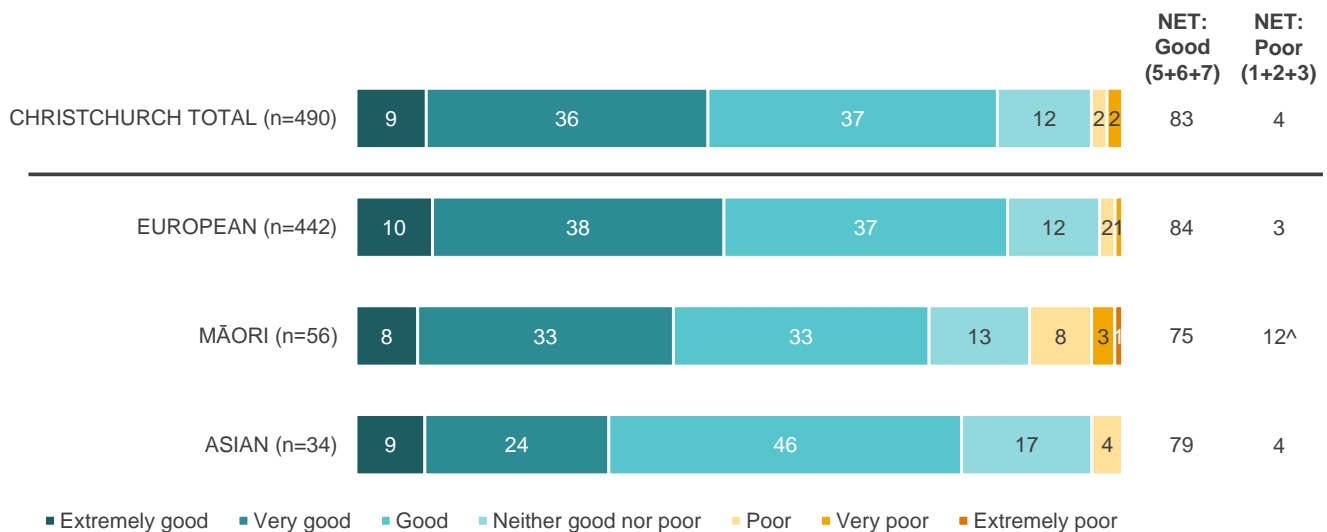


Base: All Respondents (excluding not answered)

Source: Q38. Would you say that your overall quality of life is...

(1 – Extremely poor, 2 – Very poor, 3 – Poor, 4 – Neither poor nor good, 5 – Good, 6 – Very good, 7 – Extremely good)

**Figure 3.3 Overall quality of life – by ethnicity (%)**



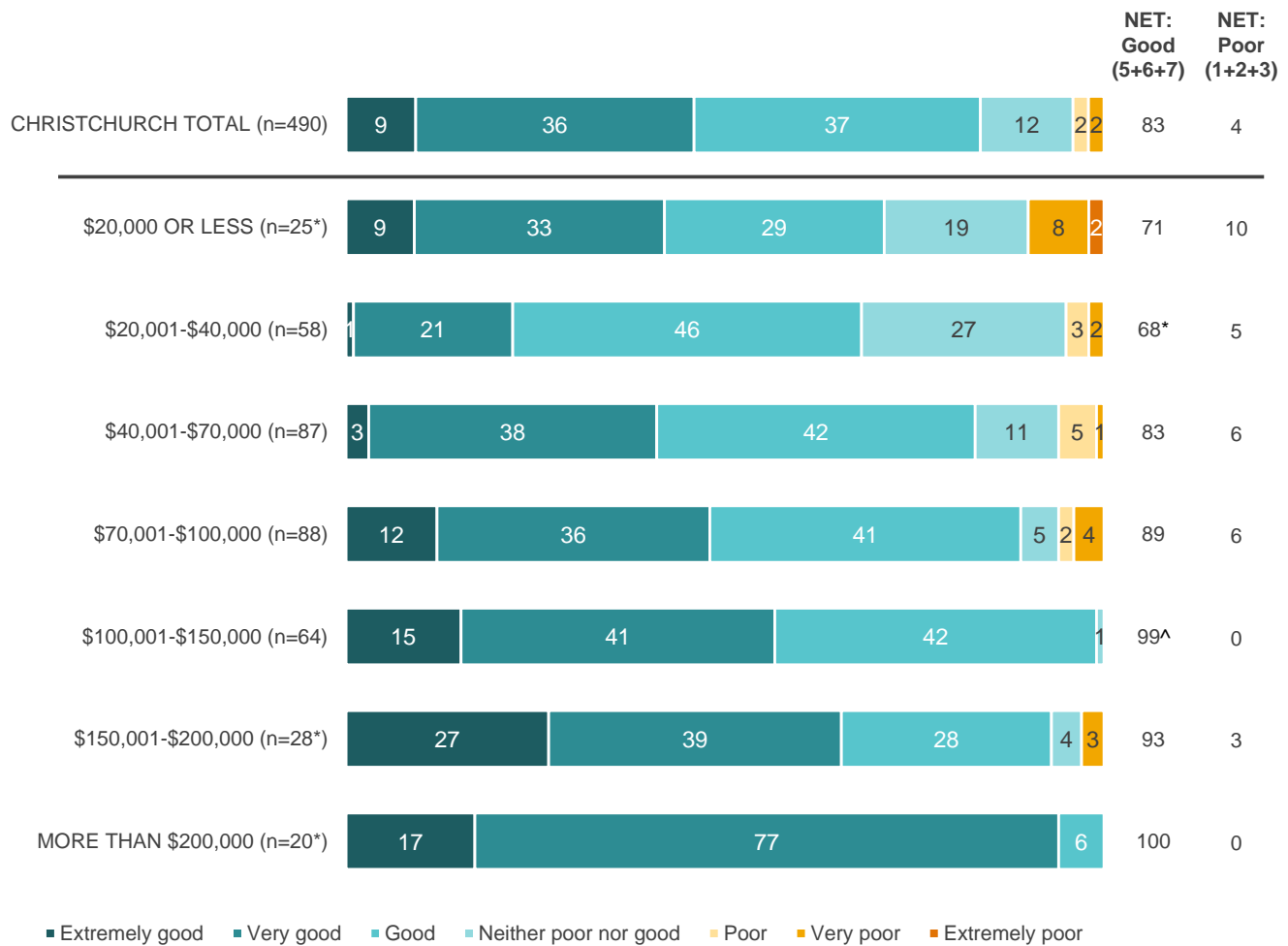
Base: All Respondents (excluding not answered)

Source: Q38. Would you say that your overall quality of life is...

(1 – Extremely poor, 2 – Very poor, 3 – Poor, 4 – Neither poor nor good, 5 – Good, 6 – Very good, 7 – Extremely good)



**Figure 3.4 Overall quality of life – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q38. Would you say that your overall quality of life is...

(1 – Extremely poor, 2 – Very poor, 3 – Poor, 4 – Neither poor nor good, 5 – Good, 6 – Very good, 7 – Extremely good)

\*Caution, small sample size – results are indicative only

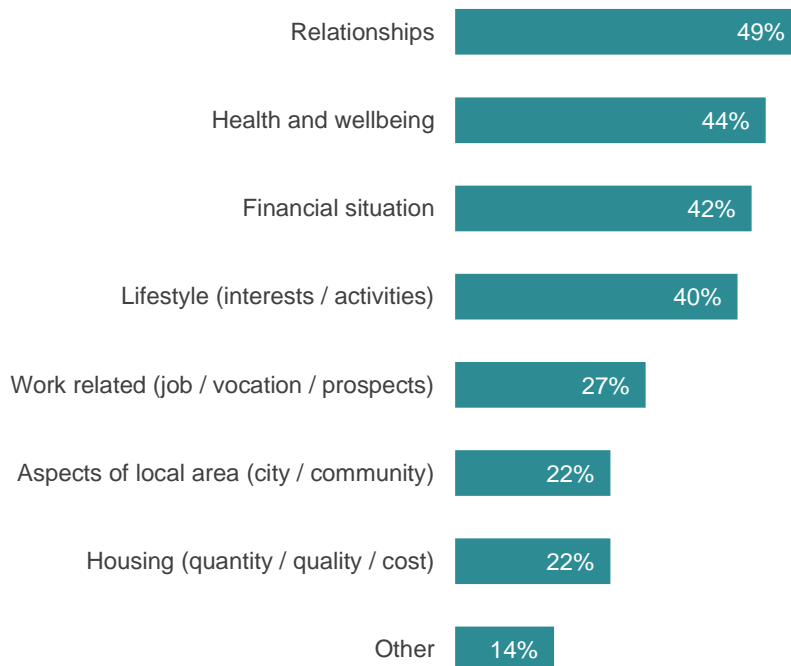
### 3.3 Reasons for quality of life response

Respondents were asked to tell us in their own words why they had rated their quality of life as positive or negative. Their responses were coded into main themes and comments could be coded across more than one theme. The charts and tables in this section show the main themes. For a more detailed breakdown of the codes included within these themes please see Appendix 4.

#### Reasons for positive quality of life rating

Respondents' most common reasons for rating their quality of life as 'good', 'very good' or 'extremely good' relate to good relationships - including with family, friends, partners, neighbours and support people (49%), physical and mental health and wellbeing (44%) and financial situation (42%).

**Figure 3.5 Reasons for positive quality of life rating – total level (%)**



*Base: All respondents who rated their quality of life as 'extremely good', 'very good' or 'good' (n=407)*

*Source: Q39. And why did you describe your overall quality of life in this way?*

## Reasons for positive quality of life rating

**Table 3.1 Reasons for positive quality of life rating – by ward (%)**

Common themes mentioned among those who rate their quality of life positively (net categories)	CHRISTCHURCH TOTAL (n=407) %	BANKS PENINSULA (n=11*) %	COASTAL- BURWOOD (n=42) %	FENDALTON- WAIMAIRI- HAREWOOD (n=98) %	HALSWELL- HORNBY- RICCARTON (n=76) %	LINWOOD- CENTRAL- HEATHCOTE (n=67) %	PAPANUI- INNES (n=53) %	SPREYDON- CASHMERE (n=60) %
Relationships	49	43	52	54	43	55	44	50
Health and wellbeing	44	35	41	43	43	45	42	54
Financial situation	42	62	31	37	45	51	49	35
Lifestyle (interests / activities)	40	51	37	35	50	48	31	33
Work related (job / vocation / prospects)	27	16	23	31	22	30	24	30
Aspects of local area (city / community)	22	29	21	28	24	15	9*	29
Housing (quantity / quality / cost)	22	28	26	22	19	17	18	29
Other	14	33	15	23^	9	7	18	12

Base: All respondents who rated their quality of life as 'extremely good', 'very good' or 'good' (n=407)

Source: Q39. And why did you describe your overall quality of life in this way?

\*Caution, small sample size – results are indicative only

**Table 3.2 Reasons for positive quality of life rating – by age (%)**

Common themes mentioned among those who rate their quality of life positively (net categories)	CHRISTCHURCH TOTAL (n=407) %	UNDER 25 (n=65) %	25-49 (n=153) %	50-64 (n=90) %	65 AND OVER (n=99) %
Relationships	49	50	52	42	51
Health and wellbeing	44	42	40	46	55^
Financial situation	42	41	48	41	31*
Lifestyle (interests / activities)	40	33	37	44	49
Work related (job / vocation / prospects)	27	32	31	30	7*
Aspects of local area (city / community)	22	16	24	21	22
Housing (quantity / quality / cost)	22	22	24	19	18
Other	14	10	15	18	10

Base: All respondents who rated their quality of life as 'extremely good', 'very good' or 'good' (n=407)

Source: Q39. And why did you describe your overall quality of life in this way?

\*Caution, small sample size – results are indicative only

**Table 3.3 Reasons for positive quality of life rating – by ethnicity (%)**

Common themes mentioned among those who rate their quality of life positively (net categories)	CHRISTCHURCH TOTAL (n=407) %	EUROPEAN (n=369) %	MĀORI (n=41) %	ASIAN (n=27*) %
Relationships	49	49	62	39
Health and wellbeing	44	46	49	29
Financial situation	42	43	31	42
Lifestyle (interests / activities)	40	41	26	30
Work related (job / vocation / prospects)	27	28	23	19
Aspects of local area (city / community)	22	22	15	26
Housing (quantity / quality / cost)	22	22	29	16
Other	14	15	20	11

Base: All respondents who rated their quality of life as 'extremely good', 'very good' or 'good' (n=407)

Source: Q39. And why did you describe your overall quality of life in this way?

\*Caution, small sample size – results are indicative only



**Table 3.4 Reasons for positive quality of life rating – by household income (%)**

Common themes mentioned among those who rate their quality of life positively (net categories)	CHRISTCHURCH TOTAL (n=407) %	\$20,000 OR LESS (n=17*) %	\$20,001-\$40,000 (n=40) %	\$40,001-\$70,000 (n=72) %	\$70,001-\$100,000 (n=79) %	\$100,001-\$150,000 (n=63) %	\$150,001-\$200,000 (n=26*) %	MORE THAN \$200,000 (n=20*) %
Relationships	49	17	56	42	49	41	75	61
Health and wellbeing	44	44	42	40	41	46	53	39
Financial situation	42	23	43	49	52	53	26	48
Lifestyle (interests / activities)	40	31	51	44	35	44	44	62
Work related (job / vocation / prospects)	27	9	13	22	25	43^	57	37
Aspects of local area (city / community)	22	9	29	21	19	30	38	18
Housing (quantity / quality / cost)	22	11	23	21	20	19	37	16
Other	14	3	22	22	5*	15	11	10

Base: All respondents who rated their quality of life as 'extremely good', 'very good' or 'good' (n=407)

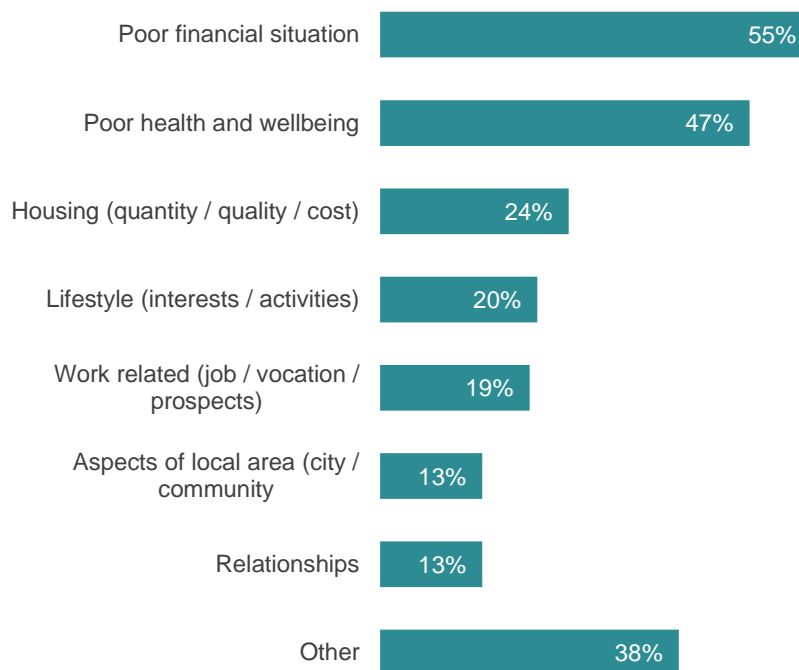
Source: Q39. And why did you describe your overall quality of life in this way?

\*Caution, small sample size – results are indicative only

## Reasons for negative quality of life rating

Among the relatively small group who rate their quality of life as 'poor', 'very poor' or 'extremely poor', the most common reasons provided related to poor financial situations (not earning enough money / expensive cost of living; 55%) and poor physical or mental health (47%).

**Figure 3.6 Reasons for negative quality of life rating – total level (%)**



Base: All respondents who rate their quality of life as 'extremely poor', 'very poor' or 'poor' (n=20\*)

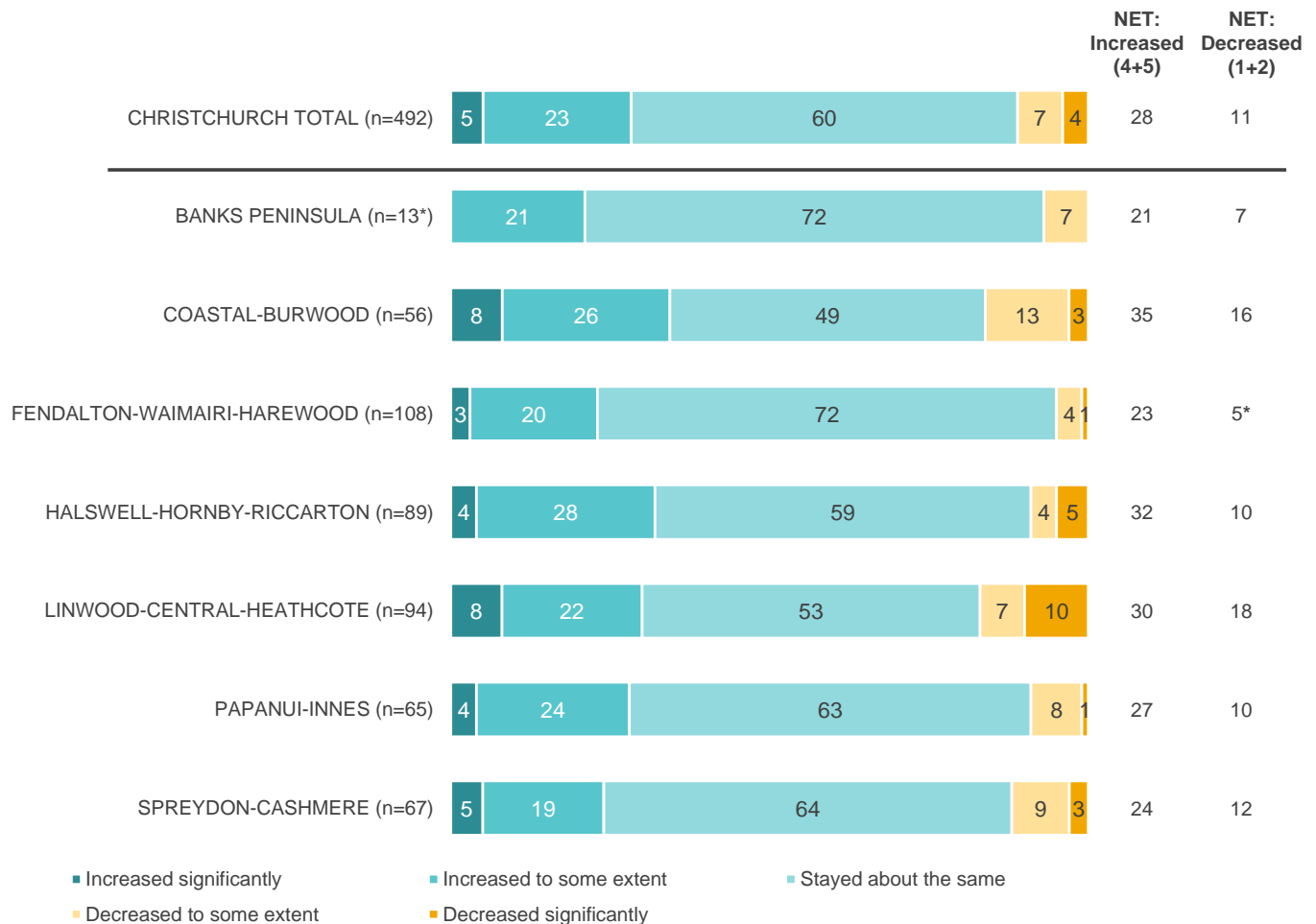
Source: Q39. And why did you describe your overall quality of life in this way?

\*Caution, small sample size – results are indicative only

### 3.4 Quality of life compared with 12 months prior

Around three in ten (28%) respondents living in Christchurch feel their quality of life had increased over the past year compared with 11% who feel it has decreased.

**Figure 3.7 Quality of life compared with 12 months prior – by ward (%)**



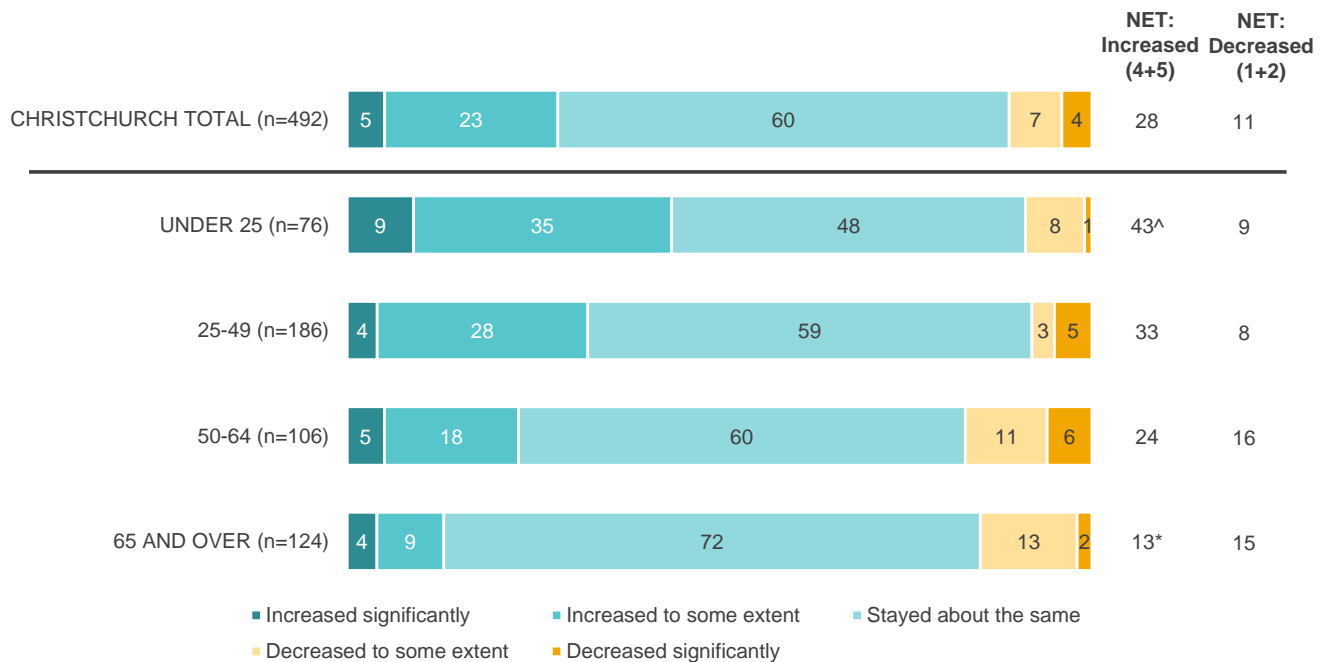
Base: All respondents (excluding not answered)

Source: Q40. And compared to 12 months ago, would you say your quality of life has...

(1 – Decreased significantly, 2 – Decreased to some extent, 3 – Stayed about the same, 4 – Increased to some extent, 5 – Increased significantly)

\*Caution, small sample size – results are indicative only

**Figure 3.8 Quality of life compared with 12 months prior – by age (%)**

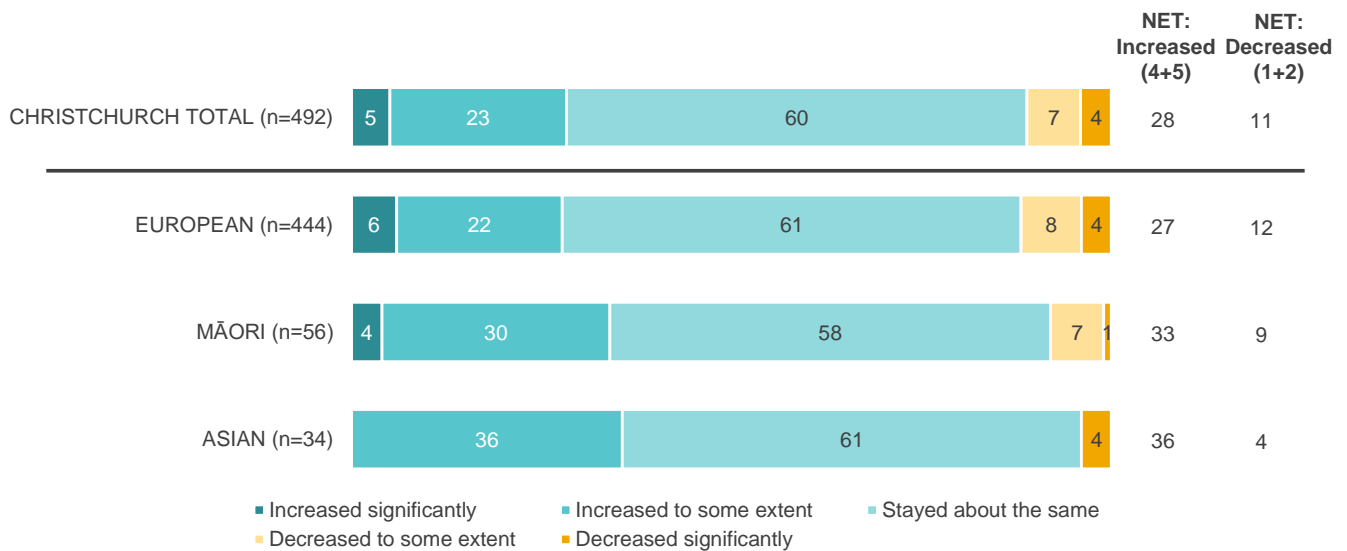


Base: All respondents (excluding not answered)

Source: Q40. And compared to 12 months ago, would you say your quality of life has...

(1 – Decreased significantly, 2 – Decreased to some extent, 3 – Stayed about the same, 4 – Increased to some extent, 5 – Increased significantly)

**Figure 3.9 Quality of life compared with 12 months prior – by ethnicity (%)**



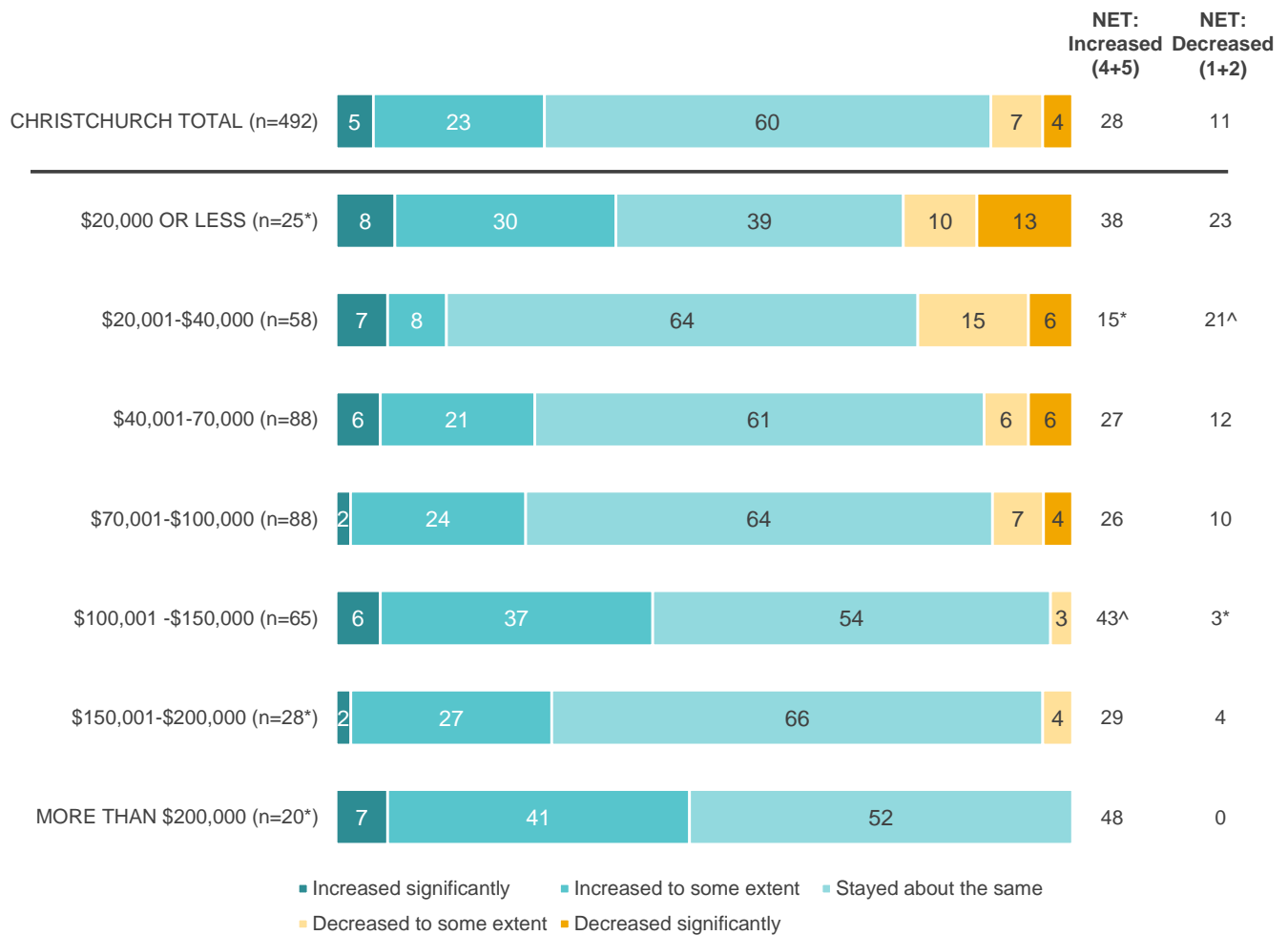
Base: All respondents (excluding not answered)

Source: Q40. And compared to 12 months ago, would you say your quality of life has...

(1 – Decreased significantly, 2 – Decreased to some extent, 3 – Stayed about the same, 4 – Increased to some extent, 5 – Increased significantly)



**Figure 3.10 Quality of life compared with 12 months prior – by household income (%)**



Base: All respondents (excluding not answered)

Source: Q40. And compared to 12 months ago, would you say your quality of life has...

(1 – Decreased significantly, 2 – Decreased to some extent, 3 – Stayed about the same, 4 – Increased to some extent, 5 – Increased significantly)

\*Caution, small sample size – results are indicative only

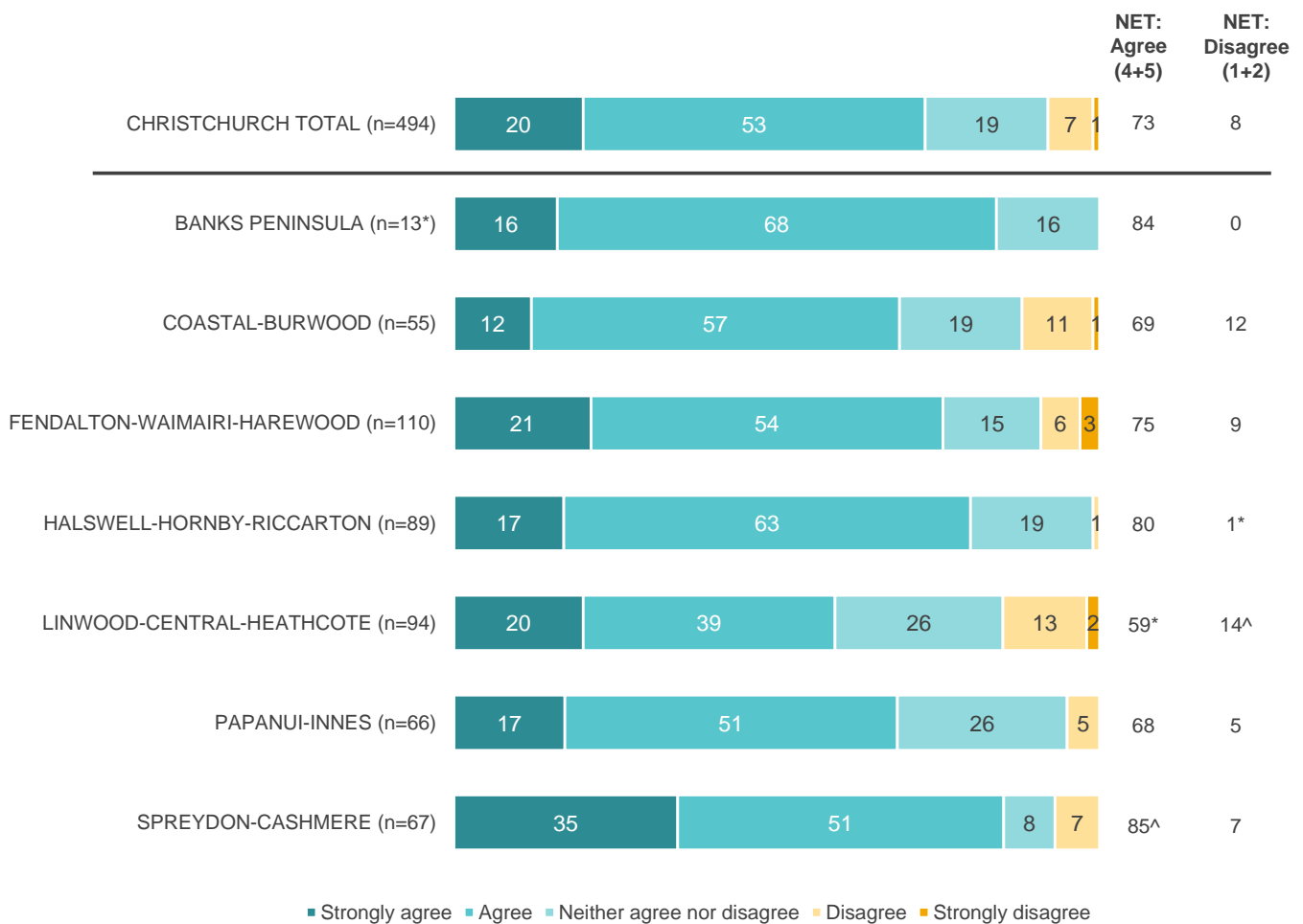
## 4. BUILT AND NATURAL ENVIRONMENT

This section reports on respondents' perceptions of their city as a place to live, including their sense of pride in their city or local area and prevalence of issues in the previous 12 months.

### 4.1 Perception of Christchurch area as a great place to live

Just over seven in ten (73%) respondents in Christchurch agree their city is a great place to live, with two in ten (20%) who 'strongly agree' and over half (53%) who 'agree'.

**Figure 4.1 Perception of Christchurch as a great place to live – by ward (%)**



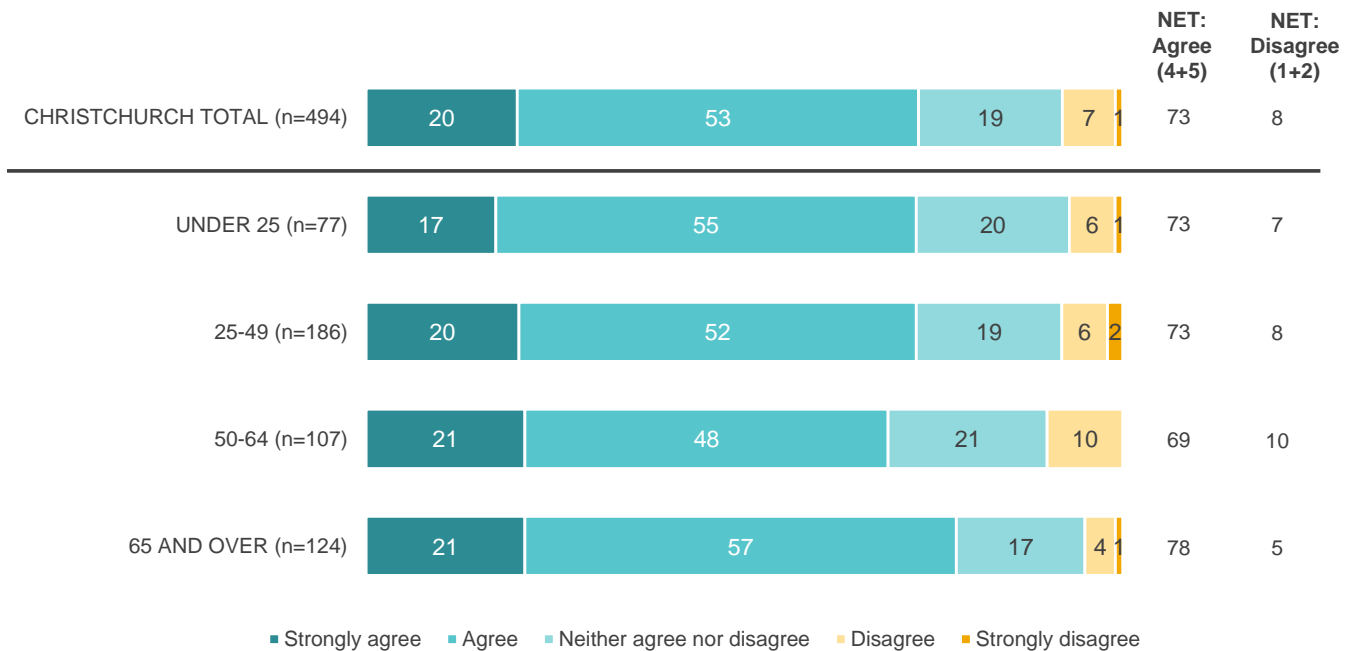
Base: All Respondents (excluding not answered)

Source: Q7. How much do you agree or disagree with the following statement? "Christchurch is a great place to live" (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

^ Significantly higher than the rest of the sample, \* Significantly lower than the rest of the sample

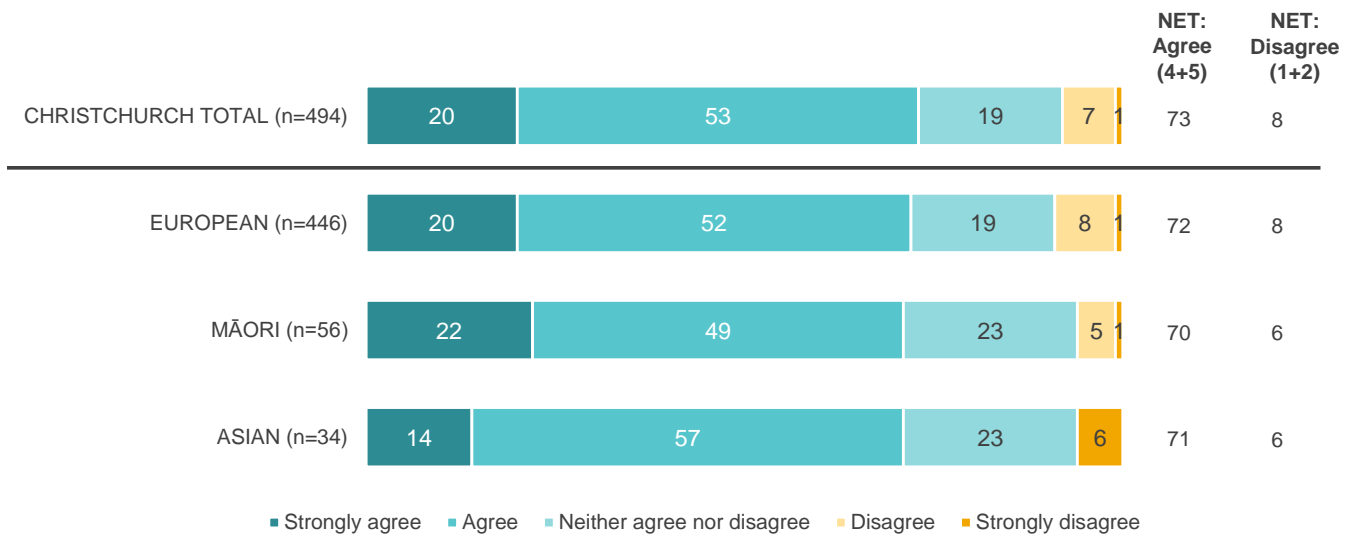
\*Caution, small sample size – results are indicative only

**Figure 4.2 Perception of Christchurch as a great place to live – by age (%)**



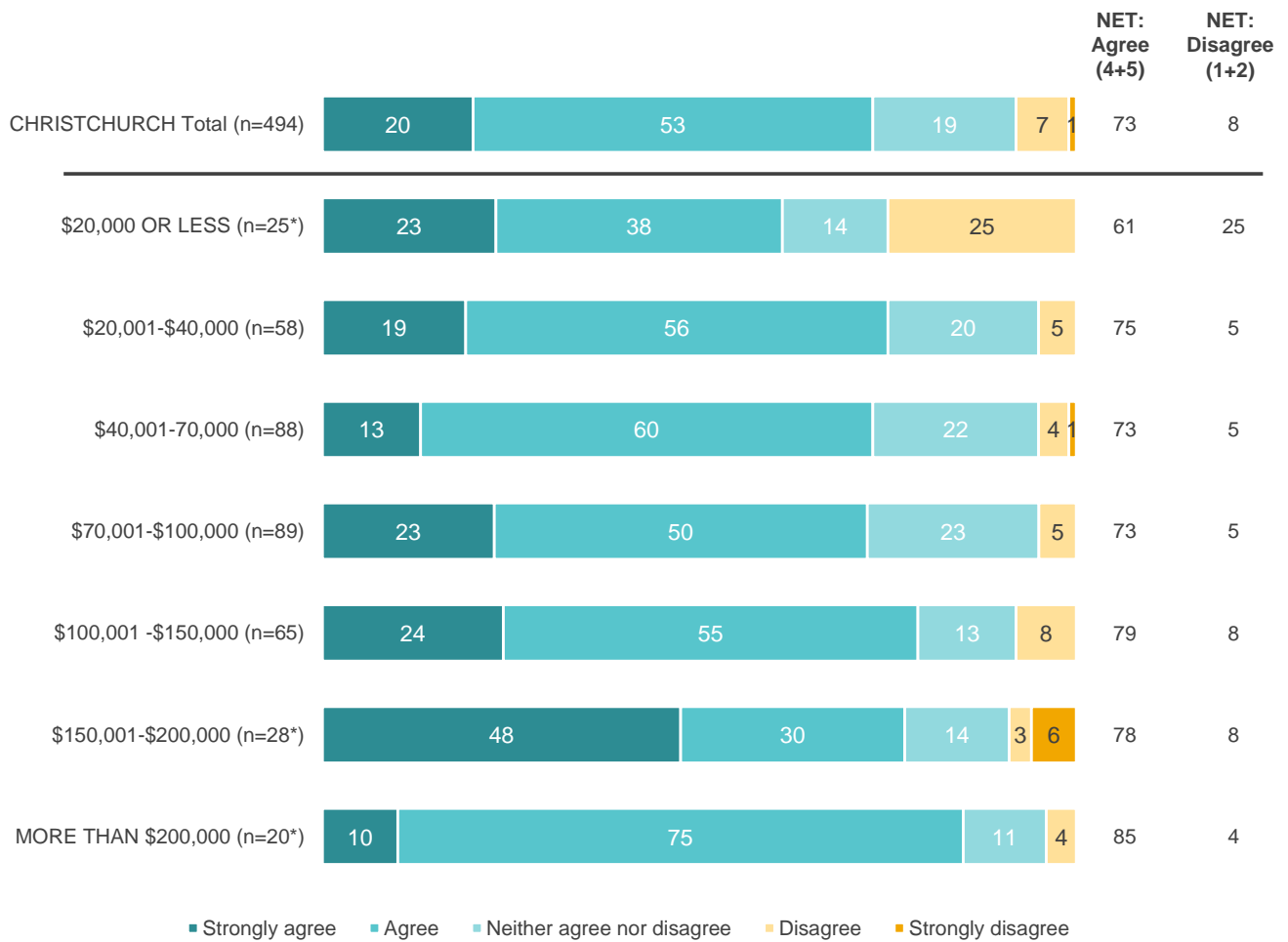
Base: All Respondents (excluding not answered)  
Source: Q7. How much do you agree or disagree with the following statement?  
"Christchurch is a great place to live"  
(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

**Figure 4.3 Perception of Christchurch as a great place to live – by ethnicity (%)**



Base: All Respondents (excluding not answered)  
Source: Q7. How much do you agree or disagree with the following statement?  
"Christchurch is a great place to live"  
(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

**Figure 4.4 Perception of Christchurch as a great place to live – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q7. How much do you agree or disagree with the following statement?

"Christchurch is a great place to live"

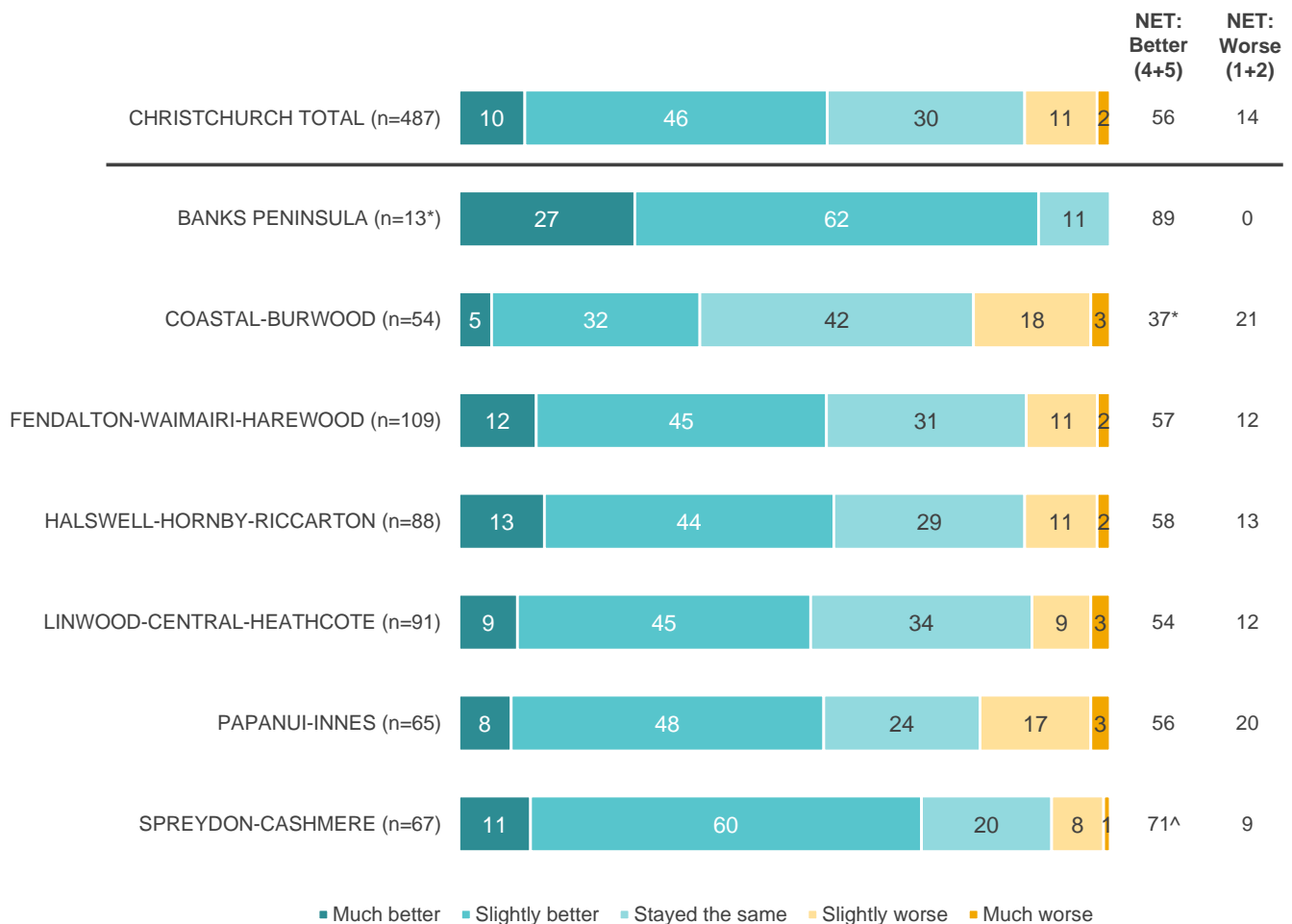
(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

## 4.2 Perception of Christchurch compared with 12 months earlier

Over half (56%) of those living in Christchurch say that their city or local area has become a better place to live in the previous 12 months, while one in seven (14%) feel it has become worse.

**Figure 4.5 Perception of Christchurch compared with 12 months earlier – by ward (%)**



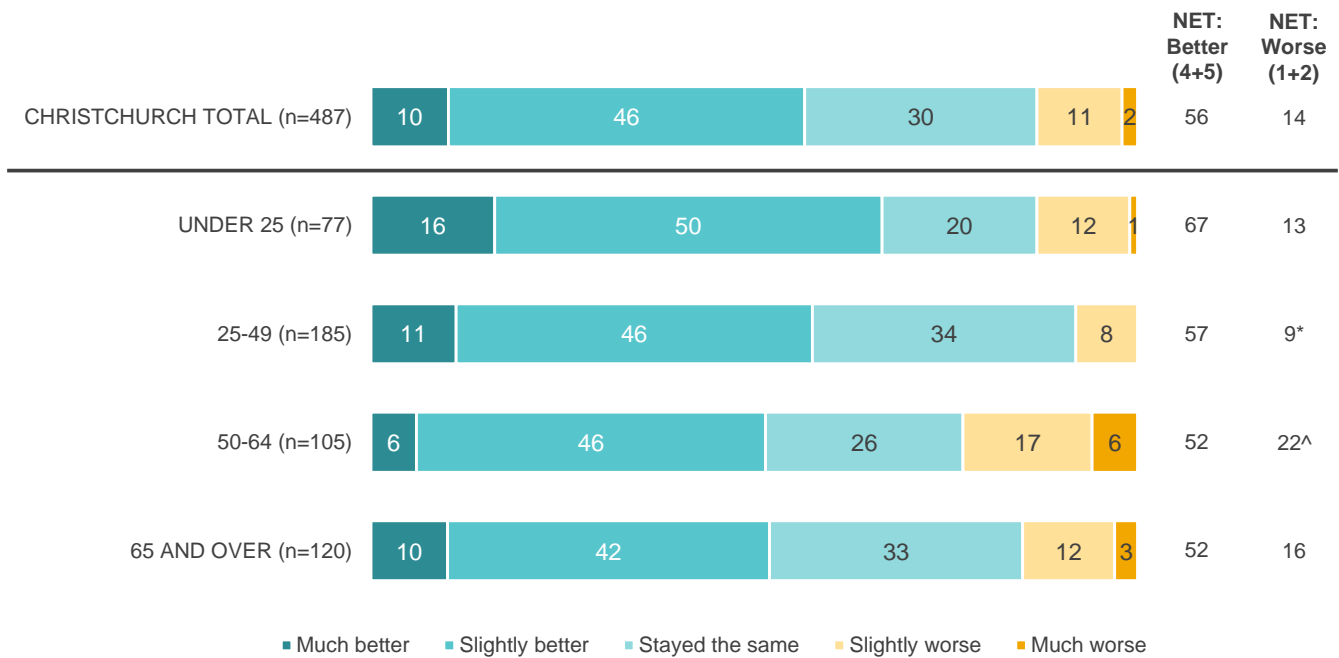
Base: All Respondents (excluding not answered)

Source: Q71. And in the last 12 months, do you feel Christchurch has got better, worse or stayed the same as a place to live?

(1 – Much worse, 2 – Slightly worse, 3 – Stayed the same, 4 – Slightly better, 5 – Much better)

\*Caution, small sample size – results are indicative only

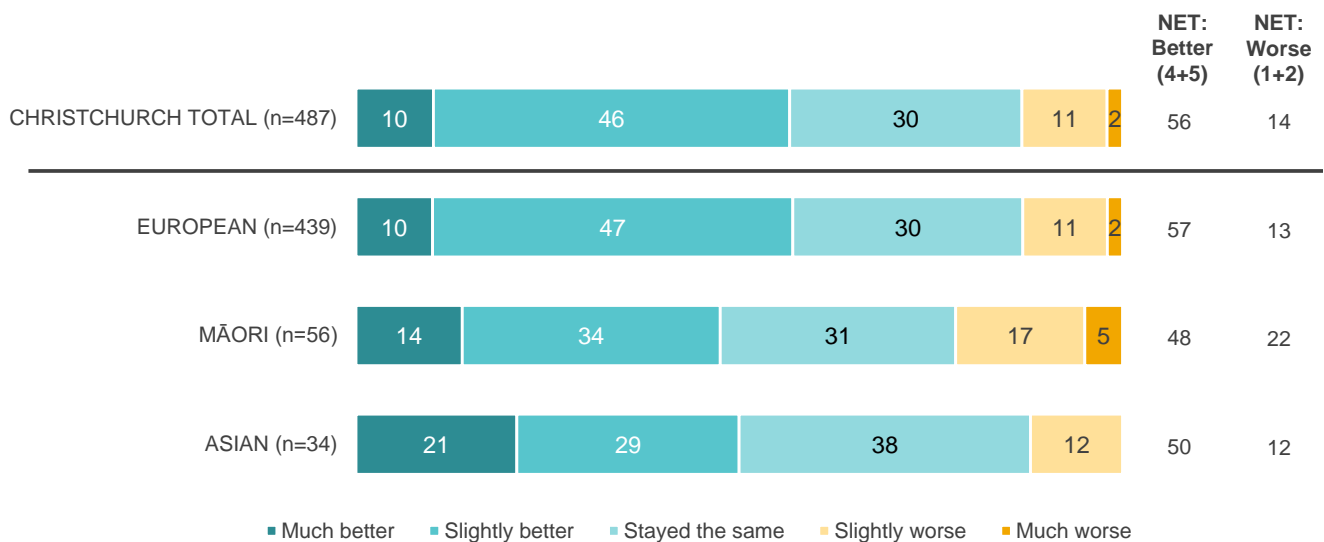
**Figure 4.6 Perception of Christchurch compared with 12 months earlier – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q71. And in the last 12 months, do you feel Christchurch has got better, worse or stayed the same as a place to live? (1 – Much worse, 2 – Slightly worse, 3 – Stayed the same, 4 – Slightly better, 5 – Much better)

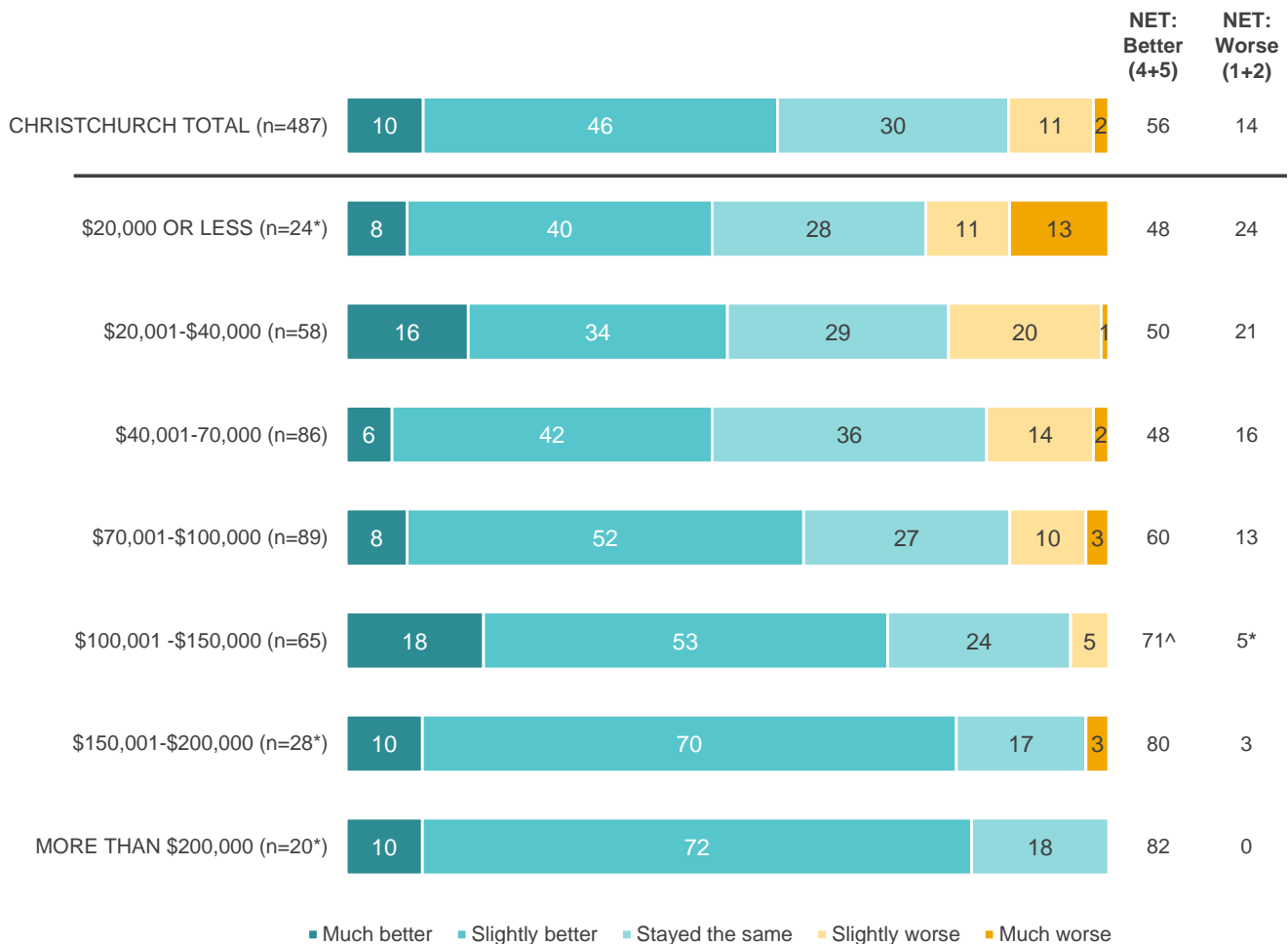
**Figure 4.7 Perception of Christchurch compared with 12 months earlier – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q71. And in the last 12 months, do you feel Christchurch has got better, worse or stayed the same as a place to live? (1 – Much worse, 2 – Slightly worse, 3 – Stayed the same, 4 – Slightly better, 5 – Much better)

**Figure 4.8 Perception of Christchurch compared with 12 months earlier - by household income (%)**



Base: All Respondents (excluding not answered)

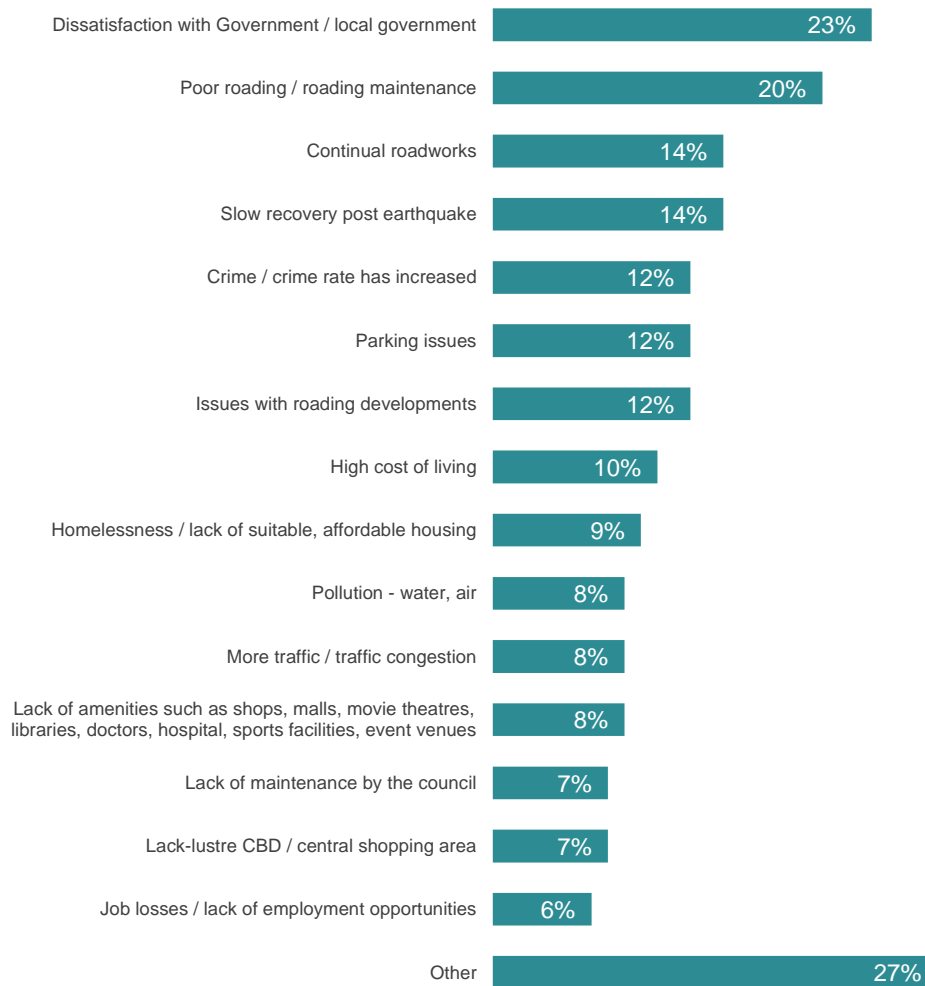
Source: Q71. And in the last 12 months, do you feel Christchurch has got better, worse or stayed the same as a place to live?  
 (1 – Much worse, 2 – Slightly worse, 3 – Stayed the same, 4 – Slightly better, 5 – Much better)

\*Caution, small sample size – results are indicative only

## 4.3 Reasons for negative change

Dissatisfaction with Government / local government was mentioned by almost a quarter (23%) of those who feel Christchurch has become a worse place to live, followed by issues related to poor roading / roading maintenance (20%).

**Figure 4.9 Reasons for negative change – total level (%)**



*Base: Those who say their city/local area has got worse as a place to live (excluding not answered) (n=70)*

*Source: Q72. And for what reasons do you say Christchurch has got worse as a place to live?*



**Table 4.1 Reasons for negative change – by ward (%)**

Common themes mentioned among those who say their area has got worse as a place to live (net categories)	CHRISTCHURCH TOTAL (n=70) %	BANKS PENINSULA (n=0) %	COASTAL- BURWOOD (n=11*) %	FENDALTON- WAIMAIRI- HAREWOOD (n=16*) %	HALSWELL- HORNBY- RICCARTON (n=11*) %	LINWOOD- CENTRAL- HEATHCOTE (n=12*) %	PAPANUI- INNIS (n=13*) %	SPREYDON- CASHMERE (n=7*) %
Dissatisfaction with Government / local government	23	0	19	16	30	26	19	36
Poor roading / roading maintenance	20	0	30	19	17	10	30	0
Continual roadworks	14	0	0	16	40	8	6	12
Slow recovery post earthquake	14	0	8	11	17	25	0	38
Crime / crime rate has increased	12	0	17	23	0	0	27	0
Parking issues	12	0	5	12	10	34	6	0
Issues with roading developments	12	0	22	4	7	32	0	0
High cost of living	10	0	14	18	0	10	8	16
Homelessness / lack of suitable, affordable housing	9	0	0	17	12	18	0	0
Pollution - water, air	8	0	0	8	7	0	27	0
More traffic / traffic congestion	8	0	14	6	10	3	8	0
Lack of amenities such as shops, malls, movie theatres, libraries, doctors, hospital, sports facilities, event venues	8	0	11	0	14	0	18	0
Lack of maintenance by the council	7	0	14	0	10	10	0	13
Lack-lustre CBD / central shopping area	7	0	11	0	10	16	0	0
Job losses / lack of employment opportunities	6	0	0	11	10	0	10	0
Other	27	0	22	26	26	36	17	51

Base: Those who say their city/local area has got worse as a place to live (excluding not answered)

Source: Q72. And for what reasons do you say Christchurch has got worse as a place to live?

\*Caution, small sample size – results are indicative only

**Table 4.2 Reasons for negative change – by age (%)**

Common themes mentioned among those who say their area has got worse as a place to live (net categories)	CHRISTCHURCH TOTAL (n=70) %	UNDER 25 (n=10*) %	25-49 (n=17*) %	50-64 (n=23*) %	65 AND OVER (n=20*) %
Dissatisfaction with Government / local government	23	10	11	28	40
Poor roading / roading maintenance	20	0	22	29	13
Continual roadworks	14	0	13	19	16
Slow recovery post earthquake	14	5	6	16	27
Crime / crime rate has increased	12	22	27	4	0
Parking issues	12	0	10	15	17
Issues with roading developments	12	0	5	16	21
High cost of living	10	10	4	20	3
Homelessness / lack of suitable, affordable housing	9	36	4	4	5
Pollution - water, air	8	0	11	9	6
More traffic / traffic congestion	8	4	4	17	0
Lack of amenities such as shops, malls, movie theatres, libraries, doctors, hospital, sports facilities, event venues	8	5	0	12	14
Lack of maintenance by the council	7	0	0	17	5
Lack-lustre CBD / central shopping area	7	0	6	11	5
Job losses / lack of employment opportunities	6	28	6	0	0
Other	27	35	31	22	26

Base: Those who say their city/local area has got worse as a place to live (excluding not answered)

Source: Q72. And for what reasons do you say Christchurch has got worse as a place to live?

\*Caution, small sample size – results are indicative only

**Table 4.3 Reasons for negative change – by ethnicity (%)**

Common themes mentioned among those who say their area has got worse as a place to live (net categories)	CHRISTCHURCH TOTAL (n=70) %	EUROPEAN (n=61) %	MĀORI (n=11*) %	ASIAN (n=3*) %
Dissatisfaction with Government / local government	23	22	31	33
Poor roading / roading maintenance	20	22	6	0
Continual roadworks	14	12	17	33
Slow recovery post earthquake	14	14	16	33
Crime / crime rate has increased	12	10	4	41
Parking issues	12	13	9	0
Issues with roading developments	12	12	13	0
High cost of living	10	12	11	0
Homelessness / lack of suitable, affordable housing	9	8	26	0
Pollution - water, air	8	9	0	0
More traffic / traffic congestion	8	9	6	0
Lack of amenities such as shops, malls, movie theatres, libraries, doctors, hospital, sports facilities, event venues	8	8	22	0
Lack of maintenance by the council	7	9	0	0
Lack-lustre CBD / central shopping area	7	7	20	0
Job losses / lack of employment opportunities	6	4	0	25
Other	27	30	28	0

Base: Those who say their city/local area has got worse as a place to live (excluding not answered)

Source: Q72. And for what reasons do you say Christchurch has got worse as a place to live?

\*Caution, small sample size – results are indicative only

**Table 4.4 Reasons for negative change – by household income (%)**

Common themes mentioned among those who say their area has got worse as a place to live (net categories)	CHRISTCHURCH TOTAL (n=70) %	\$20,000 OR LESS (n=6*) %	\$20,001-\$40,000 (n=12*) %	\$40,001-\$70,000 (n=13*) %	\$70,001-\$100,000 (n=14*) %	\$100,001-\$150,000 (n=4*) %	\$150,001-\$200,000 (n=1*) %	MORE THAN \$200,000 (n=0*) %
Dissatisfaction with Government / local government	23	33	0	25	25	9	100	0
Poor roading / roading maintenance	20	19	21	23	13	0	0	0
Continual roadworks	14	0	14	23	15	73	0	0
Slow recovery post earthquake	14	14	13	25	11	9	0	0
Crime / crime rate has increased	12	0	17	16	18	0	0	0
Parking issues	12	0	15	0	19	36	0	0
Issues with roading developments	12	19	24	0	20	0	0	0
High cost of living	10	19	12	6	22	0	0	0
Homelessness / lack of suitable, affordable housing	9	61	6	0	0	0	0	0
Pollution - water, air	8	0	8	0	0	0	0	0
More traffic / traffic congestion	8	7	21	0	0	36	0	0
Lack of amenities such as shops, malls, movie theatres, libraries, doctors, hospital, sports facilities, event venues	8	0	6	6	5	36	0	0
Lack of maintenance by the council	7	0	15	0	19	0	100	0
Lack-lustre CBD / central shopping area	7	0	0	6	14	37	0	0
Job losses / lack of employment opportunities	6	0	0	9	0	0	0	0
Other	27	50	29	24	18	9	0	0

Base: Those who say their city/local area has got worse as a place to live (excluding not answered)

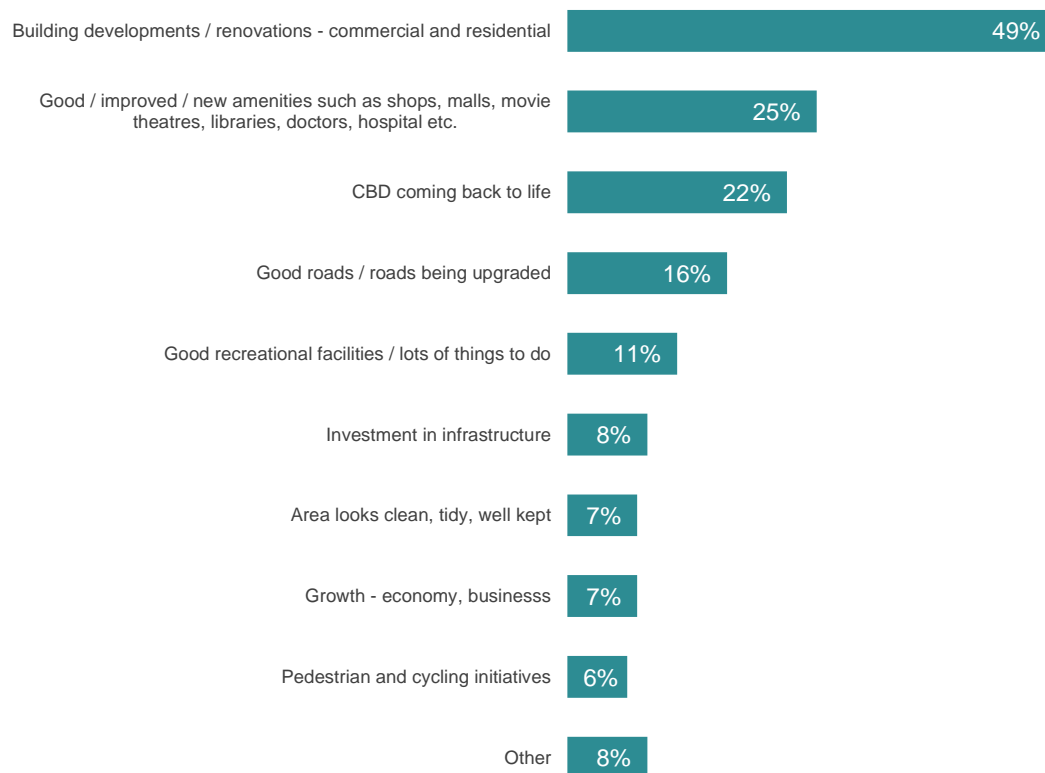
Source: Q72. And for what reasons do you say Christchurch has got worse as a place to live?

\*Caution, small sample size – results are indicative only

## 4.4 Reasons for positive change

The most commonly cited reasons why people say that their city or local area has become a better place to live in the previous 12 months was that there have been commercial and / or residential building developments / renovations in the area (49%). This is followed by around a quarter of respondents (25%) saying good / improved / new amenities such as shops, malls, movie theatres, libraries, doctors and hospitals etc. and that the CBD is coming back to life (22%).

**Figure 4.10 Reasons for positive change – total level (%)**



*Base: Those who say their city/local area has got better as a place to live (excluding not answered) (n=273)*

*Source: Q72. And for what reasons do you say Christchurch has got better as a place to live?*

**Table 4.5 Reasons for positive change – by ward (%)**

Common themes mentioned among those who say their area has got better as a place to live (net categories)	CHRISTCHURCH TOTAL (n=273) %	BANKS PENINSULA (n=11*) %	COASTAL- BURWOOD (n=22*) %	FENDALTON- WAIMAIRI- HAREWOOD (n=63) %	HALSWELL- HORNBY- RICCARTON (n=50) %	LINWOOD- CENTRAL- HEATHCOTE (n=45) %	PAPANUI- INNES (n=36) %	SPREYDON- CASHMERE (n=46) %
Building developments / renovations - commercial and residential	49	58	59	49	48	49	29*	57
Good / improved / new amenities such as shops, malls, movie theatres, libraries, doctors, hospital etc.	25	28	24	28	20	38	23	15
CBD coming back to life	22	14	22	28	31	10	21	19
Good roads / roads being upgraded	16	0	17	18	26^	16	23	0
Good recreational facilities / lots of things to do	11	0	18	9	8	17	3	12
Investment in infrastructure	8	0	13	6	12	4	12	8
Area looks clean, tidy, well kept	7	12	0	5	8	7	7	8
Growth	7	0	8	3	8	7	8	9
Pedestrian and cycling initiatives	6	0	3	4	5	14^	0	6
Other	8	6	0	9	11	9	8	6

Base: Those who say their city/local area has got better as a place to live (excluding not answered)

Source: Q72. And for what reasons do you say Christchurch has got better as a place to live?

\*Caution, small sample size – results are indicative only

**Table 4.6 Reasons for positive change – by age (%)**

Common themes mentioned among those who say their area has got better as a place to live (net categories)	CHRISTCHURCH TOTAL (n=273) %	UNDER 25 (n=50) %	25-49 (n=106) %	50-64 (n=55) %	65 AND OVER (n=62) %
Building developments / renovations - commercial and residential	49	36	45	55	62^
Good / improved / new amenities such as shops, malls, movie theatres, libraries, doctors, hospital etc.	25	30	30	10*	26
CBD coming back to life	22	31	20	20	19
Good roads / roads being upgraded	16	18	14	16	21
Good recreational facilities / lots of things to do	11	6	13	5	16
Investment in infrastructure	8	12	7	11	6
Area looks clean, tidy, well kept	7	1	10	5	6
Growth	7	6	7	5	9
Pedestrian and cycling initiatives	6	5	7	7	2
Other	8	10	9	4	7

Base: Those who say their city/local area has got better as a place to live (excluding not answered)

Source: Q72. And for what reasons do you say Christchurch has got better as a place to live?

**Table 4.7 Reasons for positive change – by ethnicity (%)**

Common themes mentioned among those who say their area has got better as a place to live (net categories)	CHRISTCHURCH TOTAL (n=273) %	EUROPEAN (n=251) %	MĀORI (n=28*) %	ASIAN (n=17*) %
Building developments / renovations - commercial and residential	49	50	50	27
Good / improved / new amenities such as shops, malls, movie theatres, libraries, doctors, hospital etc.	25	25	32	20
CBD coming back to life	22	23	21	18
Good roads / roads being upgraded	16	15	0	39
Good recreational facilities / lots of things to do	11	11	4	0
Investment in infrastructure	8	9	4	7
Area looks clean, tidy, well kept	7	7	6	4
Growth	7	7	0	7
Pedestrian and cycling initiatives	6	7	0	0
Other	8	6	16	19

Base: Those who say their city/local area has got better as a place to live (excluding not answered)

Source: Q72. And for what reasons do you say Christchurch has got better as a place to live?

\*Caution, small sample size – results are indicative only



**Table 4.8 Reasons for positive change – by household income (%)**

Common themes mentioned among those who say their area has got better as a place to live (net categories)	CHRISTCHURCH TOTAL (n=273) %	\$20,000 OR LESS (n=13*) %	\$20,001- \$40,000 (n=27*) %	\$40,001- 70,000 (n=45) %	\$70,001- \$100,000 (n=50) %	\$100,001- \$150,000 (n=46) %	\$150,001- \$200,000 (n=22*) %	MORE THAN \$200,000 (n=17*) %
Building developments / renovations - commercial and residential	49	58	47	53	46	49	43	51
Good / improved / new amenities such as shops, malls, movie theatres, libraries, doctors, hospital etc.	25	33	24	30	26	25	14	20
CBD coming back to life	22	0	19	20	13	23	30	51
Good roads / roads being upgraded	16	16	19	28^	8	16	8	34
Good recreational facilities / lots of things to do	11	6	13	15	9	14	14	10
Investment in infrastructure	8	0	6	17	7	12	12	0
Area looks clean, tidy, well kept	7	0	16	4	3	10	5	12
Growth	7	0	7	13	3	11	5	0
Pedestrian and cycling initiatives	6	13	0	7	5	12	10	6
Other	8	9	11	6	13	3	0	0

Base: Those who say their city/local area has got better as a place to live (excluding not answered)

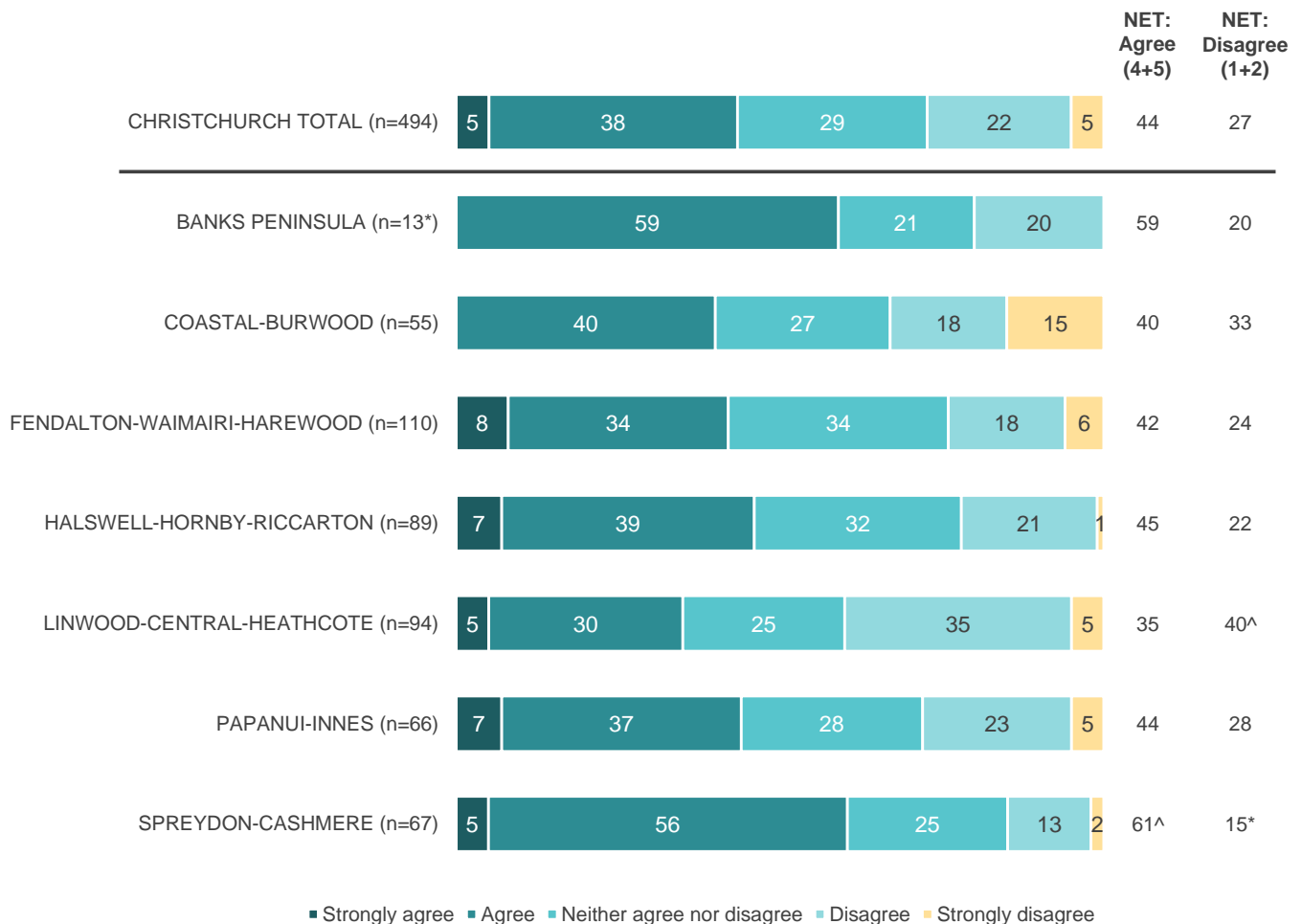
Source: Q72. And for what reasons do you say Christchurch has got better as a place to live?

\*Caution, small sample size – results are indicative only

## 4.5 Pride in look and feel of Christchurch

In Christchurch over four in ten (44%) respondents agree they feel a sense of pride in the way their city or local area looks and feels.

**Figure 4.11 Pride in look and feel of Christchurch – by ward (%)**



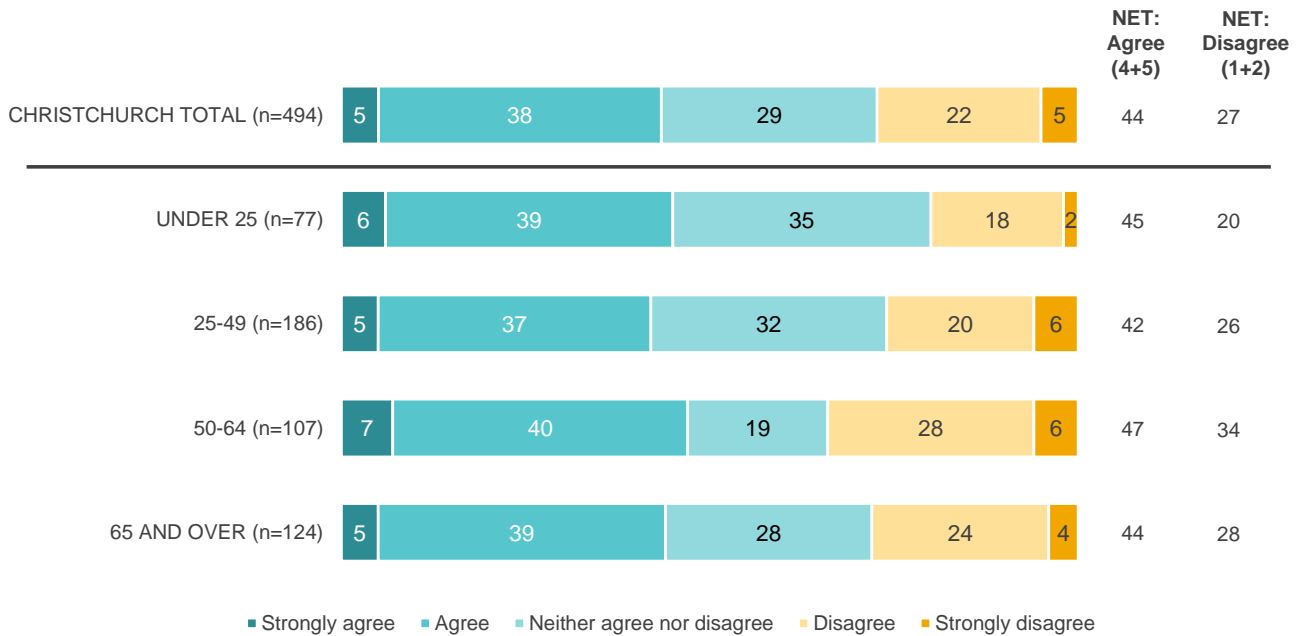
Base: All Respondents (excluding not answered)

Source: Q3. How much do you agree or disagree with the following statement? "I feel a sense of pride in the way Christchurch looks and feels".

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

**Figure 4.12 Pride in look and feel of Christchurch – by age (%)**

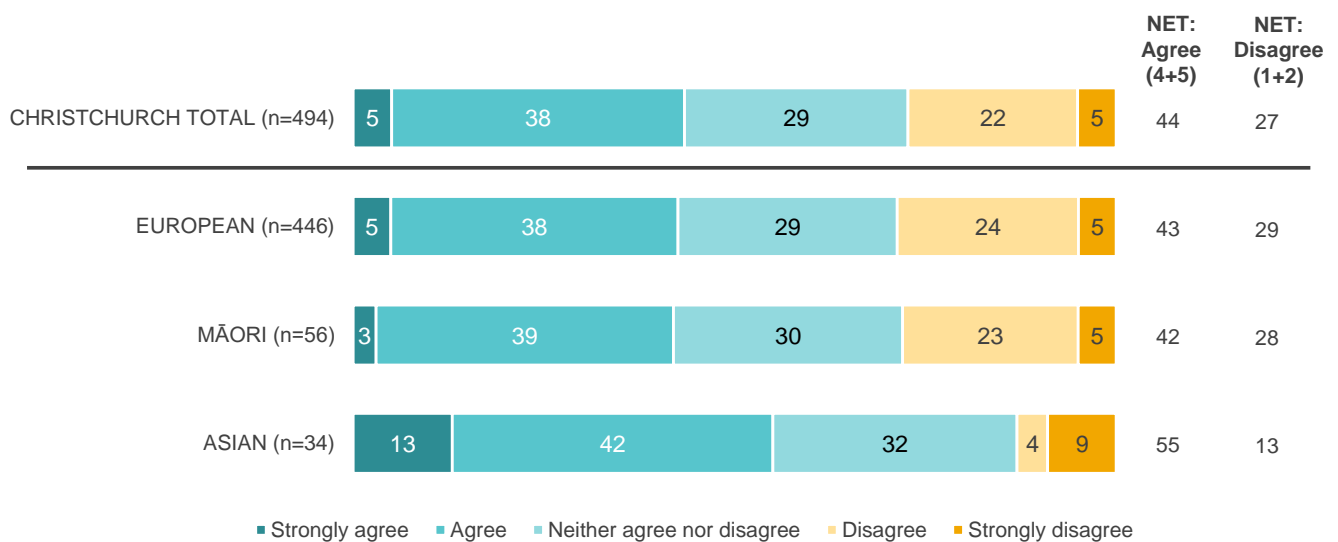


Base: All Respondents (excluding not answered)

Source: Q3. How much do you agree or disagree with the following statement? "I feel a sense of pride in the way Christchurch looks and feels".

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

**Figure 4.13 Pride in look and feel of Christchurch – by ethnicity (%)**

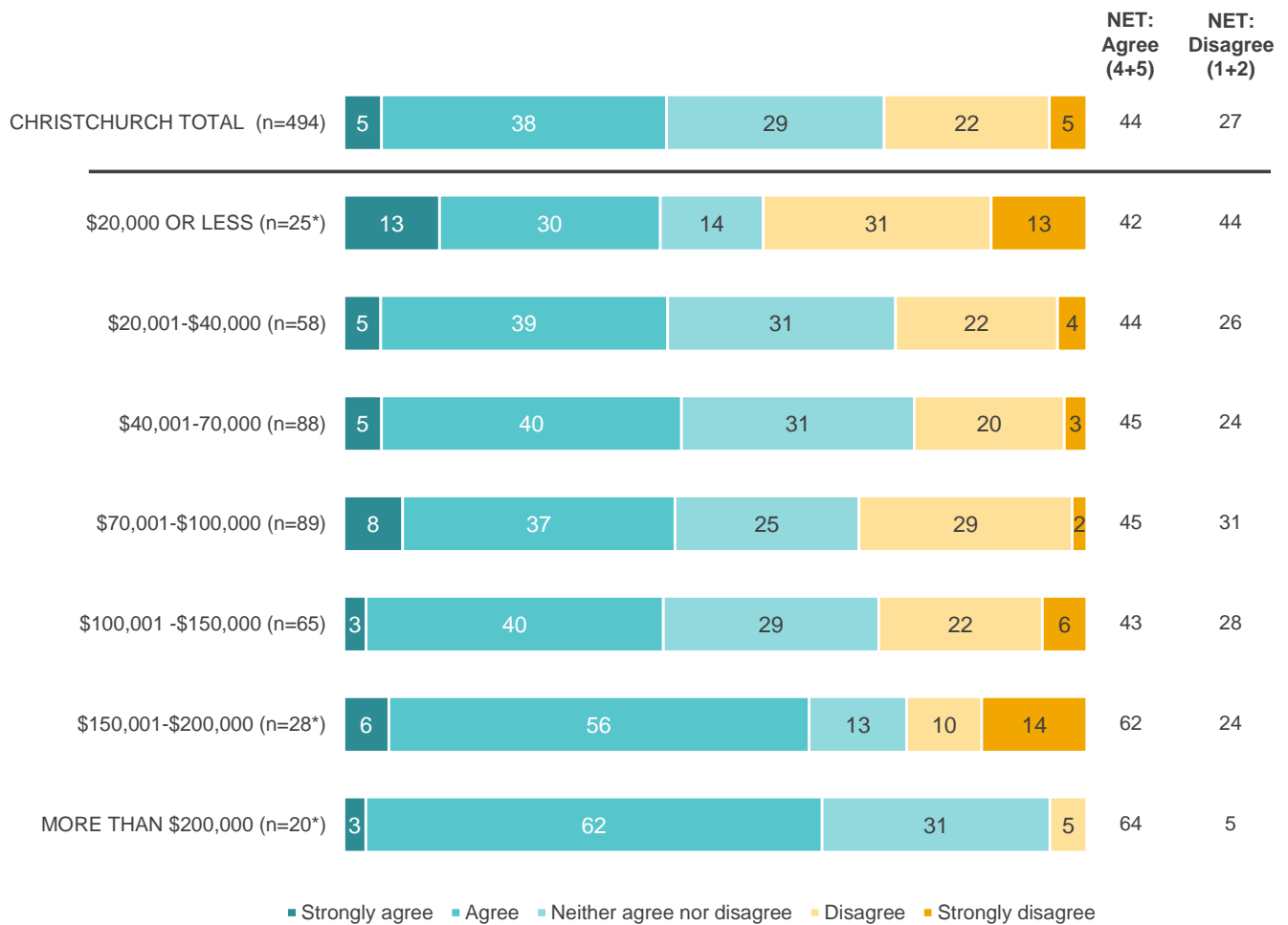


Base: All Respondents (excluding not answered)

Source: Q3. How much do you agree or disagree with the following statement? "I feel a sense of pride in the way Christchurch looks and feels".

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

**Figure 4.14 Pride in look and feel of Christchurch – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q3. How much do you agree or disagree with the following statement? "I feel a sense of pride in the way Christchurch looks and feels".

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

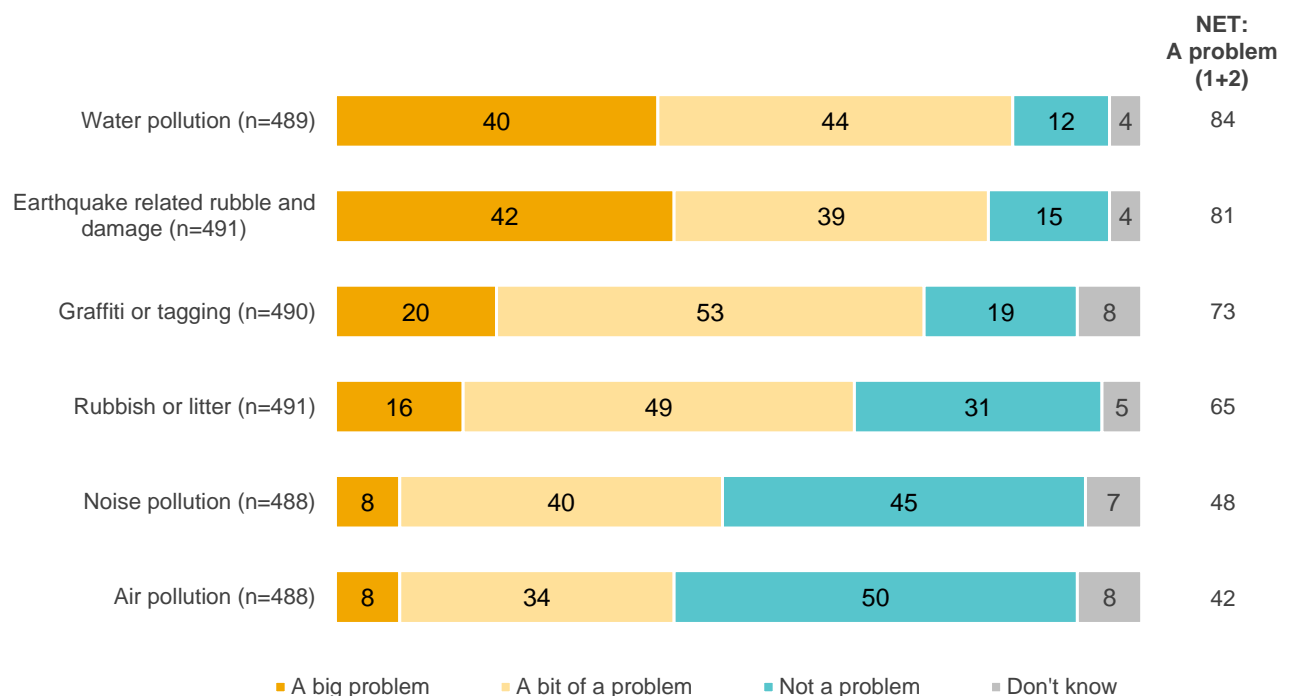
## 4.6 Perceived environmental problems in Christchurch

Respondents were asked to indicate the extent to which they perceive 12 possible issues had been a problem in their city or local area in the previous 12 months. Results for five issues relating to the general environment are reported here (rubbish or litter, graffiti or tagging, and air, water and noise pollution) and results for the other seven issues are reported in Section 8.

The table below shows overall results for Christchurch.

In Christchurch, water pollution is identified as the biggest problem with over eight in ten residents (84%) saying that it was either 'a big problem' or 'a bit of a problem'. Earthquake related rubble and damage (81%) and graffiti or tagging (73%) are the next two largest problems in Christchurch.

**Figure 4.15 Rating of issues as problem in Christchurch (summary) – total level (%)**



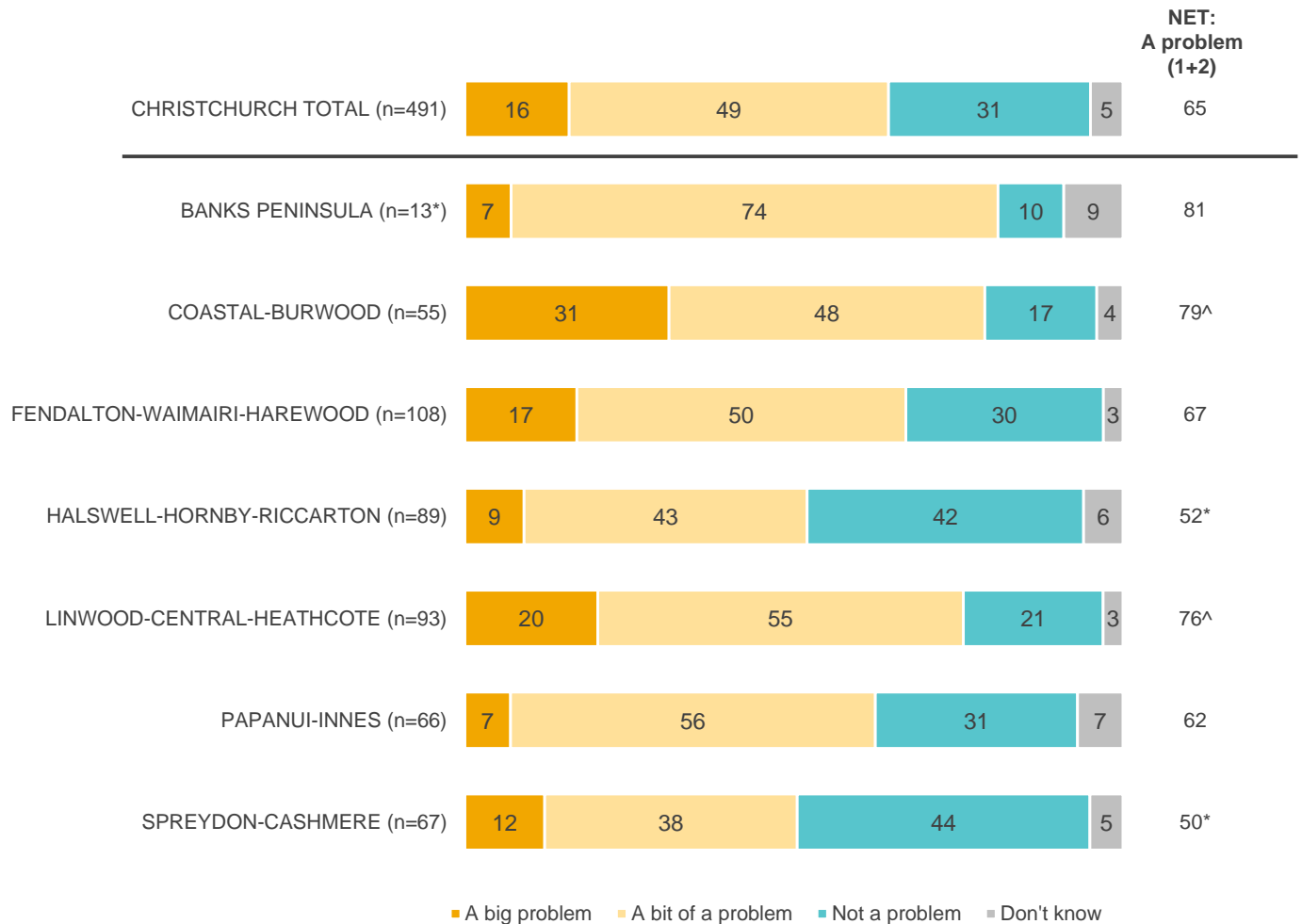
Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months?  
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

## Rubbish or litter on streets

Almost two-thirds (65%) of respondents say that rubbish or litter on streets has been a problem in Christchurch in the previous 12 months.

**Figure 4.16 Rubbish or litter on streets perceived as problem in Christchurch – by ward (%)**

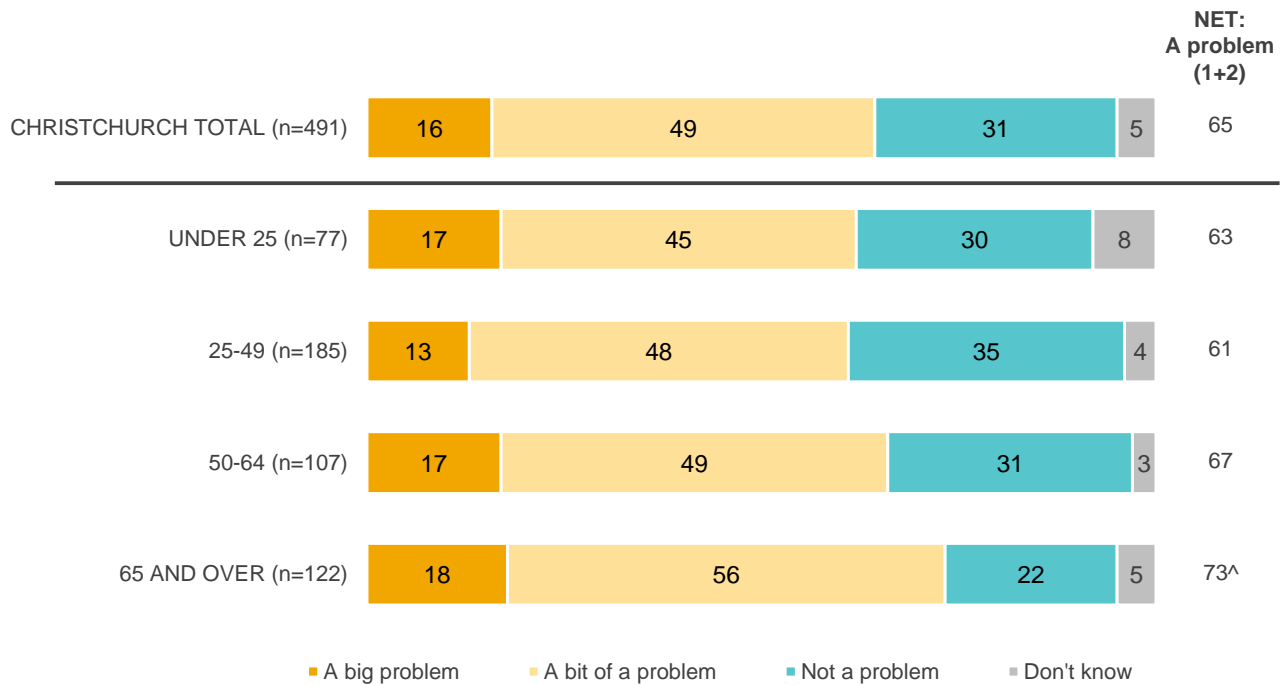


Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Rubbish or litter lying on the streets (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

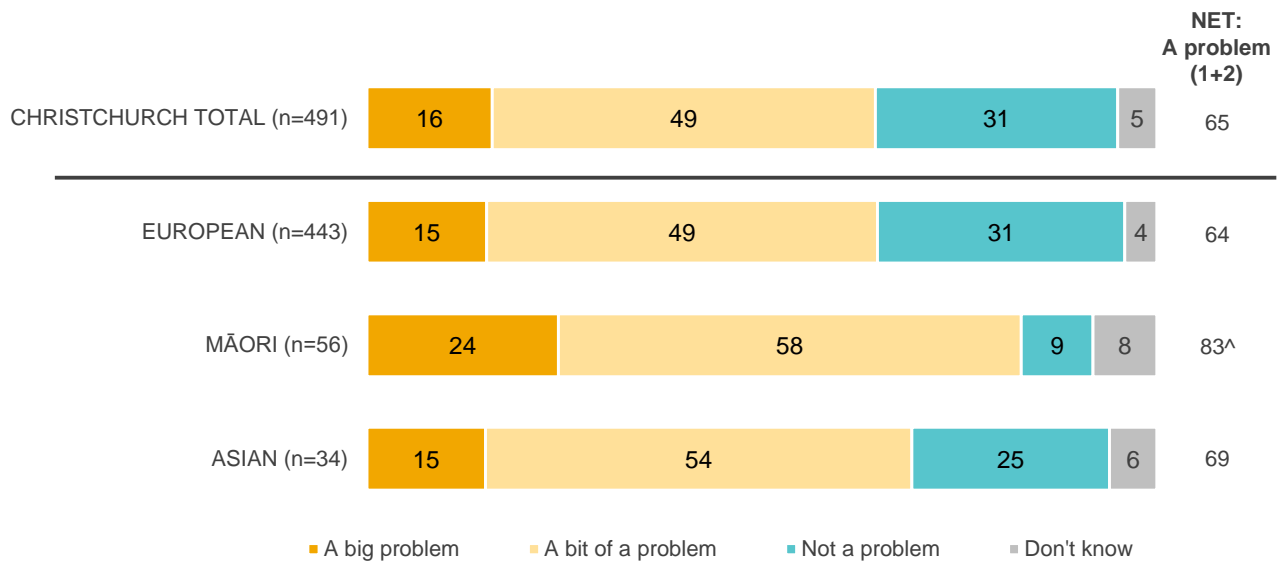
**Figure 4.17 Rubbish or litter on streets perceived as problem in Christchurch – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Rubbish or litter lying on the streets (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

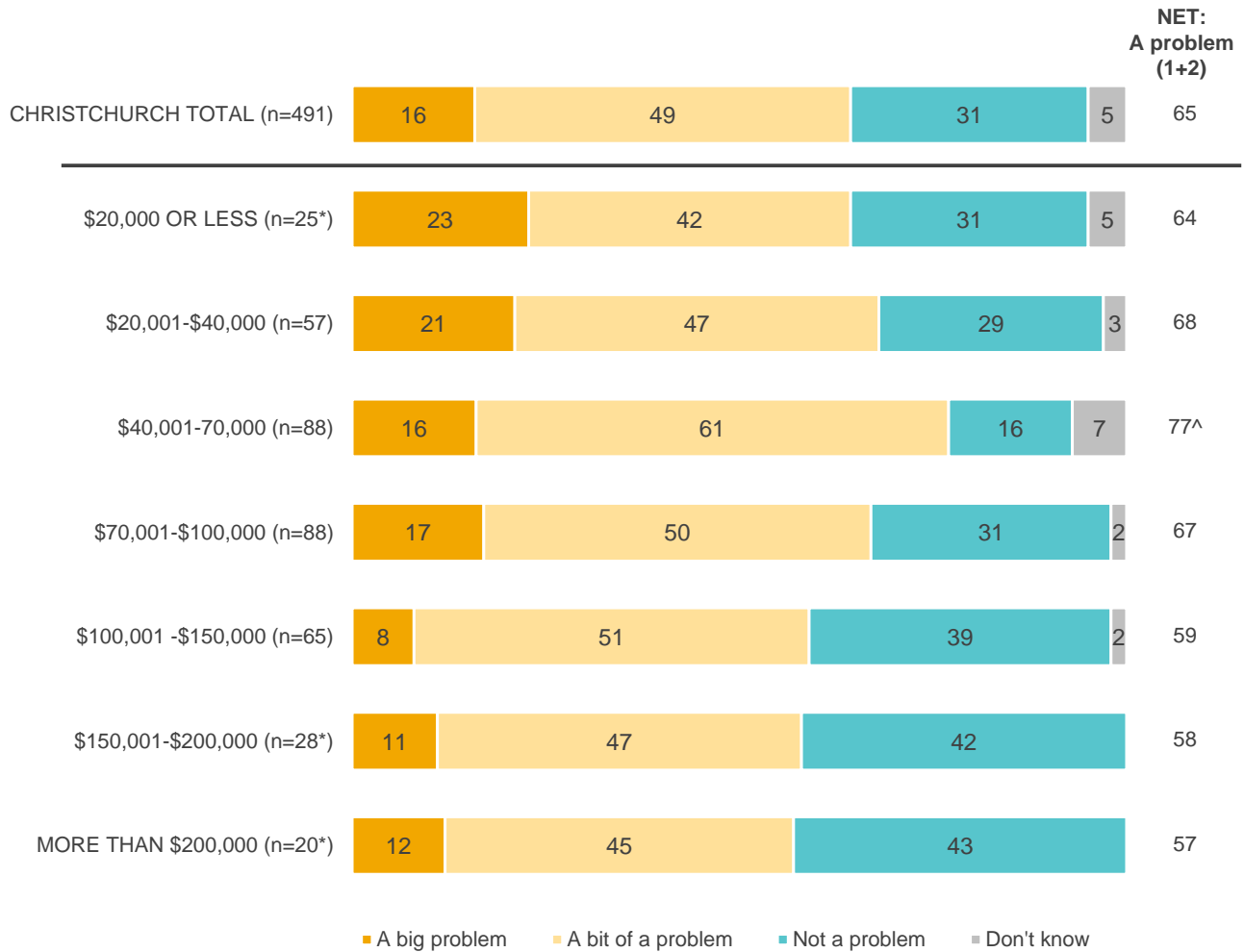
**Figure 4.18 Rubbish or litter on streets perceived as problem in Christchurch – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Rubbish or litter lying on the streets (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

**Figure 4.19 Rubbish or litter on streets perceived as problem in Christchurch – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Rubbish or litter lying on the streets (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

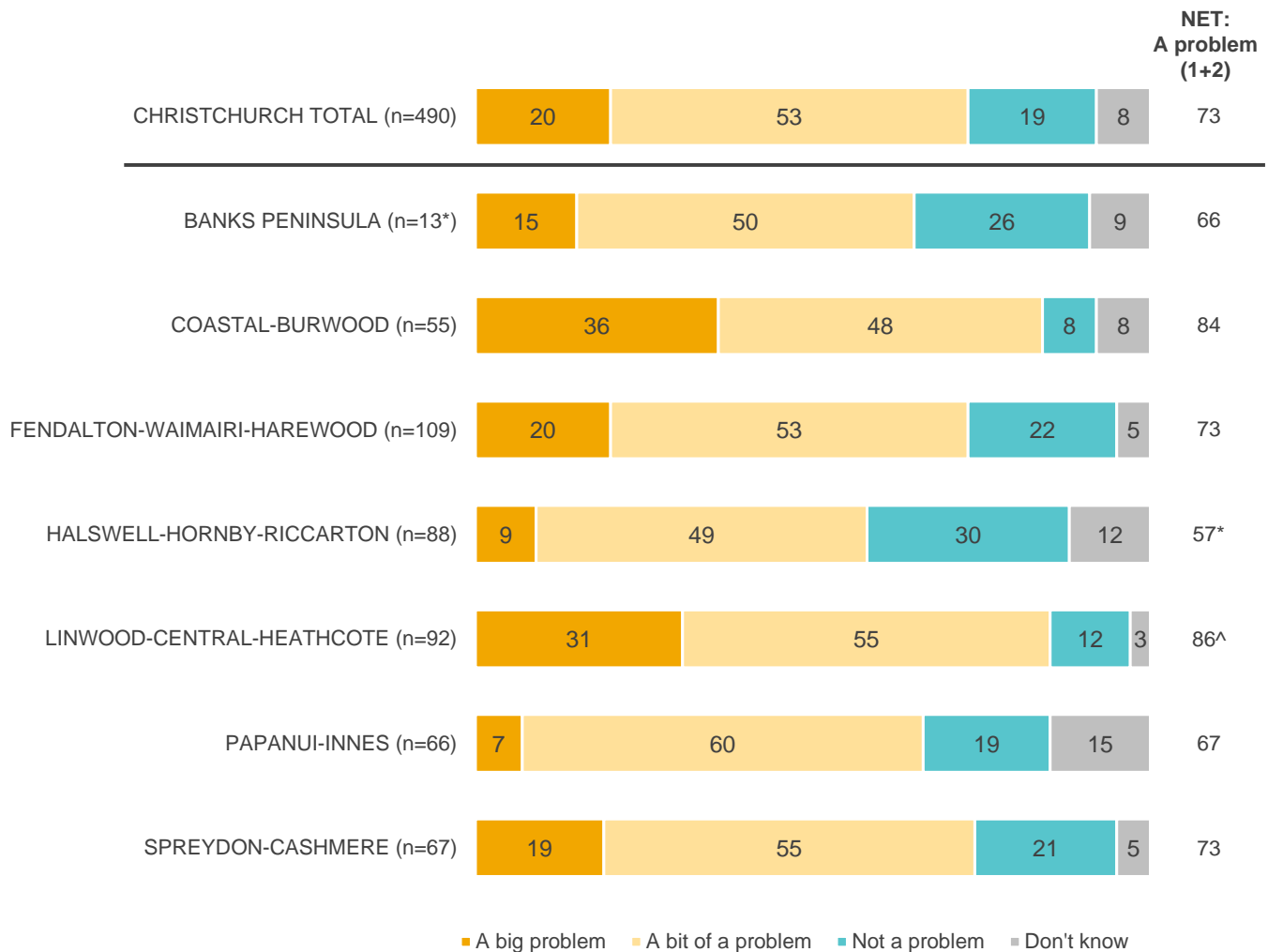
\*Caution, small sample size – results are indicative only



## Graffiti or tagging

Almost three-quarters (73%) of respondents say that graffiti or tagging has been a problem in Christchurch in the previous 12 months.

