

QUALITY OF LIFE SURVEY 2014



quality of life

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1. EXECUTIVE INSIGHTS



INTRODUCTION

The 2014 Quality of Life survey is a partnership between six New Zealand Councils. The survey aims to measure respondents' perceptions in several domains, including:

- Quality of life
- Health and wellbeing
- Crime and safety
- Community, culture and social networks
- Council decision making processes
- Environment
- Public Transport
- Economic Wellbeing.

This following report presents the results for the Six Council areas. City level reports are also available for five of the six Councils.

METHODOLOGY

This survey was carried out using a sequential-mixed methodology. A random selection of residents (from the Six Councils) was made from the Electoral Roll and respondents were encouraged to complete the survey online or via a hard copy questionnaire posted to them.

Fieldwork took place between 9 June and 28 July 2014.

Completed questionnaires were received from 5,295 respondents made up of 2,441 Auckland respondents, 611 Porirua respondents, 569 Hutt respondents, 647 Wellington City respondents, 488 Christchurch City respondents, and 539 Dunedin respondents.

Full details of the survey methodology can be found in the Quality of Life Survey 2014 Technical Report.

QUALITY OF LIFE

The majority (82%) of respondents living in the Six Council areas rate their overall quality of life positively, with 20% rating it as *extremely good* and 62% as *good*.

Just over a quarter (27%) of the Six Council areas' respondents say their quality of life has increased compared with twelve months ago.

HEALTH AND WELLBEING

Overall health

Eight in ten (82%) of the respondents living in the Six Council areas rate their health positively, responding with a rating of either *excellent* (15%), *very good* (29%), or *good* (37%).

Frequency of doing physical activity

Just under half (46%) of the respondents living in the Six Council areas say they undertake physical activity five or more days a week.

Emotional wellbeing

Nearly three quarters (73%) of respondents rate themselves as having a positive emotional wellbeing, with a rating of *very happy* (17%) or *happy* (56%).

Satisfaction with life in general

Just under three quarters (71%) of the Six Council areas' respondents are satisfied or very satisfied with their life in general.

Stress

Almost two in ten (17%) respondents living in the Six Council areas are regularly experiencing stress that has a negative impact on them, with 2% *always* stressed and 15% stressed *most of the time*.

Availability of support

The majority (92%) of respondents say they have someone to turn to for help if they were faced with a serious illness or injury, or needed emotional support during a difficult time.

CRIME AND SAFETY

Perceptions of crime and other undesirable problems

Half (49%) of the respondents living in the Six Council areas view vandalism as a problem within their area over the last twelve months. Just over half (55%) view car theft or damage to cars as a problem, while nearly two thirds (64%) view dangerous driving (including drink driving and speeding) as a problem. Nearly half (45%) of the respondents living in the Six Council areas perceive the presence of unsafe people as being a problem and just over

half (55%) perceive alcohol or drugs to be a problem in their area over the last twelve months. A third of respondents say people begging on the street is a problem in their area.

Sense of safety

The majority (96%) of respondents feel safe in their home during the day, with around nine in ten (89%) feeling safe in their home after dark. Six in ten (59%) respondents feel safe walking alone in their neighbourhood after dark.

The majority (91%) of the respondents living in the Six Council areas feel safe in their city centre during the day, while just over four in ten (43%) feel safe in their city centre after dark.

COMMUNITY, CULTURE AND SOCIAL NETWORKS

Sense of community

Three quarters (74%) of respondents living in the Six Council areas agree it is important to feel a sense of community with the people in their local neighbourhood. Just over half (53%) agree that they actually feel a sense of community with others in their local neighbourhood.

The most frequently mentioned reason for a lack of sense of community is *a busy life* (47%). This is followed by *people in the neighbourhood don't talk with each other* (43%) and a preference for *socialising with family and friends instead of neighbours* (40%).

Social networks

The most common social network respondents belong to is *people from work or school* (50%), followed by *online network through websites such as Facebook, Twitter, online gaming communities and forums* (49%).

Contact with neighbourhood people

Within the last 12 months, the majority (94%) of respondents living in the Six Council areas have had some positive contact with people in their neighbourhood such as a nod or saying hello; over two thirds (69%) have had positive contact with people in their neighbourhood (e.g. a visit, or asking each other for small favours and 38% have had strong positive contact (e.g. support or close friendship). About one in six (15%) respondents have had some negative contact with people in their neighbourhood in the last 12 months (e.g. not getting on with them) and one in ten (10%) have had negative contact, where there is outright tension or disagreement.

Feeling of isolation

Just over two thirds (68%) of respondents living in the Six Council areas rarely felt isolated or lonely over the past twelve months.

Trust

Nearly two thirds (65%) of respondents say you can trust people, with 9% saying *people can almost always be trusted* and 56% saying *people can usually be trusted*.

Impact of greater cultural diversity

Over half (57%) of the respondents living in the Six Council areas feel that the fact that New Zealand is becoming a home for an increasing number of people with different lifestyles and cultures from different countries makes their area a better place to live.

The most frequently mentioned reason for greater cultural diversity having a positive impact is *people from other countries and cultures make the city more vibrant and interesting, including bringing more interesting food and restaurants* (67%).

The most commonly mentioned reason for greater cultural diversity having a negative impact is *people from other countries and cultures don't integrate into New Zealand society* (61%).

Culturally rich and diverse arts scene

Just under half (44%) of the respondents living in the Six Council areas agree their area / city has a culturally rich and diverse arts scene.

COUNCIL DECISION MAKING PROCESSES

Three in ten (30%) respondents living in the Six Council areas agree they understand the Council decision making process. Just over half (54%) agree that they would like to have more say in what the Council does, while four in ten (40%) agree that they have confidence that the Council makes decisions in the best interests of their city. Four in ten (40%) also say the public has an influence on the decisions the Council makes.

BUILT AND NATURAL ENVIRONMENT

Pride in look and feel of city/local area

Over three quarters (79%) of respondents living in the Six Council areas agree that their city/local area is a great place to live, responding with a rating of either *strongly agree* (27%) or *agree* (51%). Six in ten (60%) respondents living in the Six Council areas *strongly agree* or *agree* that they feel a sense of pride in the way their city or local area looks and feels.

The most frequently mentioned reasons given by those who feel a sense of pride are a *good overall lifestyle* (52%) and *parks, green or open spaces or gardens* (52%). This is followed by *natural environment is beautiful* (48%).

The two most frequently mentioned reasons for those who do not feel a sense of pride in their city's look and feel are *issues with transport system* (42%) and *crime and safety issues* (40%).

Ease of access to local park or other green space

The majority (90%) of respondents living in the Six Council areas find it very easy or easy to get to a local park or other green space in their city or local area.

Perceptions of issues in their local area

In the previous 12 months, over half (58%) of respondents living in the Six Council areas perceive graffiti or tagging

as a problem, 26% perceive air pollution to be a problem, (44%) felt that water pollution (including pollution in streams, rivers, lakes and in the sea) had been a problem and 40% perceived noise pollution to be a problem.

A new question was included in 2014 that asked about people begging on the street. Just under one third (30%) of respondents felt this had been a problem in their local area in the previous 12 months.

TRANSPORT

The majority (84%) of respondents living in the Six Council areas reported that their main form of transport is a car or van.

Frequency of use of public and private transport

One in five (21%) respondents living in the Six Council areas are regular users (twice a week or more often) of public transport. The majority (89%) of respondents living in the Six Council areas are regular users (twice a week or more often) of private transport.

Perceptions of public transport

Just over four in ten (42%) respondents living in the Six Council areas agree that public transport is affordable. Close to three quarters (72%) agree that public transport is safe, while a similar number (71%) agree that it is easy to get to. Almost half (47%) agree that public transport is reliable and over half (52%) agree that public transport is frequent.

ECONOMIC WELLBEING

Employment status

Just over half (53%) of respondents living in the Six Council areas are employed full time (for 30 hours or more a week). In addition to this 17% are in part-time work. One fifth (19%) are not in paid employment and are not looking for work, while 19% are not in paid employment but are looking for work.

Balance between work and other aspects of life

Six in ten (60%) respondents living in the Six Council areas are satisfied with the balance between work and other aspects of life.

Affordability and suitability of housing

Four in ten (42%) respondents living in the Six Council areas agree that their housing costs are affordable (housing costs include expenses like rent or mortgage, rates, house insurance and house maintenance). The majority (81%) agree that the type of house or apartment they live in suits their needs and needs of others in the household.

Ability to cover costs of everyday needs

One in ten (10%) respondents living in the Six Council areas say they have more than enough money. Three in ten (30%) say they have enough money, while over a third (36%) say they have just enough money. One in five (20%) respondents say they do not have enough money to meet their everyday needs.

2. RESEARCH DESIGN



RESEARCH DESIGN

2.1 BACKGROUND

The Quality of Life Survey is carried out every two years.

This is the second time the Quality of Life survey has been carried out using a sequential mixed methodology. Previous surveys (2010 and earlier) were carried out using Computer Assisted Telephone Interviewing (CATI). The move to a sequential mixed methodology in 2012 was in response to the relatively expensive nature of CATI and the decreasing number of households with landlines in New Zealand.

2.2 OVERVIEW OF METHOD AND SAMPLE

The full target population for the Quality of Life survey 2014 was people aged 18 years and over who reside in the participating local government areas:

- Auckland
- Hutt City
- Porirua
- Wellington
- Christchurch
- Dunedin

This report outlines results for the **Six Councils**. The total sample was 5,295.

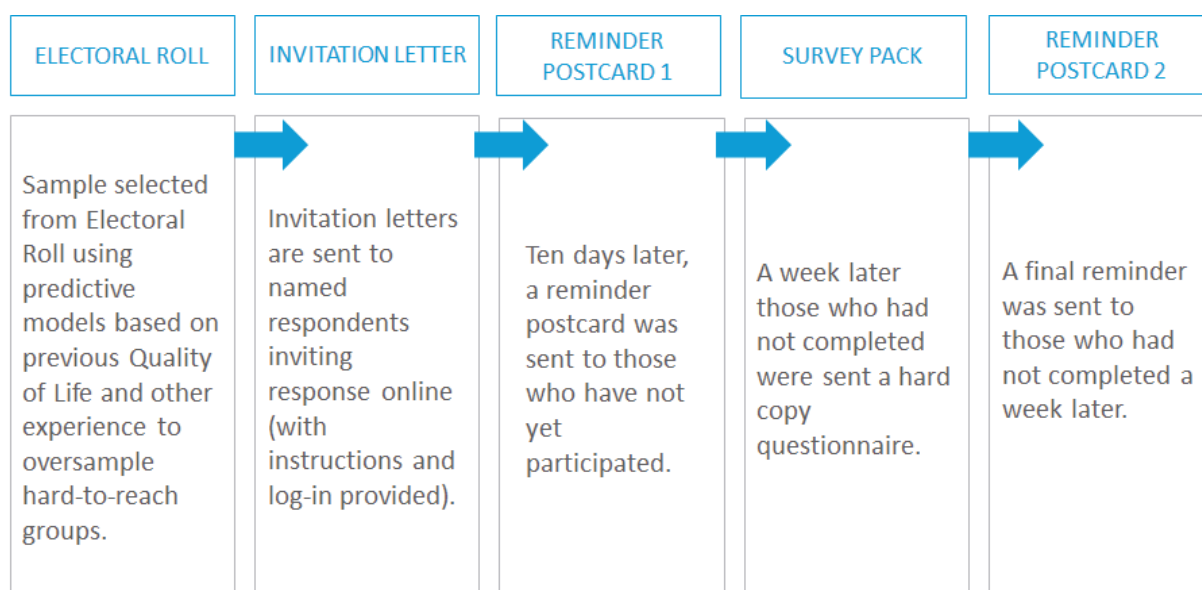
The Electoral Roll was used as the sampling frame, as it is the most comprehensive database of individuals in New Zealand.

The methodology was the same as selected for 2012, a sequential mixed methodology. This survey used a self-completion methodology, with respondents being encouraged to complete the survey online initially before being provided with a paper questionnaire. Under this method, all individuals on the Electoral Roll are eligible for selection (as opposed to just those who are successfully matched with a phone number – approx. 40% in the previous CATI surveys).

The research took place between 9 June when the first invitation letters were received and 28 July 2014 when the survey closed.

Full details of the survey methodology can be found in the Quality of Life Survey 2014 Technical Report.

An overview of the research process is shown on the next page.



2.3 RESPONSE TO SURVEY

A total of 21,136 respondents selected randomly from the Electoral Roll, 5,295 completed questionnaires were received. The response rate for this survey was 30%. This is calculated as the number of completed interviews as a proportion of total number of selections minus exclusions based on known outcomes (e.g. death, moved out of region, gone no address).

For further details on response rate and a breakdown by council area, please see the Research Design Section of the Quality of Life Technical Report.

Overall, 60% of the surveys were completed online and 40% were completed by hard copy.

The average completion time for the online survey was 23.8 minutes.

2.4 REPORTING

The following are notes regarding the analysis and reporting in this report:

Significant differences

Differences between council areas are only reported in those cases where the following two criteria are met:

- The difference between the result for the council area and the result for all other sub-groups is significant at the 95% confidence level. (That is, the total excludes the sub-group being compared to it).
- The raw difference in results for the council area and the result for all other sub-groups is greater than 5%.
- The base size is larger than 50 respondents.

For rating scale questions, significant differences are reported at top-two or bottom-two box level (e.g. for a scale of extremely good, good, neither poor nor good, poor and extremely poor, differences have been tested between sub-groups for *extremely good + good*).

For open ended questions, significant differences are shown for the top two or three responses (as outlined in the first chart commentary for that question).

For open ended questions only responses with 2% or more of respondents are shown in the charts, for full results to these questions see Appendix II in the Six Councils Report.

Any differences at top-two box level (or within the top-two of these most frequently mentioned responses for open ended questions) that are not mentioned in the commentary are not significant and greater than 5%.

Non-Auckland significant differences have not been reported.

A word on council area totals

The results for each city are sampled and weighted to be representative by age, ward/local board etc. It should be noted that within each council (particularly within Auckland with its large geographical boundary) there are a range of results that may differ significantly. For details of differences within council areas, please see individual council reports.

Netts

For those results charted in the report, netts are based on the rounded number shown in the charts, not the unrounded figures in the data tables. The unrounded net figures in the tables take into account decimal points, while the rounded numbers in the charts do not. In some cases, true netts might be one percentage point less than those actually reported.

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.

Ethnicity

In this report total ethnicity is reported rather than prioritised ethnicity (as was used in 2006 reports). This means a person who selected multiple ethnicities will be counted in more than one ethnic group and ethnicity percentages add to more than 100.

“Other specify” questions

Responses to “other specify” questions are split out based on codes that were included in the questionnaire and those that have been created based on the themes that emerged from respondents’ answers (when specifying an ‘other’ response).

2.5 MARGIN OF ERROR

All sample surveys are subject to sampling error. Based on a total sample size of 5,295 respondents, the results shown in this survey are subject to a maximum sampling error of plus or minus 1.4% at the 95% confidence level. That is, there is a 95% chance that the true population value of a recorded figure of 50% actually lays between 48.6% and 51.4%. As the sample figure moves further away from 50%, so the error margin will decrease.