**Figure 4.20 Graffiti or tagging perceived as problem in Christchurch – by ward (%)**

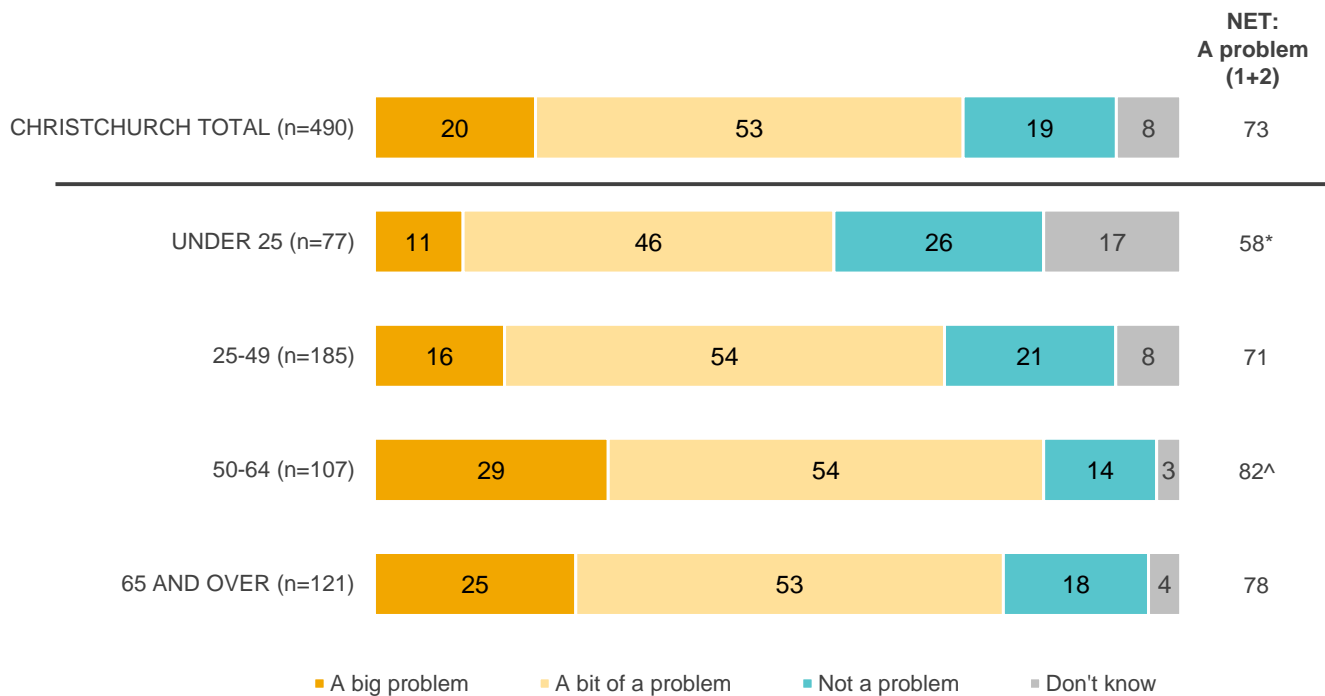


Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Graffiti or tagging (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

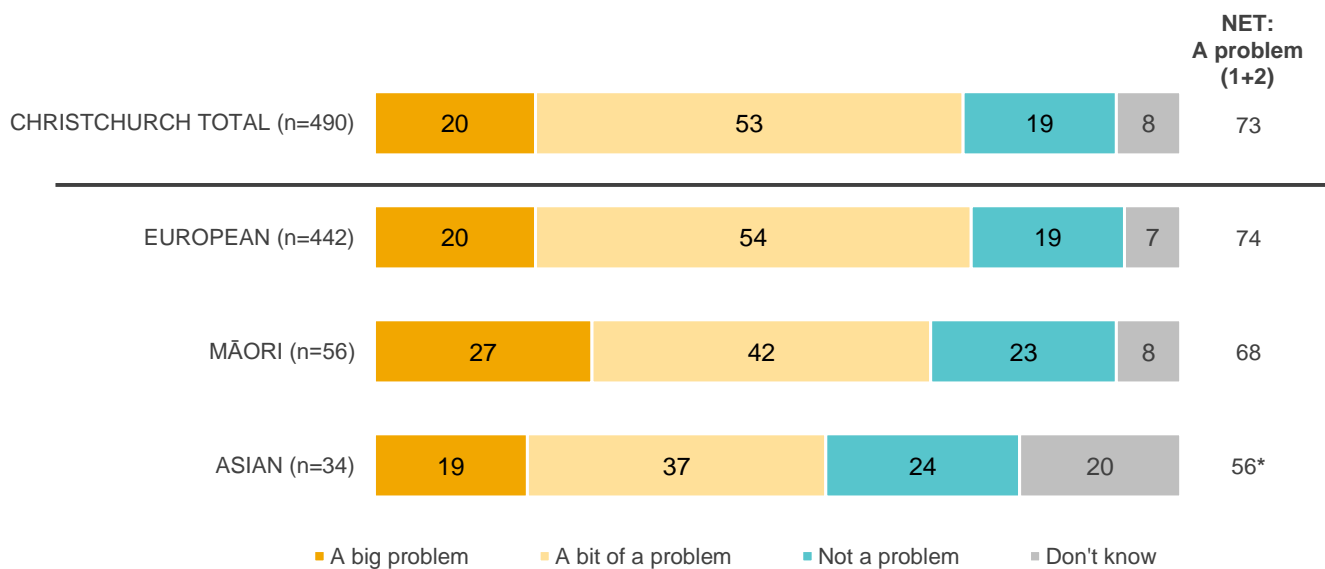
**Figure 4.21 Graffiti or tagging perceived as problem in Christchurch – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Graffiti or tagging (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

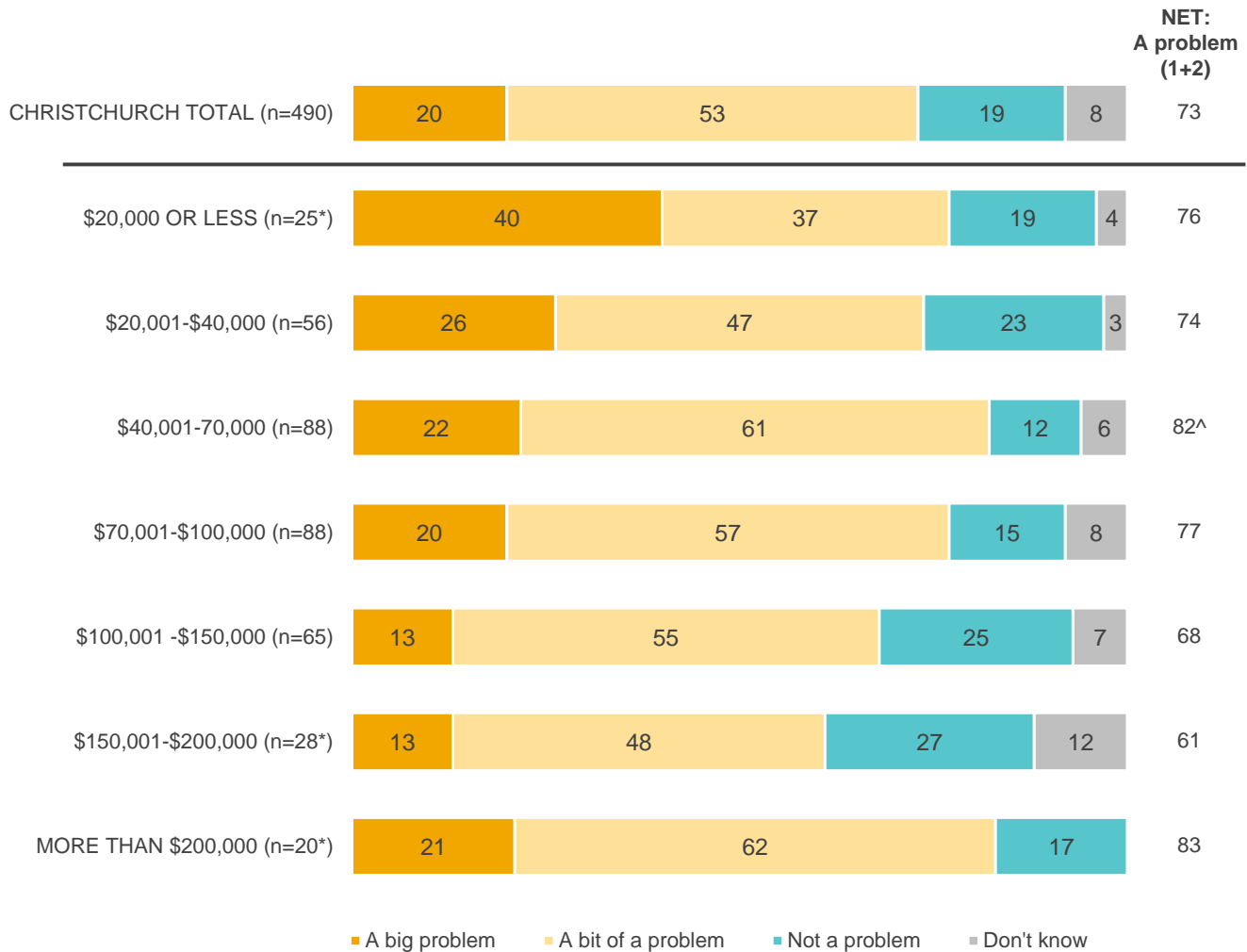
**Figure 4.22 Graffiti or tagging perceived as problem in Christchurch – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Graffiti or tagging (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

**Figure 4.23 Graffiti or tagging perceived as problem in Christchurch – by household income (%)**



Base: All Respondents (excluding not answered)

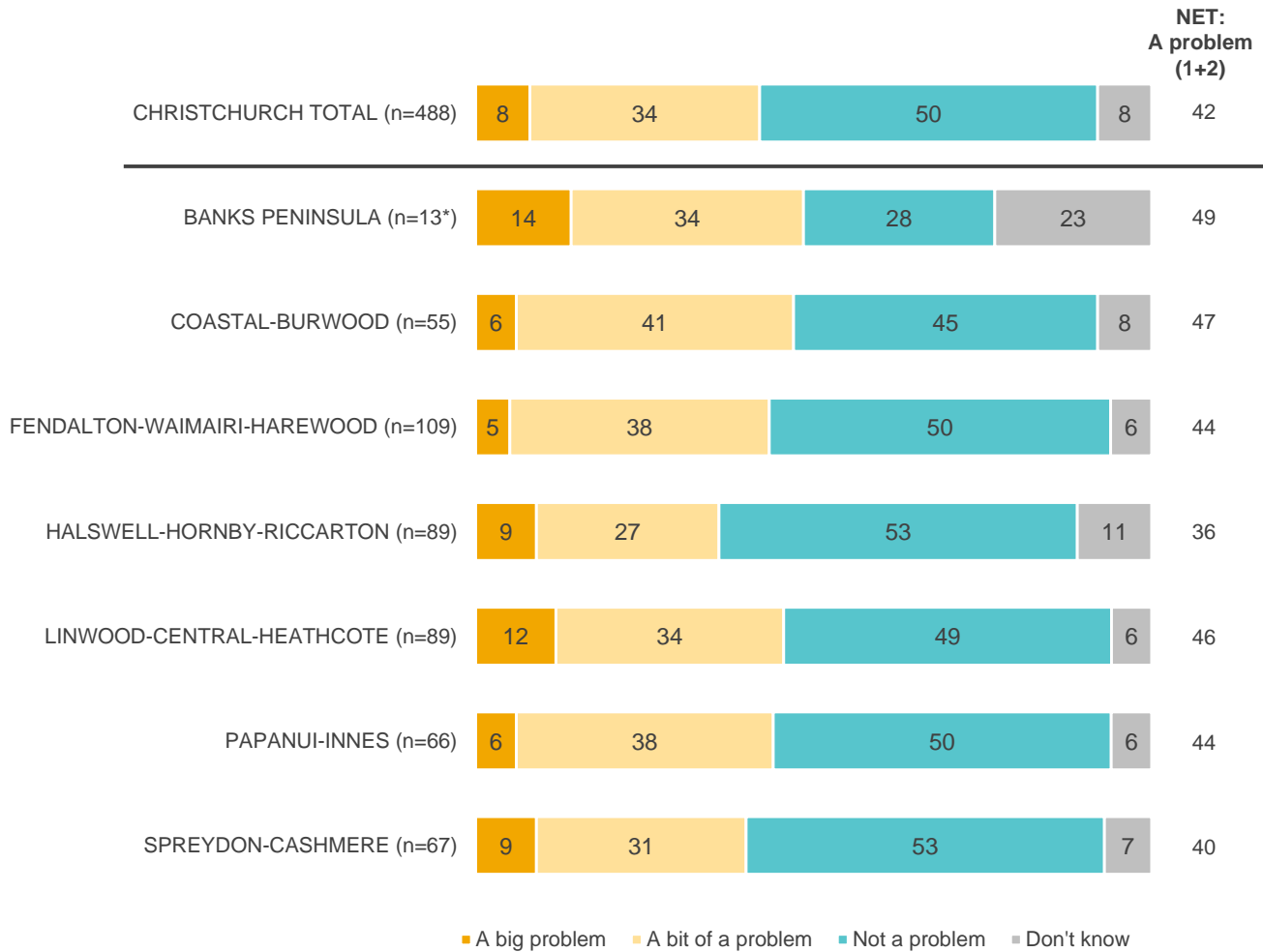
Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Graffiti or tagging (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

## Air pollution

Four in ten (42%) respondents feel that air pollution has been a problem in Christchurch in the previous 12 months.

**Figure 4.24 Air pollution perceived as problem in Christchurch – by ward (%)**

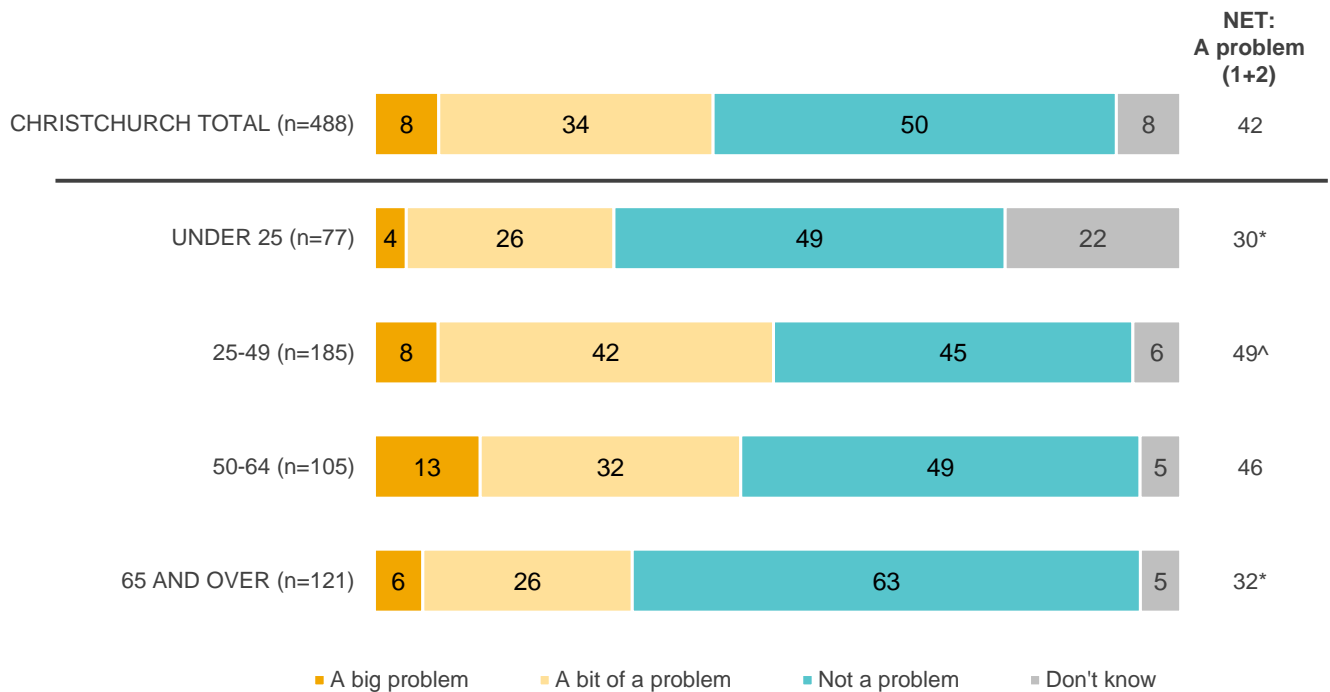


Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Air pollution (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

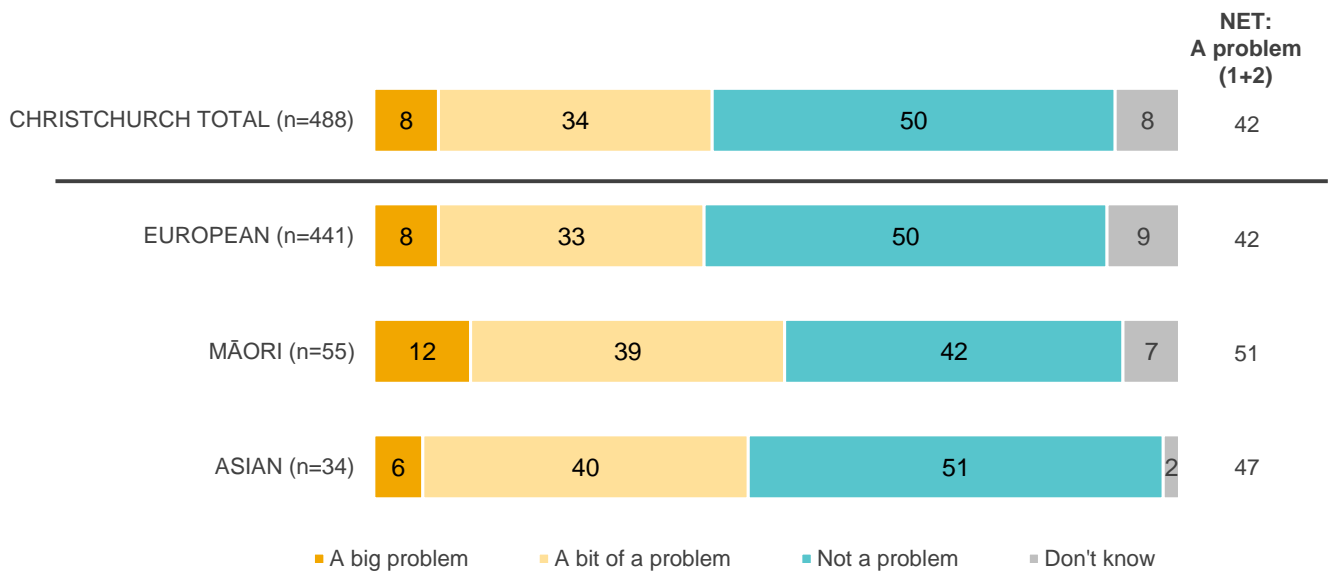
**Figure 4.25 Air pollution perceived as problem in Christchurch – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Air pollution (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

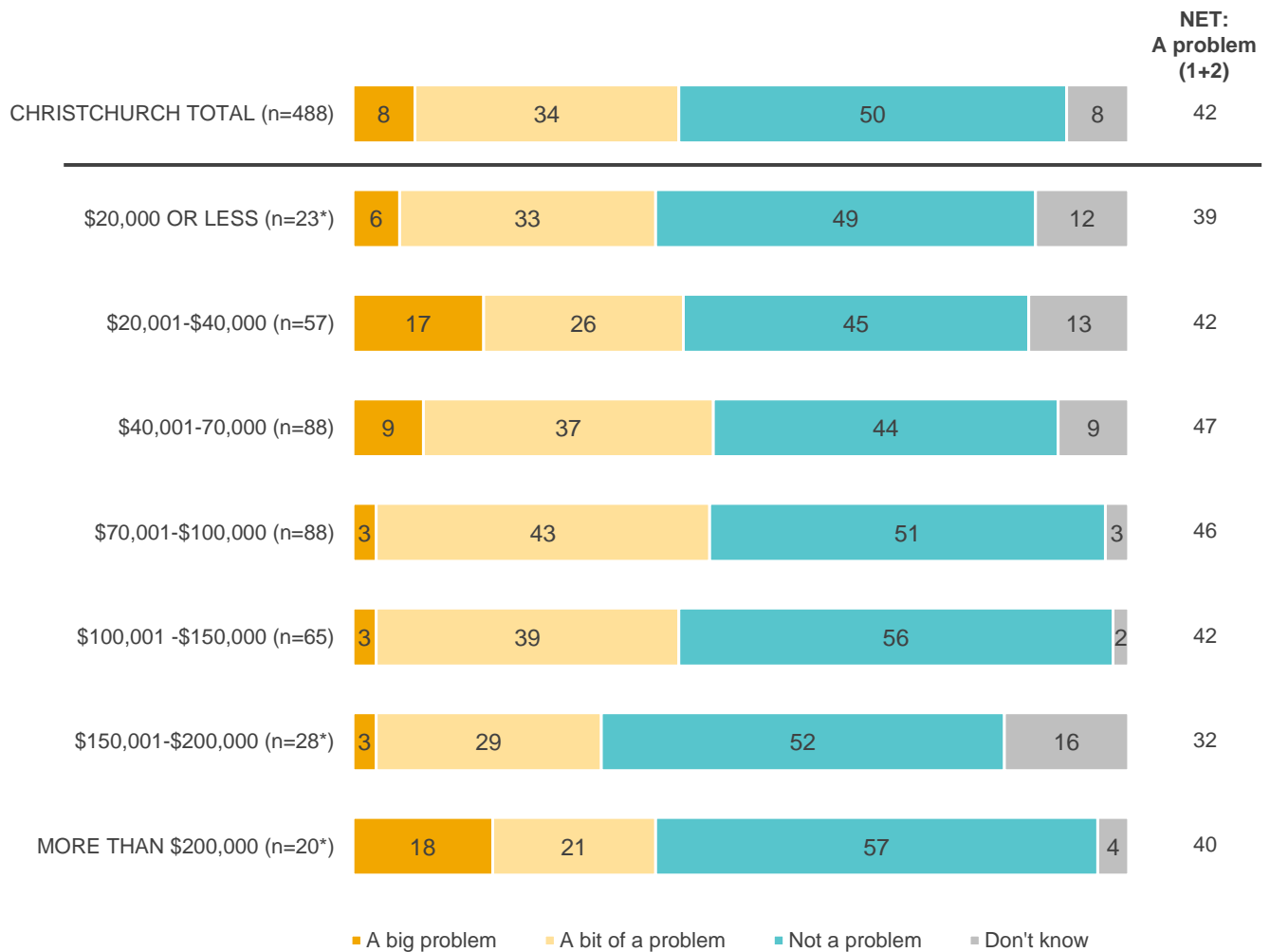
**Figure 4.26 Air pollution perceived as problem in Christchurch – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Air pollution (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

**Figure 4.27 Air pollution perceived as problem in Christchurch – by household income (%)**



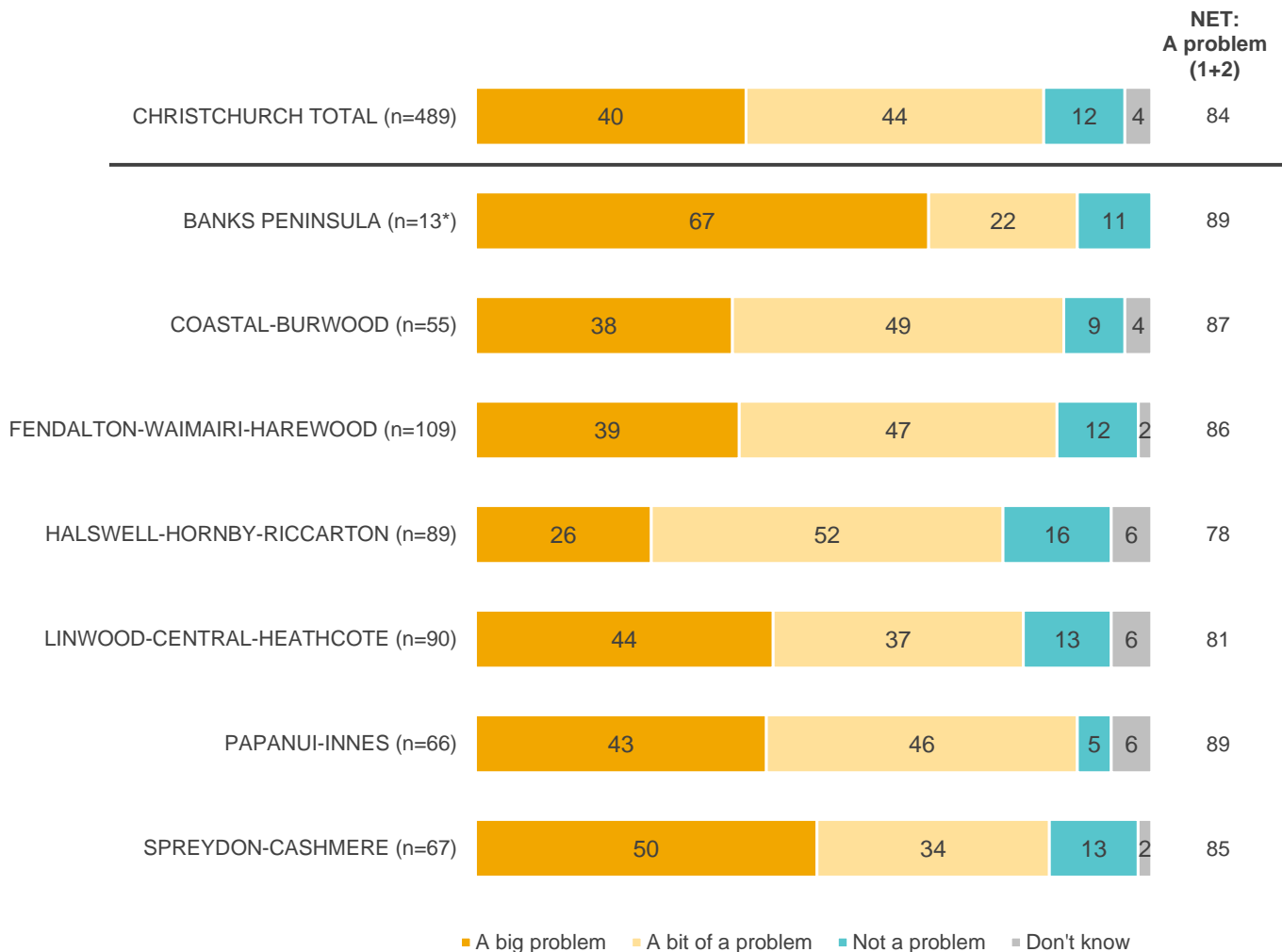
Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Air pollution (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

## Water pollution

Over eight in ten (84%) respondents feel that water pollution has been a problem in Christchurch in the previous 12 months.

**Figure 4.28 Water pollution perceived as problem in Christchurch – by ward (%)**



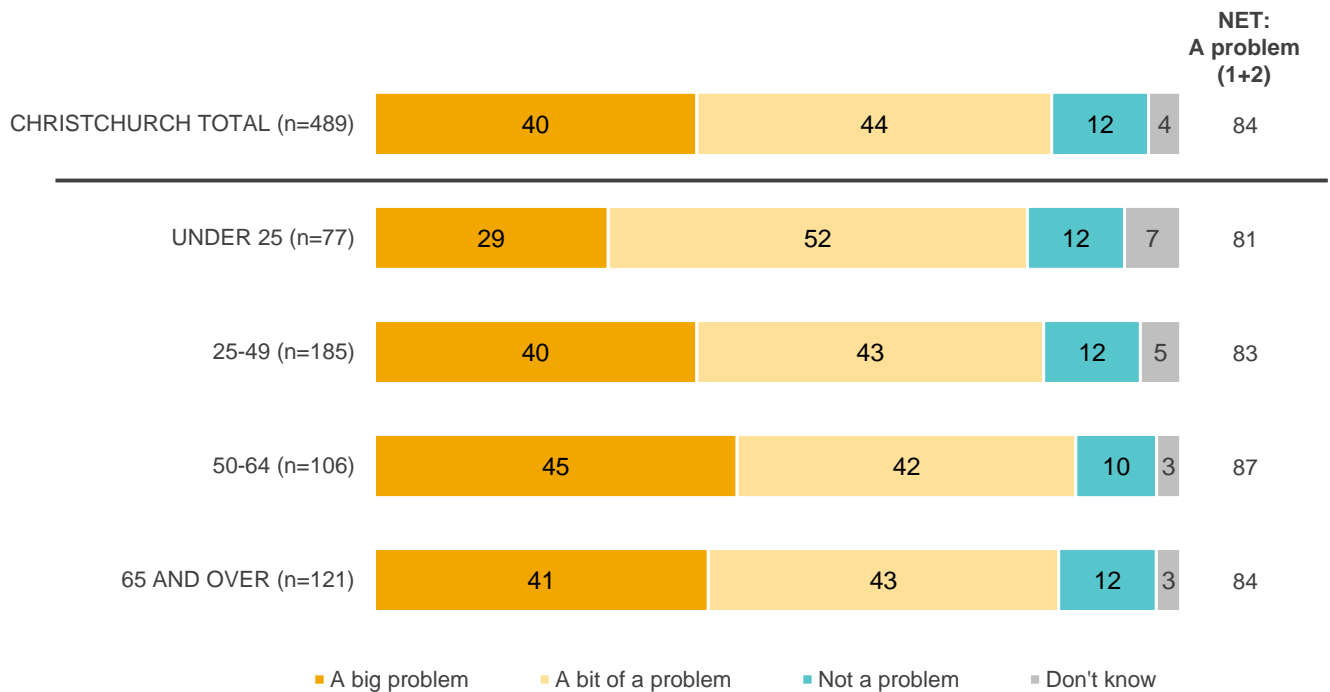
Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Water pollution, including pollution in streams, rivers, lakes and in the sea

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

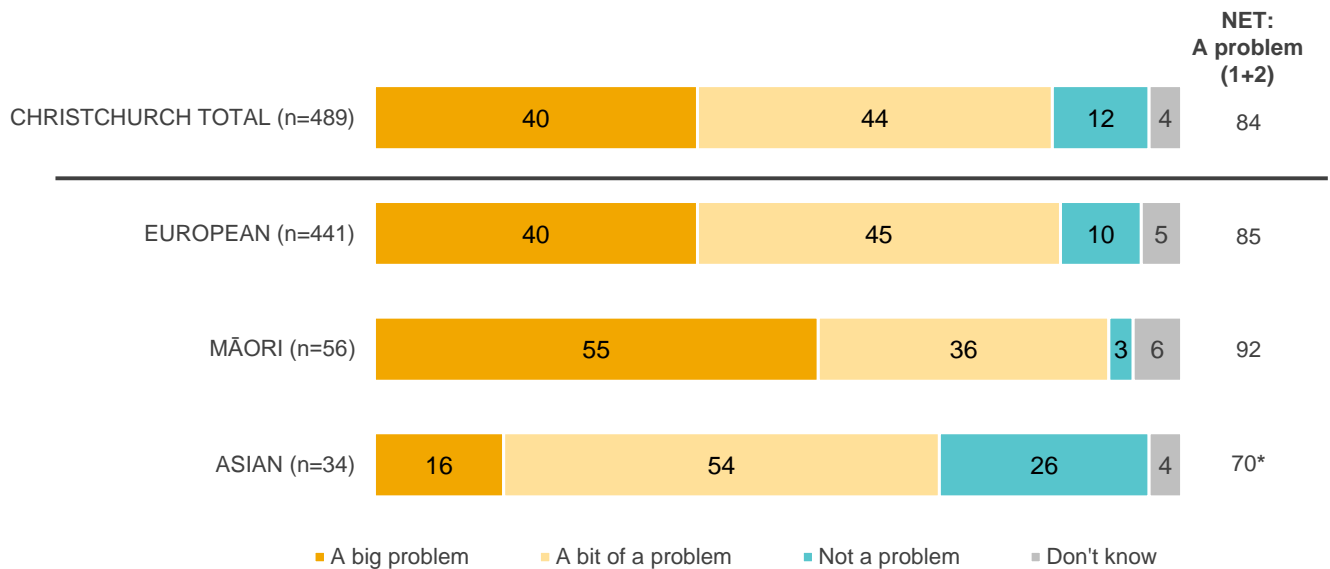
**Figure 4.29 Water pollution perceived as problem in Christchurch – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Water pollution, including pollution in streams, rivers, lakes and in the sea  
 (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

**Figure 4.30 Water pollution perceived as problem in Christchurch – by ethnicity (%)**

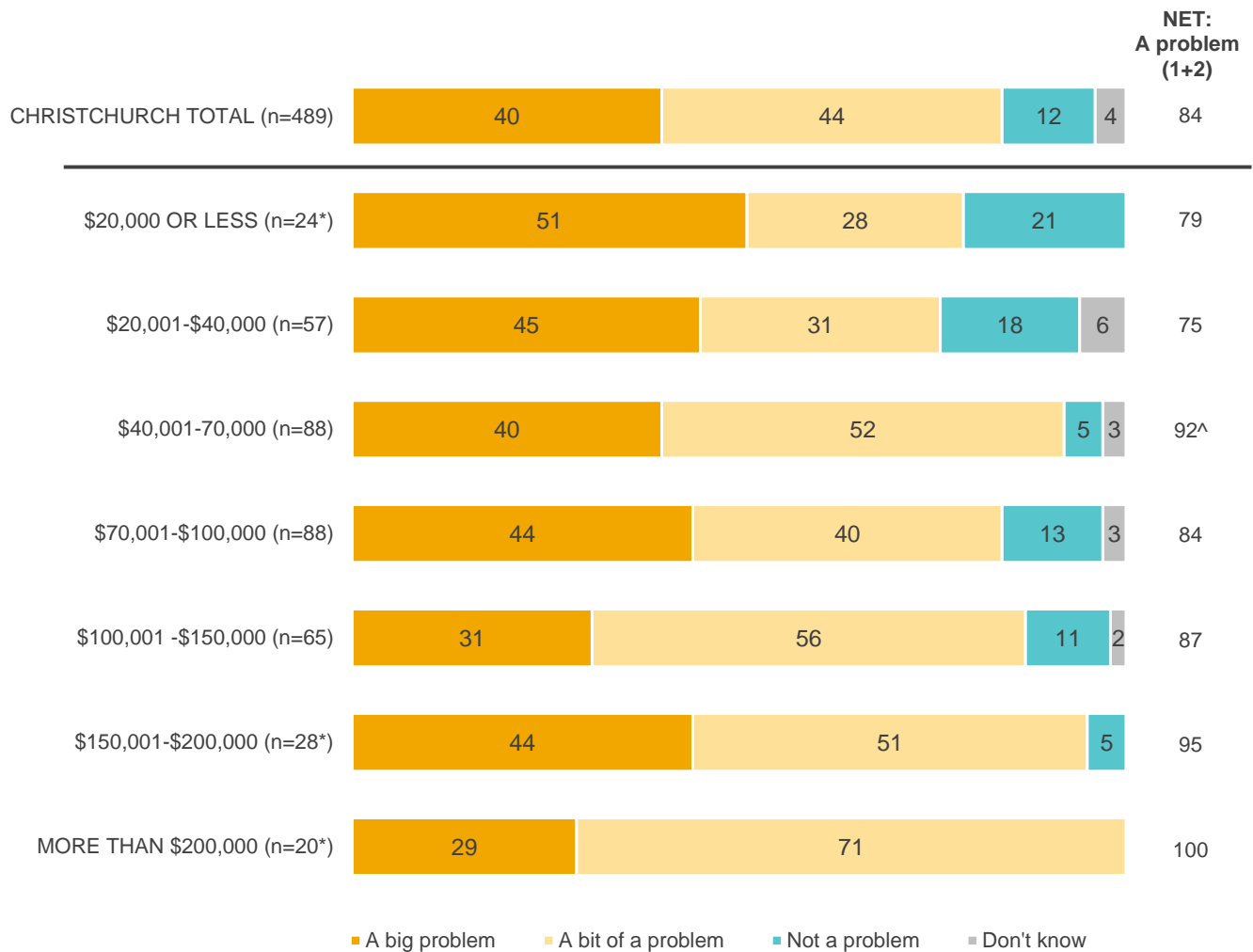


Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Water pollution, including pollution in streams, rivers, lakes and in the sea  
 (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)



**Figure 4.31 Water pollution perceived as problem in Christchurch – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Water pollution, including pollution in streams, rivers, lakes and in the sea

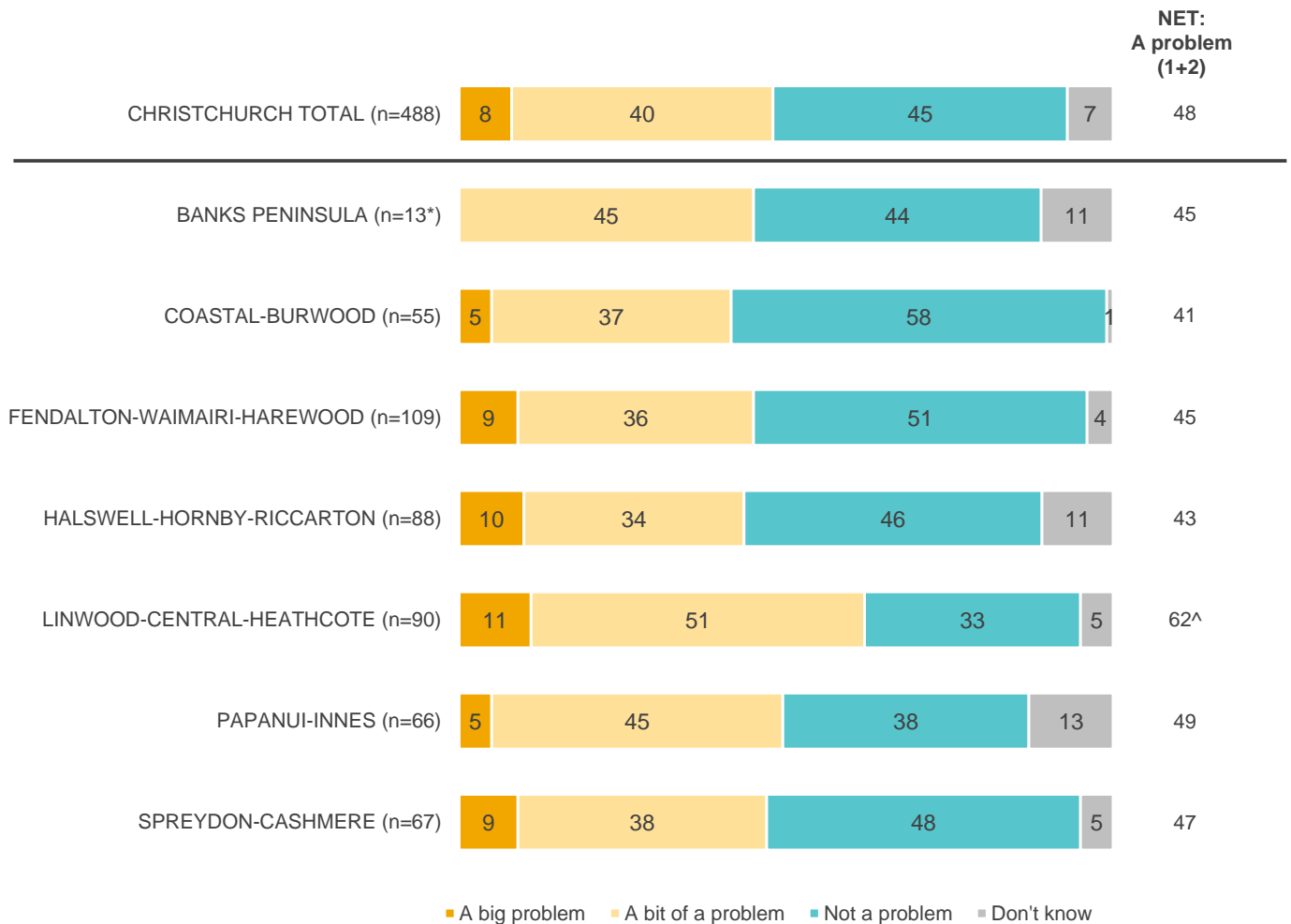
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

## Noise pollution

Almost half (48%) of respondents say noise pollution has been a problem in Christchurch in the previous 12 months.

**Figure 4.32 Noise pollution perceived as problem in Christchurch – by ward (%)**

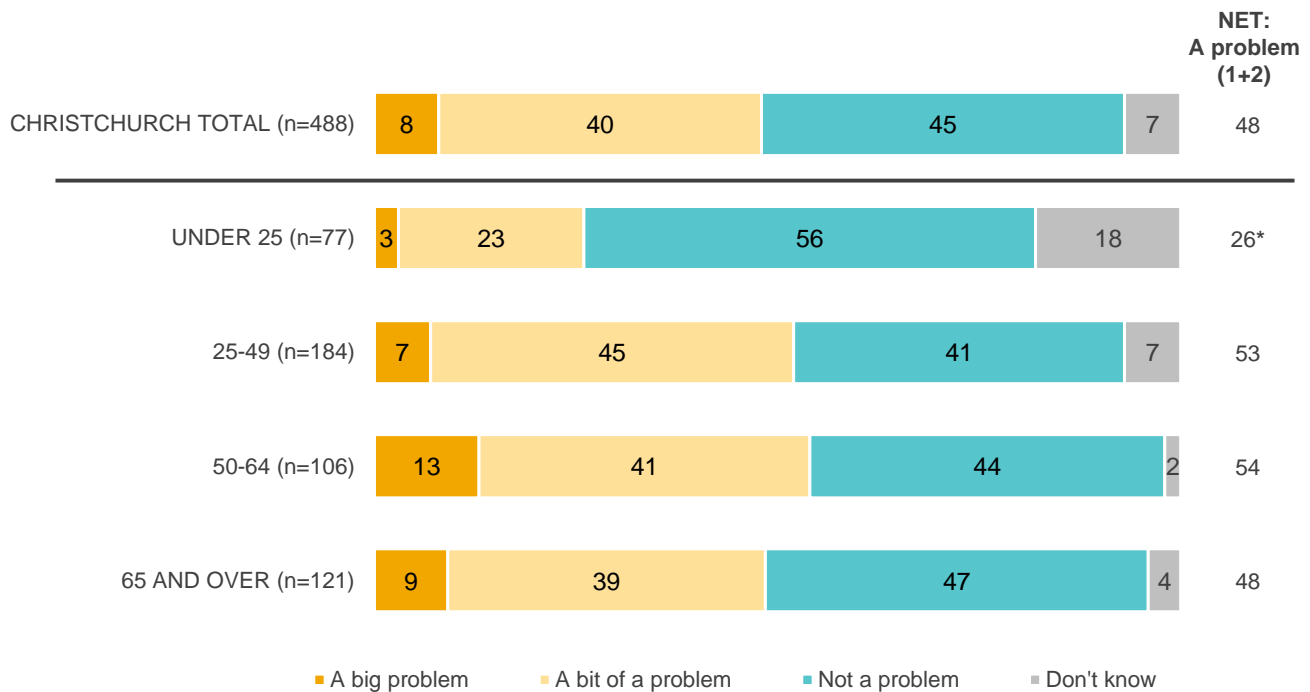


Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Noise pollution (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

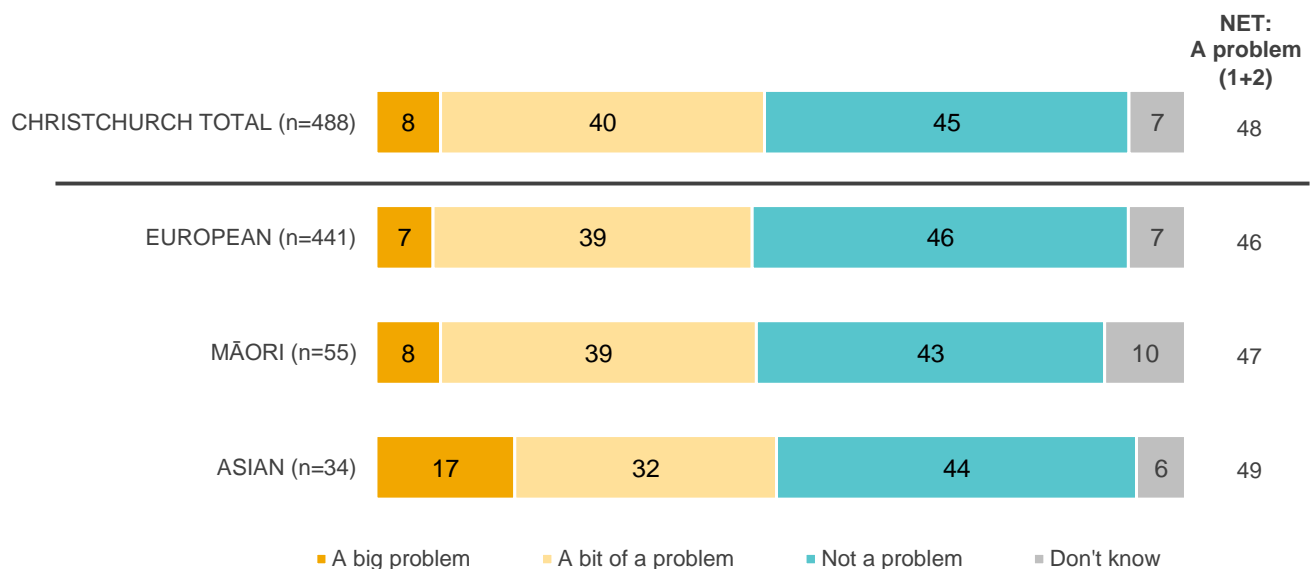
**Figure 4.33 Noise pollution perceived as problem in Christchurch – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Noise pollution (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

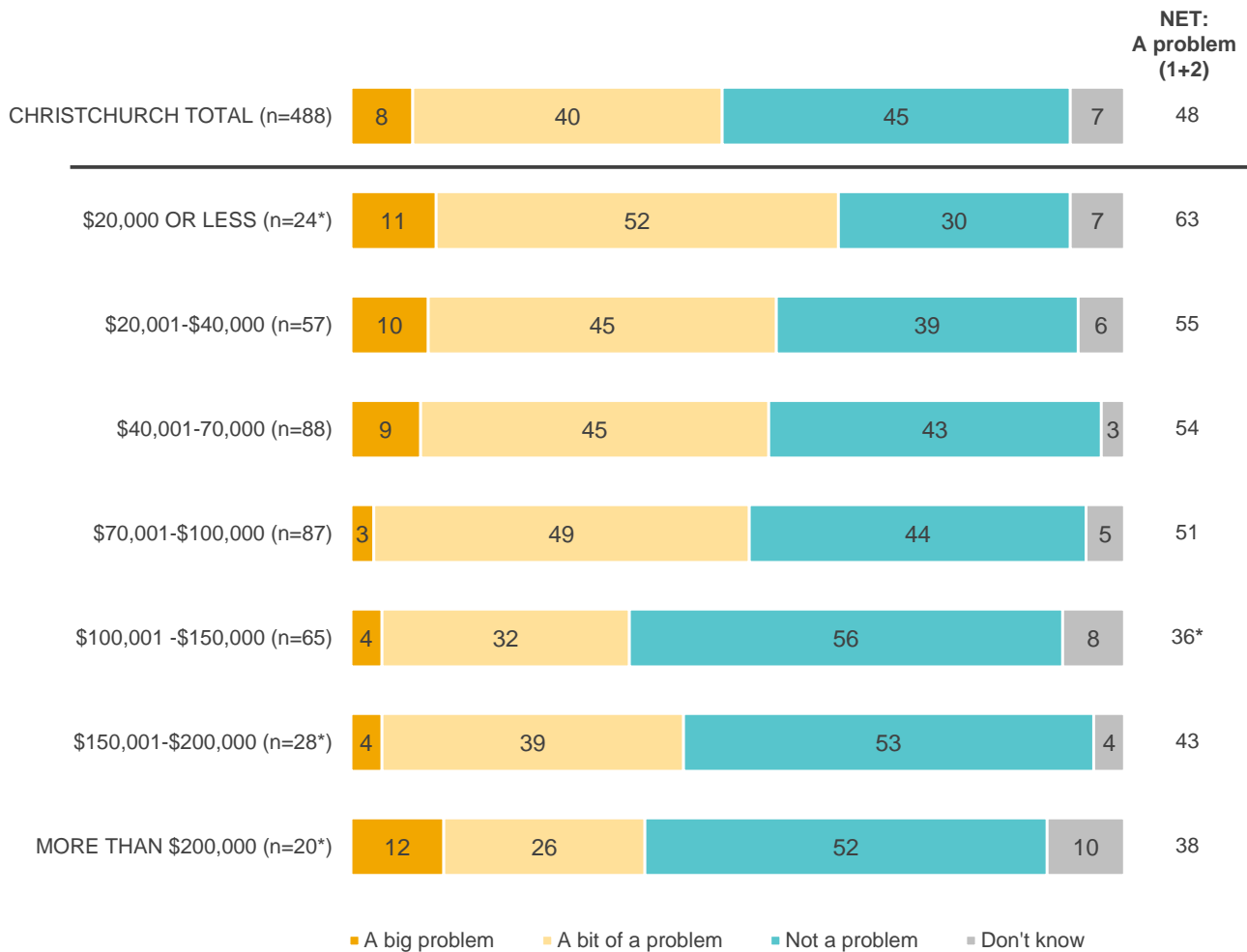
**Figure 4.34 Noise pollution perceived as problem in Christchurch – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Noise pollution (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

**Figure 4.35 Noise pollution perceived as problem in Christchurch – by household income (%)**



Base: All Respondents (excluding not answered)

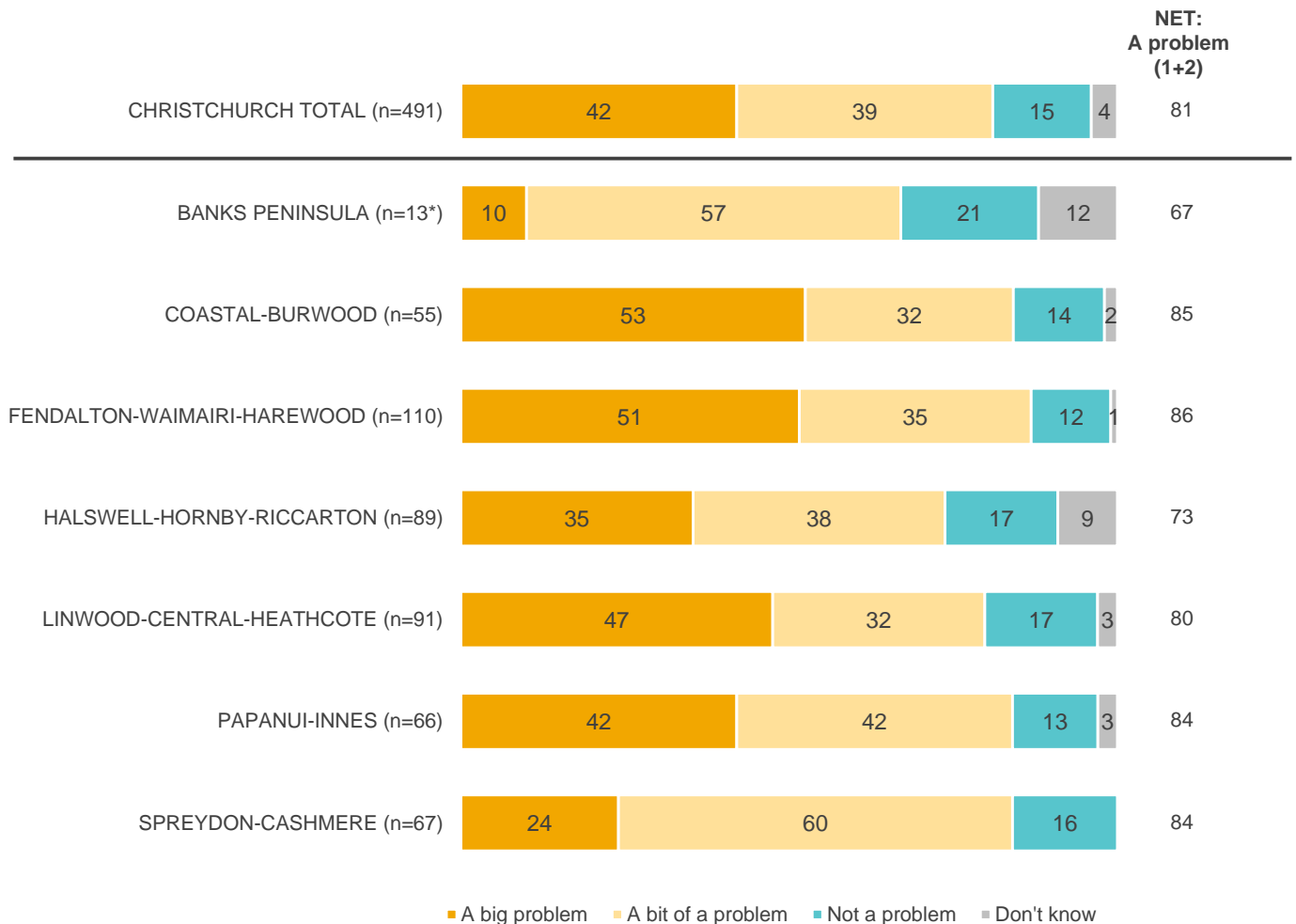
Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Noise pollution

\*Caution, small sample size – results are indicative only

## Earthquake rubble

Eight in ten (81%) respondents in Christchurch say that earthquake rubble has been a problem over the last 12 months.

**Figure 4.36 Earthquake rubble perceived as problem in Christchurch – by ward (%)**



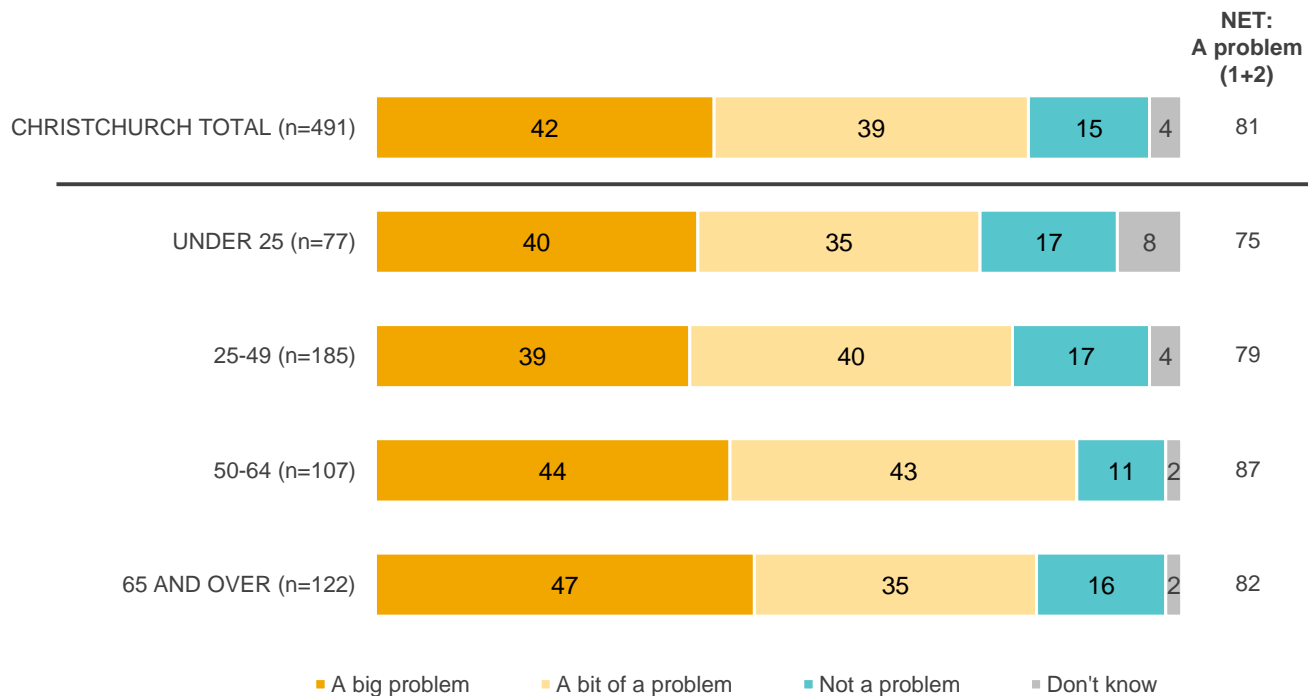
Base: Christchurch Respondents only (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Continued presence of earthquake related building rubble and general damage

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

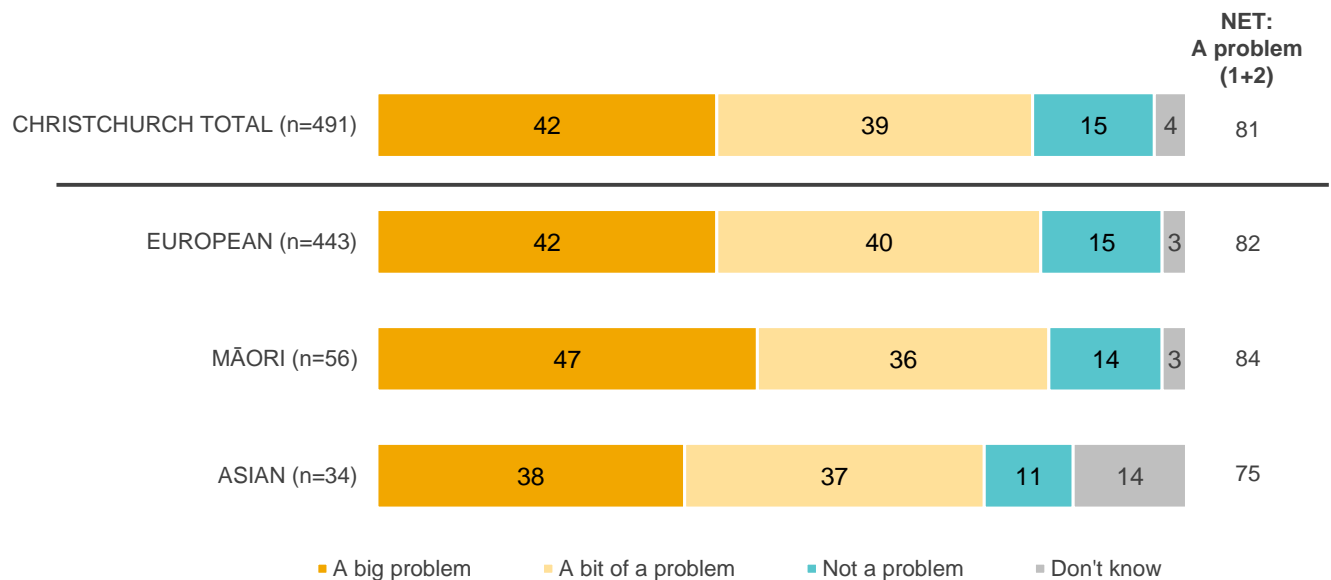
**Figure 4.37 Earthquake rubble perceived as problem in Christchurch – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Continued presence of earthquake related building rubble and general damage  
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

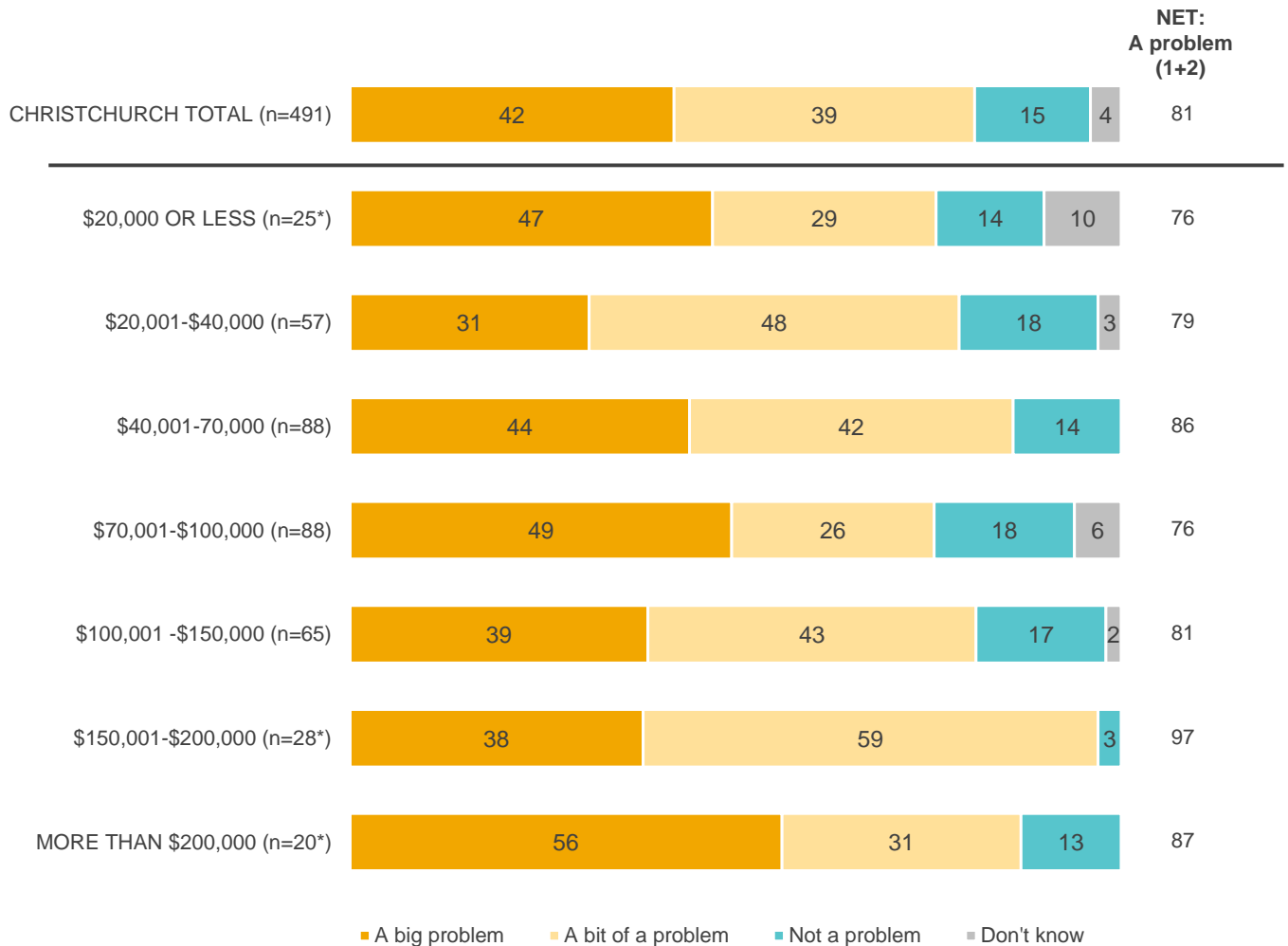
**Figure 4.38 Earthquake rubble perceived as problem in Christchurch – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Continued presence of earthquake related building rubble and general damage  
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

**Figure 4.39 Earthquake rubble perceived as problem in Christchurch – by household income (%)**



Base: Christchurch Respondents only (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Continued presence of earthquake related building rubble and general damage

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

## 5. HOUSING

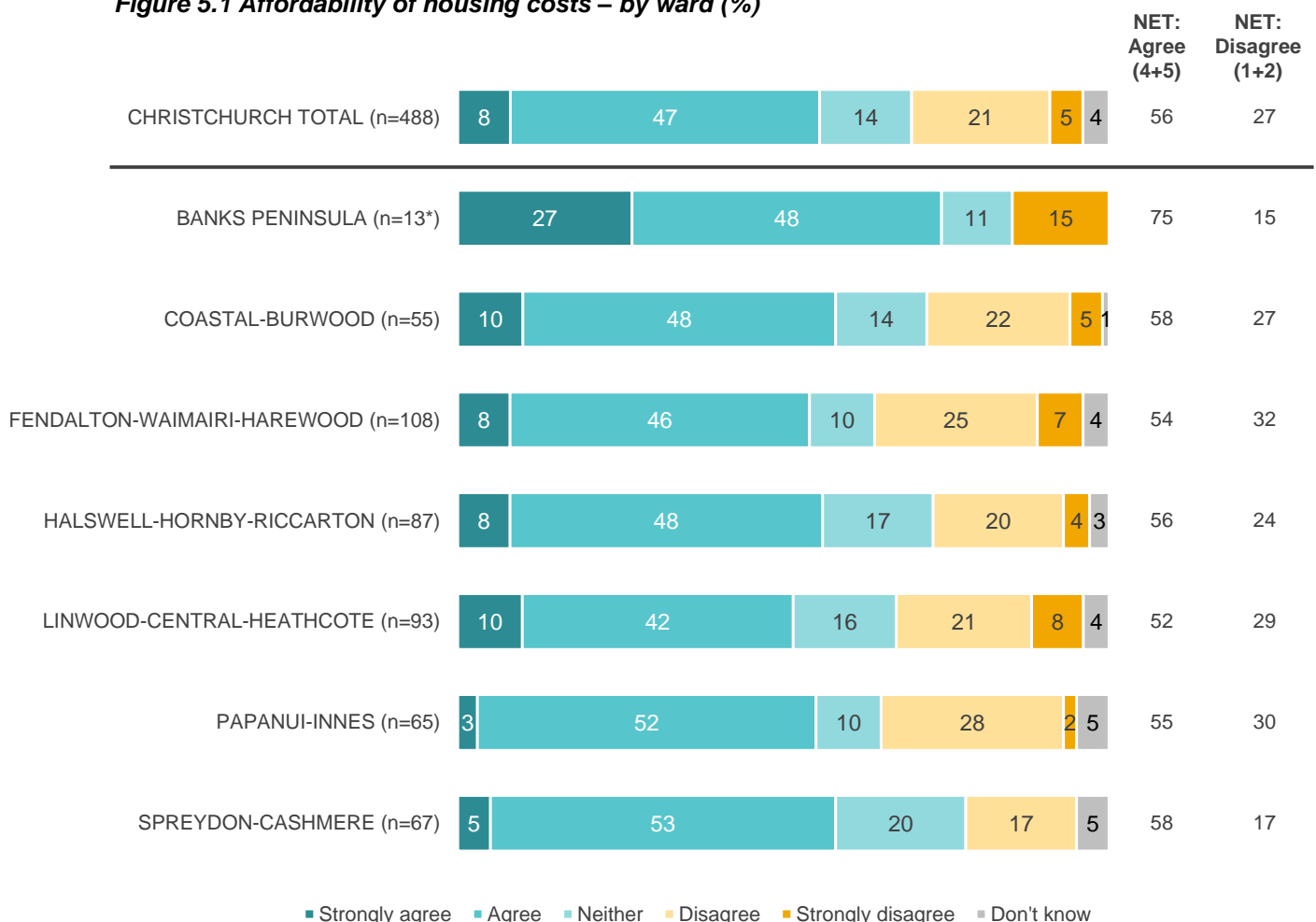
This section reports on respondents' perceptions of housing affordability, suitability of their dwelling type and location and warmth of housing in winter.

Respondents were asked how much they agree or disagree with six statements related to their current housing situation. The first three questions related to affordability and general suitability of their home and the subsequent three questions asked them to consider aspects of heating their home, during the winter months in particular.

### 5.1 Affordability of housing costs

Over half (56%) of respondents in Christchurch agree that their current housing costs are affordable (housing costs included things like rent or mortgage, rates, house insurance and house maintenance).

**Figure 5.1 Affordability of housing costs – by ward (%)**



Base: All Respondents (excluding not answered)

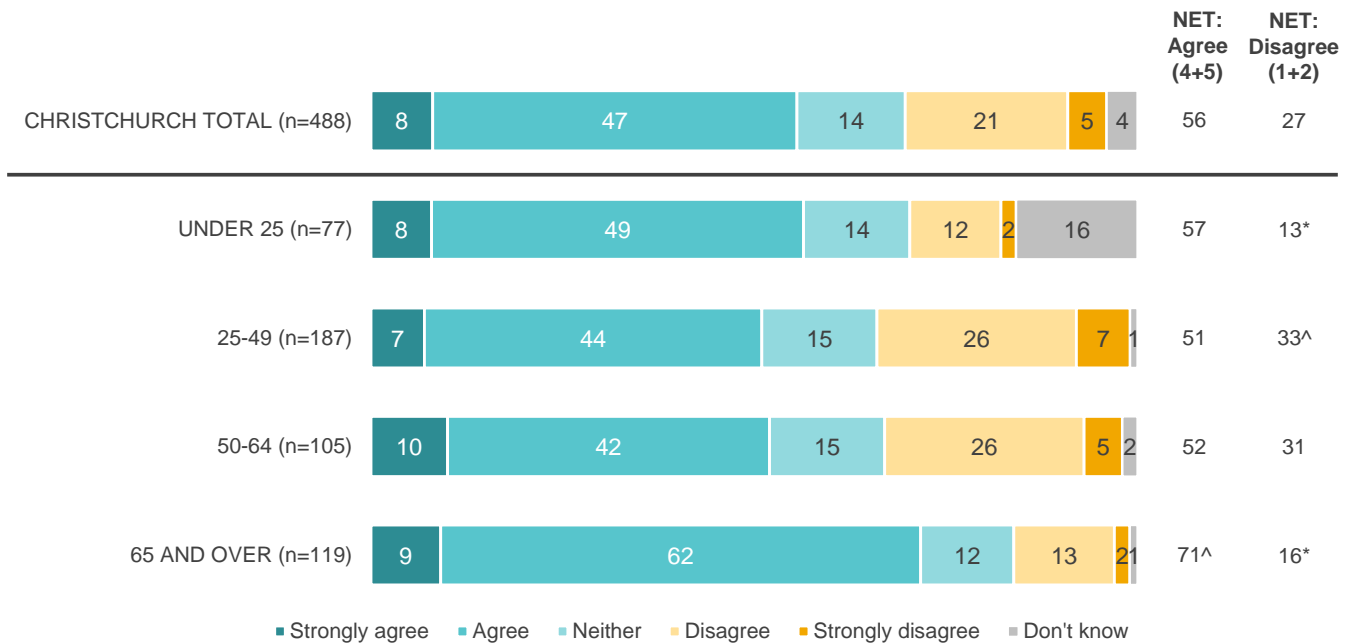
Source: Q8. This question is about the home you currently live in. How much do you agree or disagree that: Your housing costs are affordable (1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

^ Significantly higher than rest of the sample, \* Significantly lower than rest of the sample

\*Caution, small sample size – results are indicative only



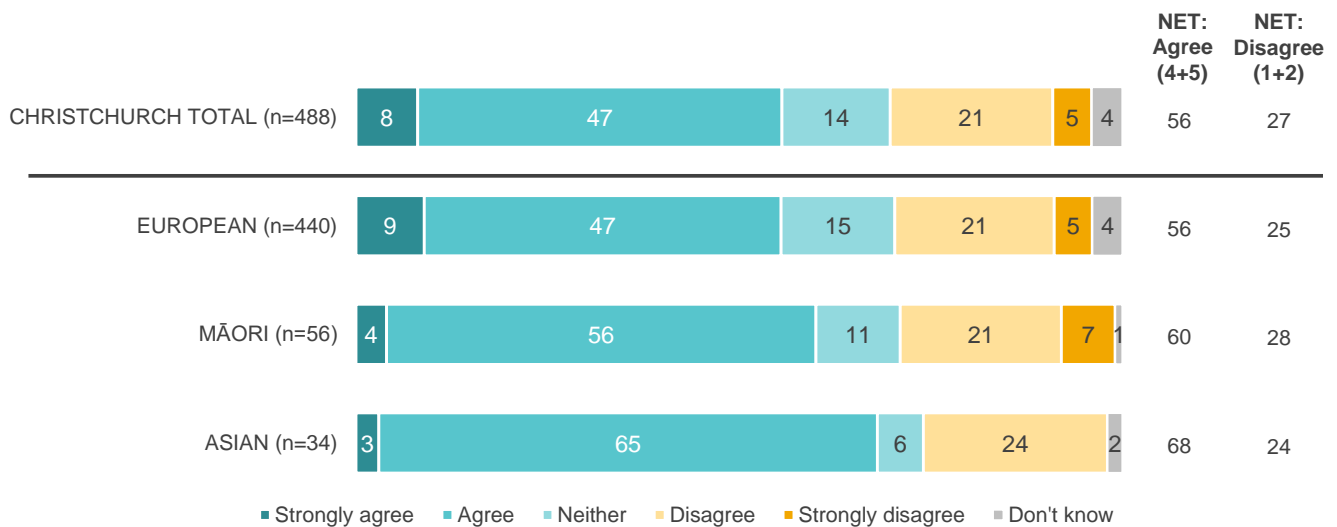
**Figure 5.2 Affordability of housing costs – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q8. This question is about the home you currently live in. How much do you agree or disagree that: Your housing costs are affordable (1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

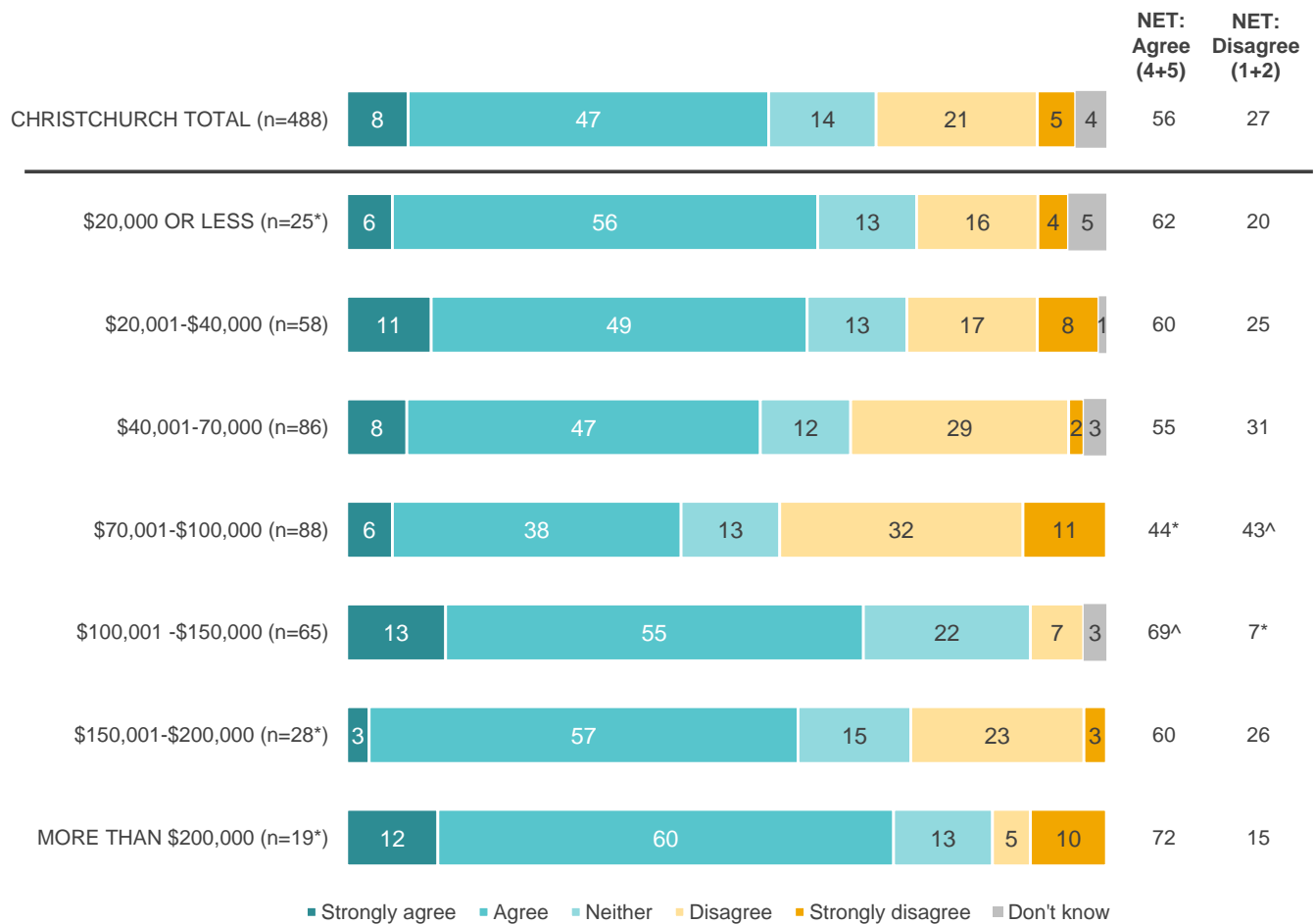
**Figure 5.3 Affordability of housing costs – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q8. This question is about the home you currently live in. How much do you agree or disagree that: Your housing costs are affordable (1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

**Figure 5.4 Affordability of housing costs – by household income (%)**



Base: All Respondents (excluding not answered)

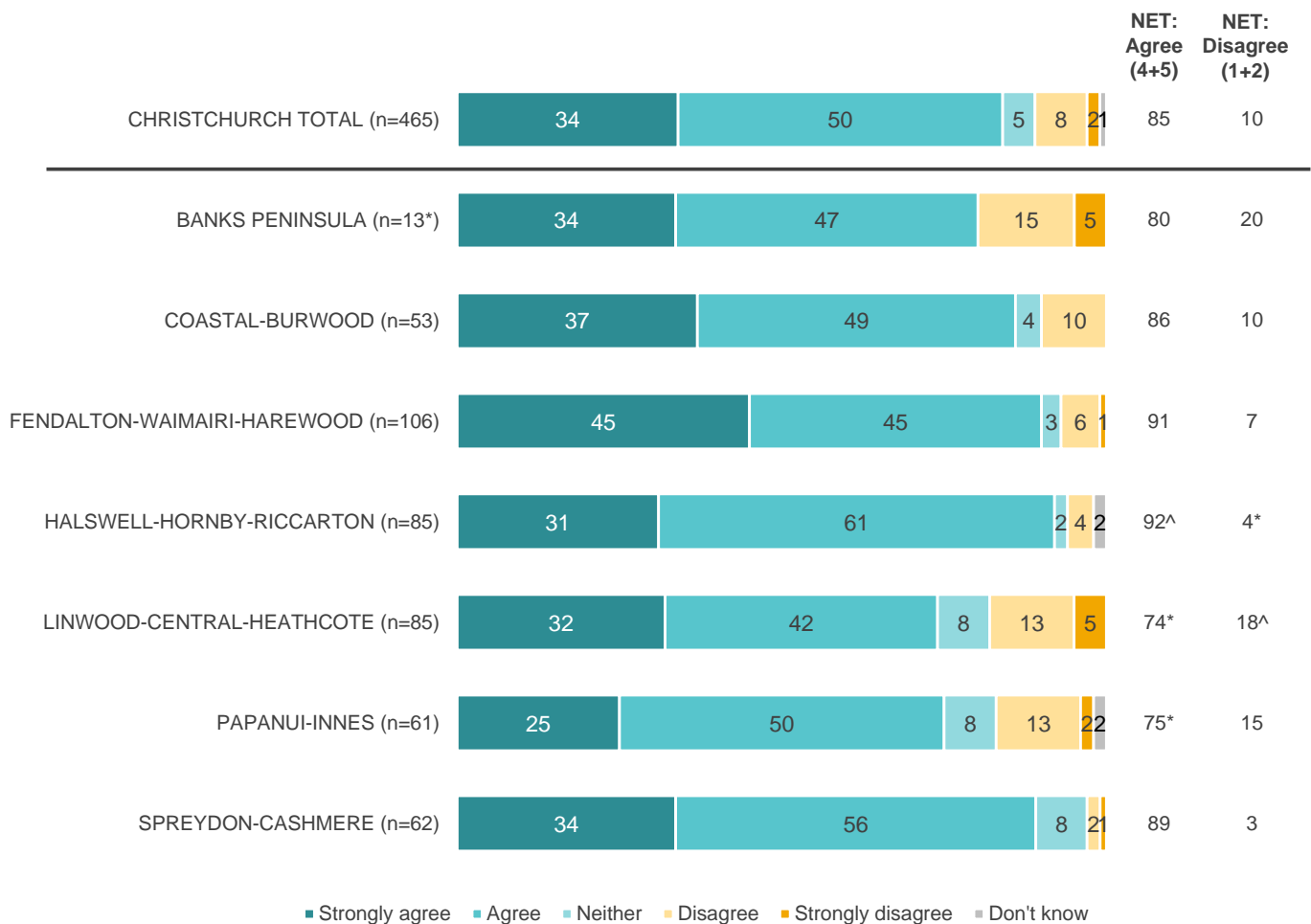
Source: Q8. This question is about the home you currently live in. How much do you agree or disagree that: Your housing costs are affordable (1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

## 5.2 Suitability of home type

A large proportion (85%) of respondents in Christchurch agree that the type of home they live in suits their needs and the needs of others in their household.

**Figure 5.5 Suitability of home type – by ward (%)**



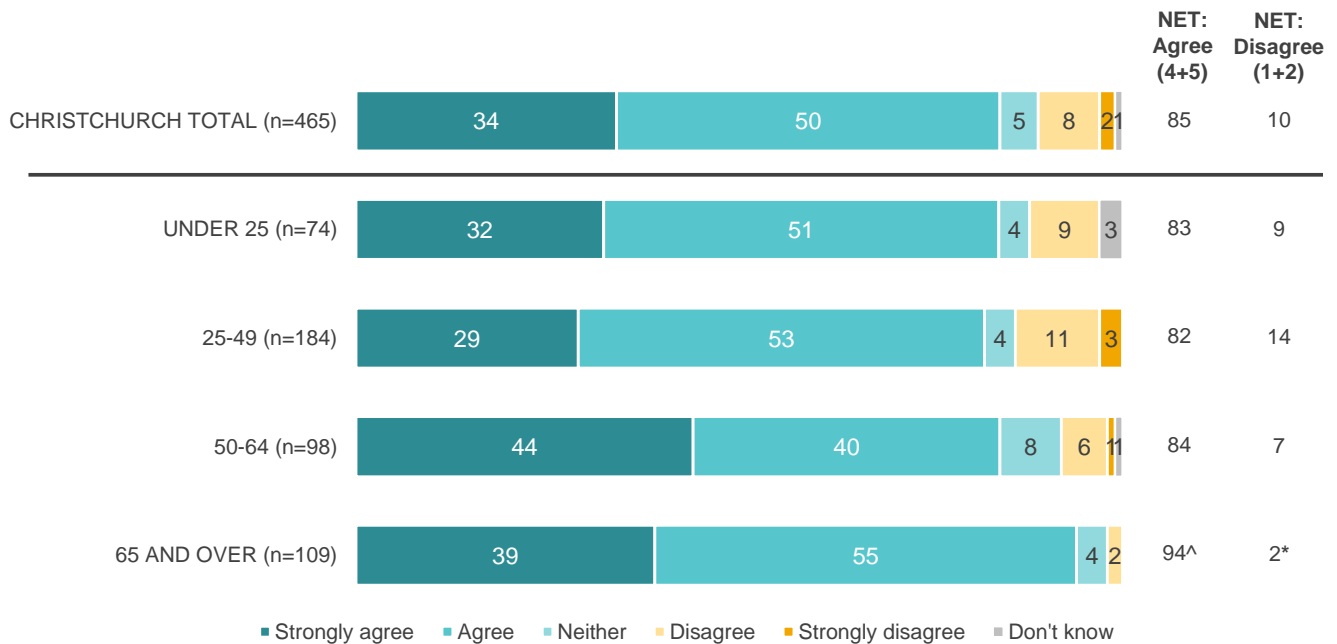
Base: All Respondents (excluding not answered)

Source: Q8. This question is about the home you currently live in. How much do you agree or disagree that: The type of home you live in suits your needs and the needs of others in your household

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

**Figure 5.6 Suitability of home type – by age (%)**

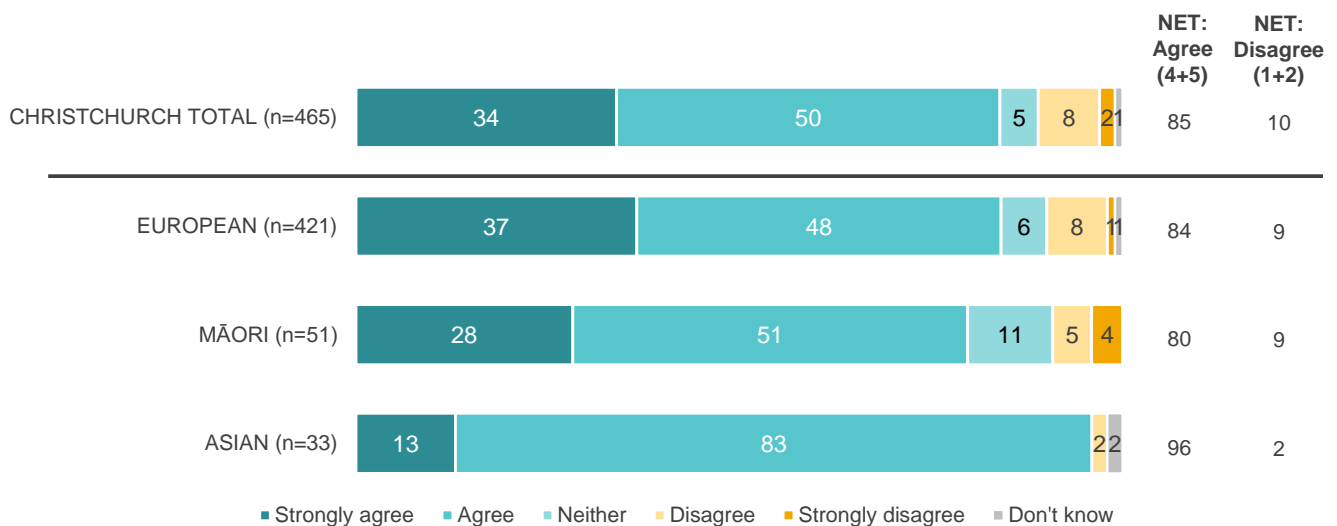


Base: All Respondents (excluding not answered)

Source: Q8. This question is about the home you currently live in. How much do you agree or disagree that: The type of home you live in suits your needs and the needs of others in your household

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

**Figure 5.7 Suitability of home type – by ethnicity (%)**

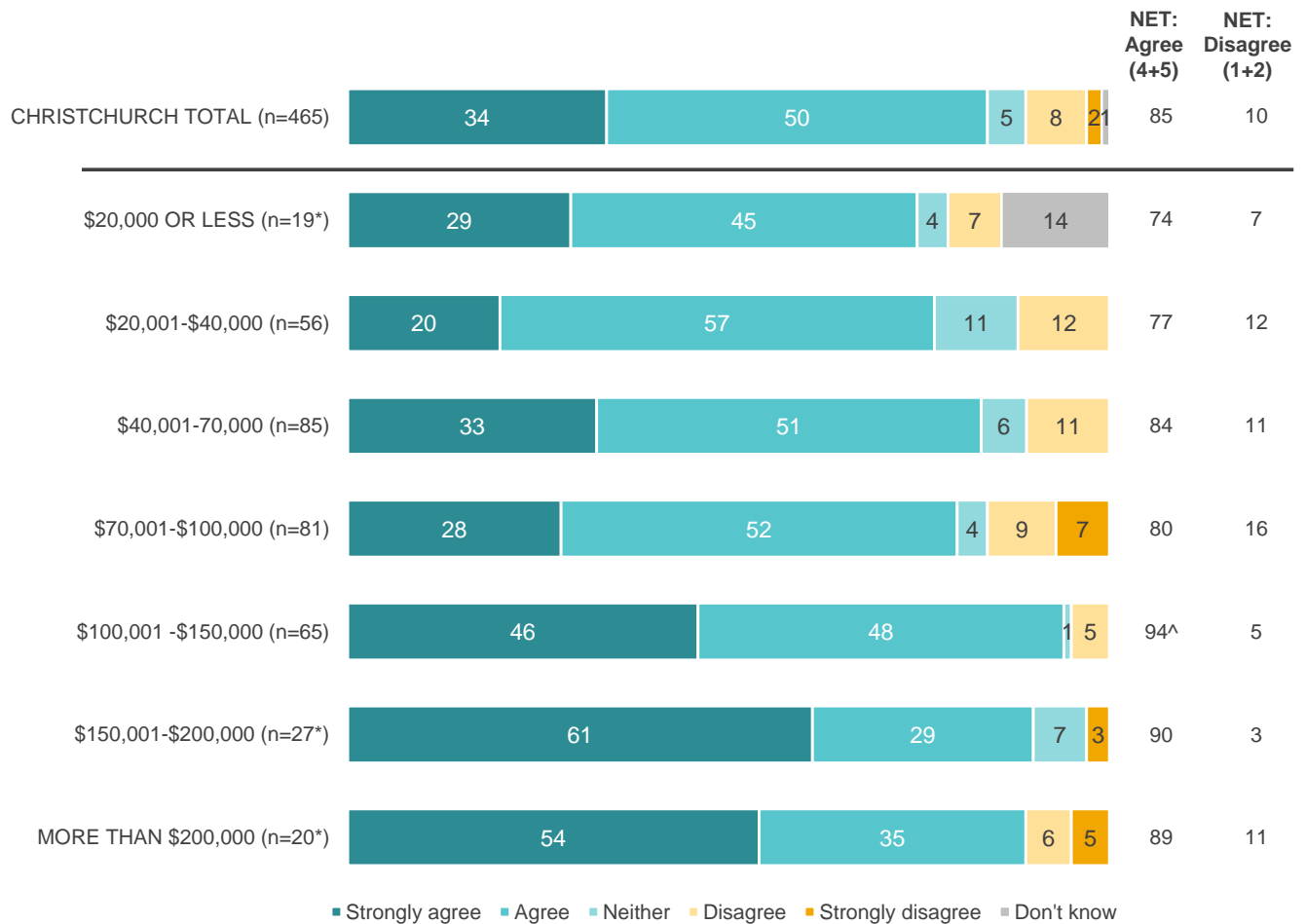


Base: All Respondents (excluding not answered)

Source: Q8. This question is about the home you currently live in. How much do you agree or disagree that: The type of home you live in suits your needs and the needs of others in your household

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

**Figure 5.8 Suitability of home type – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q8. This question is about the home you currently live in. How much do you agree or disagree that: The type of home you live in suits your needs and the needs of others in your household

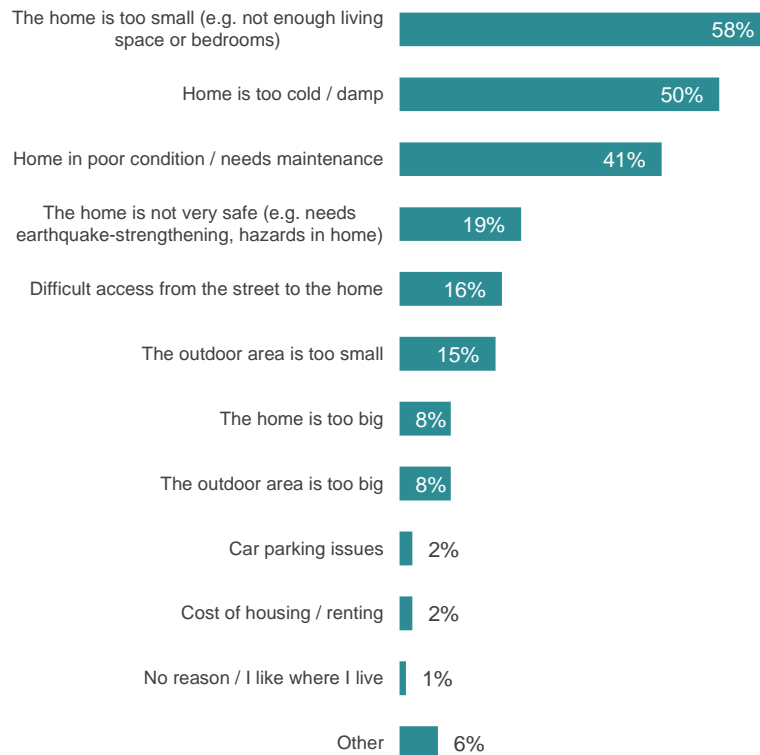
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

## Reason why home not suitable

The most commonly cited reasons for people in Christchurch saying their home is not suitable are that it is too small (58%), is too cold / damp (50%) and in poor condition / needs maintenance (41%).

**Figure 5.9 Why disagree or neutral regarding suitability of home – total level (%)**



*Base: Those who disagree that their home suits their needs (excluding not answered) (n=62)*

*Source: Q73. Why do you disagree (or neither agree nor disagree) that the type of home you live in suits your needs and the needs of others in your household?*

**Table 5.1 Why disagree or neutral regarding suitability of home – by ward (%)**

	CHRISTCHURCH TOTAL (n=62) %	BANKS PENINSULA (n=3*) %	COASTAL- BURWOOD (n=7*) %	FENDALTON- WAIMAIRI- HAREWOOD (n=9*) %	HALSWELL- HORNBY- RICCARTON (n=5*) %	LINWOOD- CENTRAL- HEATHCOTE (n=17*) %	PAPANUI- INNES (n=14*) %	SPREYDON- CASHMERE (n=7*) %
The home is too small (e.g. not enough living space or bedrooms)	58	50	90	45	14	74	39	55
Home is too cold / damp	50	77	58	13	27	65	42	53
Home in poor condition / needs maintenance	41	73	38	21	74	43	49	13
The home is not very safe (e.g. needs earthquake-strengthening, hazards in home)	19	0	0	15	0	35	27	0
Difficult access from the street to the home	16	27	0	0	12	30	12	11
The outdoor area is too small	15	0	0	13	0	28	16	0
The home is too big	8	0	0	8	16	5	11	24
The outdoor area is too big	8	50	0	0	0	5	12	24
Car parking issues	2	0	0	0	0	5	0	0
Cost of housing / renting	2	0	0	8	0	0	8	0
No reason / I like where I live	1	0	0	12	0	0	0	0
Other	6	0	0	0	16	9	8	0

Base: Those who disagree that their home suits their needs (excluding not answered)

Source: Q73. Why do you disagree (or neither agree nor disagree) that the type of home you live in suits your needs and the needs of others in your household?

\*Caution, small sample size – results are indicative only

**Table 5.2 Why disagree or neutral regarding suitability of home – by age (%)**

	CHRISTCHURCH TOTAL (n=62) %	UNDER 25 (n=11*) %	25-49 (n=31) %	50-64 (n=14*) %	65 AND OVER (n=6*) %
The home is too small (e.g. not enough living space or bedrooms)	58	55	71	30	50
Home is too cold / damp	50	55	58	37	16
Home in poor condition / needs maintenance	41	40	42	38	48
The home is not very safe (e.g. needs earthquake-strengthening, hazards in home)	19	14	21	26	0
Difficult access from the street to the home	16	0	20	19	0
The outdoor area is too small	15	34	14	9	0
The home is too big	8	0	1	19	50
The outdoor area is too big	8	12	1	15	31
Car parking issues	2	0	3	0	0
Cost of housing / renting	2	0	0	11	0
No reason / I like where I live	1	0	0	7	0
Other	6	0	3	14	19

*Base: Those who disagree that their home suits their needs (excluding not answered)*

*Source: Q73. Why do you disagree (or neither agree nor disagree) that the type of home you live in suits your needs and the needs of others in your household?*

*\*Caution, small sample size – results are indicative only*



**Table 5.3 Why disagree or neutral regarding suitability of home – by ethnicity (%)**

	CHRISTCHURCH TOTAL (n=62) %	EUROPEAN (n=59) %	MĀORI (n=11*) %	ASIAN (n=1*) %
The home is too small (e.g. not enough living space or bedrooms)	58	53	81	100
Home is too cold / damp	50	44	23	0
Home in poor condition / needs maintenance	41	41	30	0
The home is not very safe (e.g. needs earthquake-strengthening, hazards in home)	19	16	0	0
Difficult access from the street to the home	16	11	41	0
The outdoor area is too small	15	11	0	0
The home is too big	8	9	8	0
The outdoor area is too big	8	9	8	0
Car parking issues	2	2	0	0
Cost of housing / renting	2	3	0	0
No reason / I like where I live	1	2	0	0
Other	6	7	0	0

Base: Those who disagree that their home suits their needs (excluding not answered)

Source: Q73. Why do you disagree (or neither agree nor disagree) that the type of home you live in suits your needs and the needs of others in your household?

\*Caution, small sample size – results are indicative only

**Table 5.4 Why disagree or neutral regarding suitability of home – by household income (%)**

	CHRISTCHURCH TOTAL (n=62) %	\$20,000 OR LESS (n=2*) %	\$20,001- \$40,000 (n=11*) %	\$40,001- 70,000 (n=13*) %	\$70,001- \$100,000 (n=12*) %	\$100,001- \$150,000 (n=4*) %	\$150,001- \$200,000 (n=3*) %	MORE THAN \$200,000 (n=2*) %
The home is too small (e.g. not enough living space or bedrooms)	58	63	66	43	72	67	71	57
Home is too cold / damp	50	100	71	35	66	33	0	0
Home in poor condition / needs maintenance	41	100	53	41	28	33	0	0
The home is not very safe (e.g. needs earthquake-strengthening, hazards in home)	19	63	10	9	34	33	0	0
Difficult access from the street to the home	16	63	0	23	29	0	26	0
The outdoor area is too small	15	63	8	24	19	0	0	0
The home is too big	8	37	7	0	6	0	29	0
The outdoor area is too big	8	37	9	8	6	0	29	0
Car parking issues	2	0	9	0	0	0	0	0
Cost of housing / renting	2	0	0	0	0	0	0	0
No reason / I like where I live	1	0	0	0	0	0	0	43
Other	6	0	17	15	0	0	0	0

Base: Those who disagree that their home suits their needs (excluding not answered)

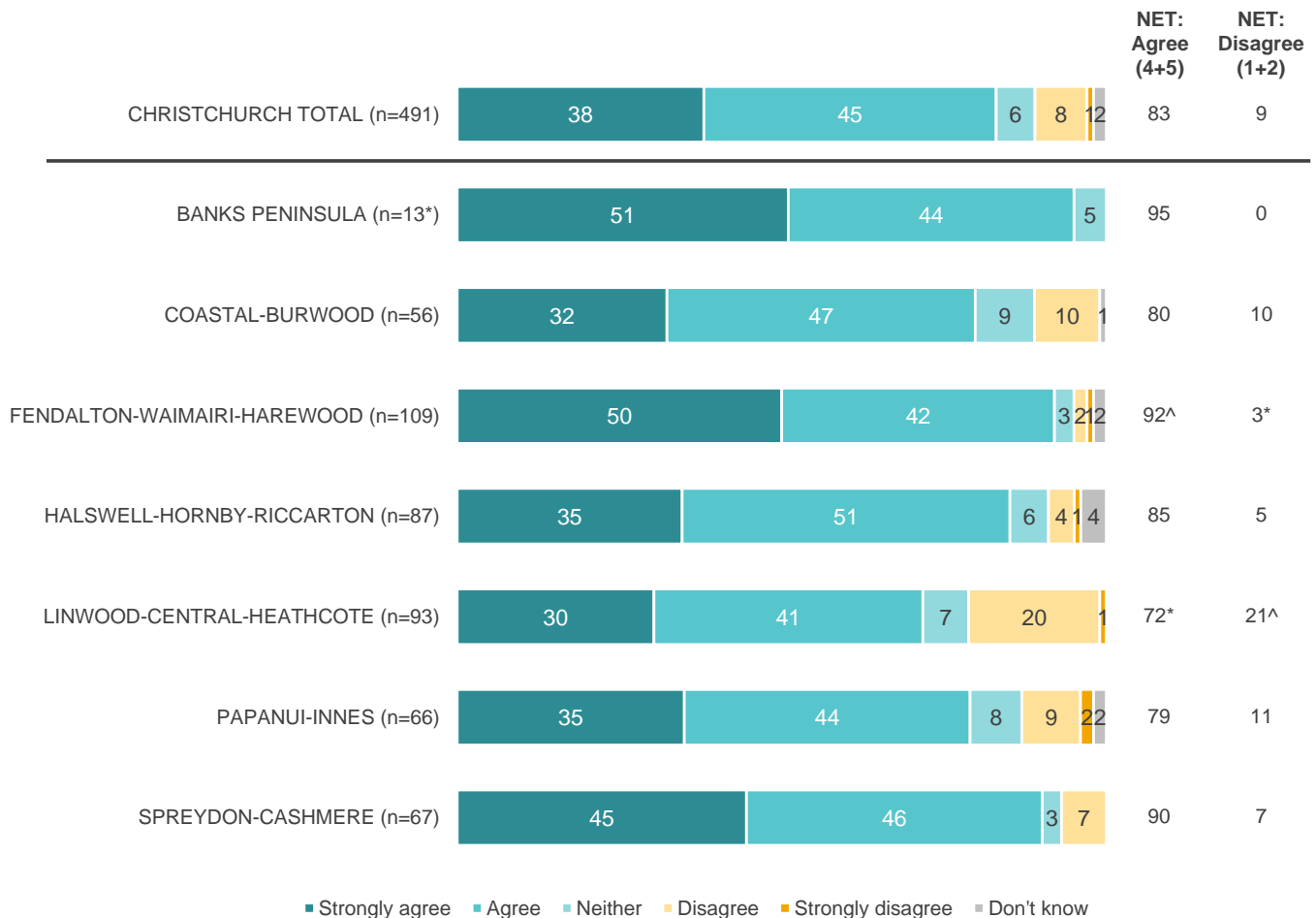
Source: Q73. Why do you disagree (or neither agree nor disagree) that the type of home you live in suits your needs and the needs of others in your household?

\*Caution, small sample size – results are indicative only

## 5.3 Suitability of location of home

A large proportion (83%) of Christchurch respondents agree that the general area, or neighbourhood, they live in suits their needs and the needs of others in their household.

**Figure 5.10 Suitability of location of home – by ward (%)**



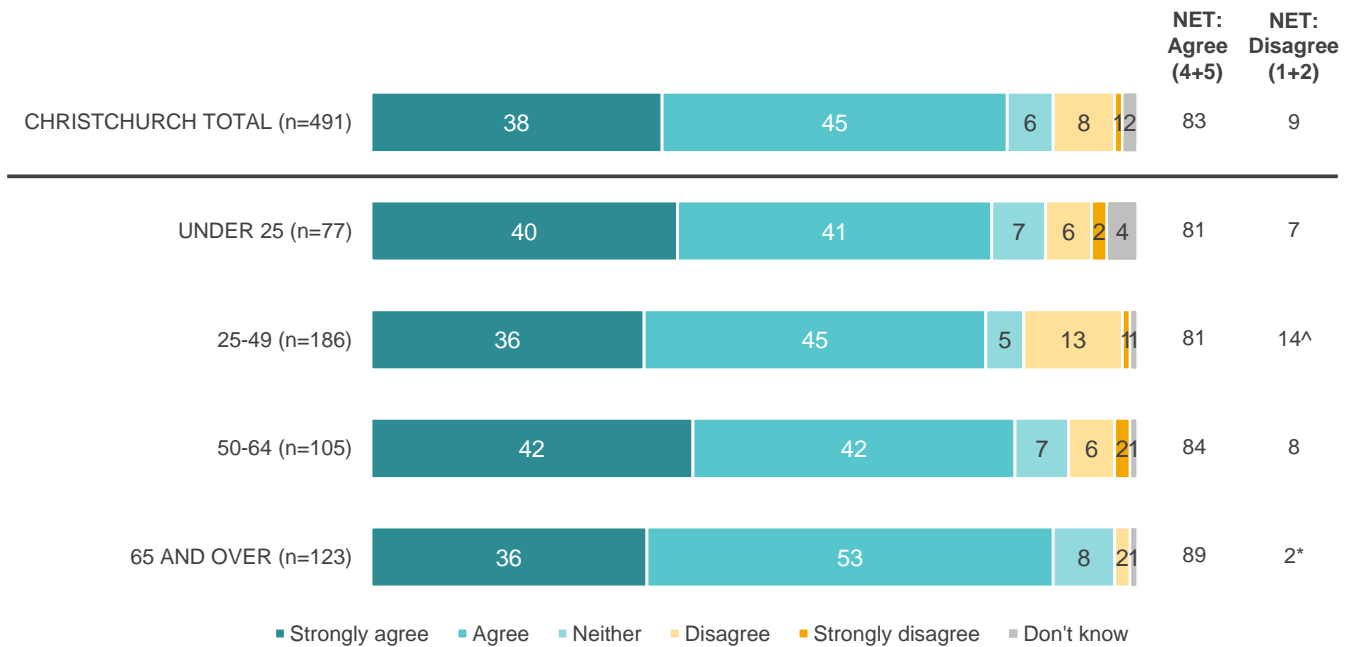
Base: All Respondents (excluding not answered)

Source: Q8. This question is about the home you currently live in. How much do you agree or disagree that: The general area or neighbourhood your home is in suits your needs and the needs of others in your household

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

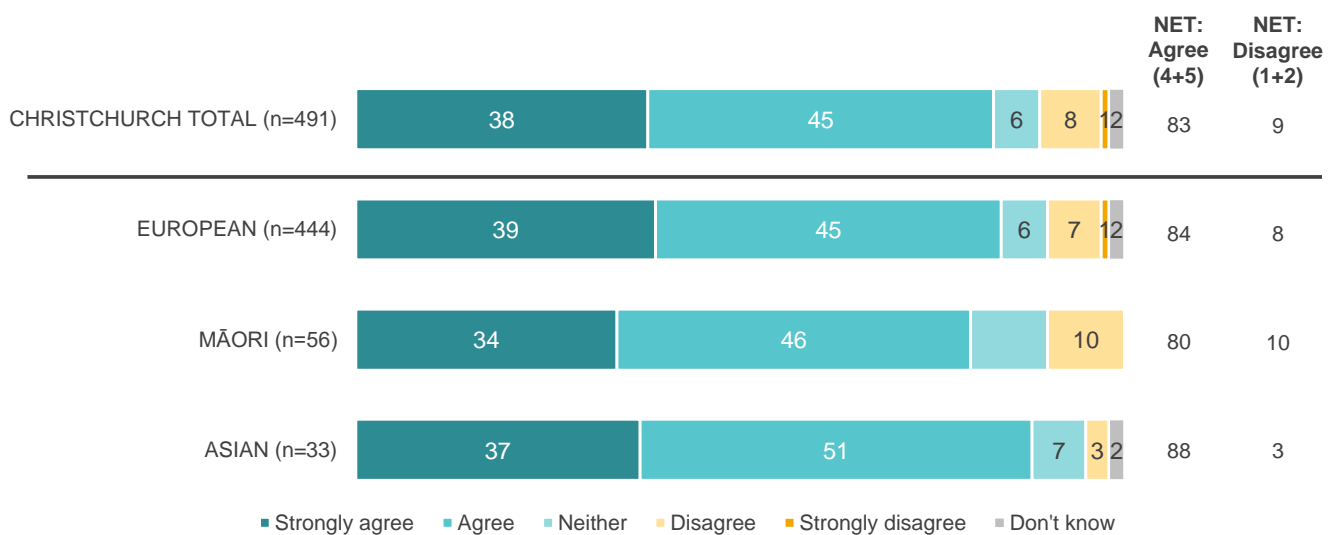
**Figure 5.11 Suitability of location of home – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q8. This question is about the home you currently live in. How much do you agree or disagree that: The general area or neighbourhood your home is in suits your needs and the needs of others in your household  
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

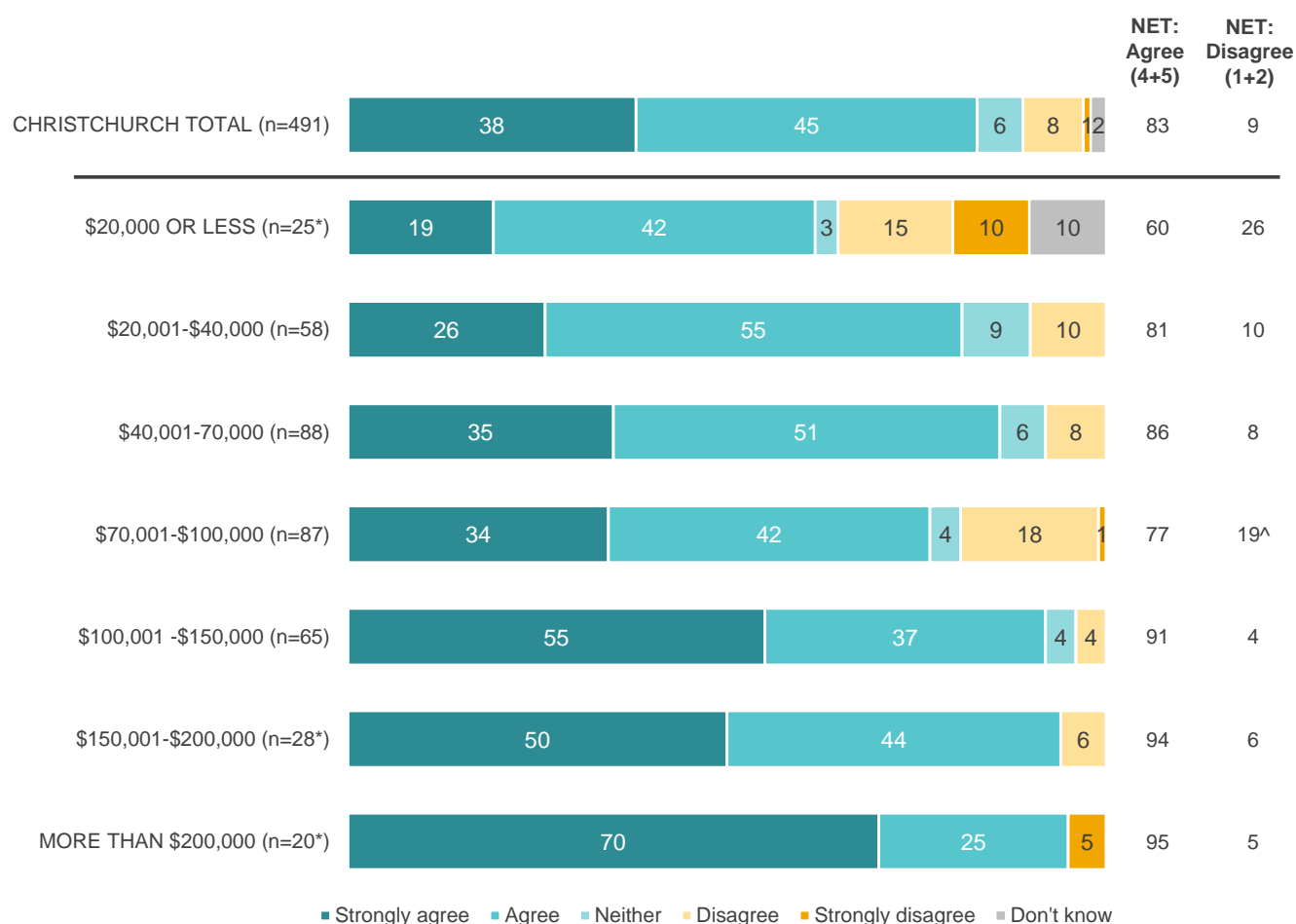
**Figure 5.12 Suitability of location of home – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q8. This question is about the home you currently live in. How much do you agree or disagree that: The general area or neighbourhood your home is in suits your needs and the needs of others in your household  
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

**Figure 5.13 Suitability of location of home – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q8. This question is about the home you currently live in. How much do you agree or disagree that: The general area or neighbourhood your home is in suits your needs and the needs of others in your household

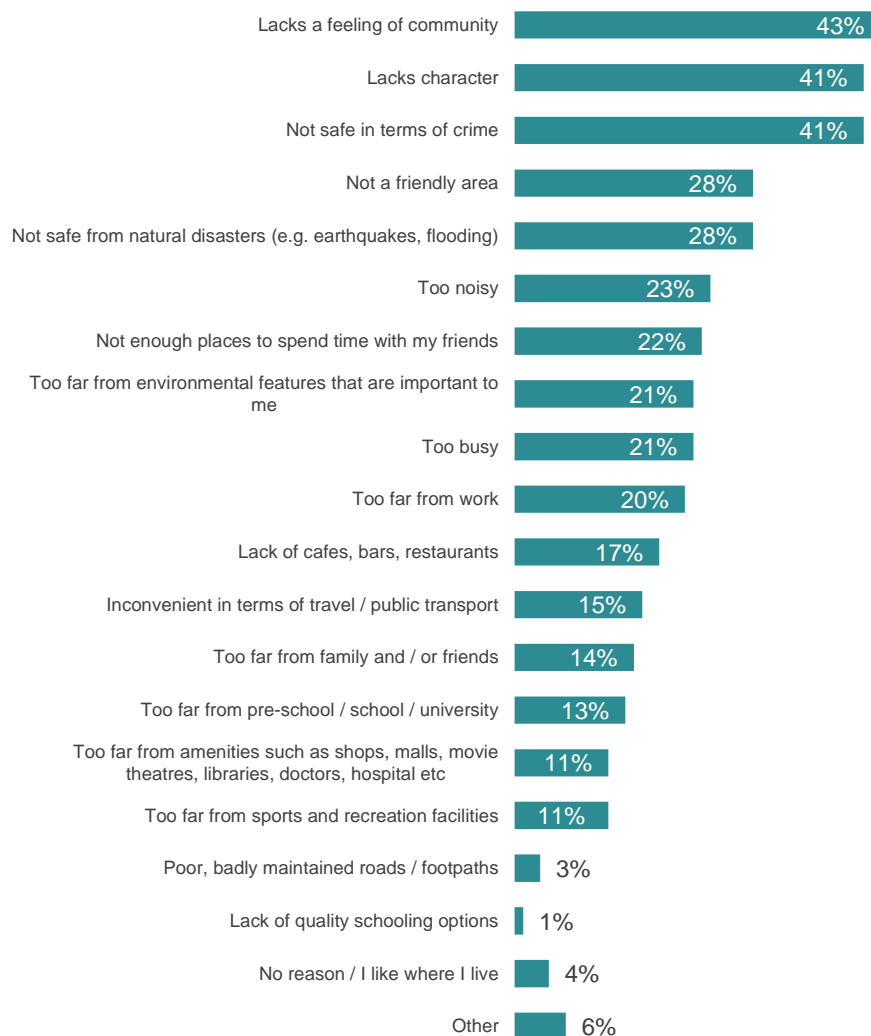
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

## Reason why area / neighbourhood not suitable

The most commonly cited reasons for people saying their area / neighbourhood is not suitable are that it lacks a feeling of community (43%), lacks character (41%) and is not safe (41%).

**Figure 5.14 Why disagree or neutral regarding suitability of area/neighbourhood – total level (%)**



*Base: Those who disagree or are neutral that their area/neighbourhood suits needs (excluding not answered) (n=67)*

*Source: Q74. Why do you disagree (or neither agree nor disagree) that the area or neighbourhood you live in suits your needs and the needs of others in your household?*

**Table 5.5 Why disagree or neutral regarding suitability of area/neighbourhood – by ward (%)**

	CHRISTCHURCH TOTAL (n=67) %	BANKS PENINSULA (n=1*) %	COASTAL- BURWOOD (n=9*) %	FENDALTON- WAIMAIRI- HAREWOOD (n=5*) %	HALSWELL- HORNBY- RICCARTON (n=10*) %	LINWOOD- CENTRAL- HEATHCOTE (n=22*) %	PAPANUI- INNES (n=13*) %	SPREYDON- CASHMERE (n=7*) %
Lacks a feeling of community	43	0	9	50	44	51	29	100
Lacks character	41	0	21	50	45	44	45	51
Not safe in terms of crime	41	0	80	15	0	45	38	42
Not a friendly area	28	0	32	35	0	34	41	6
Not safe from natural disasters (e.g. earthquakes, flooding)	28	0	44	15	0	42	7	27
Too noisy	23	0	9	35	45	17	21	43
Not enough places to spend time with my friends	22	0	23	65	20	29	0	0
Too far from environmental features that are important to me	21	0	0	35	34	31	0	23
Too busy	21	0	0	0	39	29	10	37
Too far from work	20	0	9	35	0	32	18	11
Lack of cafes, bars, restaurants	17	0	15	15	38	13	8	17
Inconvenient in terms of travel / public transport	15	100	0	0	28	14	21	15
Too far from family and / or friends	14	0	0	0	9	26	4	27
Too far from pre-school / school / university	13	0	14	15	11	16	7	11
Too far from amenities such as shops, malls, movie theatres, libraries, doctors, hospital etc	11	100	9	0	17	15	0	11
Too far from sports and recreation facilities	11	100	0	15	0	25	0	0
Poor, badly maintained roads/footpaths	3	0	14	0	0	3	0	0
Lack of quality schooling options	1	0	6	0	0	0	0	0
No reason/I like where I live	4	0	0	21	0	2	10	0
Other	6	0	8	0	0	8	9	0

Base: Those who disagree or are neutral that their area/neighbourhood suits needs (excluding not answered)

Source: Q74. Why do you disagree (or neither agree nor disagree) that the area or neighbourhood you live in suits your needs and the needs of others in your household?

\*Caution, small sample size – results are indicative only

**Table 5.6 Why disagree or neutral regarding suitability of area/neighbourhood – by age (%)**

	CHRISTCHURCH TOTAL (n=67) %	UNDER 25 (n=12*) %	25-49 (n=29*) %	50-64 (n=14*) %	65 AND OVER (n=12*) %
Lacks a feeling of community	43	63	38	49	29
Lacks character	41	24	49	40	29
Not safe in terms of crime	41	22	42	62	19
Not a friendly area	28	4	34	41	4
Not safe from natural disasters (e.g. earthquakes, flooding)	28	31	30	20	27
Too noisy	23	9	20	31	39
Not enough places to spend time with my friends	22	19	28	14	10
Too far from environmental features that are important to me	21	22	19	24	21
Too busy	21	9	19	32	26
Too far from work	20	9	27	19	0
Lack of cafes, bars, restaurants	17	17	19	8	21
Inconvenient in terms of travel / public transport	15	13	20	0	18
Too far from family and / or friends	14	9	17	11	10
Too far from pre-school / school / university	13	27	18	0	0
Too far from amenities such as shops, malls, movie theatres, libraries, doctors, hospital etc	11	0	14	7	18
Too far from sports and recreation facilities	11	7	17	6	0
Poor, badly maintained roads/footpaths	3	0	4	0	8
Lack of quality schooling options	1	0	2	0	0
No reason/I like where I live	4	0	4	6	0
Other	6	0	3	19	0

*Base: Those who disagree or are neutral that their area/neighbourhood suits needs (excluding not answered)*

*Source: Q74. Why do you disagree (or neither agree nor disagree) that the area or neighbourhood you live in suits your needs and the needs of others in your household?*

*\*Caution, small sample size – results are indicative only*



**Table 5.7 Why disagree or neutral regarding suitability of area/neighbourhood – by ethnicity (%)**

	CHRISTCHURCH TOTAL (n=67) %	EUROPEAN (n=59) %	MĀORI (n=11*) %	ASIAN (n=4*) %
Lacks a feeling of community	43	38*	45	91
Lacks character	41	36*	42	100
Not safe in terms of crime	41	47^	31	0
Not a friendly area	28	26	12	40
Not safe from natural disasters (e.g. earthquakes, flooding)	28	26	25	0
Too noisy	23	24	5	74
Not enough places to spend time with my friends	22	15*	15	58
Too far from environmental features that are important to me	21	17	5	40
Too busy	21	16*	29	0
Too far from work	20	13*	25	40
Lack of cafes, bars, restaurants	17	14	42	51
Inconvenient in terms of travel / public transport	15	18	16	0
Too far from family and / or friends	14	10	18	0
Too far from pre-school / school / university	13	8*	10	17
Too far from amenities such as shops, malls, movie theatres, libraries, doctors, hospital etc	11	6*	35	0
Too far from sports and recreation facilities	11	7	10	17
Poor, badly maintained roads/footpaths	3	4	0	0
Lack of quality schooling options	1	1	12	0
No reason/I like where I live	4	4	9	0
Other	6	7	0	0

Base: Those who disagree or are neutral that their area/neighbourhood suits needs (excluding not answered)

Source: Q74. Why do you disagree (or neither agree nor disagree) that the area or neighbourhood you live in suits your needs and the needs of others in your household?

\*Caution, small sample size – results are indicative only

**Table 5.8 Why disagree or neutral regarding suitability of area/neighbourhood – by household income (%)**

	CHRISTCHURCH TOTAL (n=67) %	\$20,000 OR LESS (n=7*) %	\$20,001- \$40,000 (n=9*) %	\$40,001- 70,000 (n=12*) %	\$70,001- \$100,000 (n=16*) %	\$100,001- \$150,000 (n=5*) %	\$150,001- \$200,000 (n=2*) %	MORE THAN \$200,000 (n=1*) %
Lacks a feeling of community	43	50	11	65	39	50	37	0
Lacks character	41	30	20	78	34	50	100	0
Not safe in terms of crime	41	72	45	19	48	51	37	0
Not a friendly area	28	44	18	27	32	28	0	0
Not safe from natural disasters (e.g. earthquakes, flooding)	28	47	18	23	29	29	37	0
Too noisy	23	19	17	38	10	28	0	0
Not enough places to spend time with my friends	22	50	17	23	25	0	0	0
Too far from environmental features that are important to me	21	36	19	29	15	6	63	0
Too busy	21	52	9	30	25	22	0	0
Too far from work	20	14	0	0	32	0	100	0
Lack of cafes, bars, restaurants	17	19	7	30	10	6	100	0
Inconvenient in terms of travel / public transport	15	6	12	0	17	44	63	0
Too far from family and / or friends	14	19	0	11	26	0	100	0
Too far from pre-school / school / university	13	17	17	6	15	0	100	0
Too far from amenities such as shops, malls, movie theatres, libraries, doctors, hospital etc	11	0	8	8	18	0	37	0
Too far from sports and recreation facilities	11	0	0	14	30	0	0	0
Poor, badly maintained roads/footpaths	3	0	8	14	0	0	0	0
Lack of quality schooling options	1	0	7	0	0	0	0	0
No reason/I like where I live	4	0	0	14	0	0	0	100
Other	6	14	0	8	6	0	0	0

Base: Those who disagree or are neutral that their area/neighbourhood suits needs (excluding not answered)

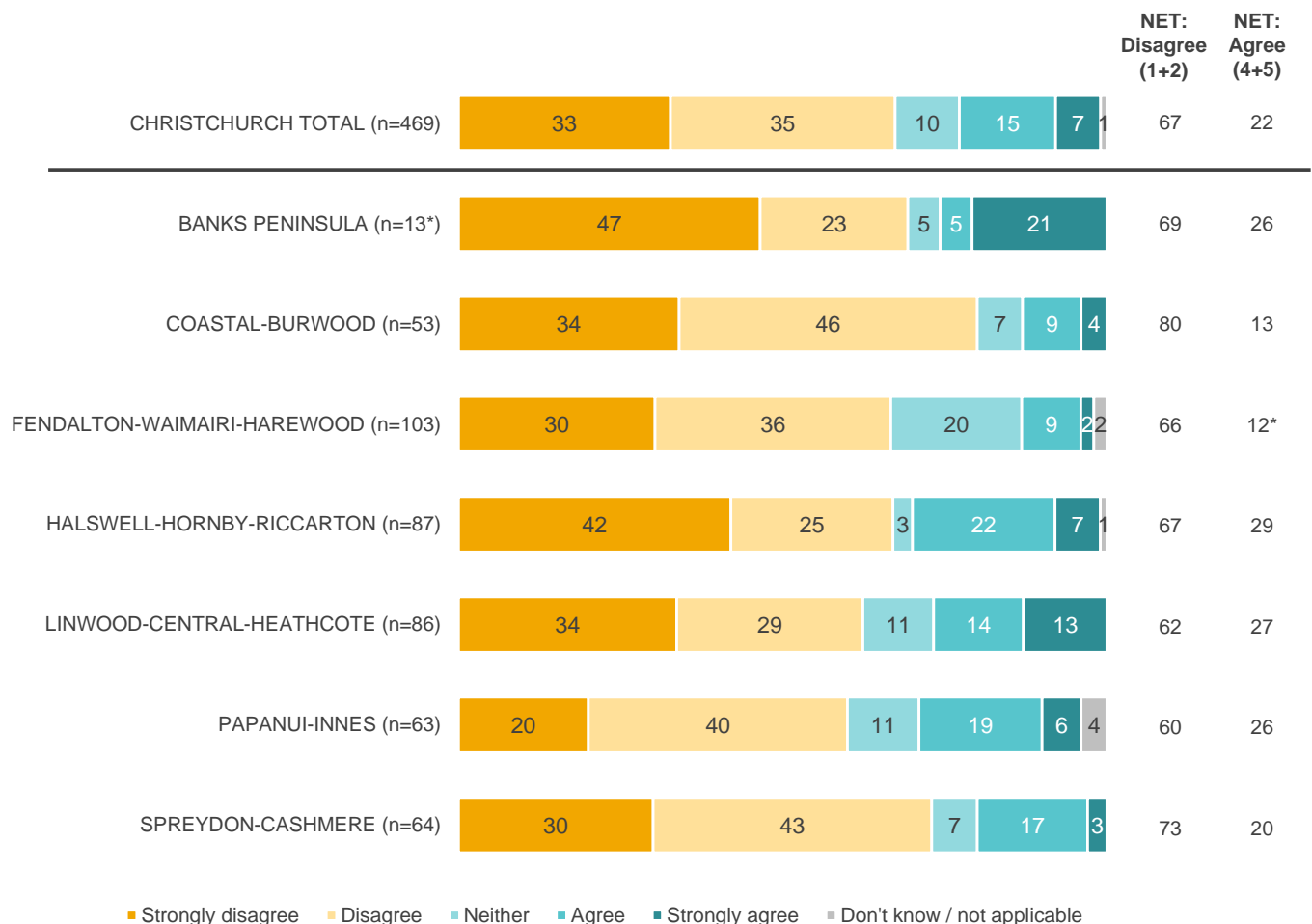
Source: Q74. Why do you disagree (or neither agree nor disagree) that the area or neighbourhood you live in suits your needs and the needs of others in your household?

\*Caution, small sample size – results are indicative only

## 5.4 Home has a problem with damp or mould

Just over two in ten (22%) respondents in Christchurch agree that they had experienced problems with damp or mould in their home during winter.

**Figure 5.15 Home has a problem with damp or mould – by ward (%)**



Base: All Respondents (excluding not answered)

Source: Q63. The following question asks about heating your home during the winter months.

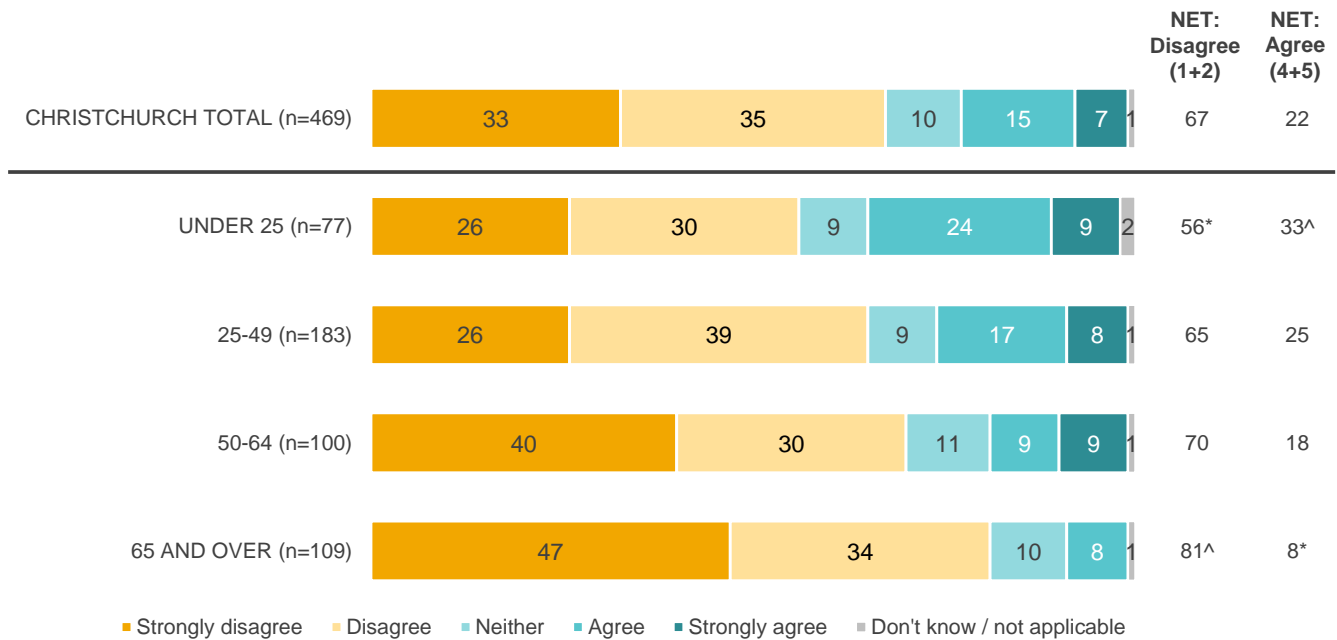
How much do you agree or disagree that :My home has a problem with damp or mould

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

Please note the question wording has changed slightly from the 2016 Quality of Life survey, see the Quality of Life Survey 2018 Technical Report for further details

**Figure 5.16 Home has a problem with damp or mould – by age (%)**

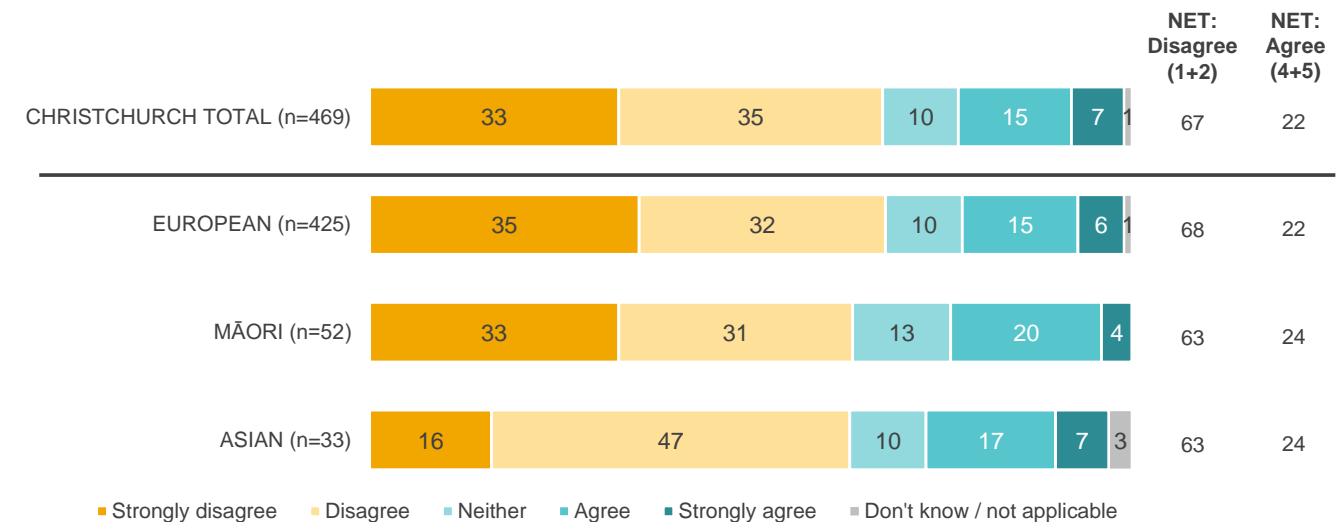


Base: All Respondents (excluding not answered)

Source: Q63. The following question asks about heating your home during the winter months.

How much do you agree or disagree that: My home has a problem with damp or mould  
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

**Figure 5.17 Home has a problem with damp or mould – by ethnicity (%)**

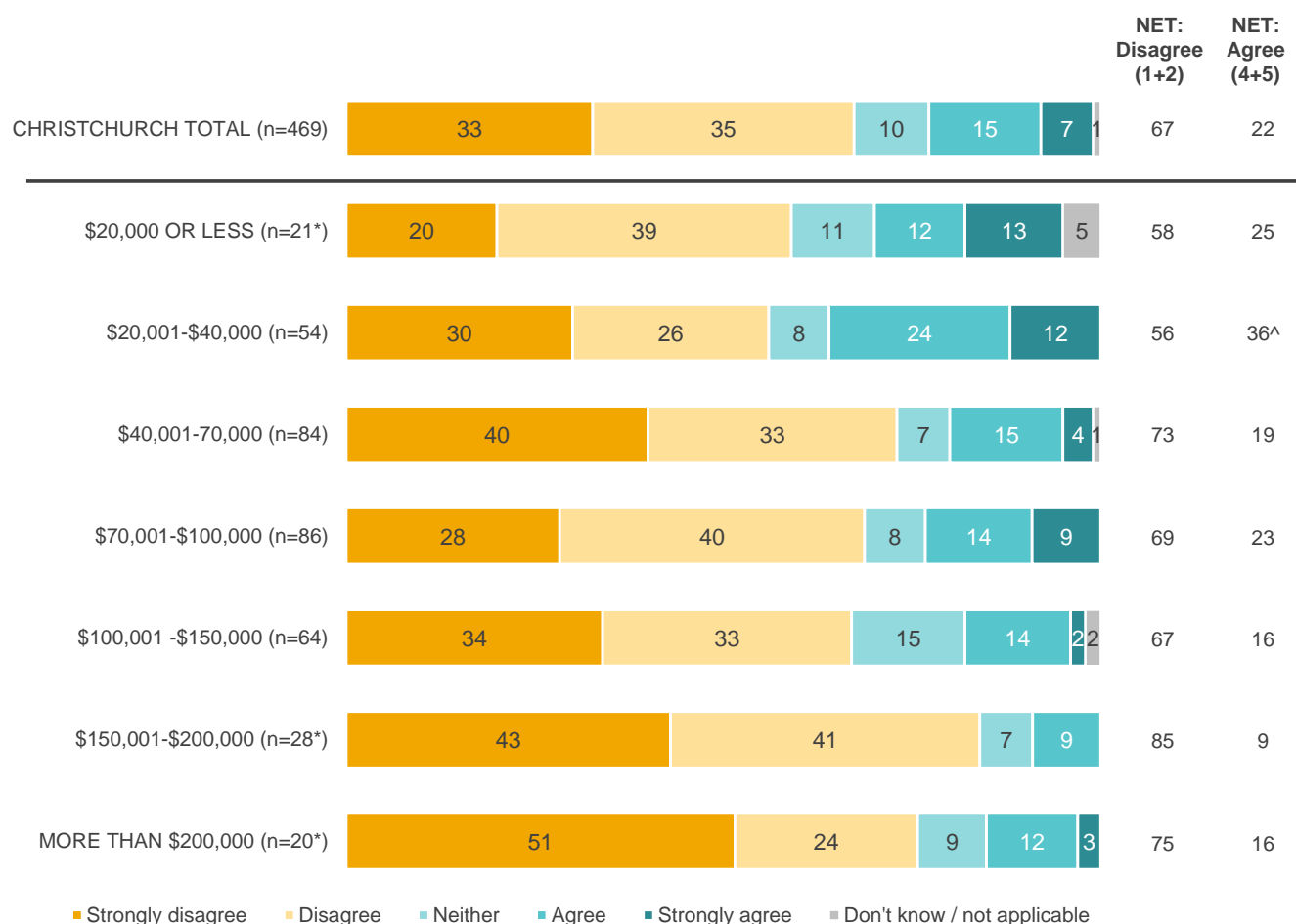


Base: All Respondents (excluding not answered)

Source: Q63. The following question asks about heating your home during the winter months.

How much do you agree or disagree that: My home has a problem with damp or mould  
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

**Figure 5.18 Home has a problem with damp or mould – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q63. The following question asks about heating your home during the winter months.

How much do you agree or disagree that: My home has a problem with damp or mould

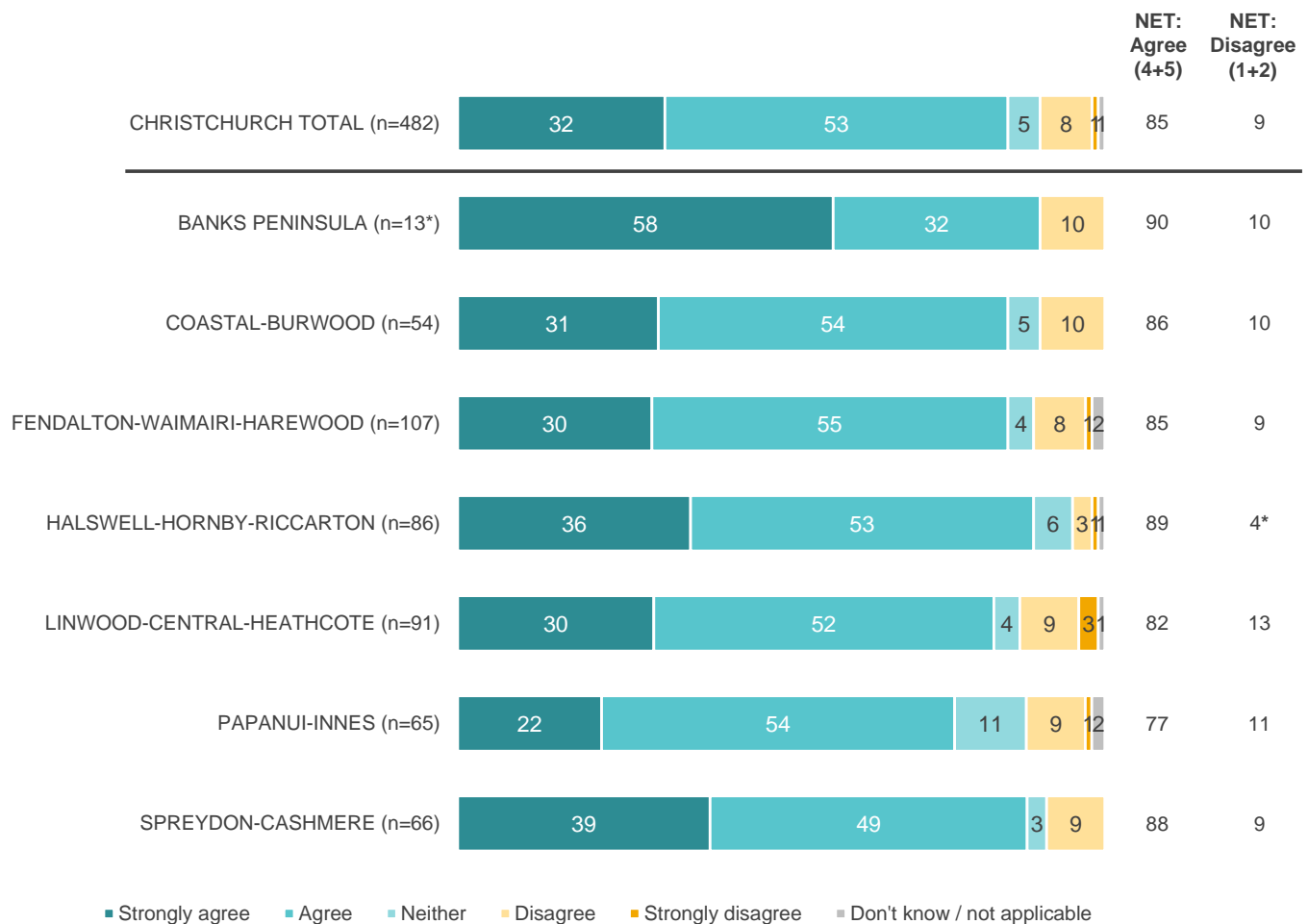
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

## 5.5 Heating system keeps home warm when used

The majority (85%) of respondents agree that their heating system keeps their home warm when it is in use during winter.

**Figure 5.19 Heating system keeps home warm when used – by ward (%)**



Base: All Respondents (excluding not answered)

Source: Q63. The following question asks about heating your home during the winter months.

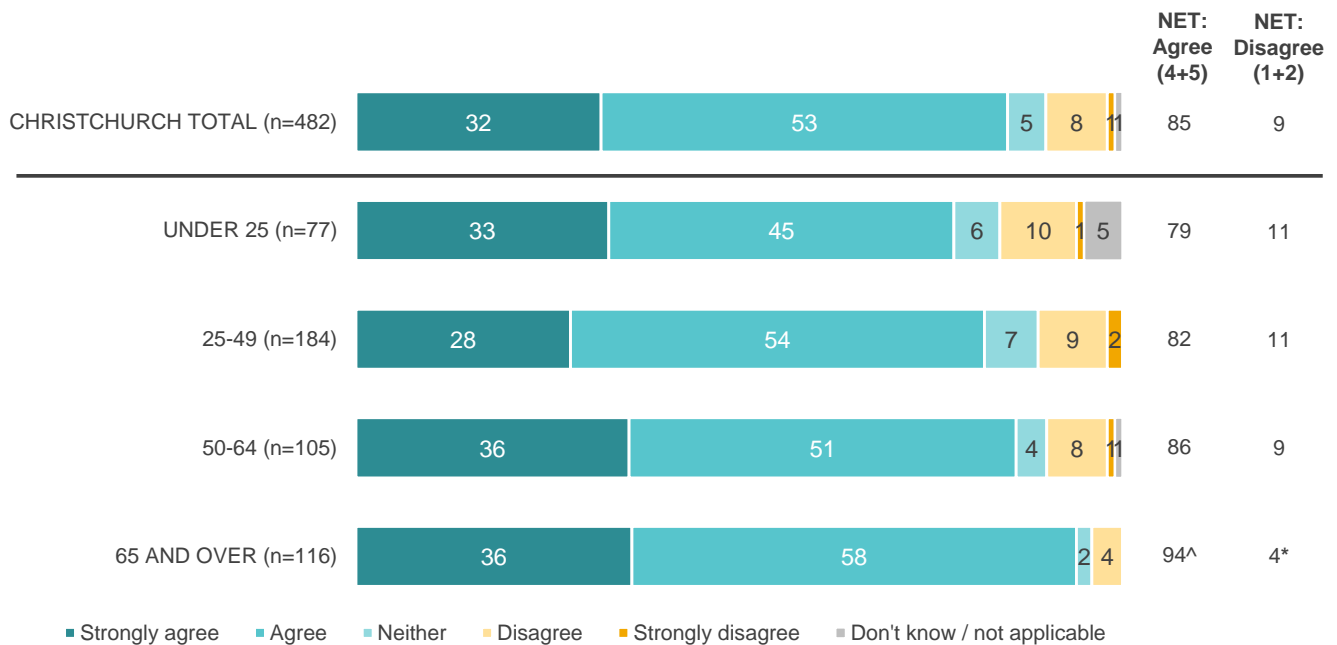
How much do you agree or disagree that: The heating system keeps my home warm when it is in use

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

Please note the question wording has changed slightly from the 2016 Quality of Life survey, see the Quality of Life Survey 2018 Technical Report for further details

**Figure 5.20 Heating system keeps home warm when used – by age (%)**

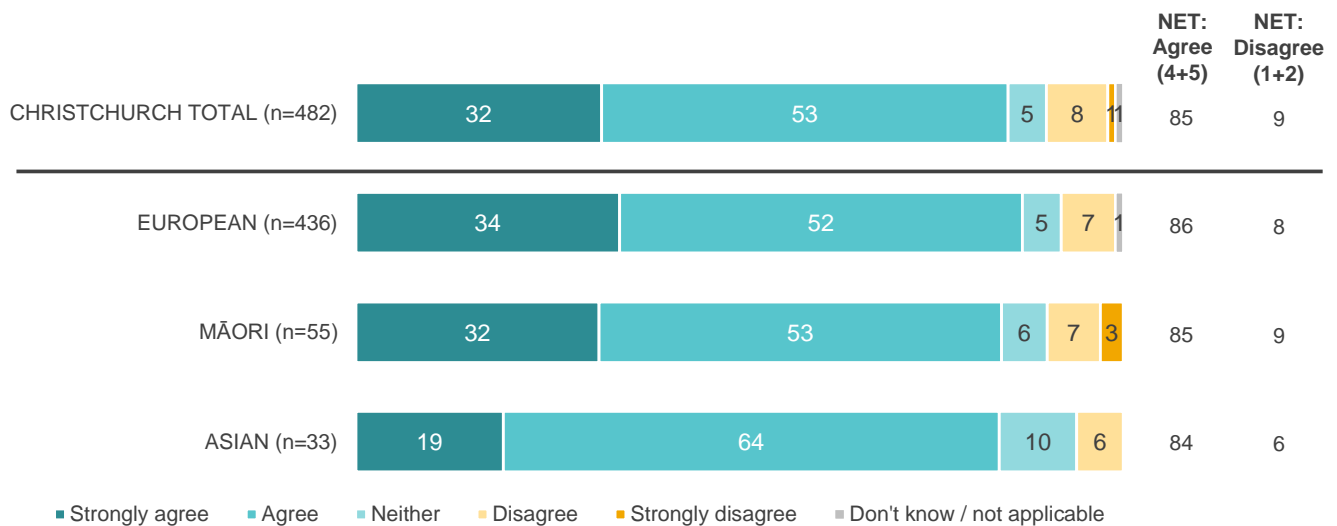


Base: All Respondents (excluding not answered)

Source: Q63. The following question asks about heating your home during the winter months.

How much do you agree or disagree that: The heating system keeps my home warm when it is in use  
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

**Figure 5.21 Heating system keeps home warm when used – by ethnicity (%)**

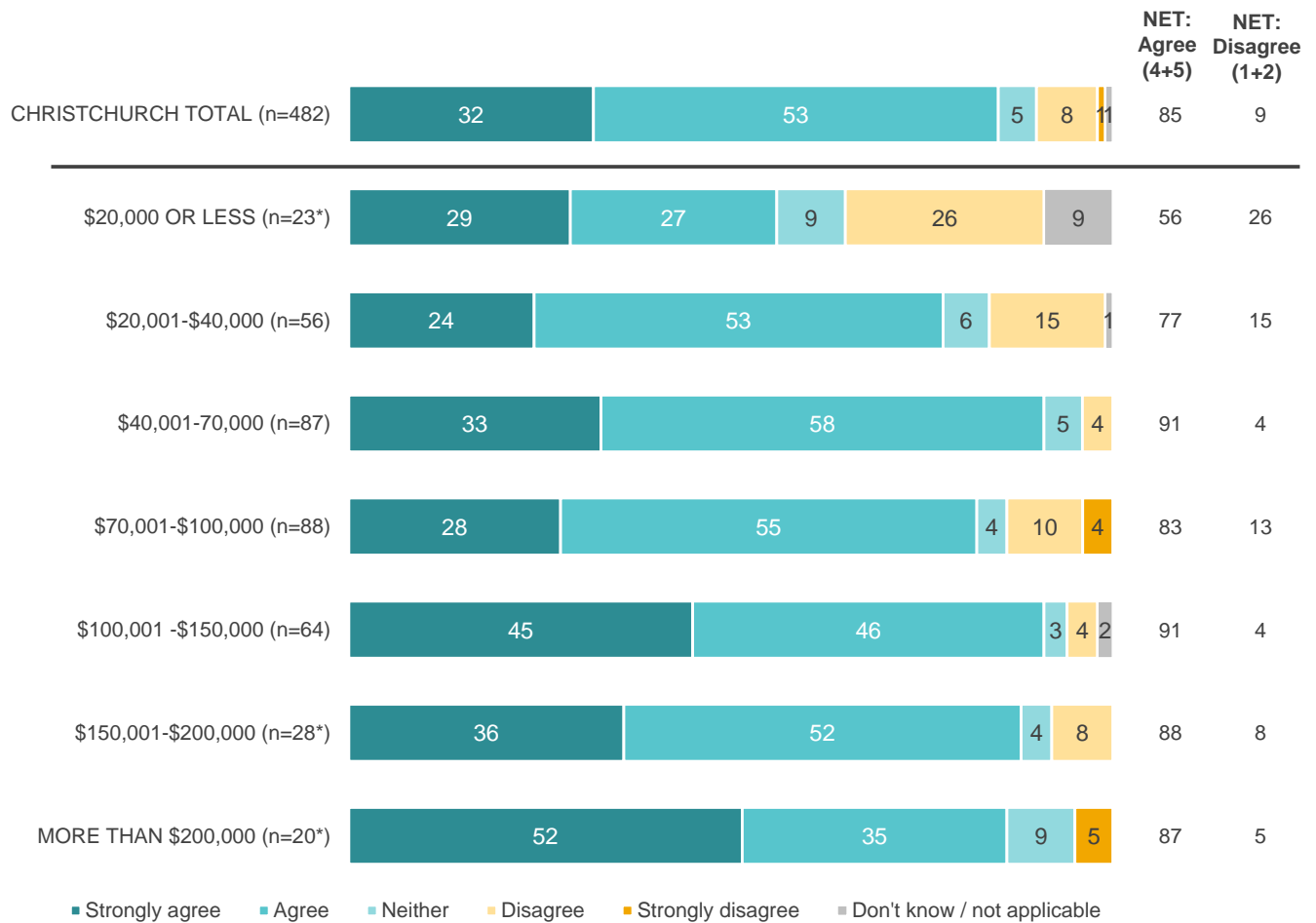


Base: All Respondents (excluding not answered)

Source: Q63. The following question asks about heating your home during the winter months.

How much do you agree or disagree that: The heating system keeps my home warm when it is in use  
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

**Figure 5.22 Heating system keeps home warm when used – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q63. The following question asks about heating your home during the winter months.

How much do you agree or disagree that: The heating system keeps my home warm when it is in use.

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

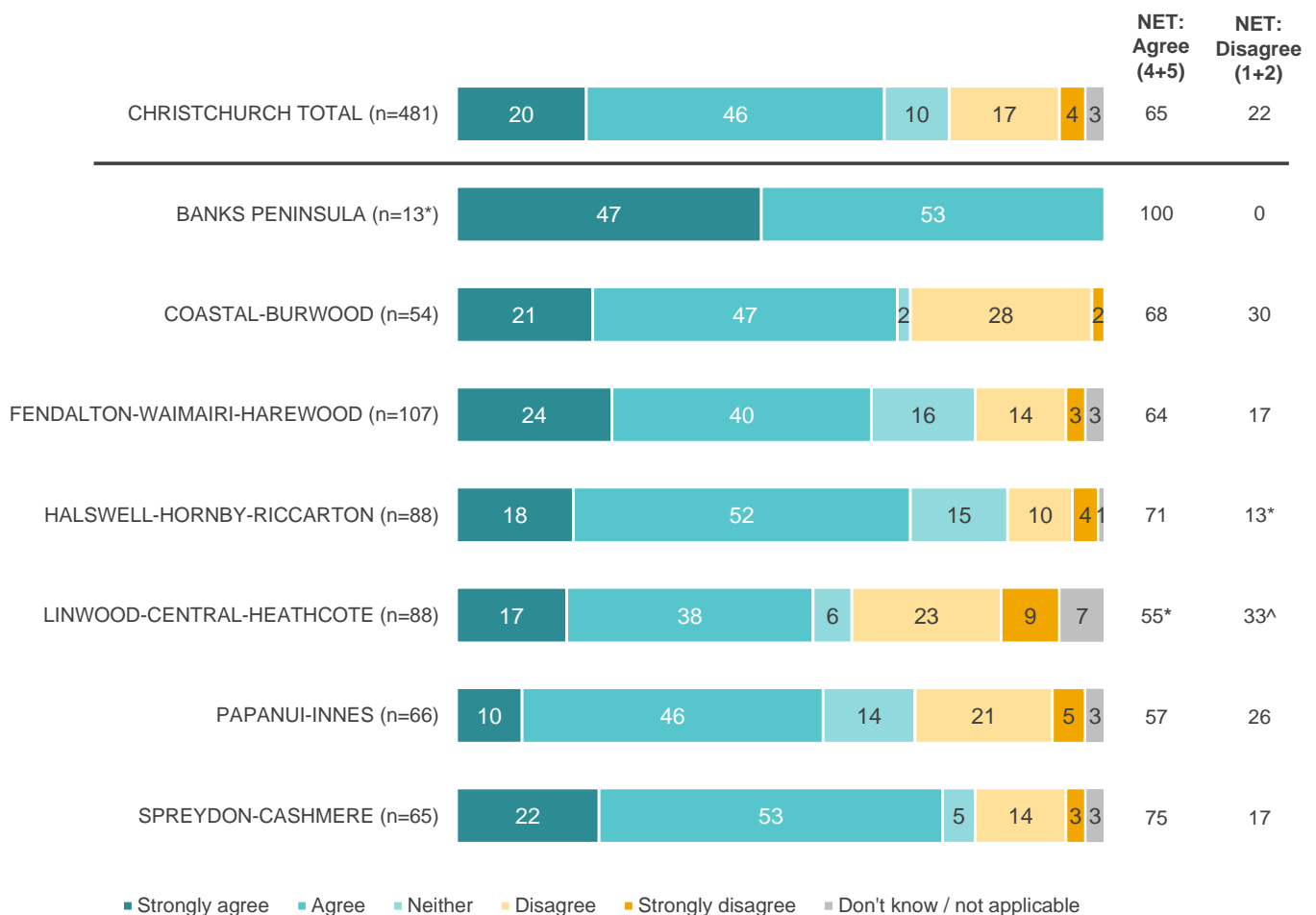
\*Caution, small sample size – results are indicative only



## 5.6 Can afford to heat home properly

Nearly two-thirds (65%) of Christchurch respondents agree that they can afford to heat their home properly during winter.

**Figure 5.23 Can afford to heat home properly – by ward (%)**



Base: All Respondents (excluding not answered)

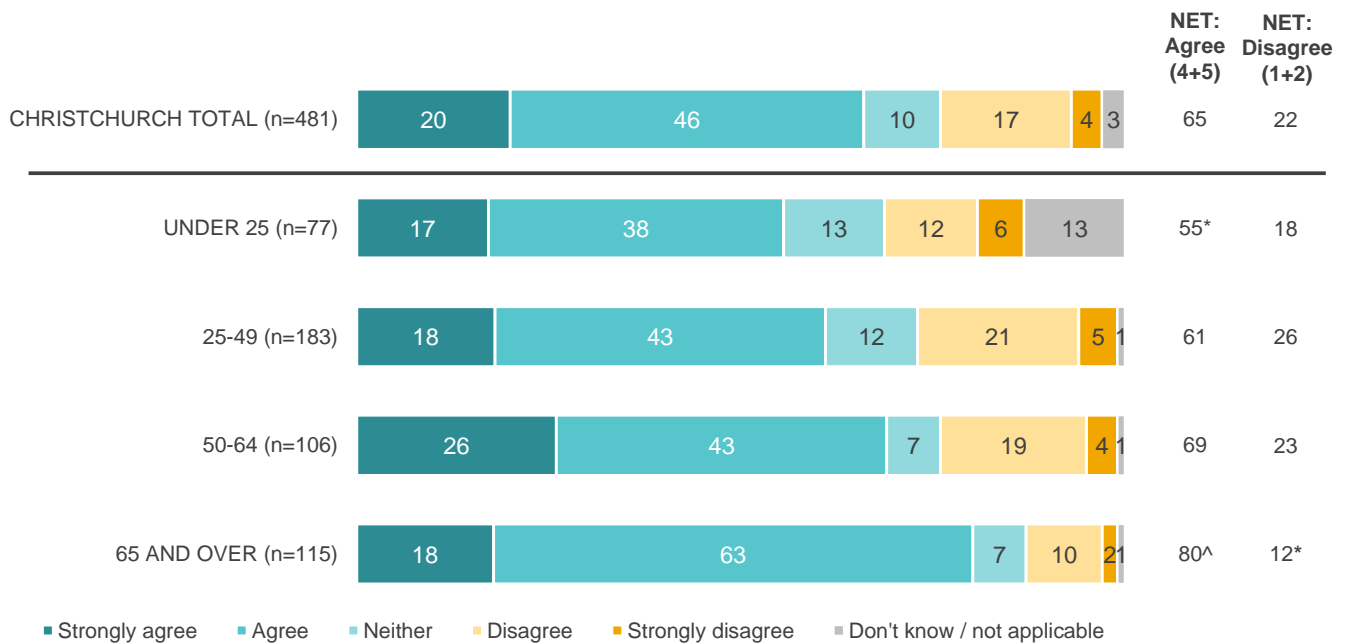
Source: Q63. The following question asks about heating your home during the winter months.

How much do you agree or disagree that: I can afford to heat my home properly  
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

Please note the question wording has changed slightly from the 2016 Quality of Life survey, see the Quality of Life Survey 2018 Technical Report for further details

**Figure 5.24 Can afford to heat home properly – by age (%)**

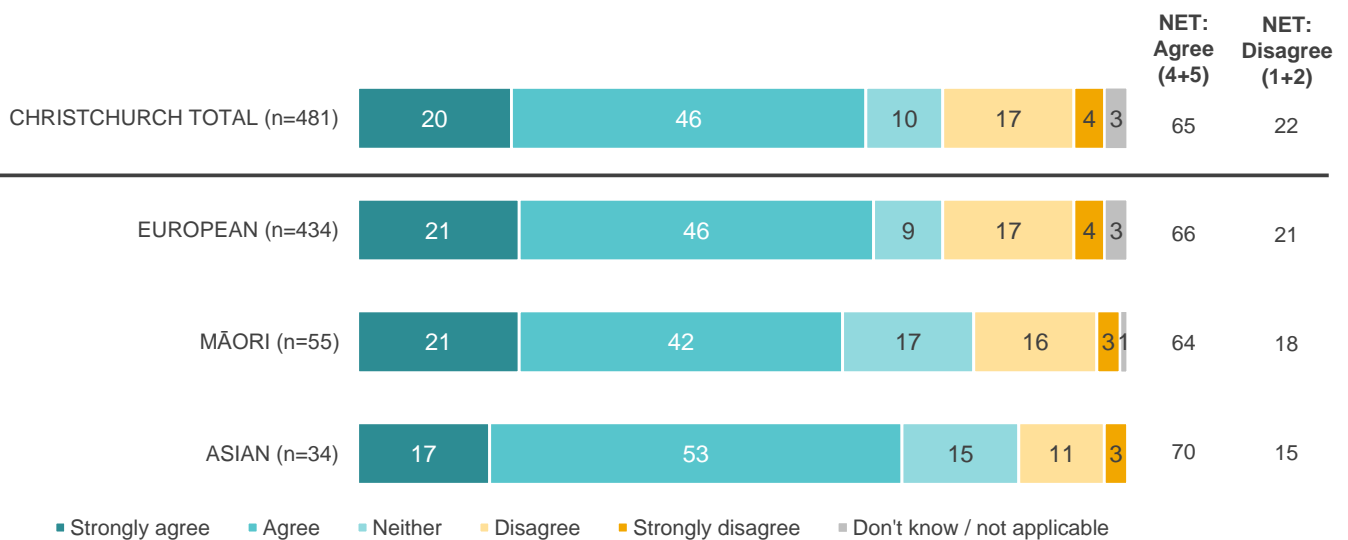


Base: All Respondents (excluding not answered)

Source: Q63. The following question asks about heating your home during the winter months.

How much do you agree or disagree that: I can afford to heat my home properly  
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

**Figure 5.25 Can afford to heat home properly – by ethnicity (%)**

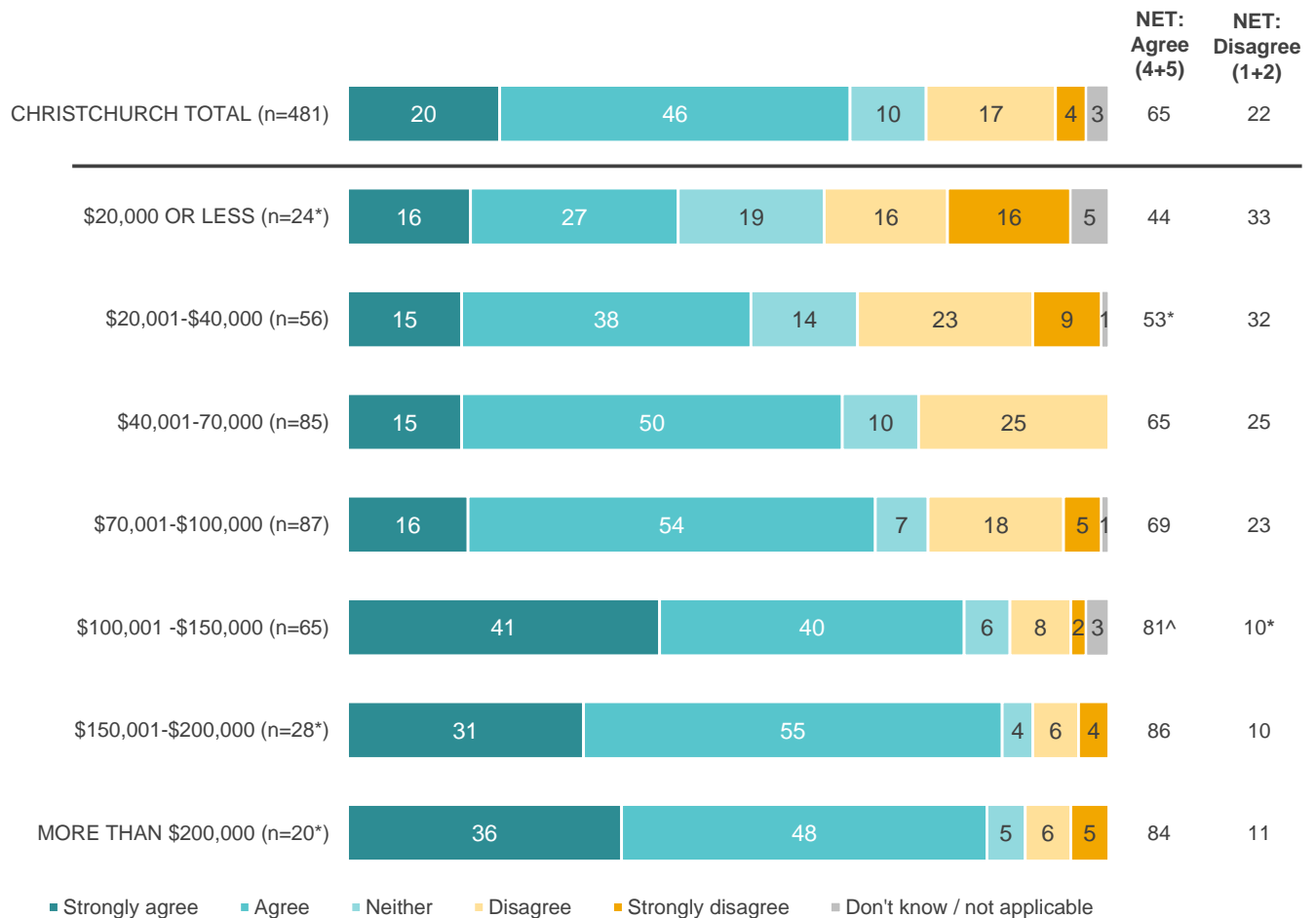


Base: All Respondents (excluding not answered)

Source: Q63. The following question asks about heating your home during the winter months.

How much do you agree or disagree that: I can afford to heat my home properly  
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

**Figure 5.26 Can afford to heat home properly – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q63. The following question asks about heating your home during the winter months.

How much do you agree or disagree that: I can afford to heat my home properly

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only



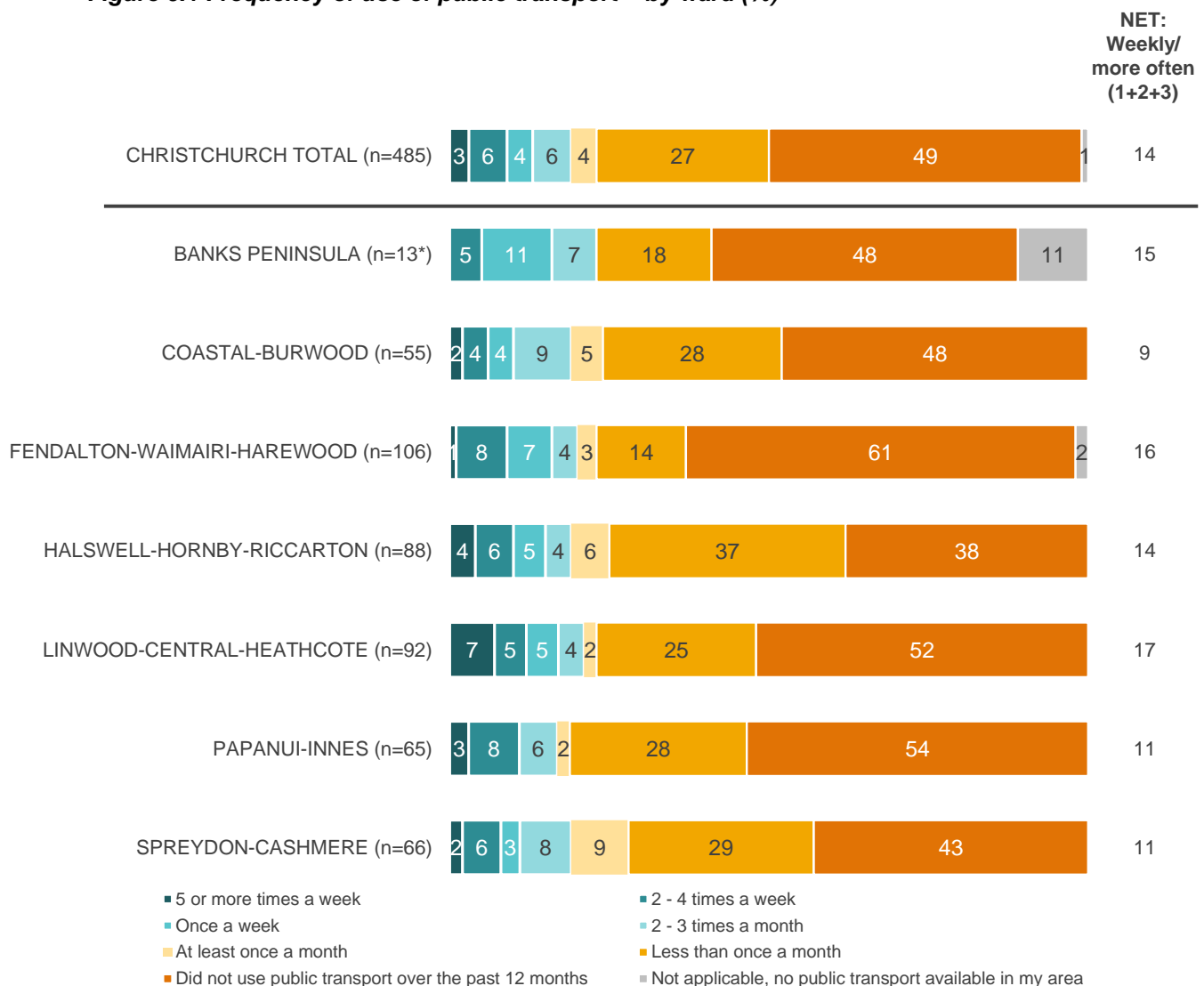
## 6. PUBLIC TRANSPORT

This section reports on respondents' use and perceptions of public transport. For the purposes of this survey, public transport referred to ferries, trains and buses, including school buses. It did not include taxis or Uber.

### 6.1 Frequency of use of public transport

One in seven (14%) respondents in Christchurch had used public transport weekly or more often over the previous 12 months. Nearly half (49%) of all respondents had not used public transport in the last 12 months.

**Figure 6.1 Frequency of use of public transport – by ward (%)**



Base: All Respondents (excluding not answered)

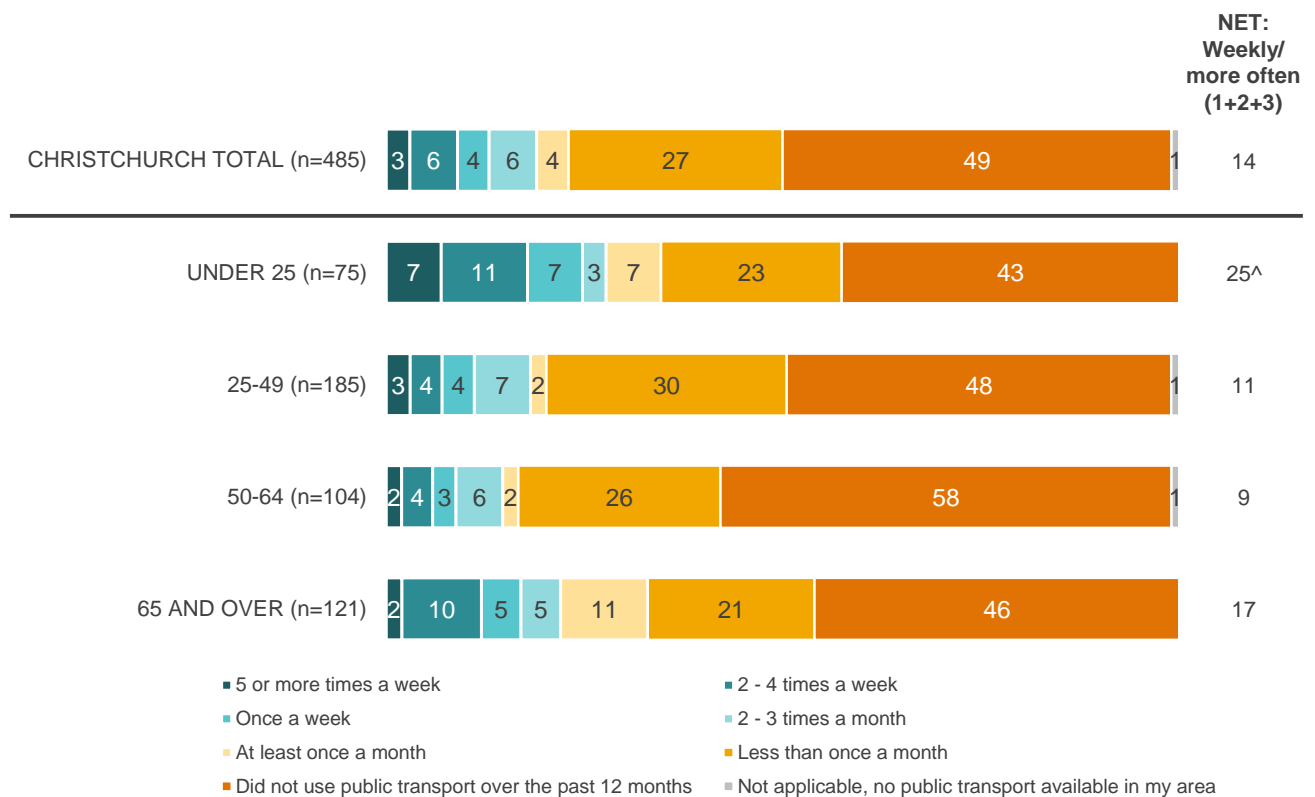
Source: Q13. Over the past 12 months, how often did you use public transport?

^ Significantly higher than rest of the sample, \* Significantly lower than rest of the sample

\*Caution, small sample size – results are indicative only



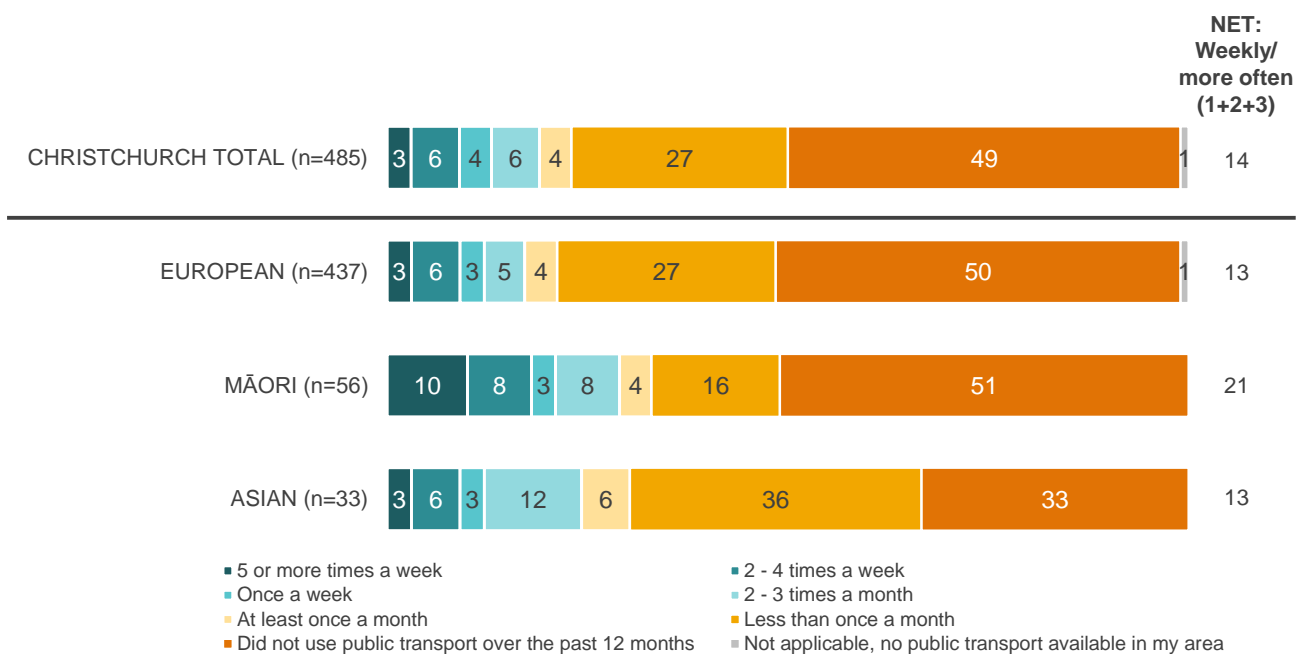
**Figure 6.2 Frequency of use of public transport – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q13. Over the past 12 months, how often did you use public transport?

**Figure 6.3 Frequency of use of public transport – by ethnicity (%)**

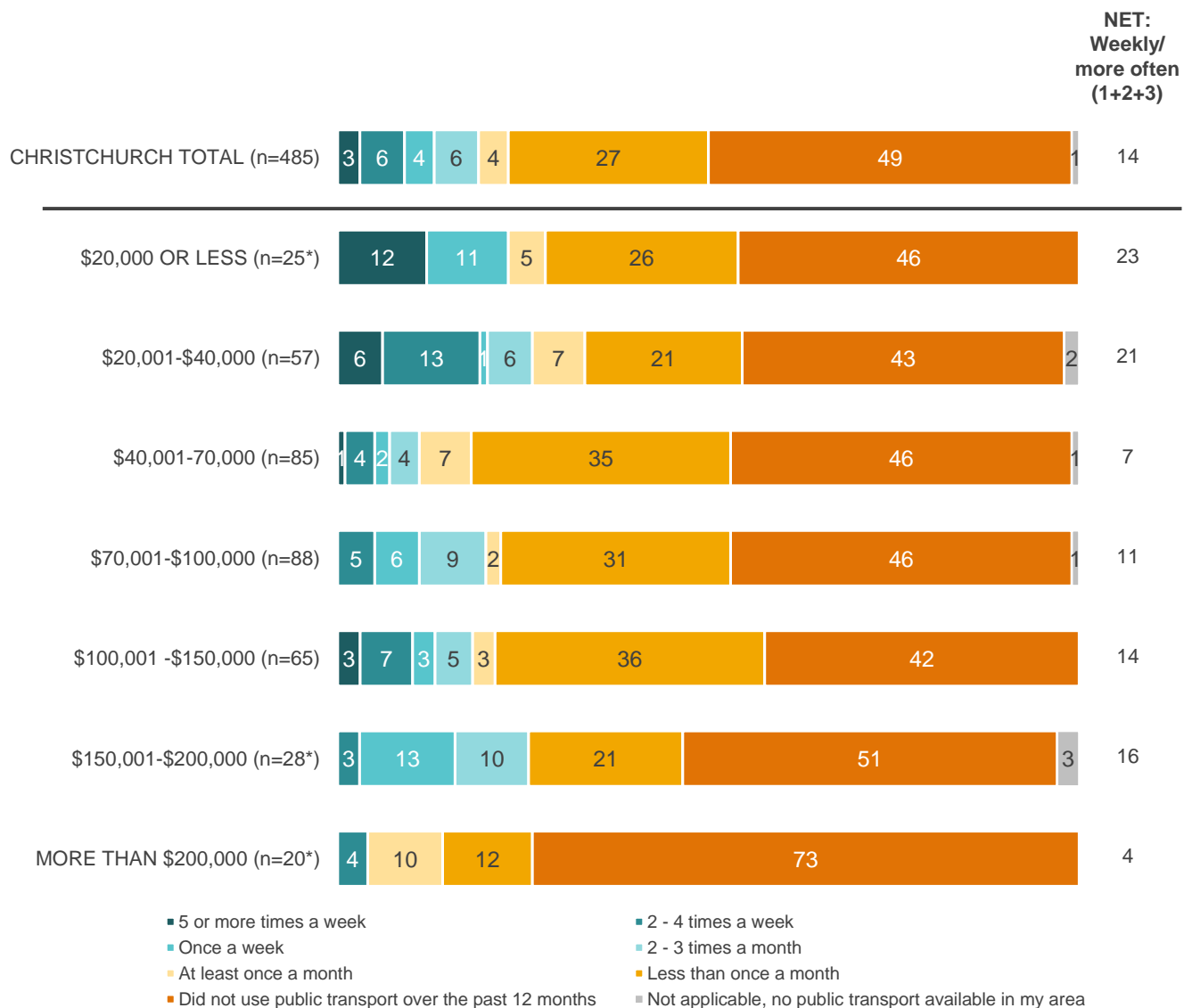


Base: All Respondents (excluding not answered)

Source: Q13. Over the past 12 months, how often did you use public transport?



**Figure 6.4 Frequency of use of public transport – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q13. Over the past 12 months, how often did you use public transport?

\*Caution, small sample size – results are indicative only

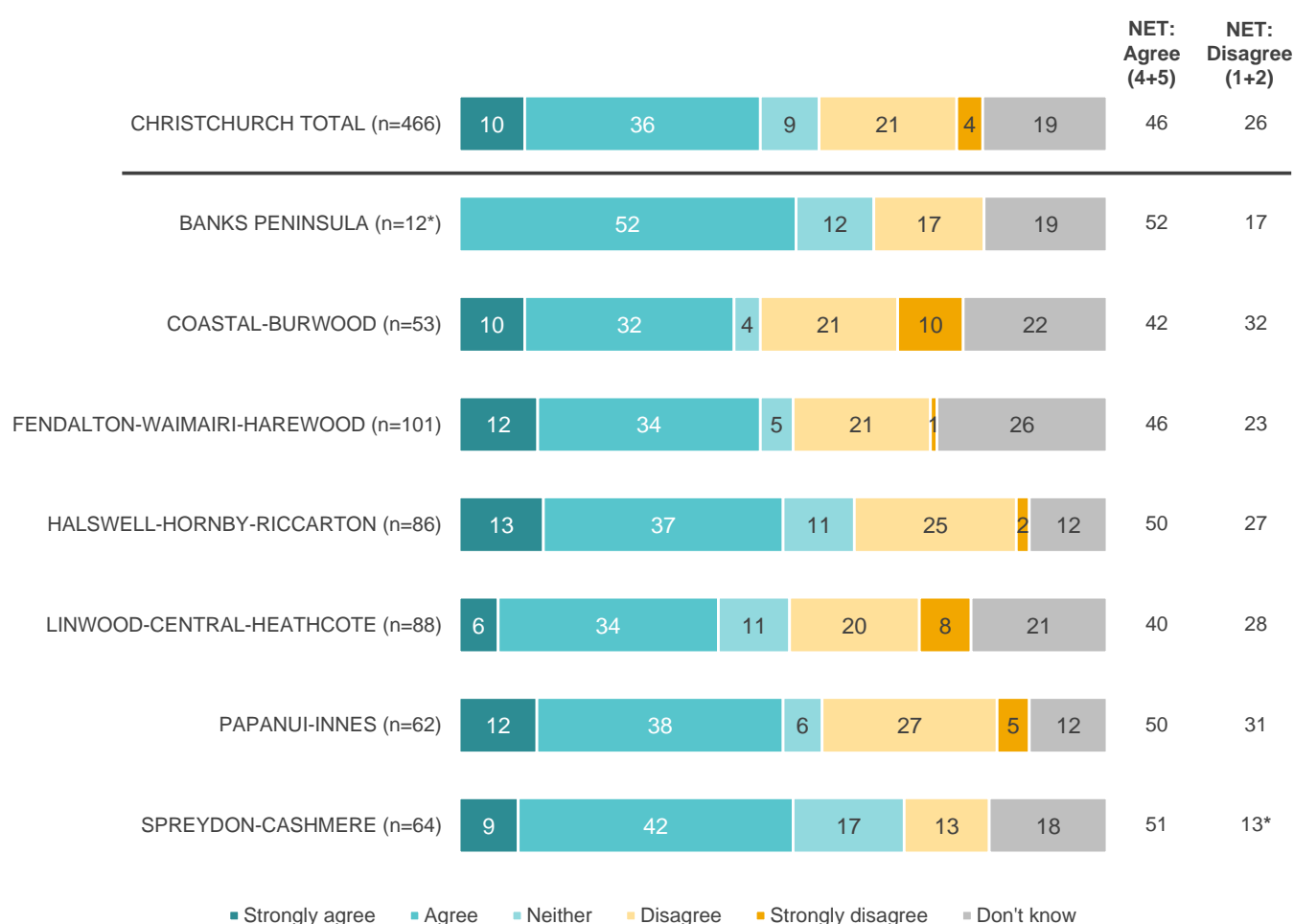
## 6.2 Perceptions of public transport

All respondents, with the exception of those who stated that the question about public transport was not applicable to them because they have no public transport in their area, were asked about their perceptions of public transport with respect to affordability, safety, ease of access, frequency and reliability.

### Affordability

Just under half (46%) of respondents agree that public transport is affordable.

**Figure 6.5 Affordability of public transport – by ward (%)**

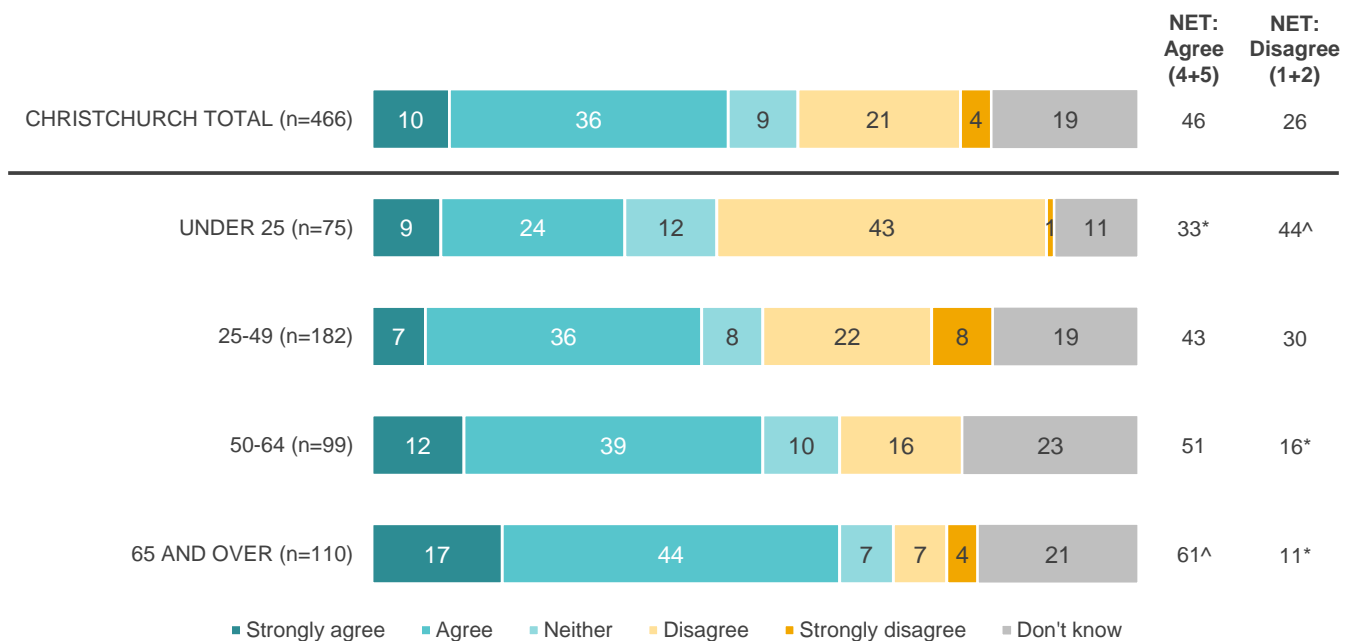


Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following: Affordable

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

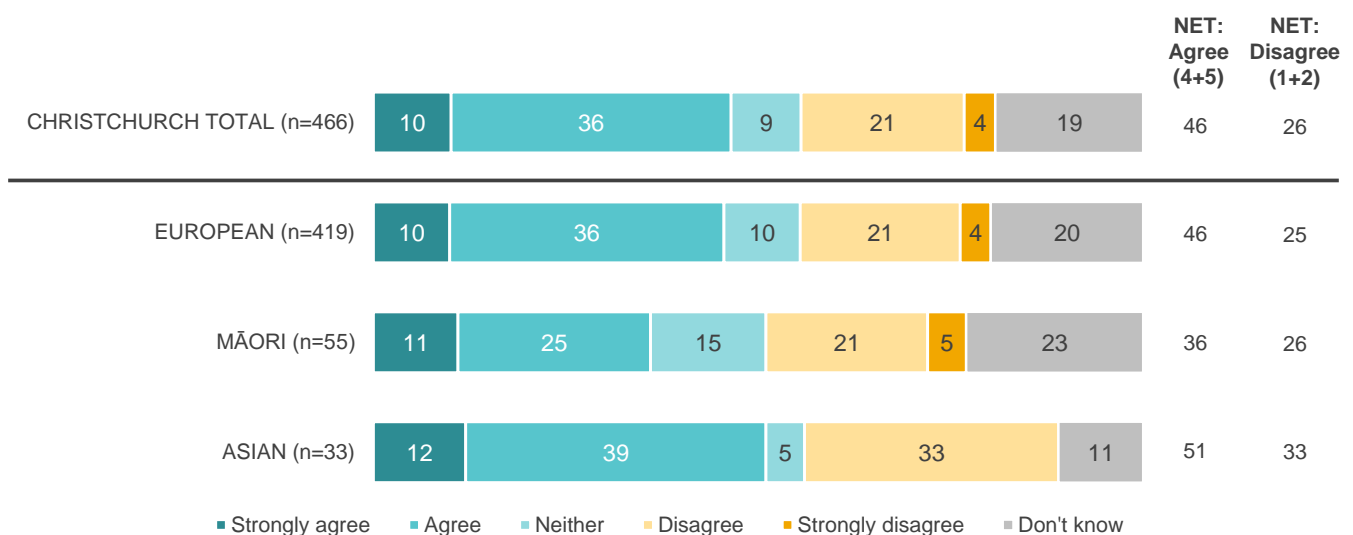
\*Caution, small sample size – results are indicative only


**Figure 6.6 Affordability of public transport – by age (%)**


Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following: Affordable

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

**Figure 6.7 Affordability of public transport – by ethnicity (%)**


Base: All Respondents who had access to public transport (excluding not answered)

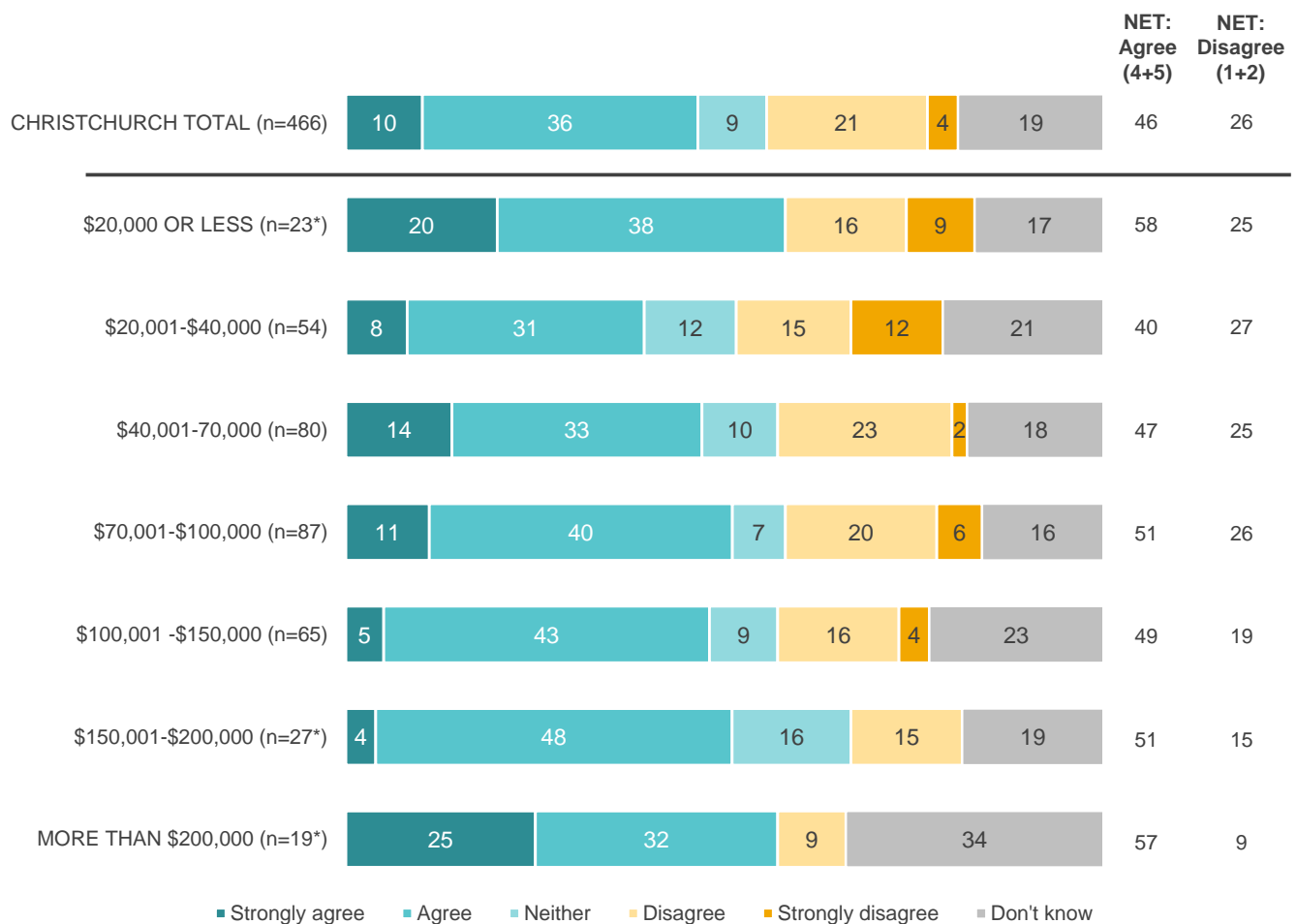
Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following: Affordable

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)





**Figure 6.8 Affordability of public transport – by household income (%)**



Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following:

Public transport is... Affordable

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

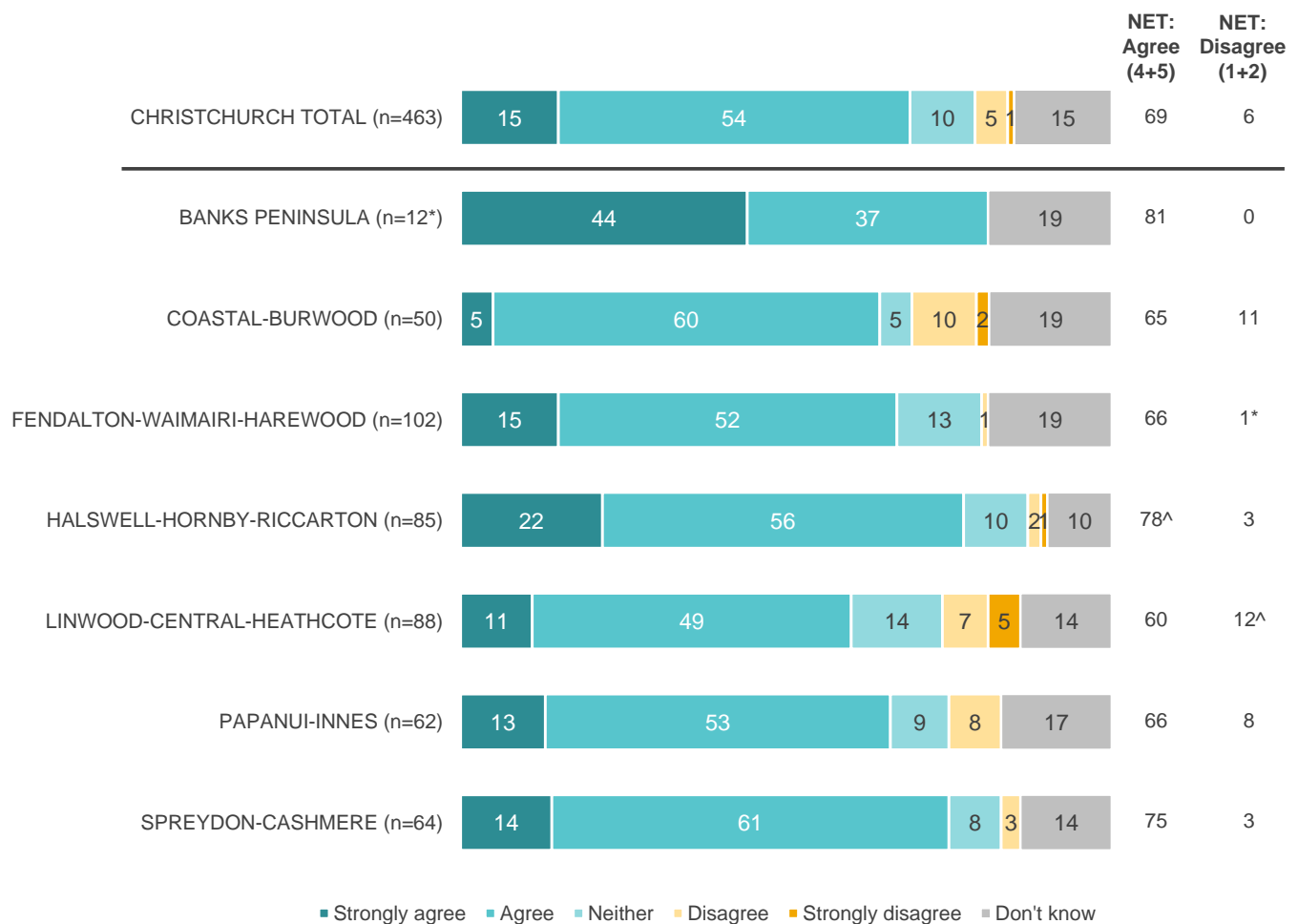
\*Caution, small sample size – results are indicative only



## Safety

Over two-thirds (69%) of respondents agree that public transport in Christchurch is safe.

**Figure 6.9 Safety of public transport – by ward (%)**

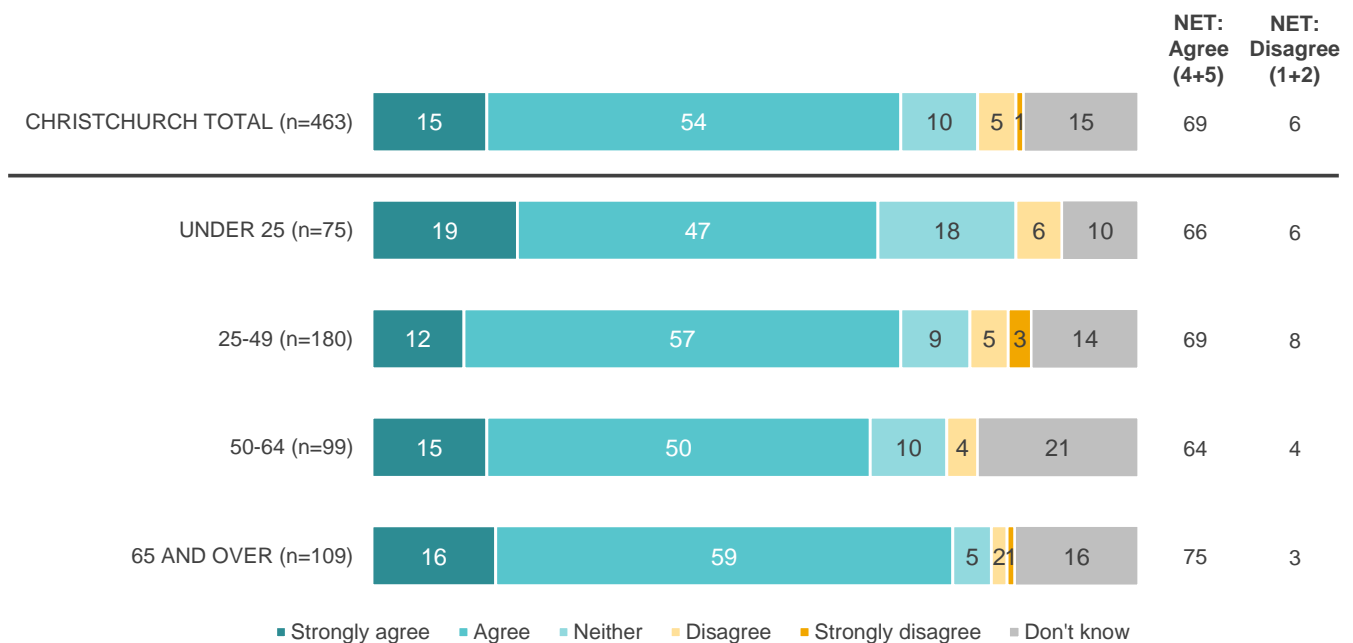


Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following: Safe

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

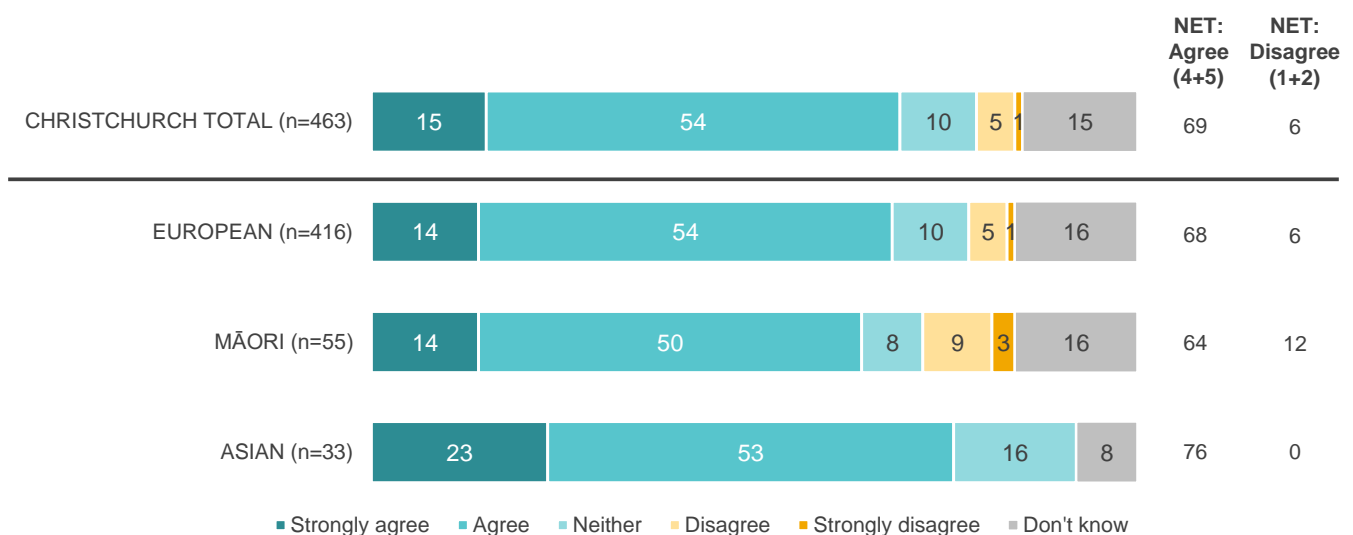
\*Caution, small sample size – results are indicative only


**Figure 6.10 Safety of public transport – by age (%)**


Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following: Safe

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

**Figure 6.11 Safety of public transport – by ethnicity (%)**


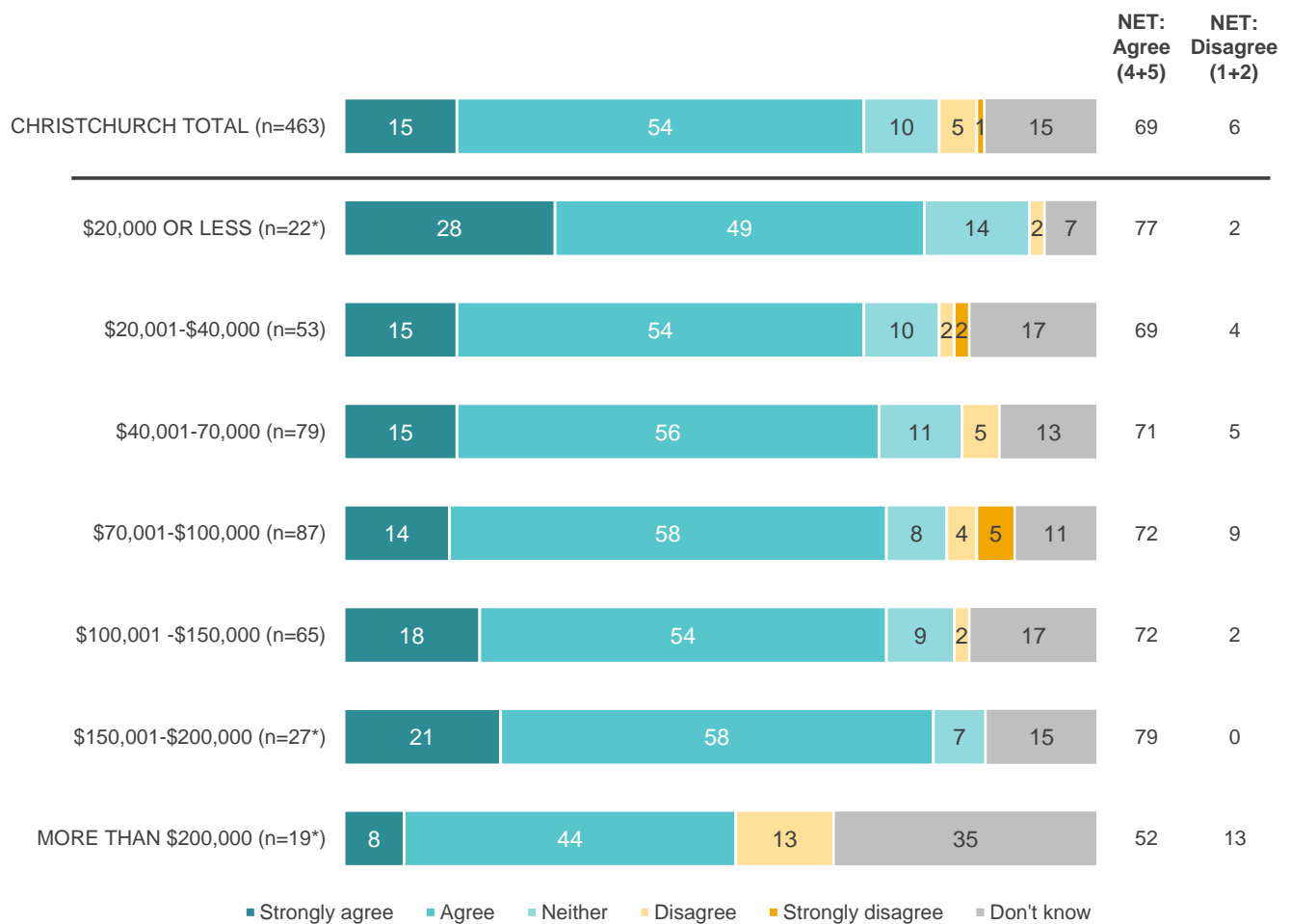
Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following: Safe

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)



**Figure 6.12 Safety of public transport – by household income (%)**



Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following:

Public transport is... Safe

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

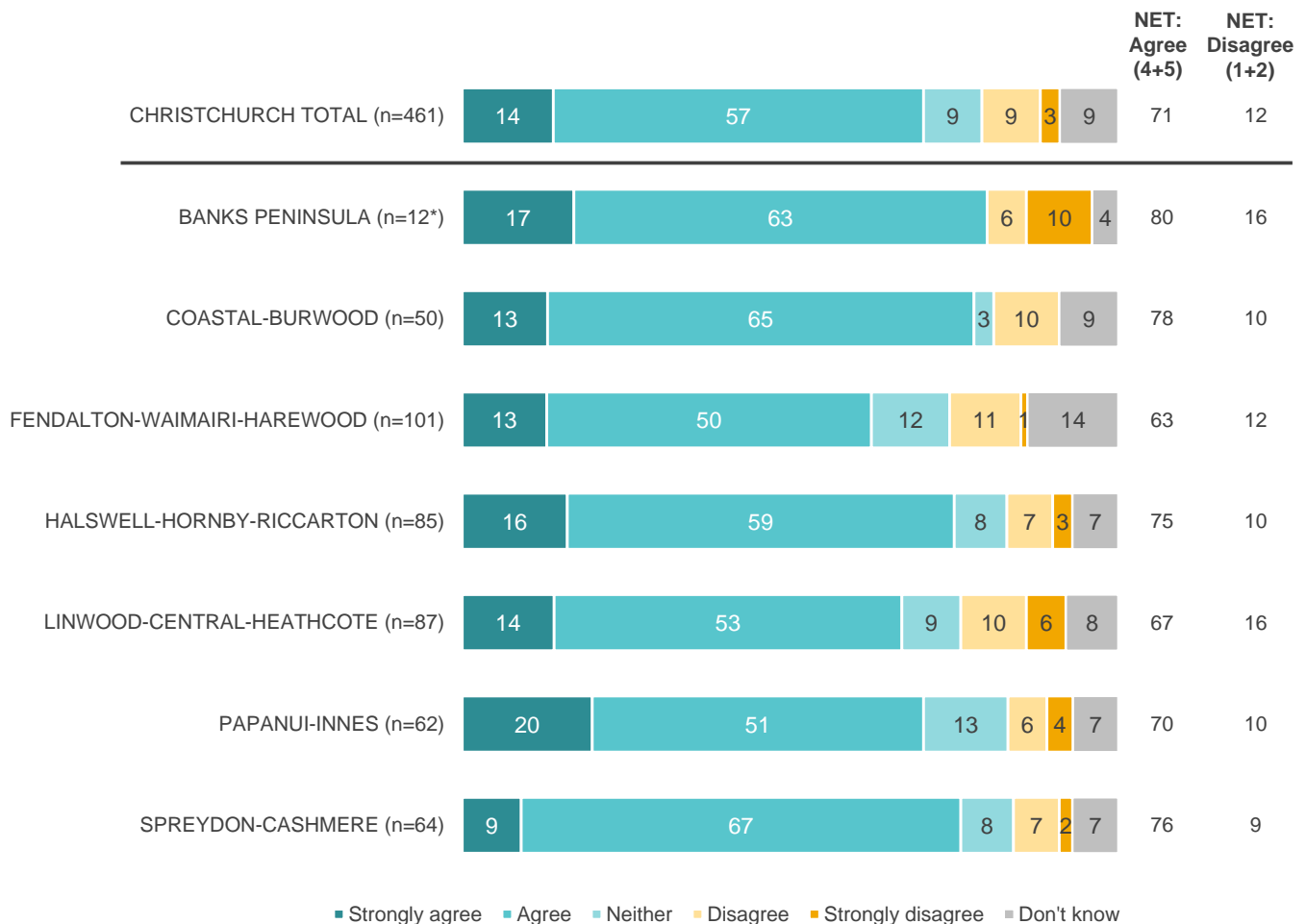
\*Caution, small sample size – results are indicative only



## Ease of access

Over two-thirds (71%) of respondents agree that public transport is easy to get to.