The maximum margin of error for each of the cities is:

Location	Sample Target	Sample Achieved	Maximum margin of error (95% level of confidence)
Auckland	2,000	2,441	± 2.0%
Hutt City	500	569	± 4.1%
Porirua	500	611	± 4.0%
Wellington	500	647	± 3.9%
Christchurch	500	488	± 4.5%
Dunedin	500	539	± 4.2%
Total Six Councils	4,500	5,295	± 1.3%

3. QUALITY OF LIFE



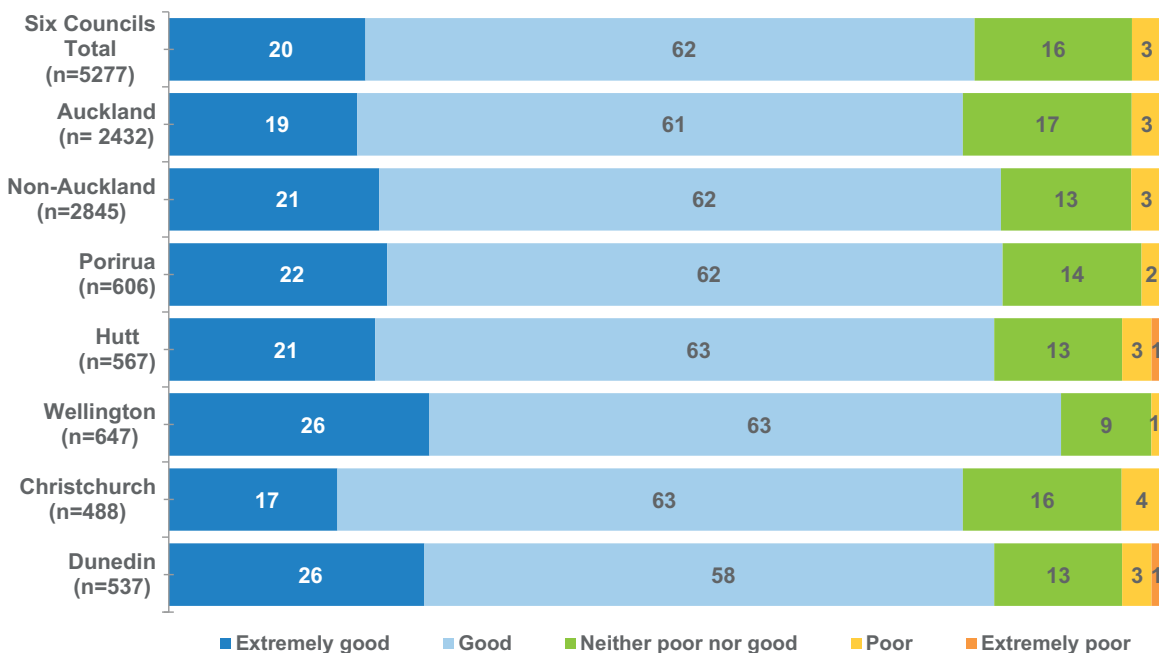
QUALITY OF LIFE

This section details the overall quality of life of respondents within the Six Council areas and how it has changed in the past 12 months.

3.1 OVERALL QUALITY OF LIFE

The majority (82%) of the respondents in the Six Council areas rate their overall quality of life positively, with 20% rating it as *extremely good* and 62% as *good*.

Figure 3.1: Perception of quality of life (%)



Base: All Respondents (excluding not answered)

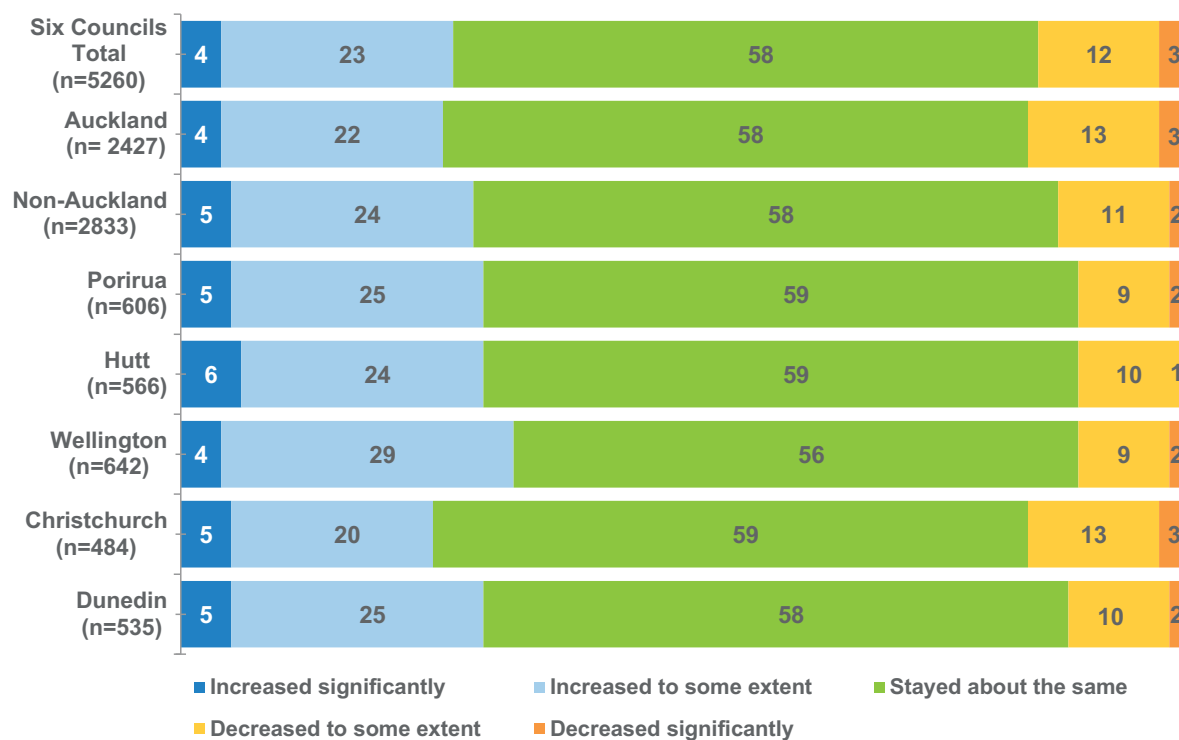
Those more likely to rate their quality of life positively (*extremely good* or *good*) are:

- Living in Wellington (89%).

3.2 QUALITY OF LIFE COMPARED TO 12 MONTHS EARLIER

Just over a quarter (27%) of respondents living in the Six Council areas felt their quality of life has increased compared with 12 months ago.

Figure 3.2: Quality of Life compared to 12 months ago (%)



Base: All Respondents (excluding not answered)

Those more likely to say their quality of life has increased (*increased significantly or increased to some extent*) compared to twelve months ago are:

- Living in Wellington (33%).

4. HEALTH AND WELLBEING



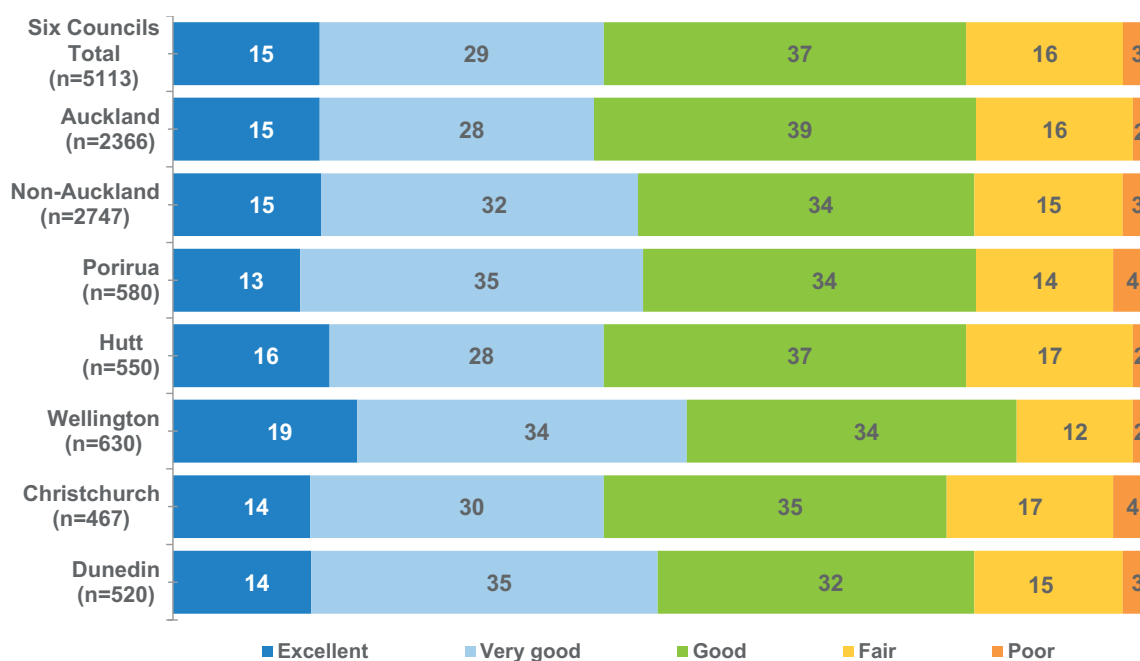
HEALTH AND WELLBEING

This section reports on respondents' perceptions of their general health and wellbeing, their frequency of exercise and physical activity and respondents' perceptions of their emotional wellbeing.

4.1 OVERALL HEALTH

Eight in ten (81%) of the respondents living in the Six Council areas rate their health positively, responding with a rating of either *excellent* (15%), *very good* (29%), or *good* (37%).

Figure 4.1: Overall health (%)



Base: All Respondents (excluding not answered)

Those more likely to rate their health positively (*excellent*, *very good* or *good*) are:

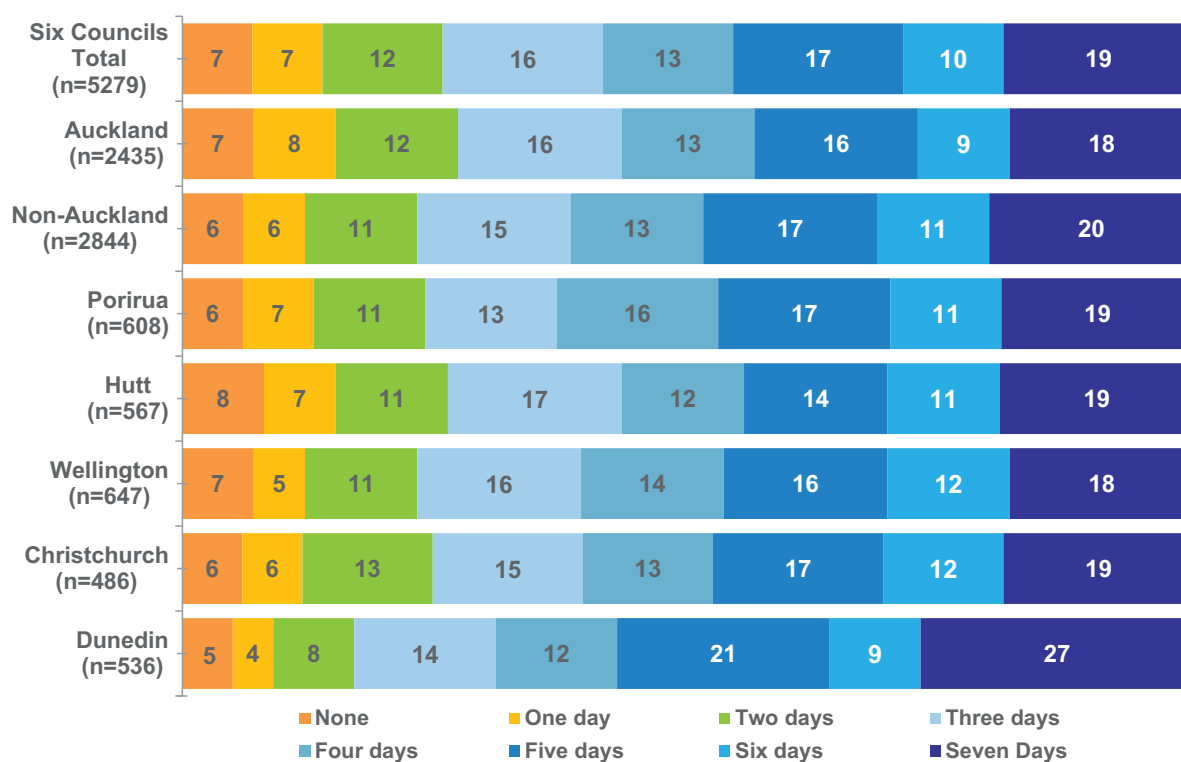
- Living in Wellington (87%).

4.2 FREQUENCY OF DOING PHYSICAL ACTIVITY

Respondents were asked to indicate how many days in the previous week they had been 'active'. Being active was defined as doing 15 minutes or more of vigorous activity (activity which makes you breathe a lot harder than normal), or 30 minutes or more of moderate exercise (e.g. brisk walking).

Just under half (46%) of the total respondents reported they had been active on five or more days in the week prior to the survey.

Figure 4.2: Frequency of doing physical activity (%)



Base: All Respondents (excluding not answered)

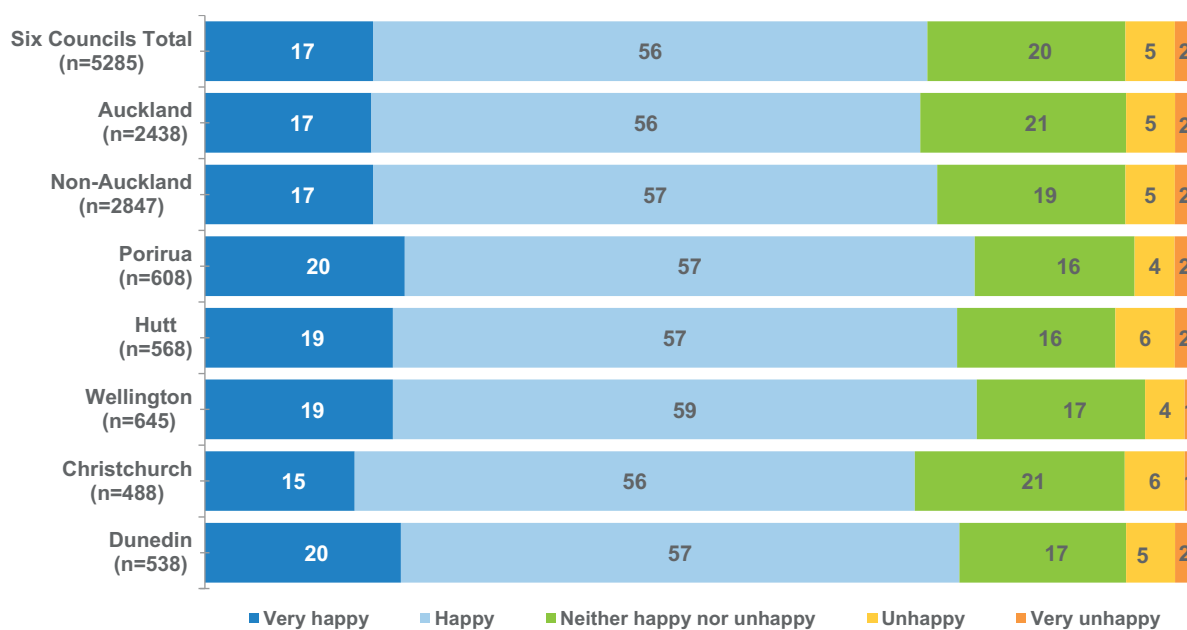
Those more likely to rate say they had been active five or more days in the week prior to the survey were:

- Living in Dunedin (57%).

4.3 EMOTIONAL WELLBEING

Nearly three quarters (73%) of respondents living in the Six Council areas stated that they were in general *very happy* (17%) or *happy* (56%) 'these days'.

Figure 4.3: Rating of happiness these days (%)



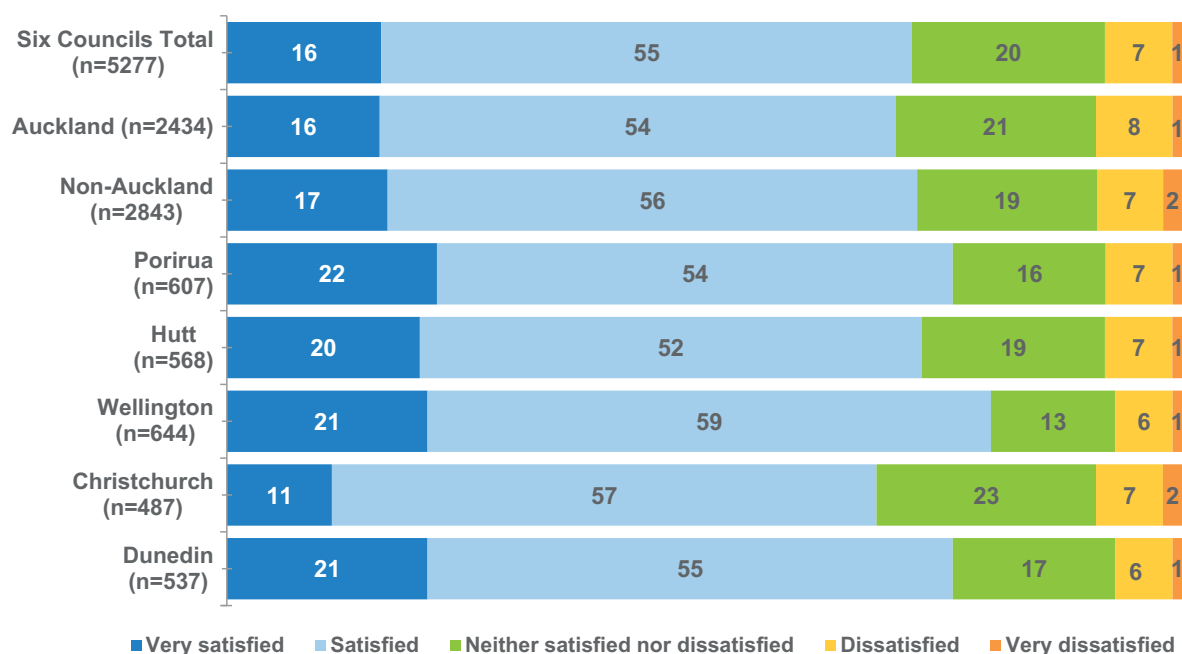
Base: All Respondents (excluding not answered)

There are no statistically significant differences by location.

4.4 SATISFACTION WITH LIFE IN GENERAL

Respondents were asked 'taking everything into account, how satisfied or dissatisfied are you with your life in general these days?' Just under three quarters (71%) of respondents are satisfied with their life in general, responding with a rating of either *very satisfied* (16%) or *satisfied* (55%).

Figure 4.4: Satisfaction with life in general (%)



Base: All Respondents (excluding not answered)

Those more likely to be satisfied with their life in general (*very satisfied* or *satisfied*) are:

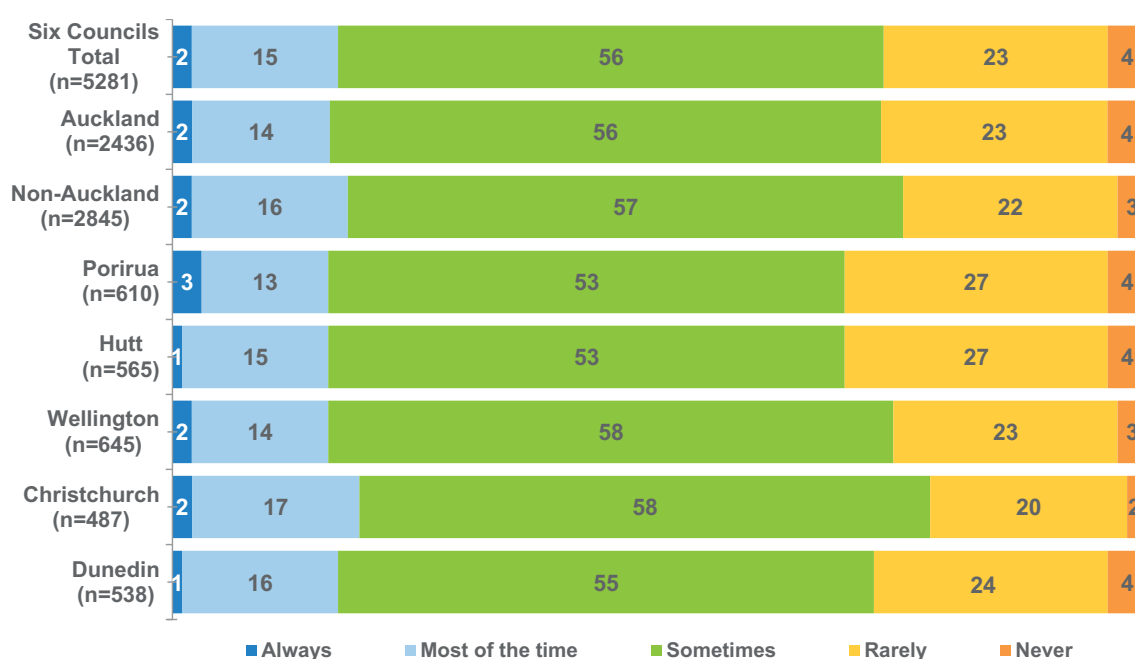
- Living in Wellington (80%).

4.5 STRESS

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

Almost one in five (17%) of the Six Council areas' respondents stated they had regularly experienced stress that had a negative impact on them, with 2% experiencing stress *always* and 15% experiencing stress *most of the time*.

Figure 4.5: Frequency of experiencing stress (%)



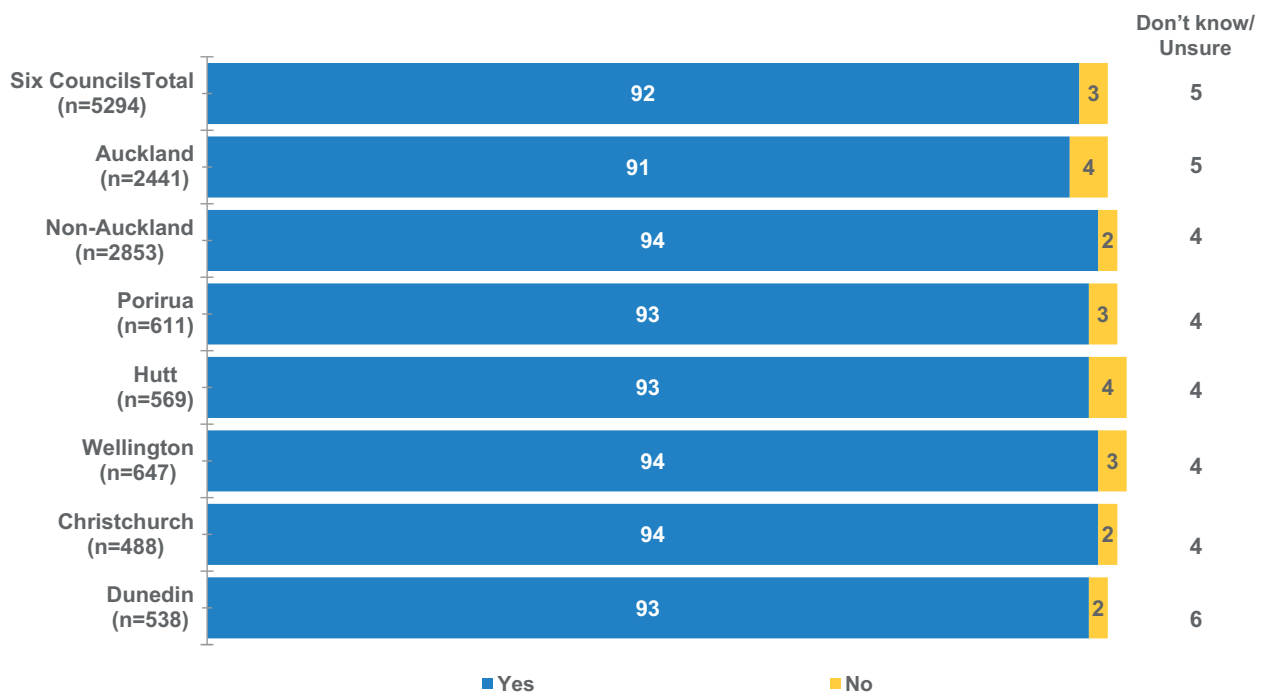
Base: All Respondents (excluding not answered)

There are no statistically significant differences by location.

4.6 AVAILABILITY OF SUPPORT

The majority (92%) of respondents living in the Six Council areas say they have someone to turn to for help if they were faced with a serious illness or injury, or needed emotional support during a difficult time.

Figure 4.6: Availability of support (%)



Base: All Respondents (excluding not answered)

There are no statistically significant differences by location.

5. CRIME AND SAFETY



CRIME AND SAFETY

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

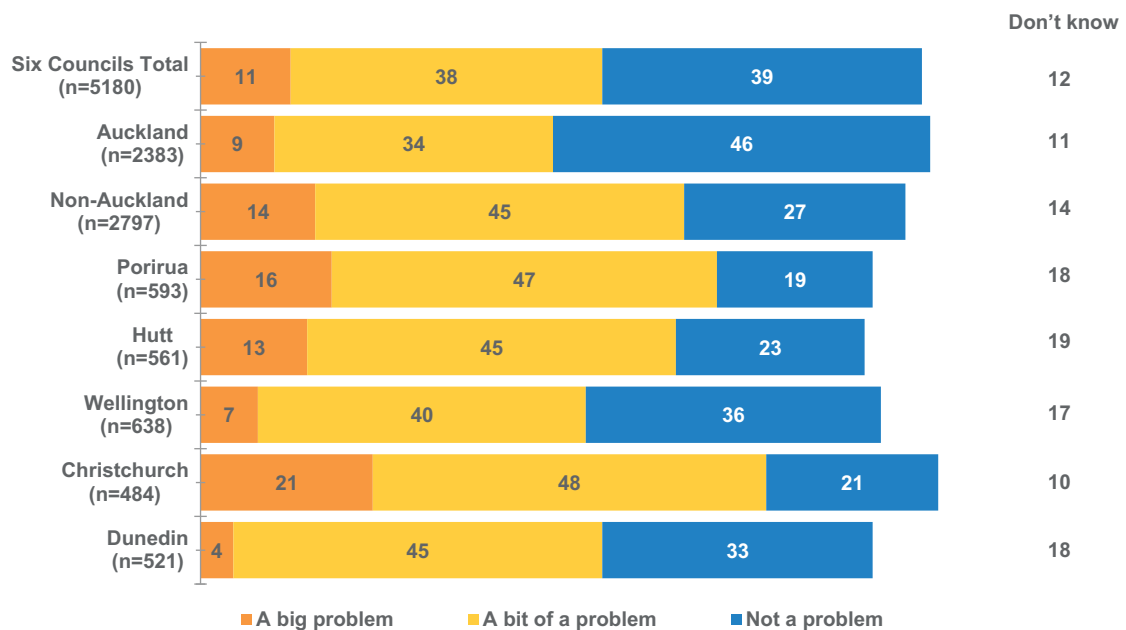
5.1 PERCEPTION OF ISSUES IN LOCAL AREA IN PREVIOUS 12 MONTHS

Respondents were asked to indicate the extent to which a list of 11 possible issues had been a problem in their local area in the previous 12 months. Results for six issues are reported here (i.e., vandalism, dangerous driving, car theft and damage to cars, people you feel unsafe to be around, alcohol and drug problems and people begging in the street). The rest are reported in Section 8: Built and Natural Environment.

Vandalism

Half (49%) of the respondents living in the Six Council areas view vandalism as a problem within their area over the last 12 months, with 11% indicating it is *a big problem* and a further 38% indicating it is *a bit of a problem* in their area.

Figure 5.1.1: Vandalism as a problem (%)



Base: All Respondents (excluding not answered)

Wrong chart was inserted

Those more likely to have rated vandalism as a problem (*a big problem* or *a bit of a problem*) are:

- Living in Christchurch (69%)
- Living in Porirua (63%)

- Living in Hutt City (58%).

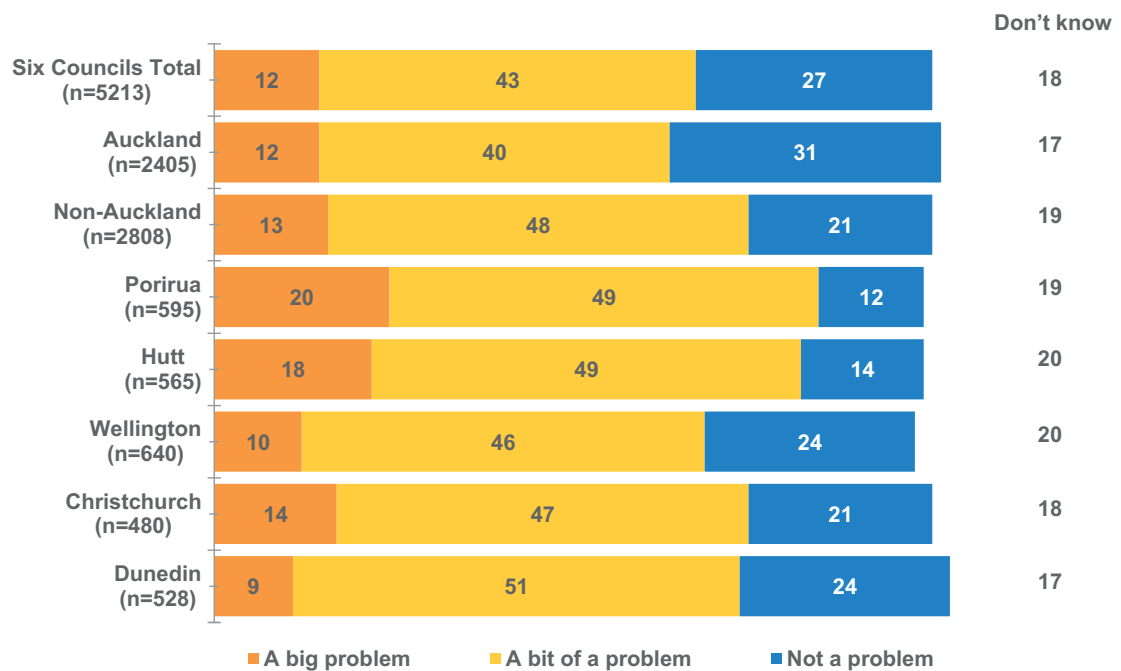
Those *less* likely to have rated vandalism as a problem (*not a problem*) are:

- Living in Auckland (43%).

Car theft, damage to cars or theft from cars

Just over half (55%) of respondents living in the Six Council areas view car theft or damage to cars as a problem within their area over the last 12 months, with 12% indicating it is *a big problem* and a further 43% indicating it is *a bit of a problem* in their area.

Figure 5.1.2: Car theft or damage to cars as a problem (%)



Base: All Respondents (excluding not answered)

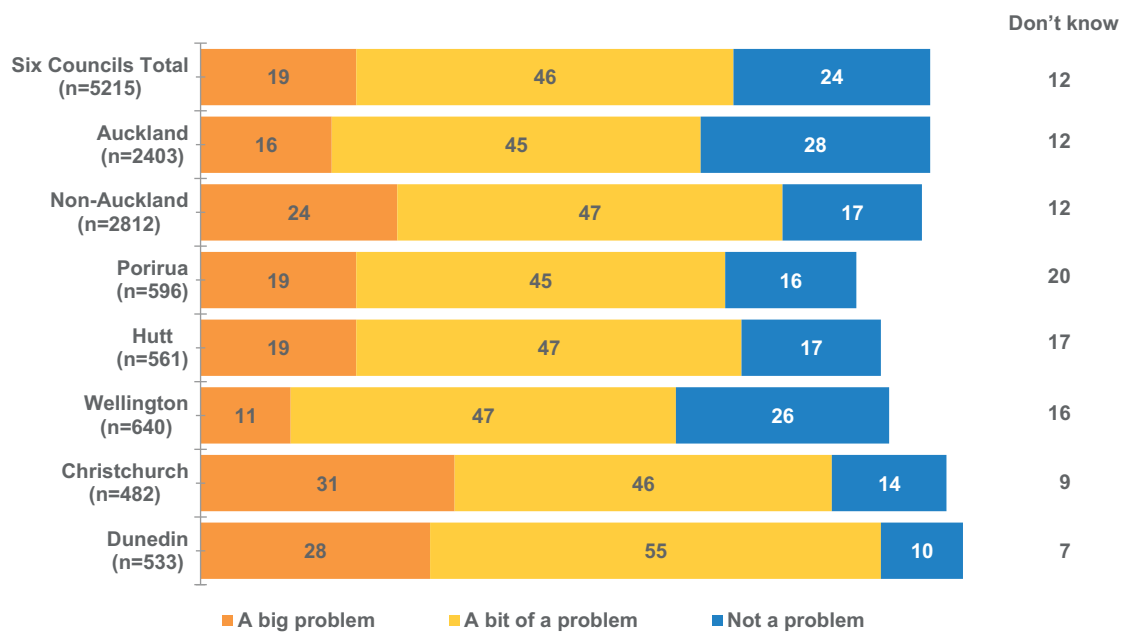
Those more likely to view car theft or damage to cars as a problem (*a big problem* or *a bit of a problem*) are:

- Living in Porirua (69%)
- Living in Hutt (67%)

Dangerous driving

Two thirds (65%) of respondents living in the Six Council areas view dangerous driving, including drink driving and speeding, as a problem within their area over the last 12 months, with 19% indicating it is *a big problem* and a further 46% indicating it is *a bit of a problem* in their area.

Figure 5.1.3: Dangerous driving as a problem (%)



Base: All Respondents (excluding not answered)

Those more likely to view dangerous driving as a problem (*a big problem* or *a bit of a problem*) are:

- Living in Dunedin (83%)
- Living in Christchurch (77%).