**Figure 6.13 Ease of access to public transport – by ward (%)**

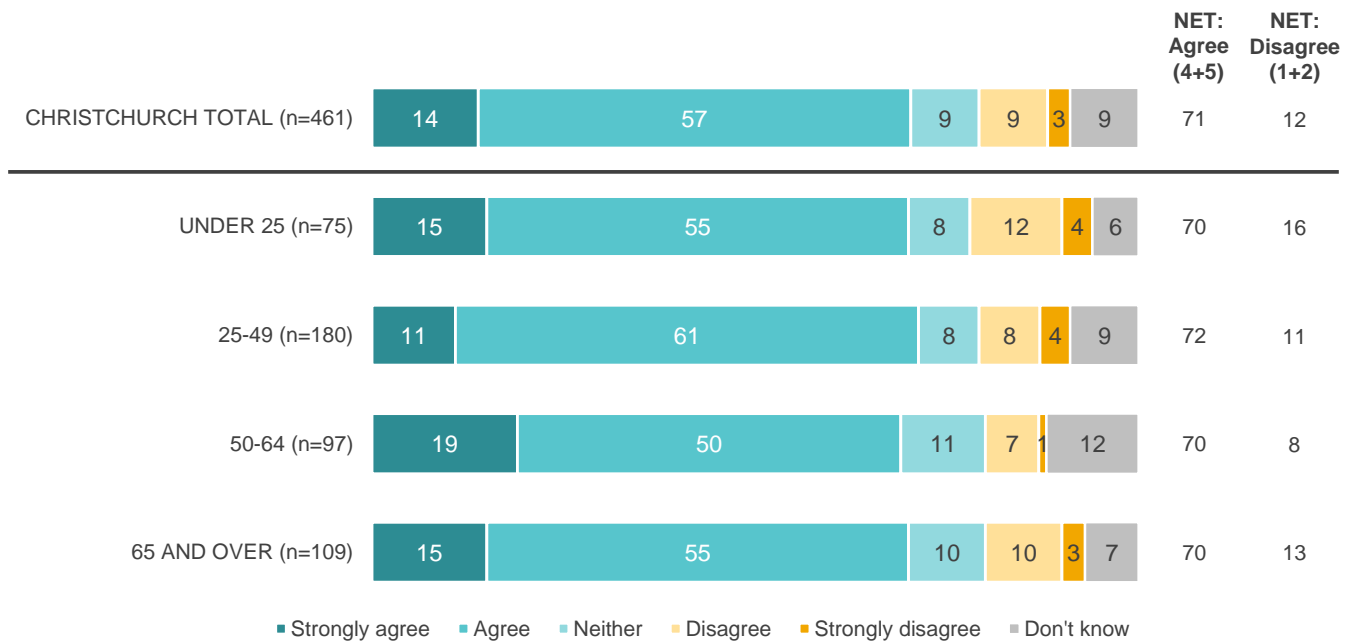


Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following: Easy to get to

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

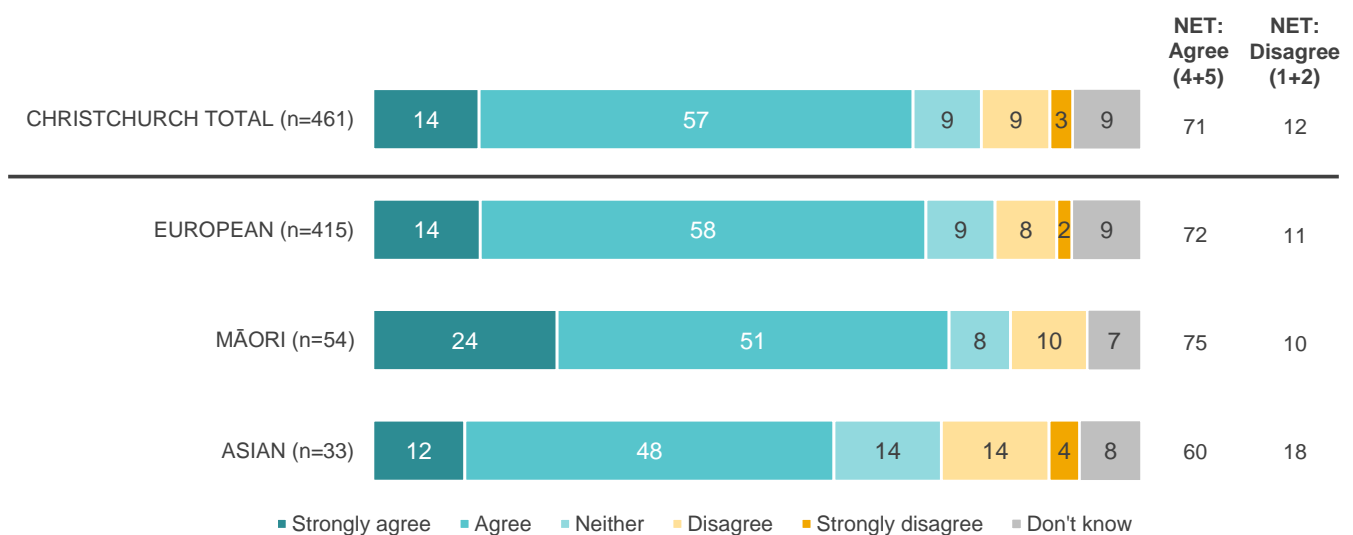
\*Caution, small sample size – results are indicative only


**Figure 6.14 Ease of access to public transport – by age (%)**


Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following: Easy to get to

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

**Figure 6.15 Ease of access to public transport – by ethnicity (%)**


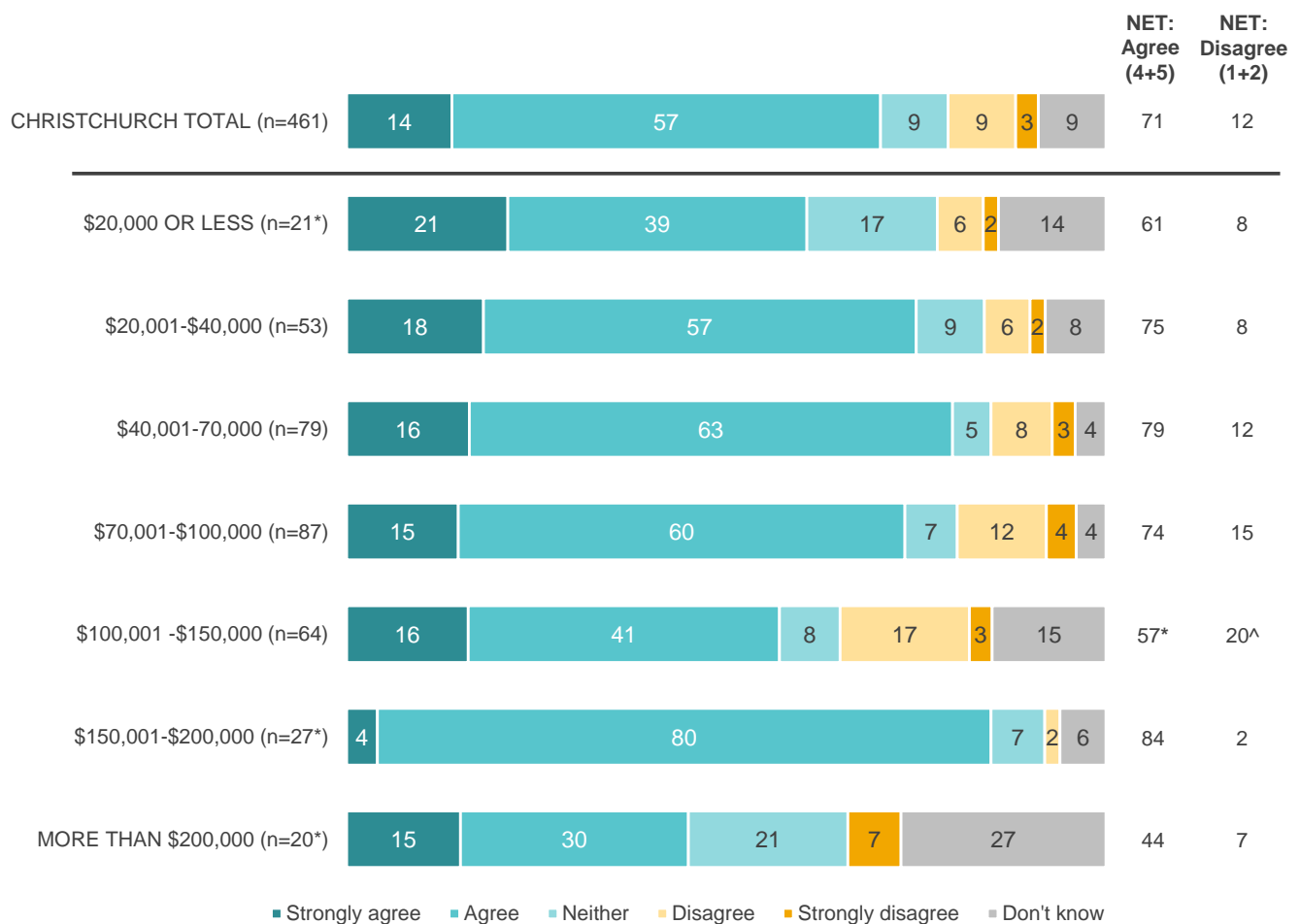
Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following: Easy to get to

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)



**Figure 6.16 Ease of access to public transport – by household income (%)**



Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following:

Public transport is... Easy to get to

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

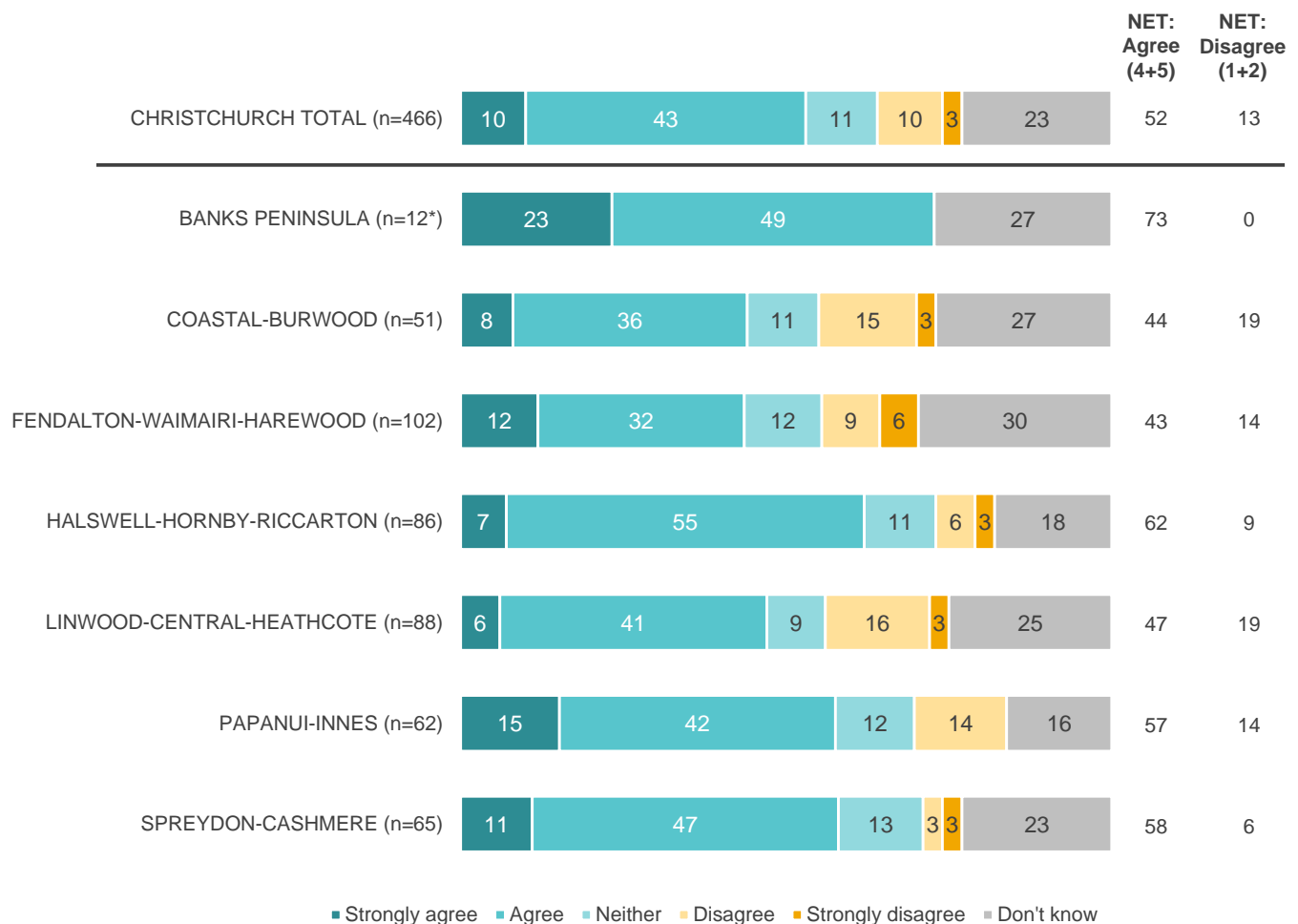
\*Caution, small sample size – results are indicative only



## Reliability

Half (52%) of all respondents in Christchurch agree that public transport is reliable (i.e. comes on time).

**Figure 6.17 Reliability of public transport – by ward (%)**



Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following: Reliable

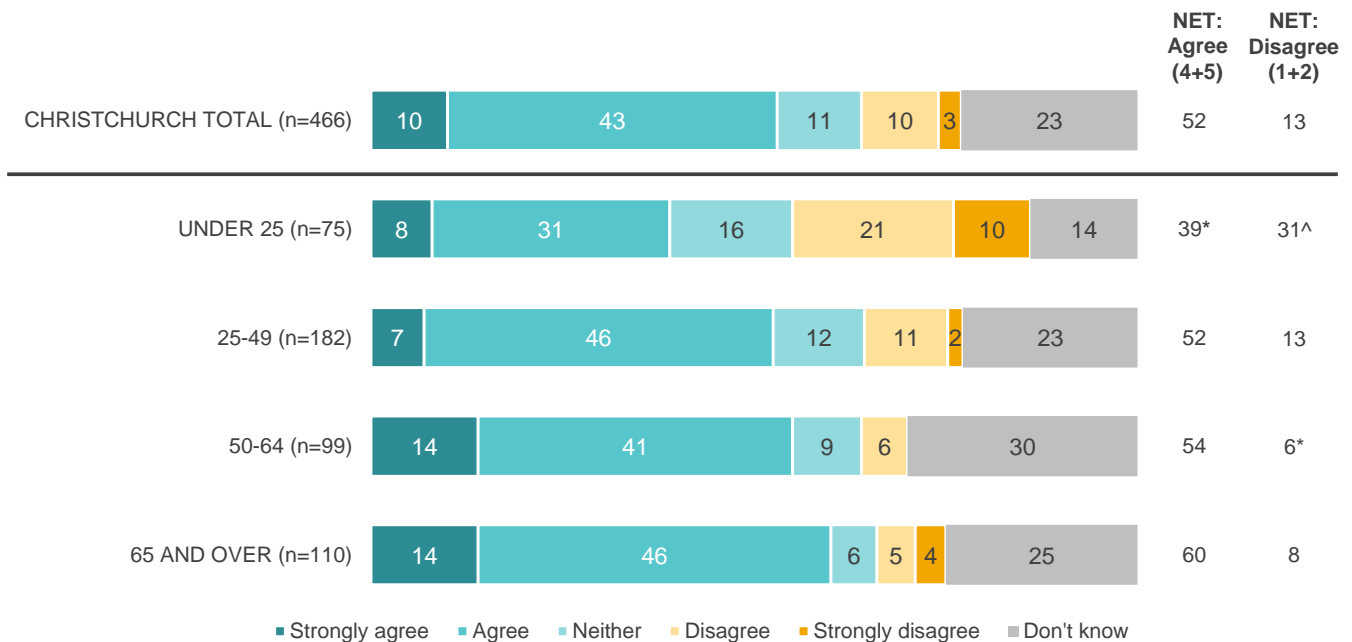
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only





**Figure 6.18 Reliability of public transport – by age (%)**

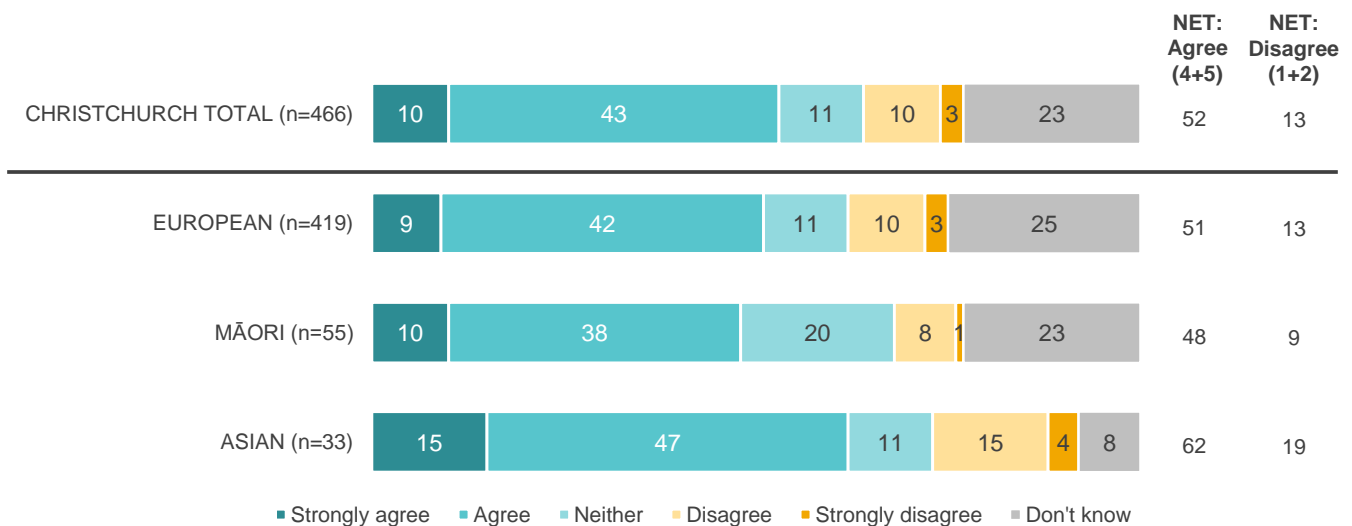


Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following: Reliable (comes on time)

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

**Figure 6.19 Reliability of public transport – by ethnicity (%)**

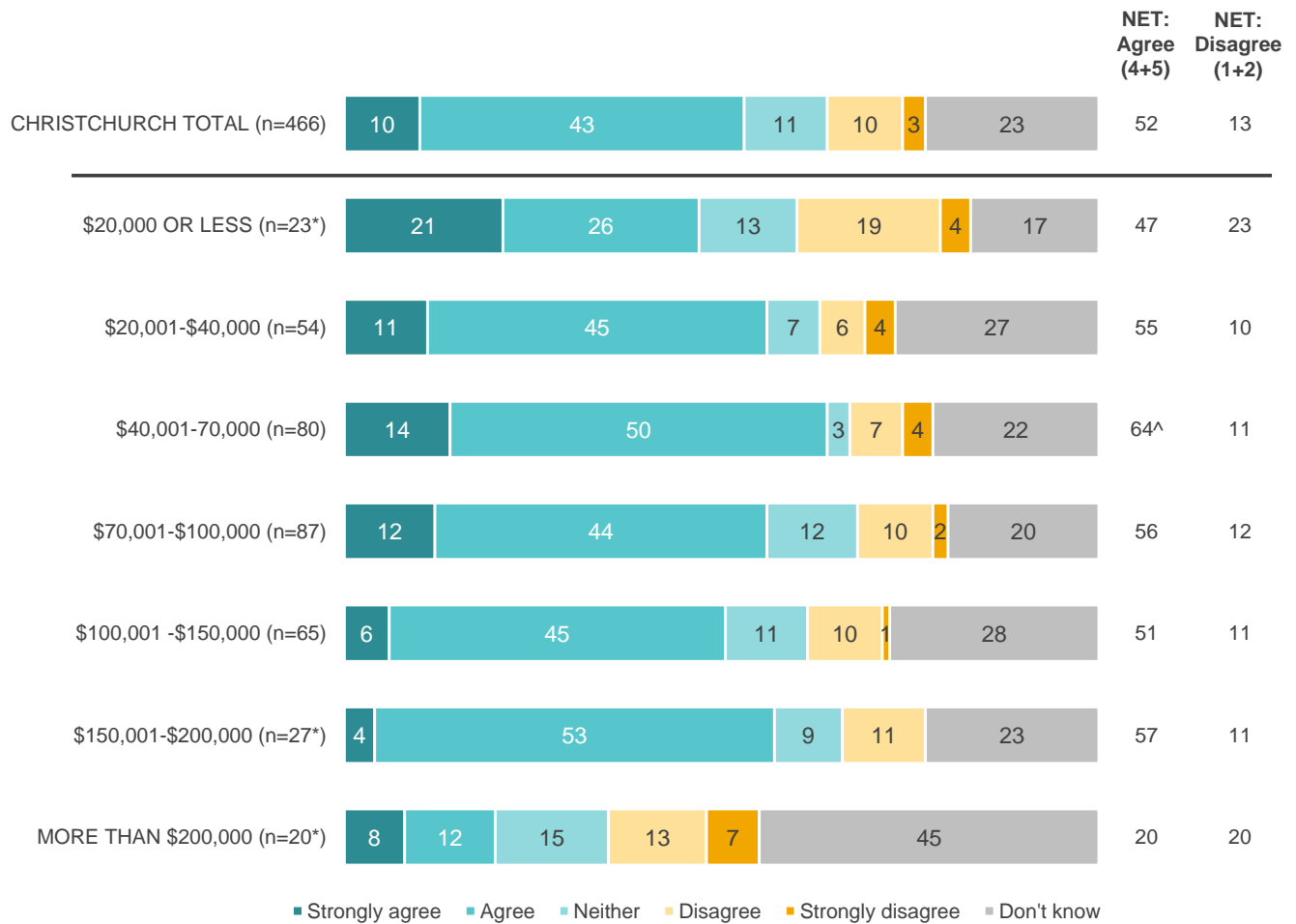


Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following: Reliable (comes on time)

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

**Figure 6.20 Reliability of public transport – by household income (%)**



Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following:

Public transport is... Reliable (comes on time)

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

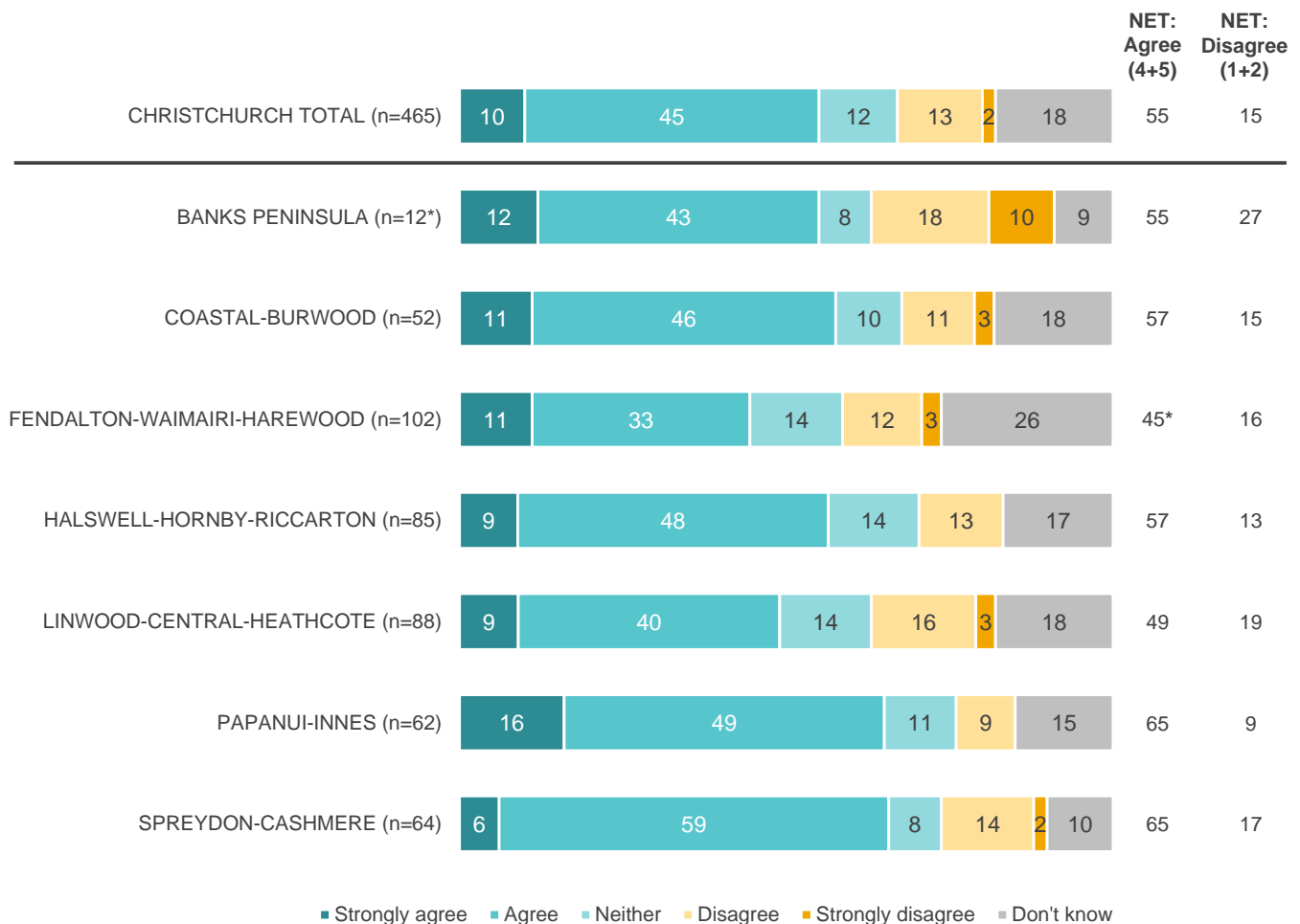
\*Caution, small sample size – results are indicative only



## Frequency

Over half (55%) of respondents agree that public transport is frequent.

**Figure 6.21 Frequency of public transport – by ward (%)**



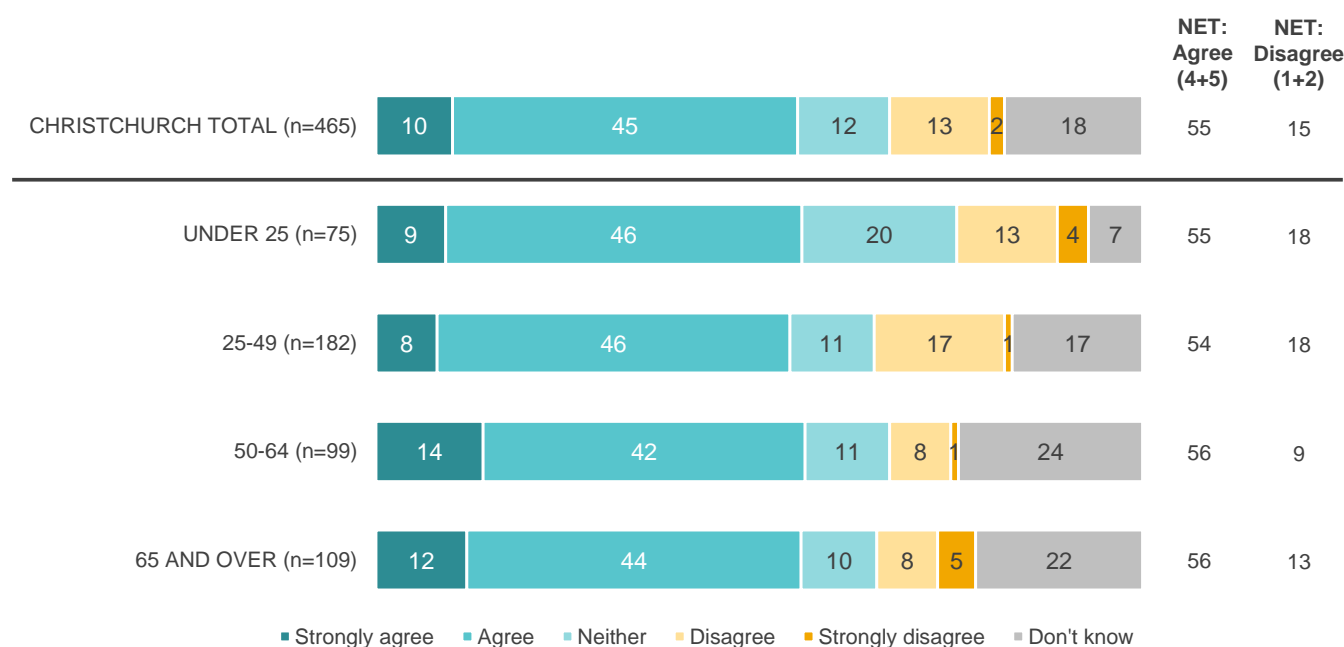
Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following: Frequent

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

**Figure 6.22 Frequency of public transport – by age (%)**

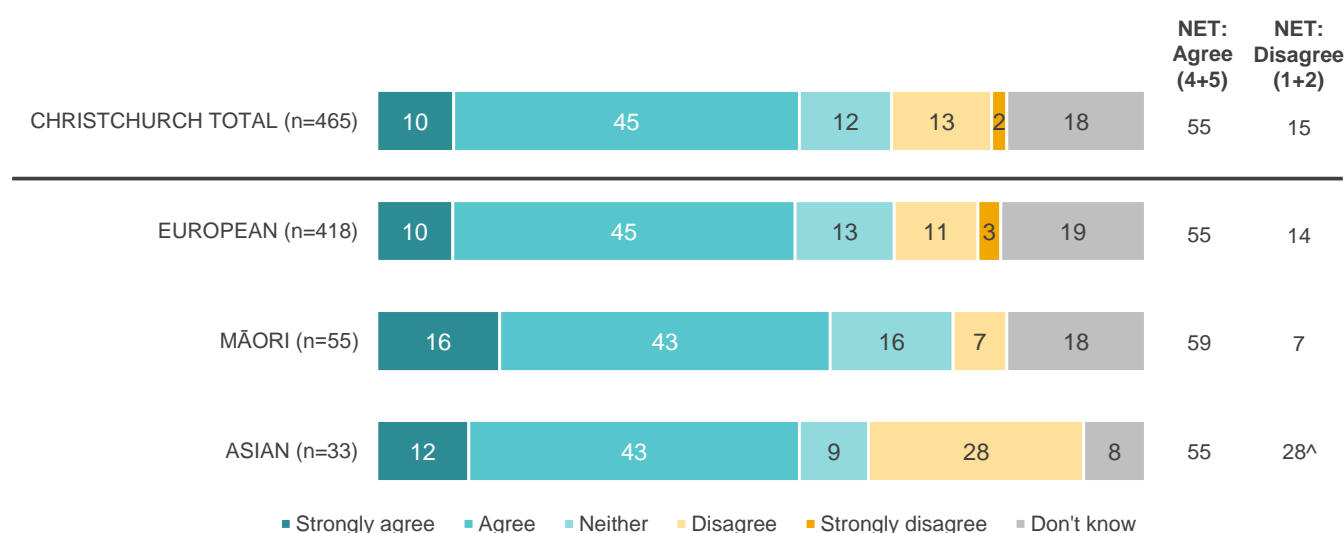


Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following: Frequent (comes often)

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

**Figure 6.23 Frequency of public transport – by ethnicity (%)**



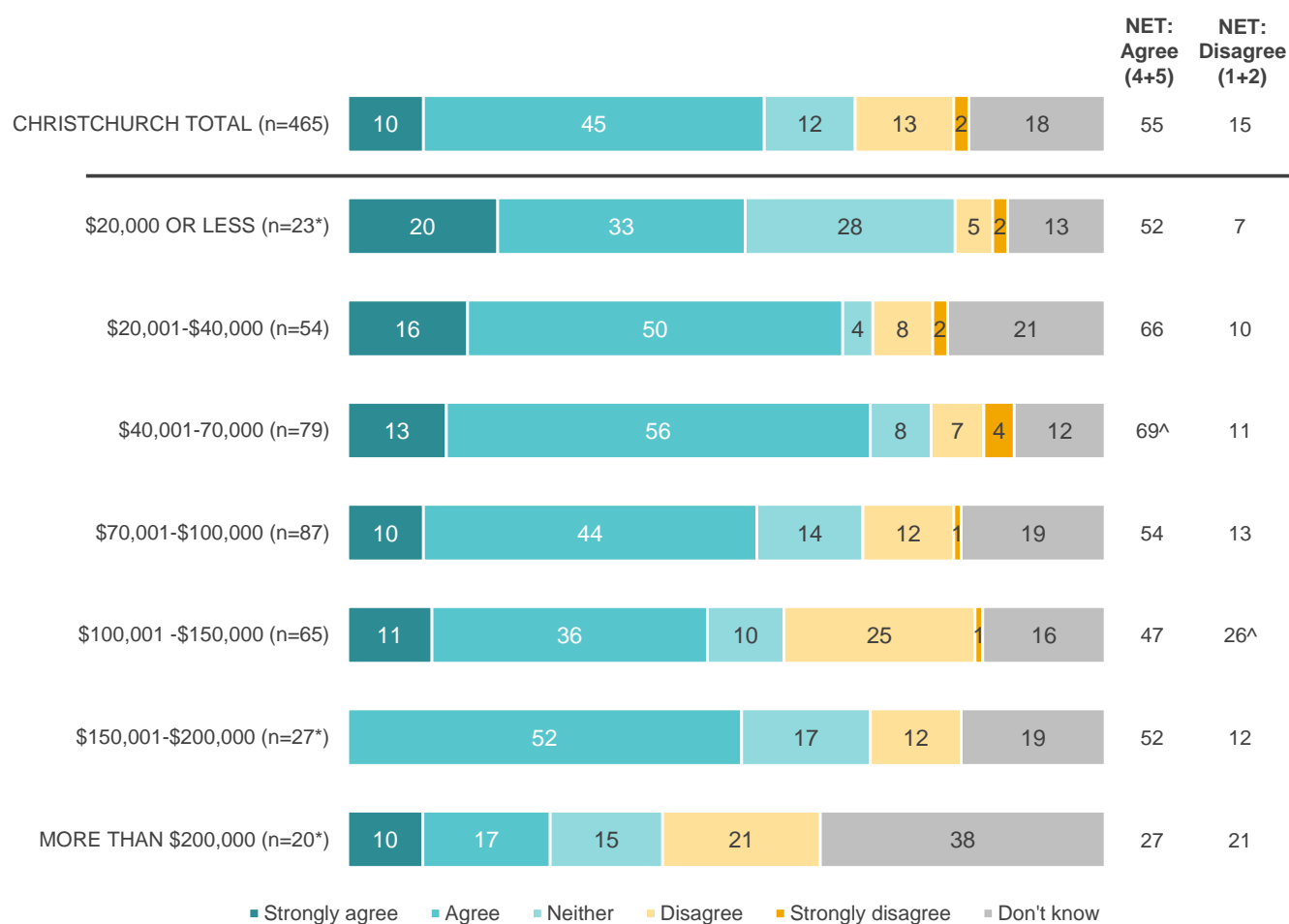
Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following: Frequent (comes often)

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)



**Figure 6.24 Frequency of public transport – by household income (%)**



Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following:

Public transport is... Frequent (comes often)

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

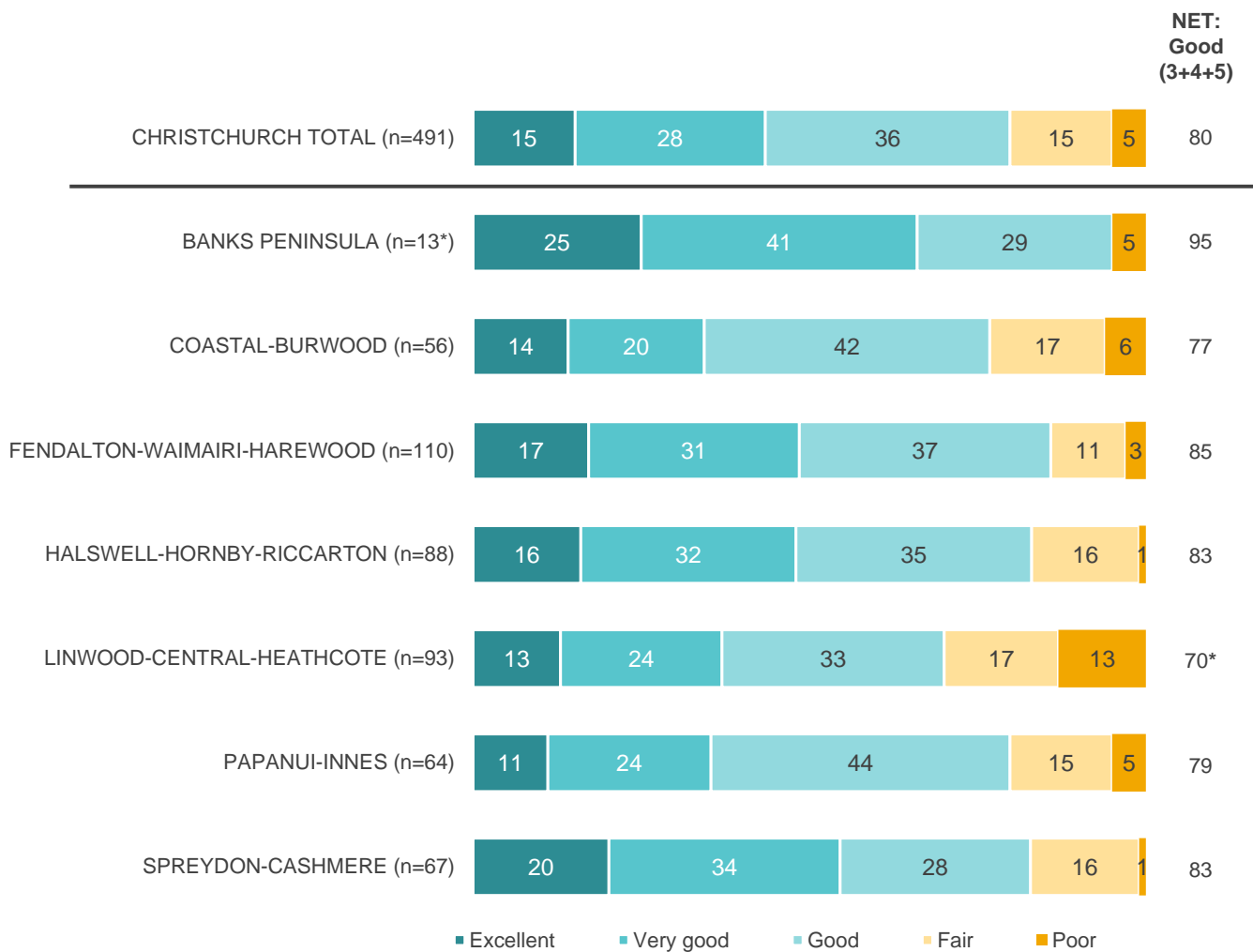
## 7. HEALTH AND WELLBEING

This section explores respondents' perceptions and behaviour regarding their general health, physical activity and emotional wellbeing.

### 7.1 Overall health

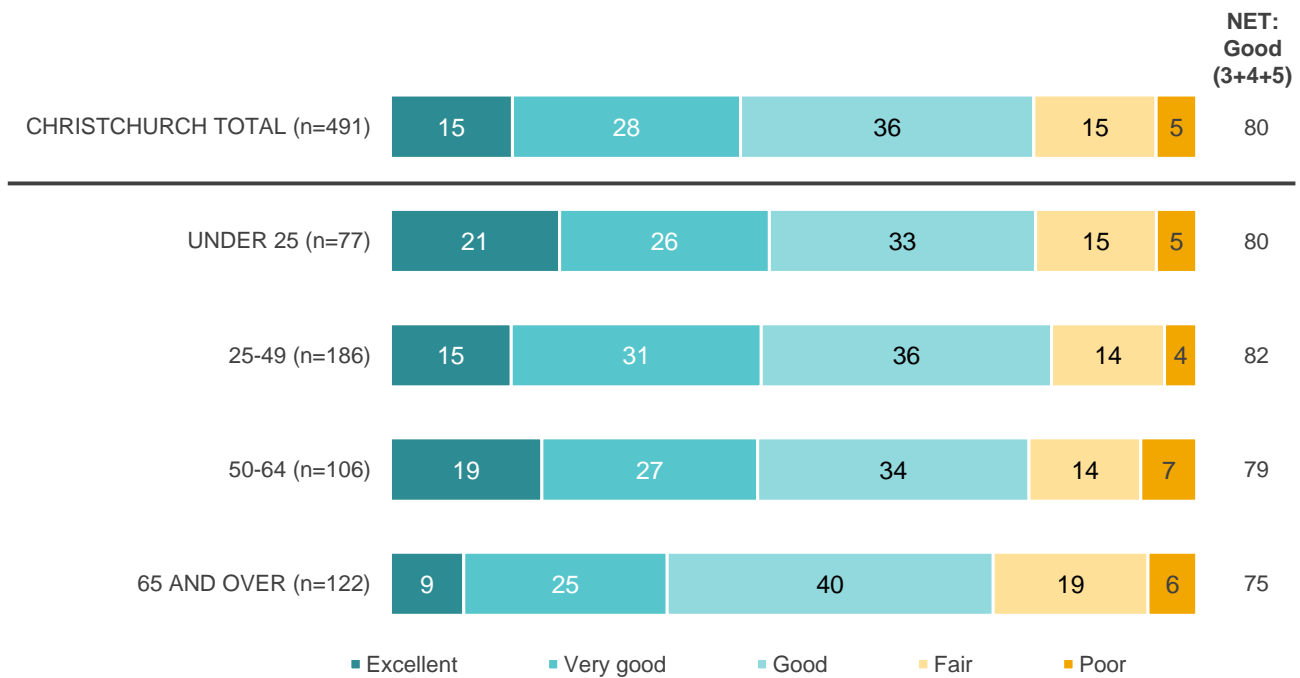
In Christchurch, four in five (80%) respondents rated their health positively; 15% rated their health as 'excellent', 28% as 'very good', and 36% as 'good'.

**Figure 7.1 Overall health – by ward (%)**



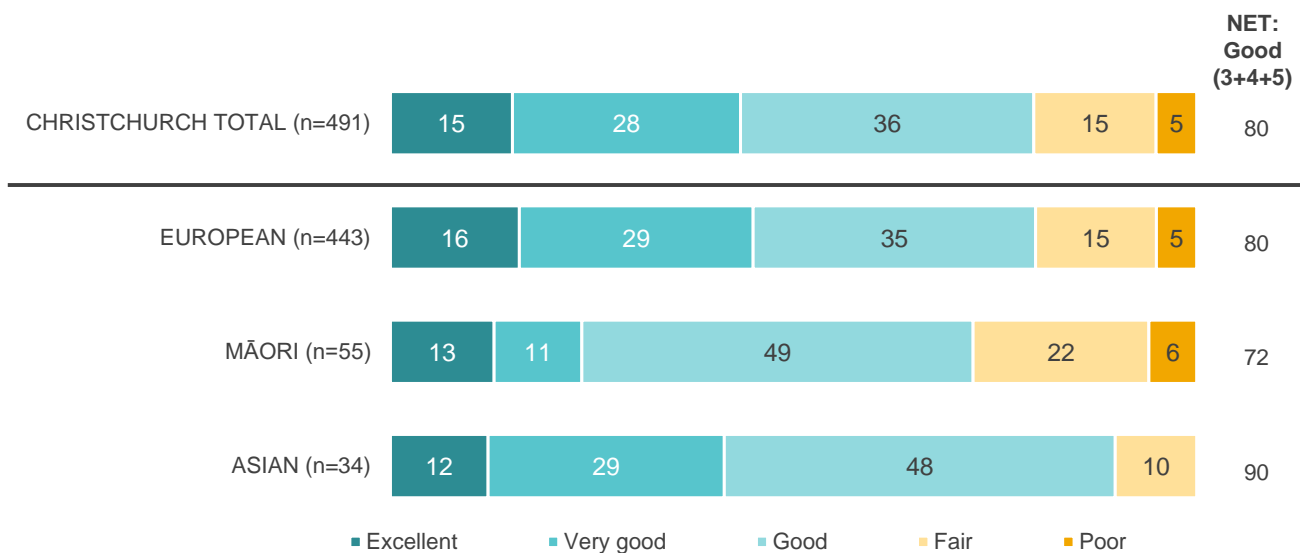
Base: All Respondents (excluding not answered)  
Source: Q21. In general how would you rate your health?  
(1 – Poor, 2 – Fair, 3 – Good, 4 – Very good, 5 – Excellent)  
\*Caution, small sample size – results are indicative only

**Figure 7.2 Overall health – by age (%)**



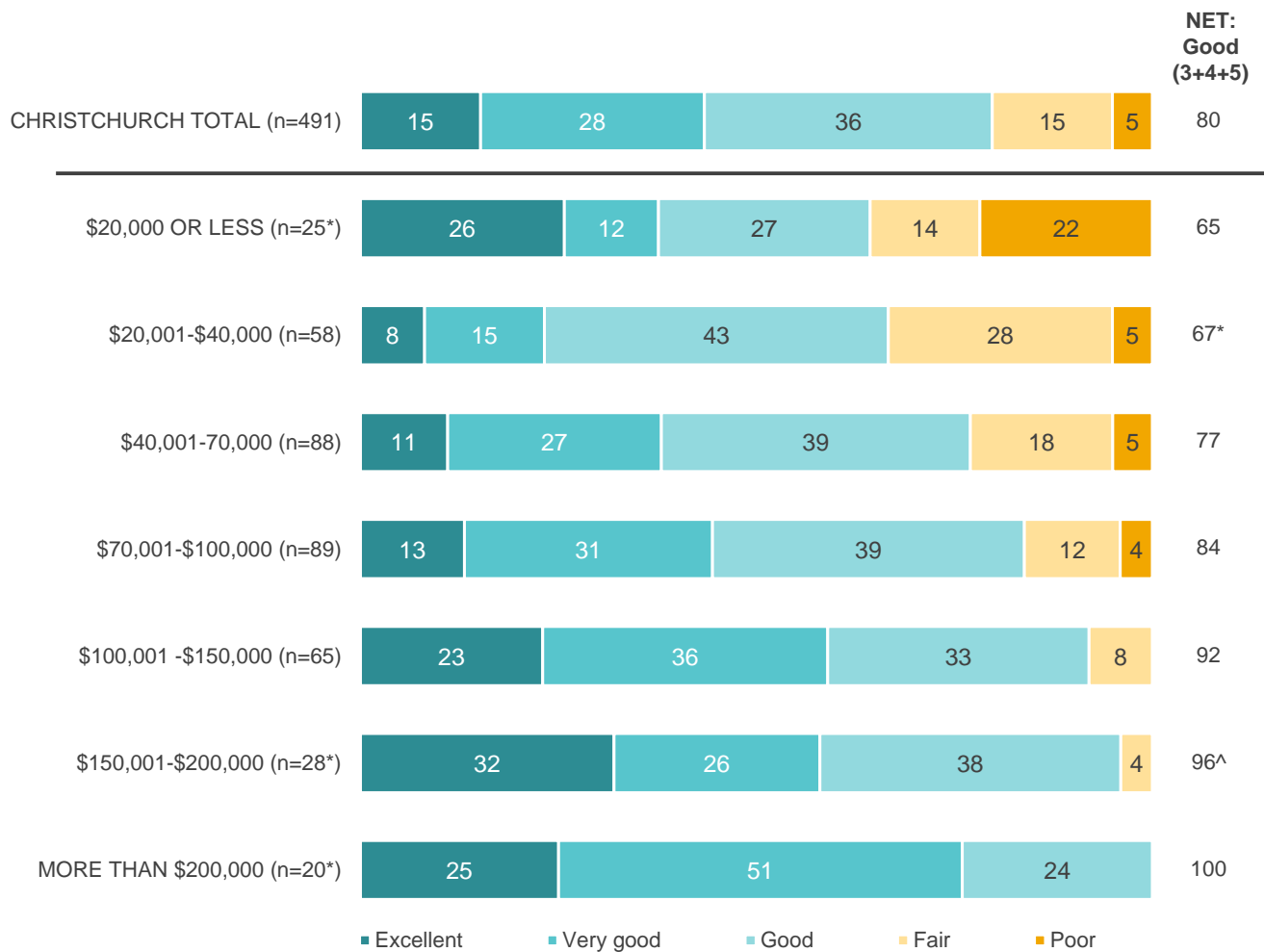
Base: All Respondents (excluding not answered)  
Source: Q21. In general how would you rate your health?  
(1 – Poor, 2 – Fair, 3 – Good, 4 – Very good, 5 – Excellent)

**Figure 7.3 Overall health – by ethnicity (%)**



Base: All Respondents (excluding not answered)  
Source: Q21. In general how would you rate your health?  
(1 – Poor, 2 – Fair, 3 – Good, 4 – Very good, 5 – Excellent)

**Figure 7.4 Overall health – by household income (%)**



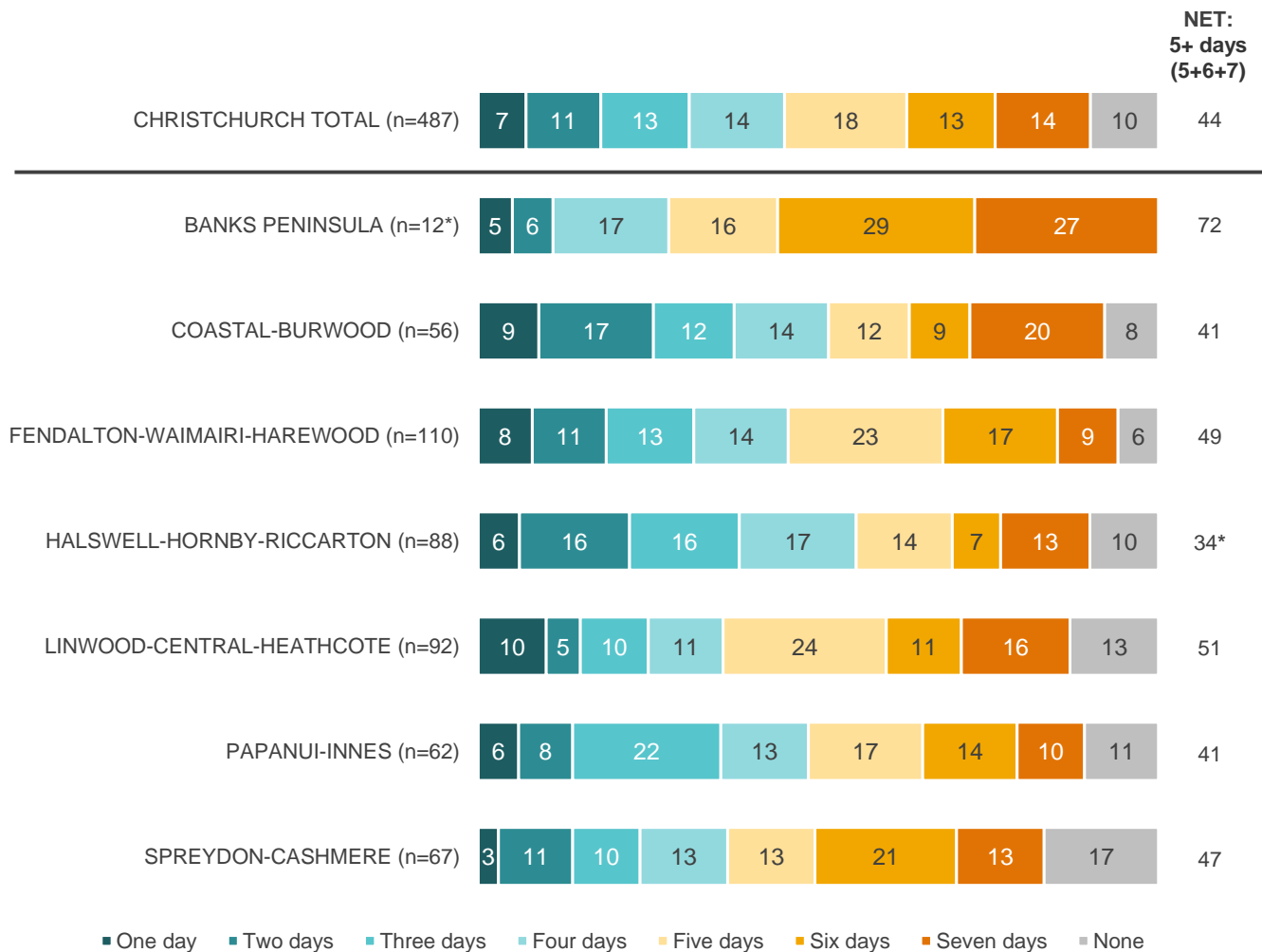
Base: All Respondents (excluding not answered)  
 Source: Q21. In general how would you rate your health?  
 (1 – Poor, 2 – Fair, 3 – Good, 4 – Very good, 5 – Excellent)  
 \*Caution, small sample size – results are indicative only



## 7.2 Frequency of doing physical activity in past week

When respondents were asked how many days in the previous seven days they had been physically active, 44% said they had been active five or more days. For the purpose of this survey, 'active' was defined as 15 minutes or more of vigorous activity (an activity which made it a lot harder to breathe than normal, such as running), or 30+ minutes of moderate exercise (an activity that makes you breathe harder than normal, such as brisk walking).

**Figure 7.5 Frequency of doing physical activity – by ward (%)**



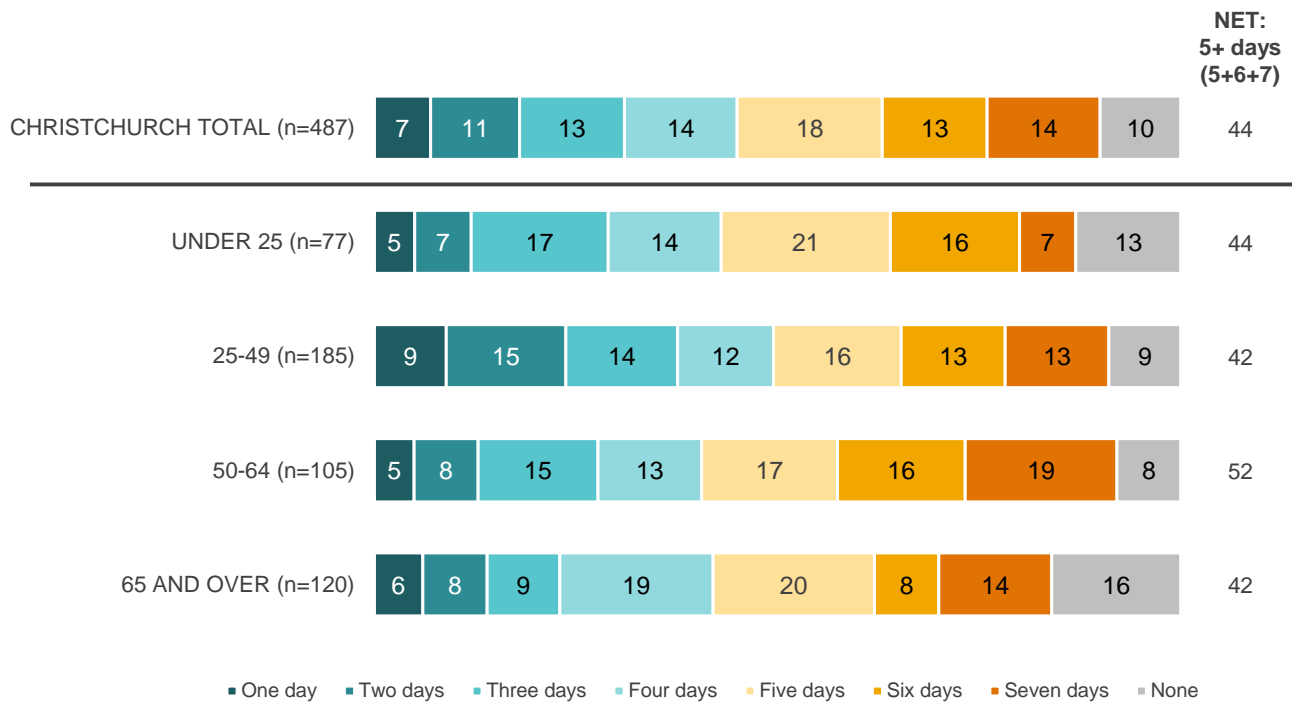
Base: All Respondents (excluding not answered)

Source: Q22. Thinking about all your physical activity over the last 7 days (not including today), on how many days did you engage in....?

\*Caution, small sample size – results are indicative only

Please note the question wording has changed slightly from the 2016 Quality of Life survey, see the Quality of Life Survey 2018 Technical Report for further details

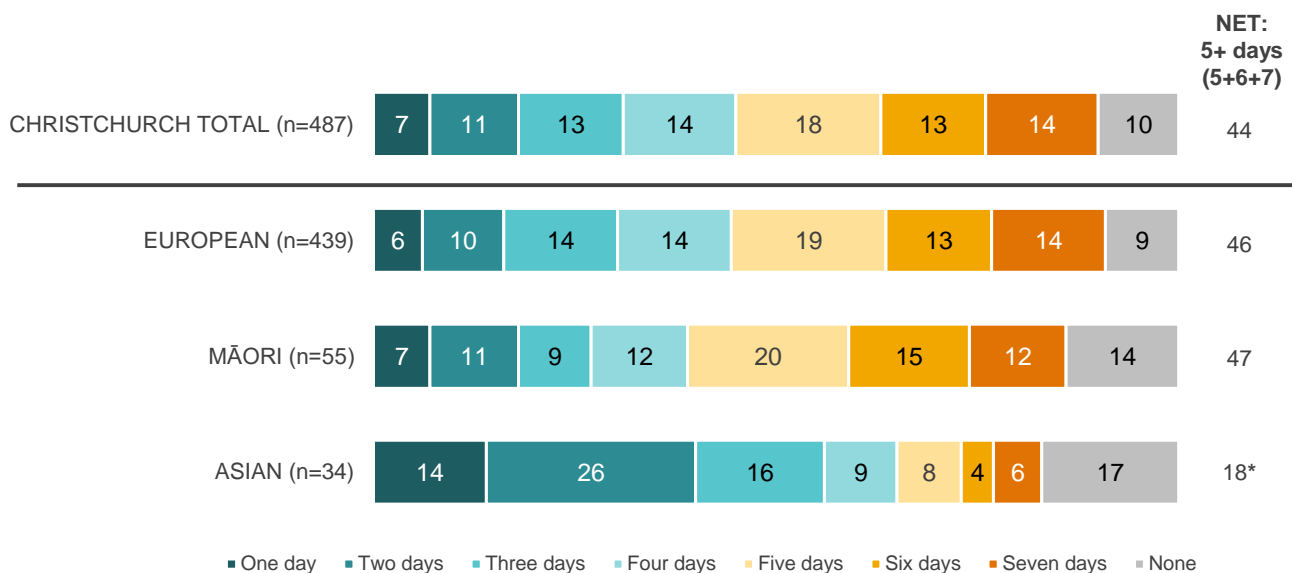
**Figure 7.6 Frequency of doing physical activity – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q22. Thinking about all your physical activity over the last 7 days (not including today), on how many days did you engage in....?

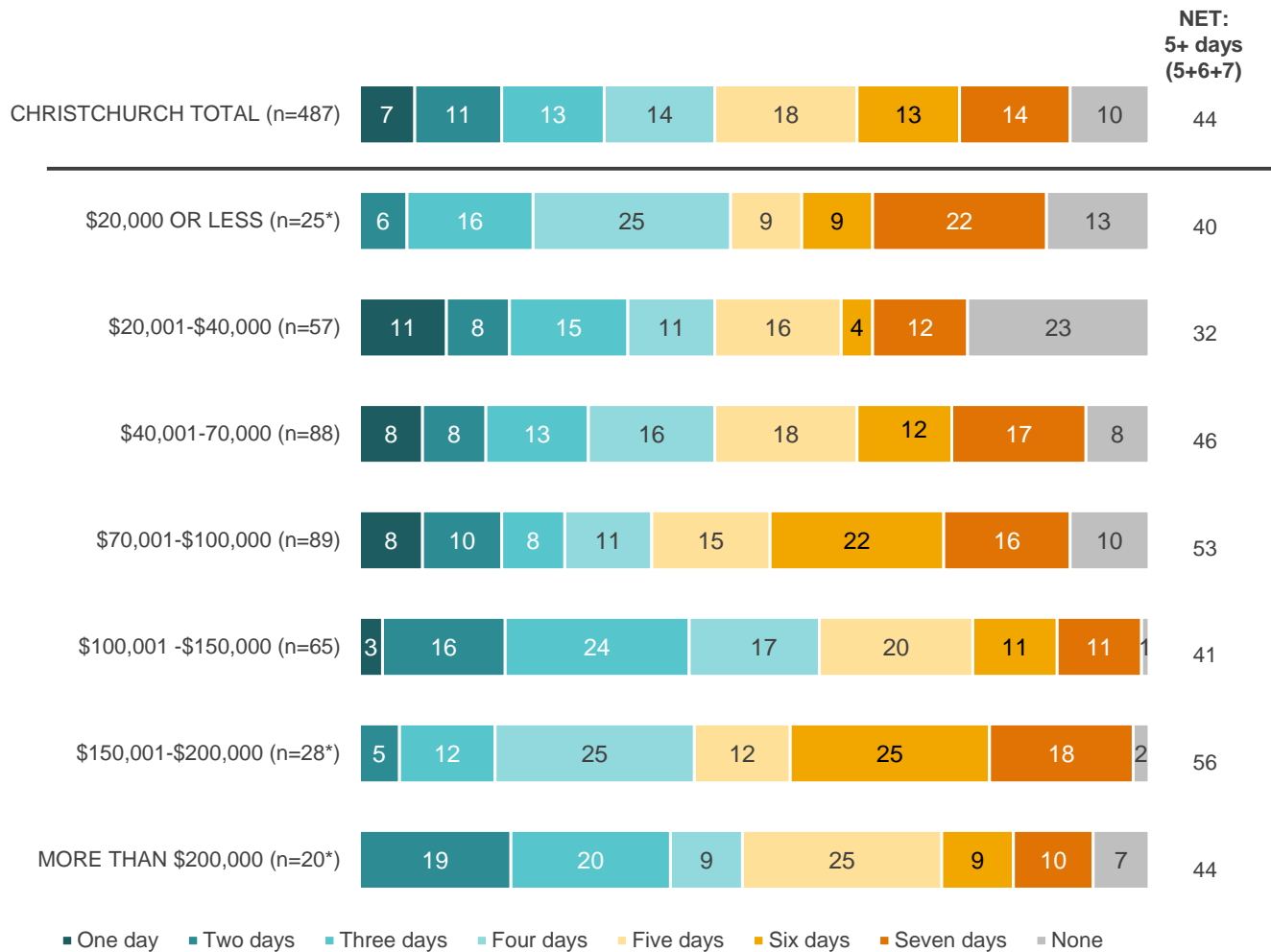
**Figure 7.7 Frequency of doing physical activity – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q22. Thinking about all your physical activity over the last 7 days (not including today), on how many days did you engage in....?

**Figure 7.8 Frequency of doing physical activity – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q22. Thinking about all your physical activity over the last 7 days (not including today), on how many days did you engage in....?

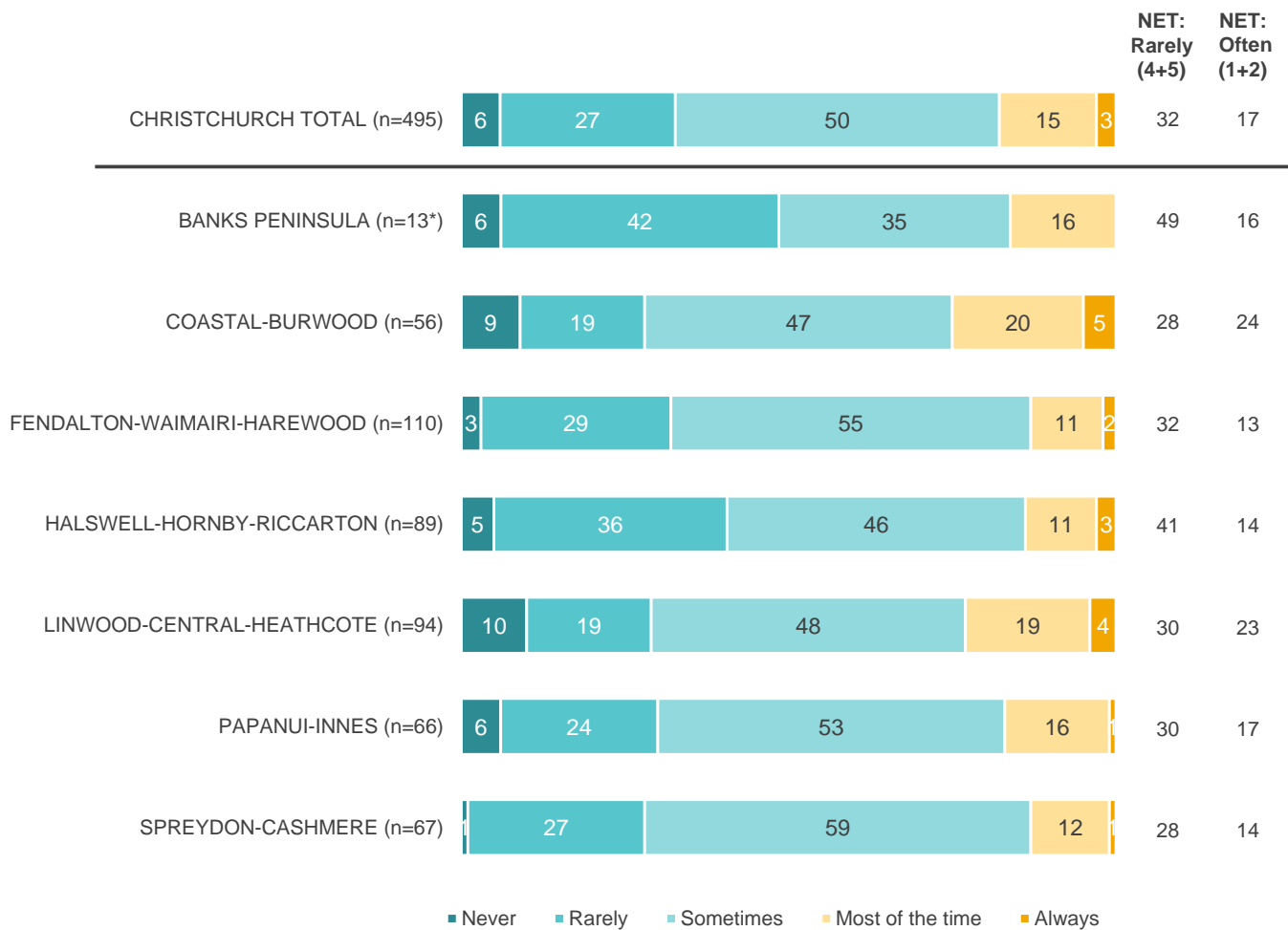
\*Caution, small sample size – results are indicative only

## 7.3 Stress

Respondents were asked how often during the past 12 months they had experienced stress that had had a negative effect on them.

While just 17% of Christchurch respondents had often experienced stress that had a negative impact on them, almost a third (32%) rarely or never experienced this.

**Figure 7.9 Stress – by ward (%)**



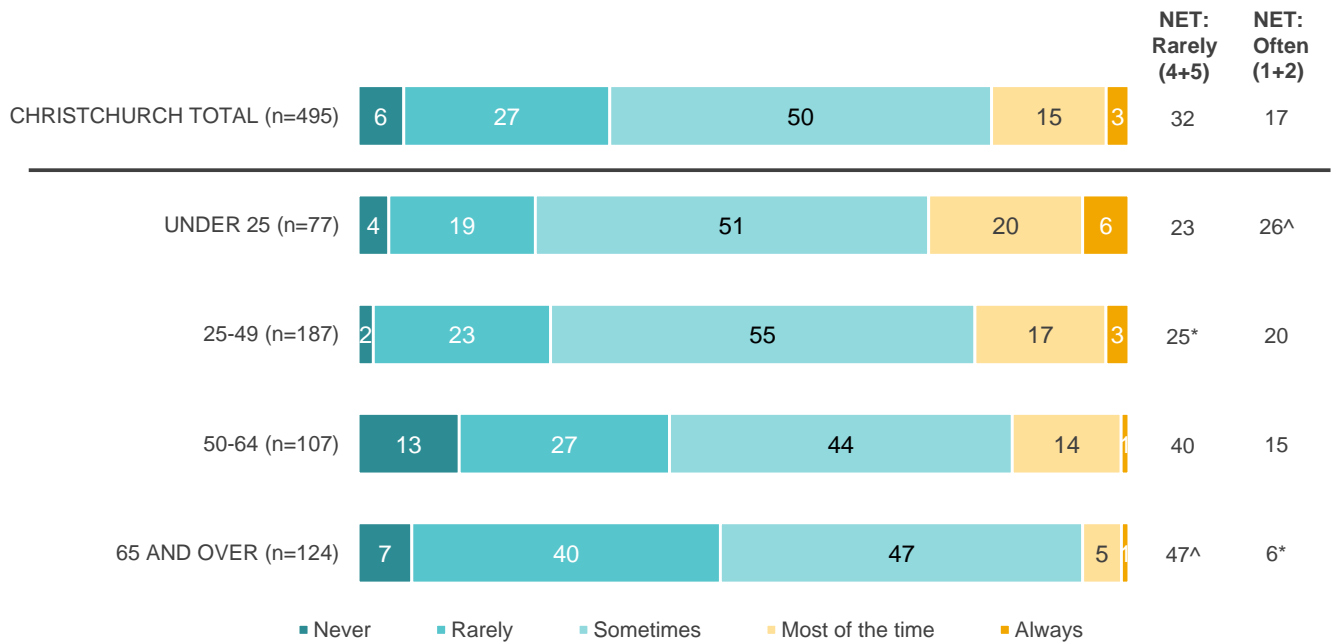
Base: All Respondents (excluding not answered)

Source: Q33. Which statement below best applies to how often, if ever, over the past 12 months you have experienced stress that has had a negative effect on you?

(1 – Always, 2 – Most of the time, 3 – Sometimes, 4 – Rarely, 5 – Never)

\*Caution, small sample size – results are indicative only

**Figure 7.10 Stress – by age (%)**

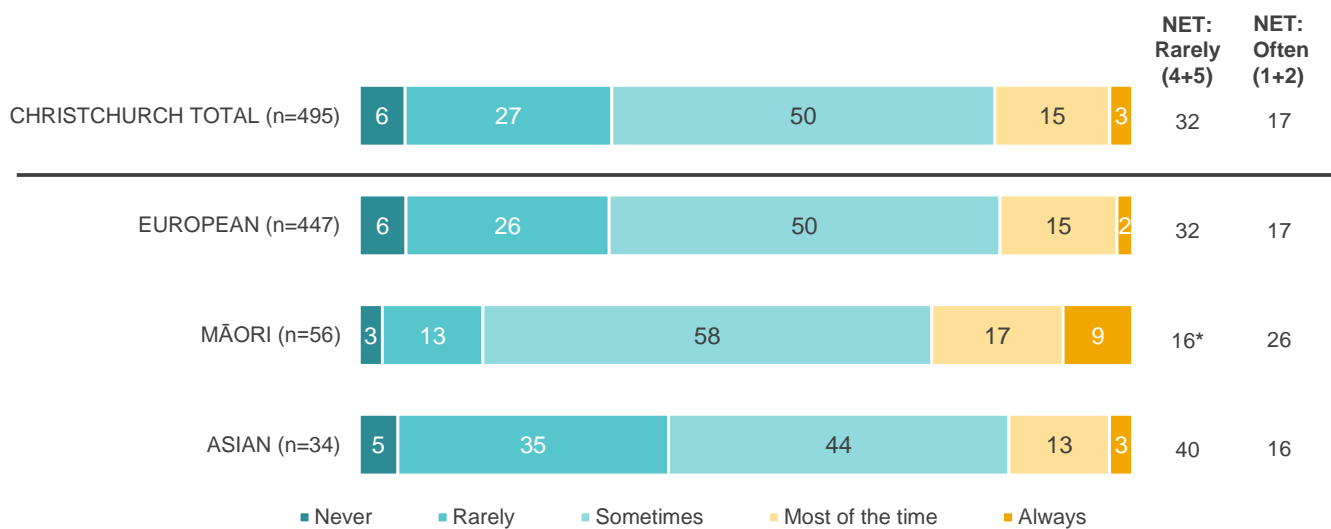


Base: All Respondents (excluding not answered)

Source: Q33. Which statement below best applies to how often, if ever, over the past 12 months you have experienced stress that has had a negative effect on you?

(1 – Always, 2 – Most of the time, 3 – Sometimes, 4 – Rarely, 5 – Never)

**Figure 7.11 Stress – by ethnicity (%)**

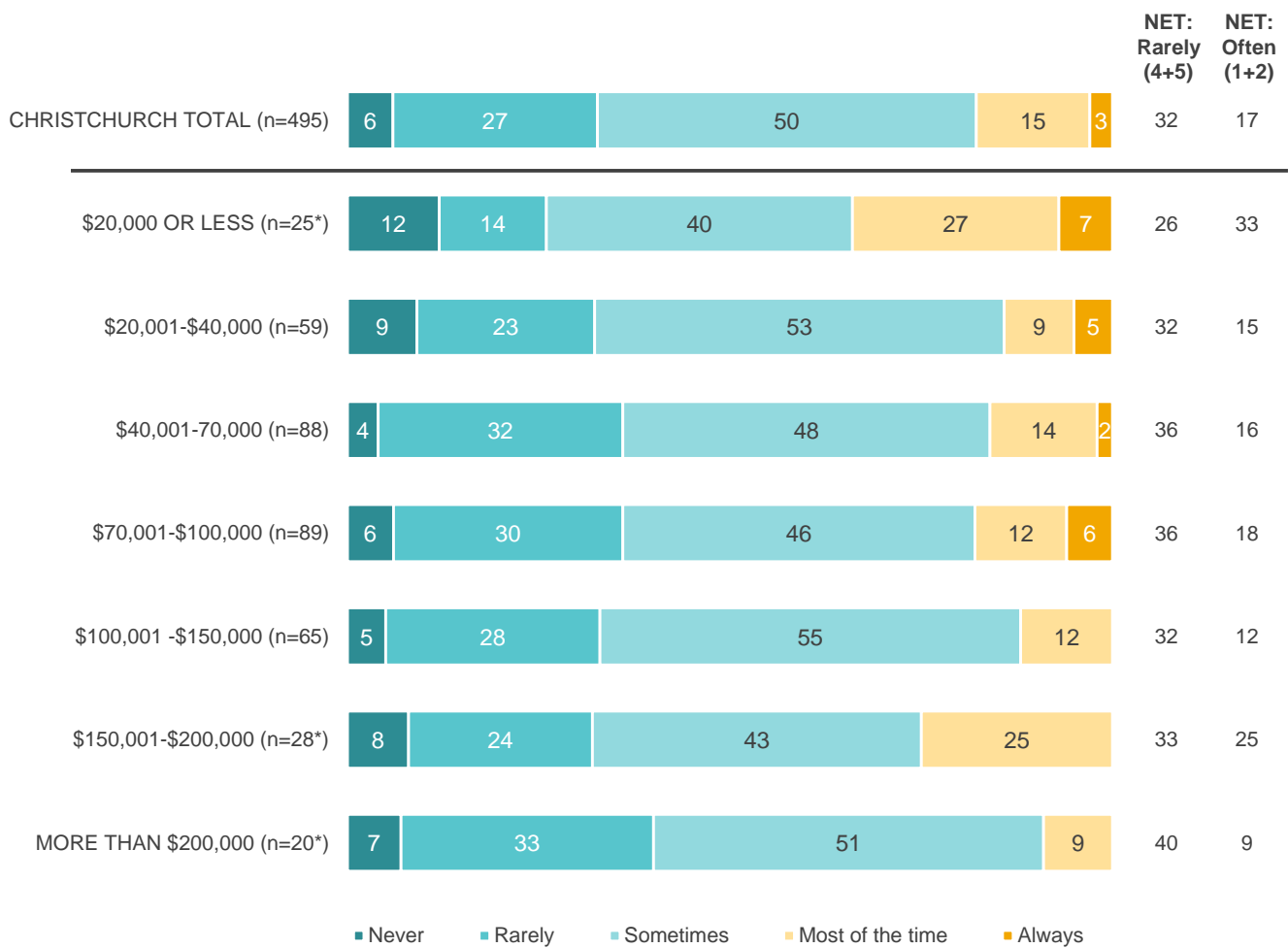


Base: All Respondents (excluding not answered)

Source: Q33. Which statement below best applies to how often, if ever, over the past 12 months you have experienced stress that has had a negative effect on you?

(1 – Always, 2 – Most of the time, 3 – Sometimes, 4 – Rarely, 5 – Never)

**Figure 7.12 Stress – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q33. Which statement below best applies to how often, if ever, over the past 12 months you have experienced stress that has had a negative effect on you?

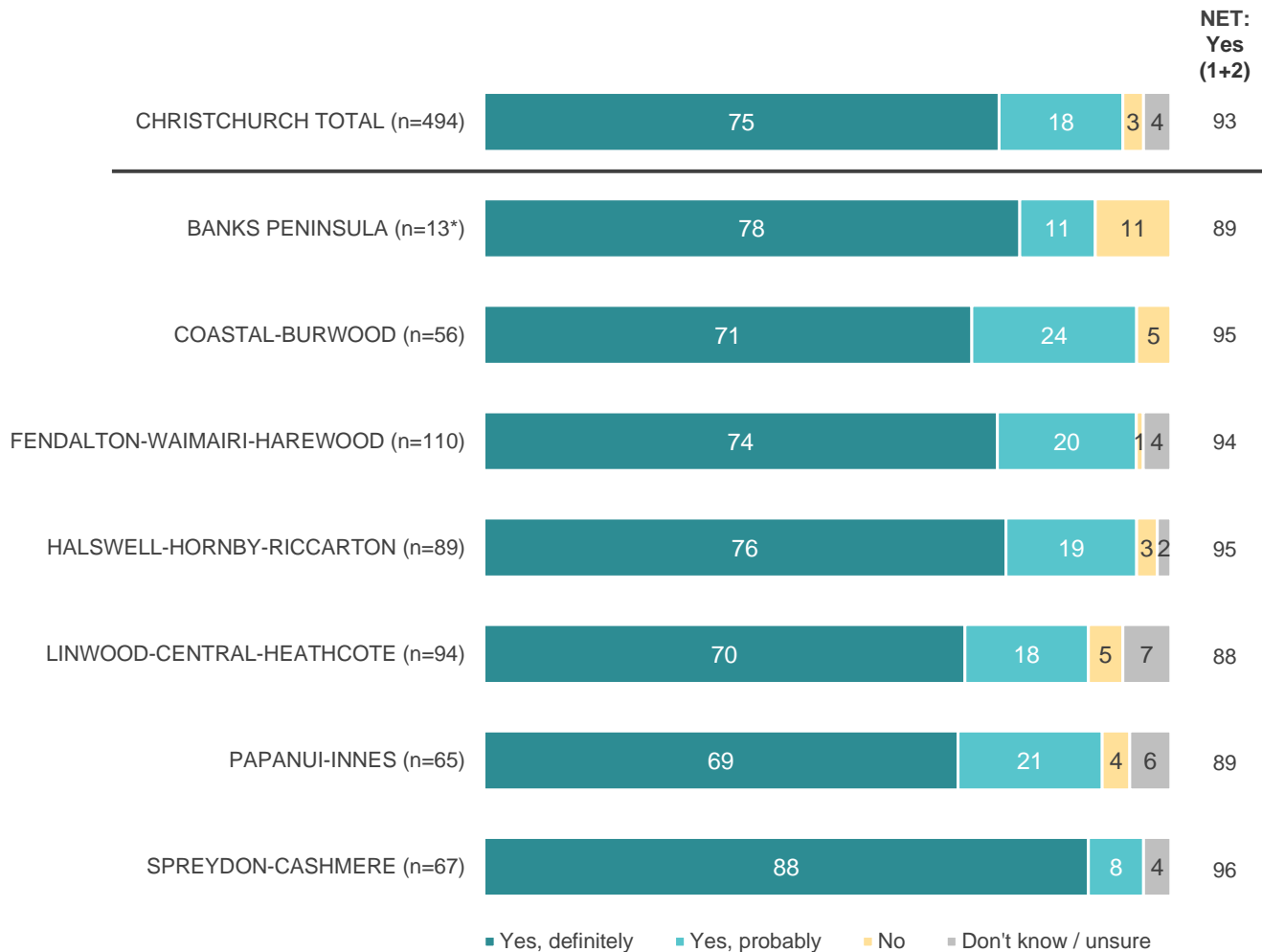
(1 – Always, 2 – Most of the time, 3 – Sometimes, 4 – Rarely, 5 – Never)

\*Caution, small sample size – results are indicative only

## 7.4 Availability of support

Almost all (93%) respondents feel they have someone to rely on for help if faced with a physical injury, illness or if in need of support during an emotionally difficult time.

**Figure 7.13 Availability of support – by ward (%)**



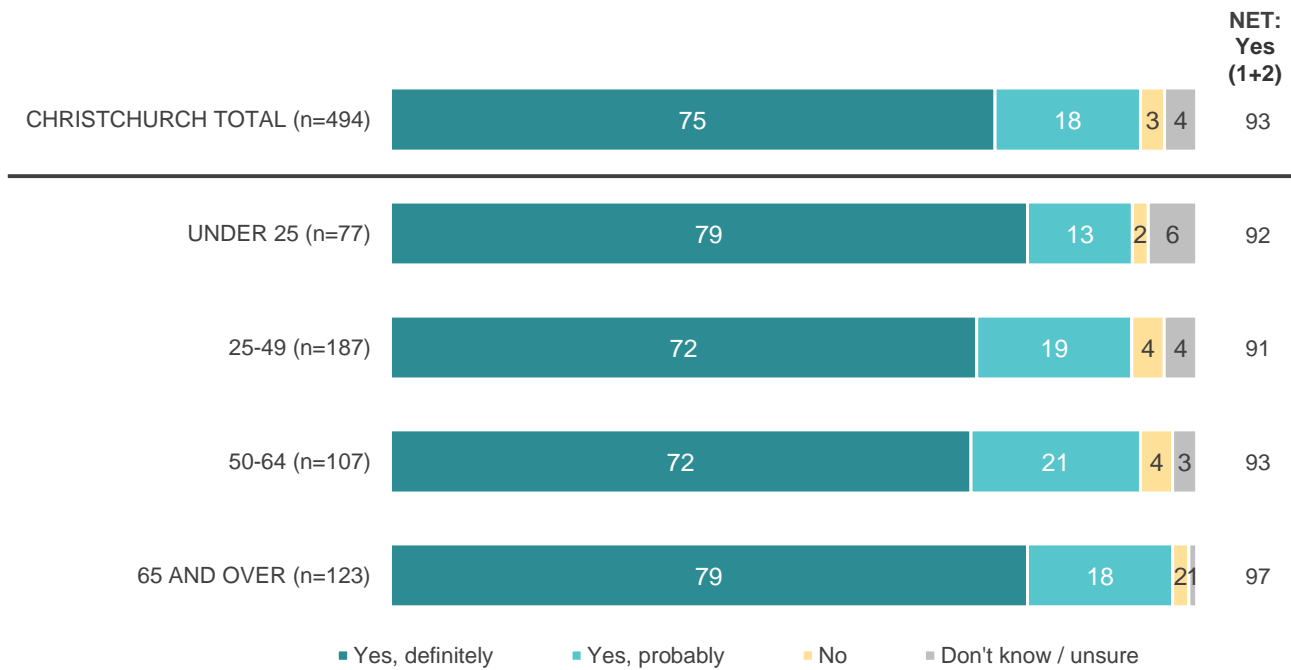
Base: All Respondents (excluding not answered)

Source: Q30. If you were faced with a serious illness or injury, or needed emotional support during a difficult time, is there anyone you could turn to for help?

\*Caution, small sample size – results are indicative only

Please note the question wording has changed slightly from the 2016 Quality of Life survey, see the Quality of Life Survey 2018 Technical Report for further details

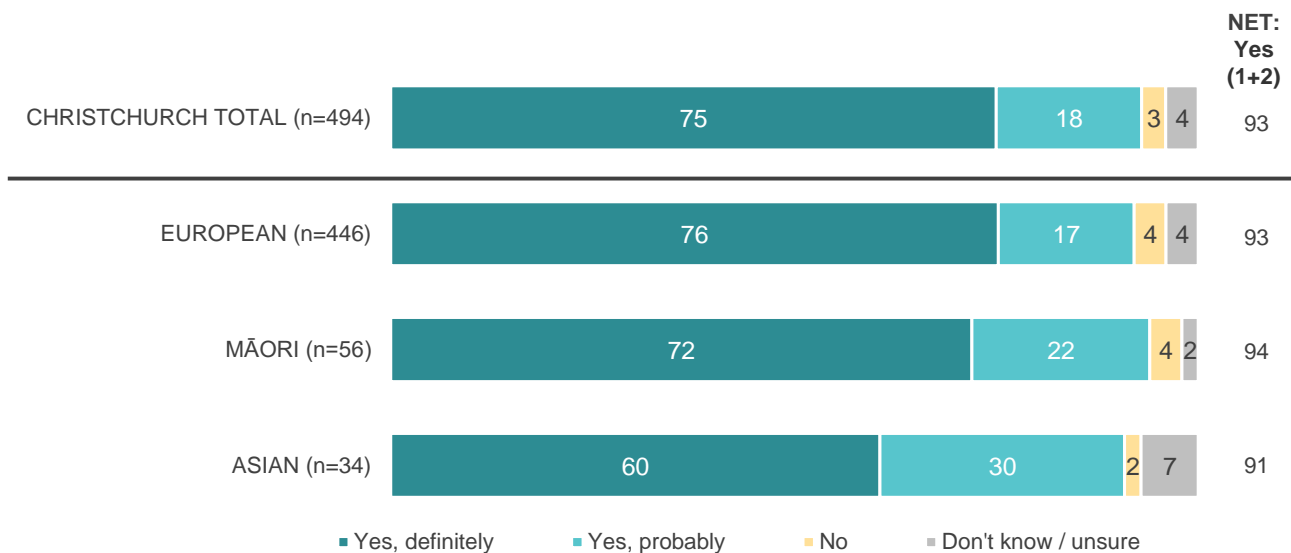
**Figure 7.14 Availability of support – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q30. If you were faced with a serious illness or injury, or needed emotional support during a difficult time, is there anyone you could turn to for help?

**Figure 7.15 Availability of support – by ethnicity (%)**

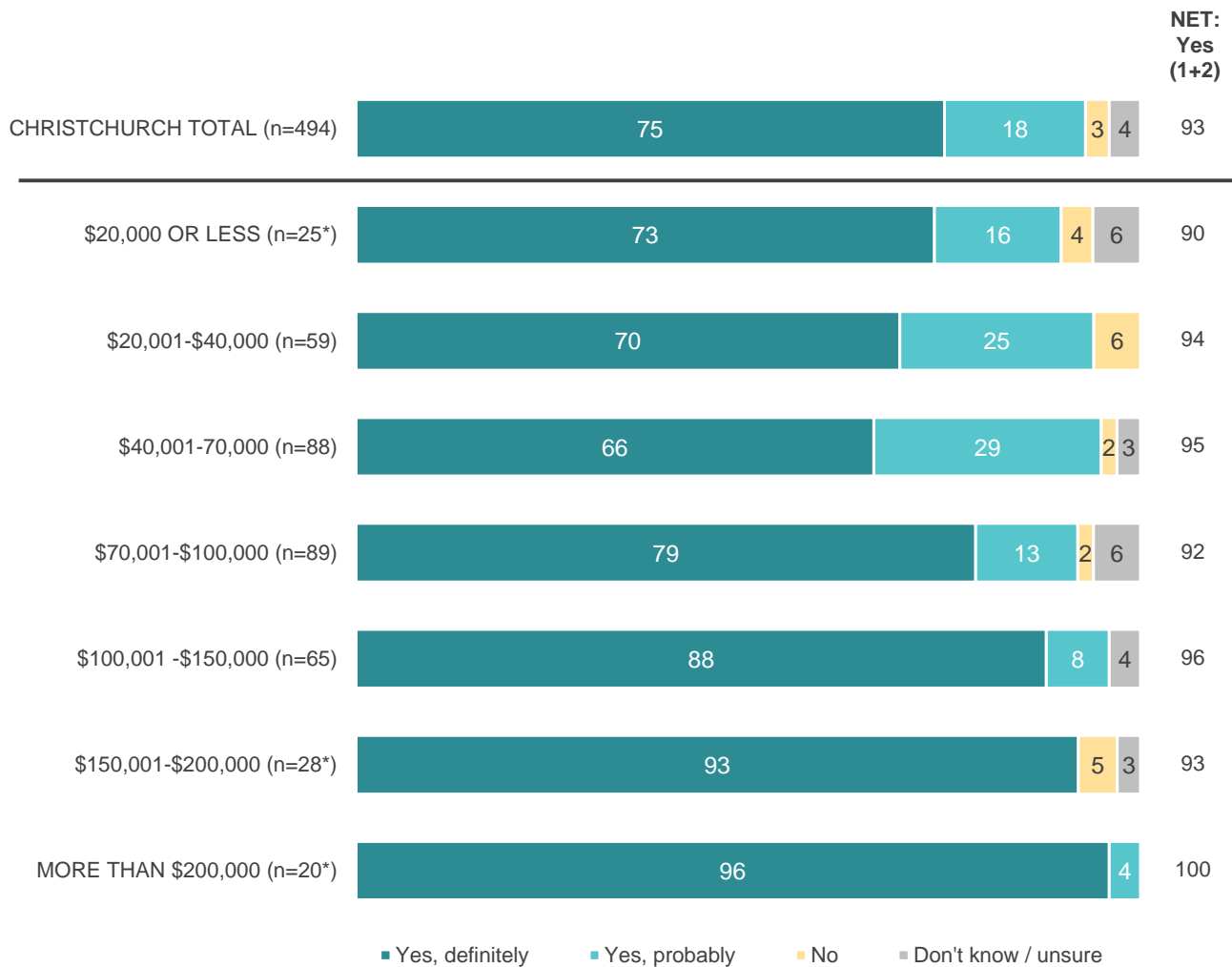


Base: All Respondents (excluding not answered)

Source: Q30. If you were faced with a serious illness or injury, or needed emotional support during a difficult time, is there anyone you could turn to for help?



**Figure 7.16 Availability of support – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q30. If you were faced with a serious illness or injury, or needed emotional support during a difficult time, is there anyone you could turn to for help?

\*Caution, small sample size – results are indicative only

## 7.5 WHO 5 wellbeing index

The WHO 5 is a measure of emotional wellbeing. Respondents are asked to rate the extent to which each of five wellbeing indicators has been present or absent in their lives over the previous two-week period, on a six point scale ranging from 'all of the time' to 'at no time'. The questions were as follows;

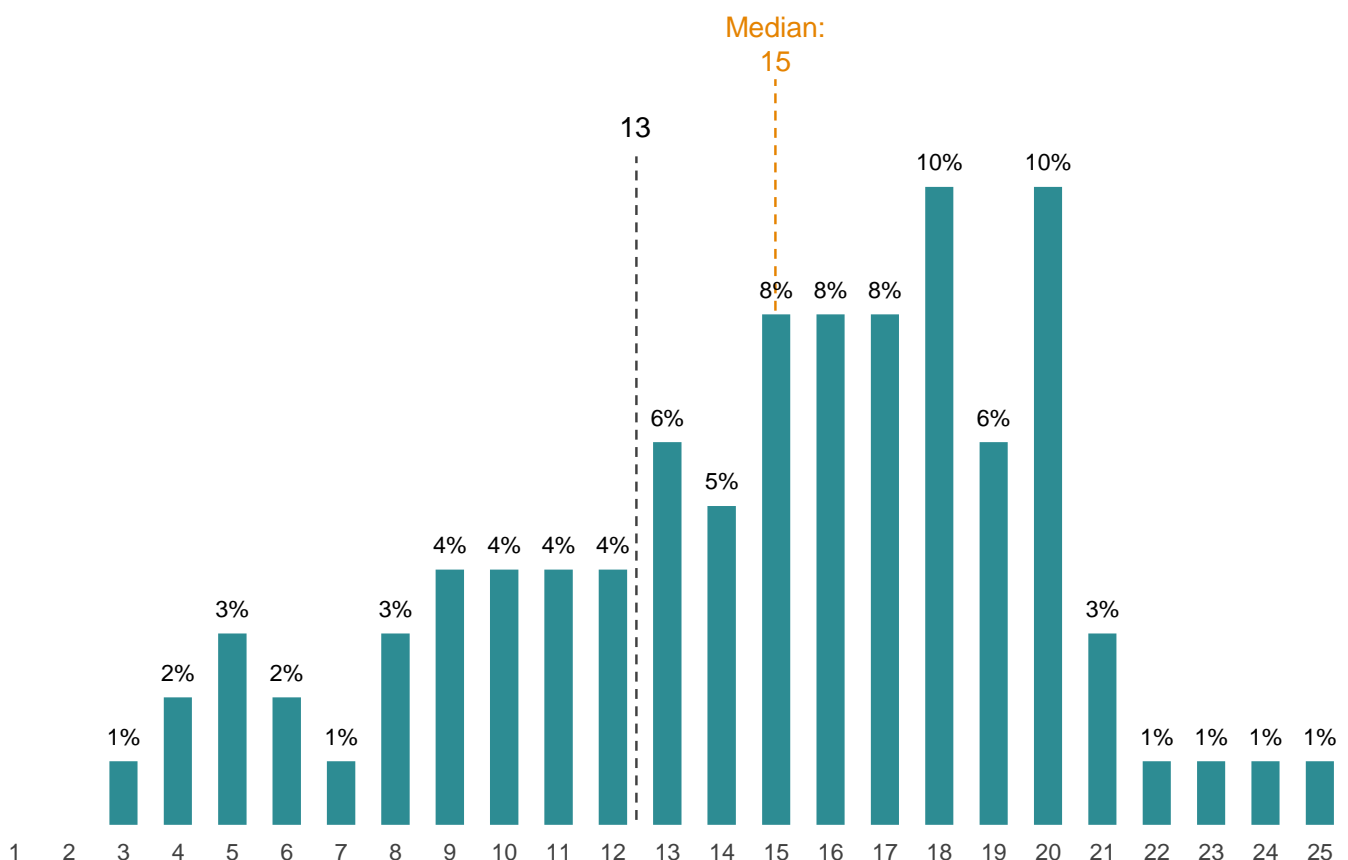
- I have felt cheerful and in good spirits
- I have felt calm and relaxed
- I have felt active and vigorous
- I woke up feeling fresh and rested
- My daily life has been filled with things that interest me.

The WHO 5 is scored out of a total of 25, with 0 being the lowest level of emotional wellbeing and 25 being the highest level of emotional wellbeing. Scores below 13 (between 0 and 12) are considered indicative of poor emotional wellbeing and may indicate risk of poor mental health.

The chart below shows the distribution of scores. The median result for Christchurch is 15. Three in ten (30%) respondents have a score of below 13.

Distribution charts for each subgroup can be found in Appendix 5.