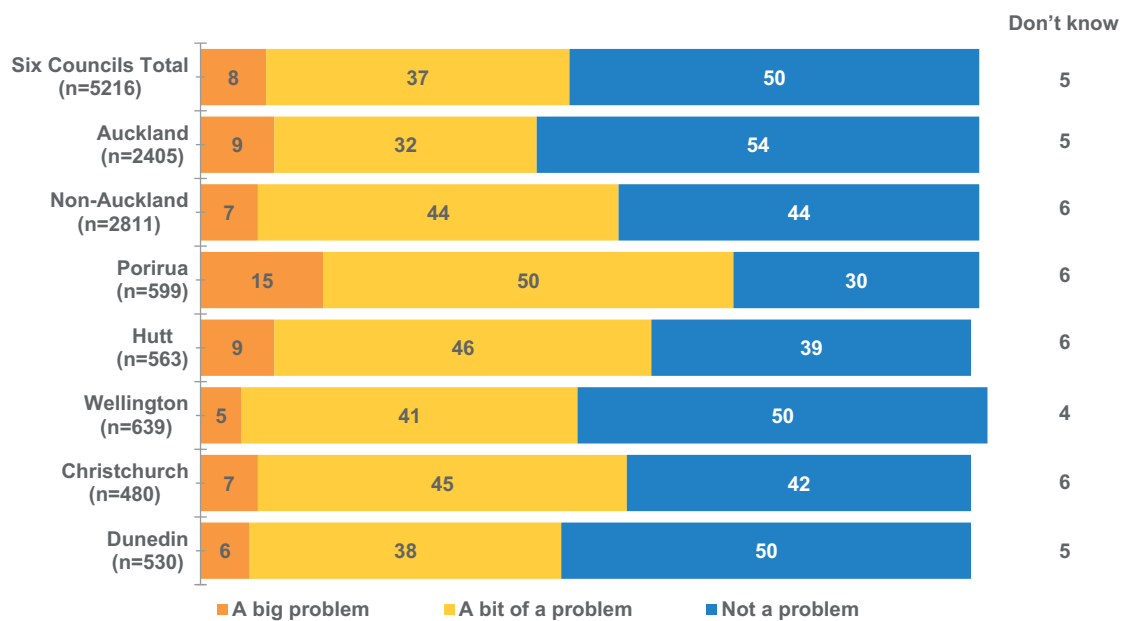
Those *less* likely to view dangerous driving as a problem (*a big problem* or *a bit of a problem*) are:

- Living in Wellington (58%).

Presence of people you feel unsafe around

Nearly half (45%) of the respondents living in the Six Council areas felt that the presence of people they felt unsafe around (because of attitude or appearance) had been a problem in their area in the last 12 months, with 8% indicating it is *a big problem* and a further 37% indicating it is *a bit of a problem* in their area.

Figure 5.1.4: Perception of presence of unsafe people (%)



Base: All Respondents (excluding not answered)

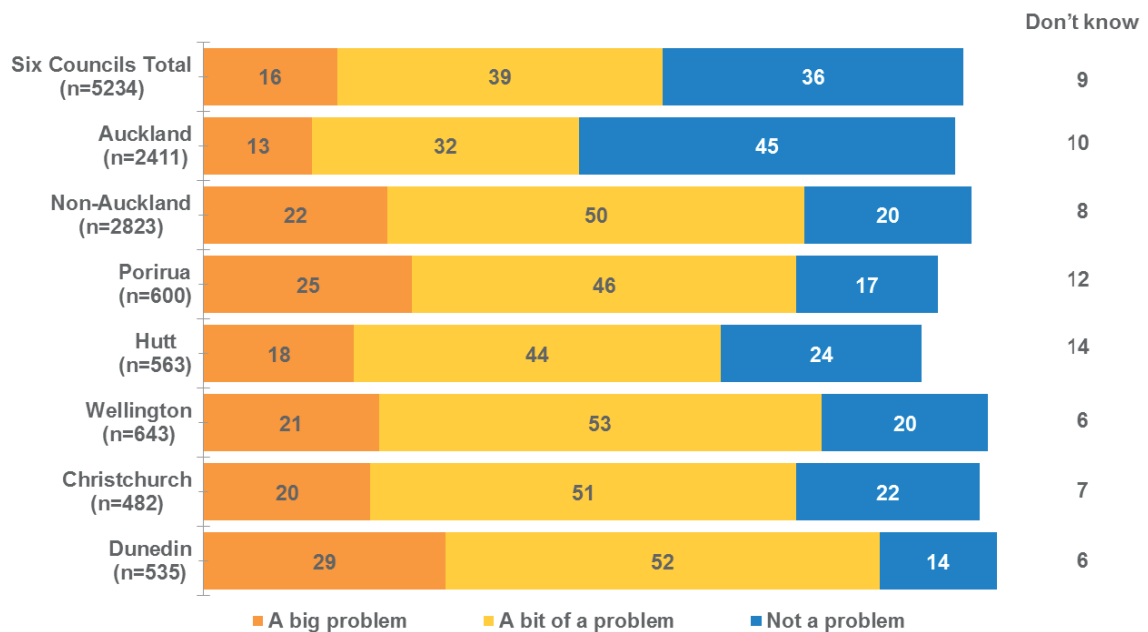
Those more likely to perceive the presence of unsafe people as a problem (*a big problem* or *a bit of a problem*) are:

- Living in Porirua (65%)
- Living in Hutt City (55%)
- Living in Christchurch (52%).

Alcohol or drug problems

Just over half (55%) of respondents living in the total Six Council areas perceive alcohol or drugs (or anti-social behaviour associated with the consumption of alcohol) to be a problem in their area over the last 12 months, with 16% indicating it had been *a big problem* and a further 39% indicating it had been *a bit of a problem* in their area.

Figure 5.1.5: Alcohol or drug problems (%)



Base: All Respondents (excluding not answered)

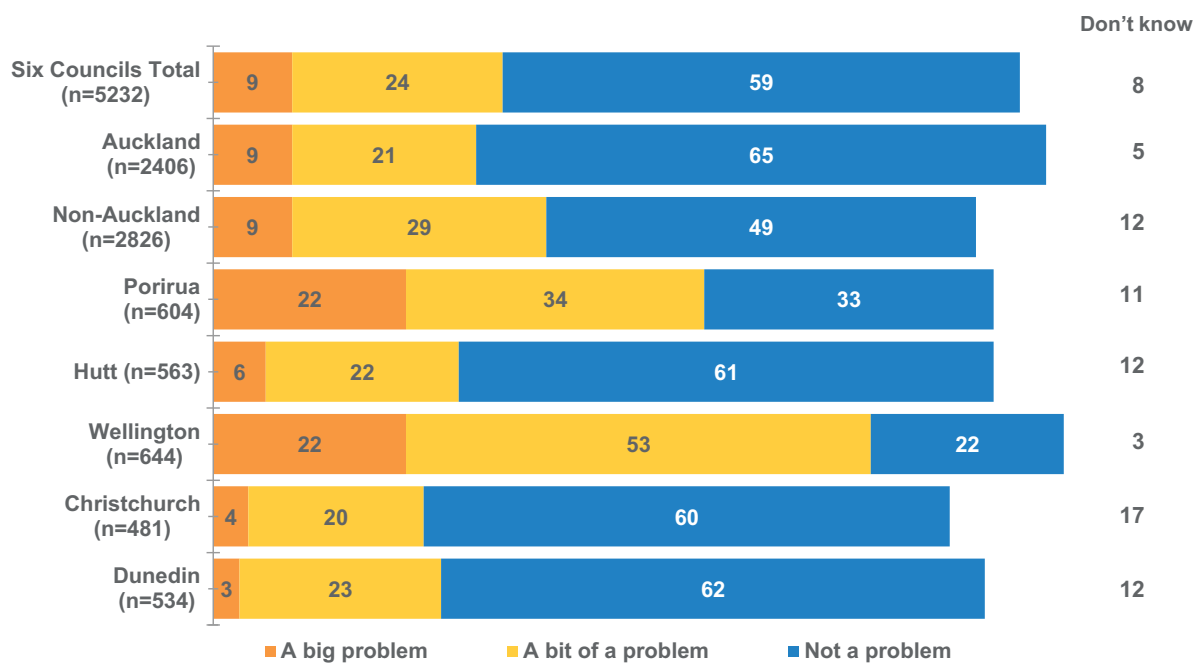
Those more likely to view alcohol or drugs as a problem (*a big problem* or *a bit of a problem*) are:

- Living in Dunedin (81%)
- Living in Wellington (74%)
- Living in Christchurch (71%)
- Living in Porirua (71%)
- Living in Hutt City (62%).

People begging in the street

A third (33%) of respondents living in the Six Council areas perceive people begging on the street to be a problem in their area over the last 12 months, with 9% indicating it is *a big problem* and a further 24% indicating it is *a bit of a problem* in their area.

Figure 5.1.6: People begging on the street (%)



Base: All Respondents (excluding not answered)

Those more likely to view people begging on the street as a problem (*a big problem* or *a bit of a problem*) are:

- Living in Wellington (75%)
- Living in Porirua (56%).

Those *less* likely to view people begging on the streets as a problem (*a big problem* or *a bit of a problem*) are:

- Living in Christchurch (24%)
- Living in Dunedin (26%)
- Living in Hutt City (28%).

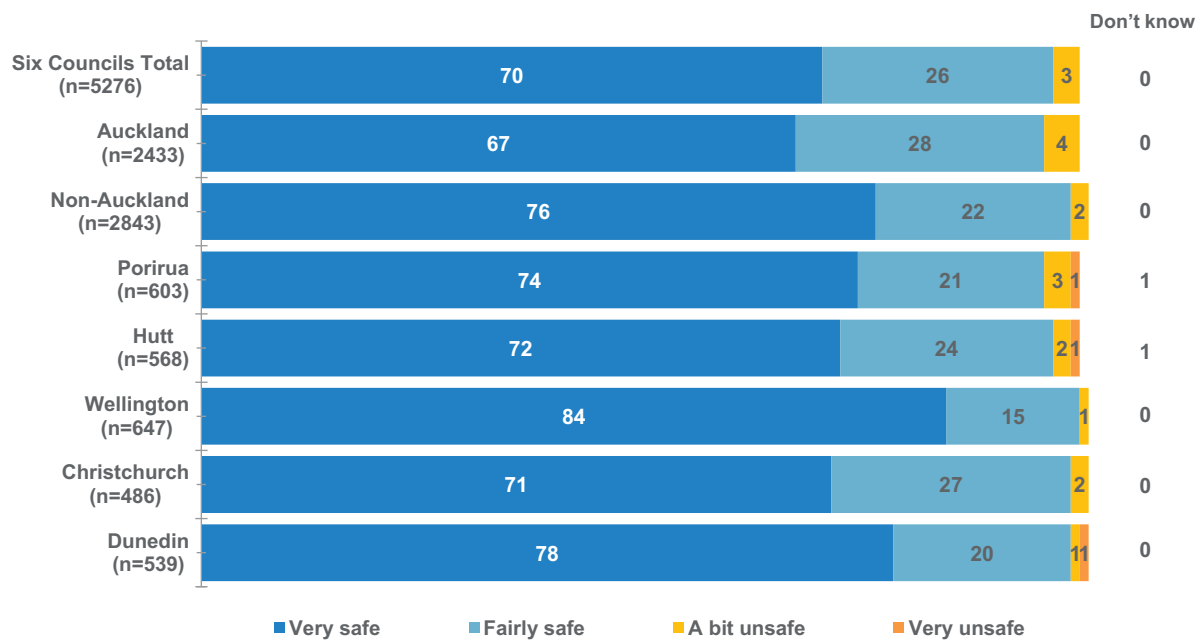
5.2 SENSE OF SAFETY

Respondents were asked to rate their perceptions of safety in five different environments. The five different environments that respondents rated for safety were 'in your home during the day', 'in your home after dark', 'walking alone in your neighbourhood after dark', 'in your city centre during the day' and 'in your city centre after dark'.

In own home during the day

Almost all (96%) respondents living in the Six Council areas feel safe in their home during the day, responding with a rating of *very safe* (70%) or *fairly safe* (26%).

Figure 5.2.1: Sense of safety in your home during the day (%)



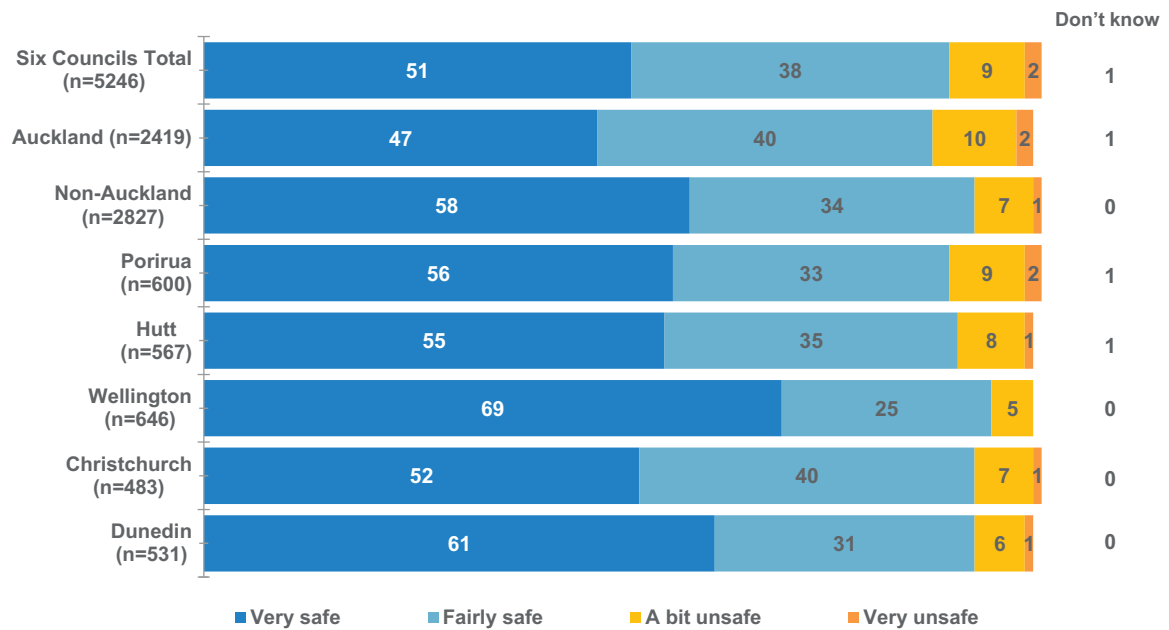
Base: All Respondents (excluding not answered)

There are no statistically significant differences by location.

In own home after dark

Nine in ten (89%) respondents living in the Six Council areas feel safe in their home after dark, responding with a rating of *very safe* (51%) or *fairly safe* (38%).

Figure 5.2.2: Sense of safety in your home after dark (%)



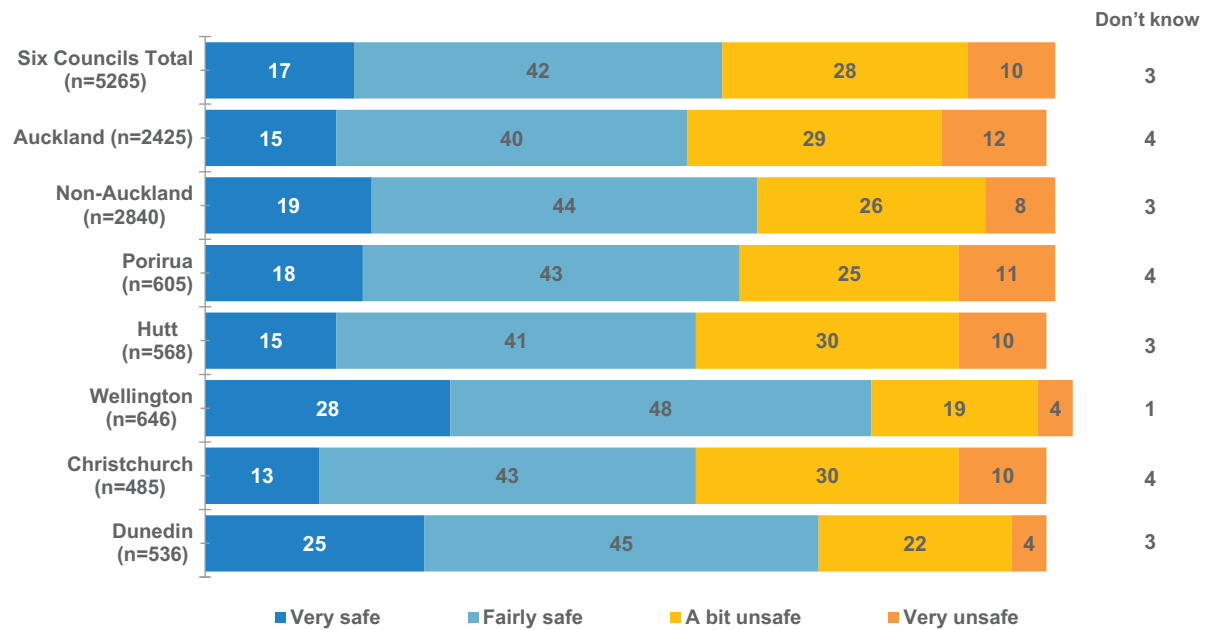
Base: All Respondents (excluding not answered)

There are no statistically significant differences by location for respondents in the Six Council areas for feeling safe in their home after dark.

Walking alone in neighbourhood after dark

Six in ten (59%) respondents living in the Six Council areas feel safe walking alone in their neighbourhood after dark, responding with a rating of *very safe* (17%) or *fairly safe* (42%).

Figure 5.2.3: Sense of safety walking alone in your neighbourhood after dark (%)



Base: All Respondents (excluding not answered)

Those who are more likely to feel safe (*very safe* or *fairly safe*) are:

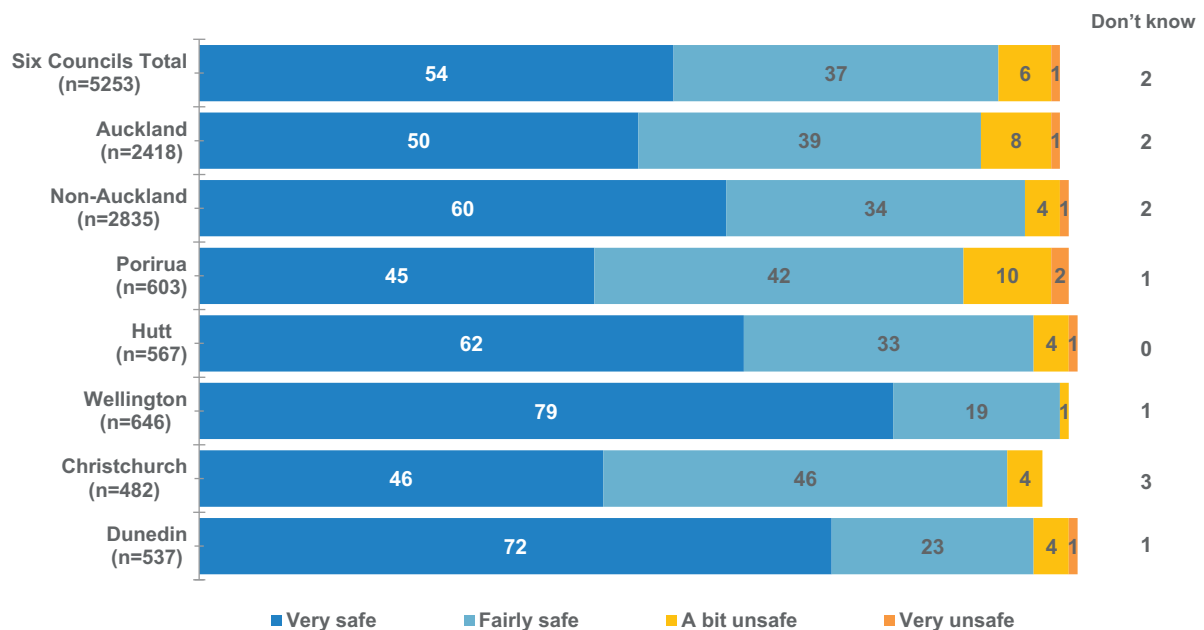
- Living in Wellington (76%)
- Living in Dunedin (70%).

In city centre during the day

Respondents were asked which area they regard as their 'city centre'. A wide range of responses was collected with many indicating their local shopping centre.

The majority (91%) of respondents living in the Six Council areas feel safe in their city centre during the day, responding with a rating of *very safe* (54%) or *fairly safe* (37%).

Figure 5.2.4: Sense of safety in your city centre during the day (%)



Base: All Respondents (excluding not answered)

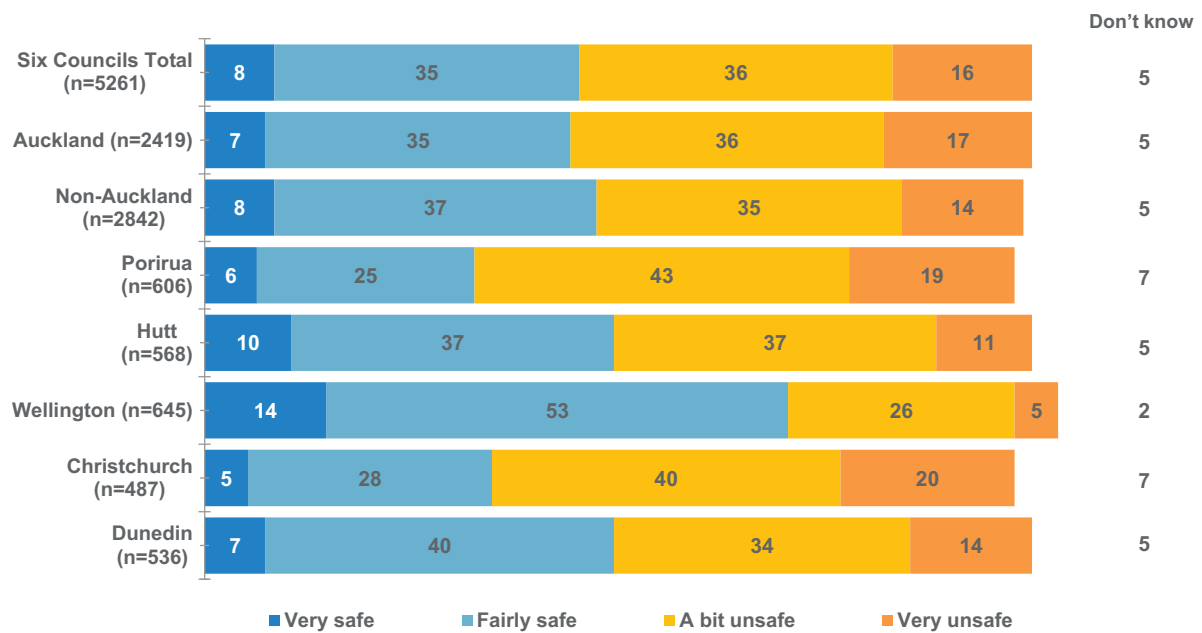
Those more likely to feel safe (*very safe* or *fairly safe*) are:

- Living in Wellington (98%)
- Living in Dunedin (95%).

In city centre after dark

Just over four in ten (43%) respondents living in the Six Council areas feel safe in their city centre after dark, responding with a rating of *very safe* (8%) or *fairly safe* (35%).

Figure 5.2.5: Sense of safety in your city centre after dark (%)



Base: All Respondents (excluding not answered)

Those more likely to feel safe (*very safe* or *fairly safe*) are:

- Living in Wellington (67%).

Those *less* likely to feel safe (*very safe* or *fairly safe*) are:

- Living in Porirua (31%)
- Living in Christchurch (33%).

6. COMMUNITY, CULTURE AND SOCIAL NETWORKS



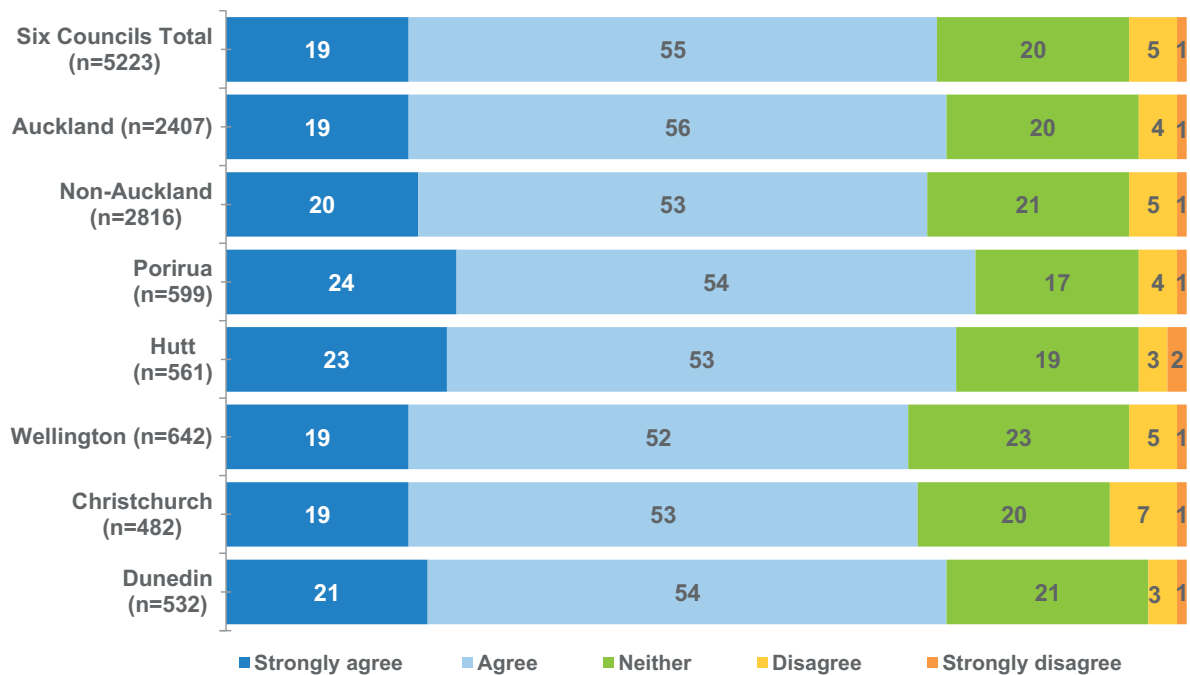
COMMUNITY, CULTURE AND SOCIAL NETWORKS

This section reports on respondents' feeling of connectedness within their community, their perceptions of the impacts of increased ethnic and cultural diversity in their local area, their social networks, and how they felt their local arts scene rated.

6.1 SENSE OF COMMUNITY

Three quarters (74%) of respondents living in the Six Council areas agree it is important to feel a sense of community with the people in their local neighbourhood, responding with a rating of *strongly agree* (19%) or *agree* (55%).

Figure 6.1.1: Importance of sense of community (%)

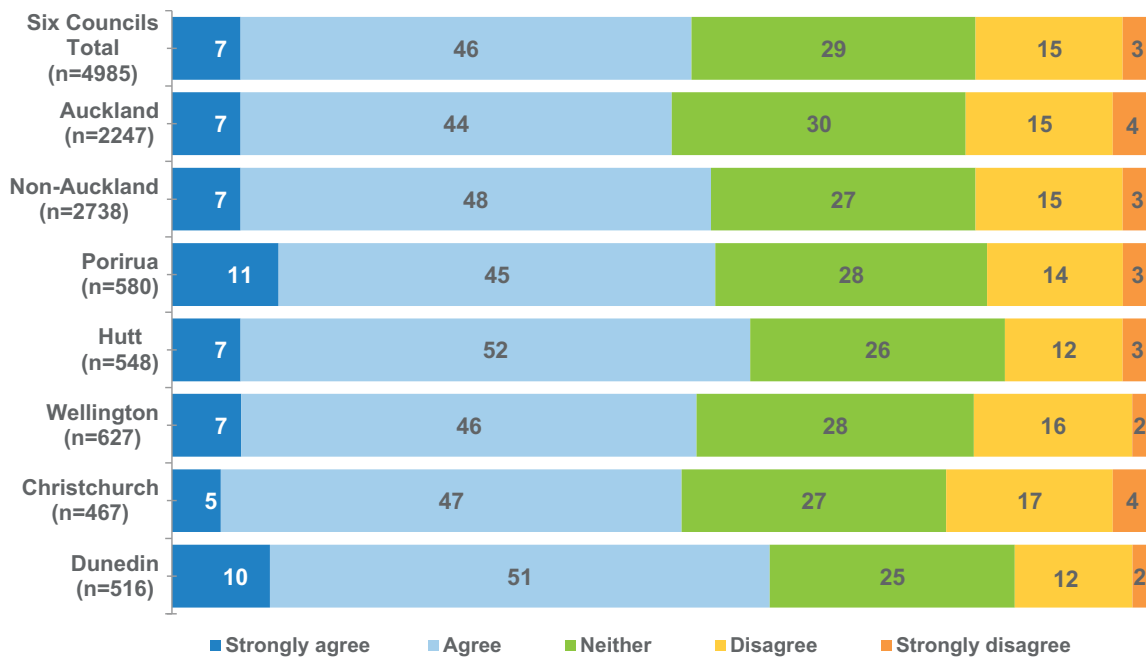


Base: All Respondents (excluding not answered)

There are no significant differences by location.

Just over half (53%) of the respondents living in the Six Council areas agree they actually feel a sense of community with others in their local neighbourhood, with 7% agreeing strongly and 46% agreeing.

Figure 6.1.2: Feel a sense of community (%)



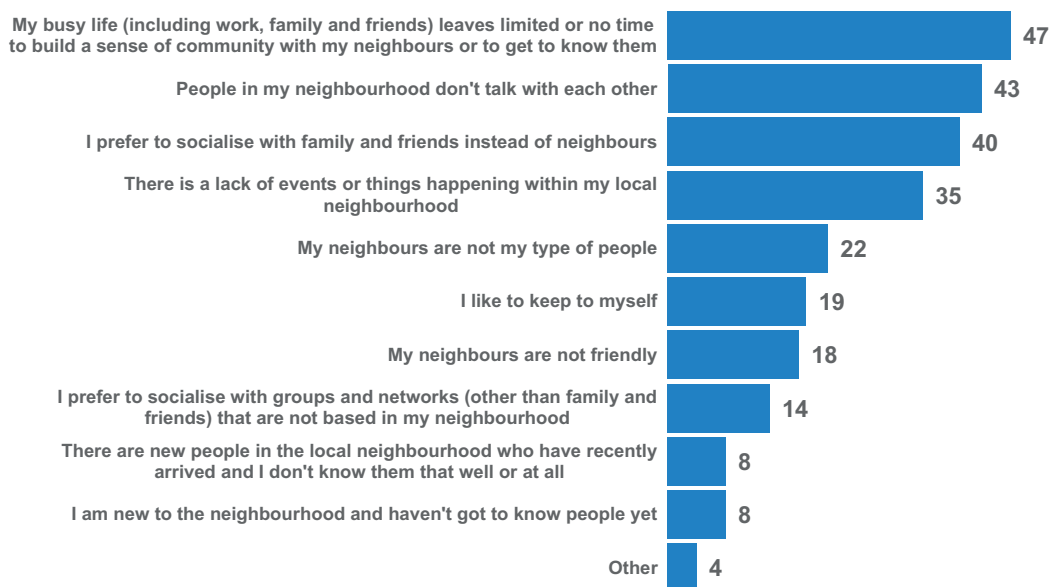
Base: All Respondents (excluding not answered)

Those more likely to feel a sense of community (*strongly agree or agree*) are:

- Living in Dunedin (61%)
- Living in Hutt (59%).

The most frequently mentioned reason for feeling a lack of sense of community is having a *busy life* (47%). This is followed by *people in the neighbourhood don't talk with each other* (43%) and a preference for socialising *with family and friends instead of neighbours* (40%).

Figure 6.1.3: Most common reasons for a lack of sense of community (%)



Base: Those who do not feel a sense of community (excluding not answered) n=886

Multiple response question. Percentages will sum to more than 100%.

Table 6.1: Most common reasons for a lack of sense of community (%)

	Six Councils Total (n=886)	Auckland (n=414)	Non-Auckland (n=472)	Porirua (n=94)	Hutt (n=86)	Wellington (n=112)	Christchurch (n=98)	Dunedin (n=82)
My busy life (including work, family and friends) leaves limited or no time to build a sense of community with my neighbours or to get to know them	47	46	48	36	42	43	55	42
People in my neighbourhood don't talk with each other	43	45	39	46	49	36	37	41
I prefer to socialise with family and friends instead of neighbours	40	41	39	30	33	46	40	34
There is a lack of events or things happening within my local neighbourhood	35	35	35	30	44	34	38	20
My neighbours are not my type of people	22	23	22	19	15	16	25	27
I like to keep to myself	19	17	23	17	22	27	22	21
My neighbours are not friendly	18	19	16	12	15	11	18	21
I prefer to socialise with groups and networks (other than family and friends) that are not based in my neighbourhood	14	13	16	16	17	20	16	8
There are new people in the local neighbourhood who have recently arrived and I don't know them that well or at all	8	8	9	8	9	7	10	7
I am new to the neighbourhood and haven't got to know people yet	8	6	11	12	8	13	12	9
Other	4	4	4	8	3	4	4	0

Base: Those who do not feel a sense of community (excluding not answered) n=886

Those *less* likely to mention *I prefer to socialise with family and friends instead of neighbours* are:

- Living in Porirua (30%, compared with the Six Councils total of 40%).