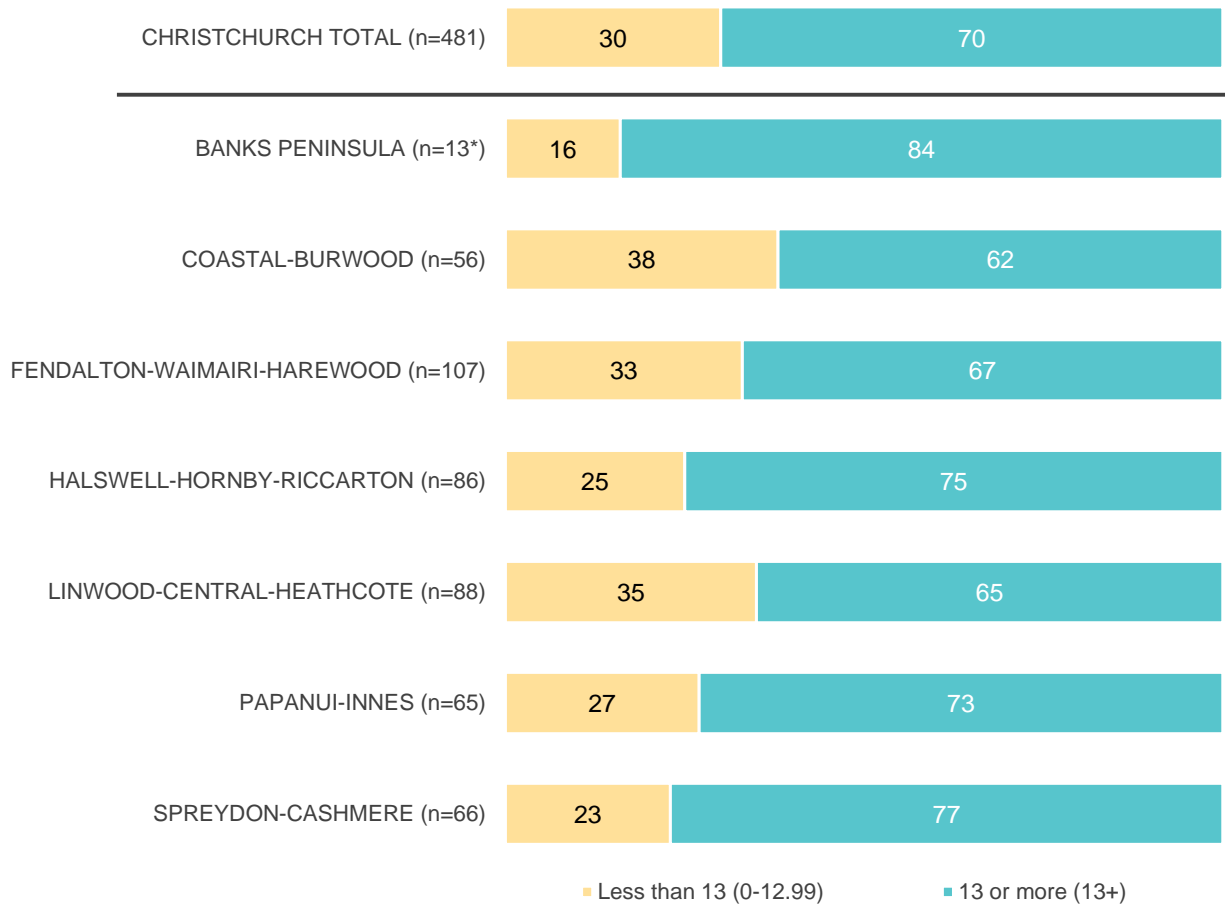
**Figure 7.17 WHO 5 wellbeing index – total level (%)**



Base: All Respondents (excluding not answered) (n=481)

Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

**Figure 7.18 WHO 5 wellbeing index – by ward (%)**

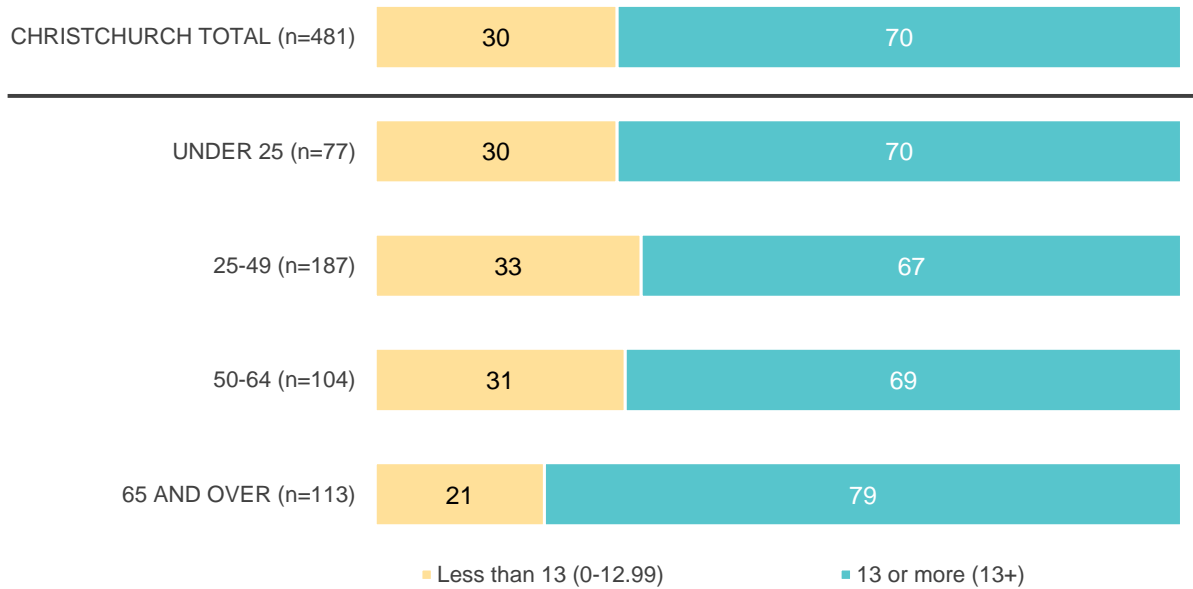


Base: All Respondents (excluding not answered) (n=481)

Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

\*Caution, small sample size – results are indicative only

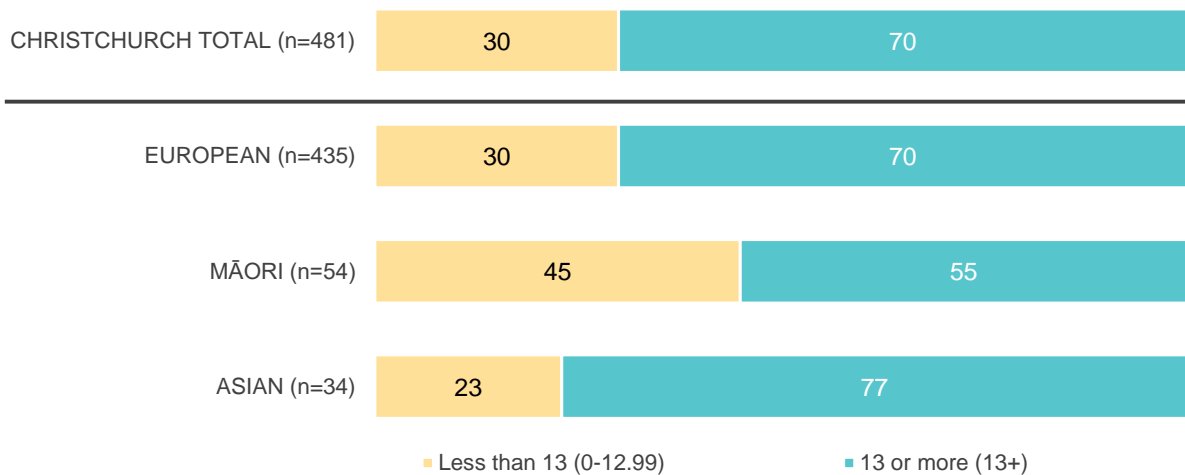
**Figure 7.19 WHO 5 wellbeing index – by age (%)**



Base: All Respondents (excluding not answered) (n=481)

Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

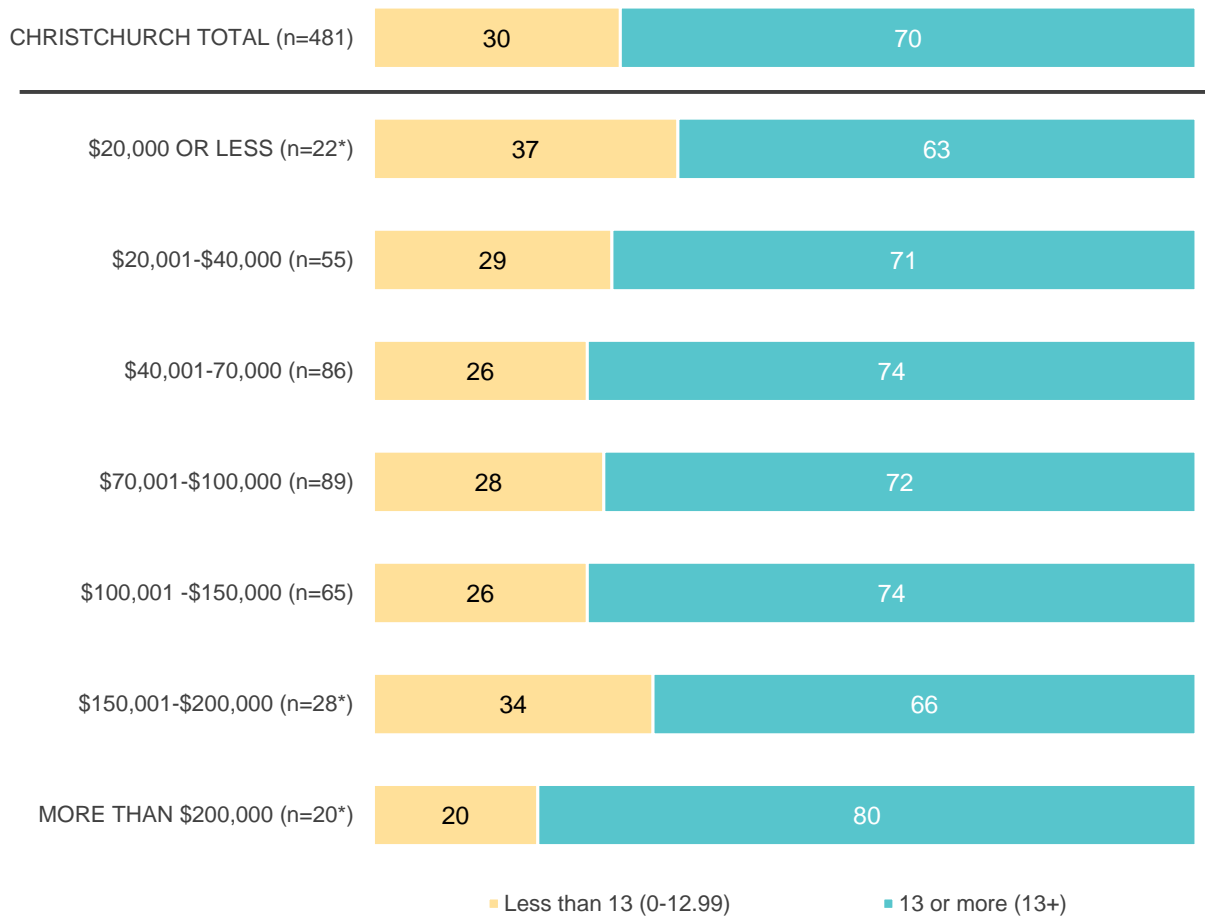
**Figure 7.20 WHO 5 wellbeing index – by ethnicity (%)**



Base: All Respondents (excluding not answered) (n=481)

Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

**Figure 7.21 WHO 5 wellbeing index – by household income (%)**



Base: All Respondents (excluding not answered) (n=481)

Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

\*Caution, small sample size – results are indicative only

## 8. CRIME AND SAFETY

This section reports on respondents' perceptions of problems in their city or local area in the last 12 months, as well as their sense of safety in their homes, neighbourhoods and city centres.

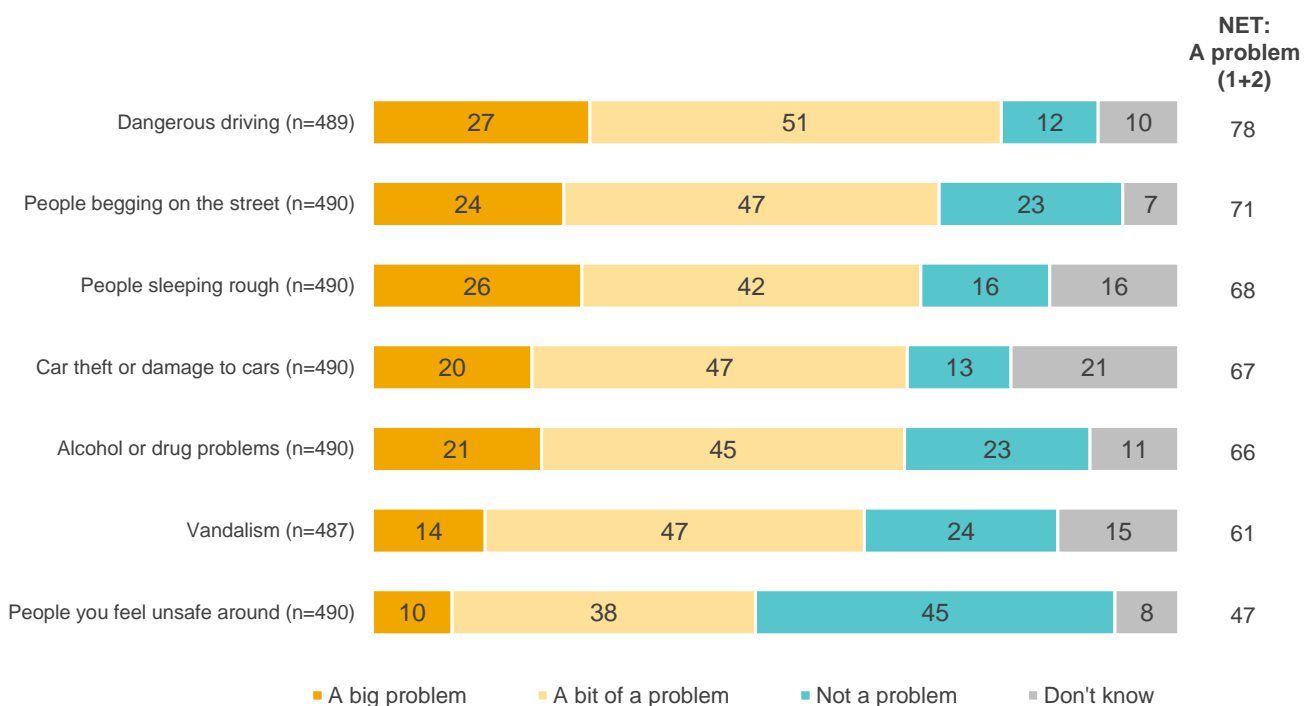
Respondents were asked to indicate the extent to which they perceive 12 possible issues had been a problem in Christchurch in the last year. Results for seven issues relating to crime and safety are reported in this section (vandalism, dangerous driving, car theft and damage, alcohol and drug issues, people perceived to be unsafe, people begging on the street and people sleeping rough on the streets or in vehicles), and results for the other five issues are reported in Section 4.

### 8.1 Rating of issues as problem in Christchurch

The table below shows the overall results for Christchurch. Results across all subgroups for each circumstance are outlined on the following pages.

Nearly eight out of ten (78%) respondents perceive dangerous driving as a '*big problem*' or a '*bit of a problem*' in Christchurch over the previous 12 months, followed by people begging on the street (71%), people sleeping rough (68%) and car theft or damage to cars (67%).

**Figure 8.1 Rating of issues as problem in Christchurch (summary) – total level (%)**



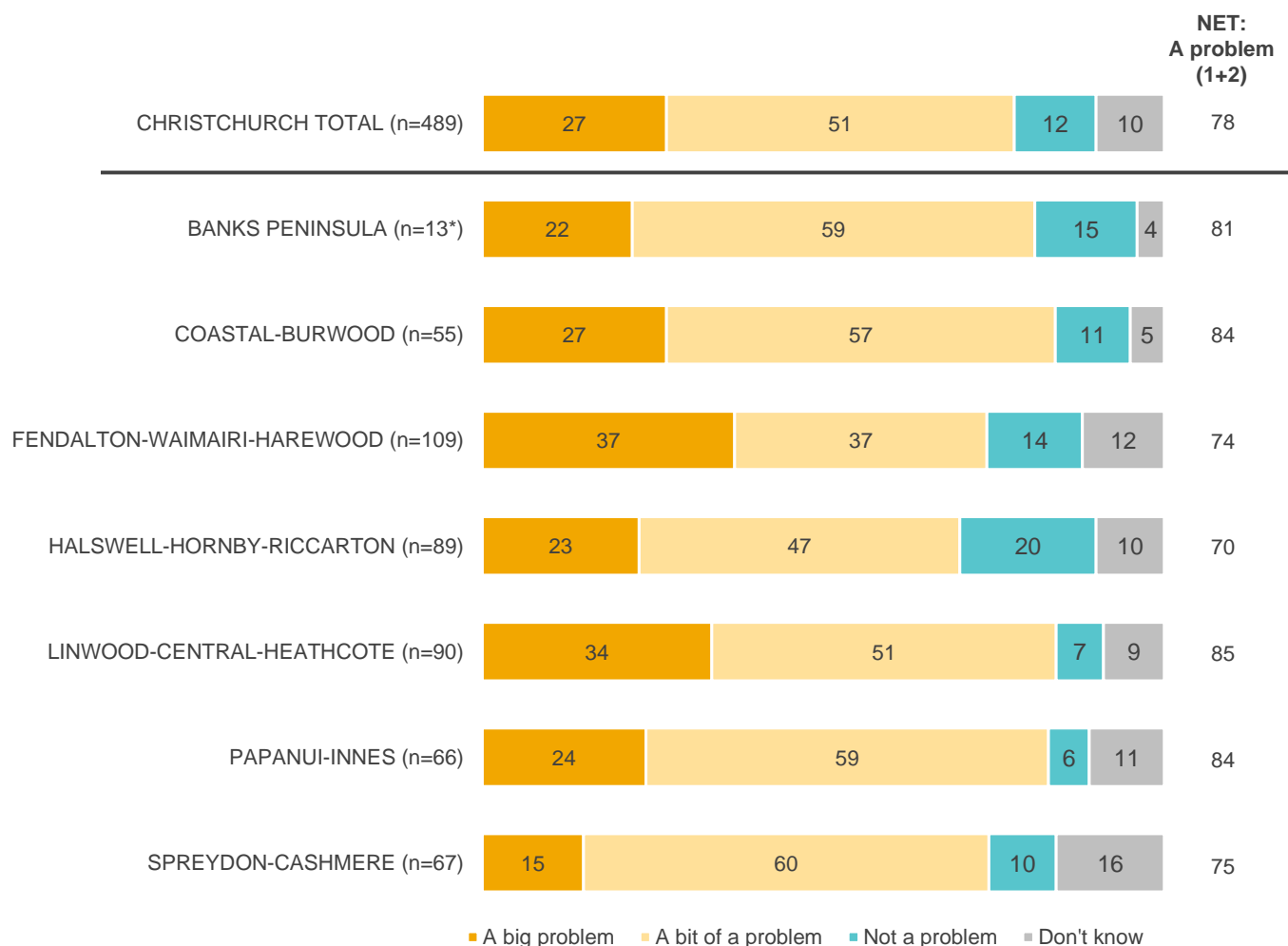
Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

## Dangerous driving, including drink driving and speeding

Almost eight out of ten (78%) respondents in Christchurch perceive dangerous driving (including drink driving and speeding) to have been a problem over the past year. Nearly one in three (27%) perceive it to be 'a big problem' and a further half (51%) perceive it to be 'a bit of a problem'.

**Figure 8.2 Perception of dangerous driving as problem in Christchurch – by ward (%)**



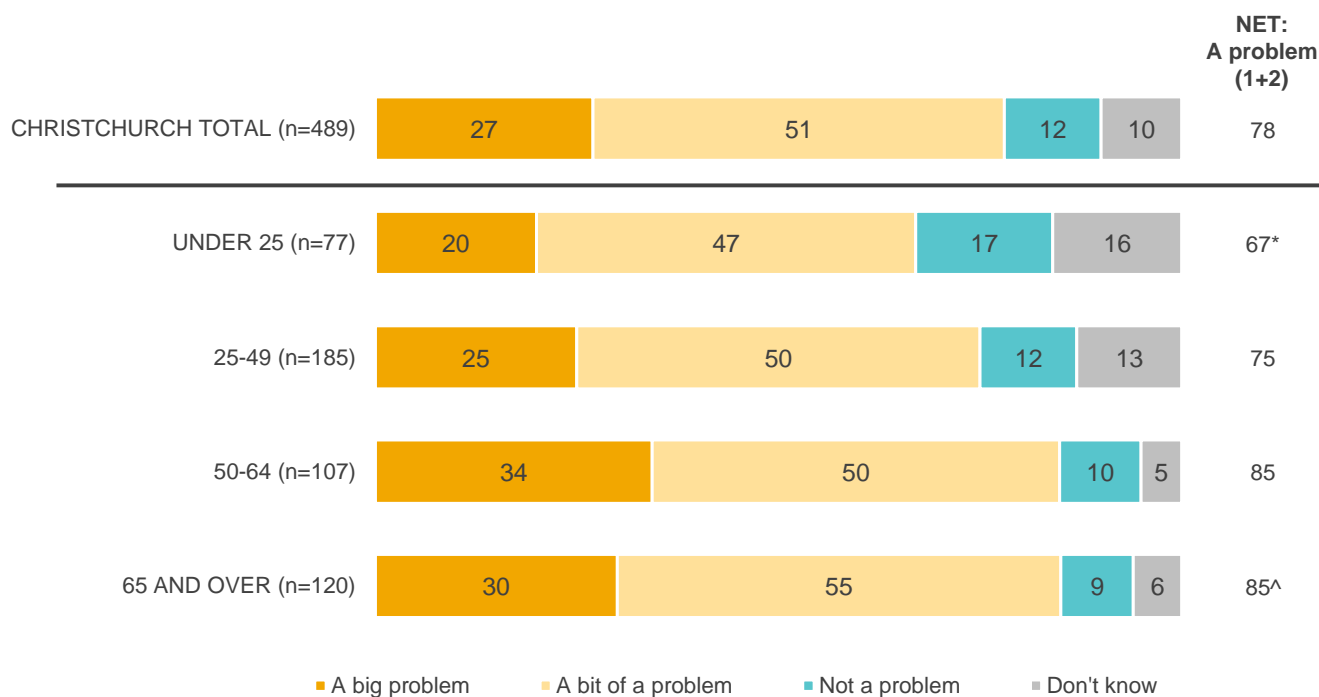
Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Dangerous driving, including drink driving and speeding

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

**Figure 8.3 Perception of dangerous driving as problem in Christchurch – by age (%)**

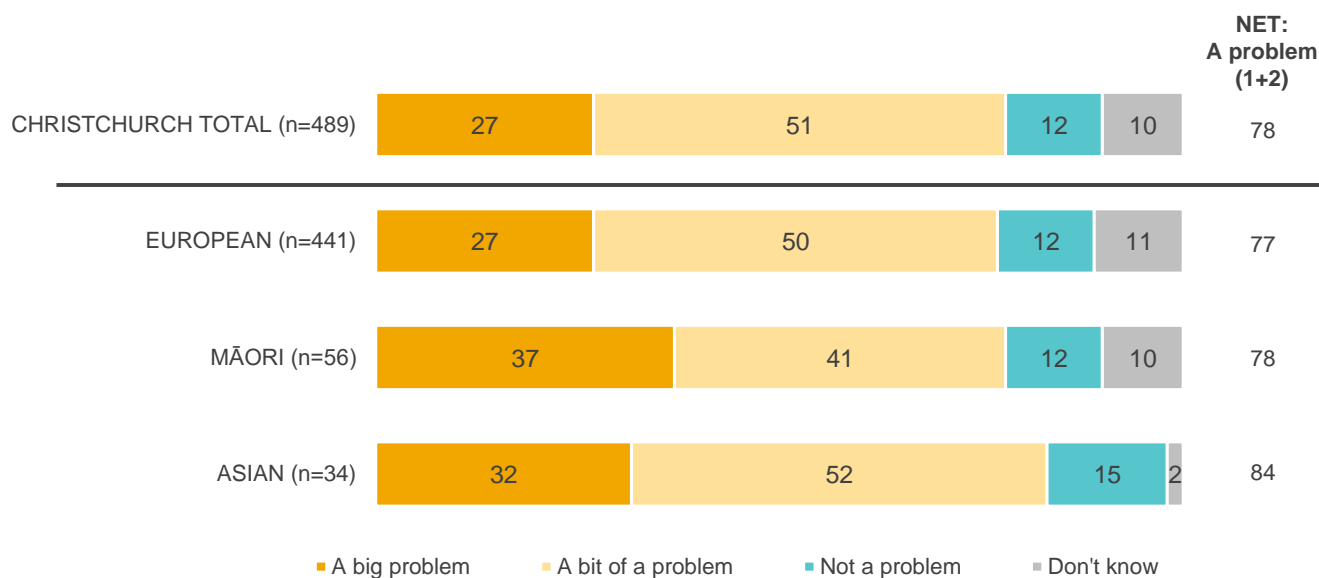


Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Dangerous driving, including drink driving and speeding

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

**Figure 8.4 Perception of dangerous driving as problem in Christchurch – by ethnicity (%)**



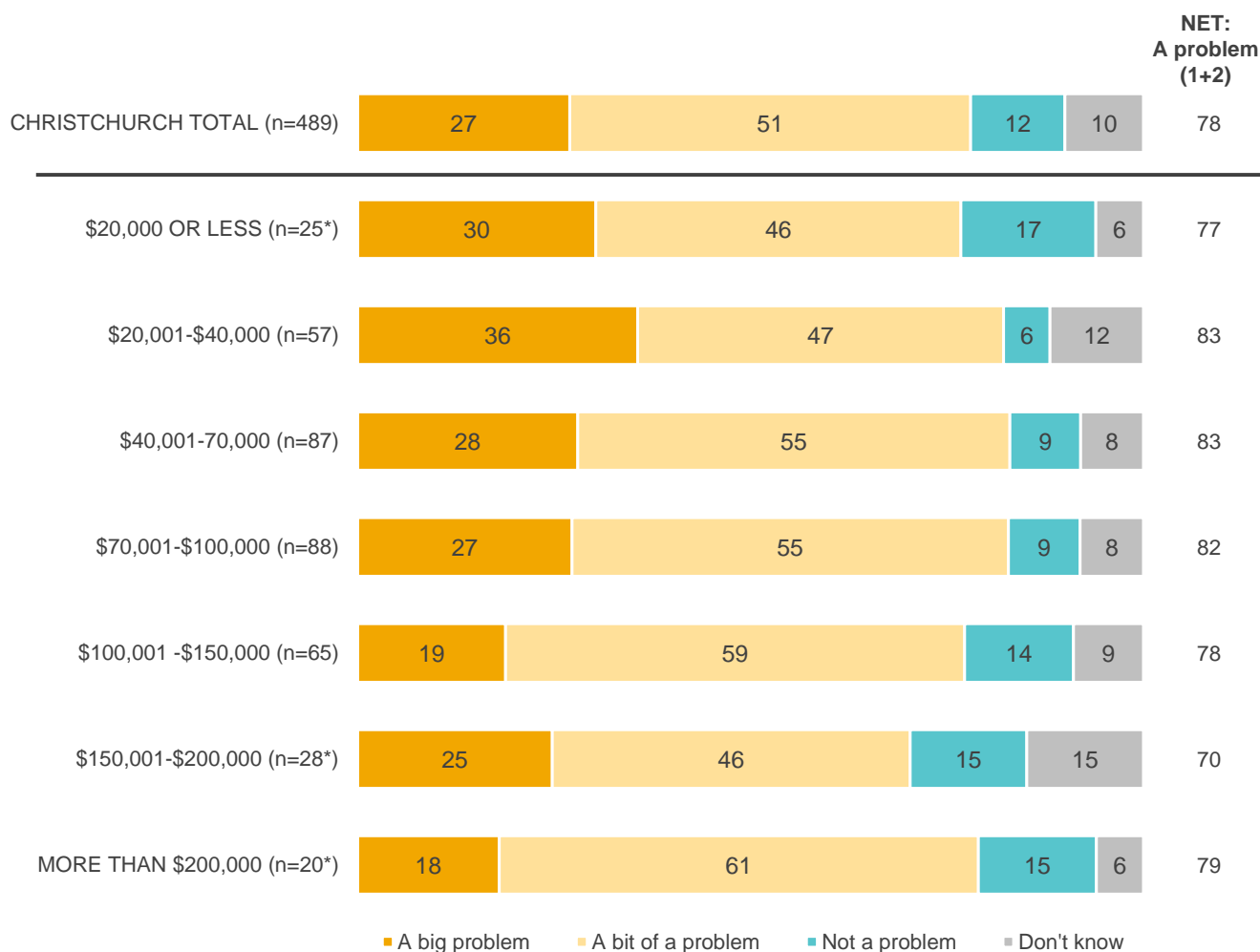
Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Dangerous driving, including drink driving and speeding

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)



**Figure 8.5 Perception of dangerous driving as problem in Christchurch – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months?

Dangerous driving, including drink driving and speeding

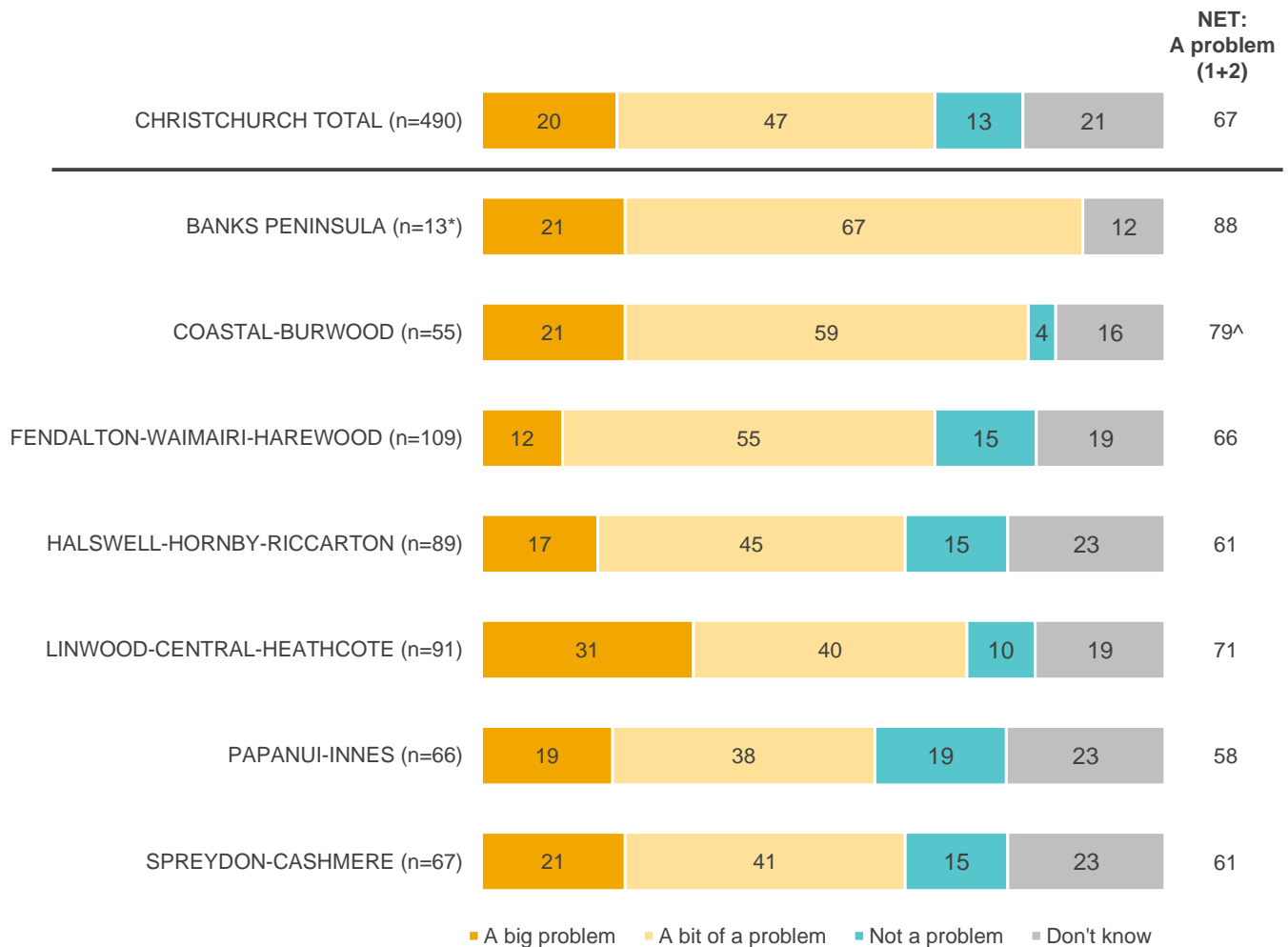
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

## Car theft, damage to cars or theft from cars

Two-thirds (67%) of respondents perceive car theft and damage to cars to have been a problem in Christchurch over the past 12 months, with 20% rating it 'a big problem' and 47% 'a bit of a problem'.

**Figure 8.6 Car theft, damage to cars or theft from cars – by ward (%)**



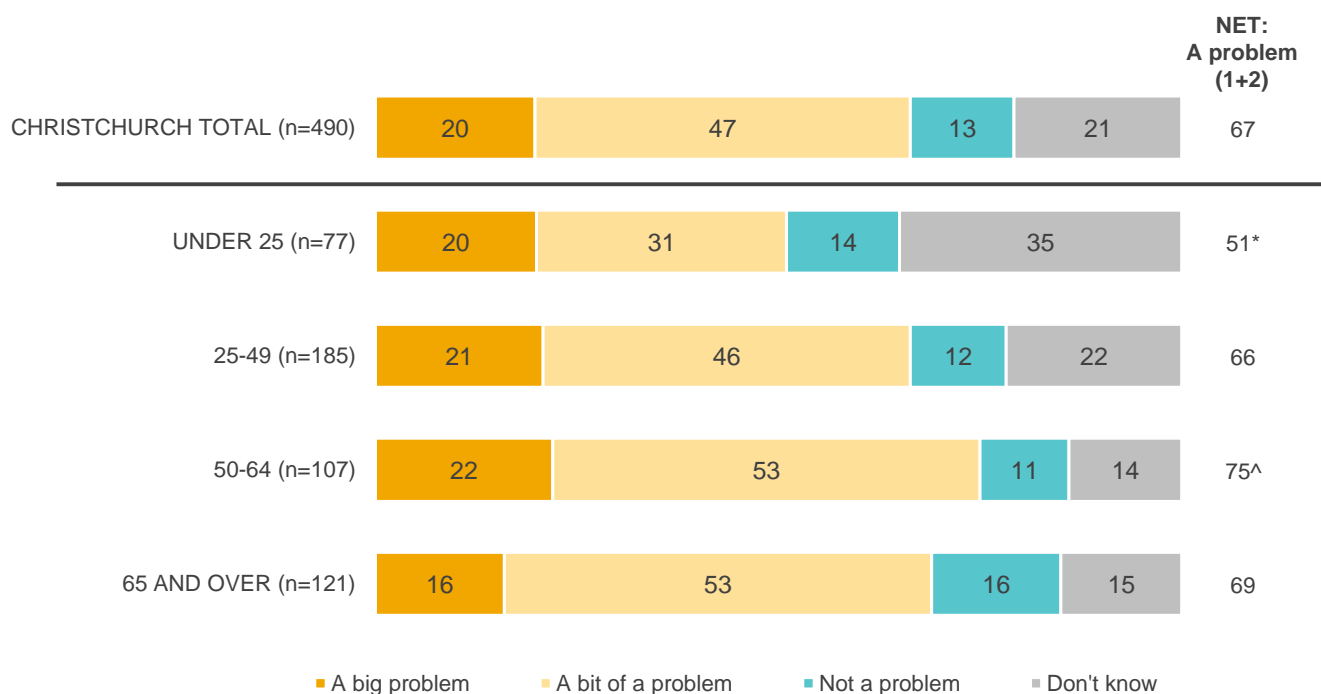
Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Car theft, damage to cars or theft from cars

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

**Figure 8.7 Car theft, damage to cars or theft from cars – by age (%)**



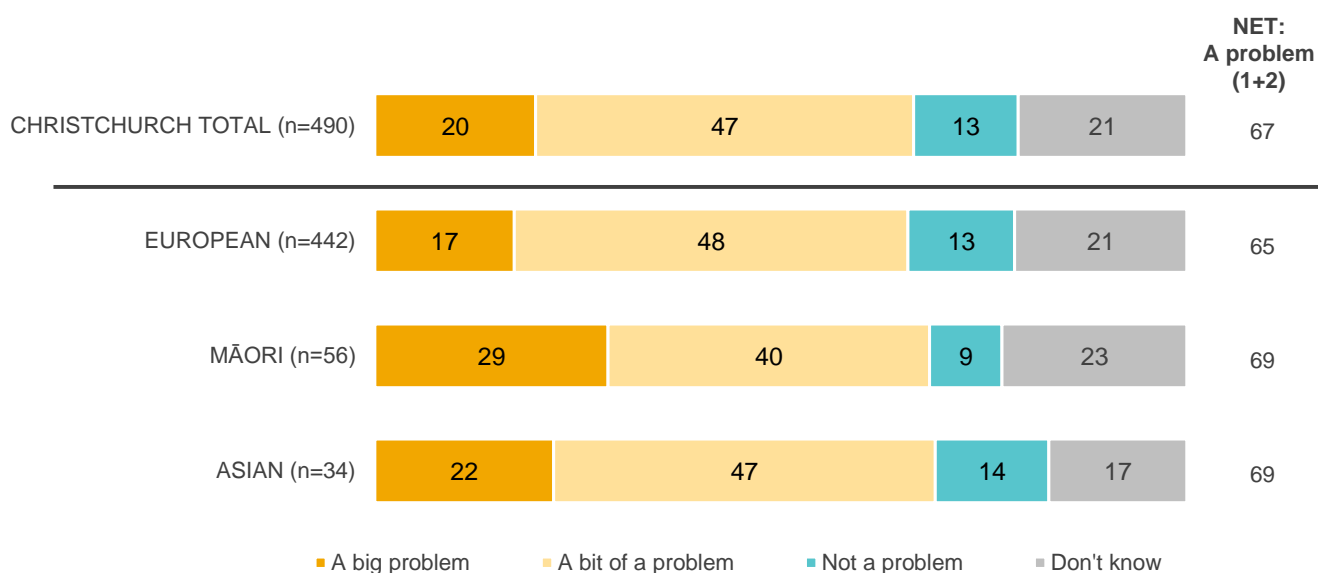
Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Car theft, damage to cars or theft from cars

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

**Figure 8.8 Car theft, damage to cars or theft from cars – by ethnicity (%)**

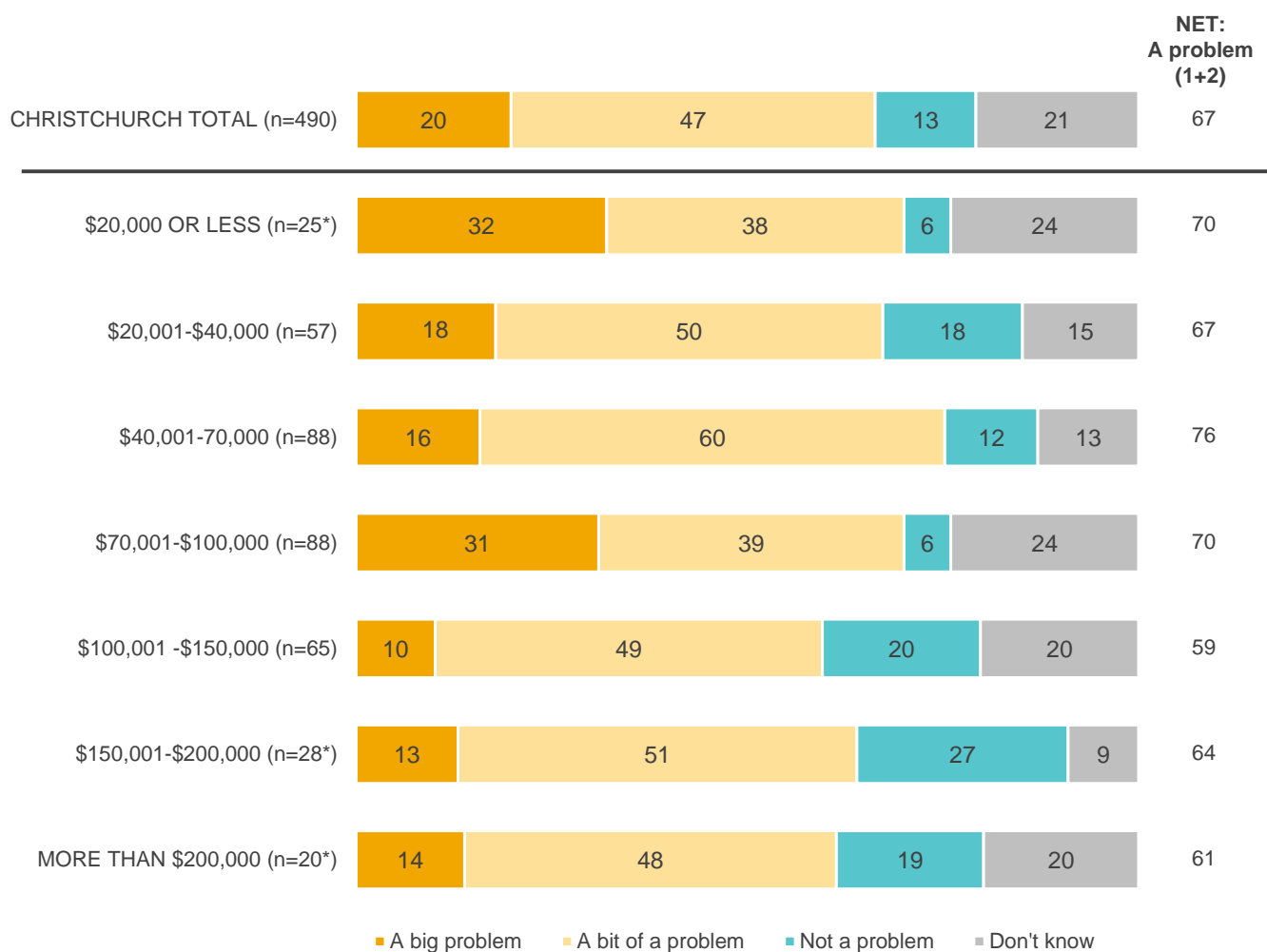


Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Car theft, damage to cars or theft from cars

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

**Figure 8.9 Car theft, damage to cars or theft from cars – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months?

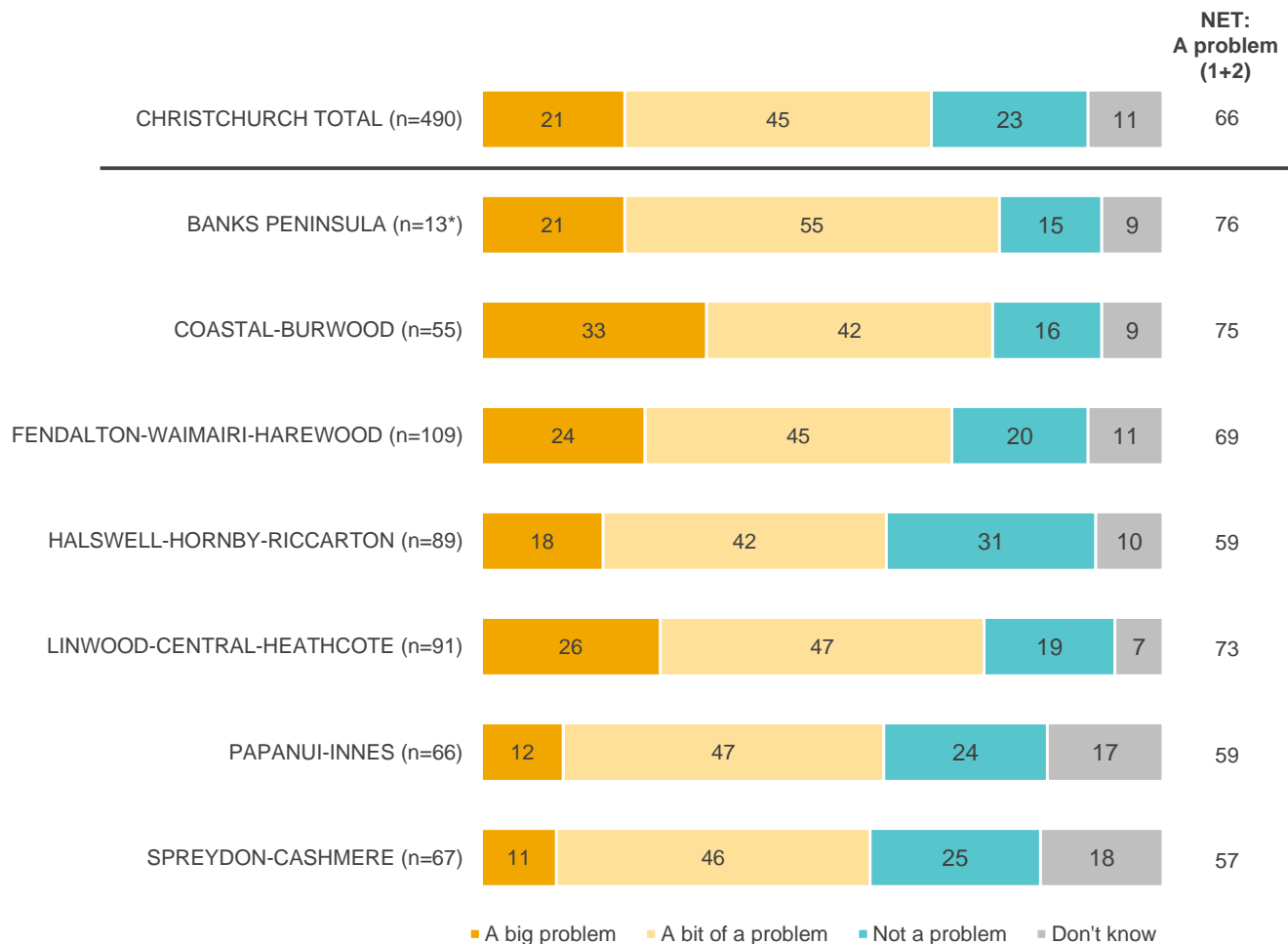
Car theft, damage to cars or theft from cars

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

## Alcohol or drug problems

Two-thirds (66%) of respondents in Christchurch perceive alcohol or drugs problems, or anti-social behaviour associated with the use of alcohol or drugs, to be a problem in their local area, with 21% rating it 'a big problem' and 45% 'a bit of a problem'.

**Figure 8.10 Perception of alcohol or drug problems as issue in Christchurch – by ward (%)**



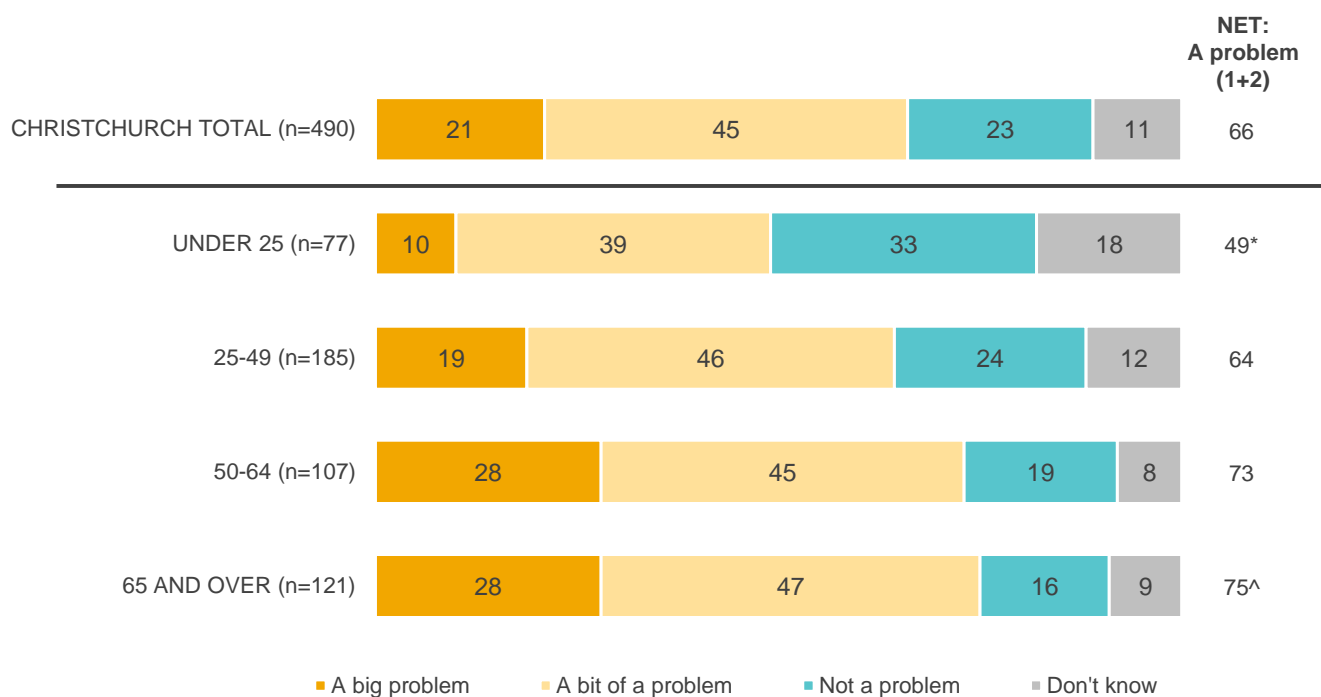
Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Alcohol or drug problems or anti-social behaviour associated with the use of alcohol or drugs

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

**Figure 8.11 Perception of alcohol or drug problems as issue in Christchurch – by age (%)**

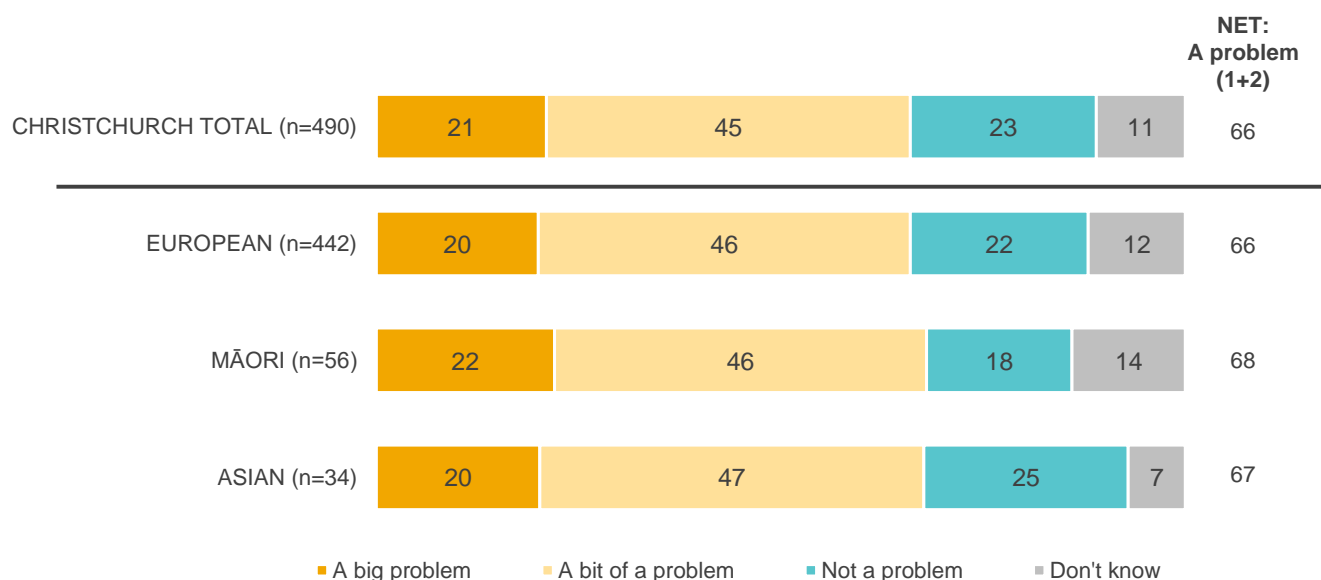


Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Alcohol or drug problems or anti-social behaviour associated with the use of alcohol or drugs

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

**Figure 8.12 Perception of alcohol or drug problems as issue in Christchurch – by ethnicity (%)**

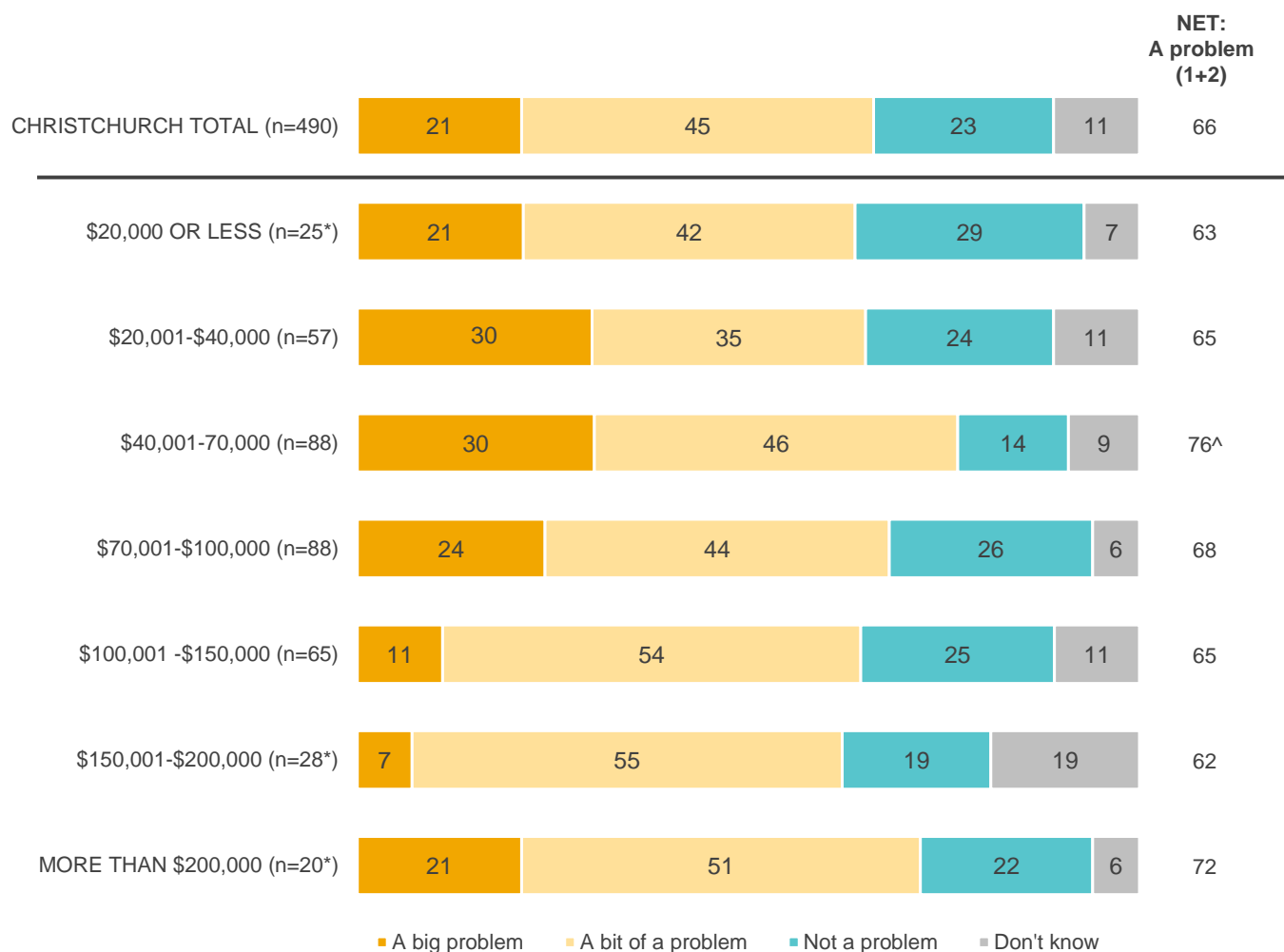


Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Alcohol or drug problems or anti-social behaviour associated with the use of alcohol or drugs

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

**Figure 8.13 Perception of alcohol or drug problems as issue in Christchurch – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months?

Alcohol or drug problems or anti-social behaviour associated with the use of alcohol or drugs

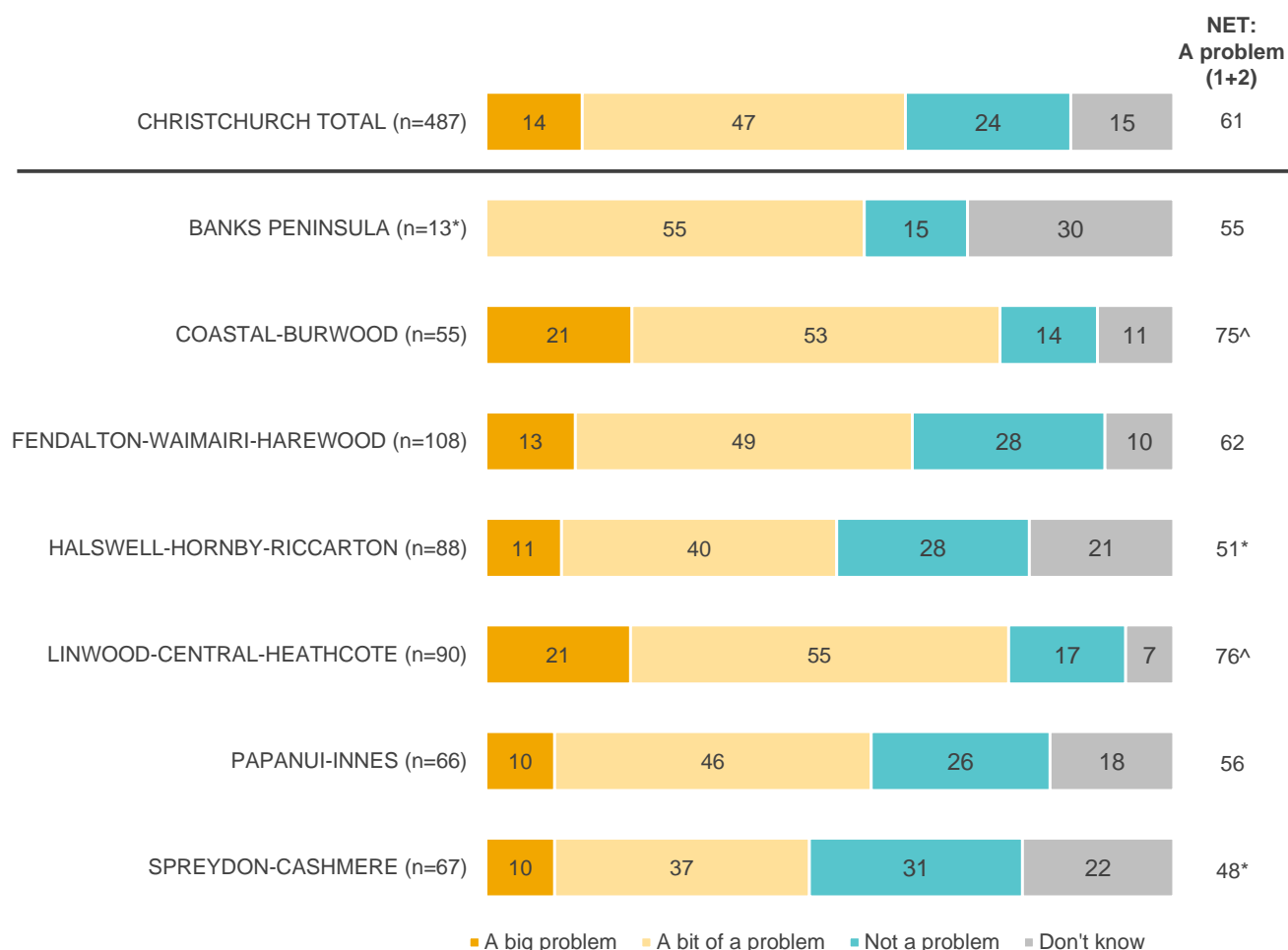
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

## Vandalism

Two-thirds (61%) of respondents perceive vandalism (other than graffiti and tagging) to have been a problem over the past 12 months in Christchurch. One in seven (14%) say it has been 'a big problem' and nearly half (47%) say it has been 'a bit of a problem'.

**Figure 8.14 Perception of vandalism as problem in Christchurch – by ward (%)**



Base: All Respondents (excluding not answered)

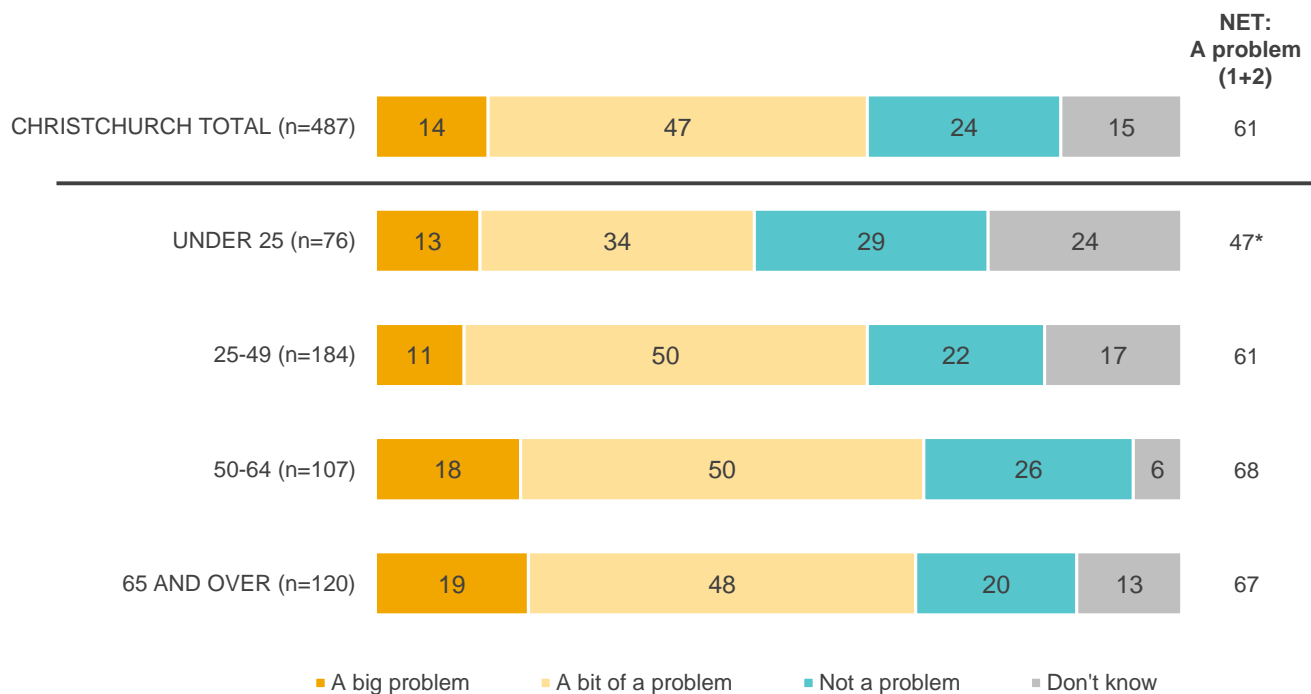
Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Vandalism, other than graffiti or tagging, including broken windows in shops and public buildings

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only



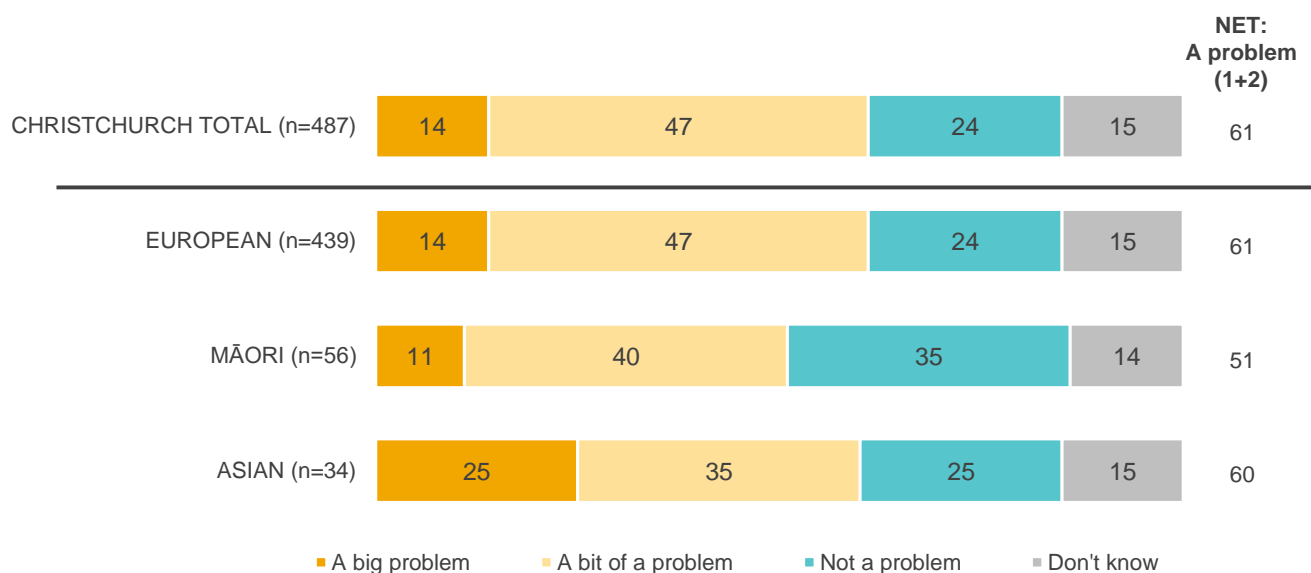
**Figure 8.15 Perception of vandalism as problem in Christchurch – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Vandalism, other than graffiti or tagging, including broken windows in shops and public buildings  
 (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

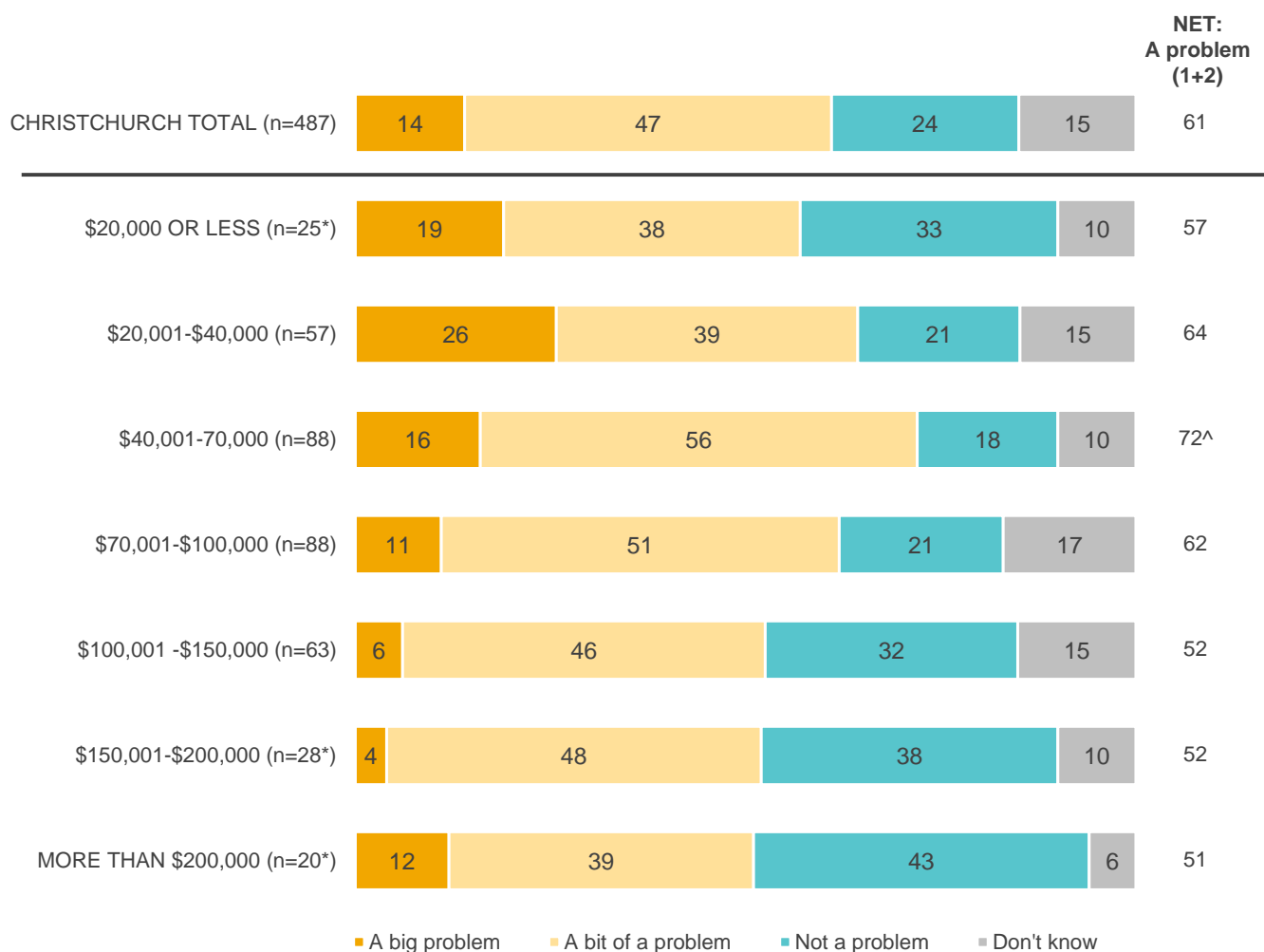
**Figure 8.16 Perception of vandalism as problem in Christchurch – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Vandalism, other than graffiti or tagging, including broken windows in shops and public buildings  
 (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

**Figure 8.17 Perception of vandalism as problem in Christchurch – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months?

Vandalism, other than graffiti or tagging, including broken windows in shops and public buildings

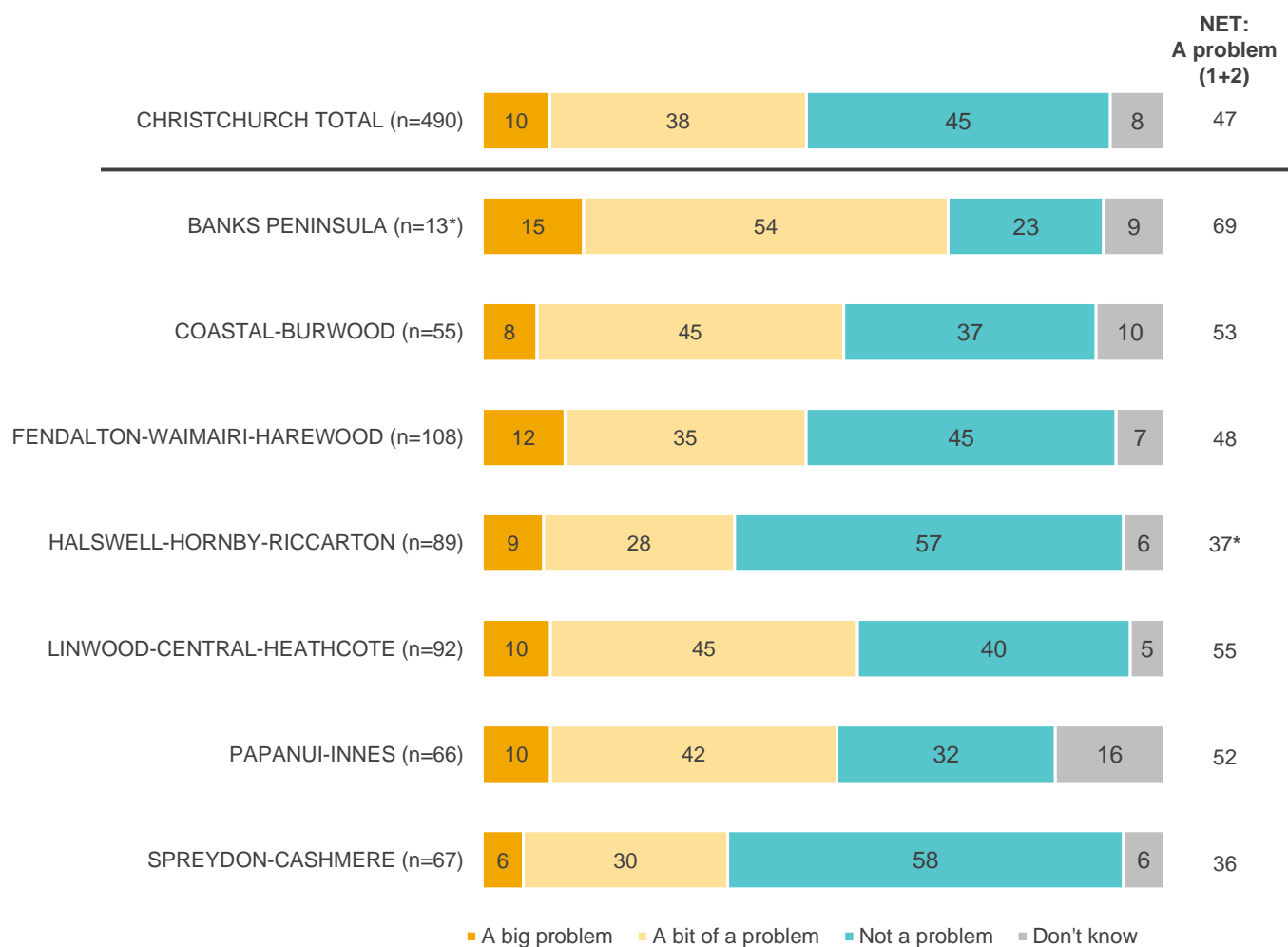
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

## Presence of people you feel unsafe around

Nearly half (47%) of respondents say they had felt unsafe around people in Christchurch in the last 12 months due to their behaviour, attitude or appearance, and consider it a problem. One in ten (10%) consider it 'a big problem' and more than a third (38%) 'a bit of a problem'.

**Figure 8.18 Perception of the presence of people you feel unsafe around as problem in Christchurch – by ward (%)**



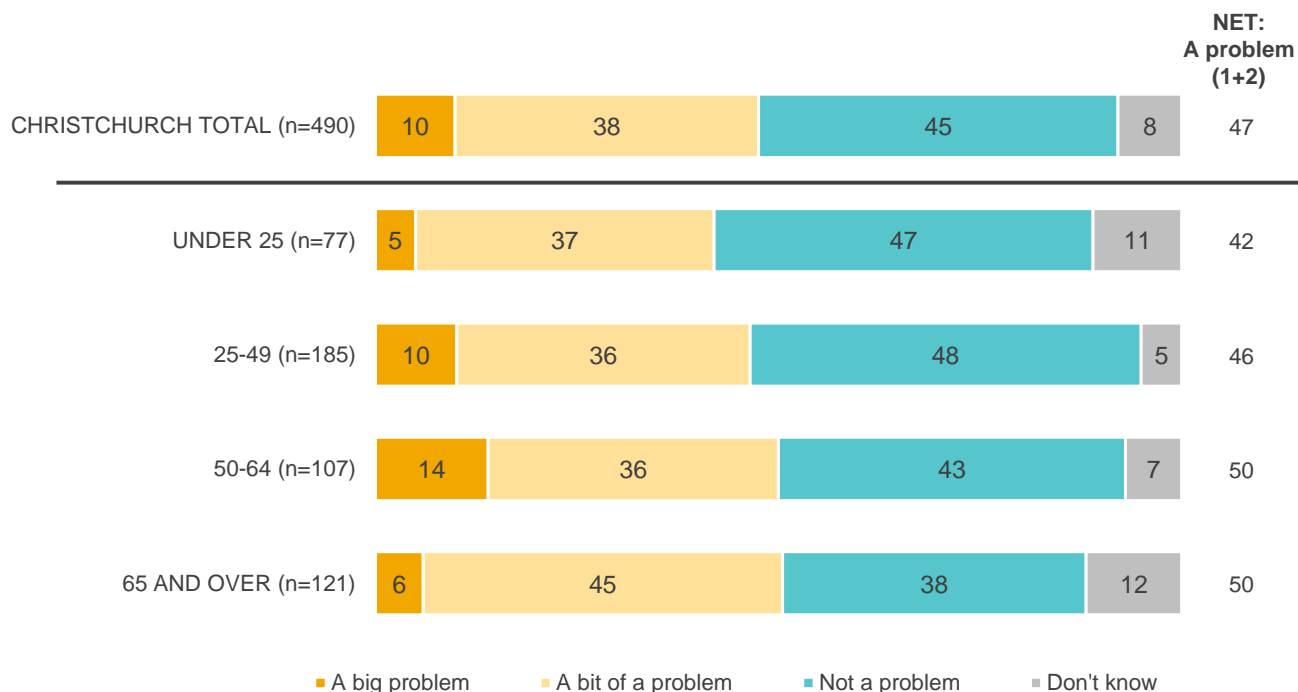
Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? People you feel unsafe around because of their behaviour, attitude or appearance

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

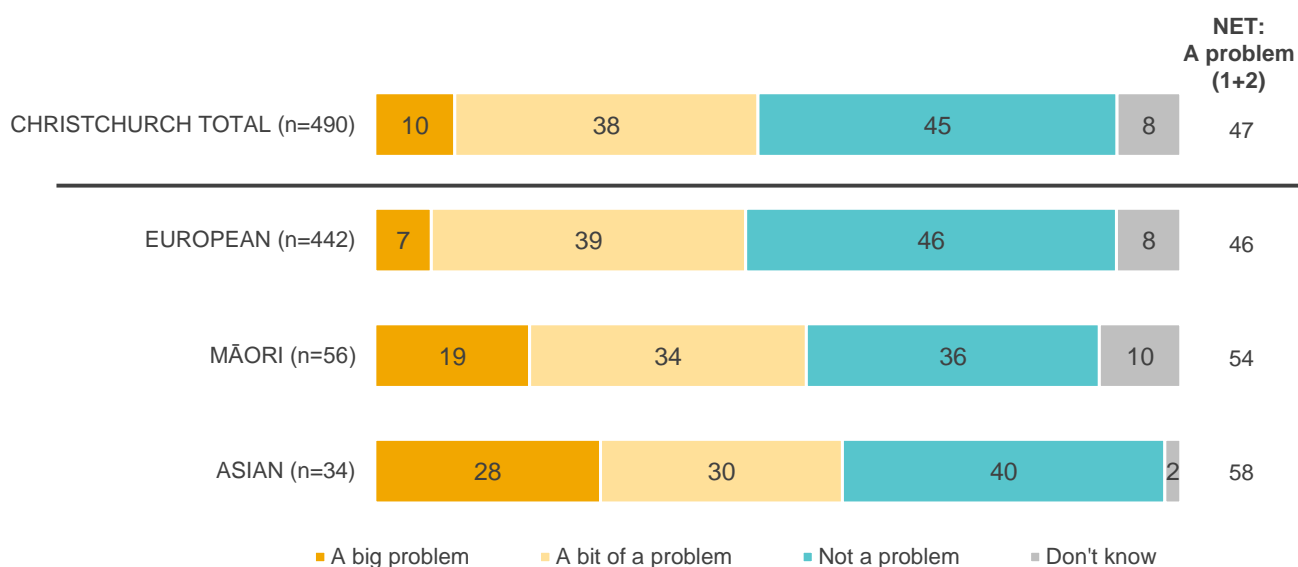
**Figure 8.19 Perception of the presence of people you feel unsafe around as problem in Christchurch – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? People you feel unsafe around because of their behaviour, attitude or appearance (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

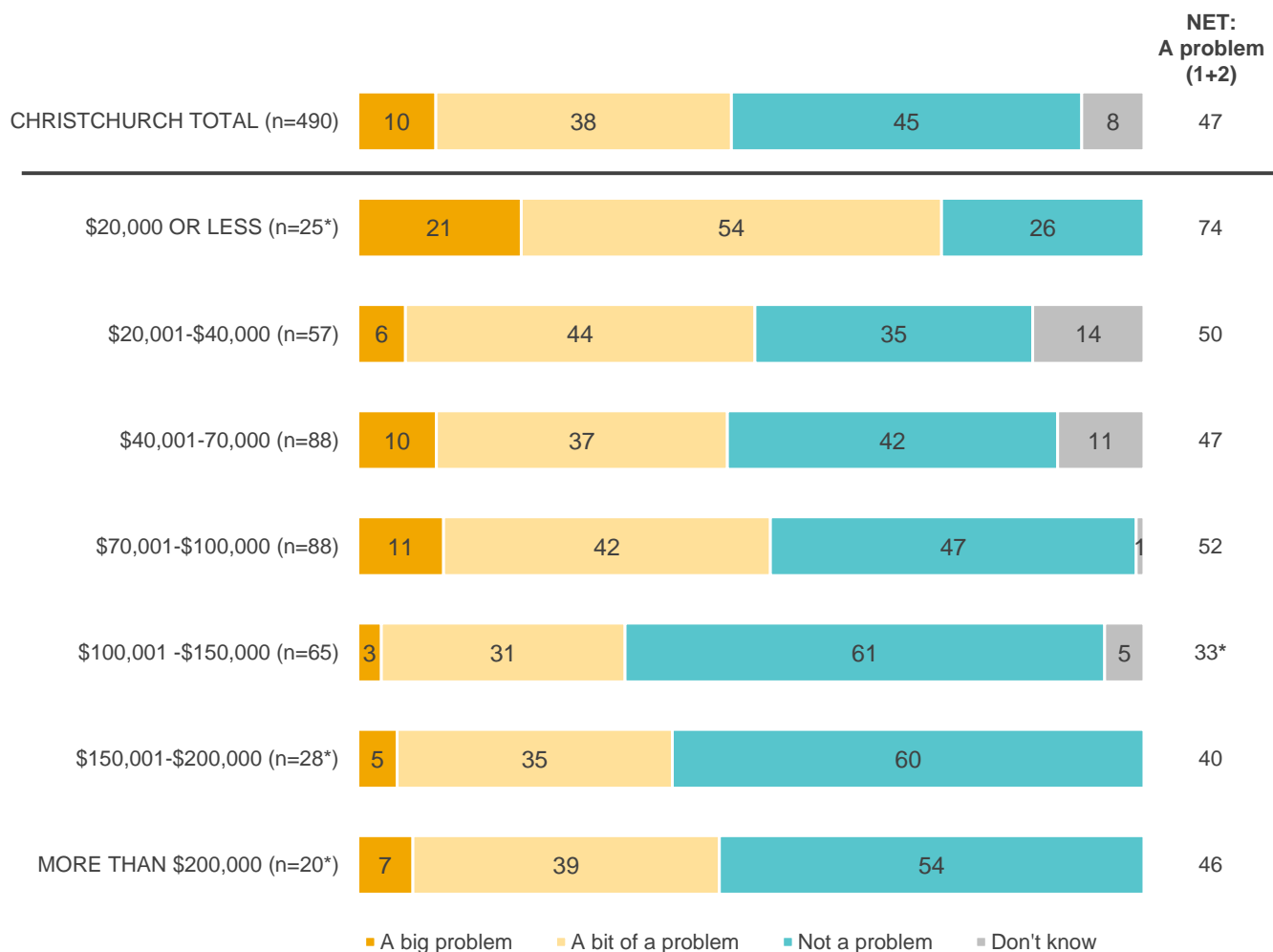
**Figure 8.20 Perception of the presence of people you feel unsafe around as problem in Christchurch – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? People you feel unsafe around because of their behaviour, attitude or appearance (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

**Figure 8.21 Perception of the presence of people you feel unsafe around as problem in Christchurch – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months?

People you feel unsafe around because of their behaviour, attitude or appearance

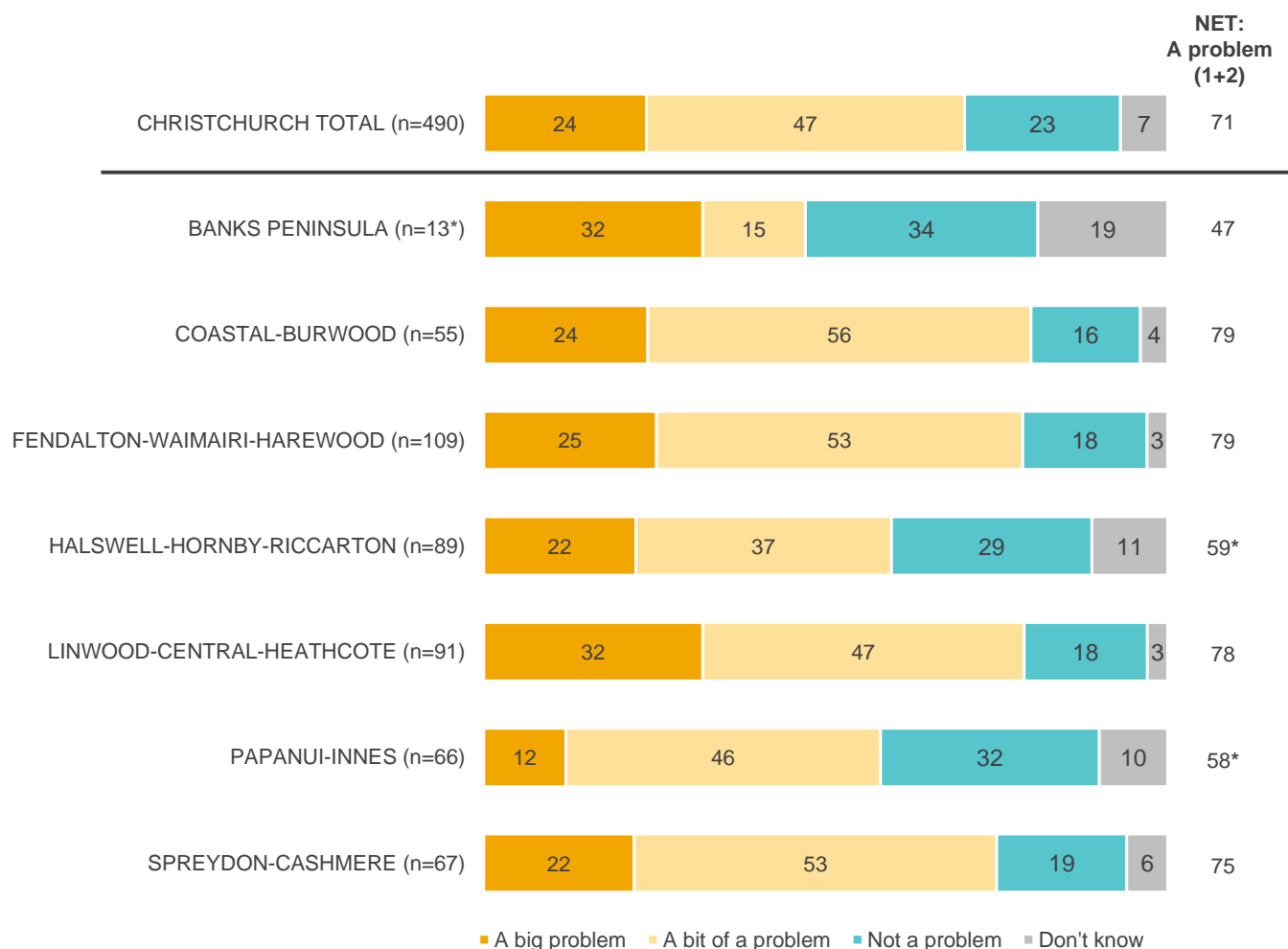
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

## People begging in the street

Over two-thirds (71%) of respondents consider people begging on the street to have been a problem in Christchurch during the last 12 months. A quarter (24%) consider it 'a big problem' and nearly a half (47%) 'a bit of a problem'.

**Figure 8.22 Perception of people begging on the street as problem in Christchurch – by ward (%)**

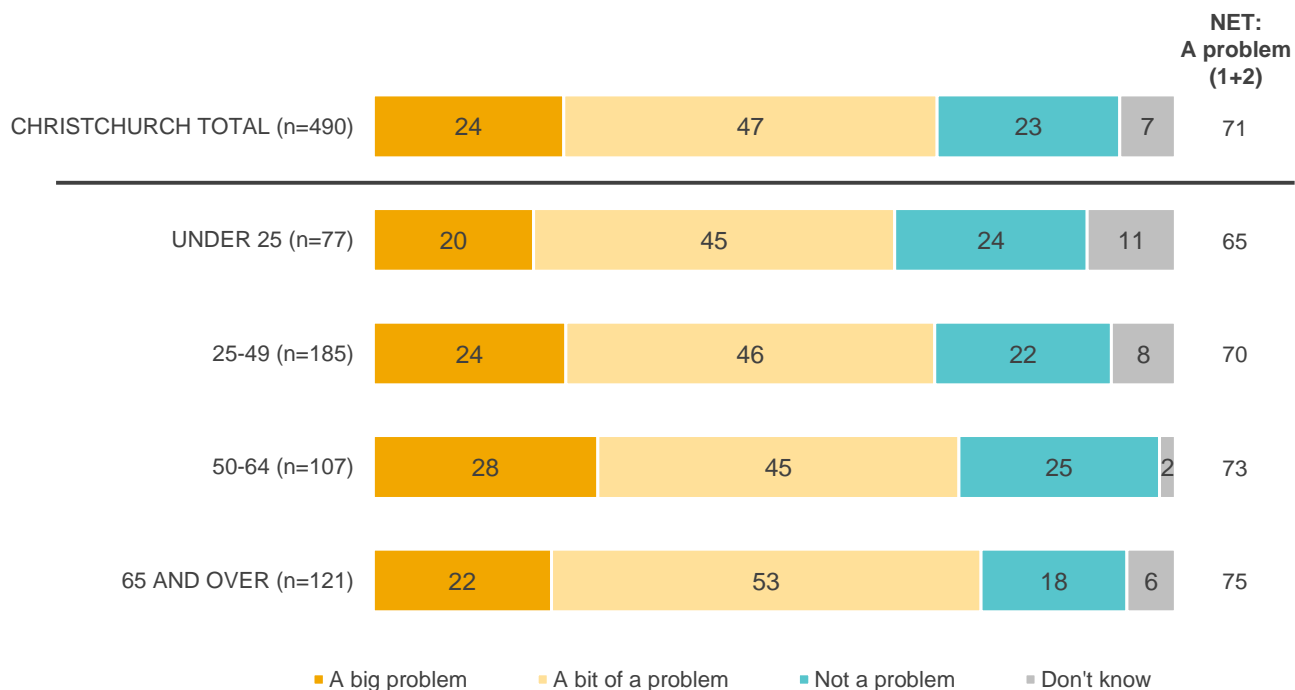


Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? People begging on the street (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

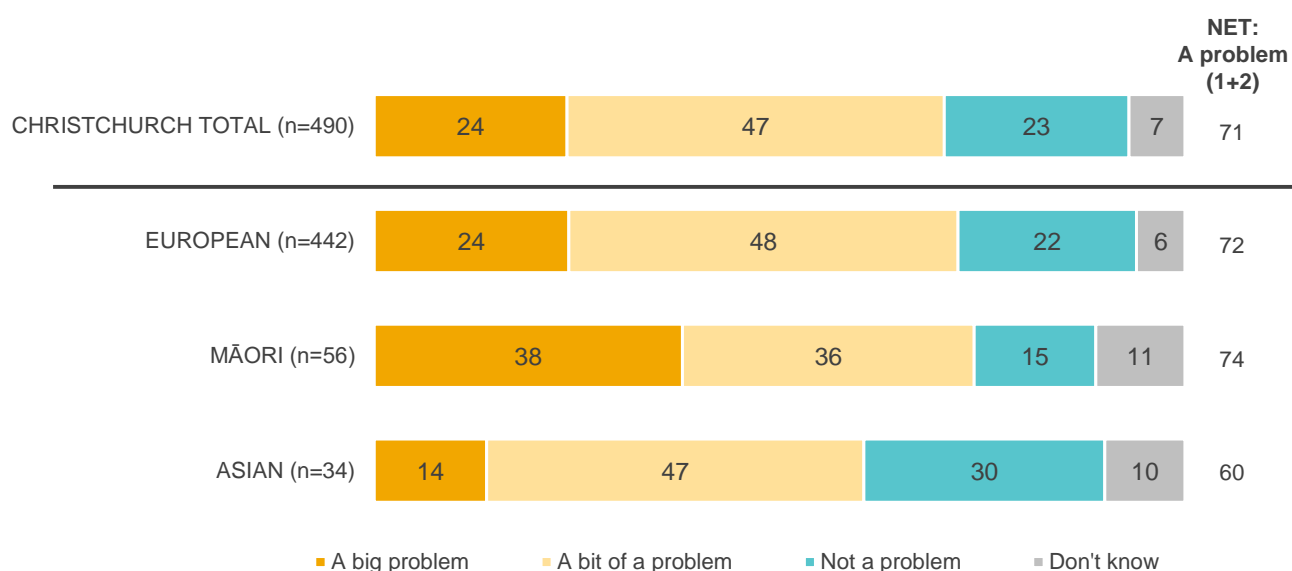
**Figure 8.23 Perception of people begging on the street as problem in Christchurch – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? People begging on the street (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

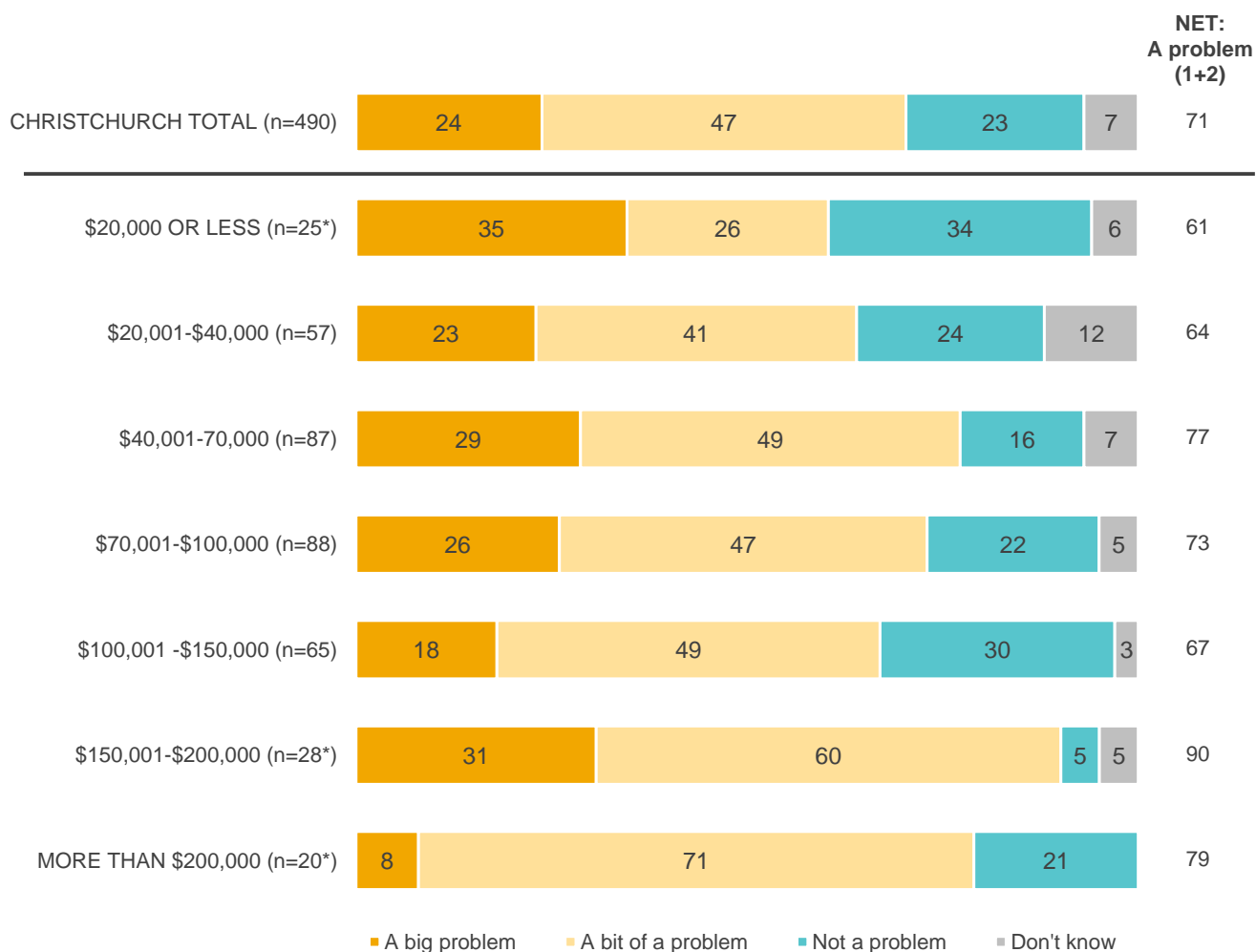
**Figure 8.24 Perception of people begging on the street as problem in Christchurch – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? People begging on the street (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

**Figure 8.25 Perception of people begging on the street as problem in Christchurch – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? People begging on the street (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

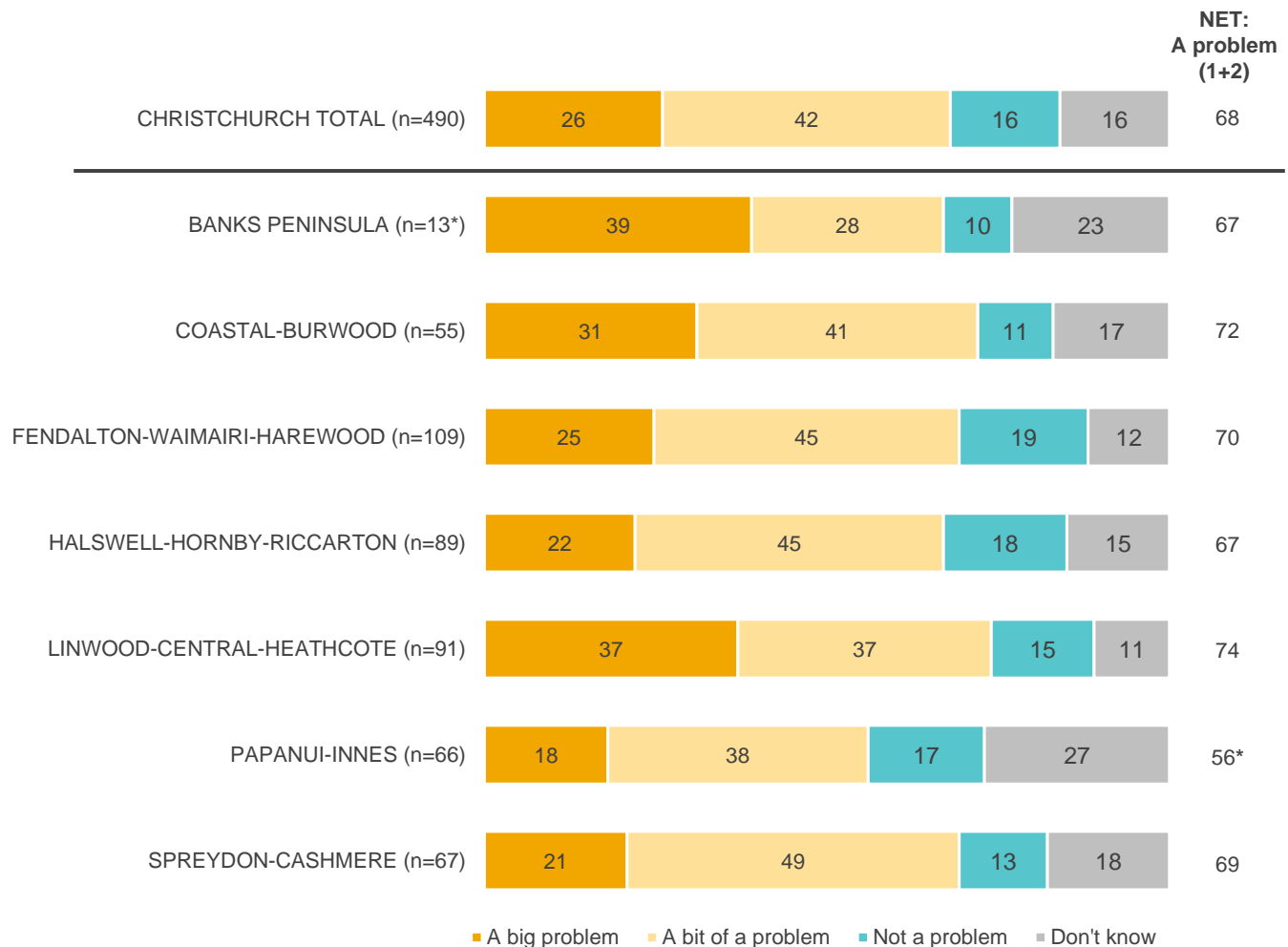
\*Caution, small sample size – results are indicative only



## People sleeping rough in the street / in vehicles

Over two-thirds (68%) of respondents consider people sleeping rough on the streets or in vehicles to have been a problem in Christchurch during the last 12 months. More than a quarter (26%) consider it 'a big problem' and four in ten (42%) 'a bit of a problem'.

**Figure 8.26 Perception of people sleeping rough in the street / in vehicles as problem in Christchurch – by ward (%)**



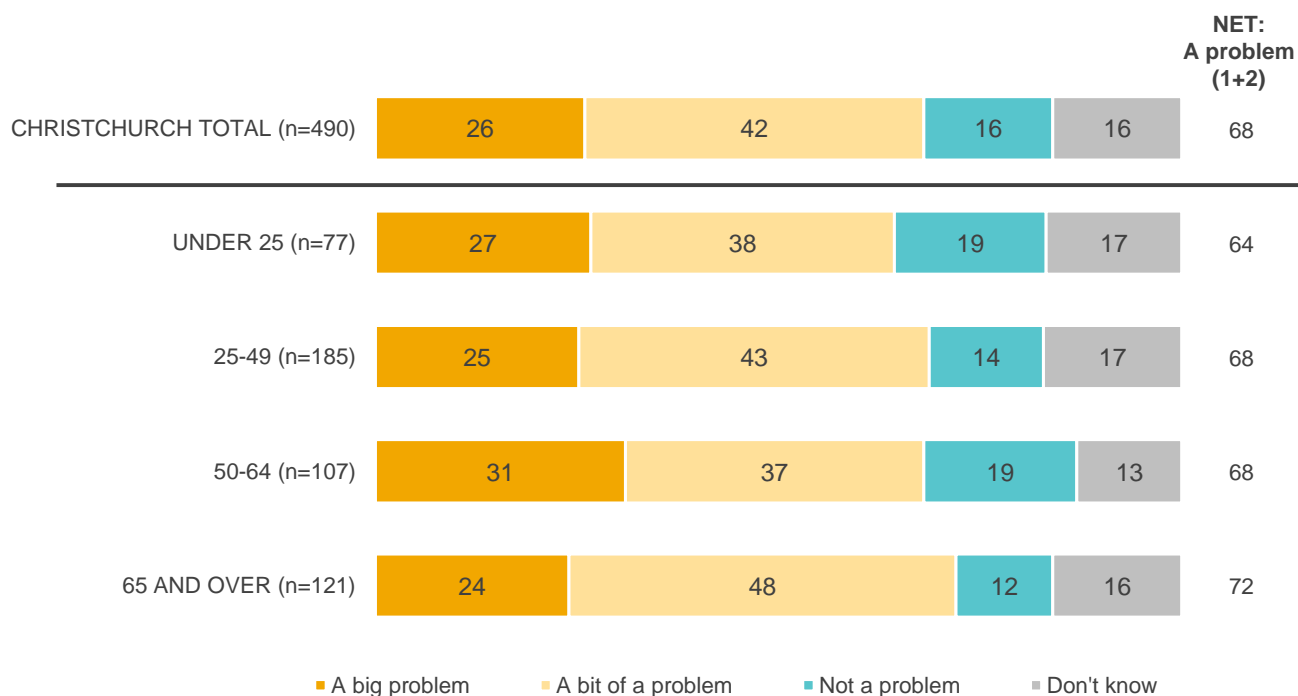
Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? People sleeping rough on the streets / in vehicles

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

**Figure 8.27 Perception of people sleeping rough in the street / in vehicles as problem in Christchurch – by age (%)**

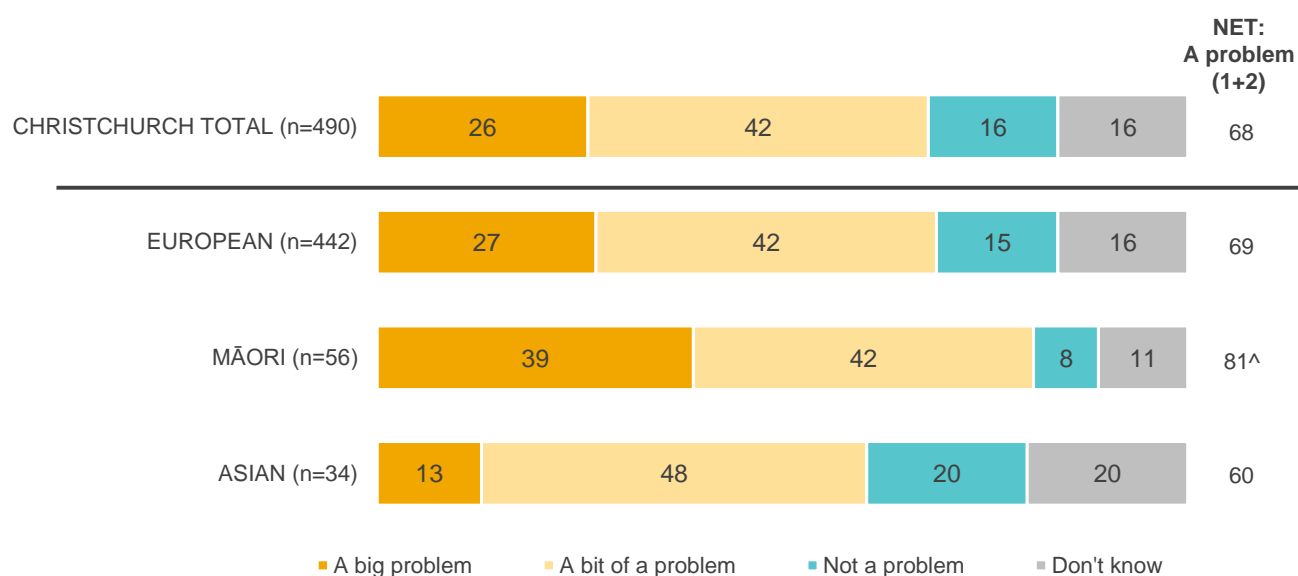


Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? People sleeping rough on the streets / in vehicles

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

**Figure 8.28 Perception of people sleeping rough in the street / in vehicles as problem in Christchurch – by ethnicity (%)**

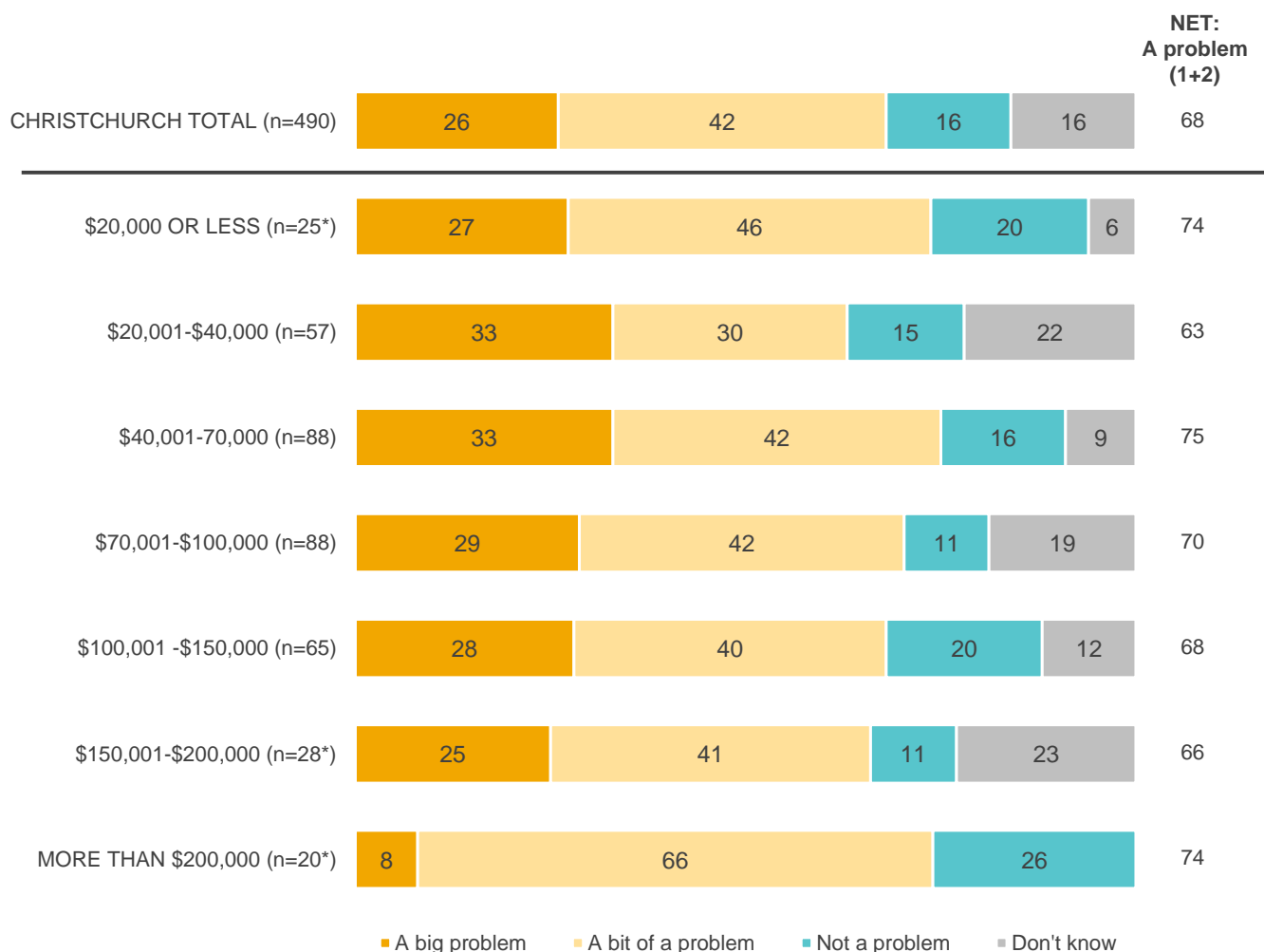


Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? People sleeping rough on the streets / in vehicles

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

**Figure 8.29 Perception of people sleeping rough in the street / in vehicles as problem in Christchurch – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months?

People sleeping rough on the streets / in vehicles

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

\*Caution, small sample size – results are indicative only

## 8.2 Sense of safety

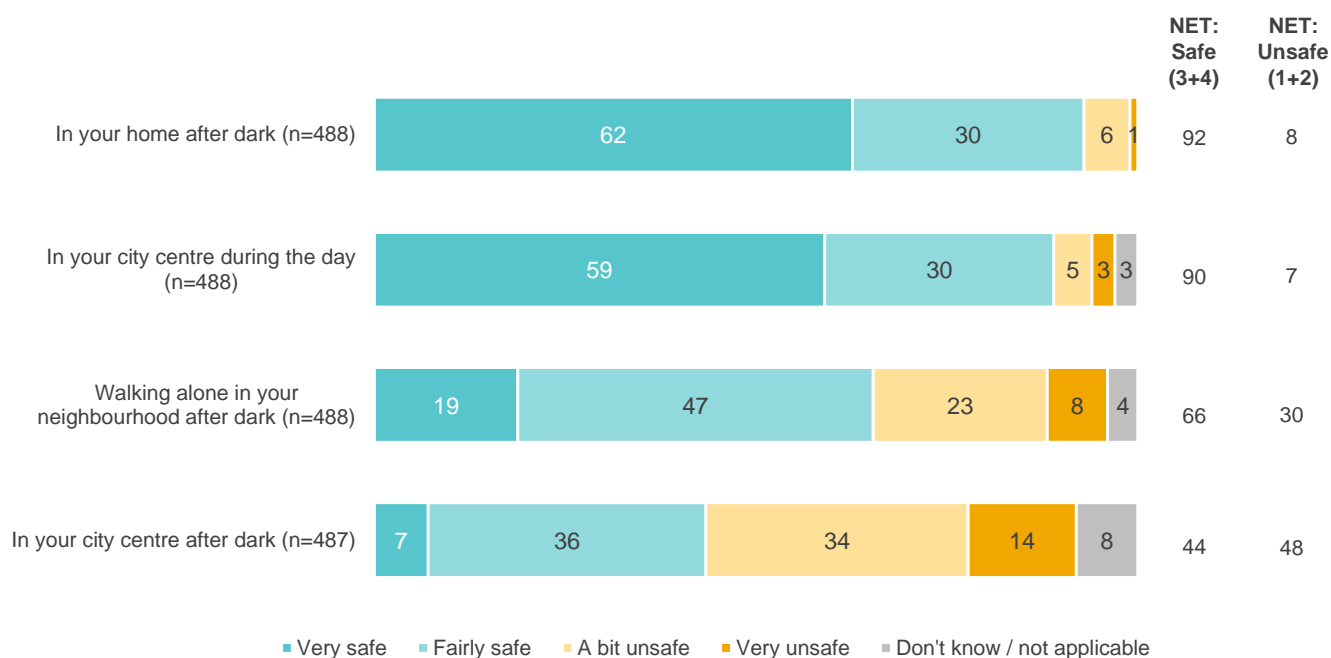
Respondents were asked to rate their general feelings of safety when considering four different circumstances: in their own home after dark; walking alone in their neighbourhood after dark; in their city centre during the day; and in their city centre after dark. Respondents were also asked to note in their own words which area they regarded as their city centre - this data is not reported here but will be used in analysis of the results by Christchurch City council.

### Perceived safety in various circumstances (summary chart)

The table below shows the overall results for Christchurch. Results across all subgroups for each circumstance are outlined on the following pages.

While the majority of respondents in Christchurch feel safe in their city centre during the day and in their homes after dark (90% and 92% respectively), two-thirds (66%) feel safe walking alone in their neighbourhood after dark and fewer than half (44%) feel safe in their city centre after dark.

**Figure 8.30 Perceived safety in various circumstances (summary) – total level (%)**



Base: All Respondents (excluding not answered)

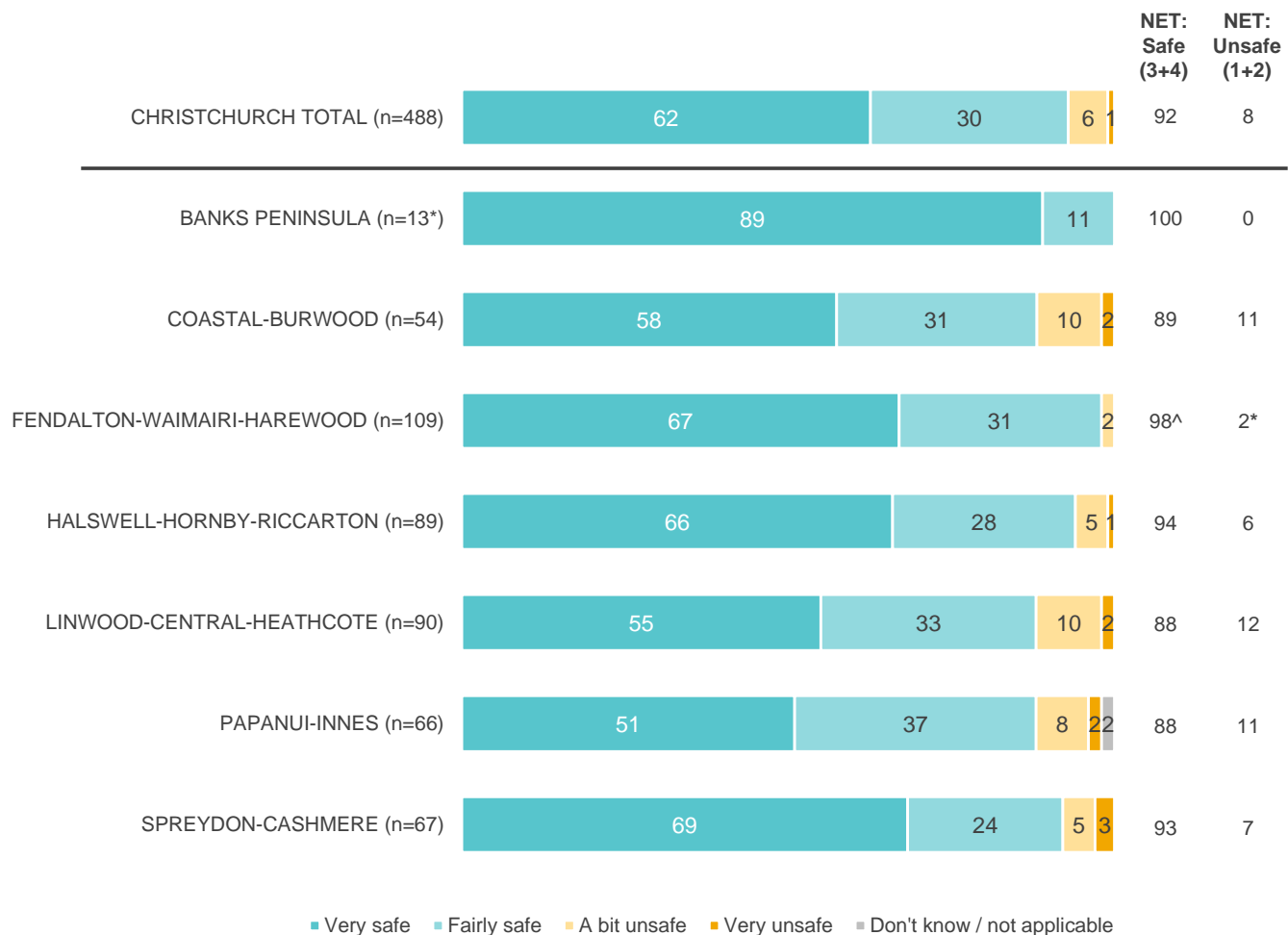
Source: Q9. In general how safe or unsafe do you feel in the following situations...

(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

## Perceived safety in own home after dark

Nine in ten (92%) respondents in Christchurch report that, in general, they feel safe in their home after dark.

**Figure 8.31 Perceived safety – In own home after dark – by ward (%)**

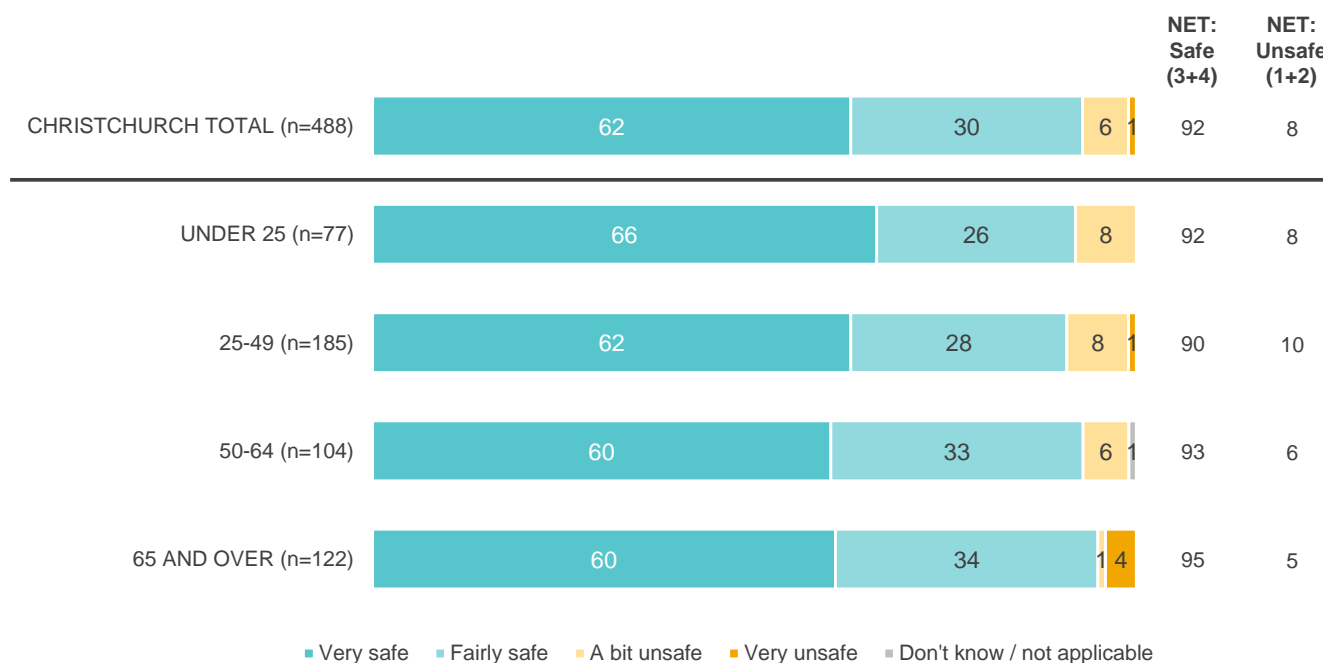


Base: All Respondents (excluding not answered)

Source: Q9. In general how safe or unsafe do you feel in the following situations... In your home after dark (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

\*Caution, small sample size – results are indicative only

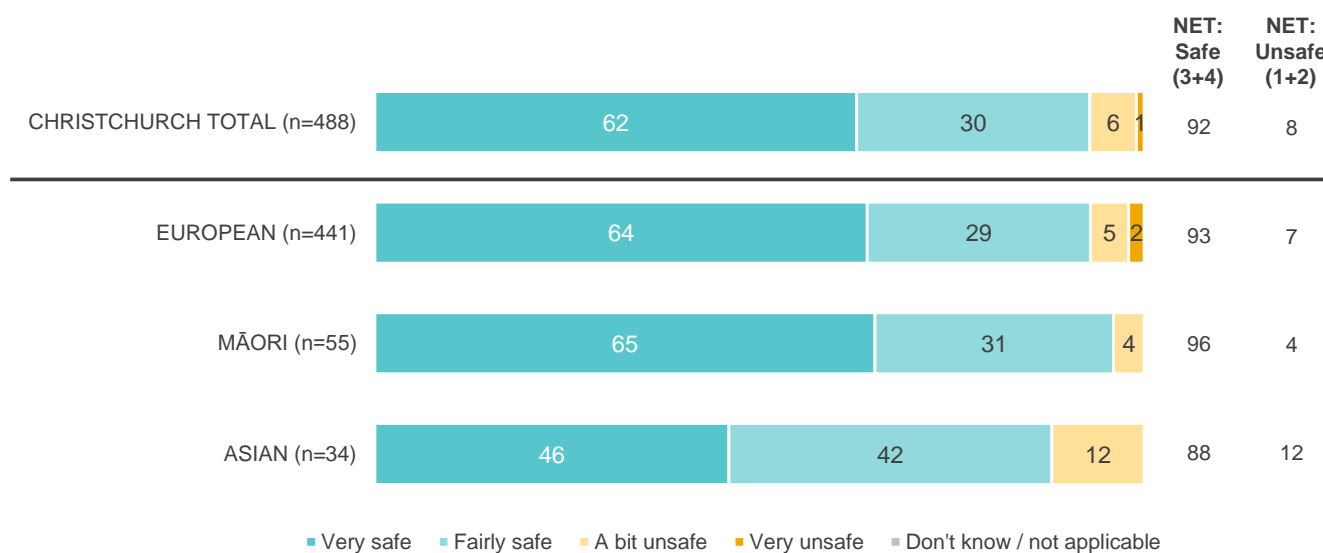
**Figure 8.32 Perceived safety – In own home after dark – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q9. In general how safe or unsafe do you feel in the following situations... In your home after dark (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

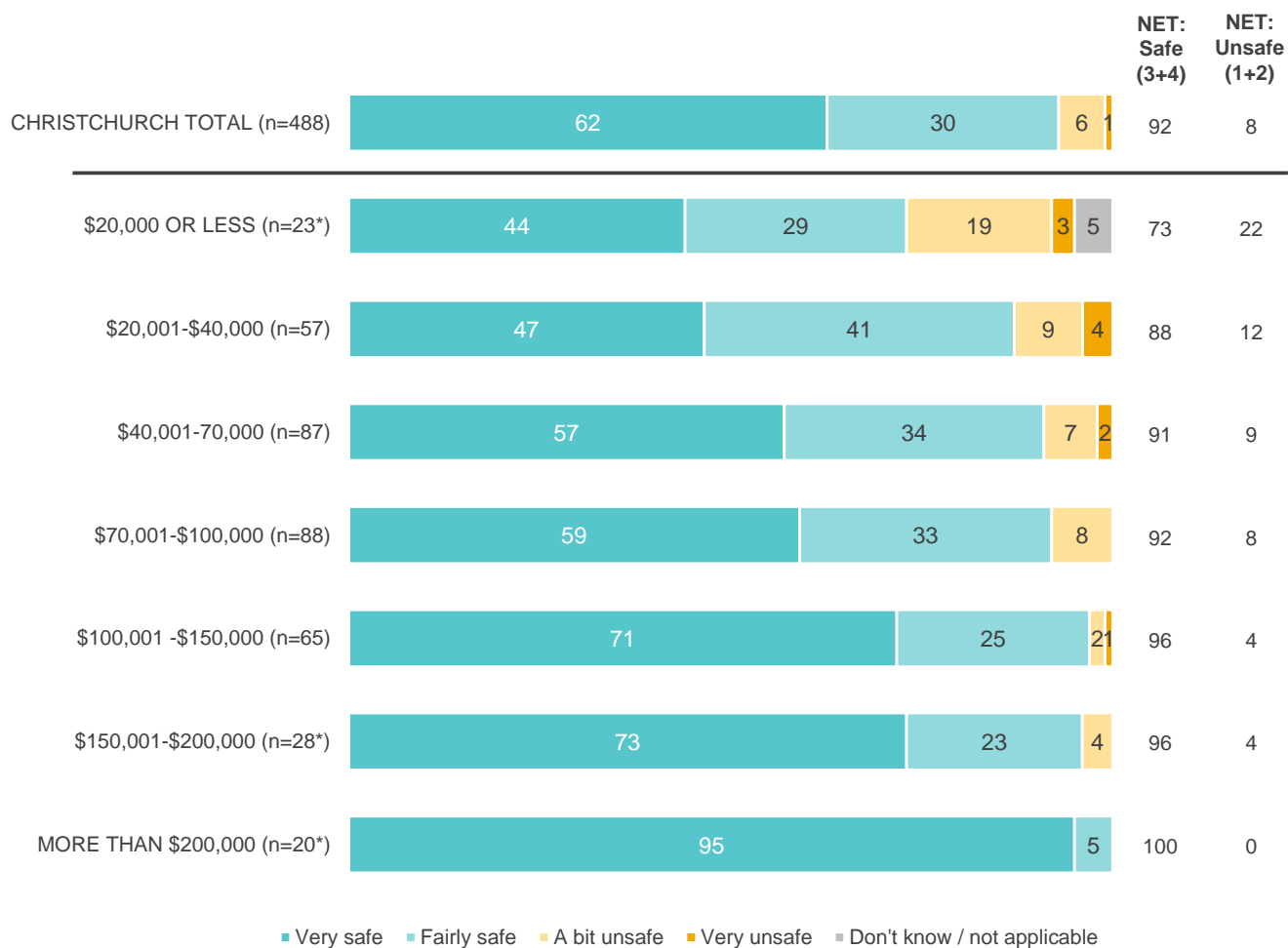
**Figure 8.33 Perceived safety – In own home after dark – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q9. In general how safe or unsafe do you feel in the following situations... In your home after dark (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

**Figure 8.34 Perceived safety – In own home after dark – by household income (%)**



Base: All Respondents (excluding not answered)

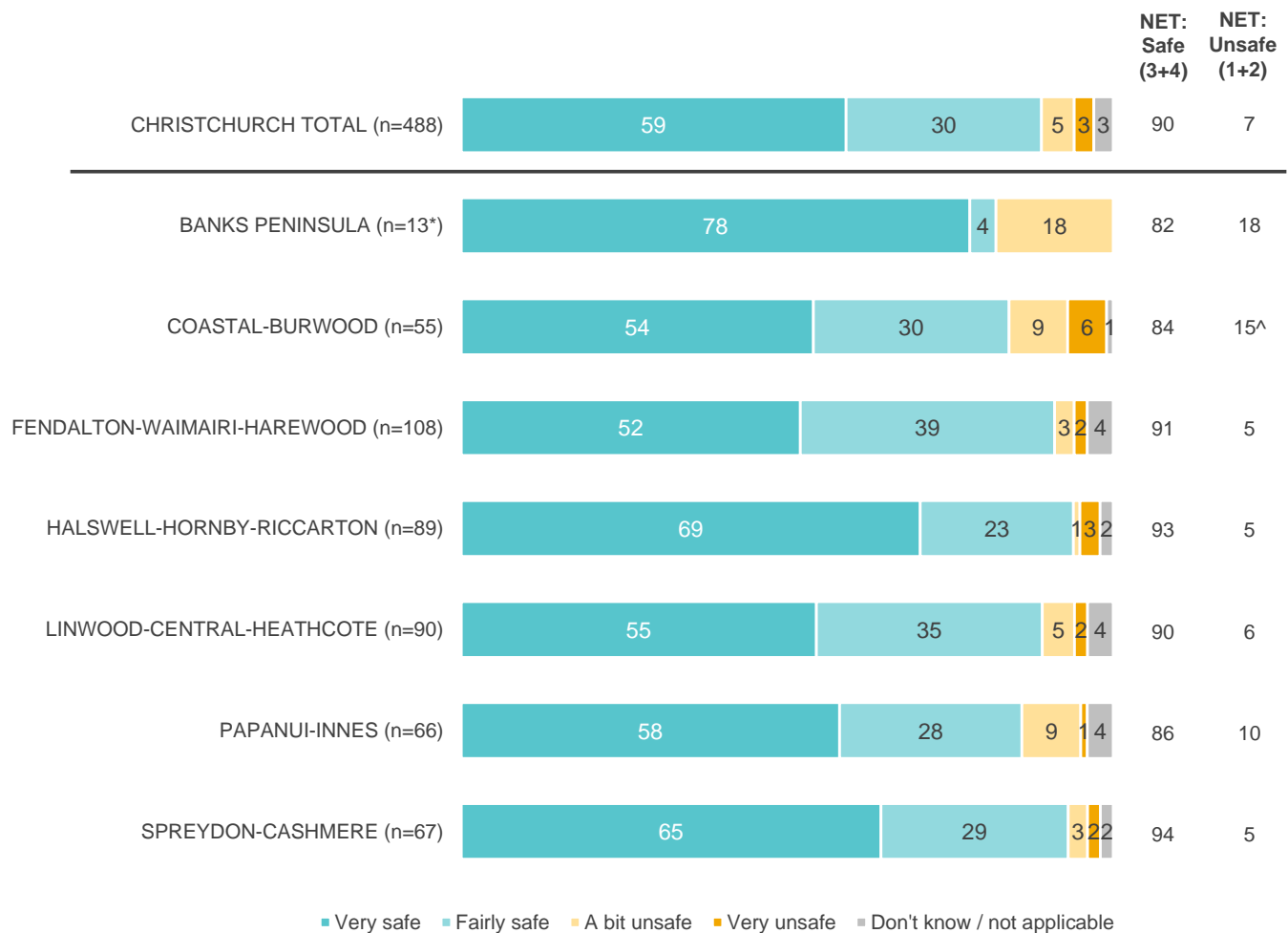
Source: Q9 . In general how safe or unsafe do you feel in the following situations... In your home after dark  
(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

\*Caution, small sample size – results are indicative only

## Perceived safety in city centre during the day

Nine in ten (90%) respondents in Christchurch feel safe in their city centre during the day.

**Figure 8.35 Perceived safety – In city centre during the day – by ward (%)**



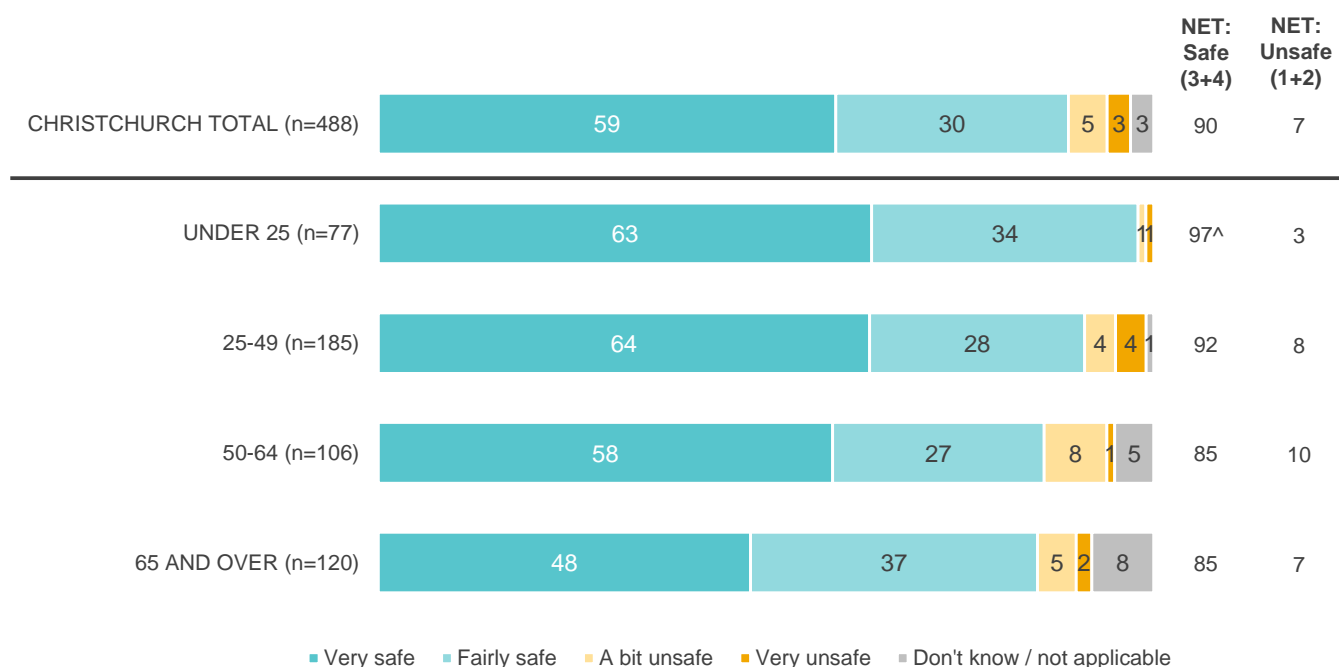
Base: All Respondents (excluding not answered)

Source: Q9. In general how safe or unsafe do you feel in the following situations... In your city centre during the day (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

\*Caution, small sample size – results are indicative only



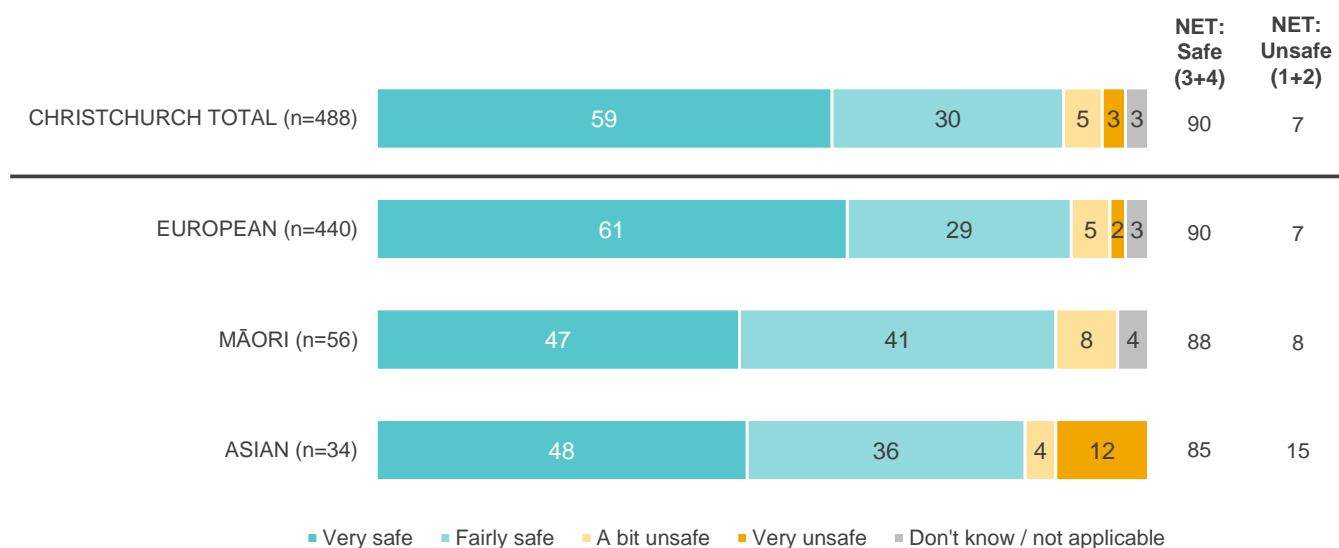
**Figure 8.36 Perceived safety – In city centre during the day – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q9. In general how safe or unsafe do you feel in the following situations... In your city centre during the day (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

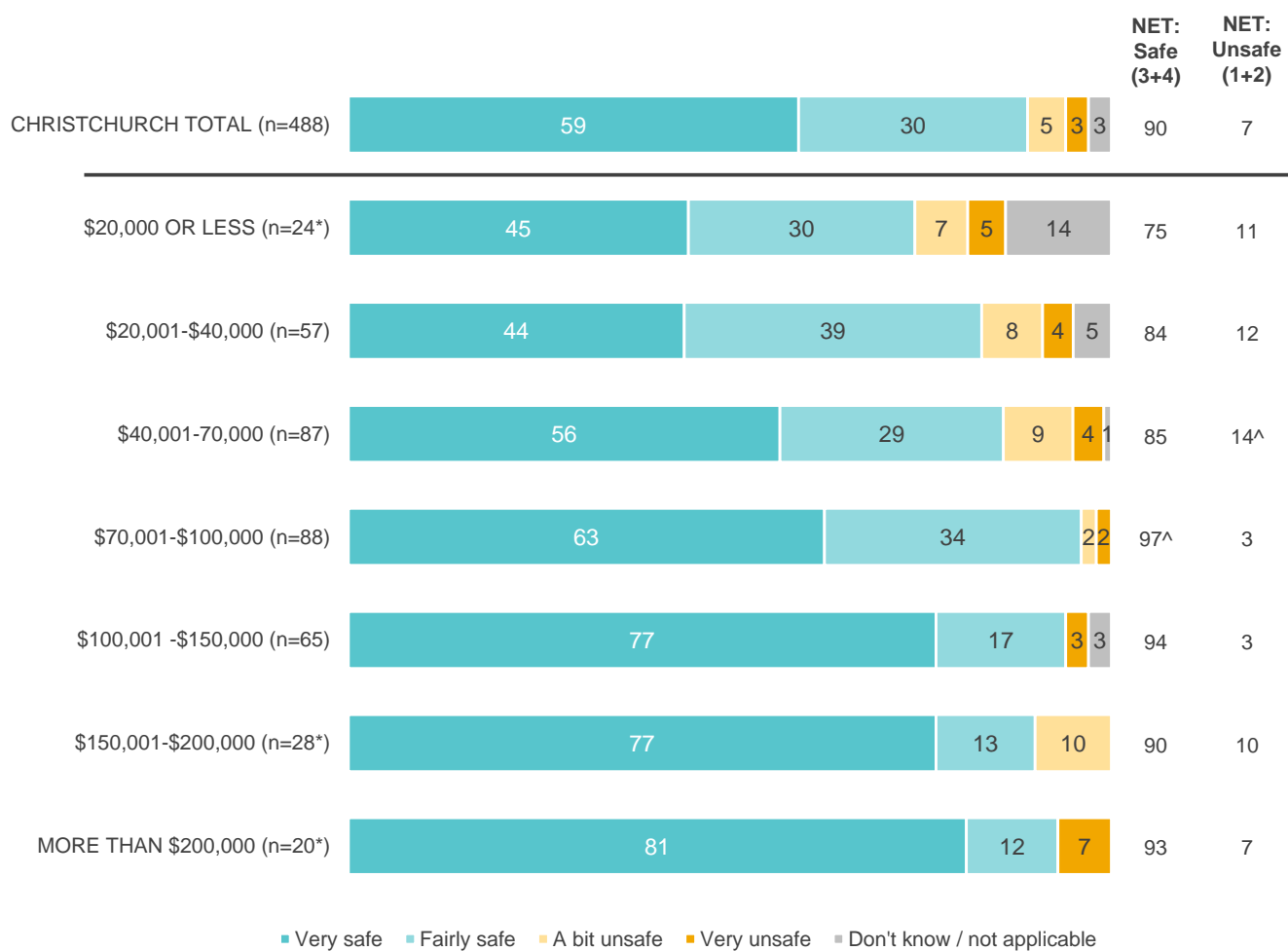
**Figure 8.37 Perceived safety – In city centre during the day – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q9. In general how safe or unsafe do you feel in the following situations... In your city centre during the day (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

**Figure 8.38 Perceived safety – In city centre during the day – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q9 . In general how safe or unsafe do you feel in the following situations... In your city centre during the day

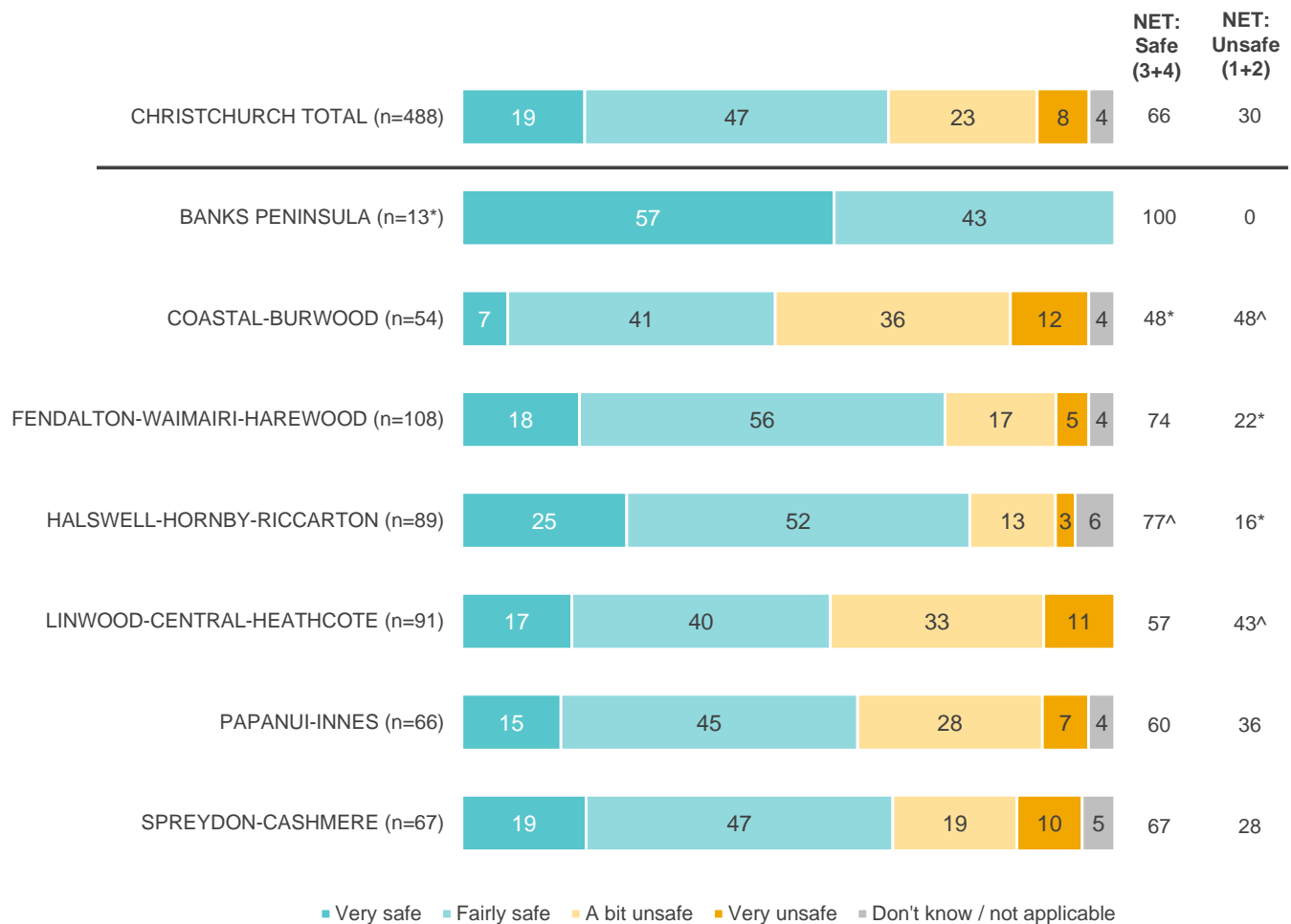
(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

\*Caution, small sample size – results are indicative only

## Perceived safety walking alone in neighbourhood after dark

Two-thirds (66%) of respondents feel safe walking alone in their neighbourhood after dark.

**Figure 8.39 Perceived safety – Walking alone in neighbourhood after dark – by ward (%)**

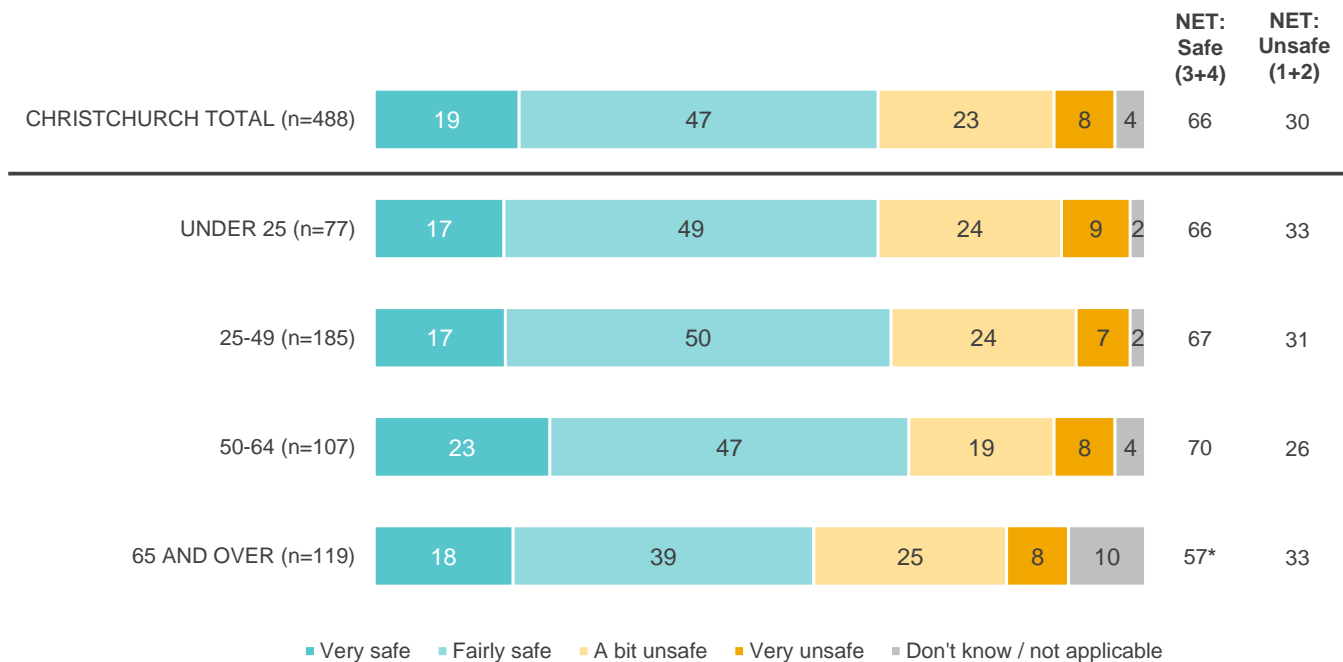


Base: All Respondents (excluding not answered)

Source: Q9. In general how safe or unsafe do you feel in the following situations... Walking alone in your neighbourhood after dark (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

\*Caution, small sample size – results are indicative only

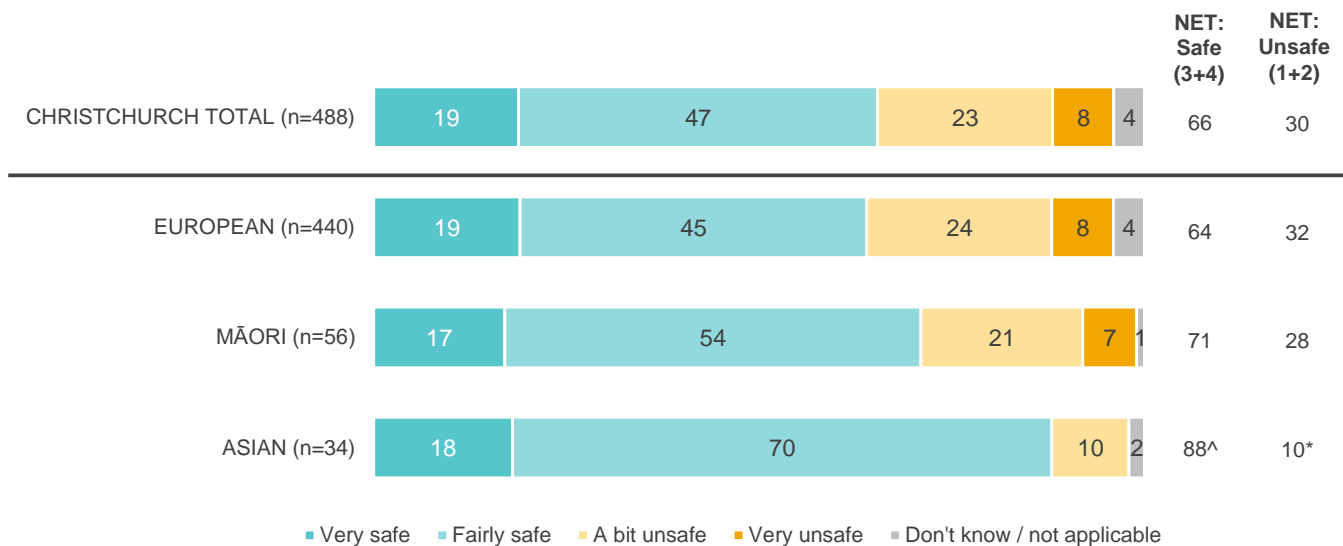
**Figure 8.40 Perceived safety –Walking alone in neighbourhood after dark – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q9. In general how safe or unsafe do you feel in the following situations... Walking alone in your neighbourhood after dark (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

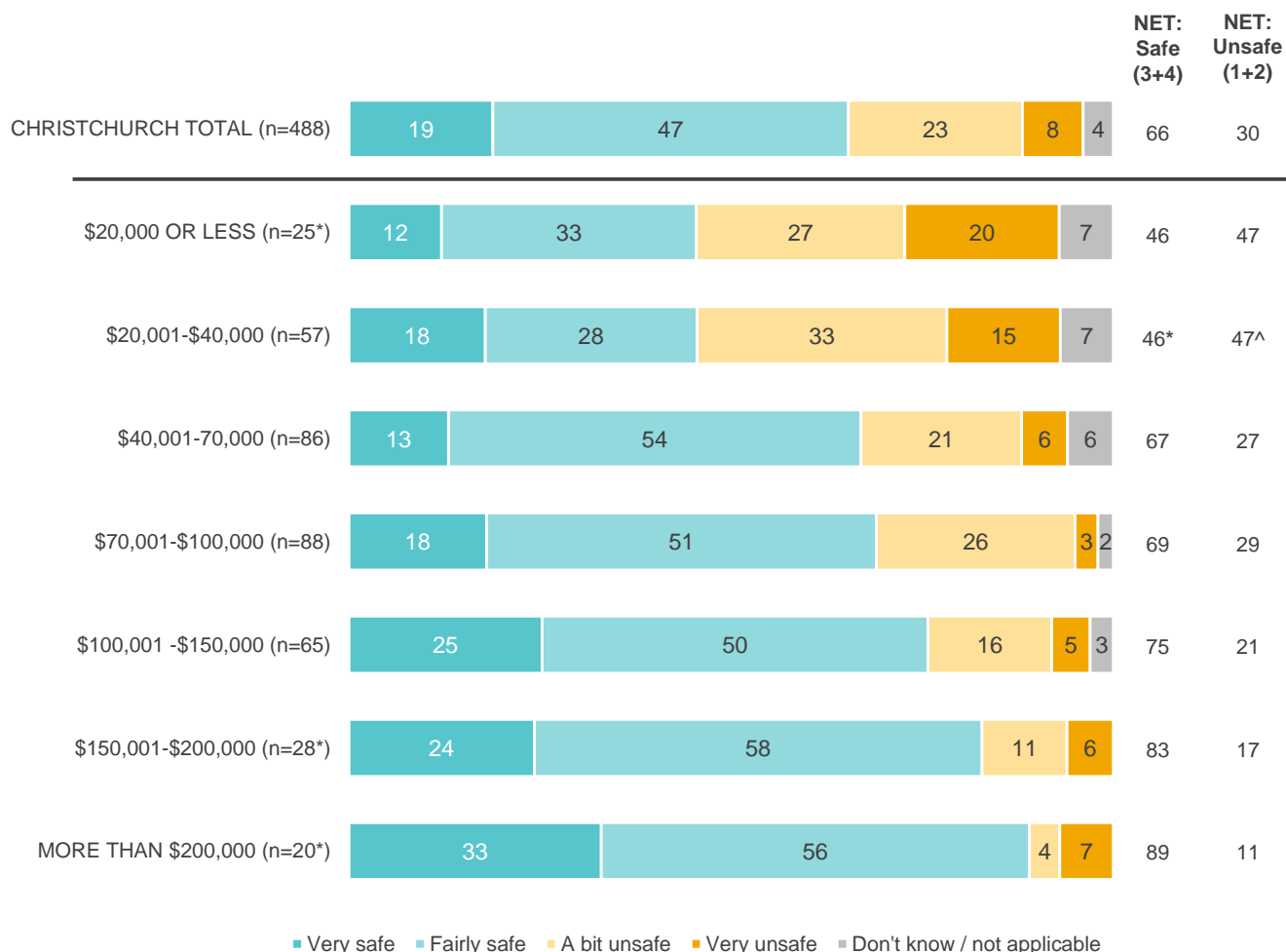
**Figure 8.41 Perceived safety –Walking alone in neighbourhood after dark – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q9. In general how safe or unsafe do you feel in the following situations... Walking alone in your neighbourhood after dark (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

**Figure 8.42 Perceived safety – Walking alone in neighbourhood after dark – by household income (%)**



Base: All Respondents (excluding not answered)

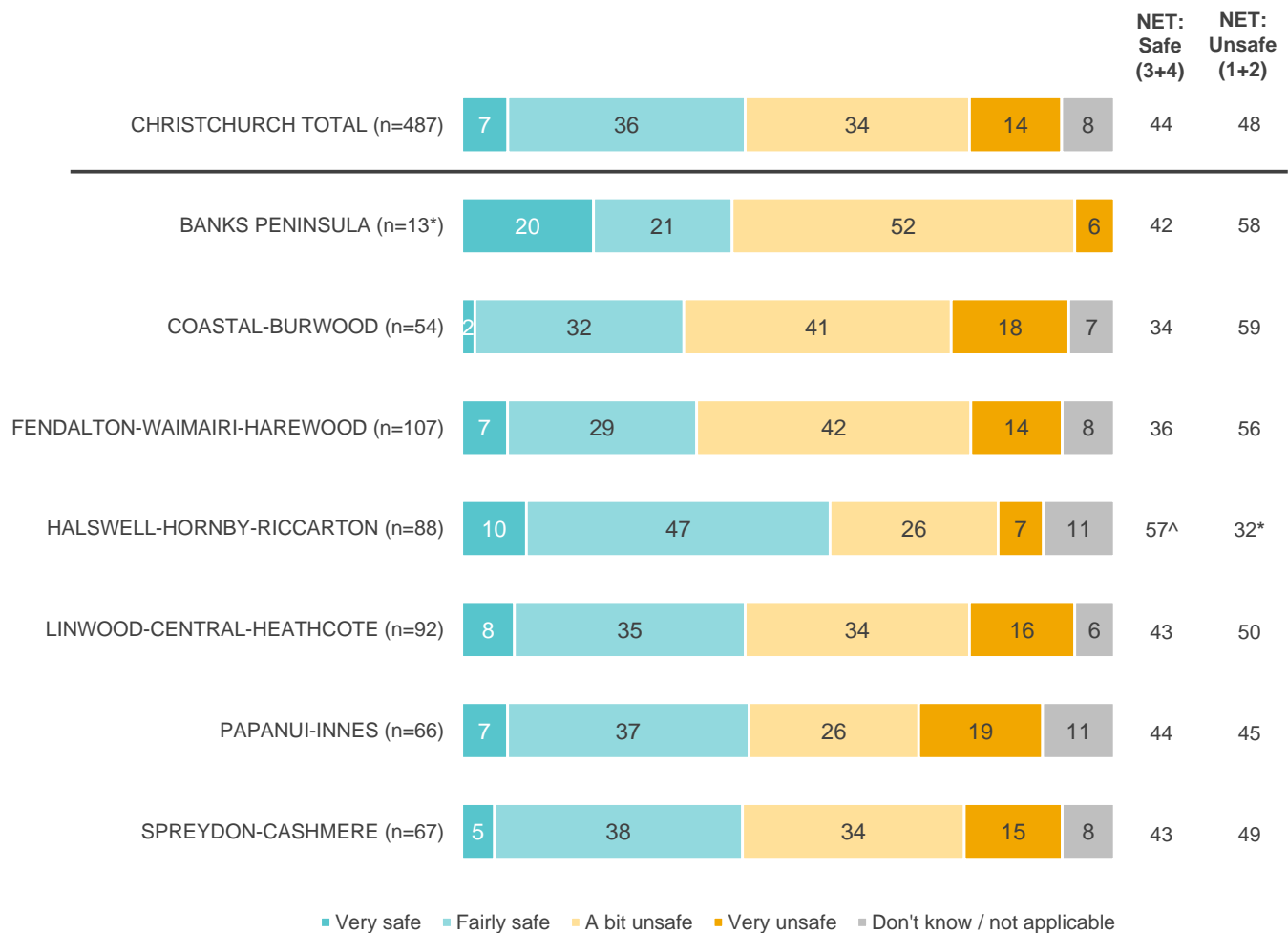
Source: Q9 . In general how safe or unsafe do you feel in the following situations... Walking alone in your neighbourhood after dark (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

\*Caution, small sample size – results are indicative only

## Perceived safety in city centre after dark

Fewer than half (44%) of respondents in Christchurch feel safe in their city centre after dark.

**Figure 8.43 Perceived safety – In city centre after dark – by ward (%)**

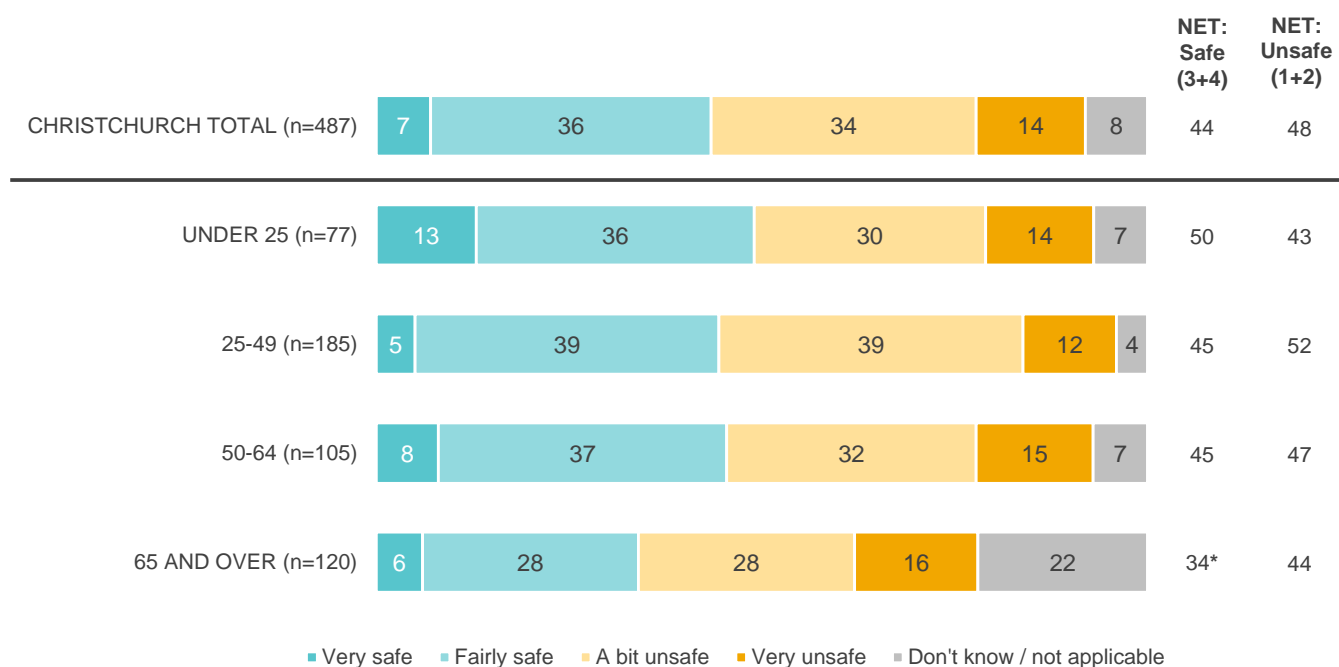


Base: All Respondents (excluding not answered)

Source: Q9. In general how safe or unsafe do you feel in the following situations... In your city centre after dark  
(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

\*Caution, small sample size – results are indicative only

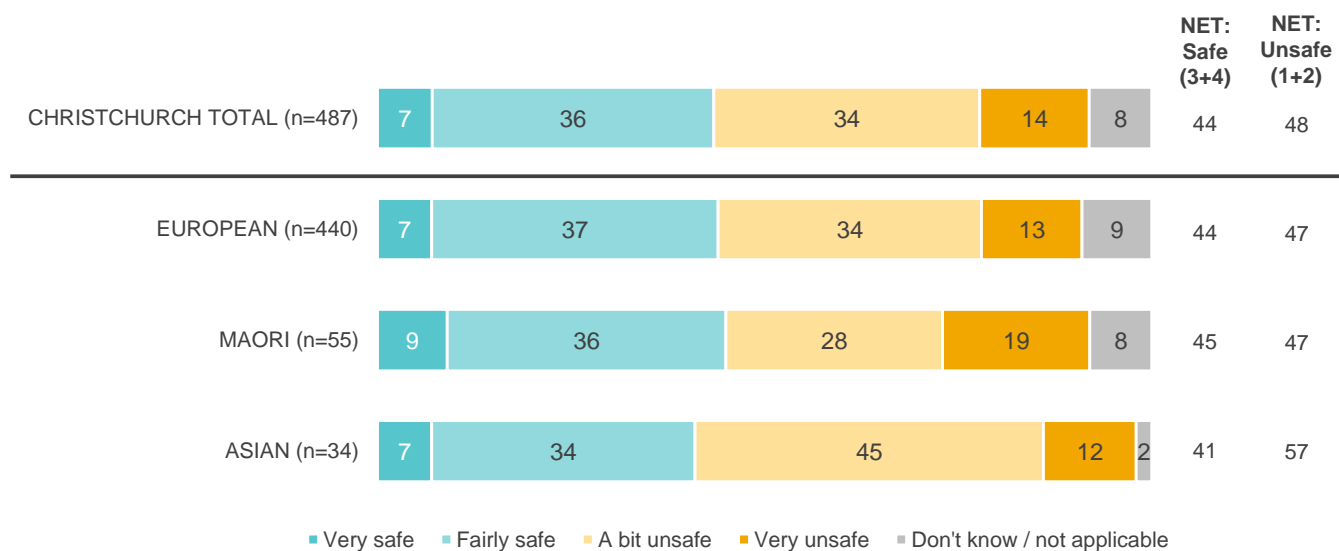
**Figure 8.44 Perceived safety – In city centre after dark – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q9. In general how safe or unsafe do you feel in the following situations... In your city centre after dark  
(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

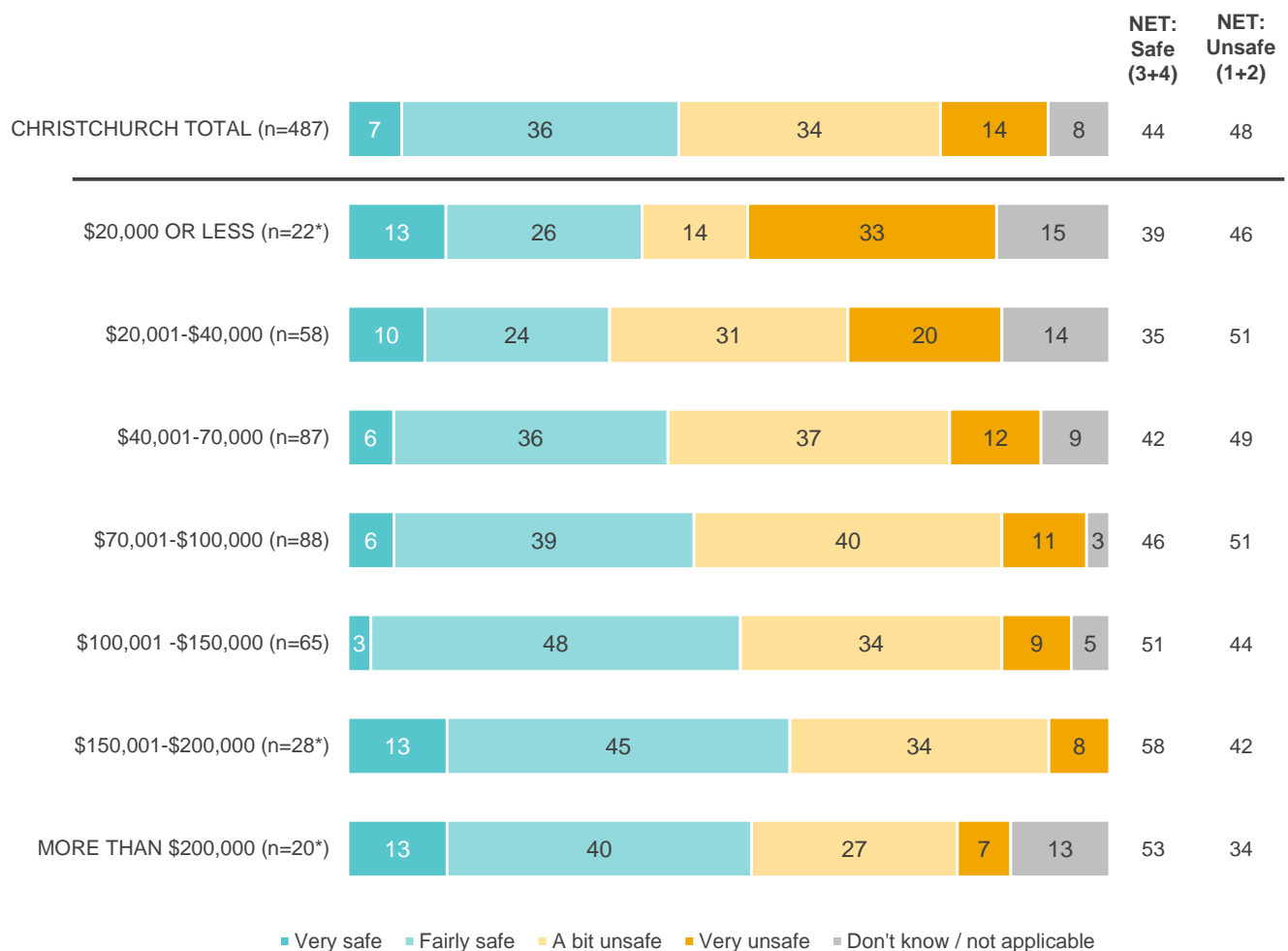
**Figure 8.45 Perceived safety – In city centre after dark – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q9. In general how safe or unsafe do you feel in the following situations... In your city centre after dark  
(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

**Figure 8.46 Perceived safety – In city centre after dark – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q9 . In general how safe or unsafe do you feel in the following situations... In your city centre after dark

(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

\*Caution, small sample size – results are indicative only



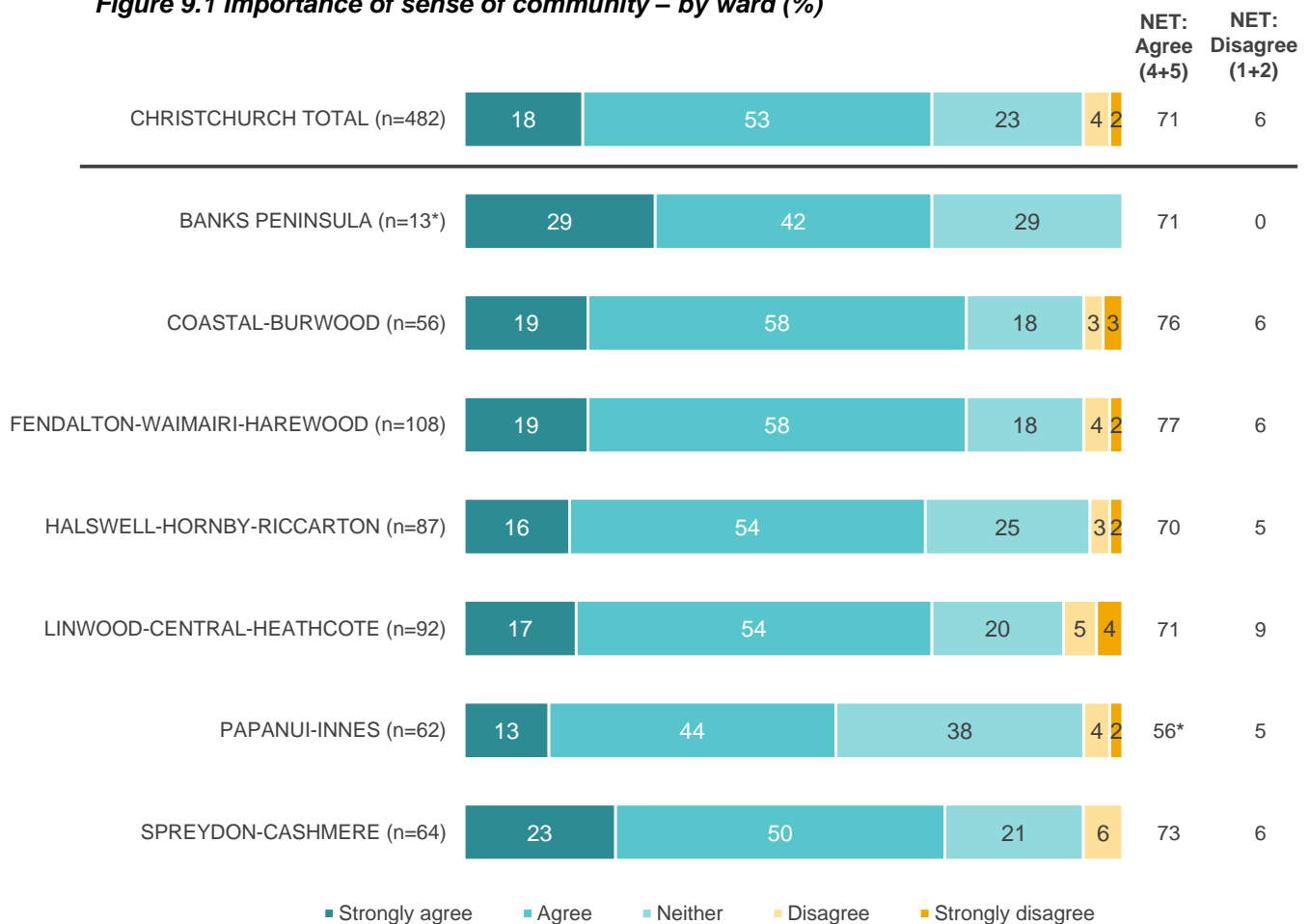
## 9. COMMUNITY, CULTURE AND SOCIAL NETWORKS

This section reports on a wide range of questions relating to social participation and engagement with others. Areas covered include respondents' perceptions of a sense of community within their local area, their participation in social networks and groups, their contact with others in their neighbourhood, whether they have experienced feelings of isolation in the last 12 months and the extent to which they trust others. The section also provides results on respondents' perceptions of the impact of increased ethnic and cultural diversity on their city and perceptions of their local arts scene.

### 9.1 Importance of sense of community

Seven in ten (71%) respondents consider it important to feel a sense of community with people in their neighbourhood.

**Figure 9.1 Importance of sense of community – by ward (%)**



Base: All Respondents (excluding not answered)

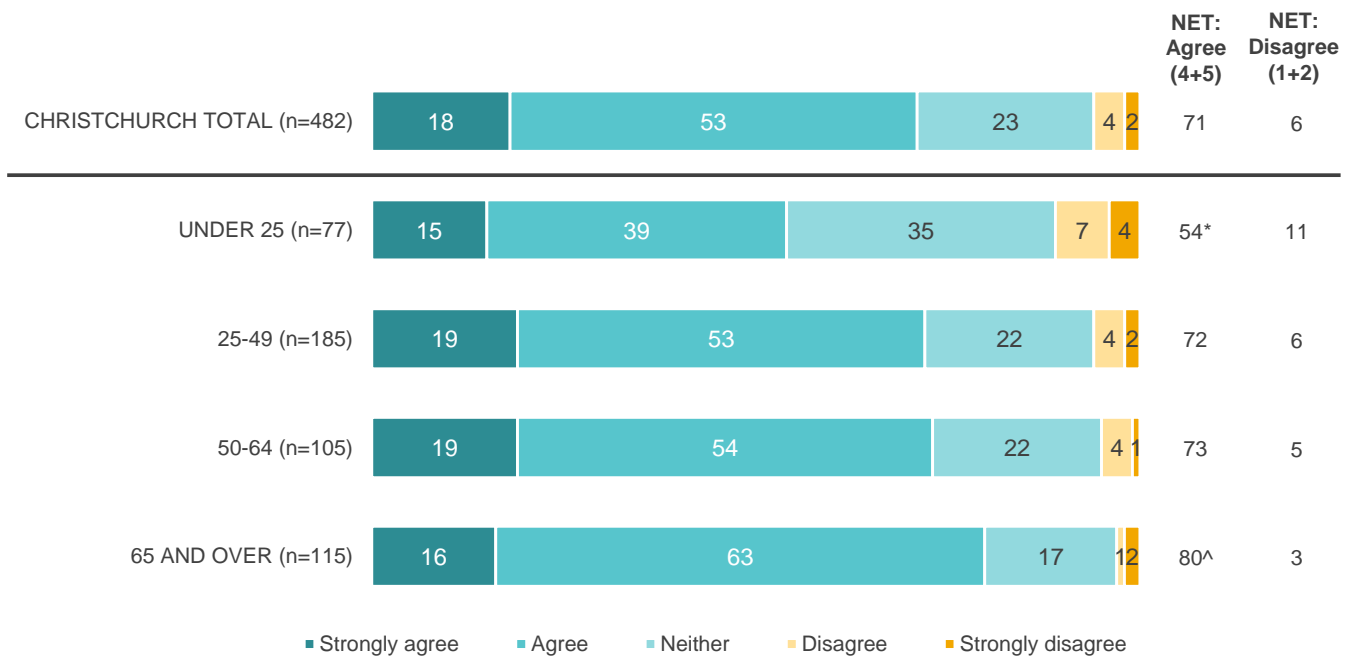
Source: Q24. How much do you agree or disagree with the following statements? It's important to me to feel a sense of community with people in my neighbourhood

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

^ Significantly higher than rest of the sample, \* Significantly lower than rest of the sample

\*Caution, small sample size – results are indicative only

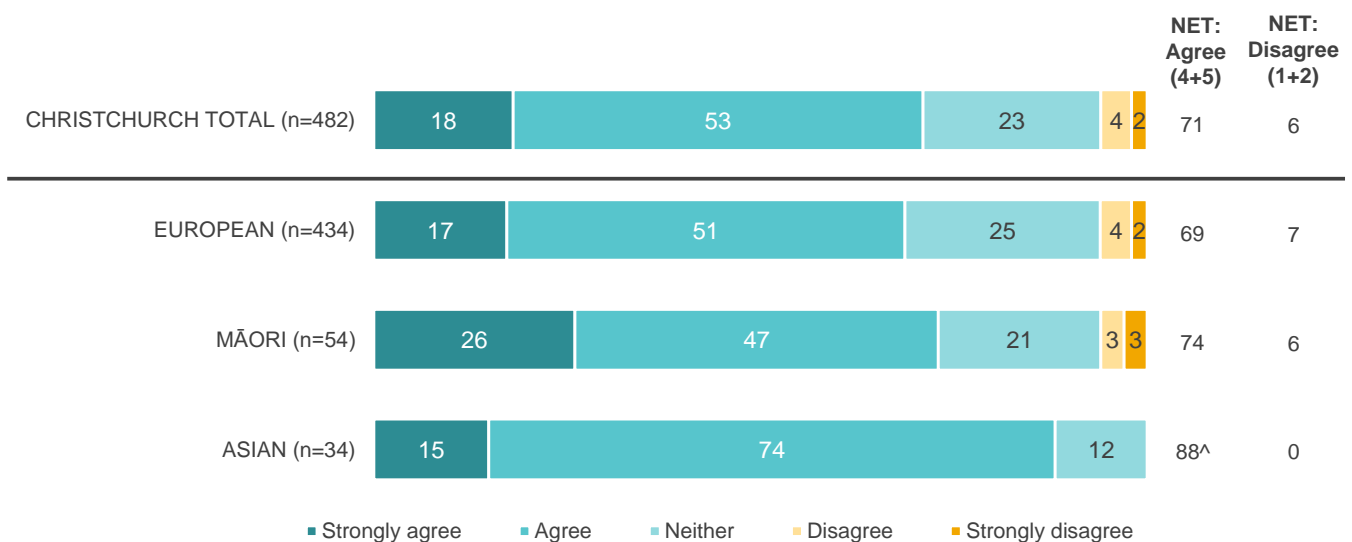
**Figure 9.2 Importance of sense of community – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q24. How much do you agree or disagree with the following statements? It's important to me to feel a sense of community with people in my neighbourhood  
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

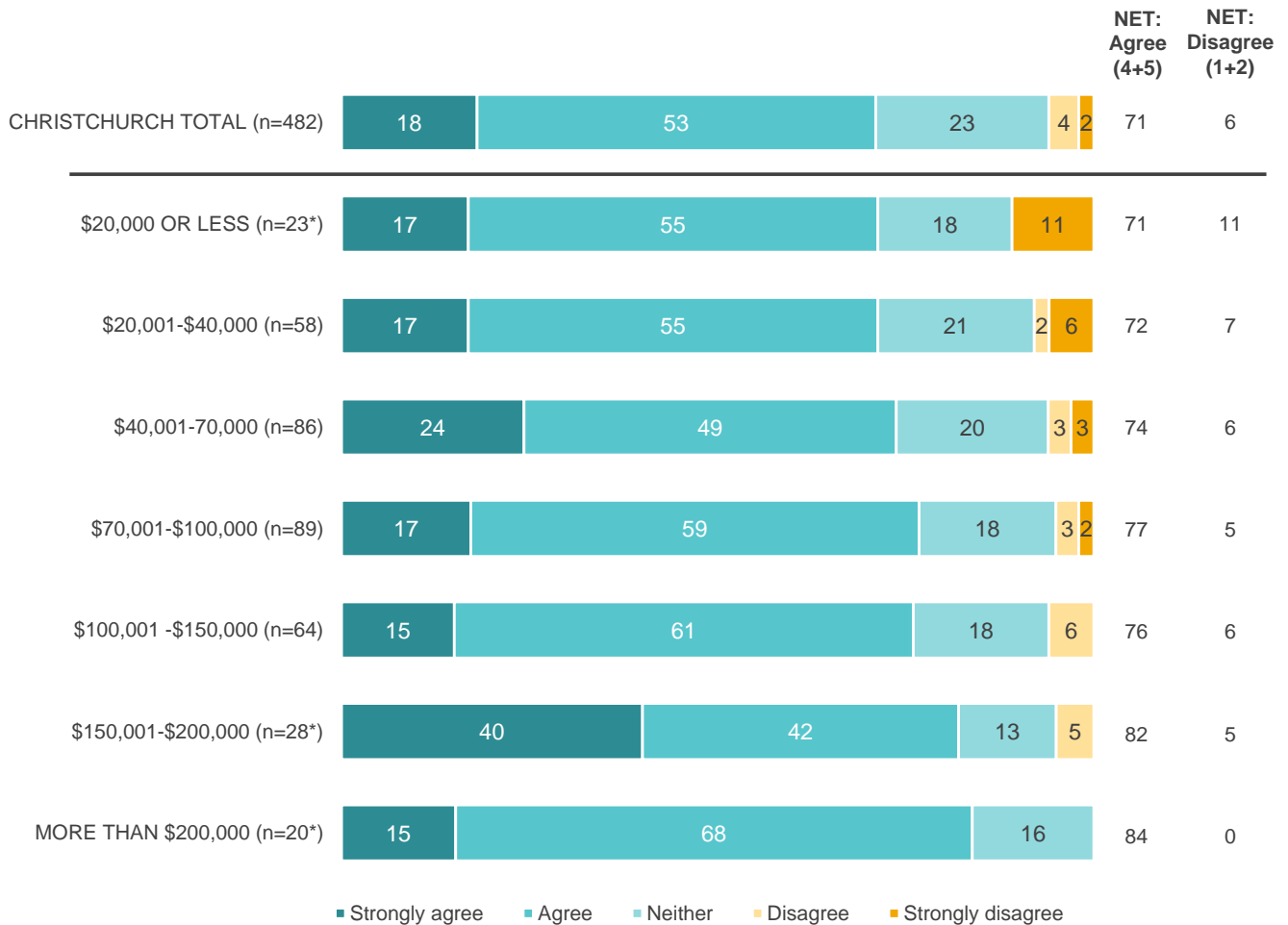
**Figure 9.3 Importance of sense of community – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q24. How much do you agree or disagree with the following statements? It's important to me to feel a sense of community with people in my neighbourhood  
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

**Figure 9.4 Importance of sense of community – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q24. How much do you agree or disagree with the following statements? It's important to me to feel a sense of community with people in my neighbourhood

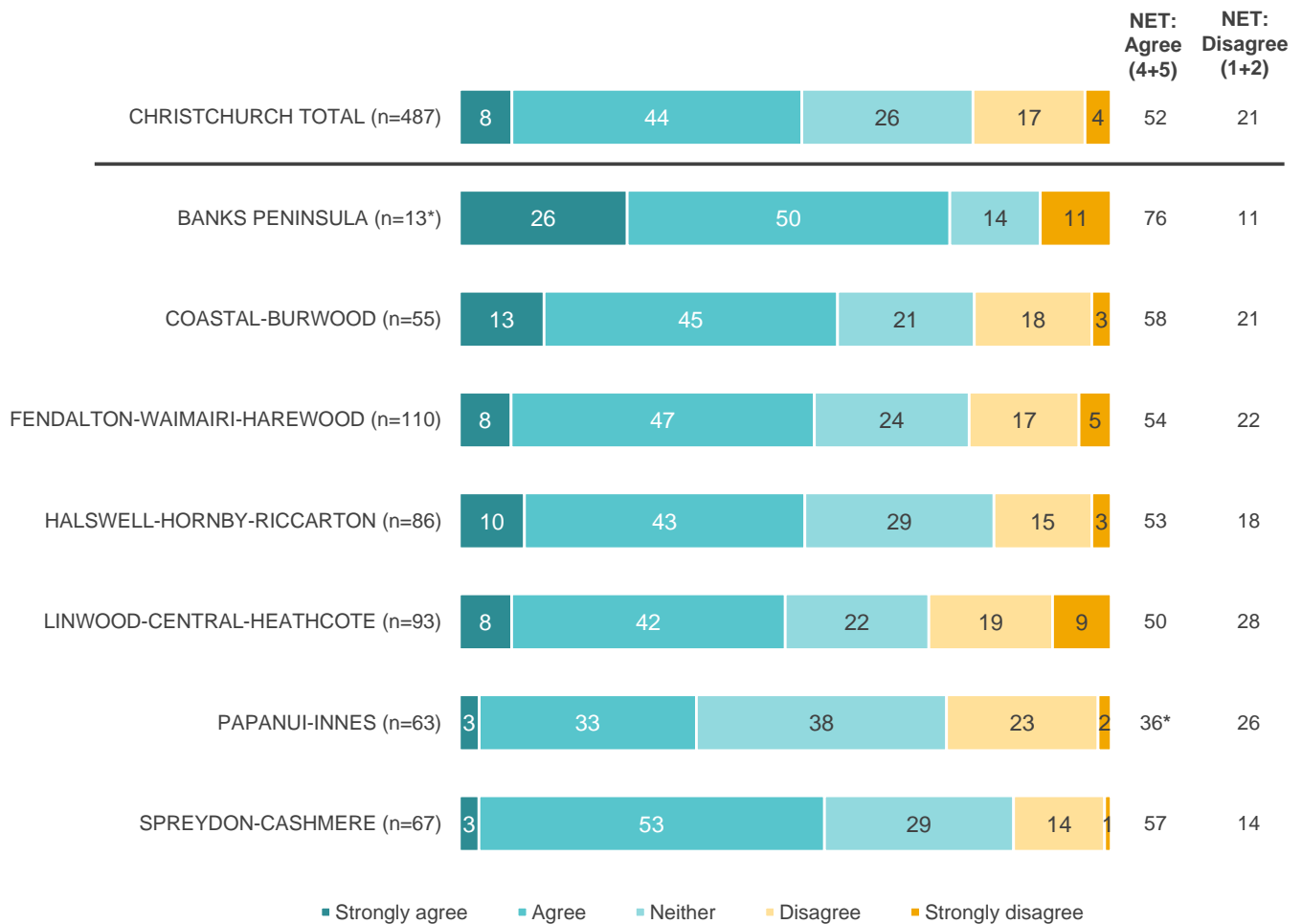
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

## 9.2 Sense of community experienced

Half (52%) of respondents in Christchurch agree they feel a sense of community with others in their neighbourhood.

**Figure 9.5 Sense of community experienced – by ward (%)**



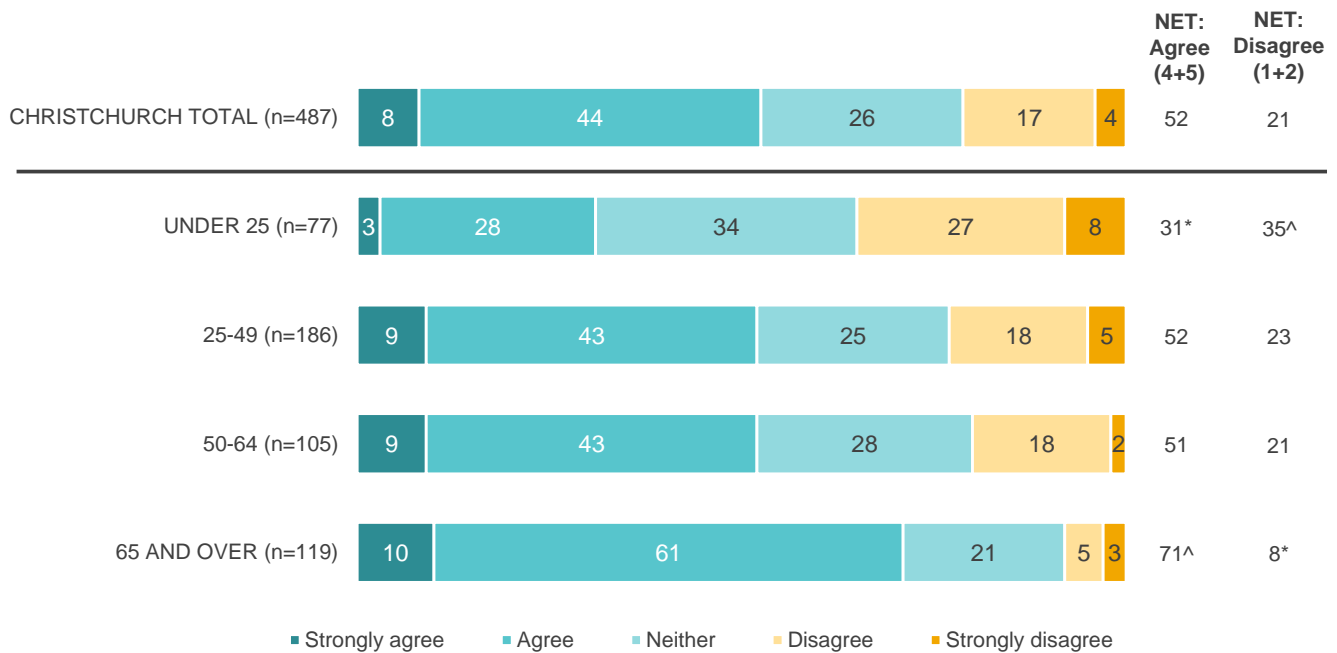
Base: All Respondents (excluding not answered)

Source: Q24. How much do you agree or disagree with the following statements? I feel a sense of community with others in my neighbourhood?

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

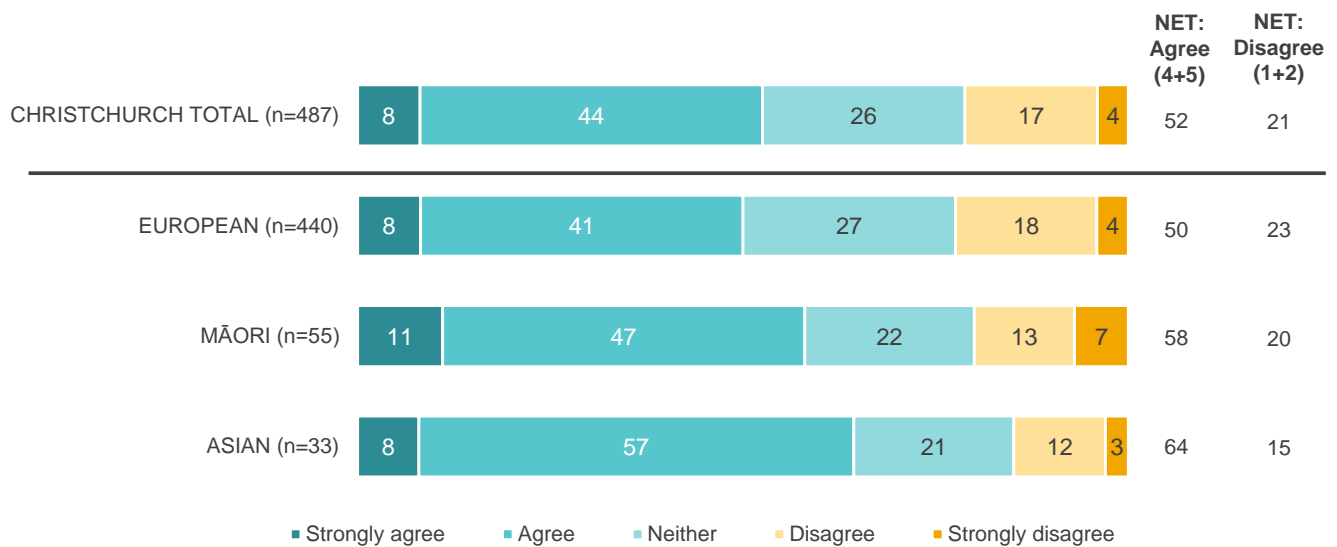
**Figure 9.6 Sense of community experienced – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q24. How much do you agree or disagree with the following statements? I feel a sense of community with others in my neighbourhood (1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

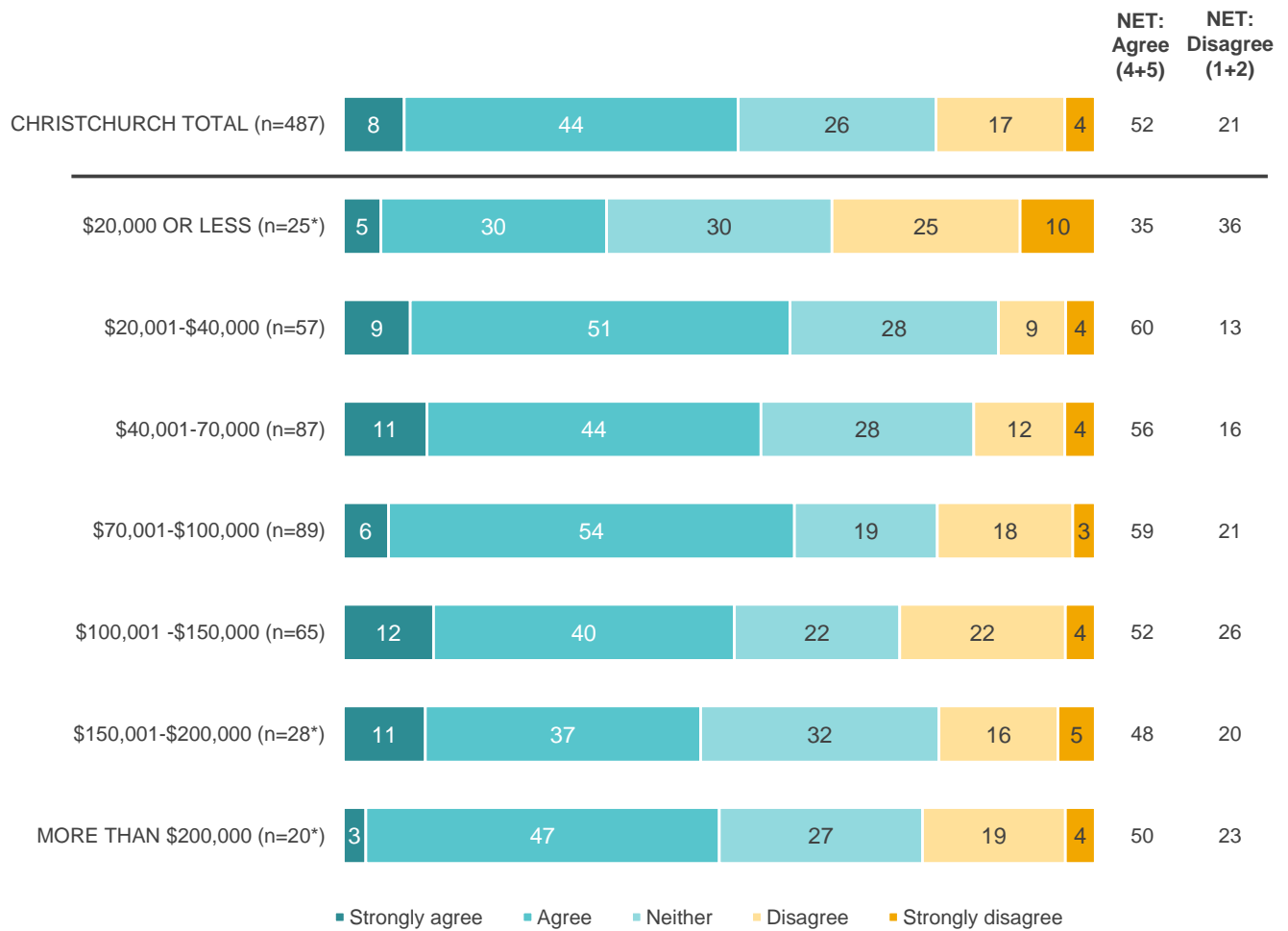
**Figure 9.7 Sense of community experienced – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q24. How much do you agree or disagree with the following statements? I feel a sense of community with others in my neighbourhood (1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

**Figure 9.8 Sense of community experienced – by household income (%)**



Base: All Respondents (excluding not answered)

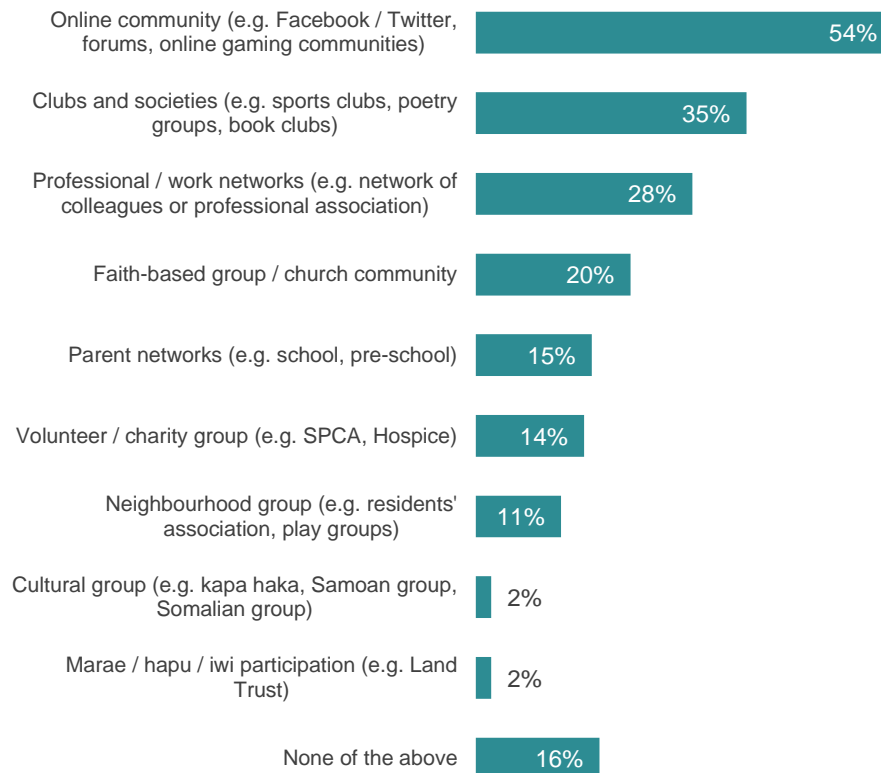
Source: Q24. How much do you agree or disagree with the following statements? I feel a sense of community with others in my neighbourhood?  
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

## 9.3 Participation in social networks and groups

As the chart below shows, online networks (e.g. websites such as Facebook/Twitter, online gaming communities and forums) are the most common social networks (54%) that respondents in Christchurch feel part of, followed by clubs and societies (e.g. sports clubs, poetry groups, book clubs) (35%).

**Figure 9.9 Participation in social networks and groups – total level (%)**



Base: All Respondents (excluding not answered) (n=495)

Source: Q76. Thinking now about the social networks and groups you may be part of, do you belong to any of the following?

**Table 9.1 Participation in social networks and groups – by ward**

Common themes mentioned (net categories)	CHRISTCHURCH TOTAL (n=495) %	BANKS PENINSULA (n=13*) %	COASTAL-BURWOOD (n=56) %	FENDALTON-WAIMAIRI-HAREWOOD (n=110) %	HALSWELL-HORNBY-RICCARTON (n=89) %	LINWOOD-CENTRAL-HEATHCOTE (n=94) %	PAPANUI-INNES (n=66) %	SPREYDON-CASHMERE (n=67) %
Online community (e.g. Facebook / Twitter, forums, online gaming communities)	54	44	54	55	53	55	57	52
Clubs and societies (e.g. sports clubs, poetry groups, book clubs)	35	72	39	36	31	31	29	41
Professional / work networks (e.g. network of colleagues or professional association)	28	36	23	35	34	19*	27	28
Faith-based group / church community	20	10	25	21	25	17	11*	24
Parent networks (e.g. school, pre-school)	15	0	21	19	11*	16	11	15
Volunteer / charity group (e.g. SPCA, Hospice)	14	28	20	12	12	16	15	12
Neighbourhood group (e.g. residents' association, play groups)	11	18	16	15	8	9	10	13
Cultural group (e.g. kapa haka, Samoan group, Somalian group)	2	0	2	2	3	5	2	0
Marae / hapū / iwi participation (e.g. Land Trust)	2	25	4	0	1	1	1	2
None of the above	16	0	12	14	15	18	21	16

Base: All Respondents (excluding not answered)

Source: Q76. Thinking now about the social networks and groups you may be part of, do you belong to any of the following?

\*Caution, small sample size – results are indicative only



**Table 9.2 Participation in social networks and groups – by age**

Common themes mentioned (net categories)	CHRISTCHURCH TOTAL (n=495) %	UNDER 25 (n=77) %	25 - 49 (n=187) %	50 - 64 (n=107) %	65 AND OVER (n=124) %
Online community (e.g. Facebook / Twitter, forums, online gaming communities)	54	79^	65^	44*	22*
Clubs and societies (e.g. sports clubs, poetry groups, book clubs)	35	35	28*	33	54^
Professional / work networks (e.g. network of colleagues or professional association)	28	28	34^	26	16*
Faith-based group / church community	20	19	19	18	29^
Parent networks (e.g. school, pre-school)	15	0	29^	4*	6*
Volunteer / charity group (e.g. SPCA, Hospice)	14	10	10	20	21^
Neighbourhood group (e.g. residents' association, play groups)	11	7	13	5*	18^
Cultural group (e.g. kapa haka, Samoan group, Somalian group)	2	0	3	2	3
Marae / hapū / iwi participation (e.g. Land Trust)	2	1	2	1	3
None of the above	16	8*	13	26^	16

Base: All Respondents (excluding not answered)

Source: Q76. Thinking now about the social networks and groups you may be part of, do you belong to any of the following?

\*Caution, small sample size – results are indicative only

**Table 9.3 Participation in social networks and groups – by ethnicity**

Common themes mentioned (net categories)	CHRISTCHURCH TOTAL (n=495) %	EUROPEAN (n=447) %	MĀORI (n=56) %	ASIAN (n=34) %
Online community (e.g. Facebook / Twitter, forums, online gaming communities)	54	53	54	71
Clubs and societies (e.g. sports clubs, poetry groups, book clubs)	35	37	31	15*
Professional / work networks (e.g. network of colleagues or professional association)	28	29	27	20
Faith-based group / church community	20	19	12	29
Parent networks (e.g. school, pre-school)	15	15	16	12
Volunteer / charity group (e.g. SPCA, Hospice)	14	14	12	13
Neighbourhood group (e.g. residents' association, play groups)	11	11	7	11
Cultural group (e.g. kapa haka, Samoan group, Somalian group)	2	1	5	7
Marae / hapū / iwi participation (e.g. Land Trust)	2	1	19^	0
None of the above	16	16	23	11

Base: All Respondents (excluding not answered)

Source: Q76. Thinking now about the social networks and groups you may be part of, do you belong to any of the following?

**Table 9.4 Participation in social networks and groups – by household income**

Common themes mentioned (net categories)	CHRISTCHURCH TOTAL (n=495) %	\$20,000 OR LESS (n=25*) %	\$20,001 to \$40,000 (n=59) %	\$40,001-70,000 (n=88) %	\$70,001-\$100,000 (n=89) %	\$100,001 - \$150,000 (n=65) %	\$150,001-\$200,000 (n=28*) %	MORE THAN \$200,000 (n=20*) %
Online community (e.g. Facebook / Twitter, forums, online gaming communities)	54	45	43	54	57	66	70	49
Clubs and societies (e.g. sports clubs, poetry groups, book clubs)	35	31	36	36	37	31	64	56
Professional / work networks (e.g. network of colleagues or professional association)	28	6	8*	27	31	46^	62	48
Faith-based group / church community	20	18	36^	20	20	14	5	6
Parent networks (e.g. school, pre-school)	15	0	17	8*	19	31^	18	14
Volunteer / charity group (e.g. SPCA, Hospice)	14	9	19	17	18	4*	15	26
Neighbourhood group (e.g. residents' association, play groups)	11	3	16	12	16	15	2	6
Cultural group (e.g. kapa haka, Samoan group, Somalian group)	2	3	4	0	5	0	0	0
Marae / hapū / iwi participation (e.g. Land Trust)	2	2	8^	0	1	0	2	0
None of the above	16	29	13	11	13	14	11	6

Base: All Respondents (excluding not answered)

Source: Q76. Thinking now about the social networks and groups you may be part of, do you belong to any of the following?

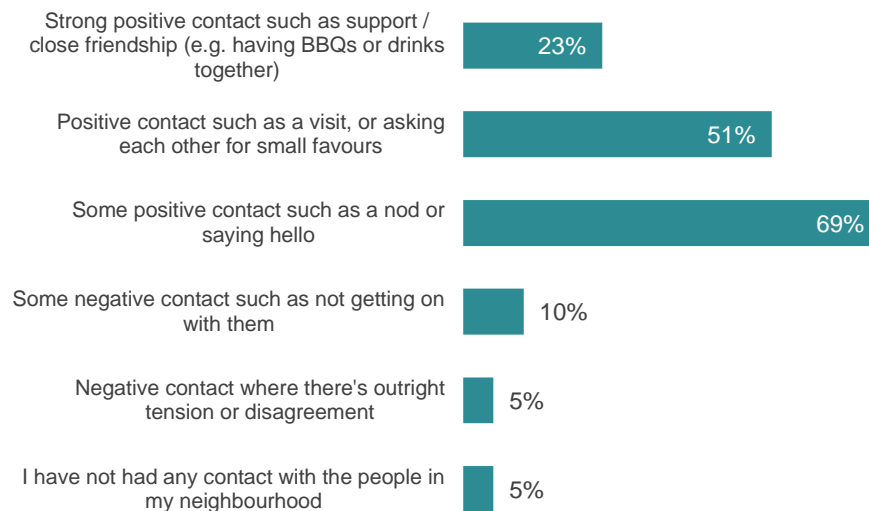
\*Caution, small sample size – results are indicative only

## 9.4 Contact with people in the neighbourhood

The majority (94%) of respondents in Christchurch say they had some kind of positive contact with people in their neighbourhood in the previous 12 months, with the largest group stating they had some positive contact such as a nod or a hello (69%).

Please note that as respondents could choose more than one option, percentages in the chart below will not add to 100.

**Figure 9.10 Positivity of contact with people in the neighbourhood – total level (%)**



*Base: All Respondents (excluding not answered) (n=490)*

*Source: Q26a. In the last 12 months, which, if any, of the following types of contact have you had with people in your neighbourhood?*

*Please note the question wording has changed slightly from the 2016 Quality of Life survey, see the Quality of Life Survey 2018 Technical Report for further details*

*Results across all subgroups are shown in the table on the following pages.*

**Table 9.5 Contact with people in the neighbourhood – by ward**

	CHRISTCHURCH TOTAL (n=490) %	BANKS PENINSULA (n=13*) %	COASTAL- BURWOOD (n=56) %	FENDALTON- WAIMAIRI- HAREWOOD (n=110) %	HALSWELL- HORNBY- RICCARTON (n=88) %	LINWOOD- CENTRAL- HEATHCOTE (n=93) %	PAPANUI- INNIS (n=63) %	SPREYDON- CASHMERE (n=67) %
Strong positive contact such as support / close friendship (e.g. having BBQs or drinks together)	23	28	22	31^	11*	27	18	29
Positive contact such as a visit, or asking each other for small favours	51	59	53	47	50	47	42	67^
Some positive contact such as a nod or saying hello	69	68	72	62	70	73	71	63
Some negative contact such as not getting on with them	10	16	9	8	9	16	9	4
Negative contact where there's outright tension or disagreement	5	11	5	6	1	6	6	7
I have not had any contact with the people in my neighbourhood	5	9	2	6	3	7	7	1

Base: All Respondents (excluding not answered)

Source: Q26a. In the last 12 months, which, if any, of the following types of contact have you had with people in your neighbourhood?

\*Caution, small sample size – results are indicative only

**Table 9.6 Contact with people in the neighbourhood – by age**

	CHRISTCHURCH TOTAL (n=490) %	UNDER 25 (n=77) %	25 - 49 (n=186) %	50 - 64 (n=106) %	65 AND OVER (n=121) %
Strong positive contact such as support / close friendship (e.g. having BBQs or drinks together)	23	15	21	22	35^
Positive contact such as a visit, or asking each other for small favours	51	40*	52	45	62^
Some positive contact such as a nod or saying hello	69	71	72	64	64
Some negative contact such as not getting on with them	10	11	11	10	6
Negative contact where there's outright tension or disagreement	5	6	4	6	5
I have not had any contact with the people in my neighbourhood	5	10^	4	4	2

Base: All Respondents (excluding not answered)

Source: Q26a. In the last 12 months, which, if any, of the following types of contact have you had with people in your neighbourhood?

**Table 9.7 Contact with people in the neighbourhood – by ethnicity**

	CHRISTCHURCH TOTAL (n=490) %	EUROPEAN (n=442) %	MĀORI (n=55) %	ASIAN (n=34) %
Strong positive contact such as support / close friendship (e.g. having BBQs or drinks together)	23	24	25	11
Positive contact such as a visit, or asking each other for small favours	51	51	50	45
Some positive contact such as a nod or saying hello	69	69	72	57
Some negative contact such as not getting on with them	10	10	14	6
Negative contact where there's outright tension or disagreement	5	6	7	0
I have not had any contact with the people in my neighbourhood	5	4	0	7

Base: All Respondents (excluding not answered)

Source: Q26a. In the last 12 months, which, if any, of the following types of contact have you had with people in your neighbourhood?

**Table 9.8 Contact with people in the neighbourhood – by household income**

	CHRISTCHURCH TOTAL (n=490) %	\$20,000 OR LESS (n=25*) %	\$20,001- \$40,000 (n=58) %	\$40,001- 70,000 (n=88) %	\$70,001- \$100,000 (n=89) %	\$100,001- \$150,000 (n=65) %	\$150,001- \$200,000 (n=28*) %	MORE THAN \$200,000 (n=20*) %
Strong positive contact such as support / close friendship (e.g. having BBQs or drinks together)	23	16	20	18	28	24	37	28
Positive contact such as a visit, or asking each other for small favours	51	44	58	46	54	59	47	46
Some positive contact such as a nod or saying hello	69	68	72	67	76	68	54	53
Some negative contact such as not getting on with them	10	28	5	8	16	4	5	8
Negative contact where there's outright tension or disagreement	5	16	4	6	5	4	11	4
I have not had any contact with the people in my neighbourhood	5	0	5	4	1	4	6	11

Base: All Respondents (excluding not answered)

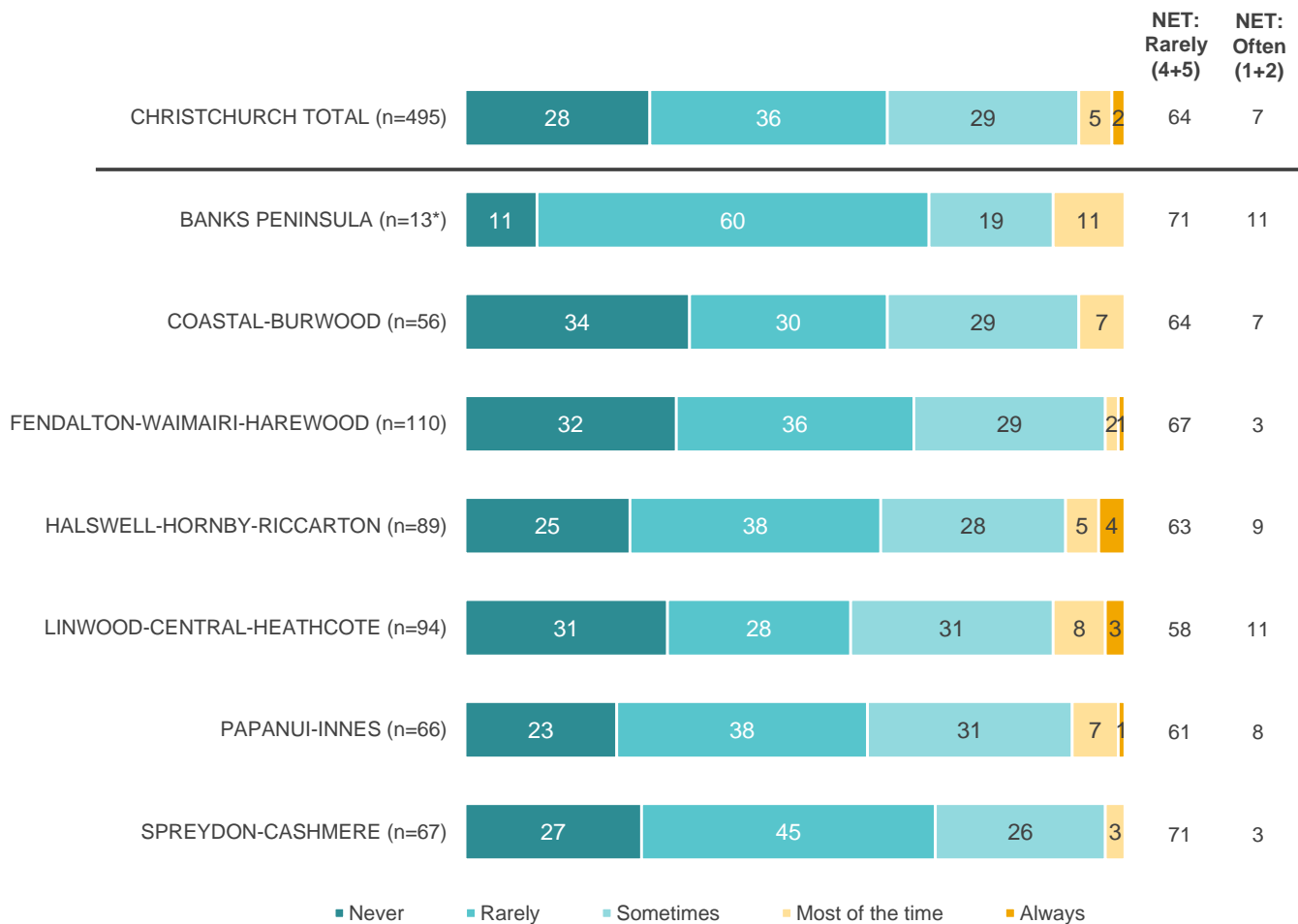
Source: Q26a. In the last 12 months, which, if any, of the following types of contact have you had with people in your neighbourhood?

\*Caution, small sample size – results are indicative only

## 9.5 Frequency of feeling isolated

Just under two-thirds (64%) of respondents in Christchurch say they have never or rarely felt isolated in the last year.