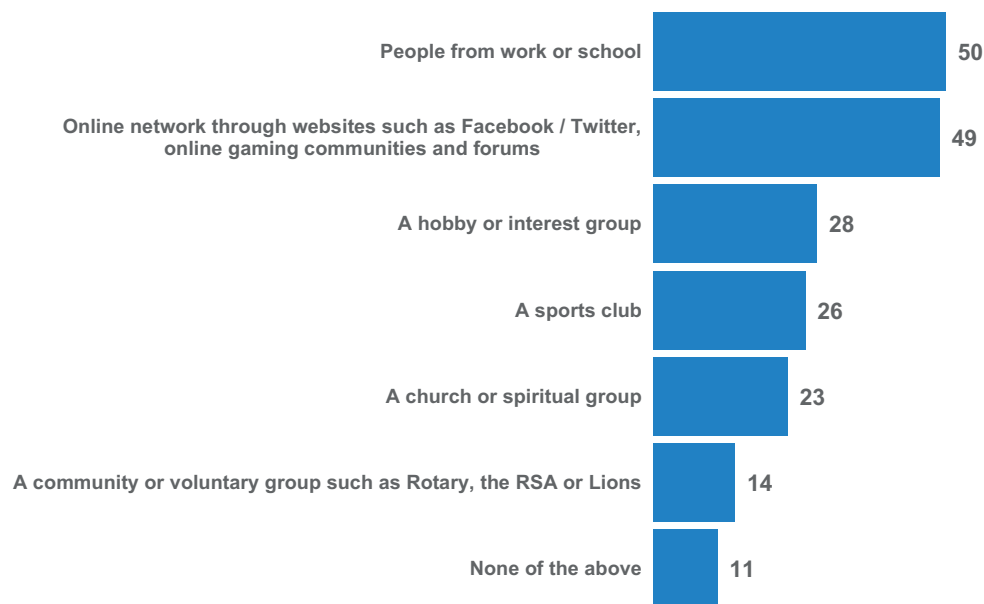
Those *less* likely to mention having a *busy life* are:

- Living in Porirua (36%, compared with the Six Councils total of 47%).

6.2 SOCIAL NETWORKS

The most commonly mentioned social networks that respondents living in the Six Council areas belong to are *people from work or school* (50%) and *online network through websites such as Facebook / Twitter, online gaming communities and forums* (49%).

Figure 6.2: Social networks and groups belonging to (%)



Base: All Respondents (excluding not answered) n=5278

Multiple response question. Percentages will sum to more than 100%.

Table 6.2: Social networks and groups belonging to (%)

	Six Councils Total (n=5278)	Auckland (n=2435)	Non-Auckland (n=2843)	Porirua (n=610)	Hutt (n=569)	Wellington (n=645)	Christchurch (n=484)	Dunedin (n=535)
People from work or school	50	49	50	49	47	57	47	50
Online network through websites such as Facebook / Twitter, online gaming communities and forums	49	49	51	47	48	59	49	44
A hobby or interest group	28	27	30	27	31	31	28	31
A sports club	26	25	26	29	28	24	26	28
A church or spiritual group	23	26	18	26	25	16	18	16
A community or voluntary group such as Rotary, the RSA or Lions	14	14	14	16	20	15	12	15
None of the above	11	10	12	10	10	8	15	11

Base: All Respondents (excluding not answered) n=5278

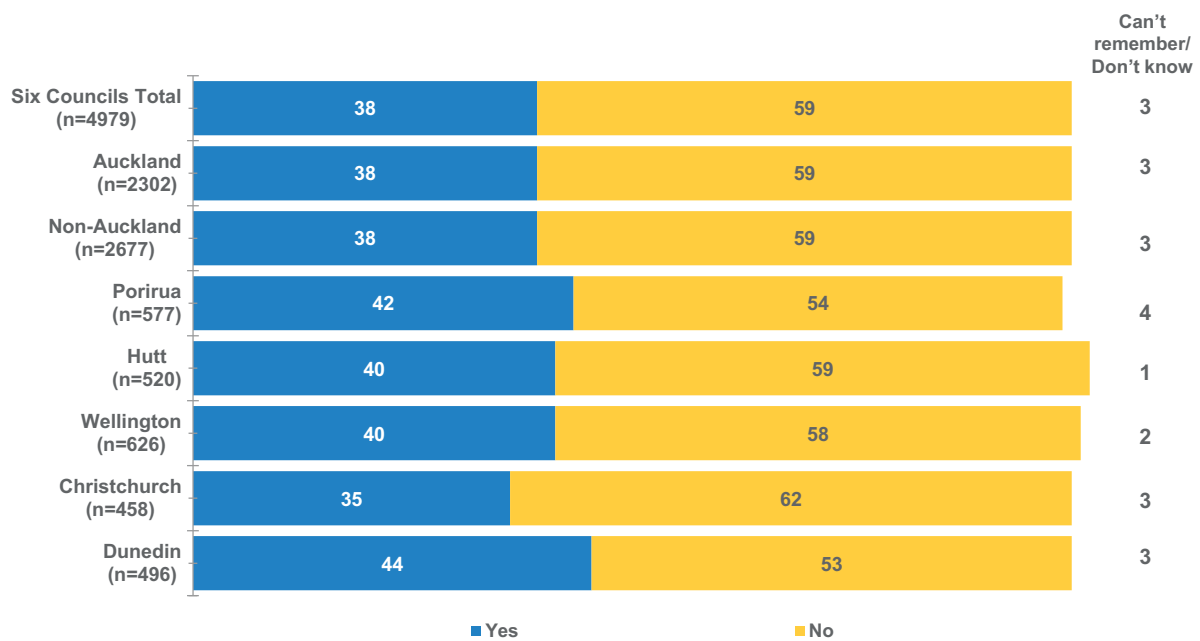
Those more likely to mention they belong to a network of *people from work or school* are:

- Living in Wellington (57%, compared with the Six Councils total of 50%).

6.3 CONTACT WITH PEOPLE IN THE NEIGHBOURHOOD

Within the last 12 months, over a third (38%) of all respondents living in the Six Council areas stated they had strong positive contact such as support or close friendship with people in their neighbourhood (e.g. having BBQs or drinks together).

Figure 6.3.1: Strong positive contact with neighbourhood people (%)

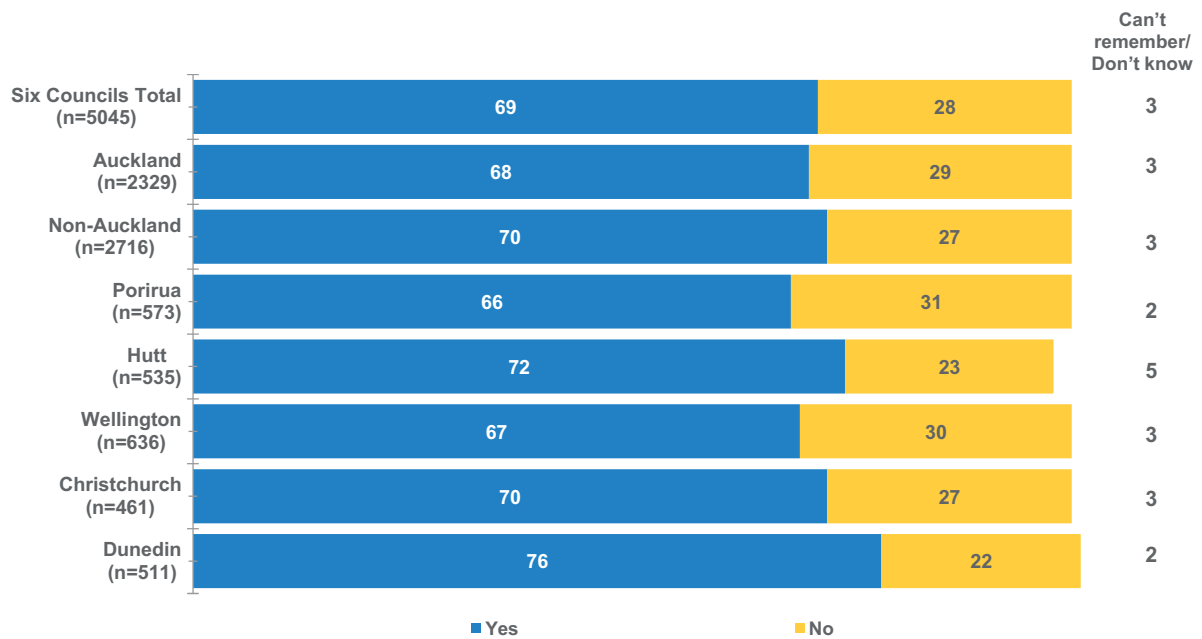


Base: All Respondents (excluding not answered)

There are no significant differences by location.

Within the last 12 months, over two thirds (69%) of respondents living in the Six Council areas had positive contact such as a visit, or asking each other for small favours with people in their neighbourhood.

Figure 6.3.2: Positive contact with neighbourhood people (%)



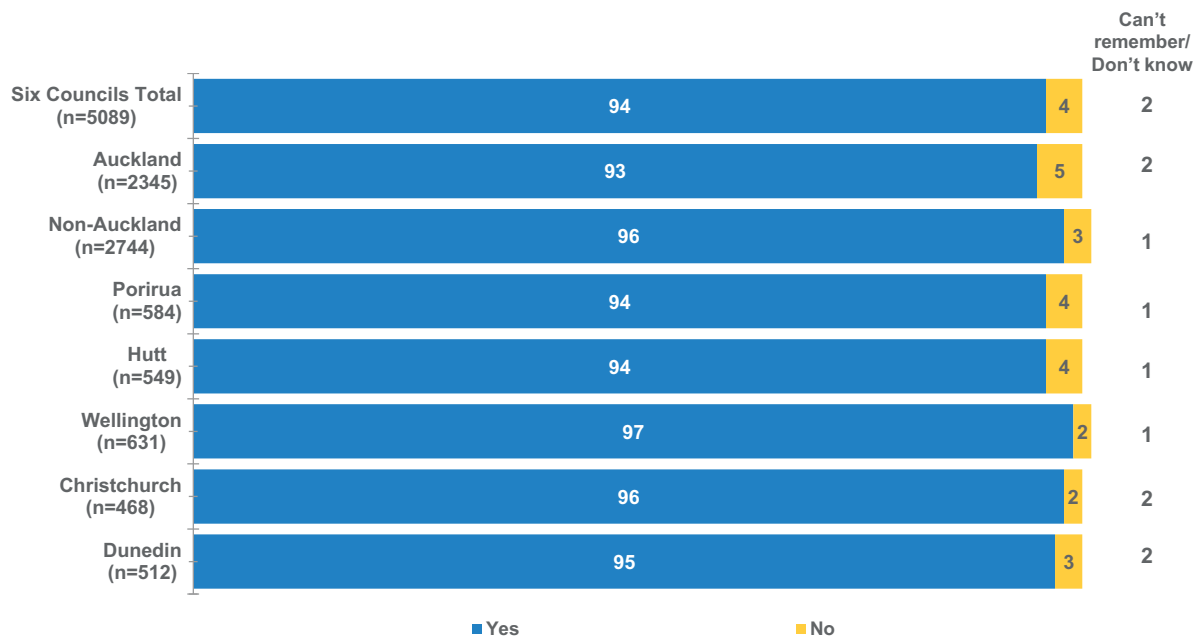
Base: All Respondents (excluding not answered)

Those more likely to have had positive contact with people in their neighbourhood are:

- Living in Dunedin (76%).

Within the last 12 months, the majority (94%) of respondents living in the Six Council areas had some positive contact with people in their neighbourhood such as a nod or saying hello.

Figure 6.3.3: Some positive contact with neighbourhood people (%)

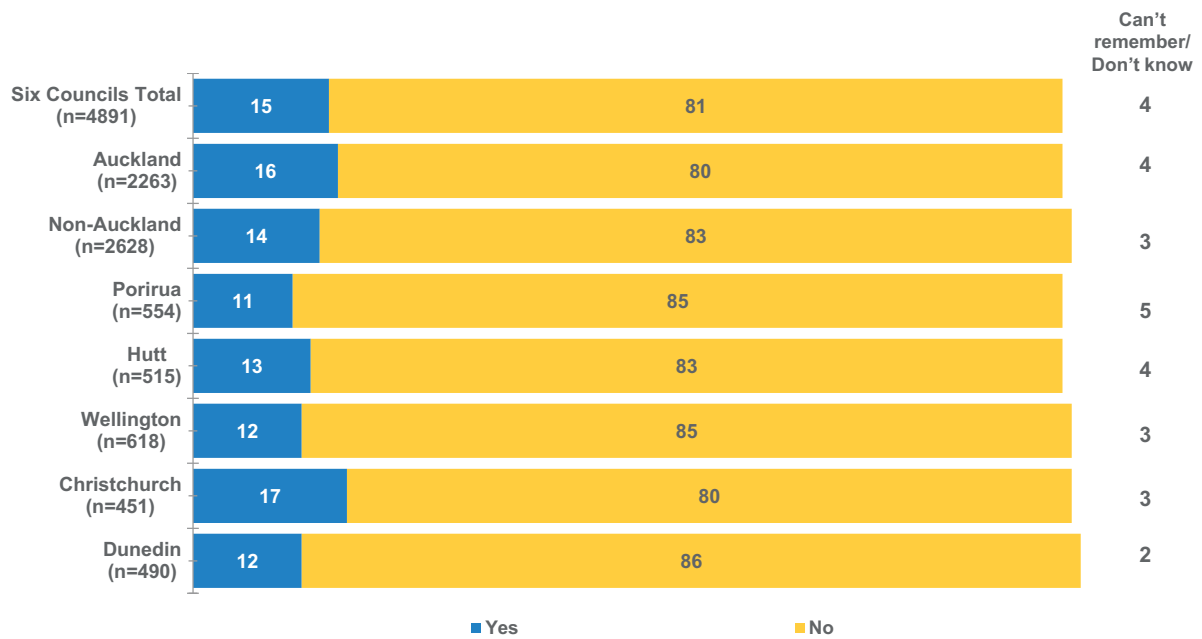


Base: All Respondents (excluding not answered)

There are no significant differences by location.

About one in six (15%) respondents living in the Six Council areas have had some negative contact with people in their neighbourhood such as not getting on with them in the last 12 months.

Figure 6.3.4: Some negative contact with neighbourhood people (%)

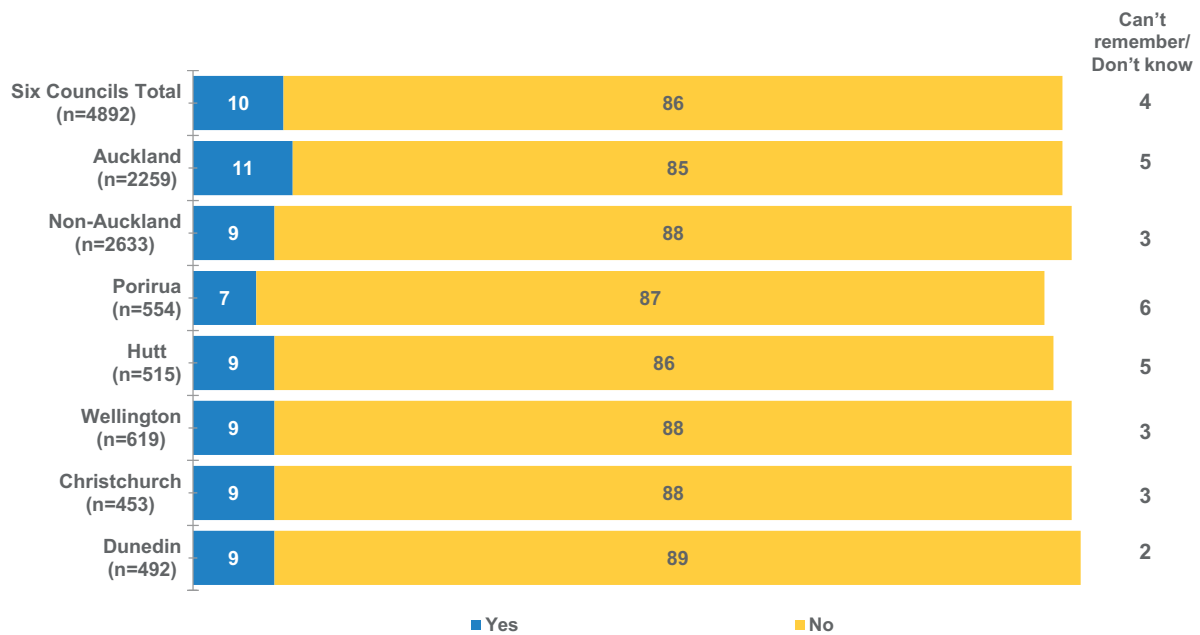


Base: All Respondents (excluding not answered)

There are no significant differences by location.