**Figure 9.11 Frequency of feeling isolated – ward (%)**



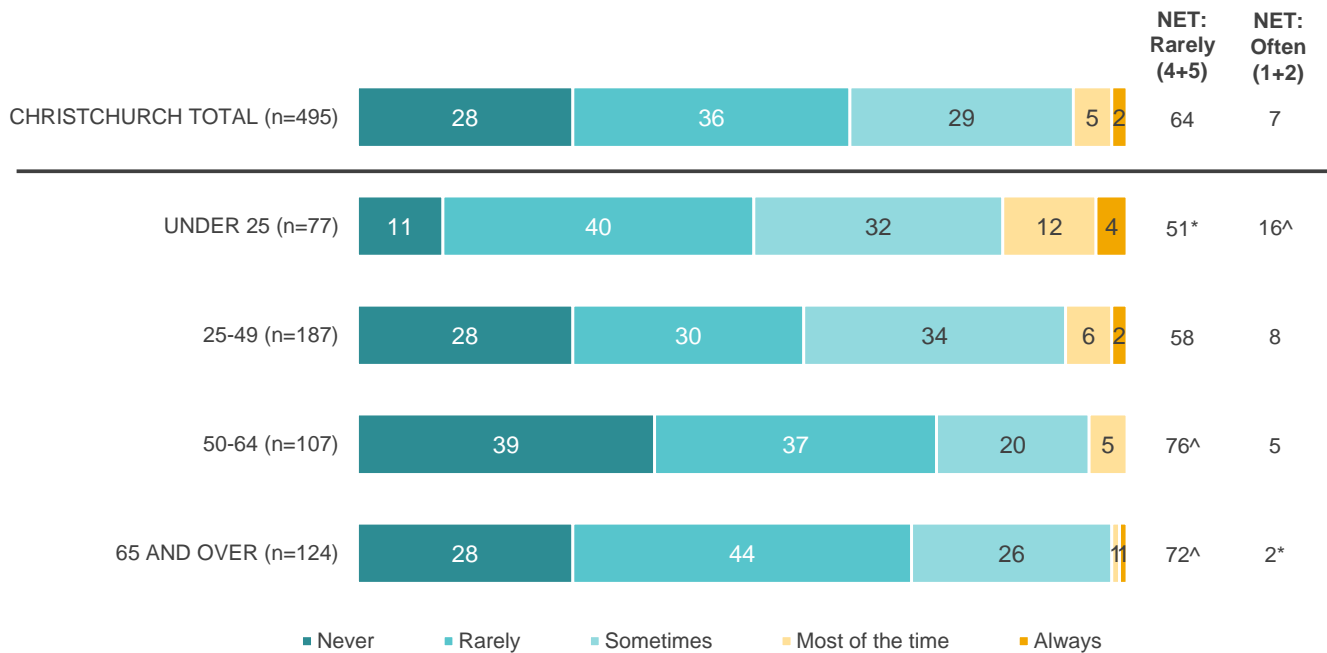
Base: All Respondents (excluding not answered)

Source: Q29. Over the past 12 months how often, if ever, have you felt lonely or isolated?

(1 – Always, 2 – Most of the time, 3 – Sometimes, 4 – Rarely, 5 – Never)

\*Caution, small sample size – results are indicative only

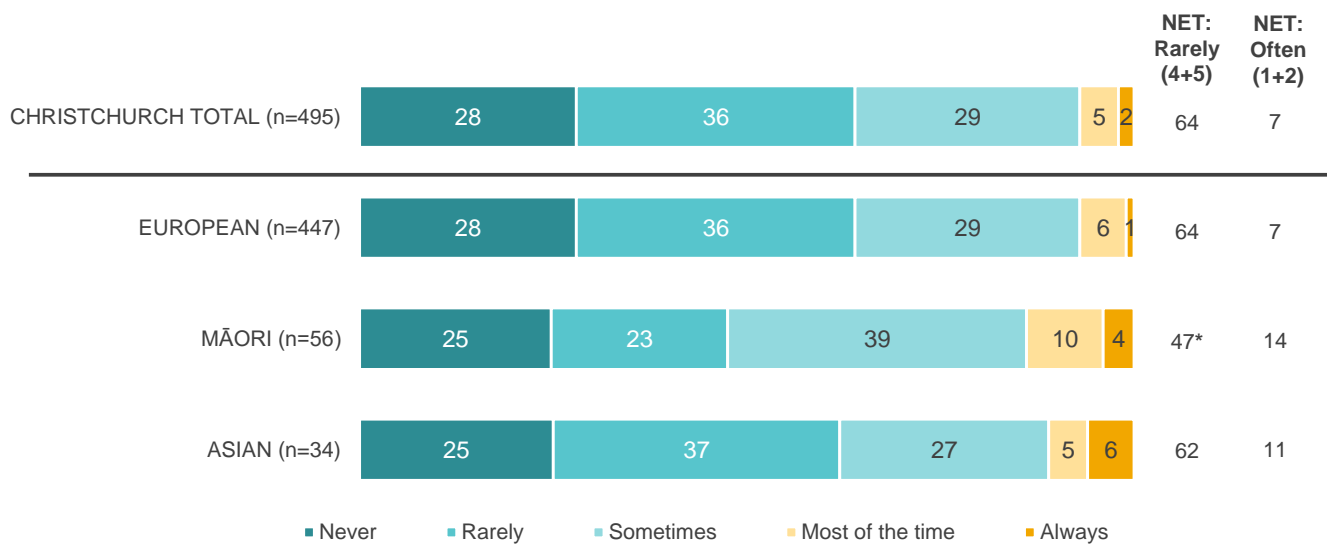
**Figure 9.12 Frequency of feeling isolated – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q29. Over the past 12 months how often, if ever, have you felt lonely or isolated?  
(1 – Always, 2 – Most of the time, 3 – Sometimes, 4 – Rarely, 5 – Never)

**Figure 9.13 Frequency of feeling isolated – by ethnicity (%)**

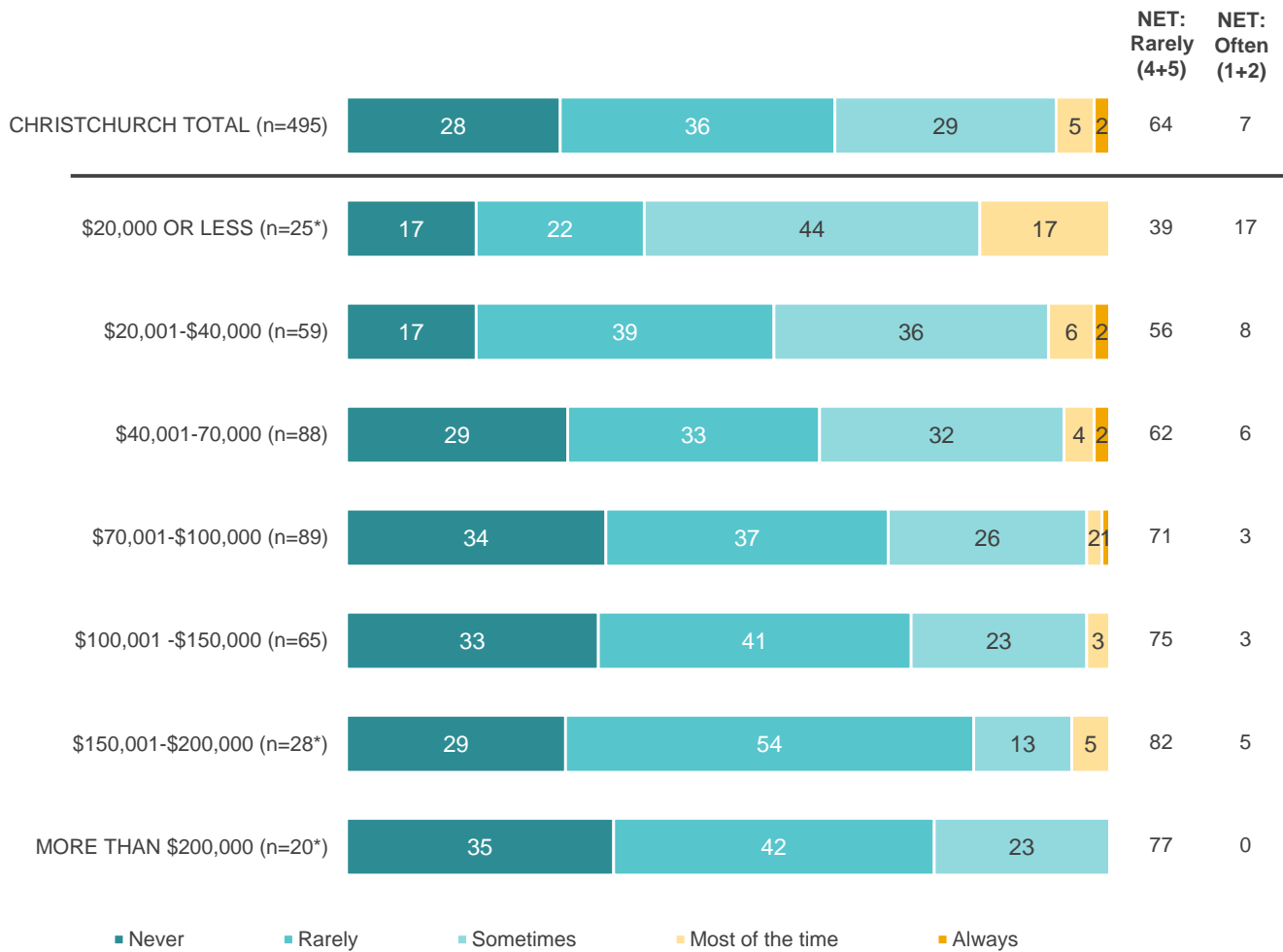


Base: All Respondents (excluding not answered)

Source: Q29. Over the past 12 months how often, if ever, have you felt lonely or isolated?  
(1 – Always, 2 – Most of the time, 3 – Sometimes, 4 – Rarely, 5 – Never)



**Figure 9.14 Frequency of feeling isolated – by household income (%)**



Base: All Respondents (excluding not answered)

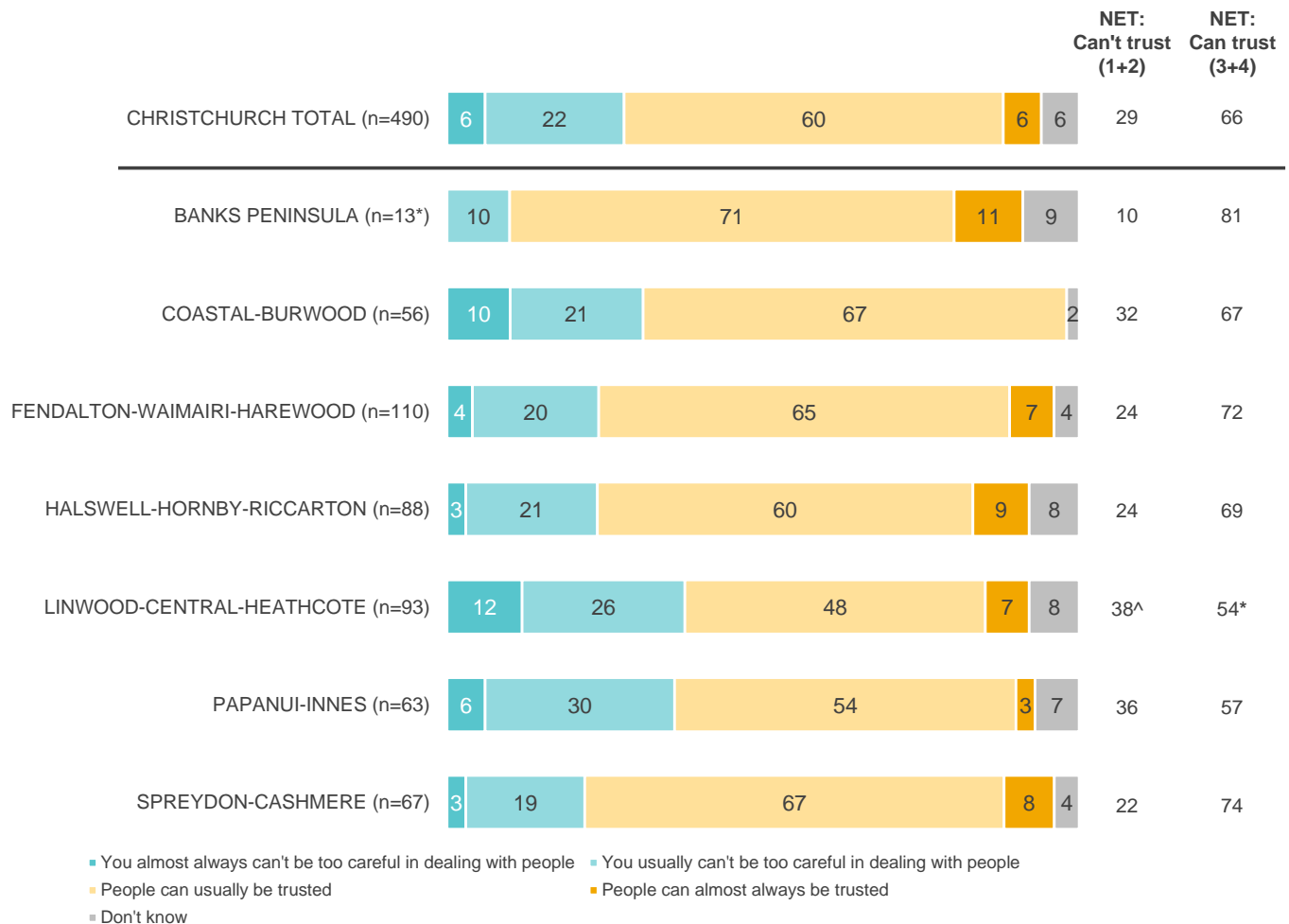
Source: Q29. Over the past 12 months how often, if ever, have you felt lonely or isolated?  
 (1 – Always, 2 – Most of the time, 3 – Sometimes, 4 – Rarely, 5 – Never)

\*Caution, small sample size – results are indicative only

## 9.6 Trust

Two-thirds (66%) of respondents say you can trust people, with 6% saying people can almost always be trusted and 60% saying people can usually be trusted.

**Figure 9.15 Trust – by ward (%)**

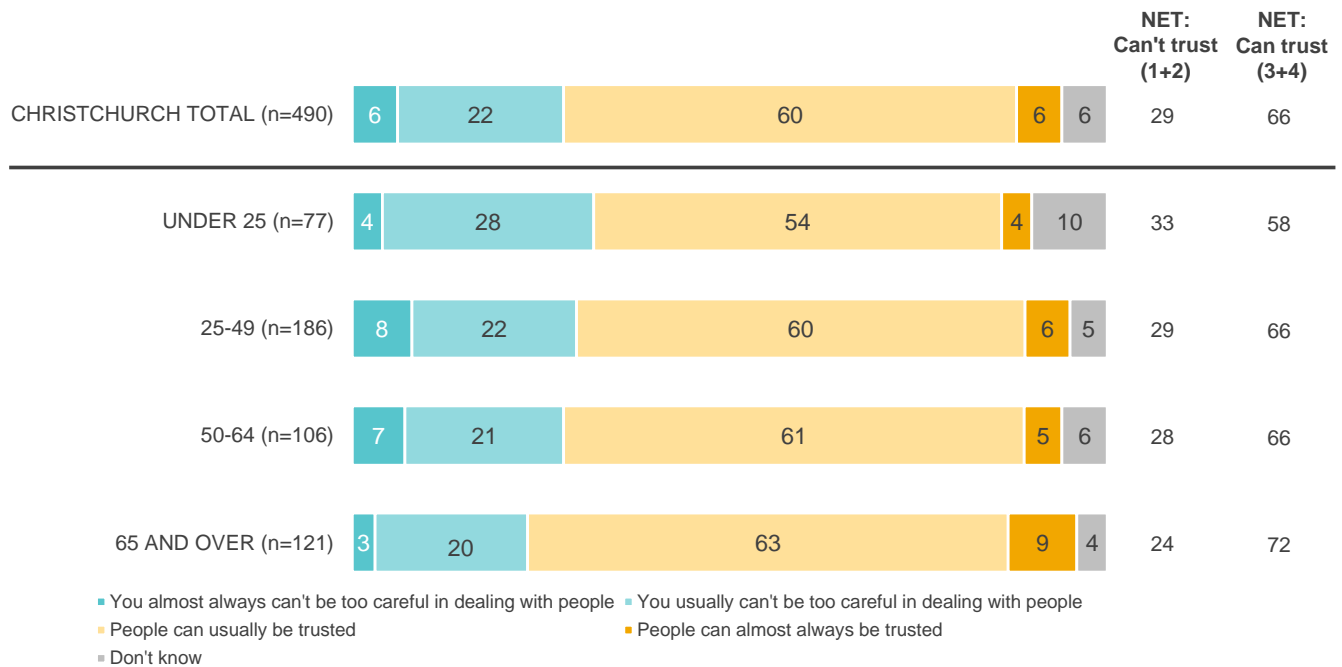


Base: All Respondents (excluding not answered)

Source: Q75. Which of the following statements about trust do you agree with the most?

\*Caution, small sample size – results are indicative only

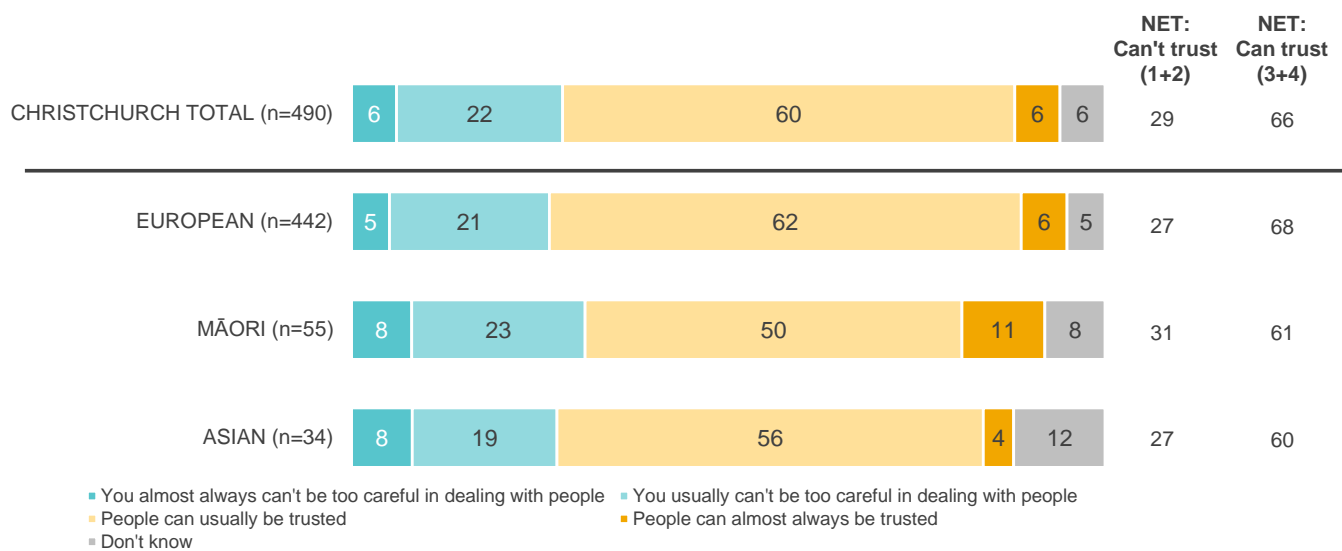
**Figure 9.16 Trust – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q75. Which of the following statements about trust do you agree with the most?

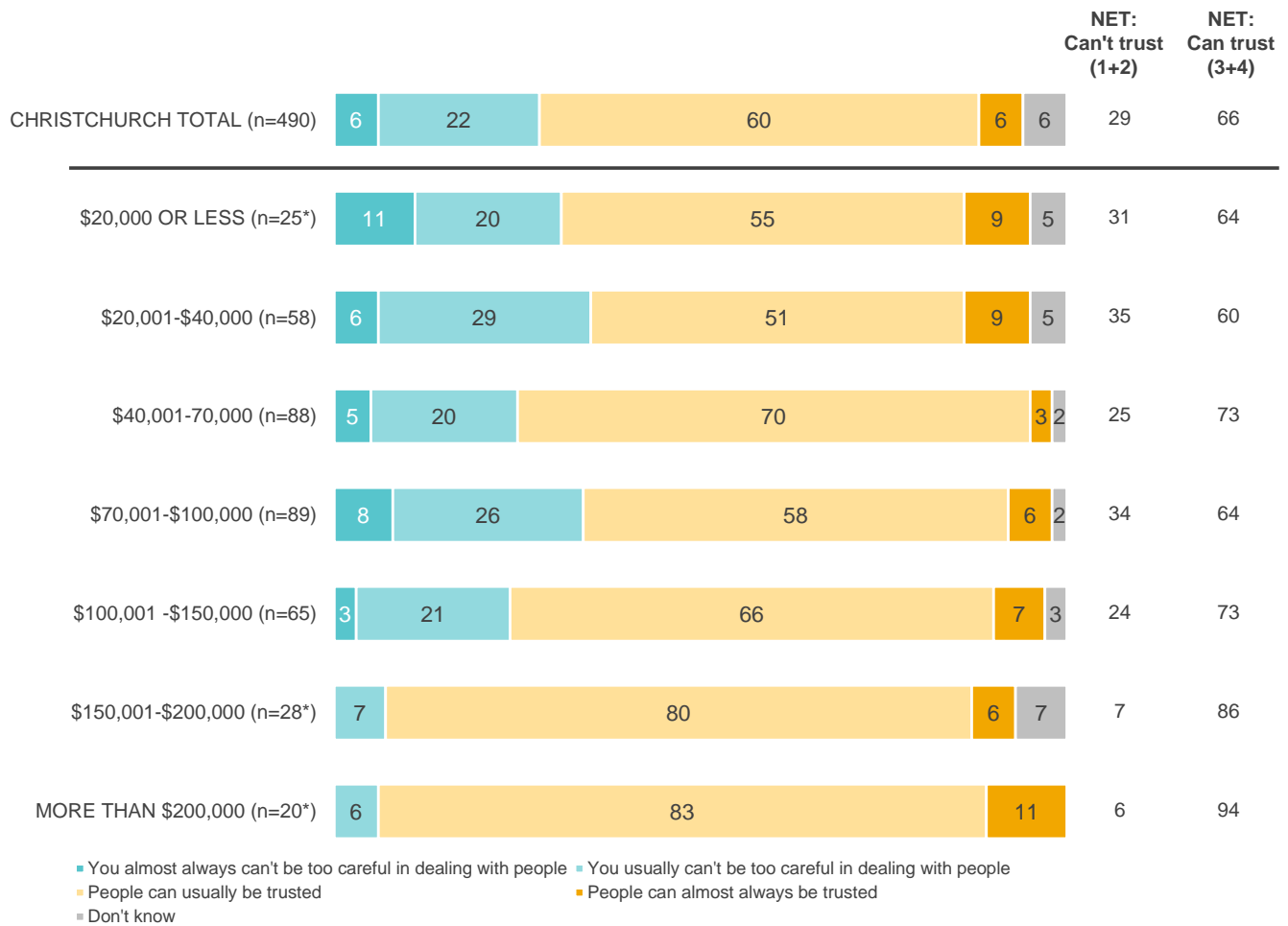
**Figure 9.17 Trust – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q75. Which of the following statements about trust do you agree with the most?

**Figure 9.18 Trust – by household income (%)**



Base: All Respondents (excluding not answered)

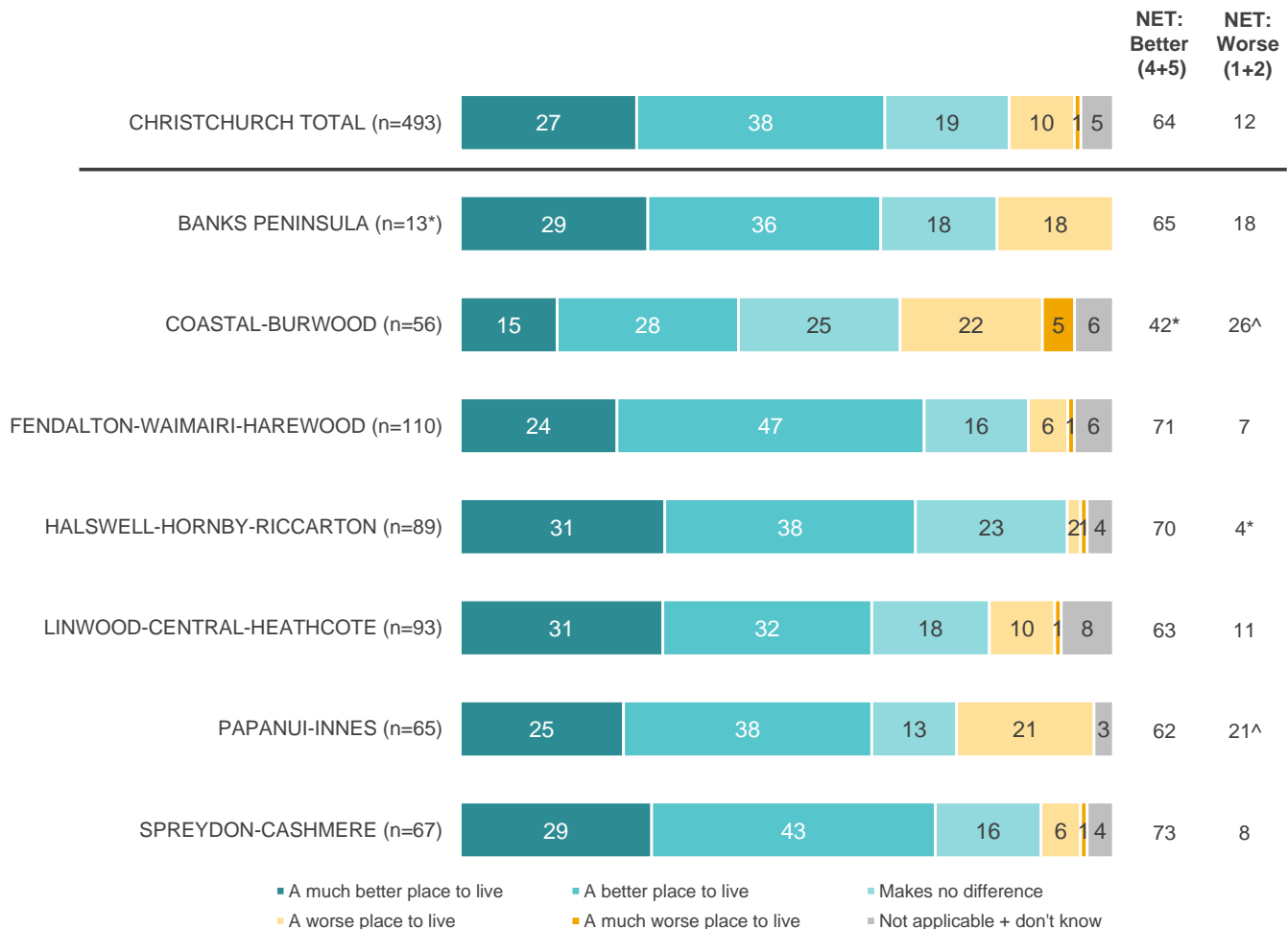
Source: Q75. Which of the following statements about trust do you agree with the most?

\*Caution, small sample size – results are indicative only

## 9.7 Impact of greater cultural diversity

Nearly two-thirds (64%) of respondents consider that New Zealand becoming home for an increasing number of people with different lifestyles and cultures from different countries makes Christchurch a better place to live.

**Figure 9.19 Impact of greater cultural diversity – by ward (%)**



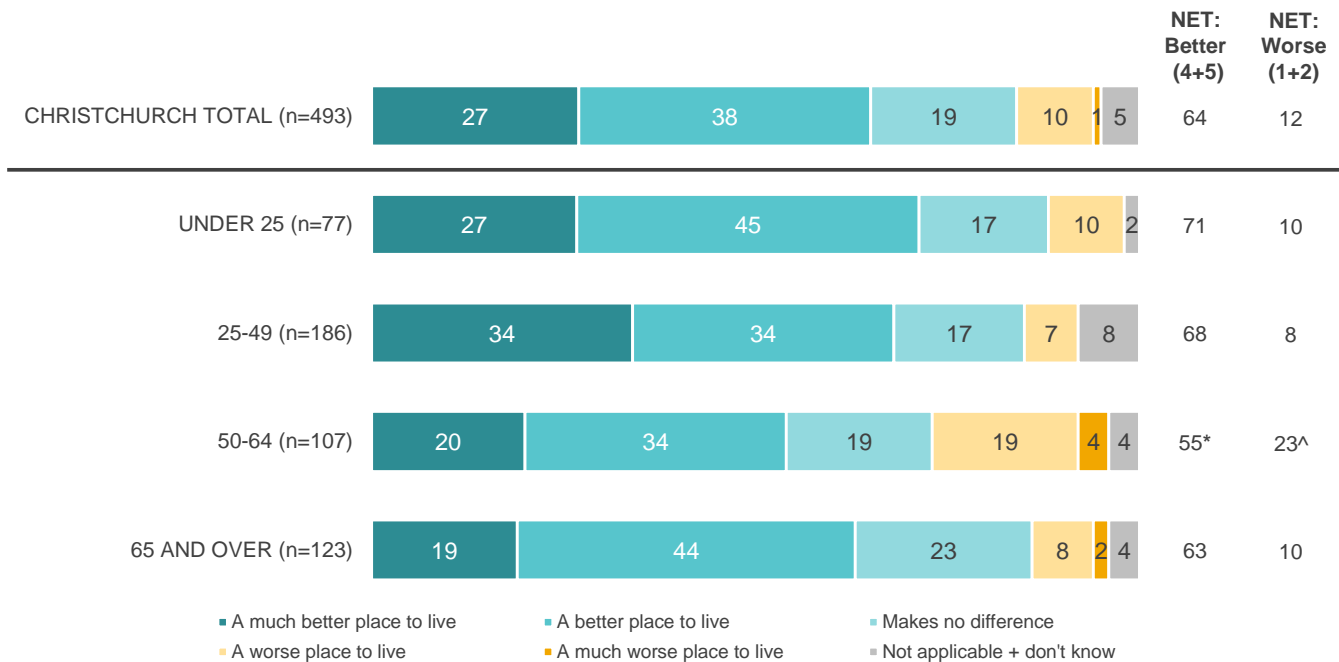
Base: All Respondents (excluding not answered)

Source: Q35. New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries. Overall, do you think this makes Christchurch...

(1 – A much worse place to live, 2 – A worse place to live, 3 – Makes no difference, 4 – A better place to live, 5 – A much better place to live)

\*Caution, small sample size – results are indicative only

**Figure 9.20 Impact of greater cultural diversity – by age (%)**



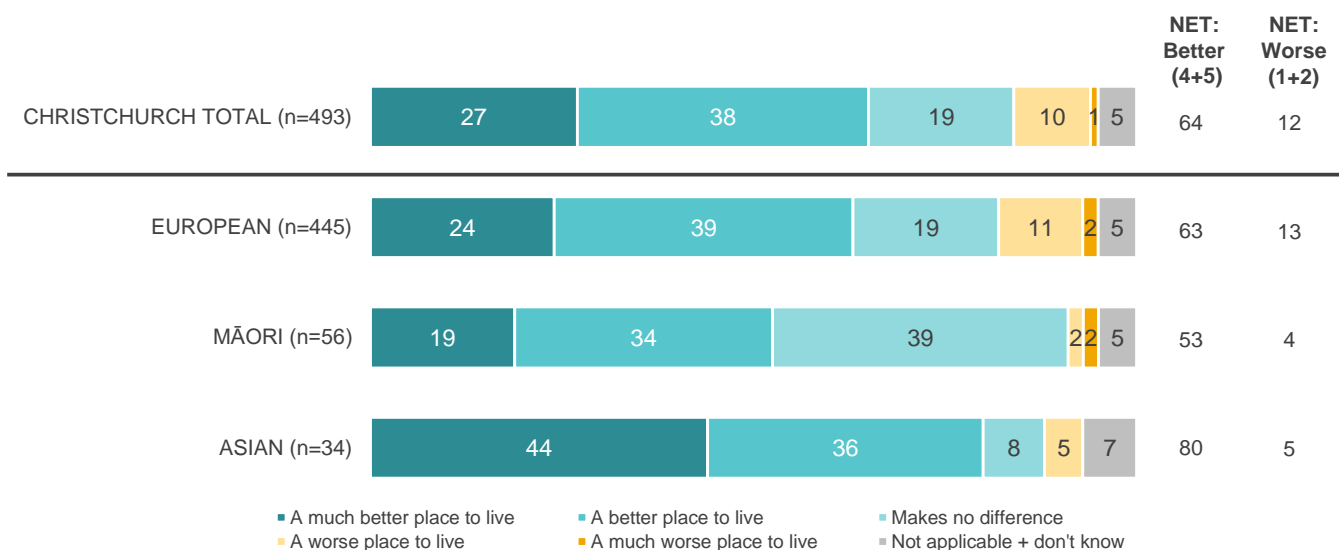
Base: All Respondents (excluding not answered)

Source: Q35. New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries.

Overall, do you think this makes Christchurch...

(1 – A much worse place to live, 2 – A worse place to live, 3 – Makes no difference, 4 – A better place to live, 5 – A much better place to live)

**Figure 9.21 Impact of greater cultural diversity – by ethnicity (%)**



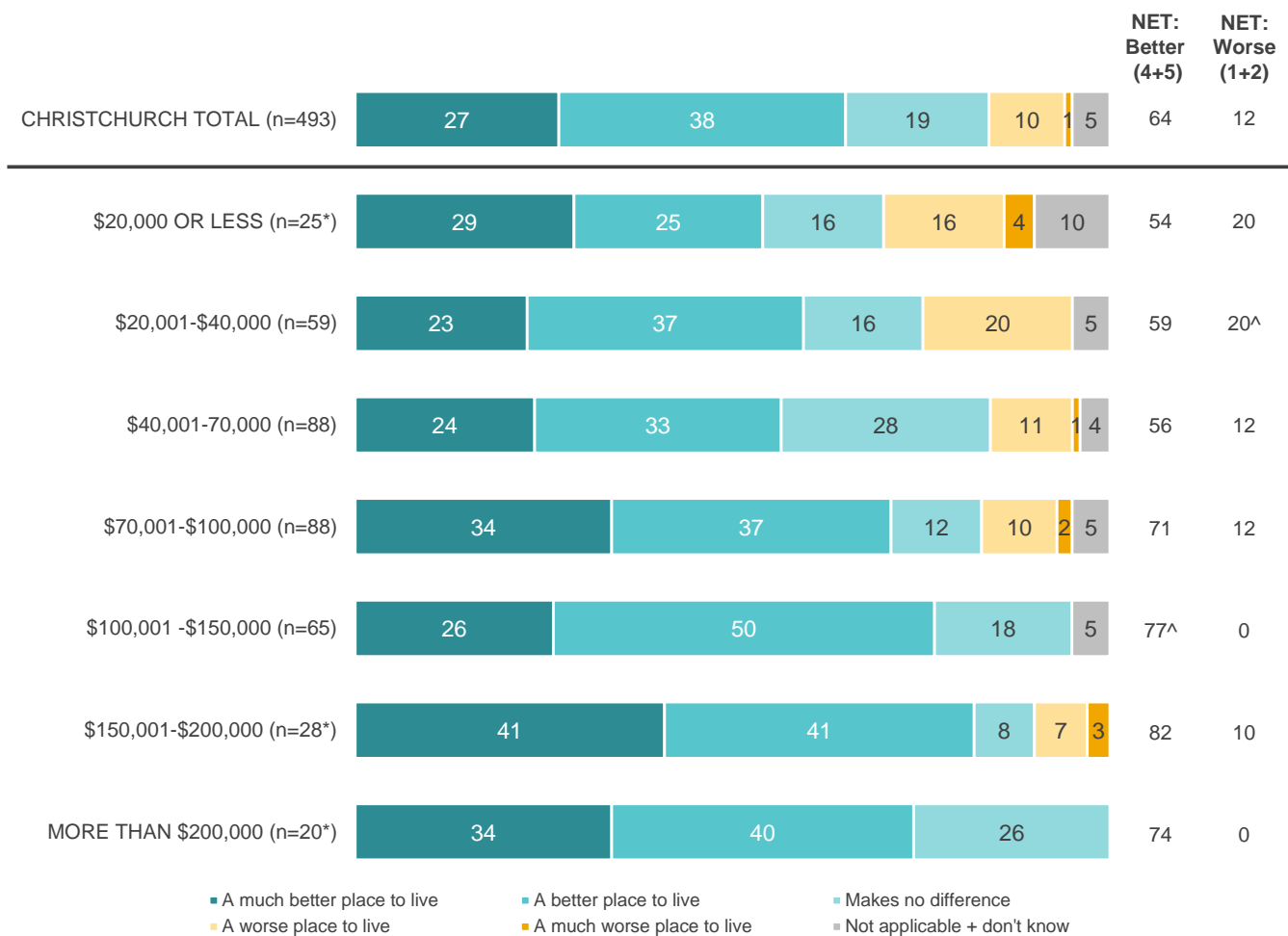
Base: All Respondents (excluding not answered)

Source: Q35. New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries.

Overall, do you think this makes Christchurch...

(1 – A much worse place to live, 2 – A worse place to live, 3 – Makes no difference, 4 – A better place to live, 5 – A much better place to live)

**Figure 9.22 Impact of greater cultural diversity – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q35. New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries. Overall, do you think this makes Christchurch...

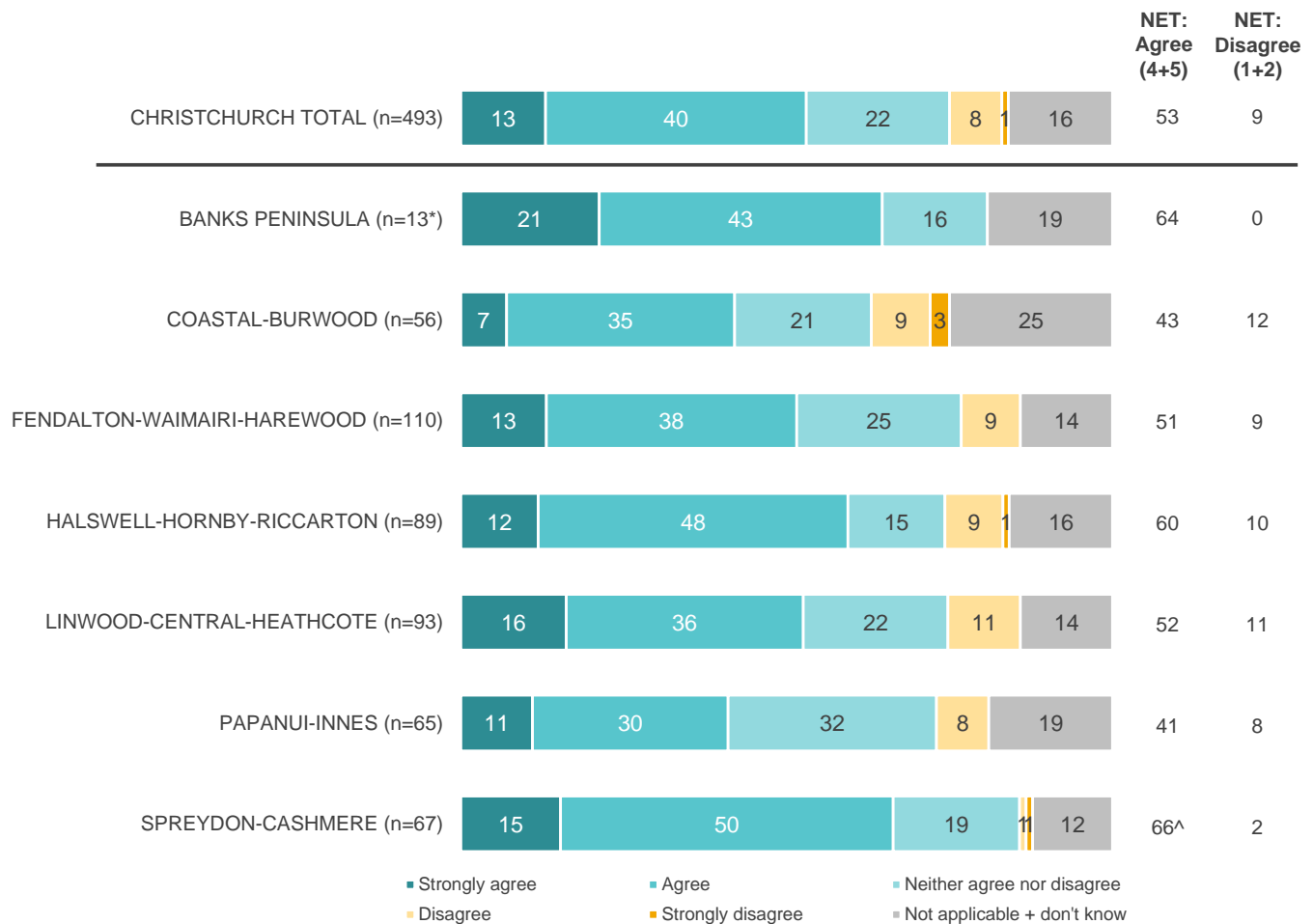
(1 – A much worse place to live, 2 – A worse place to live, 3 – Makes no difference, 4 – A better place to live, 5 – A much better place to live)

\*Caution, small sample size – results are indicative only

## 9.8 Rich and diverse arts scene

Half (53%) of respondents consider Christchurch to have a rich and diverse arts scene.

**Figure 9.23 Rich and diverse arts scene – by ward (%)**



Base: All Respondents (excluding not answered)

Source: Q34. How much do you agree or disagree with the following?

"Christchurch has a rich and diverse arts scene"

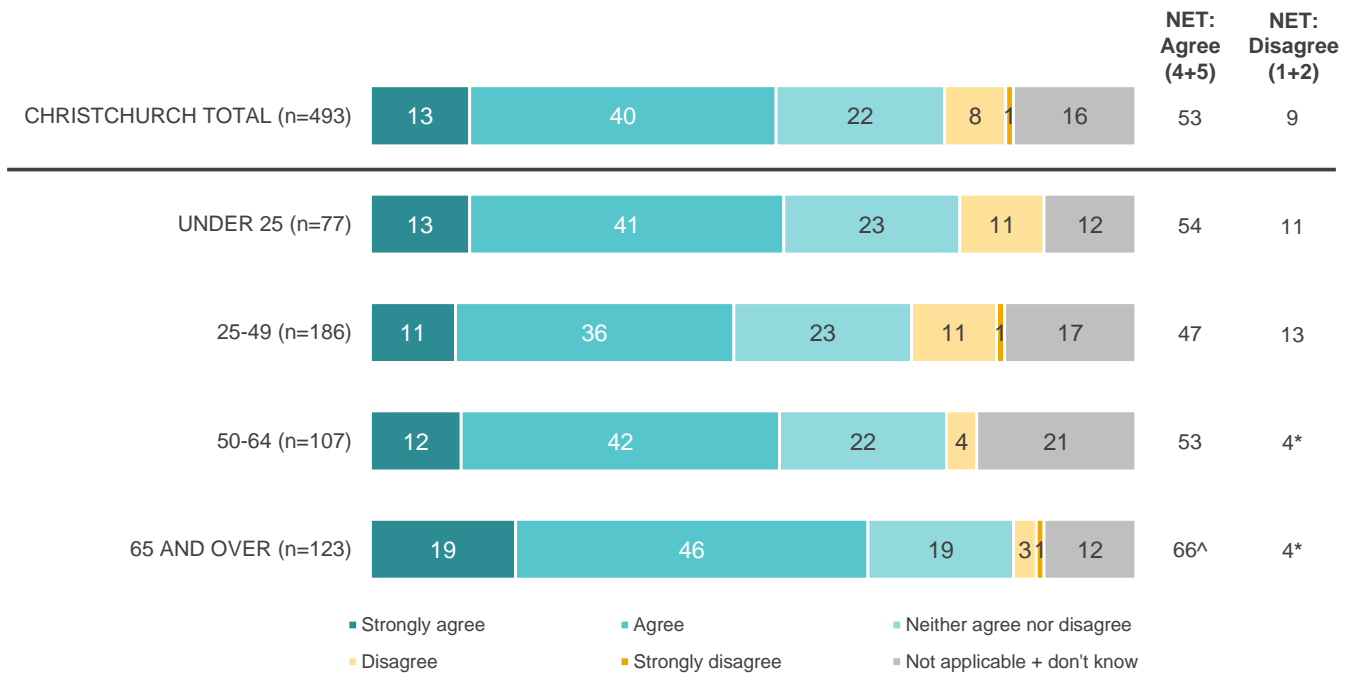
(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

Please note the question wording has changed slightly from the 2016 Quality of Life survey, see the Quality of Life Survey 2018 Technical Report for further details



**Figure 9.24 Rich and diverse arts scene – by age (%)**



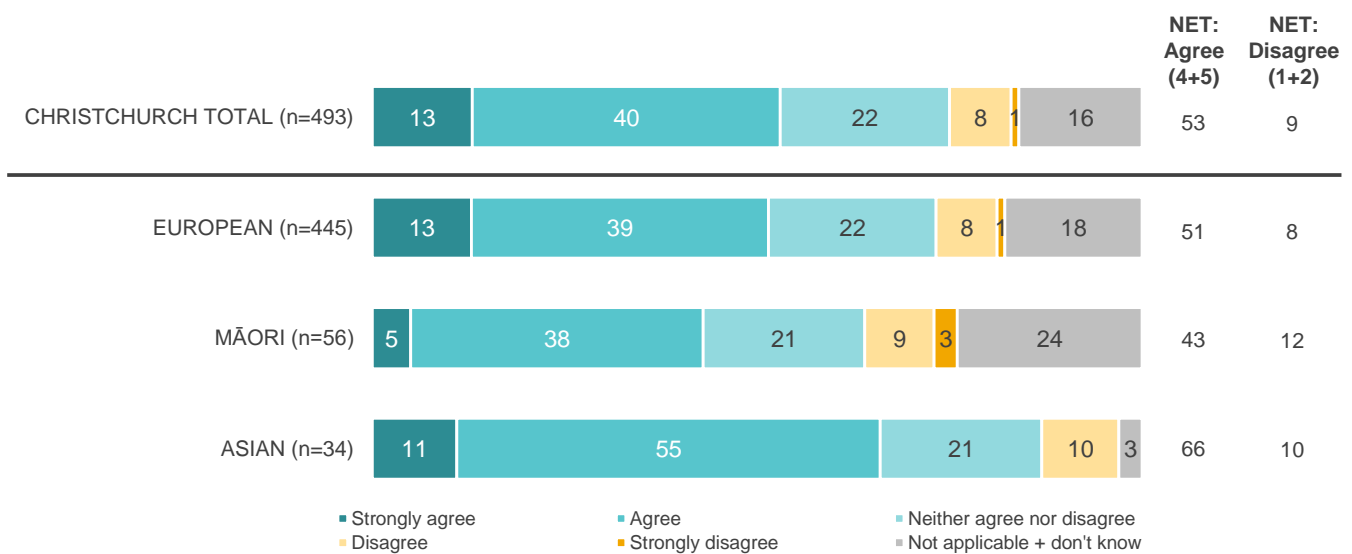
Base: All Respondents (excluding not answered)

Source: Q34. How much do you agree or disagree with the following?

"Christchurch has a rich and diverse arts scene"

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

**Figure 9.25 Rich and diverse arts scene – by ethnicity (%)**



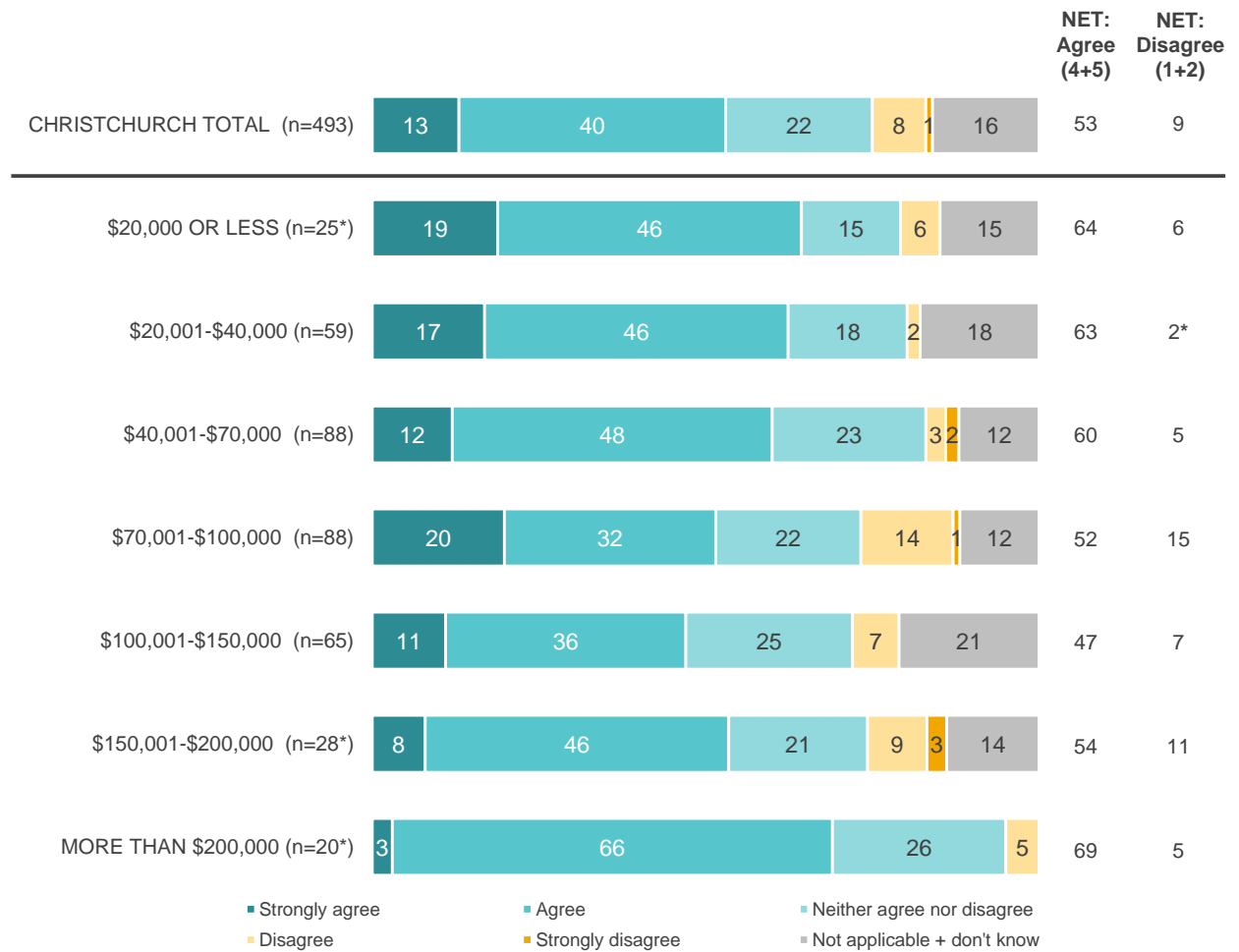
Base: All Respondents (excluding not answered)

Source: Q34. How much do you agree or disagree with the following?

"Christchurch has a rich and diverse arts scene"

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

**Figure 9.26 Rich and diverse arts scene – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q34. How much do you agree or disagree with the following?

"Christchurch has a rich and diverse arts scene"

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

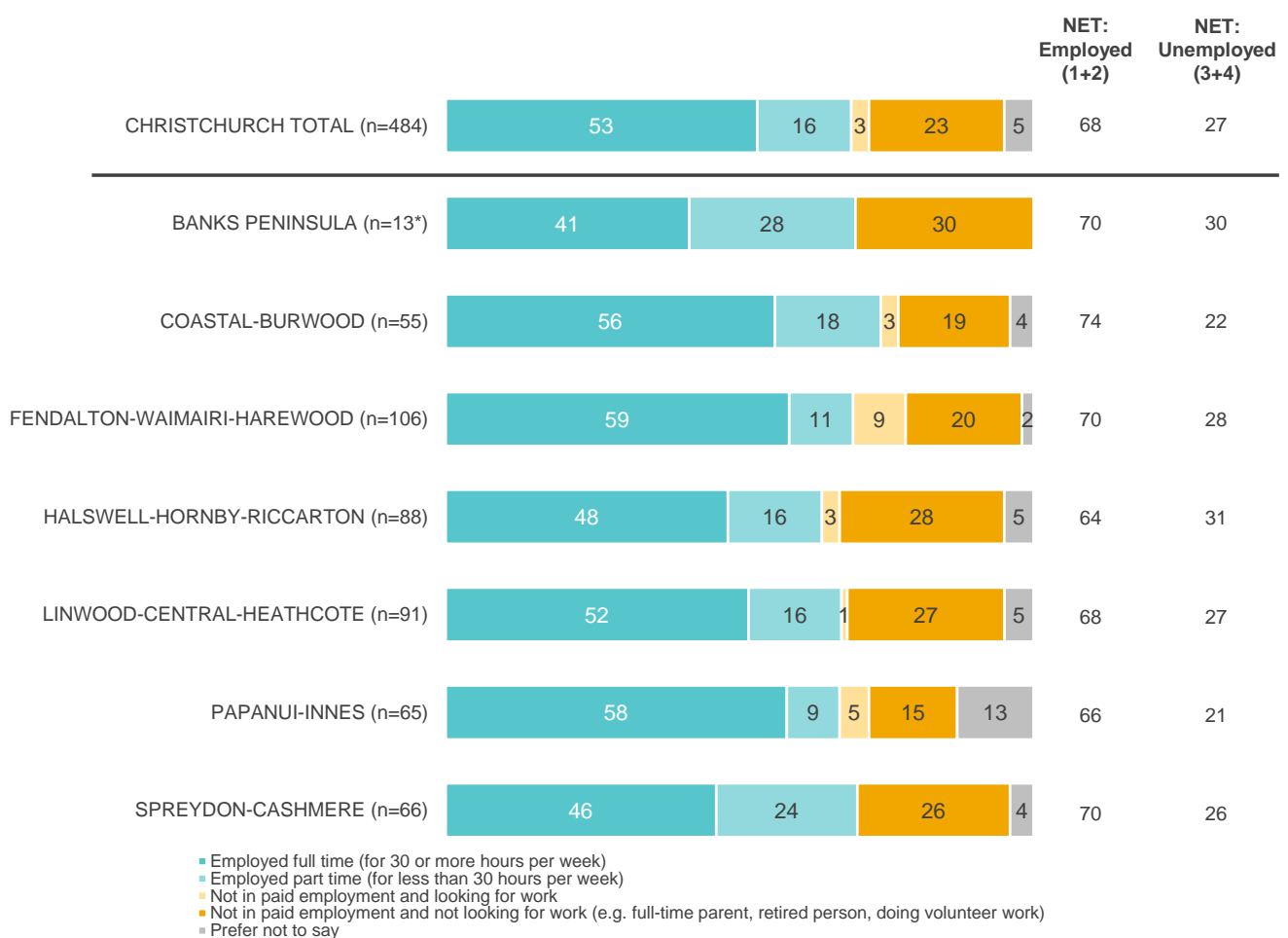
## 10. ECONOMIC WELLBEING

This section reports on respondents' employment status, perceptions of their work/life balance, and their ability to cover costs of everyday needs.

### 10.1 EMPLOYMENT STATUS

Two-thirds (68%) of respondents are employed in either full time (53%) or part time (16%) work and a further 3% are currently seeking work.

**Figure 10.1 Employment status – by ward (%)**



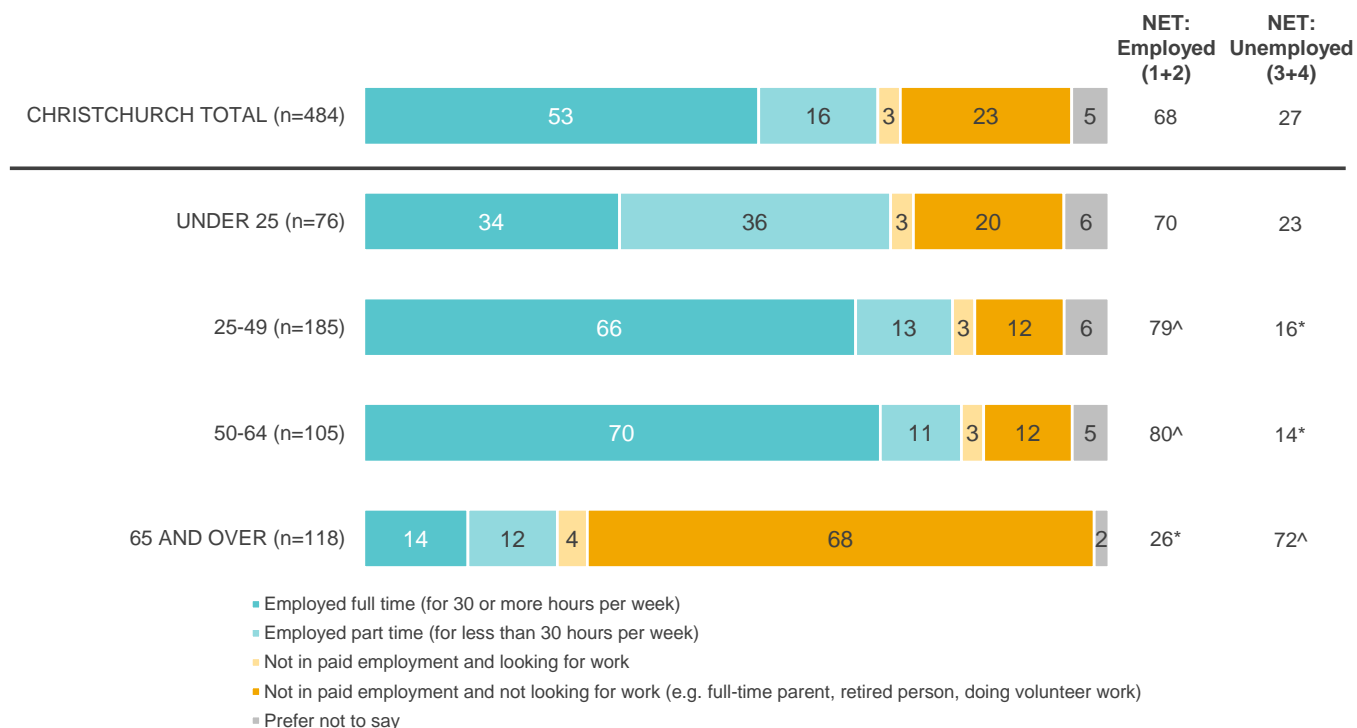
Base: All Respondents (excluding not answered)

Source: Q19. Which of the following best describes your current employment status?

^ Significantly higher than rest of the sample, \* Significantly lower than rest of the sample

\*Caution, small sample size – results are indicative only

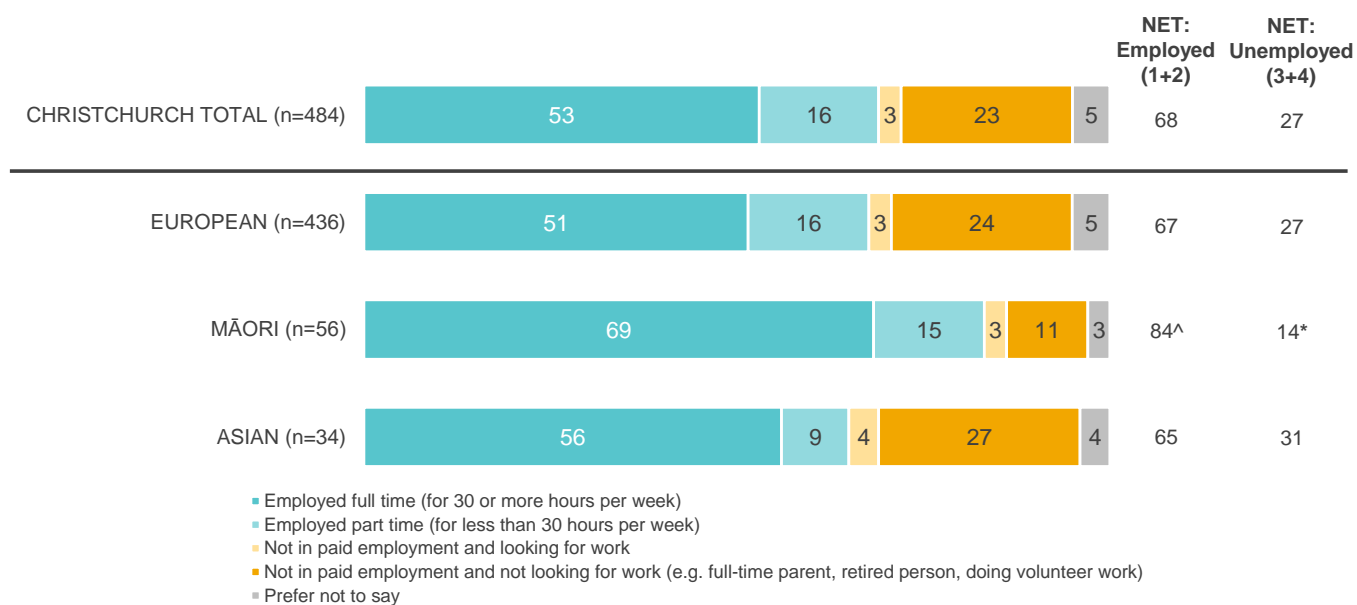
**Figure 10.2 Employment status – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q9. Which of the following best describes your current employment status?

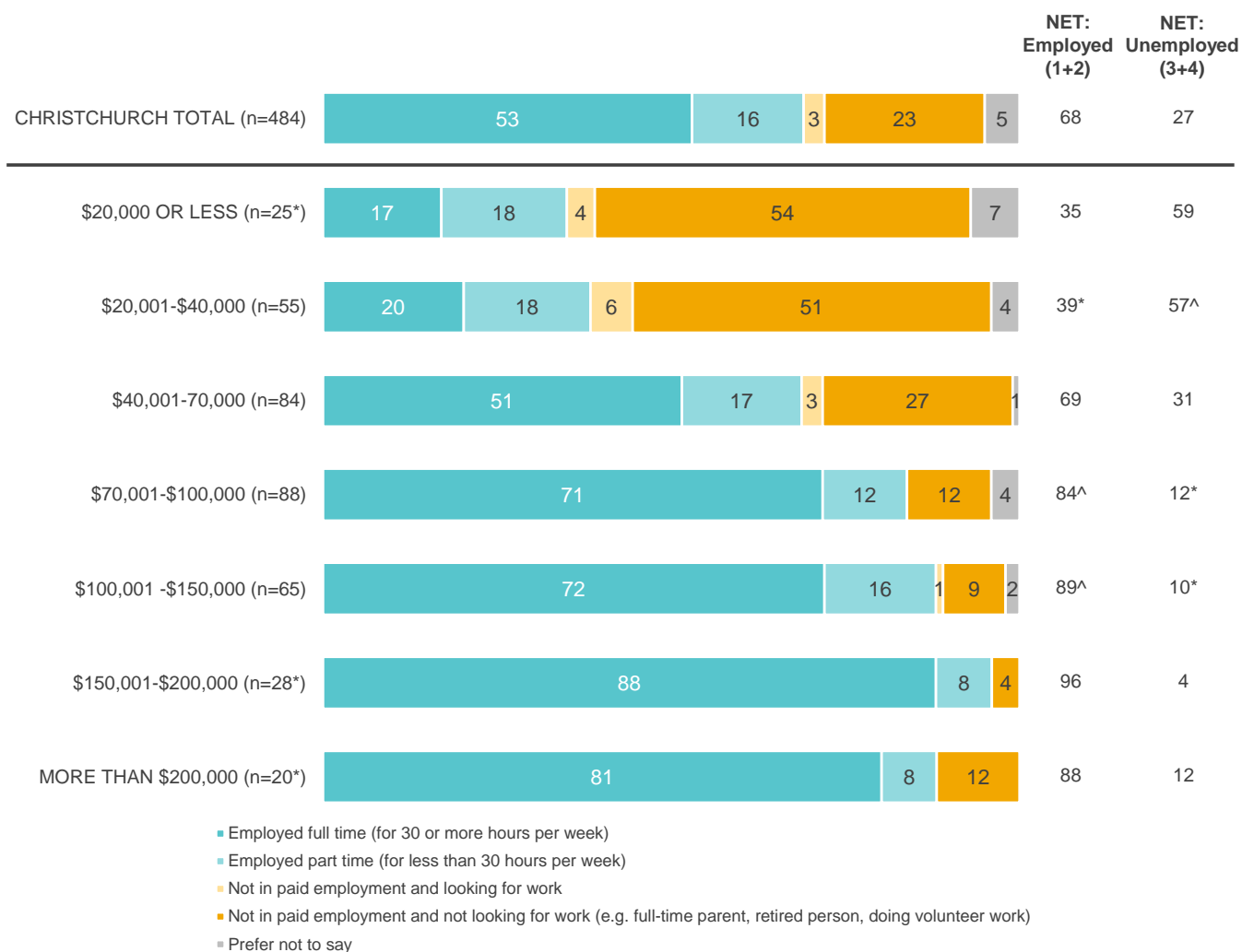
**Figure 10.3 Employment status – by ethnicity (%)**



Base: All Respondents (excluding not answered)

Source: Q9. Which of the following best describes your current employment status?

**Figure 10.4 Employment status – by household income (%)**



Base: All Respondents (excluding not answered)

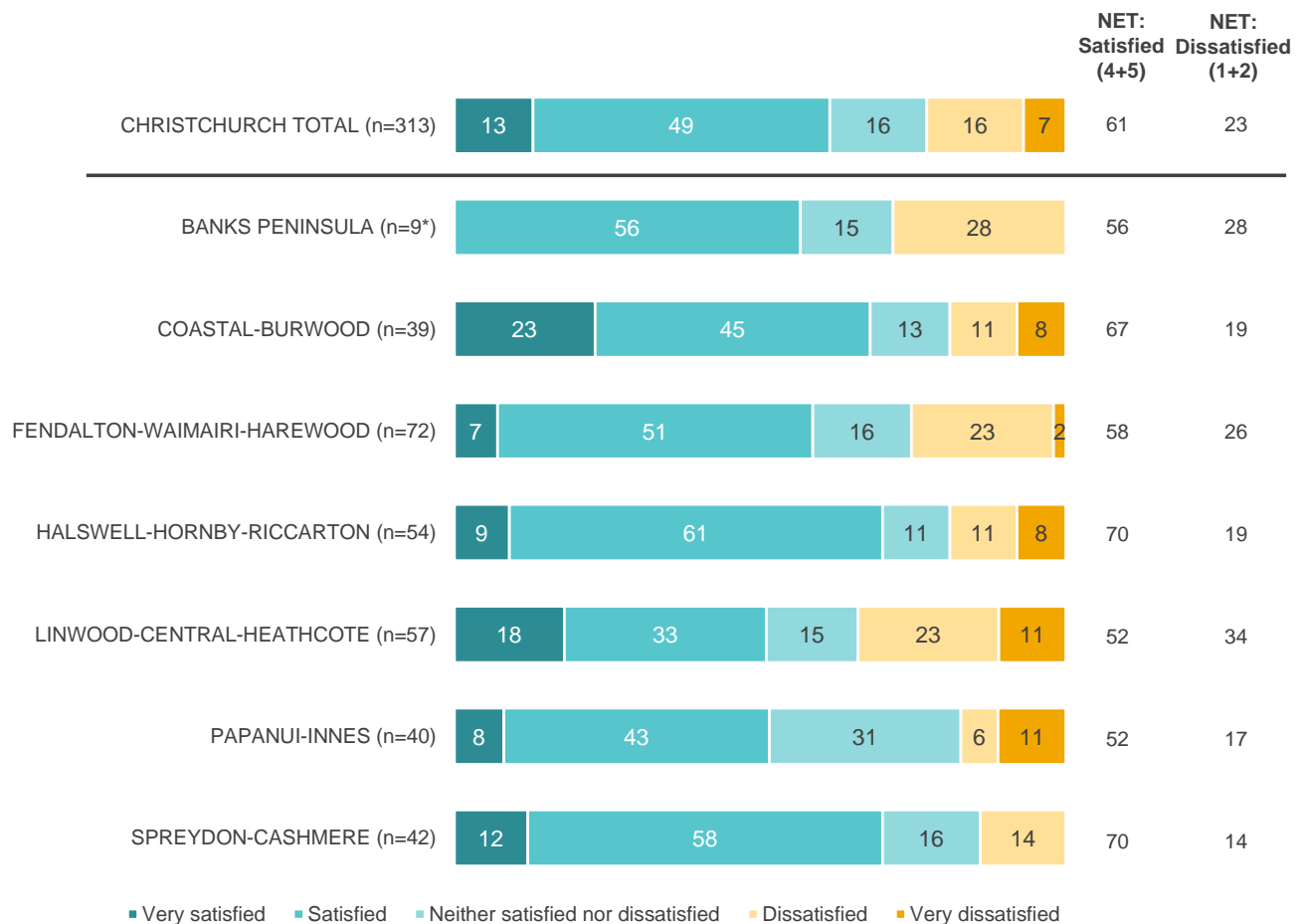
Source: Q19. Which of the following best describes your current employment status?

\*Caution, small sample size – results are indicative only

## 10.2 Balance between work and other aspects of life

Six in ten (61%) employed respondents are satisfied with the balance of work and other aspects of their life, with 13% being very satisfied.

**Figure 10.5 Balance between work and other aspects of life – by ward (%)**



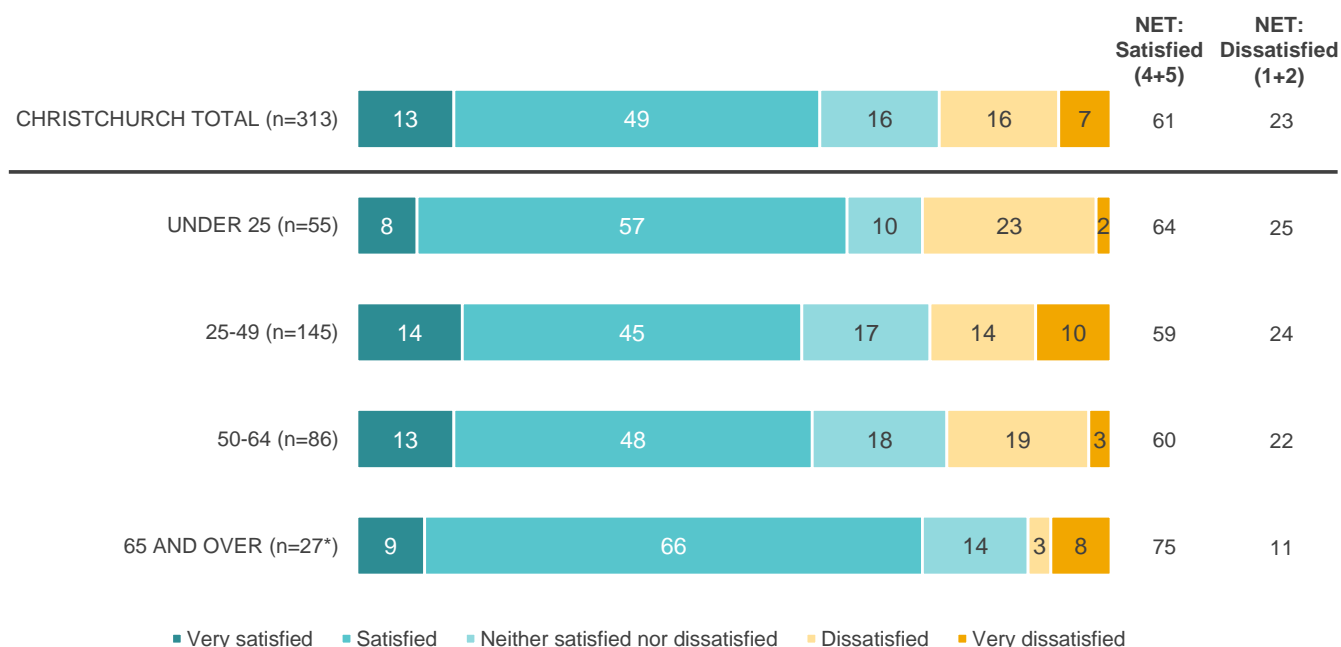
Base: Those in paid employment (excluding not answered)

Source: Q20. Overall how satisfied or dissatisfied are you with the balance between your work and other aspects of your life such as time with your family or for leisure?

(1 – Very dissatisfied, 2 – Dissatisfied, 3 – Neither satisfied nor dissatisfied, 4 – Satisfied, 5 – Very satisfied)

\*Caution, small sample size – results are indicative only

**Figure 10.6 Balance between work and other aspects of life – by age (%)**

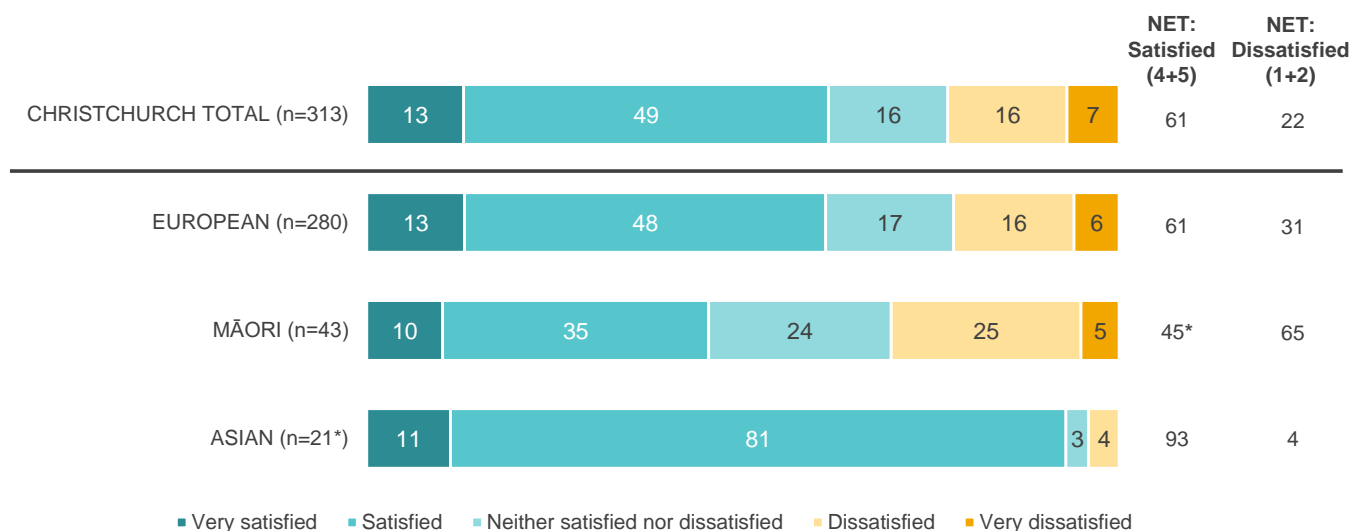


Base: All Respondents (excluding not answered)

Source: Q20. Overall how satisfied or dissatisfied are you with the balance between your work and other aspects of your life such as time with your family or for leisure?

(1 – Very dissatisfied, 2 – Dissatisfied, 3 – Neither satisfied nor dissatisfied, 4 – Satisfied, 5 – Very satisfied)

**Figure 10.7 Balance between work and other aspects of life – by ethnicity (%)**

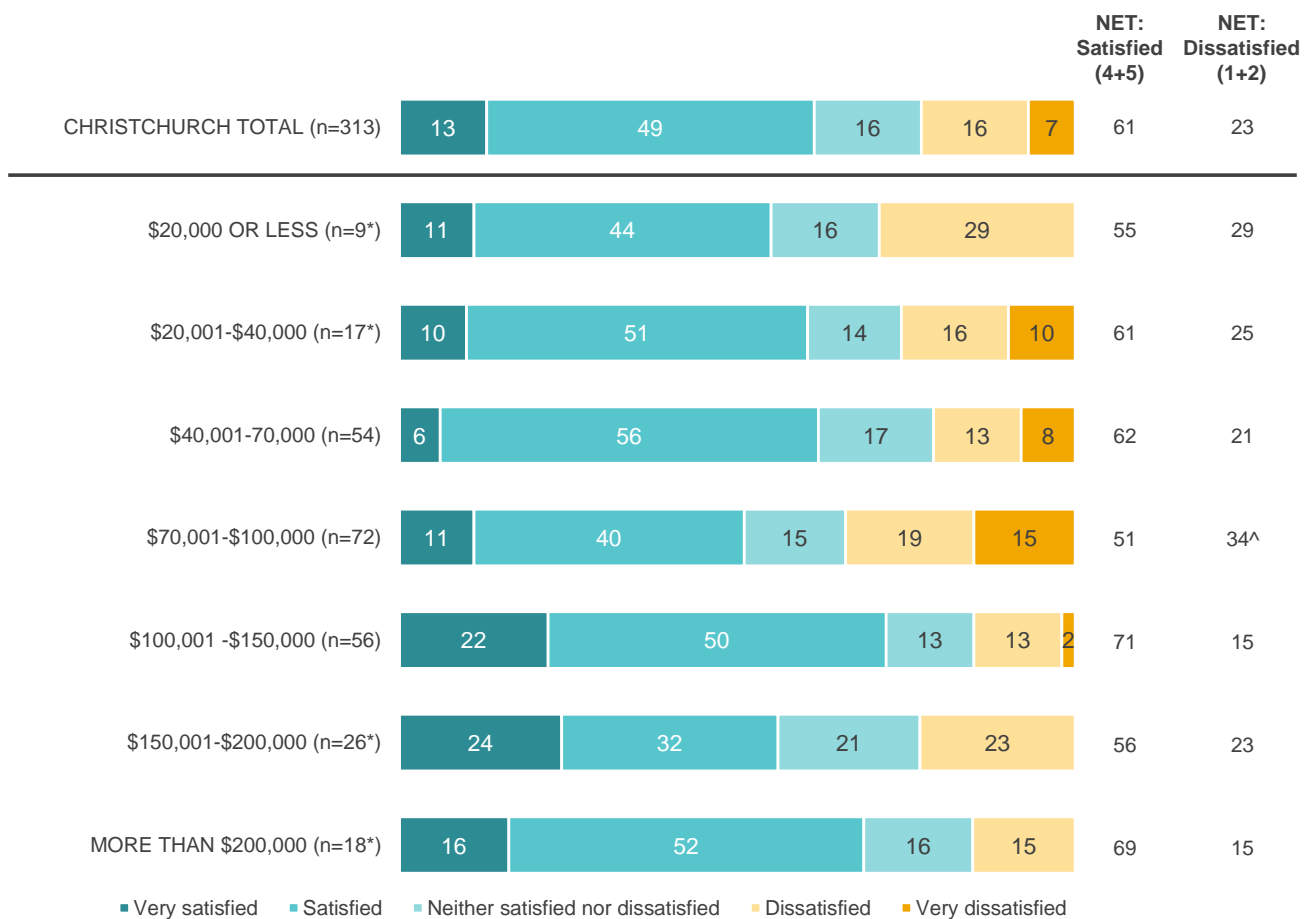


Base: All Respondents (excluding not answered)

Source: Q20. Overall how satisfied or dissatisfied are you with the balance between your work and other aspects of your life such as time with your family or for leisure?

(1 – Very dissatisfied, 2 – Dissatisfied, 3 – Neither satisfied nor dissatisfied, 4 – Satisfied, 5 – Very satisfied)

**Figure 10.8 Balance between work and other aspects of life – by household income (%)**



Base: Those in paid employment (excluding not answered)

Source: Q20. Overall how satisfied or dissatisfied are you with the balance between your work and other aspects of your life such as time with your family or for leisure?

(1 – Very dissatisfied, 2 – Dissatisfied, 3 – Neither satisfied nor dissatisfied, 4 – Satisfied, 5 – Very satisfied)

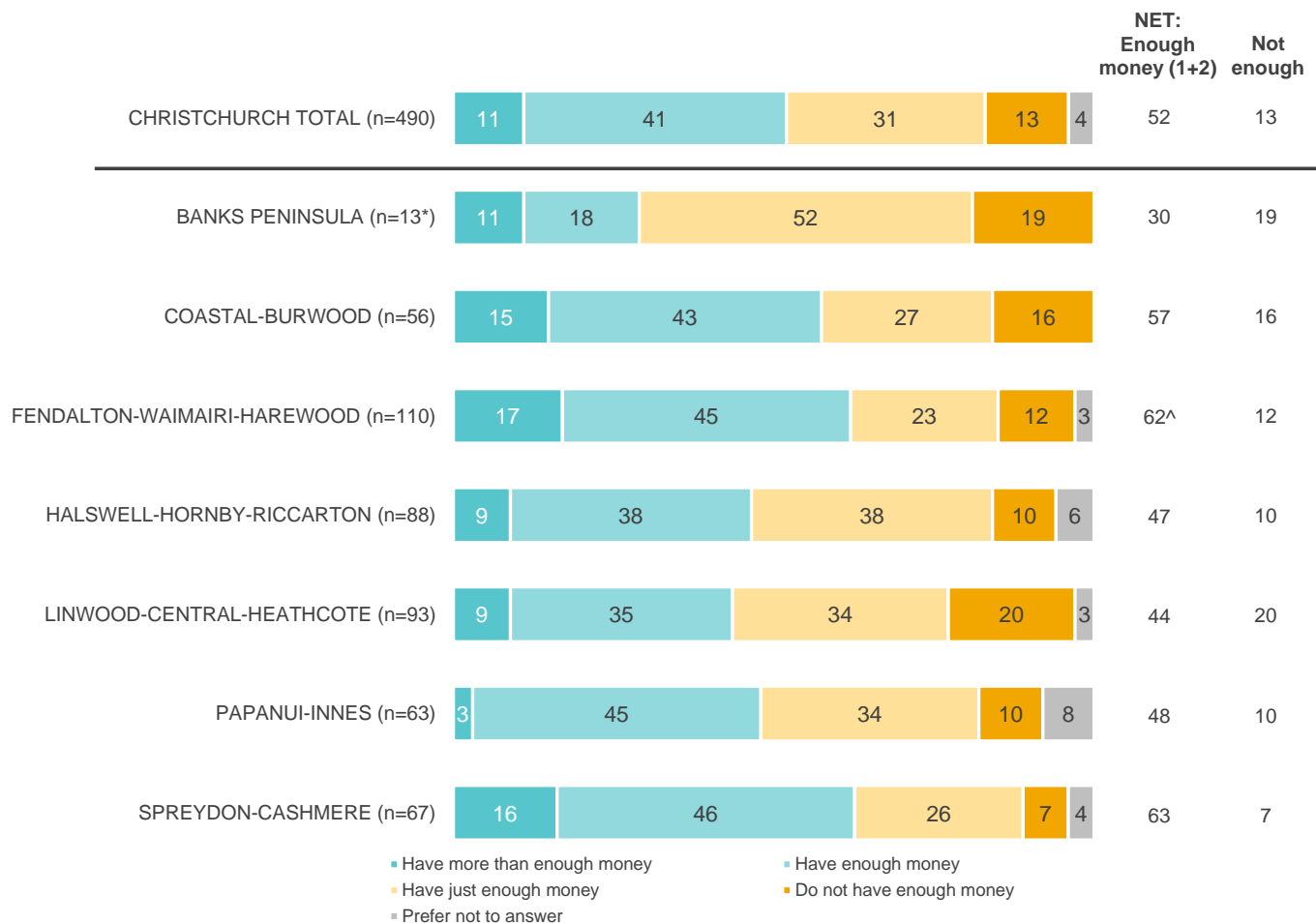
\*Caution, small sample size – results are indicative only



## 10.3 Ability to cover costs of everyday needs

Half (52%) of respondents in Christchurch say that they have more than enough or enough money to meet their everyday needs for things such as accommodation, food, clothing and other necessities. More than one in ten (13%) say they do not have enough money.

**Figure 10.9 Ability to cover costs of everyday needs – by ward (%)**

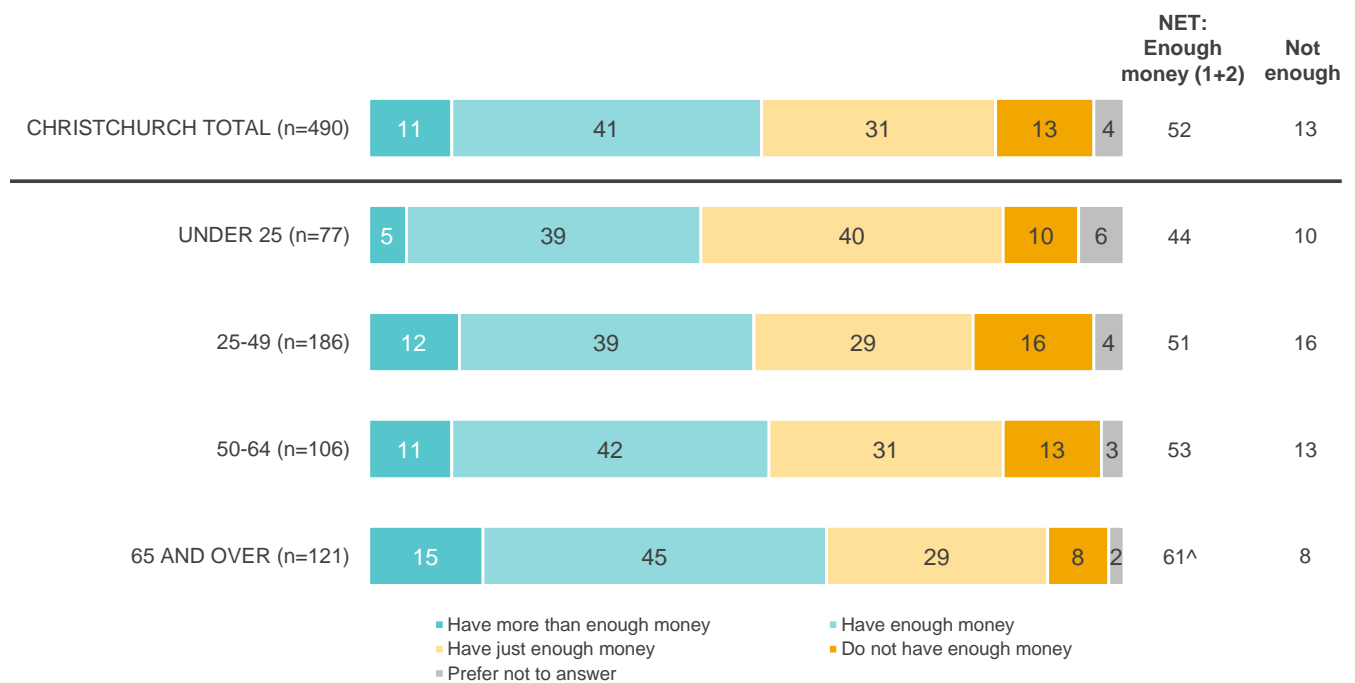


Base: All Respondents (excluding not answered)

Source: Q23. Which of the following best describes how well your total income meets your everyday needs for things such as accommodation, food, clothing and other necessities?

\*Caution, small sample size – results are indicative only

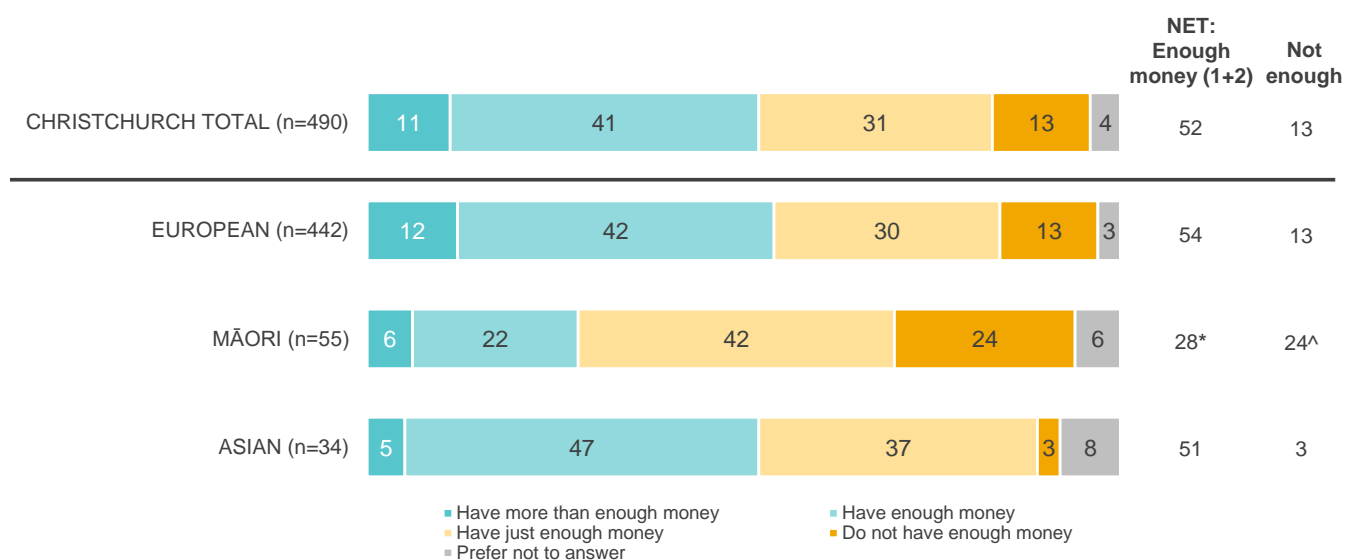
**Figure 10.10 Ability to cover costs of everyday needs – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q23. Which of the following best describes how well your total income meets your everyday needs for things such as accommodation, food, clothing and other necessities?

**Figure 10.11 Ability to cover costs of everyday needs – by ethnicity (%)**

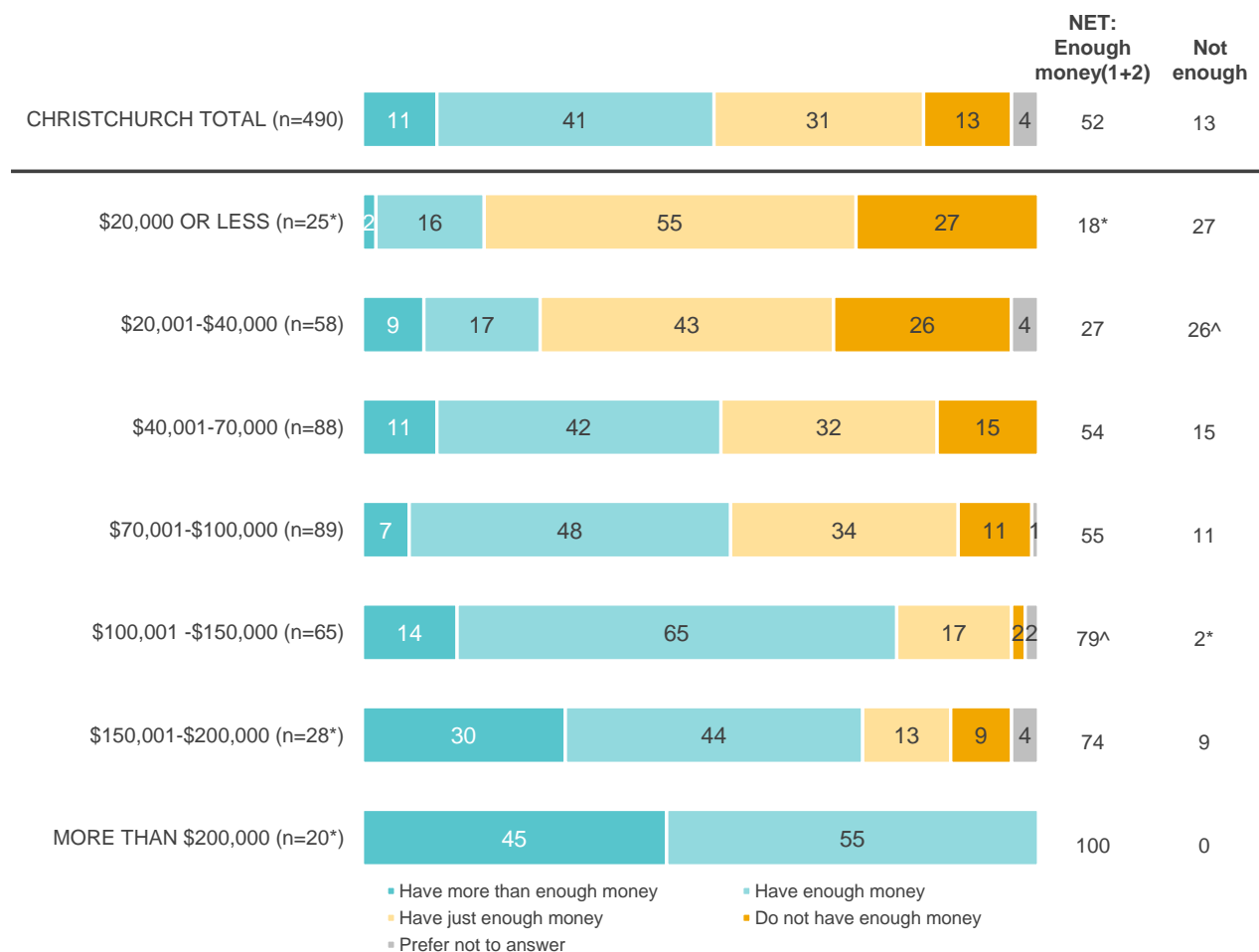


Base: All Respondents (excluding not answered)

Source: Q23. Which of the following best describes how well your total income meets your everyday needs for things such as accommodation, food, clothing and other necessities?

\*Caution, small sample size – results are indicative only

**Figure 10.12 Ability to cover costs of everyday needs – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q23. Which of the following best describes how well your total income meets your everyday needs for things such as accommodation, food, clothing and other necessities?

\*Caution, small sample size – results are indicative only

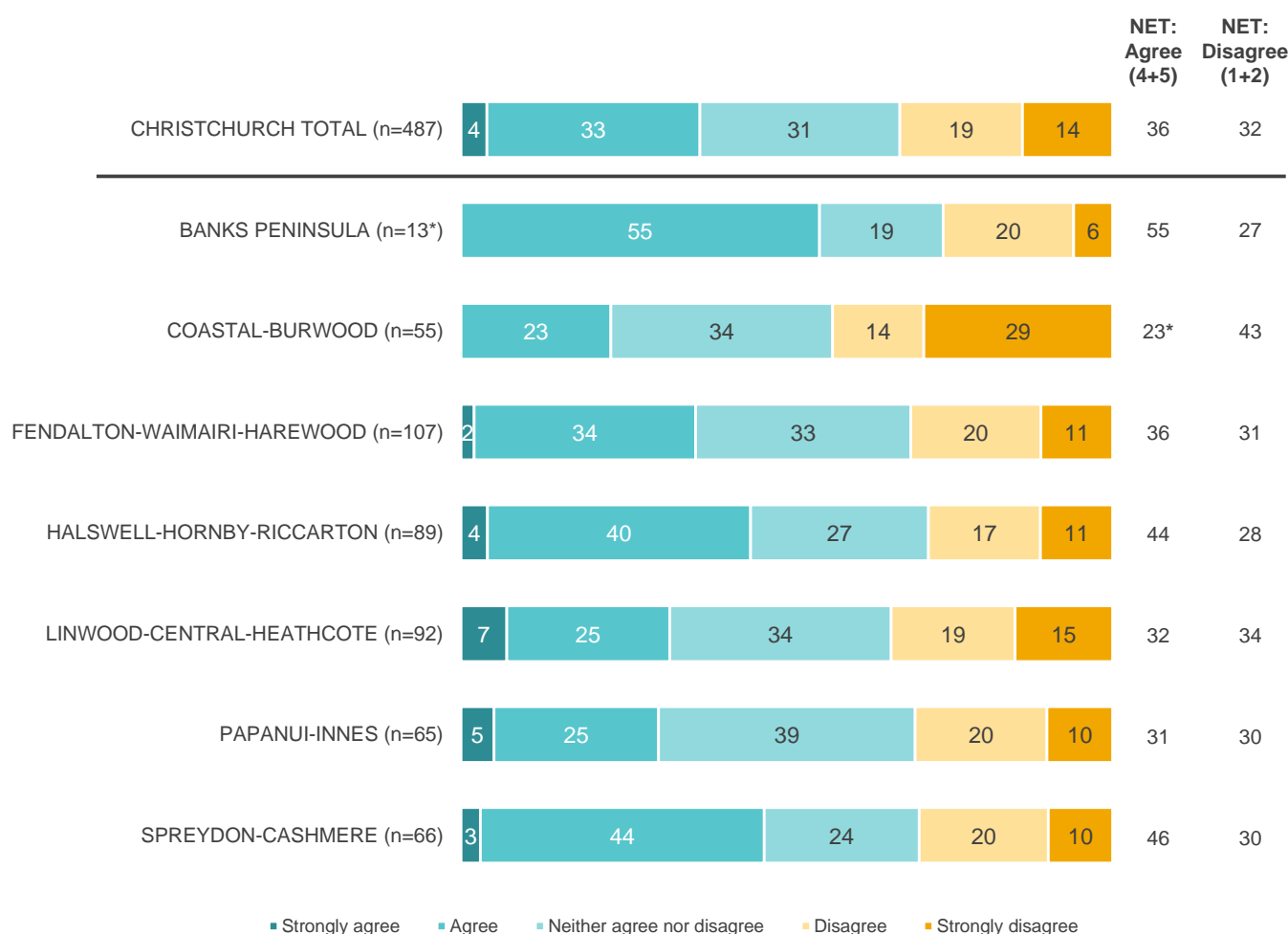
# 11. COUNCIL PROCESSES

This section reports on respondents' perceptions of their local council, including their understanding of, and confidence in council decision-making, and their desire to have more say in what their local council does.

## 11.1 Confidence in council decision-making

One-third (36%) of respondents have confidence that their local council makes decisions in the best interests of Christchurch, another third (32%) do not.

**Figure 11.1 Confidence in council decision-making – by ward (%)**



Base: All Respondents (excluding not answered)

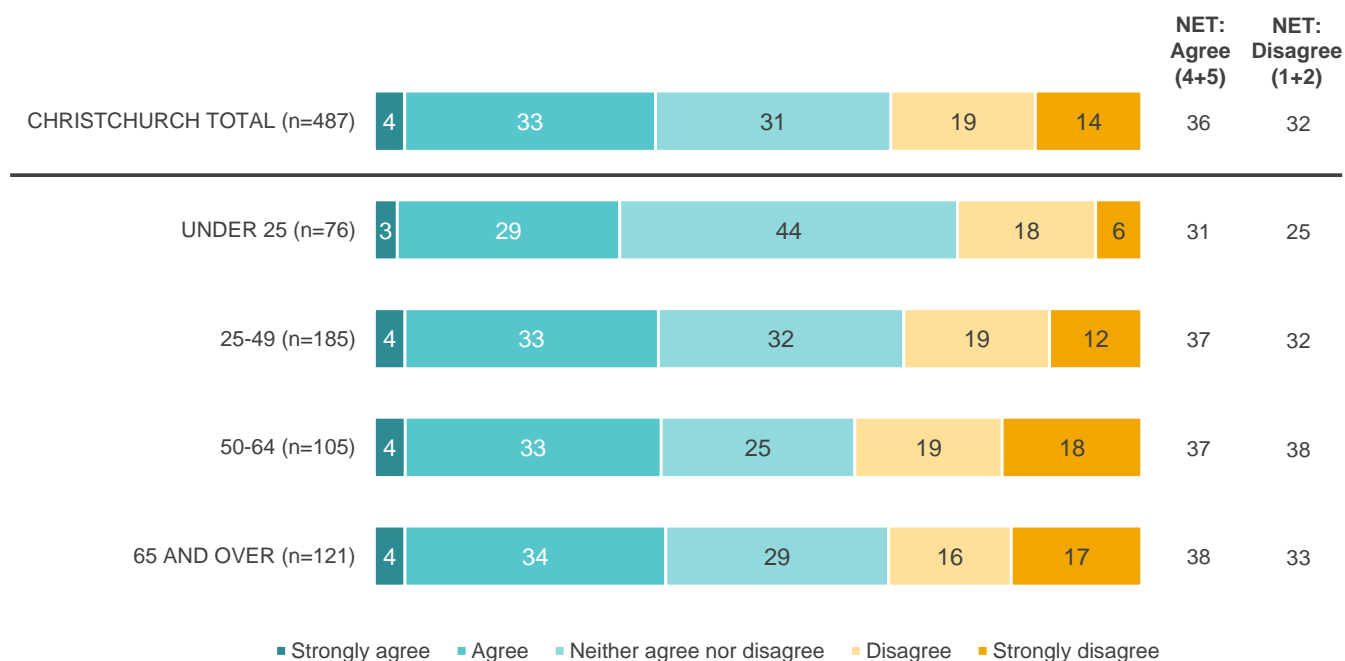
Source: Q16a. How much do you agree or disagree with the following statement?

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

^ Significantly higher than rest of the sample, \* Significantly lower than rest of the sample

\*Caution, small sample size – results are indicative only

**Figure 11.2 Confidence in council decision-making – by age (%)**

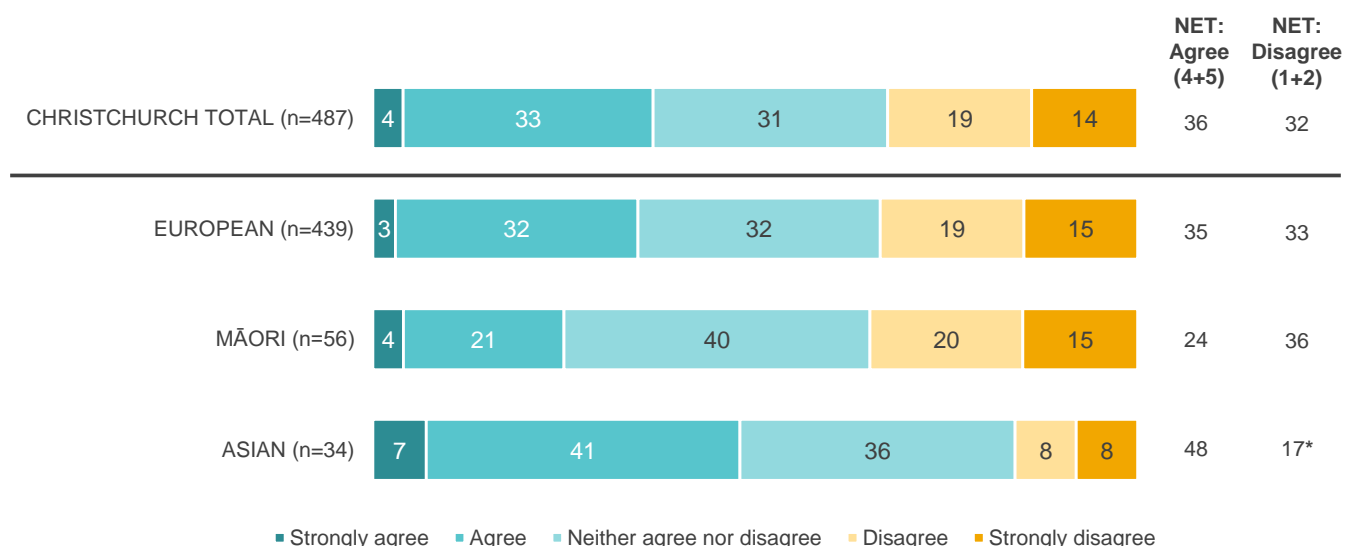


Base: All Respondents (excluding not answered)

Source: Q16a. How much do you agree or disagree with the following statement?

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

**Figure 11.3 Confidence in council decision-making – by ethnicity (%)**

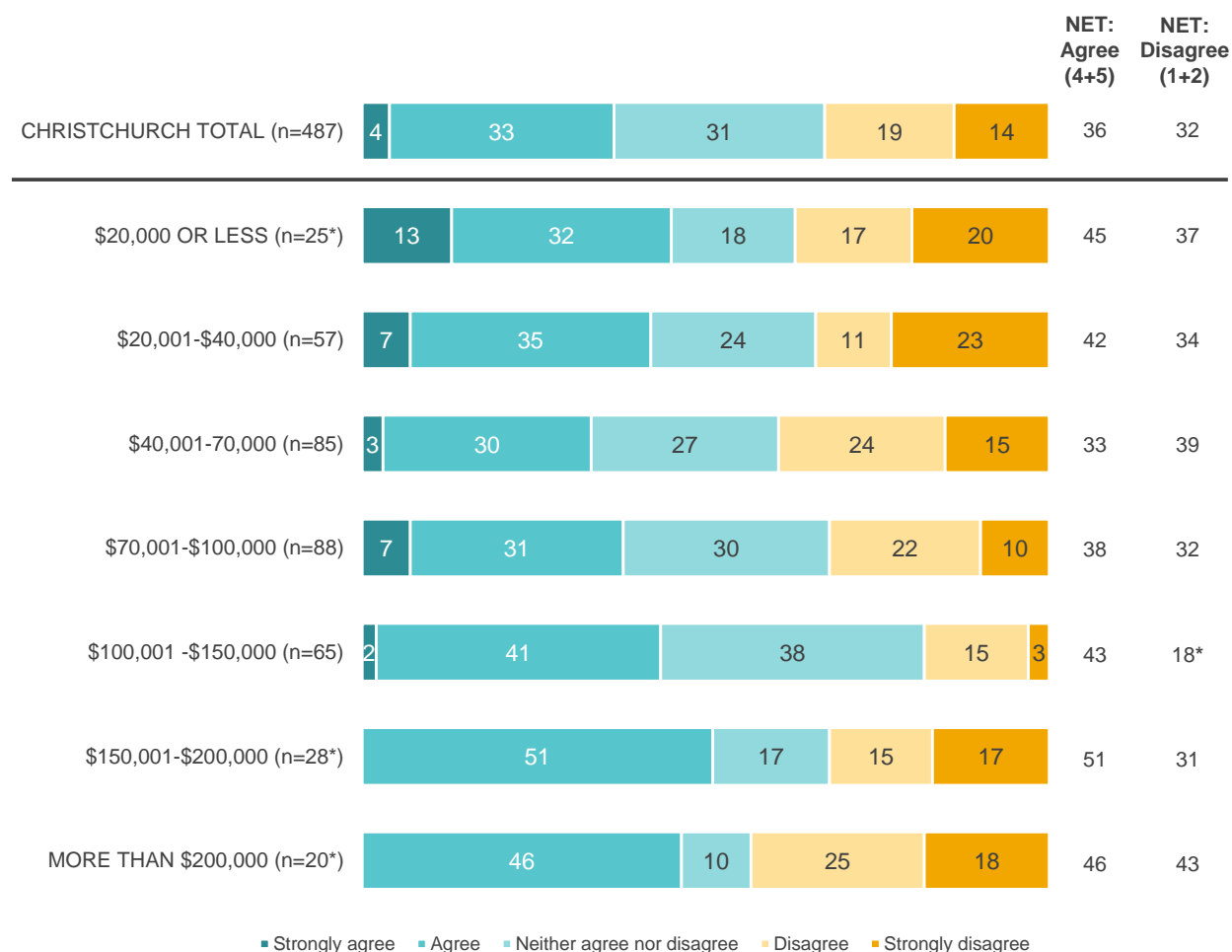


Base: All Respondents (excluding not answered)

Source: Q16a. How much do you agree or disagree with the following statement?