One in ten (10%) respondents living in the Six Council areas have had negative contact with people in their neighbourhood where there is outright tension or disagreement in the last 12 months.

Figure 6.3.5: Negative contact with neighbourhood people (%)



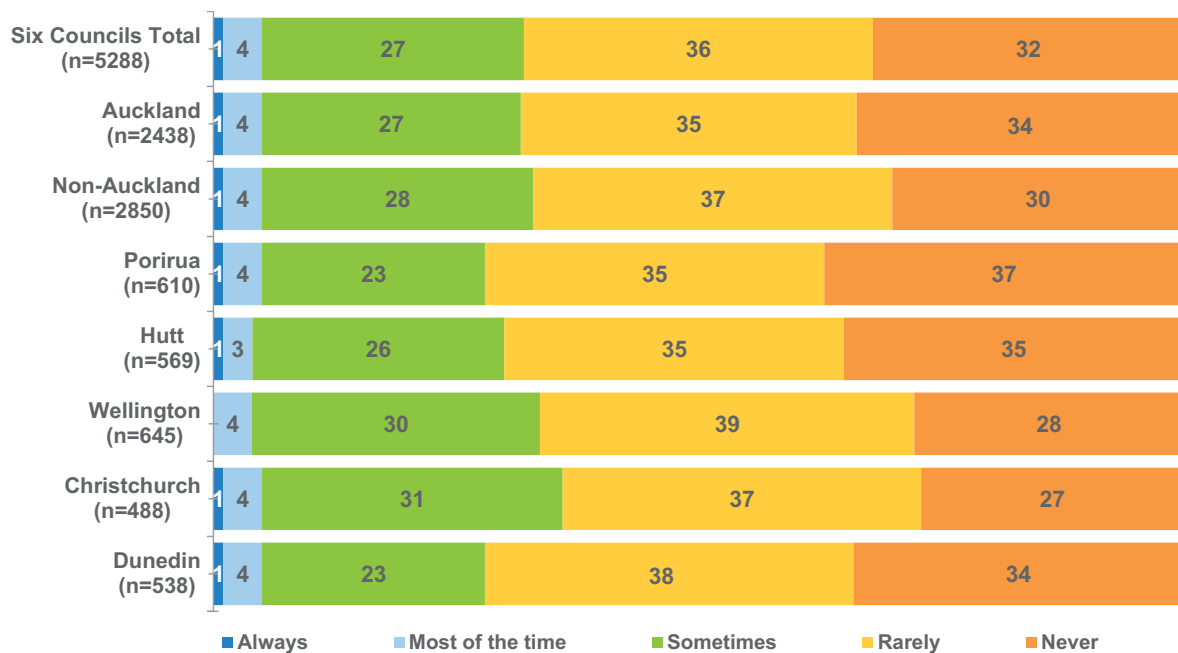
Base: All Respondents (excluding not answered)

There are no significant differences by location.

6.4 FEELING OF ISOLATION

Just over two thirds (68%) of respondents living in the Six Council areas had not felt isolated or lonely over the previous 12 months, with 32% saying *never* and 36% saying *rarely*.

Figure 6.4: Feeling of isolation (%)



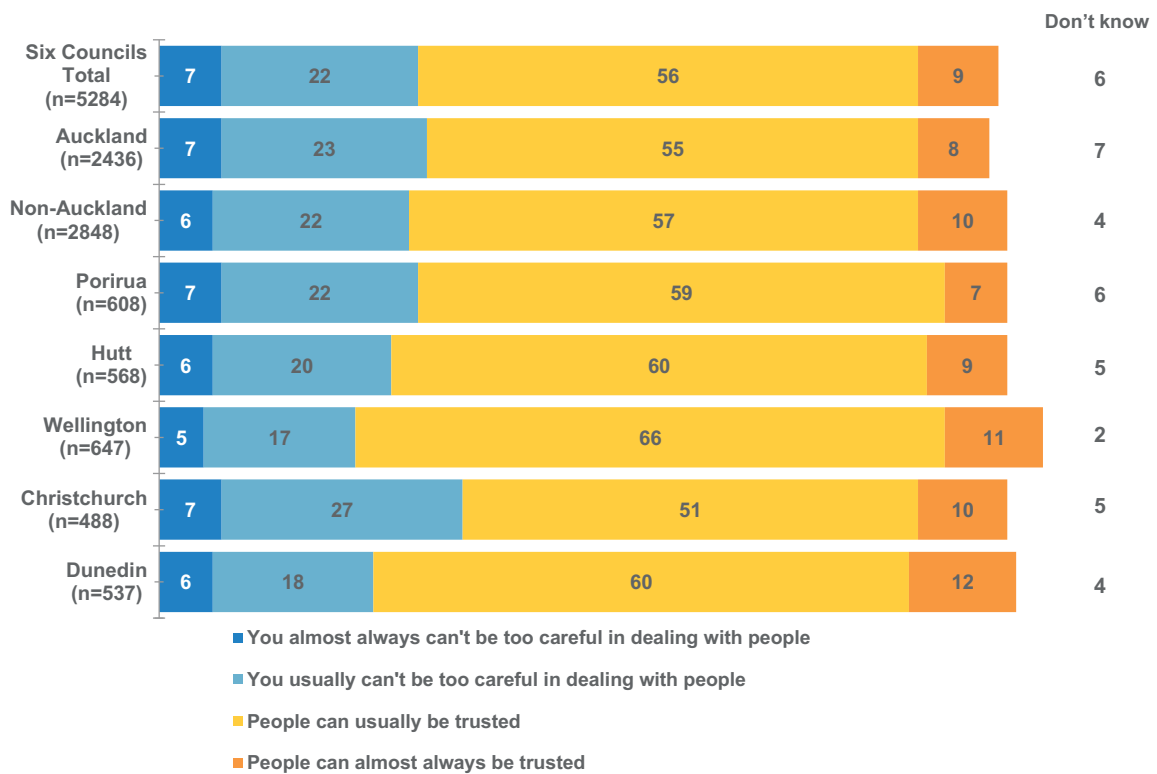
Base: All Respondents (excluding not answered)

There are no significant differences by location.

6.5 TRUST

Nearly two thirds (65%) of respondents felt that, in general, people can be trusted with 9% saying *people can almost always be trusted* and 56% saying *people can usually be trusted*.

Figure 6.5: Sense of trust (%)



Base: All Respondents (excluding not answered)

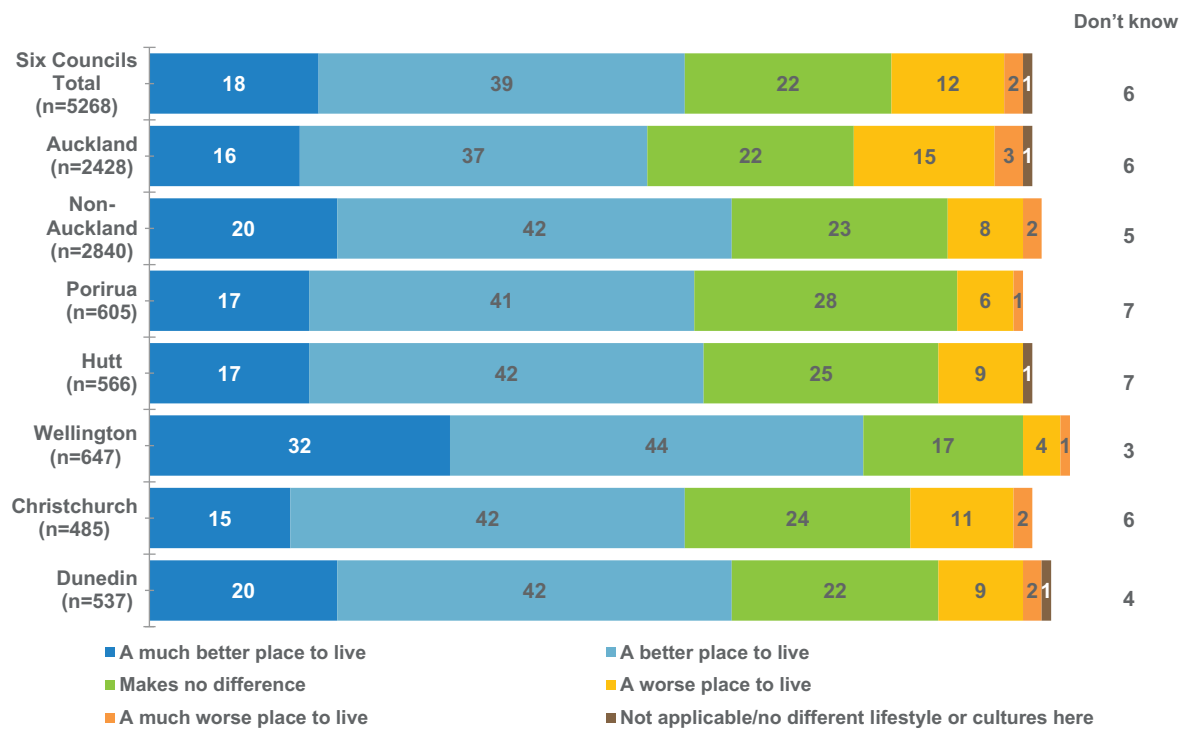
Those more likely to say you can trust people (*people can almost always be trusted* and *people can usually be trusted*) are:

- Living in Wellington (77%)
- Living in Dunedin (72%).

6.6 IMPACT OF GREATER CULTURAL DIVERSITY

Over half (57%) of the respondents living in the Six Council areas feel that New Zealand becoming a home for an increasing number of people with different lifestyles and cultures from different countries makes their area a better place to live, with 18% saying it is *a much better place to live* and 39% saying it is *a better place to live*.

Figure 6.6.1: Perception of impact of greater cultural diversity (%)



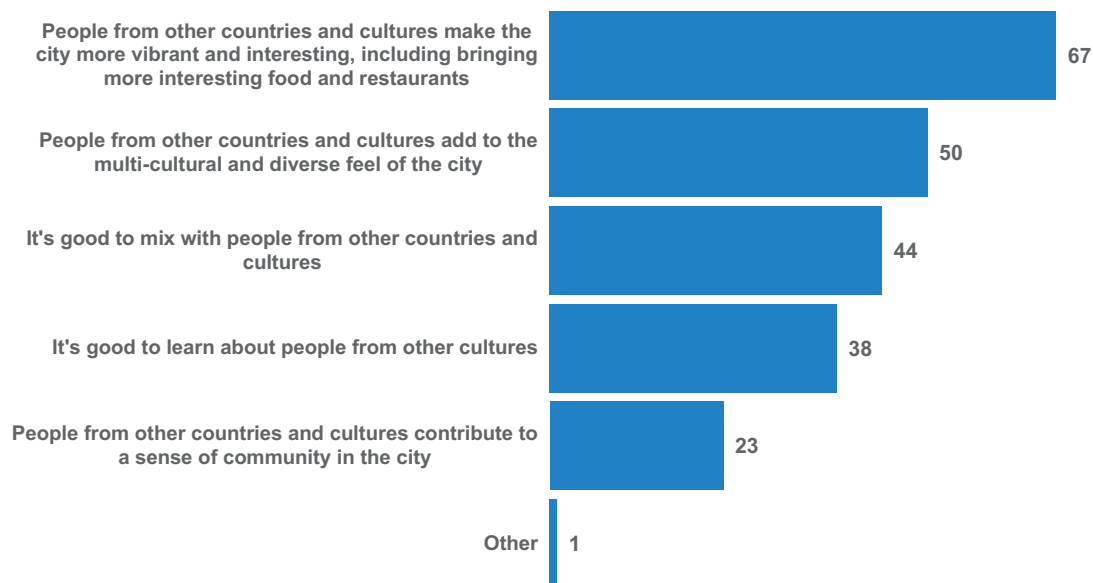
Base: All Respondents (excluding not answered)

Those more likely to think cultural diversity makes their area a better place to live (*much better place to live* or *better place to live*) are:

- Living in Wellington (76%).

The most frequently mentioned reason for greater cultural diversity having a positive impact is *people from other countries and cultures make the city more vibrant and interesting, including bringing more interesting food and restaurants* (67%). This is followed by *people from other countries and cultures add to the multi-cultural and diverse feel of the city* (50%) and *it's good to mix with people from other countries and cultures* (44%).

Figure 6.6.2: Most frequently mentioned reasons for positive impact of greater cultural diversity (%)



Base: Those who say different lifestyles/cultures positive (excluding not answered) n=3067

Multiple response question. Percentages will sum to more than 100%.

Table 6.6.1: Most frequently mentioned reasons for positive impact of greater cultural diversity (%)

	Six Councils Total (n=3067)	Auckland (n=1283)	Non-Auckland (n=1784)	Porirua (n=348)	Hutt (n=329)	Wellington (n=493)	Christchurch (n=276)	Dunedin (n=338)
People from other countries and cultures make the city more vibrant and interesting, including bringing more interesting food and restaurants	67	66	68	50	63	72	69	68
People from other countries and cultures add to the multi-cultural and diverse feel of the city	50	49	51	56	49	57	48	46
It's good to mix with people from other countries and cultures	44	44	43	39	44	44	44	43
It's good to learn about people from other cultures	38	40	35	32	36	36	36	33
People from other countries and cultures contribute to a sense of community in the city	23	24	22	24	23	22	22	21
Other	1	1	1	-	1	1	0	2
Don't know	0	0	0	-	-	1	0	-

Base: Those who say different lifestyles/cultures positive (excluding not answered)

Those *less* likely to mention *people from other countries and cultures make the city more vibrant and interesting, including bringing more interesting food and restaurants* are:

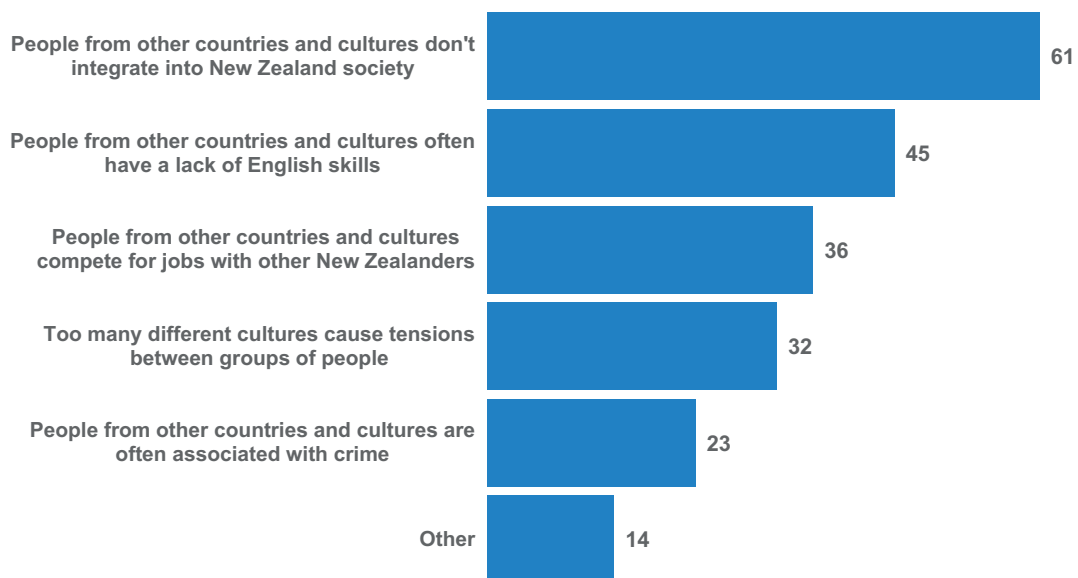
- Living in Porirua (50%, compared with the Six Council total of 67%).

Those *more* likely to mention *people from other countries and cultures add to the multi-cultural and diverse feel of the city* are:

- Living in Wellington (57%, compared with the Six Council total of 50%)
- Living in Porirua (56%).

The most frequently mentioned reason for greater cultural diversity having a negative impact is *people from other countries and cultures don't integrate into New Zealand society* (61%). This is followed by *people from other countries and cultures often have a lack of English skills* (45%) and *too many different cultures cause tensions between groups of people* (36%).