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

**Figure 11.4 Confidence in council decision-making – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q16a. How much do you agree or disagree with the following statement?

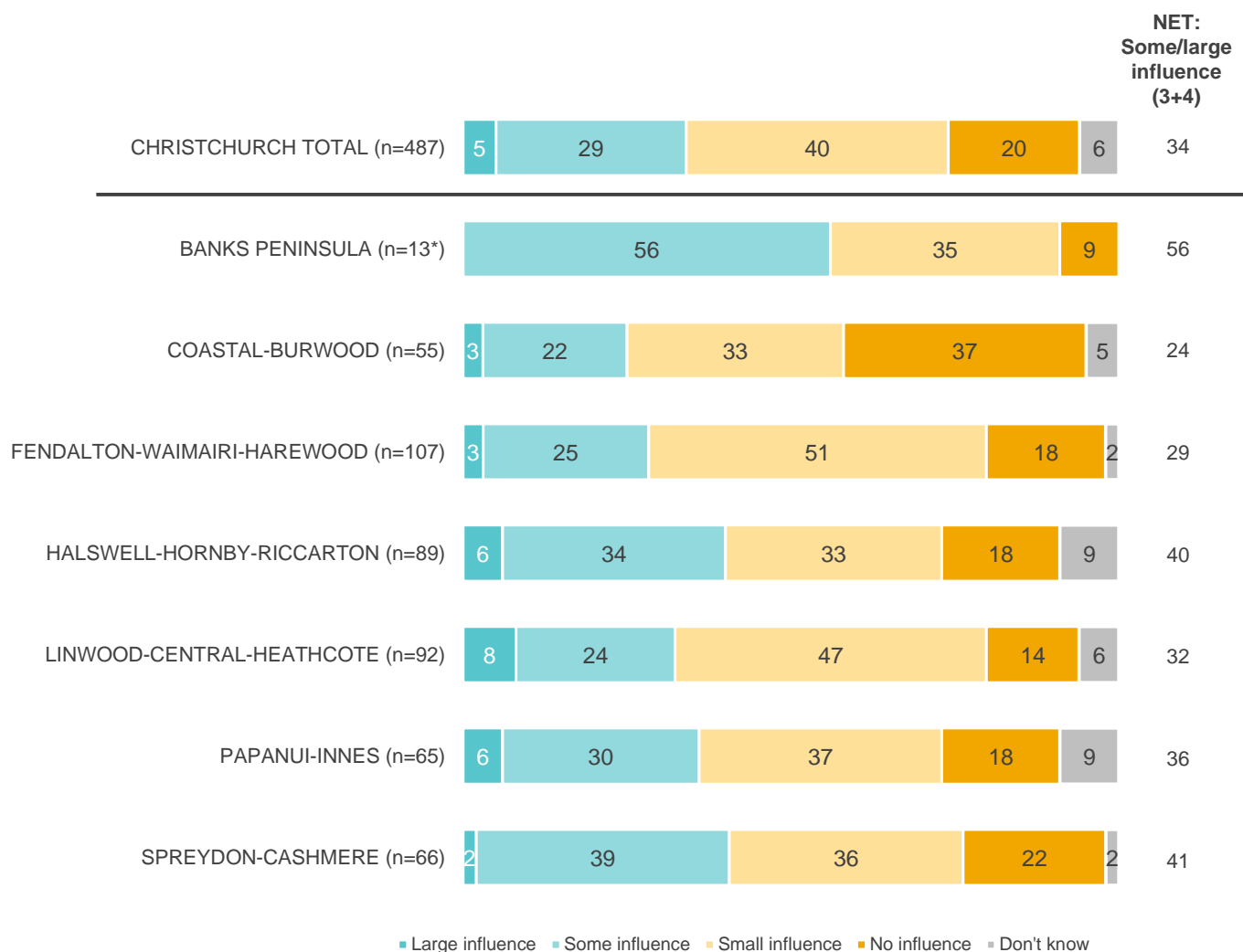
(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

\*Caution, small sample size – results are indicative only

## 11.2 Perception of public's influence on council decision-making

A third (34%) of respondents perceive the public have 'large' or 'some' influence over the decisions that their local council makes.

**Figure 11.5 Perception of public's influence on council decision-making – by ward (%)**



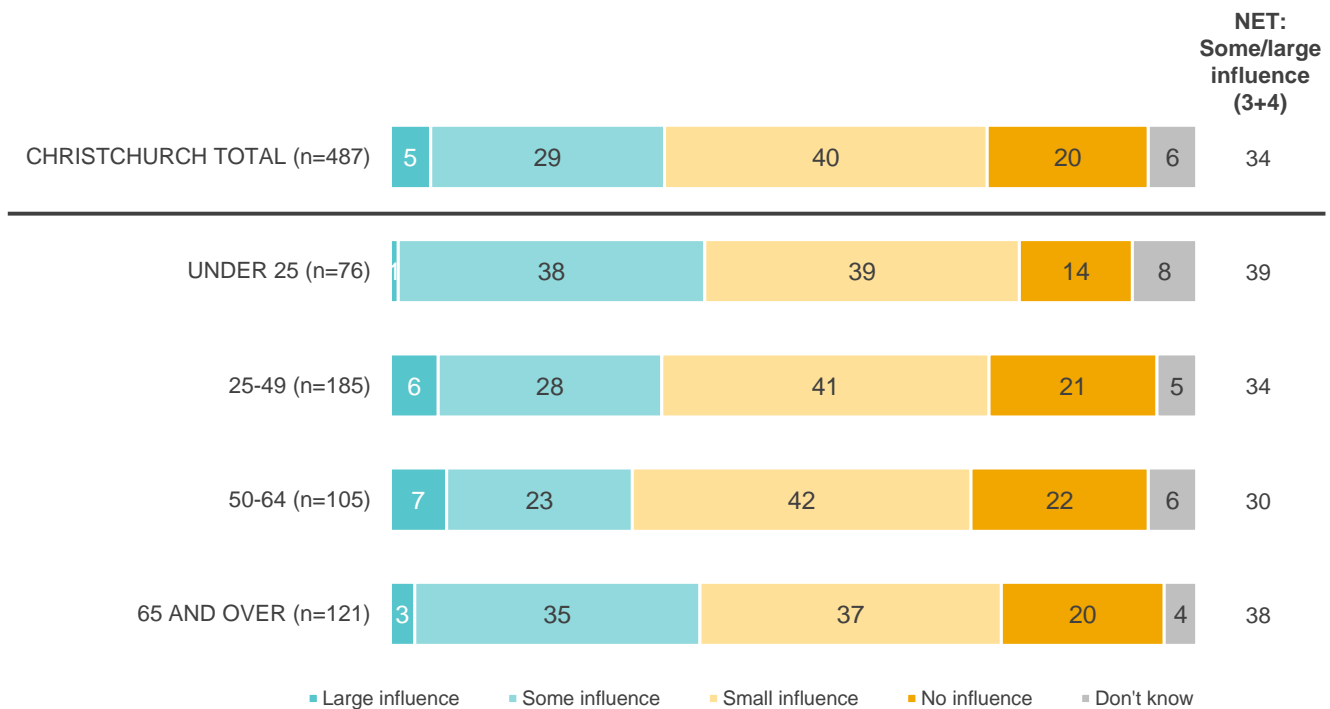
Base: All Respondents (excluding not answered)

Source: Q18. Overall, how much influence do you feel the public has on the decisions the Council makes?

(1 – No influence, 2 – Small influence, 3 – Some influence, 4 – Large influence)

\*Caution, small sample size – results are indicative only

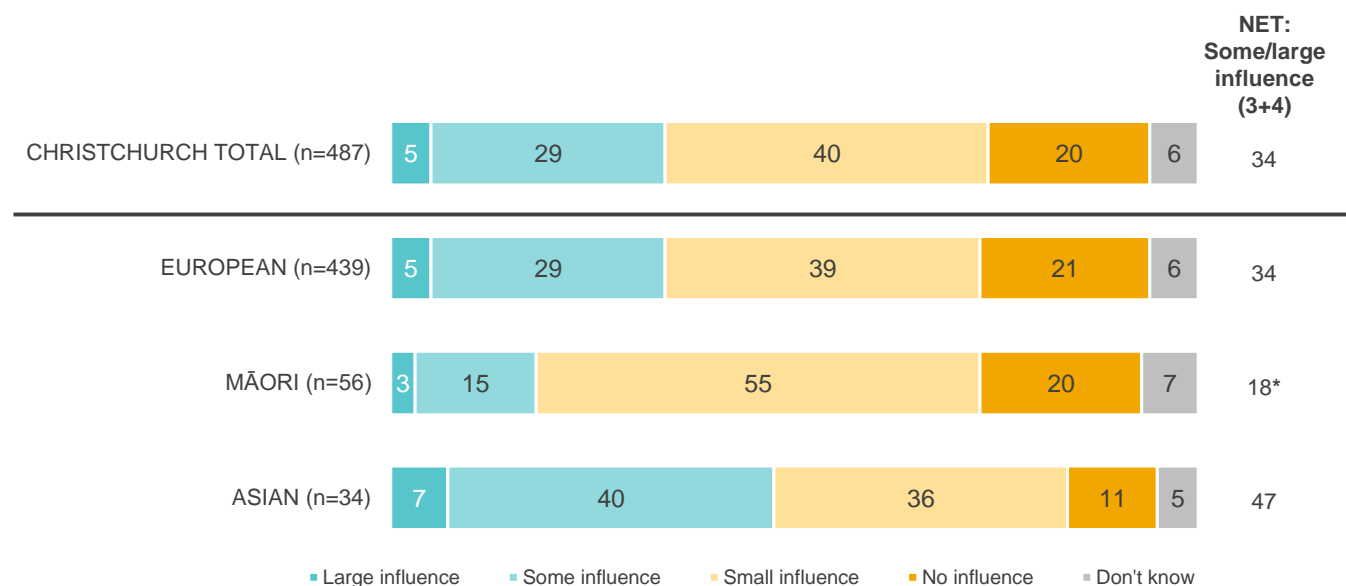
**Figure 11.6 Perception of public's influence on council decision-making – by age (%)**



Base: All Respondents (excluding not answered)

Source: Q18. Overall, how much influence do you feel the public has on the decisions the Council makes?  
(1 – No influence, 2 – Small influence, 3 – Some influence, 4 – Large influence)

**Figure 11.7 Perception of public's influence on council decision-making – by ethnicity (%)**

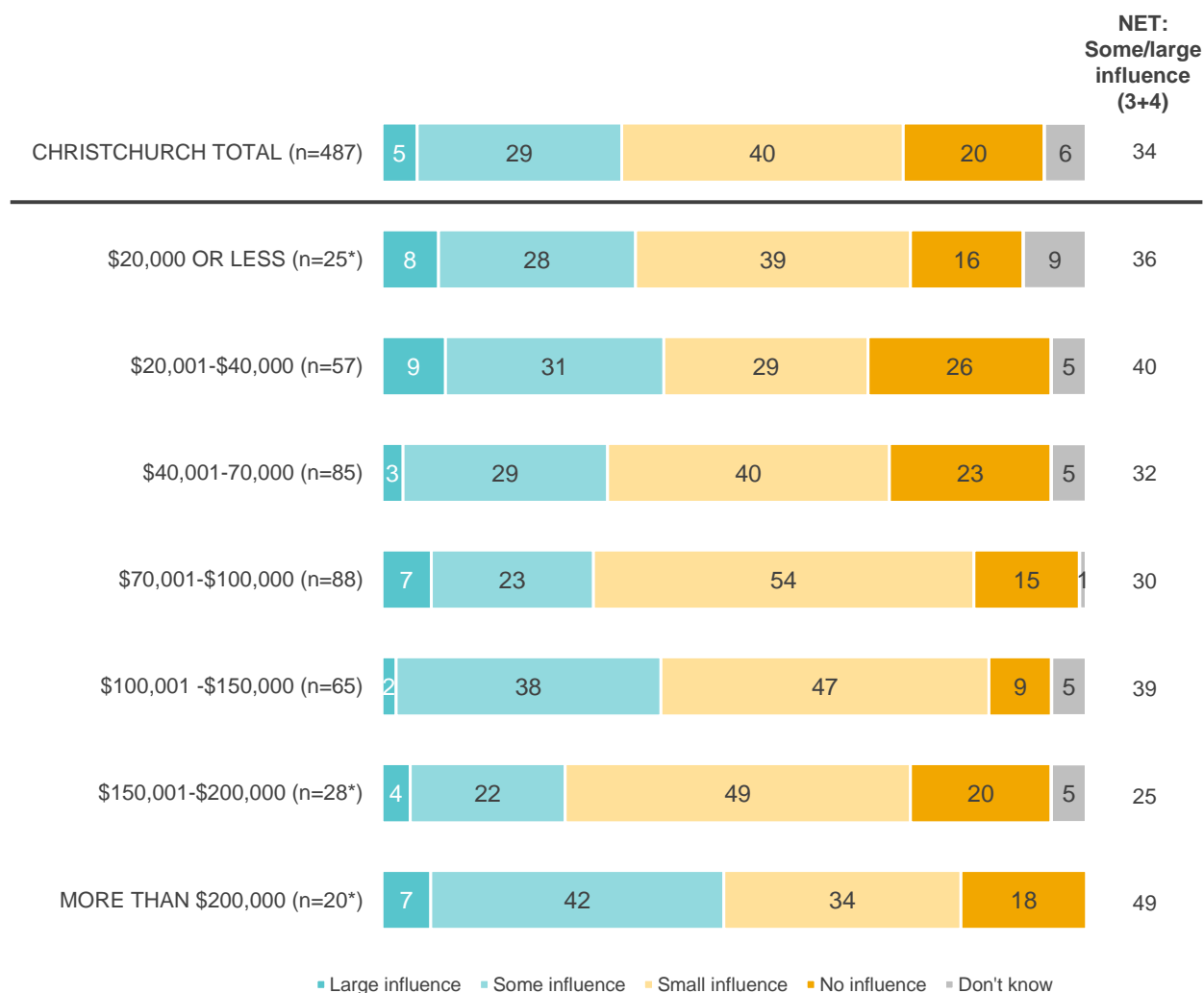


Base: All Respondents (excluding not answered)

Source: Q18. Overall, how much influence do you feel the public has on the decisions the Council makes?  
(1 – No influence, 2 – Small influence, 3 – Some influence, 4 – Large influence)



**Figure 11.8 Perception of public's influence on council decision-making – by household income (%)**



Base: All Respondents (excluding not answered)

Source: Q18. Overall, how much influence do you feel the public has on the decisions the Council makes?  
(1 – No influence, 2 – Small influence, 3 – Some influence, 4 – Large influence)

\*Caution, small sample size – results are indicative only

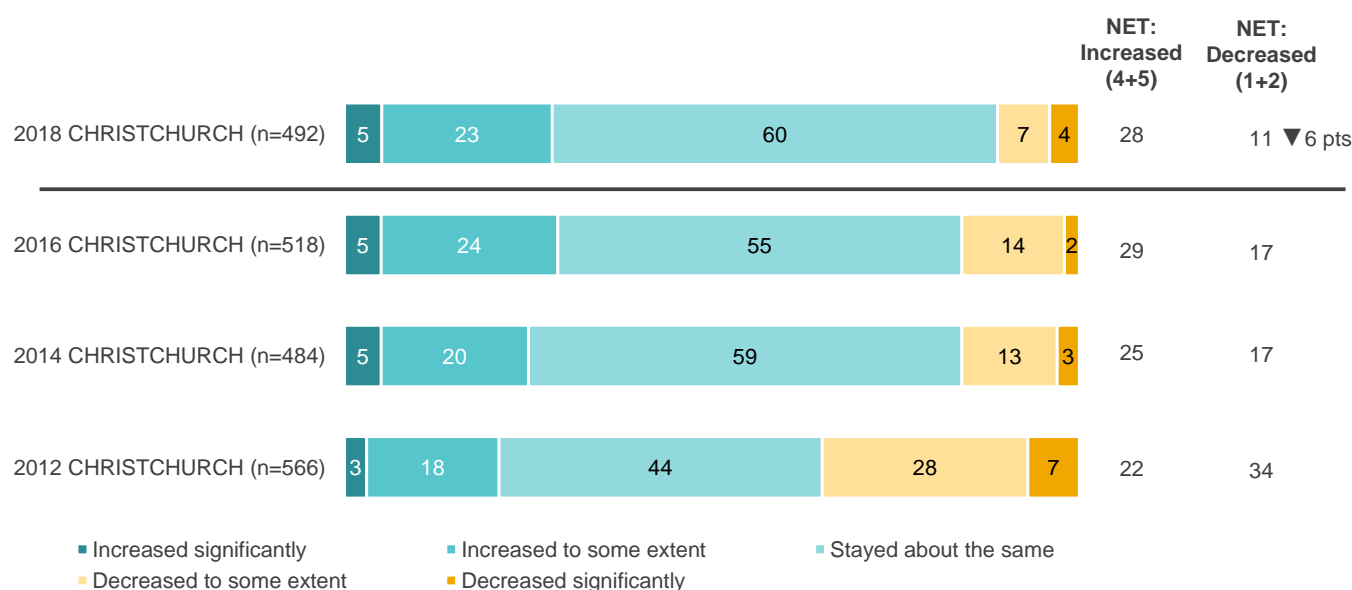
## 12. COMPARISONS WITH PREVIOUS YEARS

The following charts show the results of questions that are significantly different when compared with the 2016 results. Questions that were not asked in both years have not been included.

### 12.1 Quality of life compared with 12 months prior

There has been a significant *decrease* since 2016 in the percentage of respondents who feel their quality of life has decreased over the past year.

**Figure 12.1 Quality of life compared with 12 months prior – over time (%)**



Base: All Respondents (excluding not answered)

Source: Q40. And compared to 12 months ago, would you say your quality of life has...

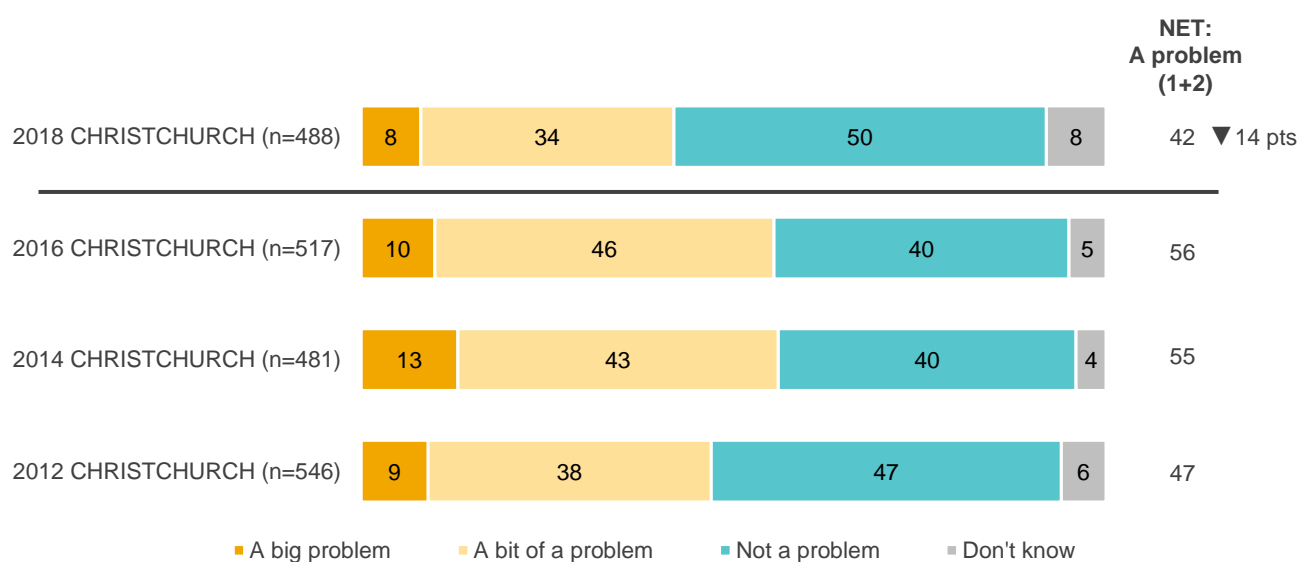
(1 – Decreased significantly, 2 – Decreased to some extent, 3 – Stayed about the same, 4 – Increased to some extent, 5 – Increased significantly)

## 12.2 Perceived environmental problems in Christchurch in previous 12 months

### Air pollution

There has been a significant *decrease* since 2016 in the percentage of respondents who perceive air pollution to be a problem in Christchurch in the previous 12 months.

**Figure 12.2 Perception of air pollution as problem in Christchurch – over time (%)**



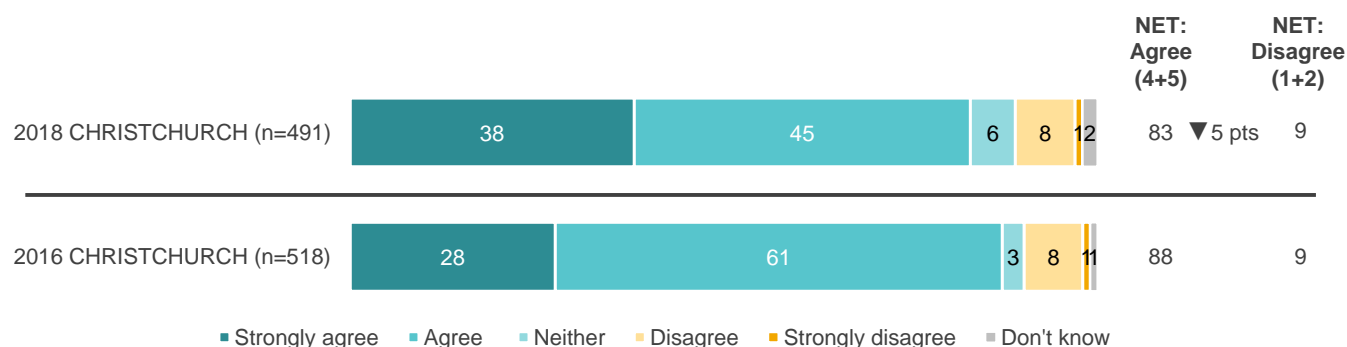
Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Air pollution (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

## 12.3 Suitability of location of home

There has been a significant *decrease* since 2016 in the percentage of respondents who agree the general area or neighbourhood their home is in suits their needs and the needs of others in their household. Please note this was added in 2016, so there are no 2014 or 2012 results.

**Figure 12.3 Suitability of location of home – over time (%)**



Base: All Respondents (excluding not answered)

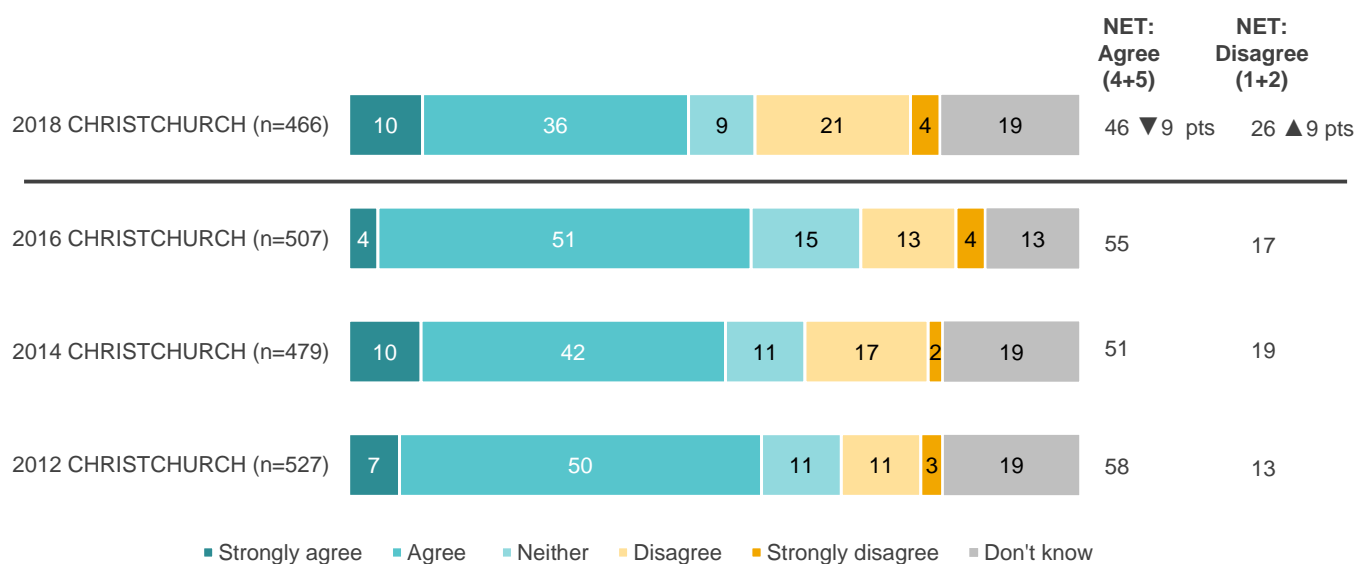
Source: Q8. This question is about the home you currently live in. How much do you agree or disagree that: The general area or neighbourhood your home is in suits your needs and the needs of others in your household  
(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

## 12.4 Perceptions of public transport

### Affordability

There has been a significant *decrease* since 2016 in the percentage of respondents who agree that public transport is affordable. There has also been a significant *increase* since 2016 in the percentage of respondents who disagree that public transport is affordable.

**Figure 12.4 Affordability of public transport – over time (%)**



Base: All Respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following:

Public transport is... Affordable

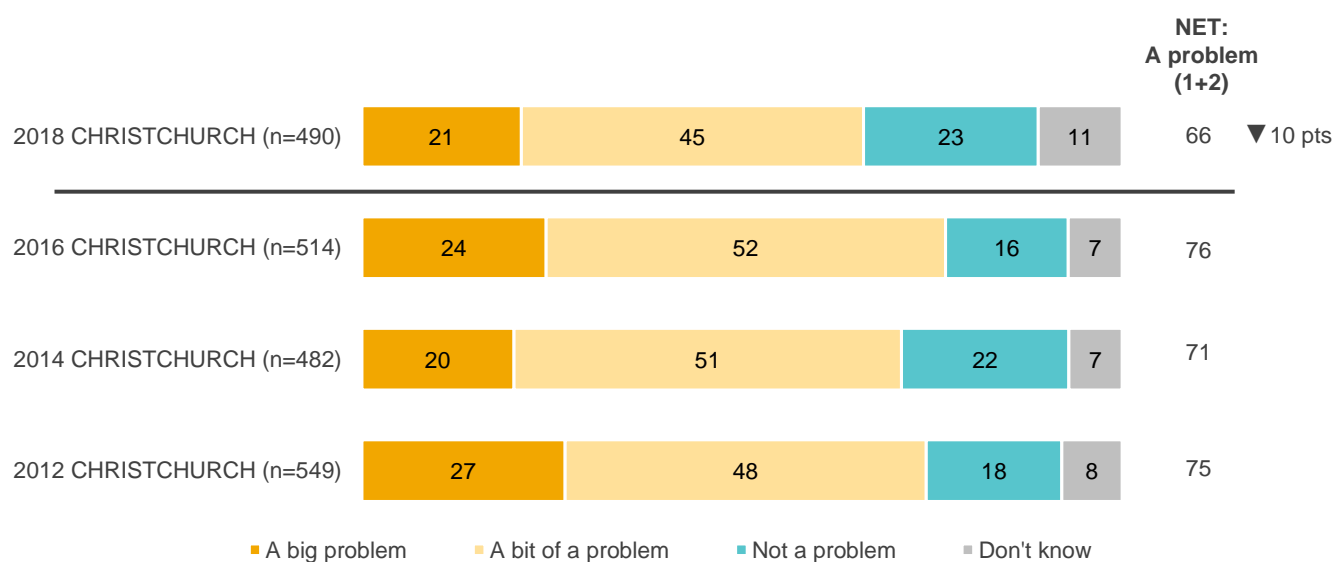
(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

## 12.5 Perceived problems in Christchurch in previous 12 months

### Alcohol or drug problems

There has been a significant *decrease* since 2016 in the percentage of respondents who perceive alcohol or drug problems to be a problem in Christchurch in the previous 12 months.

**Figure 12.5 Perception of alcohol or drugs as problem in Christchurch – over time (%)**



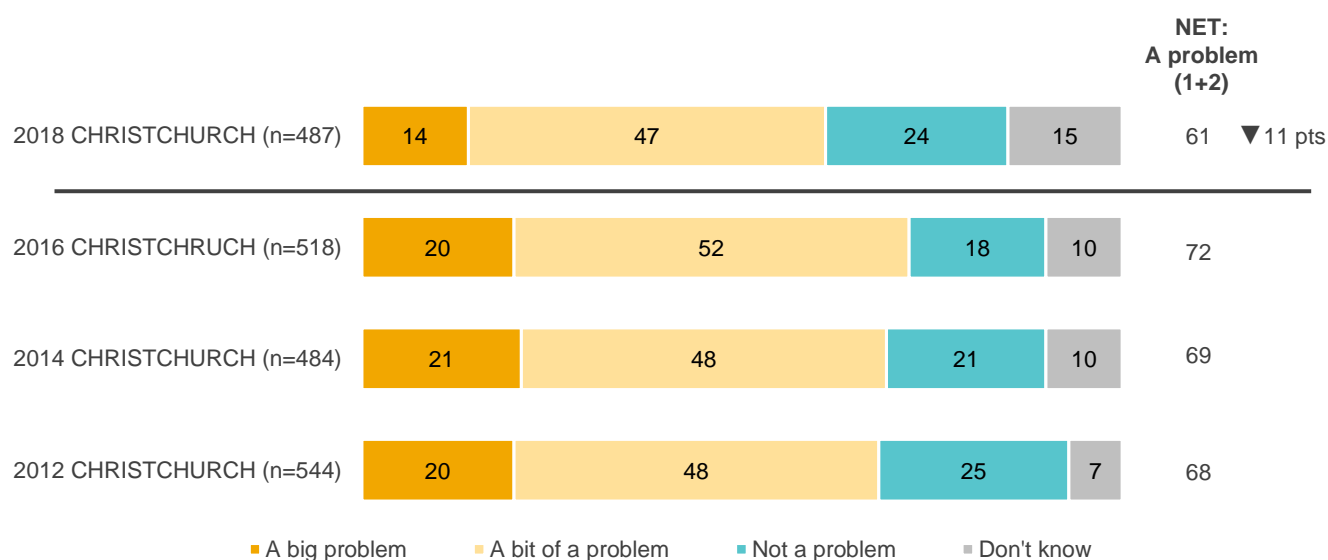
Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Alcohol or drug problems or anti-social behaviour associated with the use of alcohol or drugs  
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

## Vandalism

There has been a significant *decrease* since 2016 in the percentage of respondents who perceive vandalism to be a problem in Christchurch in the previous 12 months.

**Figure 12.6 Perception of vandalism as problem in Christchurch – over time (%)**



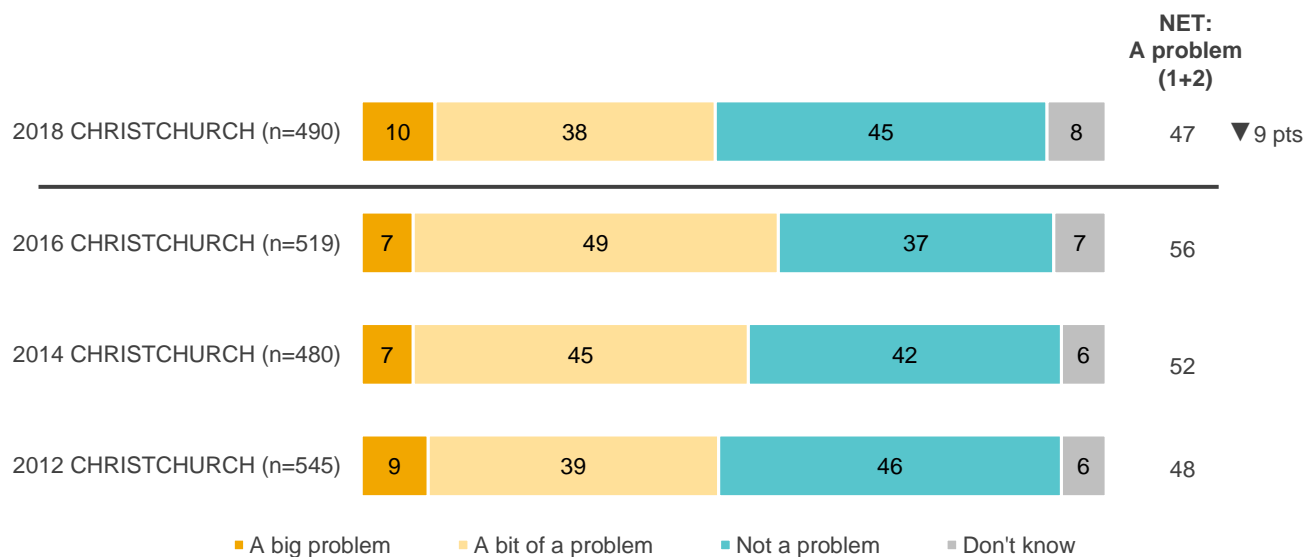
Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? Vandalism, other than graffiti or tagging, including broken windows in shops and public buildings  
 (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

## Presence of people you feel unsafe around as problem in Christchurch

There has been a significant *decrease* since 2016 in the percentage of respondents who perceive people they feel unsafe around to be a problem in Christchurch in the previous 12 months.

**Figure 12.7 Perception of the presence of people you feel unsafe around as problem in Christchurch – over time (%)**



Base: All Respondents (excluding not answered)

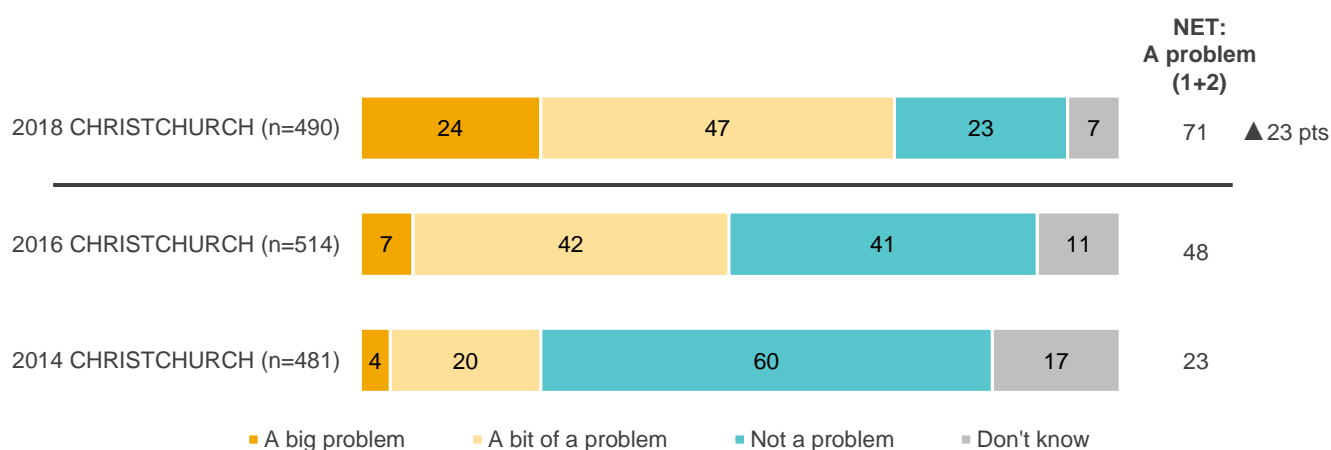
Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? People you feel unsafe around because of their behaviour, attitude or appearance  
 (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)



## People begging in the street

There has been a significant *increase* since 2016 in the percentage of respondents who perceive people begging in the street to be a problem in Christchurch in the previous 12 months. This result is trending up over time. Please note this was added in 2014, so there is no 2012 result.

**Figure 12.8 Perception of people begging in the street as problem in Christchurch – over time (%)**



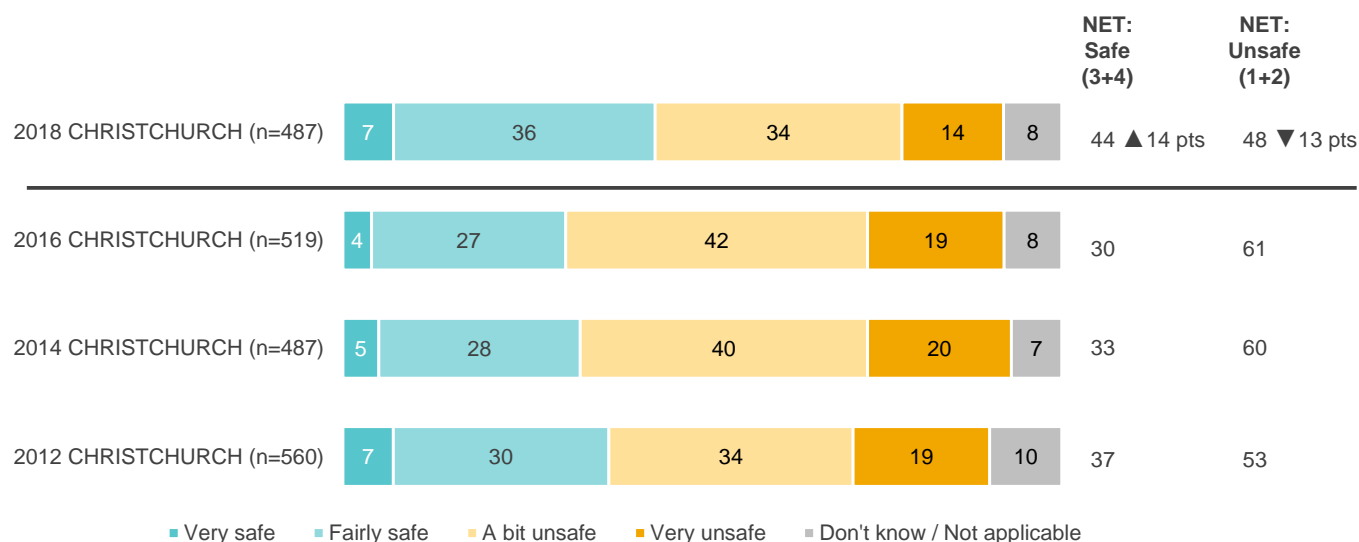
Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Christchurch over the past 12 months? People begging on the street (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

## 12.6 Perceived safety in city centre after dark

There has been a significant *increase* since 2016 in the percentage of respondents who feel safe in their city centre after dark in the previous 12 months. There has also been a significant *decrease* since 2016 in the percentage of respondents who feel unsafe in their city centre after dark in the previous 12 months.

**Figure 12.9 Perceived safety in city centre after dark – over time (%)**



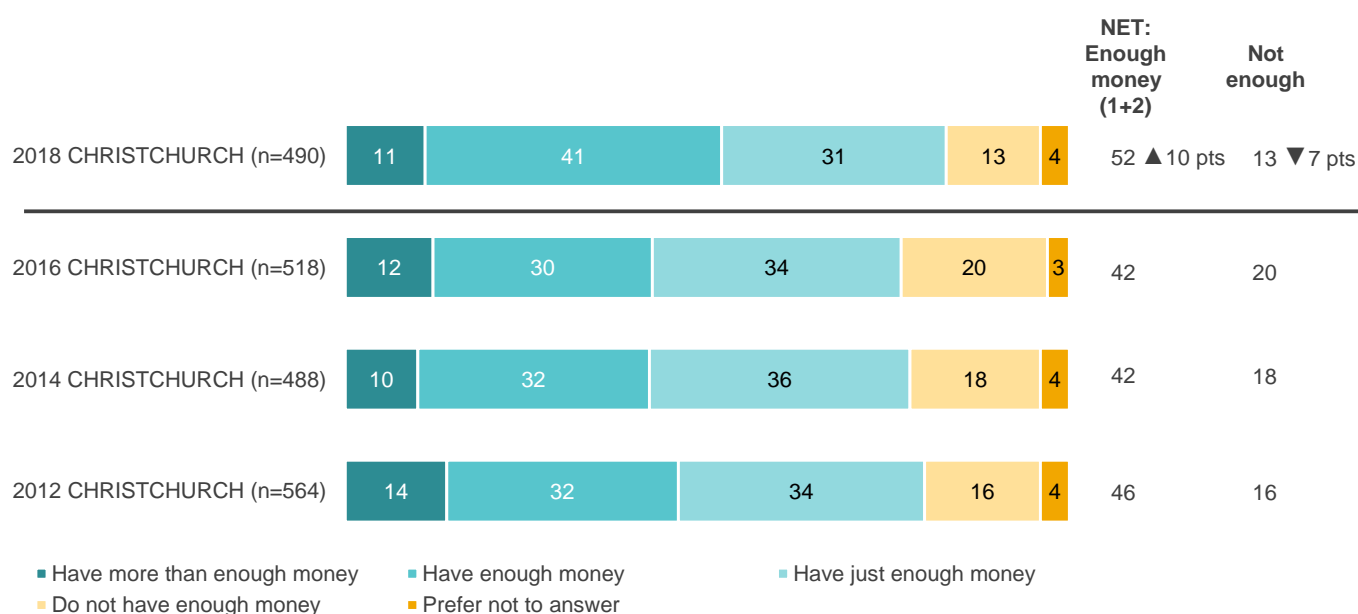
Base: All Respondents (excluding not answered)

Source: Q9. In general how safe or unsafe do you feel in the following situations... In your city centre after dark  
 (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

## 12.7 Ability to cover costs of everyday needs

There has been a significant *increase* since 2016 in the percentage of respondents who feel they have enough money to meet their everyday needs. There has also been a significant *decrease* since 2016 in the percentage of respondents who feel they do not have enough money to meet their everyday needs.

**Figure 12.10 Ability to cover costs of everyday needs – over time (%)**



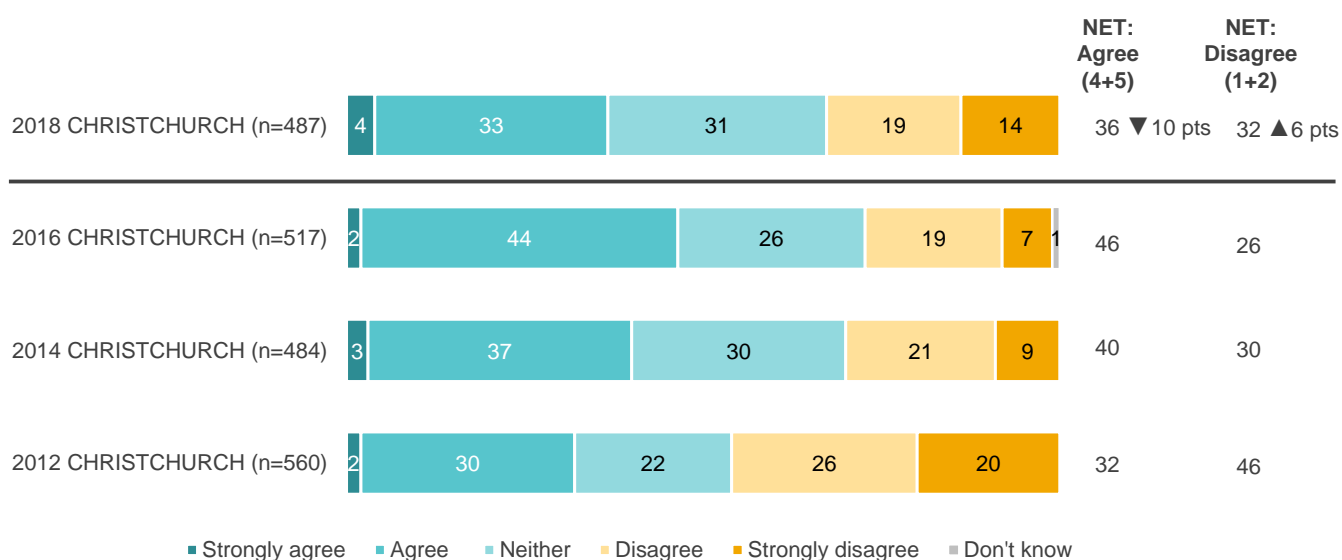
Base: All Respondents (excluding not answered)

Source: Q23. Which of the following best describes how well your total income meets your everyday needs for things such as accommodation, food, clothing and other necessities?

## 12.8 Confidence in council decision-making

There has been a significant *decrease* since 2016 in the percentage of respondents who agree they have confidence in the council's decision-making. There has also been a significant *increase* since 2016 in the percentage of respondents who disagree they have confidence in the council's decision-making.

**Figure 12.11 Confidence in council decision-making – over time (%)**



Base: All Respondents (excluding not answered)

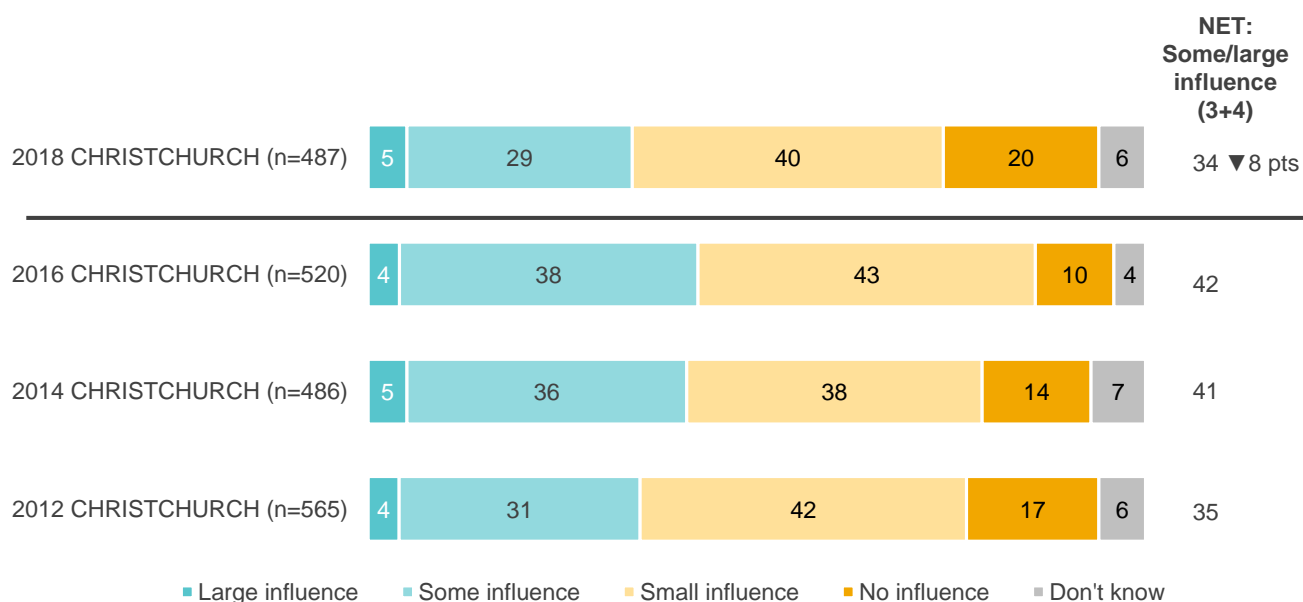
Source: Q16a. How much do you agree or disagree with the following statement? Overall, I have confidence that the Council makes decisions that are in the best interests of my city

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

## 12.9 Perception of public's influence on council decision-making

There has been a significant *decrease* since 2016 in the percentage of respondents who perceive the public to have 'large' or 'some' influence over the decisions that their local council makes.

**Figure 12.12 Perception of public's influence on council decision-making – over time (%)**



Base: All Respondents (excluding not answered)

Source: Q18. Overall, how much influence do you feel the public has on the decisions the Council makes?

# APPENDIX 1: SAMPLE PROFILE

The demographic profile shown below relates to the residents of Christchurch.

**Table 1 Gender**

	CHRISTCHURCH TOTAL (n=495) Unweighted %	CHRISTCHURCH TOTAL (n=495) Weighted %
Male	46	50
Female	54	50
Gender diverse	0	0

Base: All Respondents

Source: Q43. Are you...

**Table 2 Age**

	CHRISTCHURCH TOTAL (n=495) Unweighted %	CHRISTCHURCH TOTAL (n=495) Weighted %
Under 25	16	14
25-49	38	44
50-64	22	23
65 and over	25	19

Base: All Respondents

Source: Q44. In which of the following age groups do you belong?

**Table 3 Ethnicity**

	CHRISTCHURCH TOTAL (n=495) Unweighted %	CHRISTCHURCH TOTAL (n=495) Weighted %
Māori	11	6
Pacific	1	2
Asian	7	9
Other	90	88

Base: All Respondents

Source: Q43. Which ethnic group, or groups, do you belong to?

**Table 4 Ward**

	CHRISTCHURCH TOTAL (n=495) Unweighted %	CHRISTCHURCH TOTAL (n=495) Weighted %
Banks Peninsula	3	2
Coastal-Burwood	11	13
Fendalton-Waimairi-Harewood	22	19
Halswell-Hornby-Riccarton	18	21
Linwood-Central-Heathcote	19	20
Papanui-Innes	13	13
Spreydon-Cashmere	14	13

Base: All Respondents (excluding not answered)

Source: Q2. Which local board area / ward do you live in?

**Table 5 Birthplace**

	CHRISTCHURCH TOTAL (n=485) Unweighted %	CHRISTCHURCH TOTAL (n=485) Weighted %
Born in New Zealand	78	75
Born outside New Zealand	22	25

Base: All Respondents (excluding not answered)

Source: Q45. Were you born in New Zealand?

**Table 6 Length of time lived in NZ**

	CHRISTCHURCH TOTAL (n=106) Unweighted %	CHRISTCHURCH TOTAL (n=106) Weighted %
Less than 1 year	0	0
1 year to just under 2 years	0	0
2 years to just under 5 years	12	14
5 years to just under 10 years	8	9
10 years or more	80	77

Base: Those who weren't born in NZ (excluding not answered)

Source: Q46. How many years have you lived in New Zealand?

**Table 7 Number of people in household**

	CHRISTCHURCH TOTAL (n=493) Unweighted %	CHRISTCHURCH TOTAL (n=493) Weighted %
1	14	13
2	37	34
3	16	17
4	18	19
5	7	8
6+	8	8

Base: All Respondents (excluding not answered)

Source: Q47a. Currently, how many people live in your household, including yourself?

**Table 8 Home ownership**

	CHRISTCHURCH TOTAL (n=491) Unweighted %	CHRISTCHURCH TOTAL (n=491) Weighted %
I personally or jointly own it with a mortgage	28	30
I personally or jointly own it without a mortgage	25	23
A private landlord who is NOT related to me owns it	16	17
Parents / other family members or partner own it	13	14
A family trust owns it	11	11
Housing New Zealand owns it	3	3
A local authority or city council owns it	1	1
A social service agency or community housing provider (e.g. the Salvation Army, New Zealand Housing Foundation) owns it	1	1
Don't know	1	1

Base: All Respondents (excluding not answered)

Source: Q48. Who owns the home you live in?



**Table 9 Type of dwelling**

	CHRISTCHURCH TOTAL (n=492) Unweighted %	CHRISTCHURCH TOTAL (n=492) Weighted %
Stand alone house on a section	80	81
Town house or unit	14	14
Terraced house (houses side by side)	2	2
Low rise apartment block (2-7 storeys)	1	1
Lifestyle block or farm homestead	1	1
Other	1	1

Base: All Respondents (excluding not answered)

Source: Q80. What type of home do you currently live in?

**Table 10 Time spent in local area**

	CHRISTCHURCH TOTAL (n=494) Unweighted %	CHRISTCHURCH TOTAL (n=494) Weighted %
Less than 1 year	2	2
1 year to just under 2 years	3	2
2 years to just under 5 years	9	9
5 years to just under 10 years	7	8
10 years or more	80	79

Base: All Respondents (excluding not answered)

Source: Q2. And how long have you lived in Christchurch?

**Table 11 Highest education qualification**

	CHRISTCHURCH TOTAL (n=490) Unweighted %	CHRISTCHURCH TOTAL (n=490) Weighted %
Bachelor's degree	20	21
Post-graduate degree / diploma / certificate or higher (e.g. Masters or Doctorate)	19	20
No formal qualification	18	17
NZQF Level 4, 5 or 6 - a trade or polytechnic qualification	13	14
NCEA Level Three or bursary or scholarship	10	10
NCEA Level Two or Sixth form Certificate / University Entrance	8	7
NCEA Level One or School Certificate	7	7
Other (e.g. overseas qualification)	5	5

Base: All Respondents (excluding not answered)

Source: Q81. What is the highest qualification that you have completed that took longer than three months to finish?

**Table 12 Household annual income distribution**

	CHRISTCHURCH TOTAL (n=491) Unweighted %	CHRISTCHURCH TOTAL (n=491) Weighted %
\$20,001 or less	5	5
\$20,001 - \$40,000	12	11
\$40,001 - \$60,000	12	12
\$60,001 - \$80,000	13	13
\$80,001 - \$100,000	11	12
\$100,001 - \$150,000	13	14
\$150,001 or more	10	10
Unknown	24	23

Base: All Respondents (excluding not answered)

Source: Q51. Which best describes your household's annual income before tax?

**Table 13 Age of children living in home (at least some of the time in the last 4 weeks)**

	CHRISTCHURCH TOTAL (n=483) Unweighted %	CHRISTCHURCH TOTAL (n=483) Weighted %
0 - 5 years old	16	18
6 - 9 years old	13	14
10 - 14 years old	14	15
15 - 17 years old	10	10
18 years old or over	12	12
Not applicable - no children	57	55

Base: All Respondents (excluding not answered)

Source: Q78. In the last 4 weeks, were there any children (excluding visitors) in the following age groups living in your home at least some of the time?

**Table 14 Children live in another home some of the time**

	CHRISTCHURCH TOTAL (n=208) Unweighted %	CHRISTCHURCH TOTAL (n=208) Weighted %
Yes	31	29
No	69	71


Base: If children have been living in home in the last 4 weeks (excluding not answered)

Source: Q79. And do any of these children live in another home some of the time?

## APPENDIX 2: SURVEY COMMUNICATIONS

This appendix contains a copy of the invitation letter, first reminder postcard and second reminder postcard that was mailed out to residents of the participating councils.

### Invitation letter



QUALITY OF LIFE PROJECT





<Addressee's Name>  
<Address Line 1>  
<Address Line 2>  
<City>, <postcode>

Dear <respondent>

**HELP SHAPE YOUR COMMUNITY**

We invite you to take part in an important local government survey. We want to hear your opinions on the area where you live, including your views on things like safety, transport and health and your quality of life.

The information you provide will be combined with other responses and used by [Council] to inform decisions that enhance quality of life in your area. This is a way for you to help shape those decisions. You can view findings from previous surveys here: <http://www.qualityoflifeproject.govt.nz/>

**Why me?**  
You and other residents have been selected at random from the Electoral Roll to take part in the survey. It is important to us that you complete the survey to ensure it accurately reflects the different views of people in your area.

**How long will it take?**  
The survey will take approximately 15-20 minutes to complete depending on your answers.

**Is my information private?**  
Your answers will be confidential and results will not be reported in a way that will allow you to be identified.

**Any questions?**  
If you have any questions, please contact Nielsen on 0800 400 402 or [adrienne.pointer@nielsen.com](mailto:adrienne.pointer@nielsen.com)


Yours sincerely,

  
**Kath Jamieson**  
Project Sponsor, Quality of Life Survey

**HOW TO COMPLETE THE SURVEY AND ENTER THE DRAW TO WIN**


Completing the survey online is secure, quick and easy.

- Go to: [www.acnonline.com/life](http://www.acnonline.com/life)
- Enter the user name and survey code:  
**User name:** <user name>  
**Survey code:** <survey code>
- Or scan the QR code



**Your chance to win \$1,000**

Everyone who completes the survey and provides contact details will be entered into a prize draw for a Prezzy card or, if they prefer, to make a donation to a charity of their choice. There are five chances to win. There is a top prize of \$1,000 and a further four prizes of \$250.



Auckland Council  
Te Kaunhera o Tamaki Makaurau




HUTT CITY  
TE AKA KAIRANGI




Tauranga City




Christchurch City Council



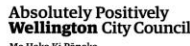
porirua city



greater WELLINGTON REGIONAL COUNCIL  
Te Pane Matua Taiao



DUNEDIN CITY COUNCIL  
Kaunihera o Dunedin



Absolutely Positively Wellington City Council  
Me Heke Ki Pōneke



Hamilton City Council  
Te Kaunhera o Kirikiriroa

## FREQUENTLY ASKED QUESTIONS

*Why was I invited to take part in the survey?*

You are one of hundreds of people in your area randomly selected from the Electoral Roll which contains the names and addresses of all New Zealanders registered to vote. Your council has been given permission to use the Electoral Roll for the purpose of this research.

To make sure we hear the views of a cross-section of the population, it is important that you **personally**, rather than anyone else in your household, fill in the survey.

*How many people are taking part in the survey?*

Approximately 6,500 residents across New Zealand will take part in this survey.

*Do I have to complete the survey?*

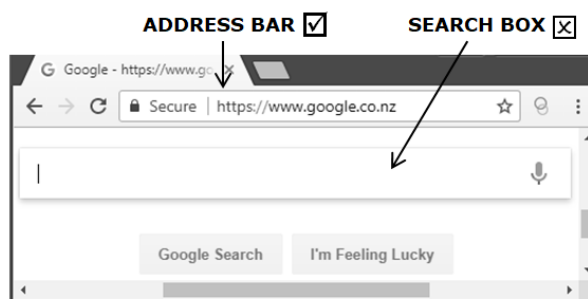
To make sure results accurately reflect the views of people in New Zealand, it is very important that all those selected to complete this survey do so.

The survey is voluntary. If you cannot take part or if you have any questions, please call Nielsen on 0800 400 402.

*Why does the website address provided on the first page of this letter not take me to the correct web page?*

You may have incorrectly typed in the address which is: [www.acnonline.com/life](http://www.acnonline.com/life) (with the letter 'n' included after 'ac').

Or, you may have inserted the link into the search box rather than the address bar on the website browser. Using the **address bar** works better.



If you continue to have difficulties then please call 0800 400 402.

*What do I do if the survey stops or the site crashes before I've had time to complete the survey?*

Until you submit the questionnaire, you can re-open it and you should find that it will take you back to the last question you completed. All of your answers will have been saved as you progress.

*Can I change my response?*

If you would like to change one of your responses please call 0800 400 402.

*When will prize draw winners be drawn?*

Once you have completed the survey, you will have five chances to win. The five winners of the prize draw will be drawn on 19 June 2018.

## First reminder postcard



QUALITY OF LIFE PROJECT

nielsen

# Help shape your community























QUALITY OF LIFE

New Zealand  
Permit No. 84828

**Permit** 

<Date>

Kia ora, Talofa lava, Kia orana, Malo e lelei, Fakaalofa lahi atu, Taloha ni, Ni sa bula Vinaka

Dear <Name>

About a week ago, you should have received a letter inviting you to take part in the **Quality of Life Survey 2018**.

What you tell us will be used to improve services and inform local decisions (like safety, transport, health and leisure). This is your opportunity to help shape your community.

To thank you for completing the survey, you'll be entered into a prize draw for a prize of your choice, either a Prezzy card or a donation to a charity of your choice. There are five chances to win. There is a top prize of \$1,000 and a further four prizes of \$250\*.

If you have not already completed the survey please go to [www.aconline.com/life](http://www.aconline.com/life) and enter:

**Username:** <Username>

**Survey code:** <Survey code>

OR

SCAN THE QR CODE



The survey will take around 15-20 minutes to complete depending on your answers.

If you have any questions call Nielsen toll free: **0800 400 402**

Yours sincerely, Ngā mihi



Please Recycle



Kath Jamieson,  
Project Sponsor | Quality of Life Survey

\*The five winners will be drawn on 19 June 2018

If undelivered return to Nielsen, PO Box 11 346, Wellington 6142, New Zealand

## Second reminder postcard

**QUALITY OF LIFE PROJECT** **nielsen**

# Have you seen this?

Quick! Put it in the mail by 1 June 2018 to make your opinions count!

**Quality of life**  
In New Zealand cities | Survey 2018

**Auckland Council** **HUT CITY** **Tairāroa City** **Christchurch City Council** **porirua city** **greater WELLINGTON** **DUNEDIN CITY** **Absolutely Positively Wellington City Council** **Hamilton City Council**

**QUALITY OF LIFE**

<Addressee's Name>  
<Address Line 1>  
<Address Line 2>  
<City>, <postcode>

**New Zealand Permit No. 84828** **Permit**

<Date>  
Kia ora, Talofa lava, Kia orana, Malo e lelei, Fakaalofa lahi atu, Taloha ni, Ni sa bula Vinaka  
Dear <Name>  
You still have the opportunity to have a say and make a difference.  
By now you should have received your questionnaire for the **Quality of Life Survey 2018**. What you tell us will be used to improve services and inform local decisions. This is your opportunity to help shape your community.  
You need to complete it and **send it back by 1 June 2018** to ensure your thoughts and opinions count.  
To thank you for completing the survey, you'll be entered into a prize draw for a prize of your choice, either a Prezzy card or a donation to a charity of your choice. There are five chances to win: A top prize of \$1,000 and a further four prizes of \$250\*.  
If you did not receive a questionnaire or you need a replacement, call Nielsen toll free: **0800 400 402**

If you would like to complete online please go to [www.acnonline.com/life](http://www.acnonline.com/life) and enter:  
**Username:** <Username>  
**Survey code:** <Survey code>

**OR** **SCAN THE QR CODE**

Yours sincerely, Ngā mihi  
*K. Jamieson*  
Kath Jamieson,  
Project Sponsor | Quality of Life Survey

\*The five winners will be drawn on 19 June 2018

**Please Recycle**

If undelivered return to Nielsen, PO Box 11 346, Wellington 6142, New Zealand

## APPENDIX 3: QUESTIONNAIRE

This appendix contains a copy of the paper questionnaire that was mailed out to residents of Christchurch. For further details of all changes made to the questionnaire from the 2016 version, please refer to the Quality of Life Survey 2018 Technical Report.



Thank you for agreeing to take part in this important survey.

This survey measures what life is like for you, your family and your community. It is a confidential survey and will take approximately 15-20 minutes to complete. Sharing your views will help make your area a better place to live by informing council decisions about social, cultural, environmental and economic goals. It is important to us that you complete the survey to ensure the results accurately reflect the views of people in your area.

*Thank you very much for your help.*

## INSTRUCTIONS FOR COMPLETING THE SURVEY

You will need to circle an answer like this

Please circle **one** answer

Yes	1
No	2

Or like this.

Please circle **one** answer for each statement

Question...	1	2	3	4	5
Question...	1	2	3	4	5

When there is an instruction to go to a certain question, please make sure you circle the correct answer *before* going to the question as instructed

Please circle **one** answer

Yes	1	→ Go to Q1
No	2	

If you change your mind after circling a number just cross it out and circle the correct number for your answer.

1	<del>2</del>	3
---	--------------	---

## THE CITY / AREA YOU LIVE IN

**Q1**

Do you currently live in Christchurch?

*That is the area inside the boundary shown on the map.*

Please circle **one** answer

Yes	1	→ Go to Q2
No	2	↓

If you selected "No" you do not need to answer any more questions. You can still enter the prize draw by filling in your details at Q50. After doing so, please return your survey in the pre-paid envelope.



Q2

And how long have you lived in Christchurch?

Please circle **one** answer

Less than 1 year	1
1 year to just under 2 years	2
2 years to just under 5 years	3
5 years to just under 10 years	4
10 years or more	5

Q3

Would you say that **your** overall quality of life is...

Please circle **one** answer

Extremely poor	1
Very poor	2
Poor	3
Neither poor nor good	4
Good	5
Very good	6
Extremely good	7

Q4

How much do you agree or disagree with the following statement?

*"I feel a sense of pride in the way Christchurch looks and feels".*

Please circle **one** answer

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5

Q5

How much do you agree or disagree with the following statement?

*"Christchurch is a great place to live".*

Please circle **one** answer

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5

Q6

And in the last 12 months, do you feel Christchurch has got better, worse or stayed the same as a place to live?

Please circle **one** answer

Much worse	1
Slightly worse	2
Stayed the same	3
Slightly better	4
Much better	5

Go to Q8

Q7

And for what reasons do you say Christchurch has changed as a place to live?

*Please be as detailed as possible*

---



---



---

Q8

This question is about the home you currently live in.

How much do you agree or disagree that:

Please circle **one** answer for each statement

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Don't know
Your housing costs are affordable ( <i>by housing costs we mean things like rent or mortgage, rates, house insurance and house maintenance</i> )	1	2	3	4	5	6
The type of home you live in suits your needs and the needs of others in your household	1 2 3			4 5 6		
	↓ Go to Q9			↓ Go to Q10		

Q9

Why do you disagree (or neither agree nor disagree) that the type of home you live in suits your needs and the needs of others in your household?

Please circle **all** that apply

The home is too small (e.g. not enough living space or bedrooms)	1
The home is too big	2
The outdoor area is too small	3
The outdoor area is too big	4
Difficult access from the street to the home	5
Home is too cold / damp	6
Home in poor condition / needs maintenance	7
The home is not very safe (e.g needs earthquake-strengthening, hazards in home)	8
Other (please specify)	9
<hr/>	

**Q10** This question is about the home you currently live in.  
How much do you agree or disagree that:

Please circle **one** answer

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Don't know
The general area or neighbourhood your home is in suits your needs and the needs of others in your household	1	2	3	4	5	6
	↓			↓		
	Go to Q11			Go to Q12		

**Q11** Why do you disagree (or neither agree nor disagree) that the area or neighbourhood you live in suits your needs and the needs of others in your household?

Please circle **all** that apply

Not enough places to spend time with my friends	1
Lacks a feeling of community	2
Not a friendly area	3
Lacks character	4
Lack of cafes, bars, restaurants	5
Inconvenient in terms of travel / public transport	6
Not safe in terms of crime	7
Not safe from natural disasters (e.g. earthquakes, flooding)	8
Too far from family and / or friends	9
Too far from work	10
Too far from pre-school / school / university	11
Too far from amenities such as shops, malls, movie theatres, libraries, doctors, hospital etc	12
Too far from sports and recreation facilities	13
Too far from environmental features that are important to me (e.g. beach, hills, views, river, wetlands, forest)	14
Too busy	15
Too noisy	16
Other (please specify)	17
_____	

- Q12** The following question asks about heating your home during the winter months.  
How much do you agree or disagree that:

Please circle **one** answer for each statement

	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Don't know / not applicable</b>
My home has a problem with damp or mould	1	2	3	4	5	6
The heating system keeps my home warm when it is in use	1	2	3	4	5	6
I can afford to heat my home properly	1	2	3	4	5	6

## CRIME AND SAFETY

- Q13** In general how safe or unsafe do you feel in the following situations...

Please circle **one** answer for each situation

	<b>Very unsafe</b>	<b>A bit unsafe</b>	<b>Fairly safe</b>	<b>Very safe</b>	<b>Don't know / not applicable</b>
In your home after dark	1	2	3	4	5
Walking alone in your neighbourhood after dark	1	2	3	4	5
In your city centre during the day	1	2	3	4	5
In your city centre after dark	1	2	3	4	5

- Q14** What area do you regard as your 'city centre'?  
*Please write in below*

---

Q15

To what extent has each of the following been a problem in Christchurch over the past 12 months?

Please circle **one** answer for each problem

	<b>A big problem</b>	<b>A bit of a problem</b>	<b>Not a problem</b>	<b>Don't know</b>
Rubbish or litter lying on the streets (this excludes any earthquake related building rubble and damage)	1	2	3	4
Graffiti or tagging	1	2	3	4
Vandalism, other than graffiti or tagging, including broken windows in shops and public buildings	1	2	3	4
Car theft, damage to cars or theft from cars	1	2	3	4
Dangerous driving, including drink driving and speeding	1	2	3	4
People you feel unsafe around because of their behaviour, attitude or appearance	1	2	3	4
Air pollution	1	2	3	4
Water pollution, including pollution in streams, rivers, lakes and in the sea	1	2	3	4
Noise pollution	1	2	3	4
Alcohol or drug problems or anti-social behaviour associated with the use of alcohol or drugs	1	2	3	4
People begging on the street	1	2	3	4
Continued presence of earthquake related building rubble and general damage	1	2	3	4
People sleeping rough on the streets / in vehicles	1	2	3	4

## TRANSPORT

**Q16** Over the past 12 months, how often did you use **public** transport?

*For public transport, please include cable cars, ferries, trains and buses, including school buses. Taxis / Uber are **not** included as public transport.*

*If your usage changes on a weekly basis, please provide an average.*

Please circle **one** answer

5 or more times a week	1
2 - 4 times a week	2
Once a week	3
2 - 3 times a month	4
At least once a month	5
Less than once a month	6
Did not use public transport over the past 12 months	7
Not applicable, no public transport available in my area	8

→ Go to Q18

**Q17** Thinking about public transport in your local area, based on your experiences or perceptions, do you agree or disagree with the following:  
Public transport is...

Please circle **one** answer for each aspect

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Don't know
Affordable	1	2	3	4	5	6
Safe	1	2	3	4	5	6
Easy to get to	1	2	3	4	5	6
Frequent (comes often)	1	2	3	4	5	6
Reliable (comes on time)	1	2	3	4	5	6

## COUNCIL DECISION MAKING

**Q18** How much do you agree or disagree with the following statement?

*"Overall, I have confidence that the Council makes decisions that are in the best interests of my city".*

Please circle **one** answer

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5

**Q19**

Overall, how much influence do you feel the public has on the decisions the Council makes?  
Would you say the public has...

Please circle **one** answer

No influence	1
Small influence	2
Some influence	3
Large influence	4
Don't know	5

## ASPECTS OF YOUR LIFE AND YOUR LIFESTYLE

**Q20**

Which of the following best describes your current employment status?

*Employed means you undertake work for pay, profit or other income, or do any work in a family business without pay.*

Please circle **one** answer

Employed full time (for 30 or more hours per week)	1	→ Go to Q21
Employed part time (for less than 30 hours per week)	2	
Not in paid employment and looking for work	3	→ Go to Q22
Not in paid employment and not looking for work (e.g. full-time parent, retired person, doing volunteer work)	4	
Prefer not to say	5	

**Q21**

Overall how satisfied or dissatisfied are you with the balance between your work and other aspects of your life such as time with your family or for leisure?

Please circle **one** answer

Very dissatisfied	1
Dissatisfied	2
Neither satisfied nor dissatisfied	3
Satisfied	4
Very satisfied	5



Q22

In general how would you rate your health?

Please circle **one** answer

Poor	1
Fair	2
Good	3
Very good	4
Excellent	5

Q23

This question is about the physical activity you have done in the last **7 days** (not including today). By physical activity we mean doing anything using your muscles. Please think about activities at work, school or home, getting from place to place, and any activities you did for exercise, sport, recreation or leisure.

Thinking about all your physical activity over the last **7 days** (not including today), on how many days did you engage in....?

**a)** At least **30 minutes** of **moderate** activity - 'moderate' activities might make you breathe harder than normal, but only a little - like brisk walking, carrying light loads, cycling at a regular pace, or other activities like table tennis.

OR

**b)** At least **15 minutes** of **vigorous** activity - 'vigorous' activities make you breathe a lot harder than normal ('huff and puff') - like running, heavy lifting, digging, aerobics, fast cycling, or other activities like rugby or netball.

Please circle **one** answer

None	0
One day	1
Two days	2
Three days	3
Four days	4
Five days	5
Six days	6
Seven days	7

Q24

Which of the following best describes how well your total income meets your everyday needs for things such as accommodation, food, clothing and other necessities?

Please circle **one** answer

Have more than enough money	1
Have enough money	2
Have just enough money	3
Do not have enough money	4
Prefer not to answer	5

Q25

How much do you agree or disagree with the following statements?

Please circle **one** answer for each statement

	Strongly disagree	Disagree	Neither	Agree	Strongly agree
It's important to me to feel a sense of community with people in my neighbourhood	1	2	3	4	5
I feel a sense of community with others in my neighbourhood	1	2	3	4	5

Q26

In the last 12 months, which, if any, of the following types of contact have you had with people in your neighbourhood?

Please circle **all** that apply

Negative contact where there's outright tension or disagreement	1
Some negative contact such as not getting on with them	2
Some positive contact such as a nod or saying hello	3
Positive contact such as a visit, or asking each other for small favours	4
Strong positive contact such as support / close friendship (e.g. having BBQs or drinks together)	5
I have not had any contact with the people in my neighbourhood	6

Q27

Which of the following statements about trust do you agree with the most?

Please circle **one** answer

You almost always can't be too careful in dealing with people	1
You usually can't be too careful in dealing with people	2
People can usually be trusted	3
People can almost always be trusted	4
Don't know	5

Q28

Thinking now about the social networks and groups you may be part of, do you belong to any of the following?

Please circle **all** that apply

Faith-based group / church community	1
Cultural group (e.g. kapa haka, Samoan group, Somalian group)	2
Marae / hapū / iwi participation (e.g. Land Trust)	3
Neighbourhood group (e.g. residents' association, play groups)	4
Clubs and societies (e.g. sports clubs, poetry groups, book clubs)	5
Volunteer / charity group (e.g. SPCA, Hospice)	6
Parent networks (e.g. school, pre-school)	7
Professional / work networks (e.g. network of colleagues or professional association)	8
Online community (e.g. Facebook / Twitter, forums, online gaming communities)	9
Other social network or group (please specify)	10
_____	
None of the above	11

Q29

Over the past 12 months how often, if ever, have you felt lonely or isolated?

Please circle **one** answer

Always	1
Most of the time	2
Sometimes	3
Rarely	4
Never	5

Q30

If you were faced with a serious illness or injury, or needed emotional support during a difficult time, is there anyone you could turn to for help?

Please circle **one** answer

Yes, definitely	1
Yes, probably	2
No	3
Don't know / unsure	4

Q31

At some time in their lives, most people experience stress.

Which statement below best applies to how often, if ever, over the past 12 months you have experienced stress that has had a negative effect on you?

*Stress refers to things that negatively affect different aspects of people's lives, including work and home life, making important life decisions, their routines for taking care of household chores, leisure time and other activities.*

Please circle **one** answer

Always	1
Most of the time	2
Sometimes	3
Rarely	4
Never	5

Q32

Please indicate for each of the five statements which is closest to how you have been feeling over the last **two weeks**.

Notice that higher numbers mean better well-being (example: If you have felt cheerful and in good spirits more than half of the time during the last two weeks, please circle the number 3 below).

Please circle **one** answer for each aspect

	All of the time	Most of the time	More than half of the time	Less than half of the time	Some of the time	At no time
I have felt cheerful and in good spirits	5	4	3	2	1	0
I have felt calm and relaxed	5	4	3	2	1	0
I have felt active and vigorous	5	4	3	2	1	0
I woke up feeling fresh and rested	5	4	3	2	1	0
My daily life has been filled with things that interest me	5	4	3	2	1	0

## CULTURE AND IDENTITY

Q33

How much do you agree or disagree with the following?

*"Christchurch has a rich and diverse arts scene".*Please circle **one** answer

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5
Not applicable - no arts scene	6
Don't know	7

Q34

New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries.

Overall, do you think this makes Christchurch ...

Please circle **one** answer

A much worse place to live	1
A worse place to live	2
Makes no difference	3
A better place to live	4
A much better place to live	5
Not applicable, there are few or no different cultures and lifestyles here	6
Don't know	7

## OVERALL QUALITY OF LIFE

Q35

Would you say that **your** overall quality of life is...Please circle **one** answer

Extremely poor	1
Very poor	2
Poor	3
Neither poor nor good	4
Good	5
Very good	6
Extremely good	7

Q36

And why did you describe your overall quality of life in this way?

*Please be as detailed as possible in your response*


---



---



---



---

Q37

And compared to 12 months ago, would you say your quality of life has...

Please circle **one** answer

Decreased significantly	1
Decreased to some extent	2
Stayed about the same	3
Increased to some extent	4
Increased significantly	5

## DEMOGRAPHICS

Lastly, a few questions about you. This is so we can compare the opinions of different types of people who live in New Zealand.

Q38

Which ethnic group, or groups, do you belong to?

Please circle **all** that apply

New Zealand European	1
Māori	2
Samoan	3
Cook Island Māori	4
Tongan	5
Niuean	6
Chinese	7
Indian	8
Other (please specify)	9
_____	
Prefer not to say	10
Don't know	11

Q39

In which of the following age groups do you belong?

Please circle **one** answer

Less than 18 years	1
18-19 years	2
20-24 years	3
25-29 years	4
30-34 years	5
35-39 years	6
40-44 years	7
45-49 years	8
50-54 years	9
55-59 years	10
60-64 years	11
65-69 years	12
70-74 years	13
75+ years	14

Q40

Are you...

Please circle **one** answer

Male	1
Female	2
Gender diverse	3

Q41

Were you born in New Zealand?

Please circle **one** answer

Yes	1	→ Go to Q43
No	2	→ Go to Q42

Q42

How many years have you lived in New Zealand?

Please circle **one** answer

Less than 1 year	1
1 year to just under 2 years	2
2 years to just under 5 years	3
5 years to just under 10 years	4
10 years or more	5

Q43

Currently, how many people live in your household, including yourself?

*By live in your household we mean anyone who lives in your house, or in sleep-outs, Granny flats etc. on the same property. If you live in a retirement village, apartment building or hostel, please answer for how many people live in your unit only.*

Please write the number in the box below.

Q44

In the last 4 weeks, were there any children (excluding visitors) in the following age groups living in your home at least some of the time?

Please circle **all** the apply

0 – 5 years old	1
6 – 9 years old	2
10 – 14 years old	3
15 – 17 years old	4
18 years old or over	5
Not applicable - no children	6

→ Go to Q46

Q45

And do any of these children live in another home some of the time?

Please circle **one** answer

Yes	1
No	2

Q46

Who owns the home that you live in?Please circle one answer

I personally or jointly own it with a mortgage	1
I personally or jointly own it without a mortgage	2
A family trust owns it	3
Parents / other family members or partner own it	4
A private landlord who is NOT related to me owns it	5
A local authority or city council owns it	6
Housing New Zealand owns it	7
Other State landlord (such as Department of Conservation, Ministry of Education) owns it	8
A social service agency or community housing provider (e.g. the Salvation Army, New Zealand Housing Foundation) owns it	9
Don't know	10

Q47

What type of home do you currently live in?

Please circle one answer

Stand alone house on a section	1
Town house or unit	2
Terraced house (houses side by side)	3
Low rise apartment block (2-7 storeys)	4
High rise apartment block (over 7 storeys)	5
Lifestyle block or farm homestead	6
Other (please specify)	7
_____	

Q48

What is the highest qualification that you have completed that took longer than three months to finish?

Please circle one answer

No formal qualification	1
NCEA Level One or School Certificate	2
NCEA Level Two or Sixth form Certificate / University Entrance	3
NCEA Level Three or bursary or scholarship	4
NZQF Level 4, 5 or 6 – a trade or polytechnic qualification	5
Bachelor's degree	6
Post-graduate degree / diploma / certificate or higher (e.g. Masters or Doctorate)	7
Other (e.g. overseas qualification) (please specify)	8
_____	



Q49

Which best describes your household's annual income before tax?

Please circle **one** answer

Loss	1
No income	2
Less than \$10,000	3
\$10,001 - \$20,000	4
\$20,001 - \$30,000	5
\$30,001 - \$40,000	6
\$40,001 - \$50,000	7
\$50,001 - \$60,000	8
\$60,001 - \$70,000	9
\$70,001 - \$80,000	10
\$80,001 - \$90,000	11
\$90,001 - \$100,000	12
\$100,001 - \$150,000	13
\$150,001 - \$200,000	14
More than \$200,000	15
Prefer not to say	16
Don't know	17

Q50

Please fill in your contact details below so that we are able to contact you if you are one of the prize draw winners or if we have any questions about your questionnaire (e.g. if we can't read your response).

Name:

Phone number:

Email address:

Q51

It is likely that more research about Christchurch will be carried out in the near future.

Are you willing to provide your contact details so that we are able to contact you and invite you to take part in further research?

Please note: providing your contact details does not put you under any obligation to participate.

Please circle **one** answer

Yes	1
No	2

**We really appreciate that you have taken time to complete this survey.  
Thank you!**

PLEASE CHECK THAT YOU HAVE COMPLETED ALL PAGES OF THE QUESTIONNAIRE.

Please put the completed questionnaire in the FreePost envelope provided or any envelope  
(no stamp required) and post it to:

FreePost Authority Number 196397  
Survey Returns Team  
Nielsen  
PO Box 33819  
Takapuna  
Auckland 0740  
New Zealand

If you have any questions please contact Nielsen during office hours on **0800 400 402** toll free.

#### Quality of Life 2018 – Prize Draw Terms and Conditions of Entry

1. Information on how to enter the promotion forms part of these Terms and Conditions of Entry. Entry into the promotion is deemed acceptance of the following terms and conditions.
2. The promotion commences on 10 April 2018 and closes on 3 June 2018 ("Promotional Period").
3. To enter Eligible Respondents must complete and submit the Survey of New Zealanders within the Promotional Period by:
  - a. filling out the online survey at [www.acnonline.com/life](http://www.acnonline.com/life) (using your personalised username and password, provided in the letter sent to you informing you of the survey) including your contact details, or
  - b. returning a completed hard copy of the survey (if this has been provided) with your contact details to the Promoter.
4. Entry is only open to "Eligible Respondents", being individuals who: (i) are residents of New Zealand aged 18 years or older; and (ii) are not employees of the Promoter or the Wellington City Council, Auckland City Council, Dunedin City Council, Christchurch City Council, Tauranga City Council, Hamilton City Council, Greater Wellington Regional Council, Porirua City Council, Hutt City Council; and (iii) are not a spouse, de facto partner, parent, child, sibling (whether natural or by adoption) or household member of such an employee; and (iv) are not professionally connected with the promotion.
5. Each completed survey with accompanying contact details, submitted in accordance with paragraph 3, above, will automatically receive one entry into the prize draw. There is a limit of one entry per Eligible Respondent.
6. The Promoter reserves the right, at any time, to verify the validity of the entry and Eligible Respondent (including a respondent's identity, age and place of residence) and to disqualify any respondent who submits a response that is not in accordance with these Terms and Conditions of Entry. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.
7. The prize draw will take place on 19 June 2018. The winners will be notified within 10 working days of the draw by telephone or email.
8. The first five (5) valid entries drawn at random will be deemed the winners. The top prize is \$1,000 with a further four prizes of \$250, which can be redeemed as a Prezzy card or a donation to a registered charity of the winner's choice. The winners are responsible for any tax associated with the prize.
9. The prize is not transferable or exchangeable. No responsibility is accepted for late, lost, misdirected or illegible entries.
10. The Promoter's decision is final and no correspondence will be entered into.
11. If after 10 working days following the Promoter attempting to contact a winner at the contact details provided the Promoter has been unable to make contact with the winner, that winner will automatically forfeit the prize, and the Promoter will randomly select one further entry who will be contacted by the Promoter by telephone or email and will be the winner of the prize.
12. The winner permits the Quality of Life Survey Team, the Promoter and their affiliates to use the winner's name and biographical information for advertising and promotional purposes, without any compensation.
13. All personal details of the respondents will be stored securely at the office of the Promoter and used to operate and administer the prize draw or to contact the respondent, if necessary, to clarify responses to questions in any hard copy of the survey. A request to access, update or correct any personal information should be directed to the Promoter.
14. The Promoter is ACNielsen (NZ) ULC, L5 150 Willis Street, Te Aro, Wellington, 6011, New Zealand. Phone 0800 400 402.
15. The Promoter reserves the right to amend or modify these Terms and Conditions of Entry at any time.
16. The Promoter will not be liable for any loss or damage whatsoever which is suffered (including but not limited to indirect or consequential loss) or sustained as a consequence of participation in the promotion or as a consequence of the use and enjoyment of the prize.
17. The promotion is governed by New Zealand law and all respondents agree to submit to the exclusive jurisdiction of the Courts of New Zealand with respect to any claim or matter arising out of or in connection with this promotion.

## APPENDIX 4: DETAILED REASONS FOR QUALITY OF LIFE RATING

**Table 1 Reasons for positive quality of life rating – by ward**

(1/4 pages)	CHRISTCHURCH TOTAL (n=407) %	BANKS PENINSULA (n=11*) %	COASTAL- BURWOOD (n=42*) %	FENDALTON- WAIMAIRI- HAREWOOD (n=98) %	HALSWELL- HORNBY- RICCARTON (n=76) %	LINWOOD- CENTRAL- HEATHCOTE (n=67) %	PAPANUI- INNES (n=53) %	SPREYDON- CASHMERE (n=60) %
<b>Relationships</b>	<b>49</b>	<b>43</b>	<b>52</b>	<b>54</b>	<b>43</b>	<b>55</b>	<b>44</b>	<b>50</b>
Family/family support/children	37	24	37	43	27	45	35	34
Friends/social network	26	38	18	24	29	29	22	32
Happy marriage/supportive spouse/partner	9	8	9	10	4	10	5	16^
Good neighbours	2	0	0	2	5	2	0	1
Have support (no further information provided)	1	0	1	2	0	0	5	1
<b>Health and Wellbeing</b>	<b>44</b>	<b>35</b>	<b>41</b>	<b>43</b>	<b>43</b>	<b>45</b>	<b>42</b>	<b>54</b>
I am happy/content/enjoy life/everything is good/fine	20	5	24	20	23	11	20	25
Healthy	24	30	17	22	22	30	24	28
Free medical care/good healthcare	1	0	3	0	0	2	2	3
Stress/pressure	2	0	3	1	0	4	0	2
Declining health/poor health	3	0	5	3	2	2	0	6

Base: All respondents who rated their quality of life as 'extremely good', 'very good' or 'good'

Source: Q39. And why did you describe your overall quality of life in this way?

(2/4 pages)	CHRISTCHURCH TOTAL (n=407) %	BANKS PENINSULA (n=11*) %	COASTAL- BURWOOD (n=42*) %	FENDALTON- WAIMAIRI- HAREWOOD (n=98) %	HALSWELL- HORNBY- RICCARTON (n=76) %	LINWOOD- CENTRAL- HEATHCOTE (n=67) %	PAPANUI- INNES (n=53) %	SPREYDON- CASHMERE (n=60) %
<b>Financial situation</b>	<b>42</b>	<b>62</b>	<b>31</b>	<b>37</b>	<b>45</b>	<b>51</b>	<b>49</b>	<b>35</b>
No financial worries	16	20	14	15	16	17	16	18
Have enough food/enough to eat/clothes/enough for the basics	12	30	9	8	13	15	13	8
Have everything I need	12	0	2	12	14	17	18	9
Own my own home	4	0	1	2	4	5	8	2
Not earning enough/not enough money/low wages	3	11	7	1	4	2	3	2
Expensive cost of living e.g. food, bills	2	0	5	2	0	2	2	0
I have a car/transport/driver's licence	1	0	0	2	2	2	2	2
<b>Lifestyle (interests/activities)</b>	<b>40</b>	<b>51</b>	<b>37</b>	<b>35</b>	<b>50</b>	<b>48</b>	<b>31</b>	<b>33</b>
Good balance/balanced life/work life balance	7	12	5	6	12	6	6	6
Good lifestyle	5	12	4	7	4	2	6	4
Hobbies/interests	7	27	2	4	10	10	5	3
Lots of things to do/many activities/events	12	8	16	10	13	13	8	13
Sport/regular exercise/fit/active	8	11	3	4	9	12	5	14
Freedom/independent	2	0	1	1	6	1	2	0
Able to take holidays/travel	4	0	8	3	7	6	3	0
Faith/belief in God/church	2	0	0	2	4	2	1	3
Garden/like gardening	2	0	1	0	4	0	4	1
Enjoying retirement/retired	2	0	0	1	1	2	5	2
Pet owner dog/cats etc.	1	0	2	2	0	3	0	2
No work life balance/not much time for family, leisure, social life	2	0	5	1	3	0	0	1
Have to work long hours/too much	2	0	0	1	1	8^	0	2

Base: All respondents who rated their quality of life as 'extremely good', 'very good' or 'good'

Source: Q39. And why did you describe your overall quality of life in this way?

(3/4 pages)	CHRISTCHURCH TOTAL (n=407) %	BANKS PENINSULA (n=11*) %	COASTAL-BURWOOD (n=42*) %	FENDALTON-WAIMAIRI-HAREWOOD (n=98) %	HALSWELL-HORNBY-RICCARTON (n=76) %	LINWOOD-CENTRAL-HEATHCOTE (n=67) %	PAPANUI-INNES (n=53) %	SPREYDON-CASHMERE (n=60) %
<b>Work related (job/vocation/prospects)</b>	<b>27</b>	<b>16</b>	<b>23</b>	<b>31</b>	<b>22</b>	<b>30</b>	<b>24</b>	<b>30</b>
Rewarding/good job/have work	23	5	21	24	20	28	22	25
Opportunities available	3	11	2	4	1	2	3	2
Future looks good/studying for the future	3	11	2	4	1	3	4	3
<b>Housing (quantity/quality/cost)</b>	<b>22</b>	<b>28</b>	<b>26</b>	<b>22</b>	<b>19</b>	<b>17</b>	<b>18</b>	<b>29</b>
Comfortable home/roof over my head	21	28	26	18	19	17	18	29
Housing expensive/not affordable (rents and house prices)	1	0	0	3	0	0	0	0
Affordable housing/cost of living	1	0	0	1	2	1	0	0
<b>Aspects of local area (city/community)</b>	<b>22</b>	<b>29</b>	<b>21</b>	<b>28</b>	<b>24</b>	<b>15</b>	<b>9*</b>	<b>29</b>
I like the area where I live/great location	11	7	10	18^	6	10	5	20^
Safe area/country e.g. no war/terrorism/police brutality	4	12	2	3	8	3	0	2
Great community/neighbourhood	6	11	9	8	4	4	3	10
Good facilities/amenities	5	0	3	5	9	2	0	13^
Schools nearby/good schools/education	2	0	0	1	3	0	0	7^
Friendly people	1	0	0	1	2	0	0	0
Enjoy the cultural diversity	1	0	0	0	3	0	0	0
Good public transport	1	12	0	1	0	0	2	1
Quiet/quiet neighbourhood/peaceful	0	0	0	0	0	1	0	2
Negative comments about Government/local government	1	0	0	2	0	2	0	0
Poor public transport/expensive public transport	0	0	0	0	1	0	0	0

Base: All respondents who rated their quality of life as 'extremely good', 'very good' or 'good'

Source: Q39. And why did you describe your overall quality of life in this way?

(4/4 pages)	CHRISTCHURCH TOTAL  (n=407) %	BANKS PENINSULA  (n=11*) %	COASTAL- BURWOOD  (n=42*) %	FENDALTON- WAIMAIRI- HAREWOOD  (n=98) %	HALSWELL- HORNBY- RICCARTON  (n=76) %	LINWOOD- CENTRAL- HEATHCOTE  (n=67) %	PAPANUI- INNIS  (n=53) %	SPREYDON- CASHMERE  (n=60) %
Other	14	33	15	23^	9	7	18	12
That's what I think/believe/feel/ because it is	3	15	7	5	0	0	6	2
Just average/quality of life just average	1	0	2	1	1	0	2	0
Room for improvement	2	0	2	1	1	2	7^	3
Other - positive	8	19	4	15^	8	5	4	7
None/nothing/no comment	4	0	2	3	7	2	2	4

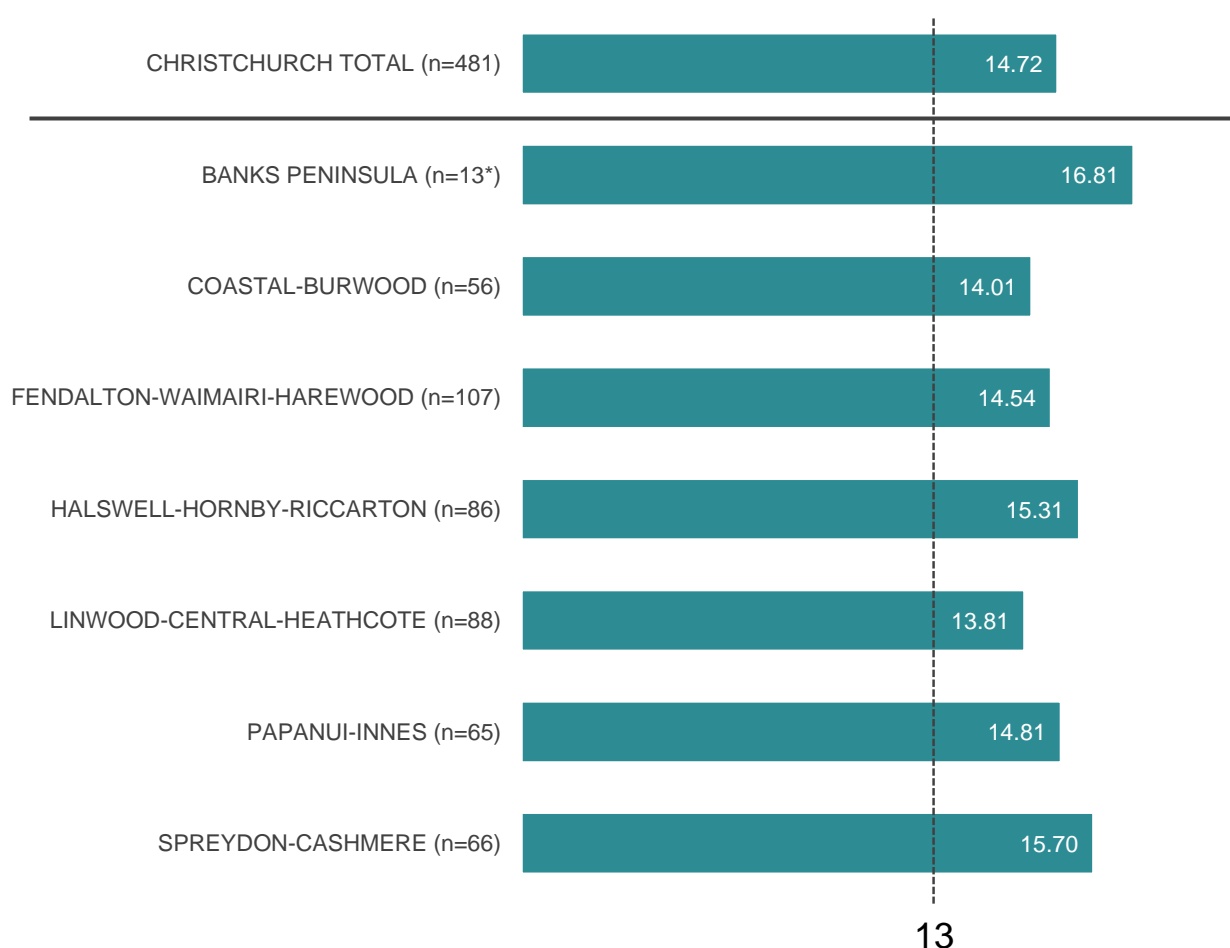
Base: All respondents who rated their quality of life as 'extremely good', 'very good' or good'

Source: Q39. And why did you describe your overall quality of life in this way?

## APPENDIX 5: WHO 5 WELLBEING INDEX

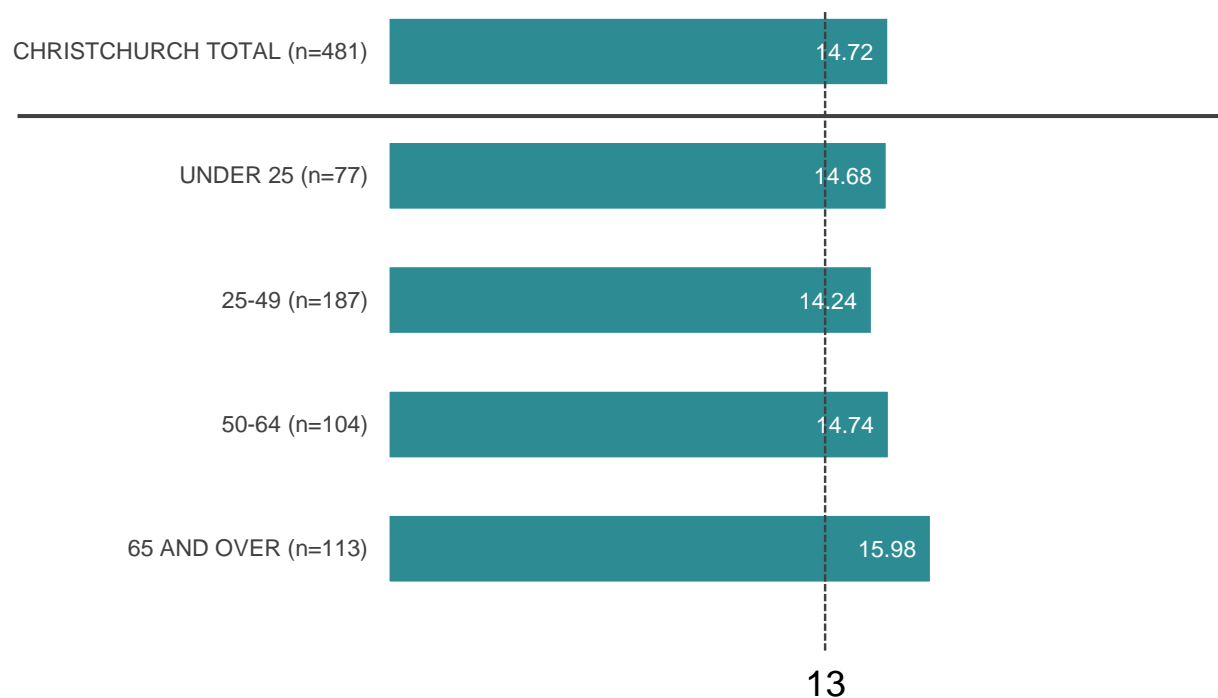
The charts below show the mean result by subgroup. The mean for Christchurch is 14.72. All subgroups means are above the 13 (scores below 13 are considered indicative of poor emotional wellbeing and may indicate risk of poor mental health).

**Figure 1 WHO 5 raw score (mean) – by ward**



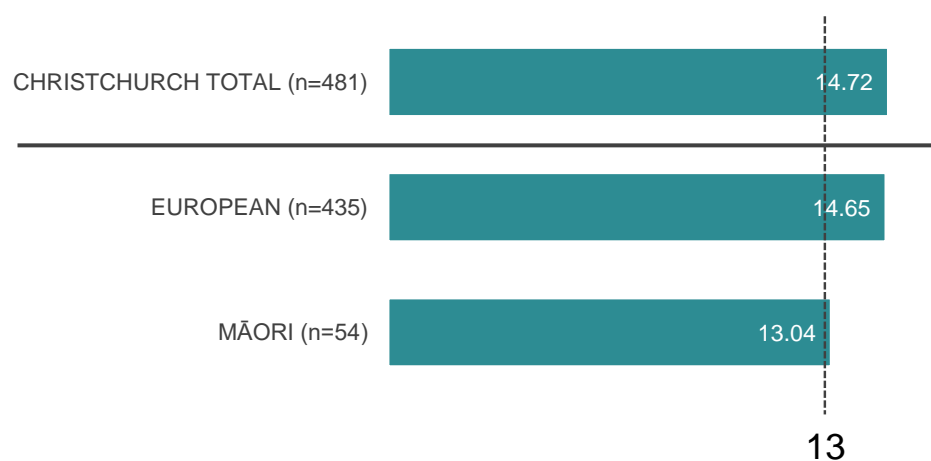
Base: All Respondents (excluding not answered)

Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

**Figure 2 WHO 5 raw score (mean) - by age**

Base: All Respondents (excluding not answered)

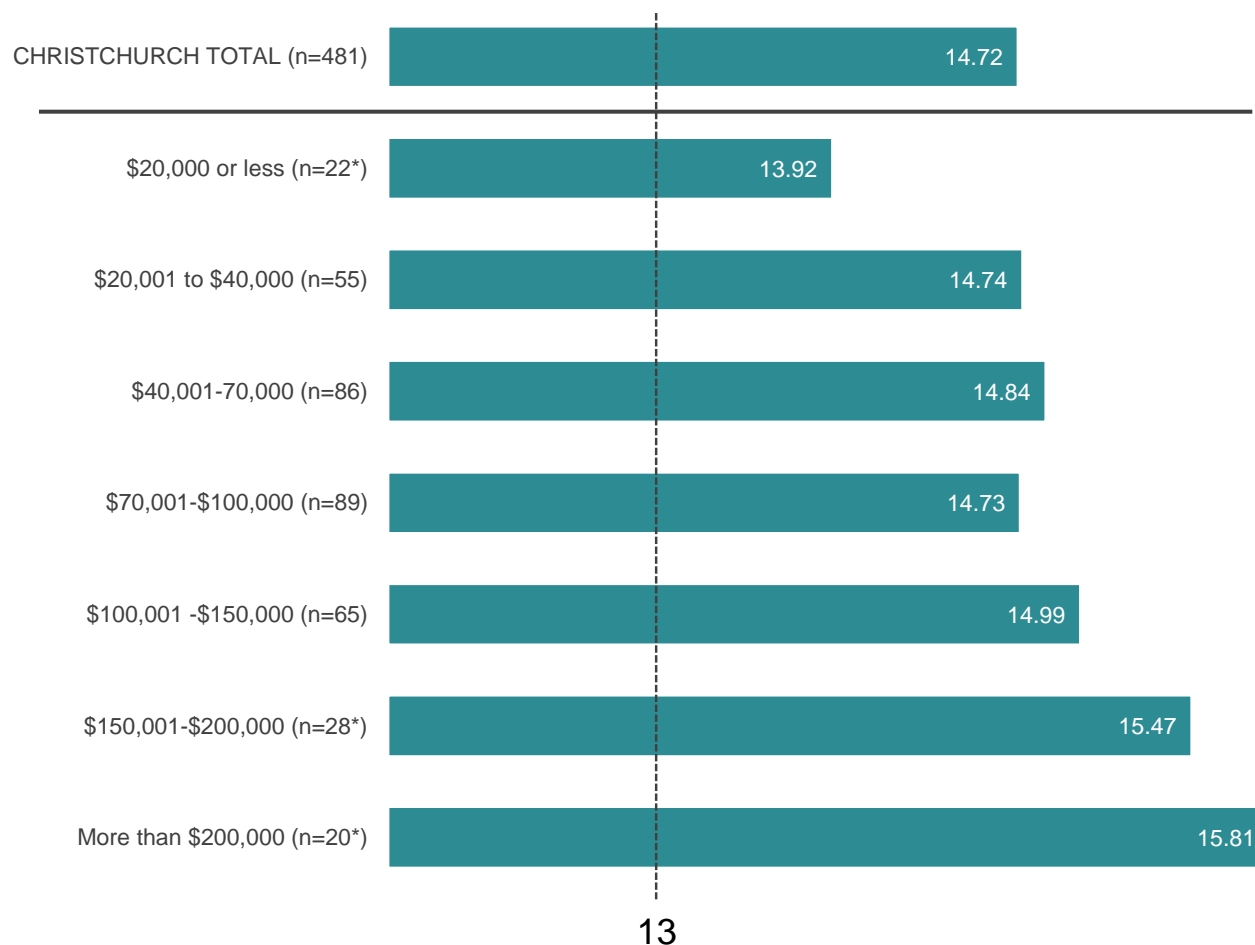
Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

**Figure 3 WHO 5 raw score (mean) - by ethnicity**

Base: All Respondents (excluding not answered)

Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.



**Figure 3 WHO 5 raw score (mean) - by household income**

Base: All Respondents (excluding not answered)

Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