Figure 6.6.3: Most frequently mentioned reasons for negative impact of greater cultural diversity (%)



Base: Those who say different lifestyles/cultures negative (excluding not answered) n=659

Table 6.6.2: Most frequently mentioned reasons for negative impact of greater cultural diversity (%)

	Six Councils Total (n=659)	Auckland (n=434)	Non-Auckland (n=225)	Porirua (n=44)	Hutt (n=52)	Wellington (n=26*)	Christchurch (n=61)	Dunedin (n=42)
People from other countries and cultures don't integrate into New Zealand society	61	65	47	31	54	40	47	50
People from other countries and cultures often have a lack of English skills	45	46	43	39	42	49	42	44
People from other countries and cultures compete for jobs with other New Zealanders	36	34	41	30	29	32	41	55
Too many different cultures cause tensions between groups of people	32	31	36	57	38	32	31	47
People from other countries and cultures are often associated with crime	23	24	21	35	33	22	17	24
Other	14	14	11	13	9	7	13	8

Base: Those who say different lifestyles/cultures negative (excluding not answered)

*Caution small base sizes

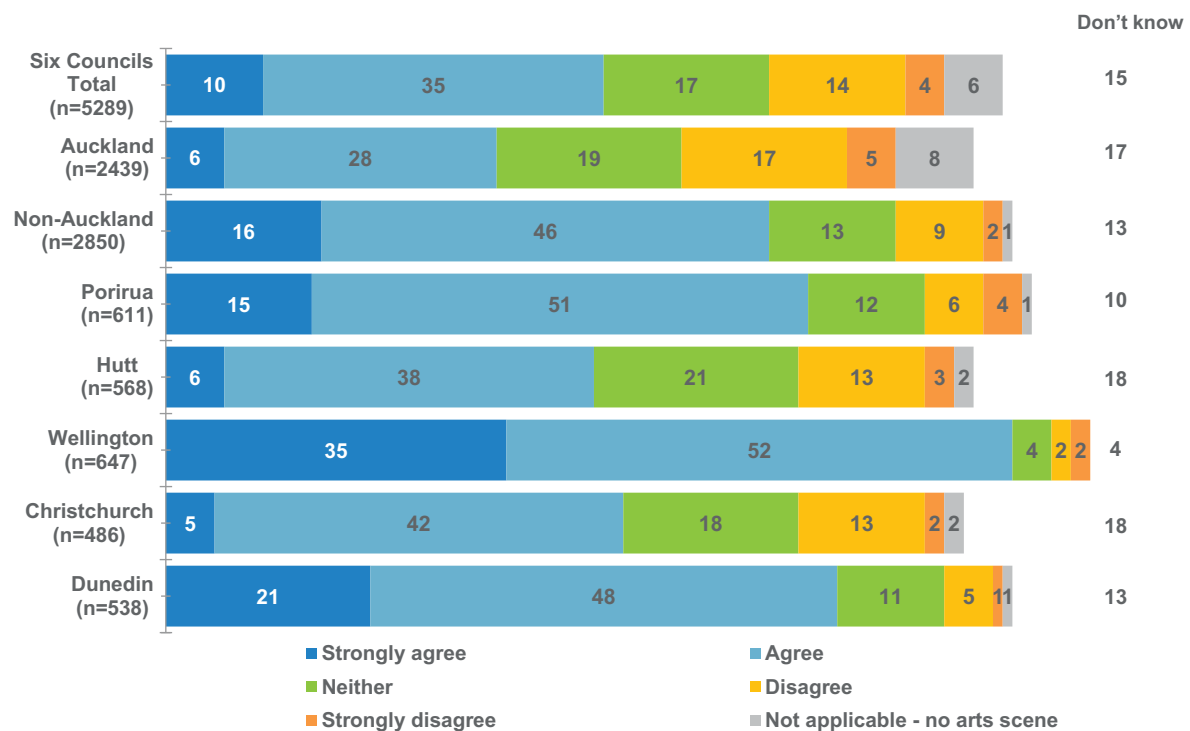
Those *less* likely to mention *people from other countries and cultures don't integrate into New Zealand society* are:

- Living in Christchurch (47% compared to 61% Six Council total)

6.7 CULTURALLY RICH AND DIVERSE ARTS SCENE

Just under half (45%) of respondents living in the Six Council areas agree their area / city has a culturally rich and diverse arts scene, with 10% who *strongly agree* and 35% who *agree*.

Figure 6.7: Culturally rich and diverse arts scene (%)



Base: All Respondents (excluding not answered)

Those more likely to agree (*strongly agree* or *agree*) are:

- Living in Wellington (87%)
- Living in Dunedin (69%)
- Living in Porirua (66%).

Those *less* likely to agree (*strongly agree* or *agree*) are:

- Living in Auckland (35%).

7. COUNCIL PROCESSES

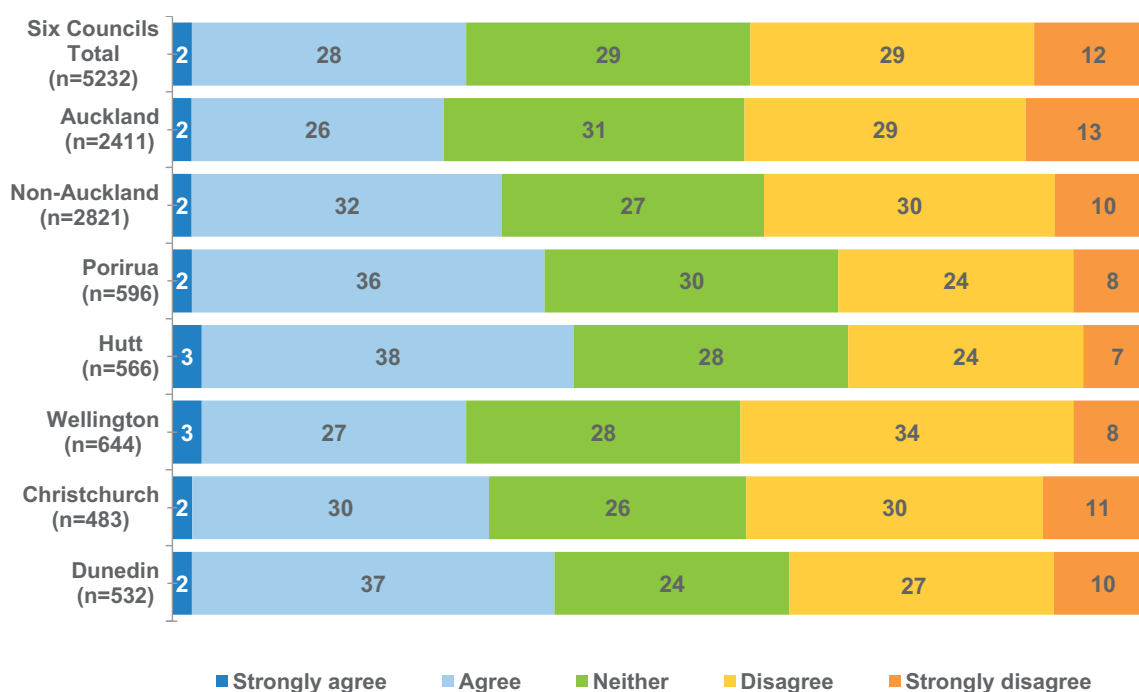


COUNCIL PROCESSES

This section reports on respondents' perceptions of their local Council, including their understanding of, and confidence in, their Council's decision-making process.

Almost a third (30%) of all respondents living in the Six Council areas agree they understand their Council's decision making process, responding with a rating of either *strongly agree* (2%) or *agree* (28%).

Figure 7.1: Understanding of Council decision making processes (%)



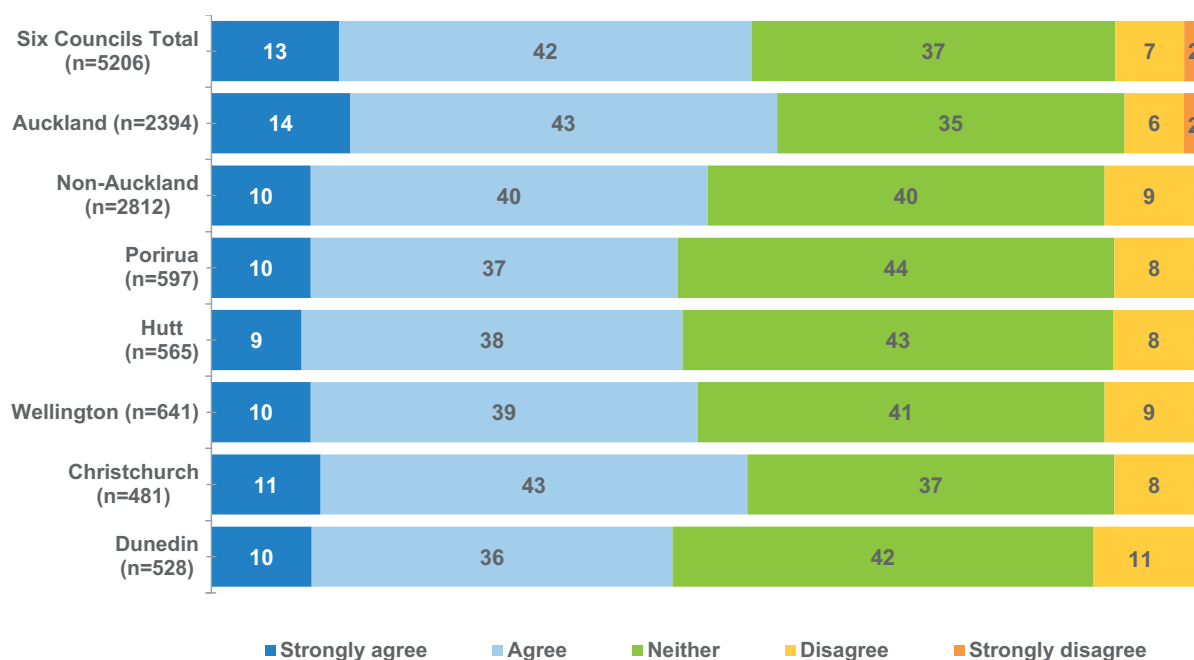
Base: All Respondents (excluding not answered)

Those more likely to agree (*strongly agree* or *agree*) they understand how their Council makes decisions are:

- Living in Hutt City (41%)
- Living in Dunedin (39%)
- Living in Porirua (38%)

Just over half (55%) of the respondents living in the Six Council areas agree that they would like to have more say in what their council does, with 13% saying they *strongly agree* and 42% saying they *agree*.

Figure 7.2: Desire to have more say in what Council does (%)



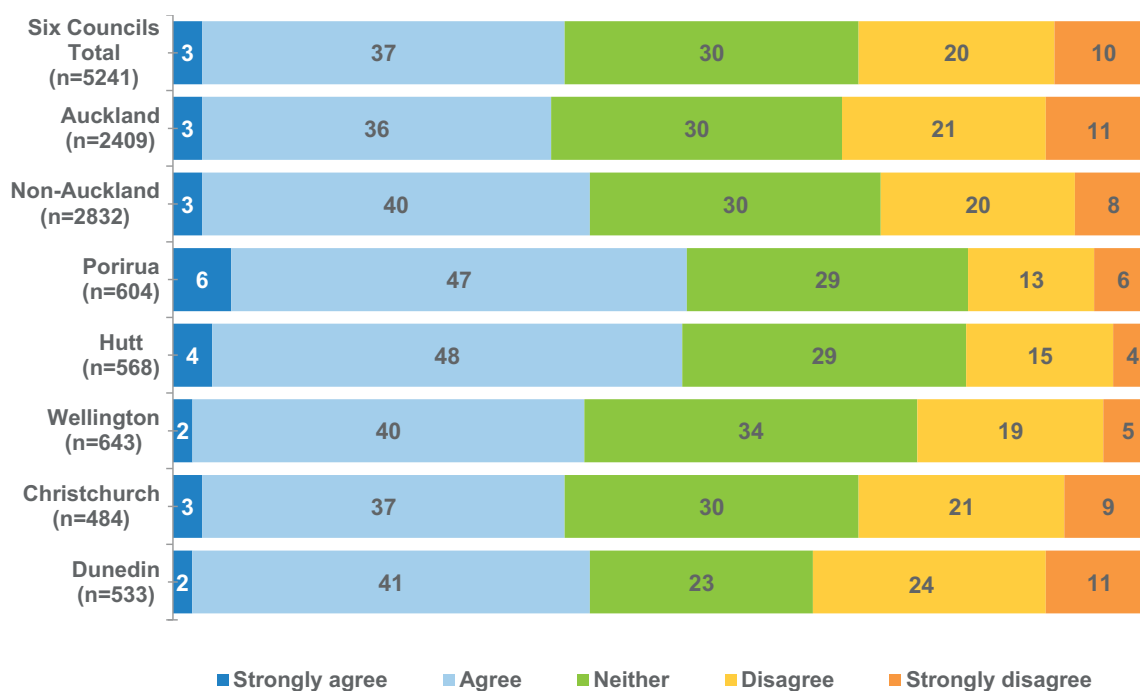
Base: All Respondents (excluding not answered)

Those who are *less* likely to agree (*strongly agree* or *agree*) that they would like to have more say are:

- Living in Dunedin (46%)
- Living in Porirua (47%)
- Living in Hutt City (47%)

Four in ten (40%) respondents living in the Six Council areas have confidence that their Council makes decisions in the best interests of their city, responding with a rating of either *strongly agree* (3%) or *agree* (37%).

Figure 7.3: Confidence in Council decision making (%)



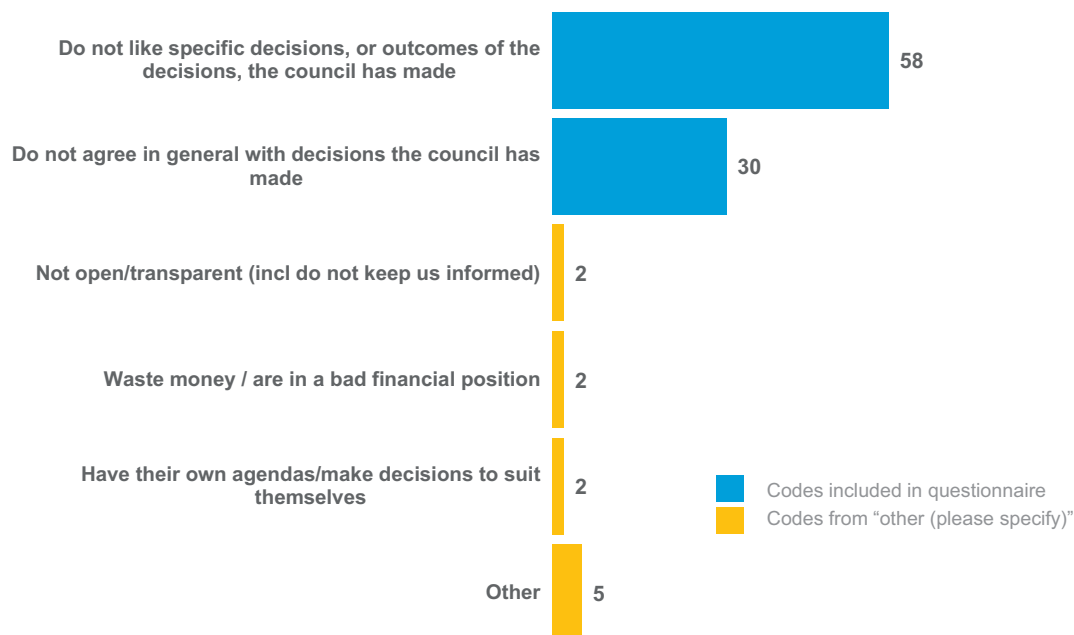
Base: All Respondents (excluding not answered)

Those more likely to have confidence (*strongly agree* or *agree*) are:

- Living in Porirua (53%)
- Living in Hutt City (52%).

Among those who do not have confidence in their Council's decisions, over half (58%) said they do *not like specific decisions, or outcomes of the decisions, the council had made*.

Figure 7.4: Reasons for lack of confidence in Council decision making (%)



Base: Those who do not have confidence in council decisions (excluding not answered) n=1477

Table 7.1: Reasons for lack of confidence in Council decision making by city (%)

	Six Councils Total (n=1477)	Auckland (n=768)	Non-Auckland (n=709)	Porirua (n=114)	Hutt (n=106)	Wellington (n=162)	Christchurch (n=146)	Dunedin (n=181)
Do not like specific decisions, or outcomes of the decisions, the council has made	58	57	62	59	62	62	59	70
Do not agree in general with decisions the council has made	30	32	26	30	27	23	29	22
Not open/transparent (incl. do not keep us informed)	2	2	2	1	2	2	2	3
Waste money / are in a bad financial position	2	1	2	3	2	1	3	2
Have their own agendas/make decisions to suit themselves	2	1	2	2	3	1	3	3
Other	5	5	4	3	6	5	5	1
Don't know	0	-	1	1	1	-	1	-

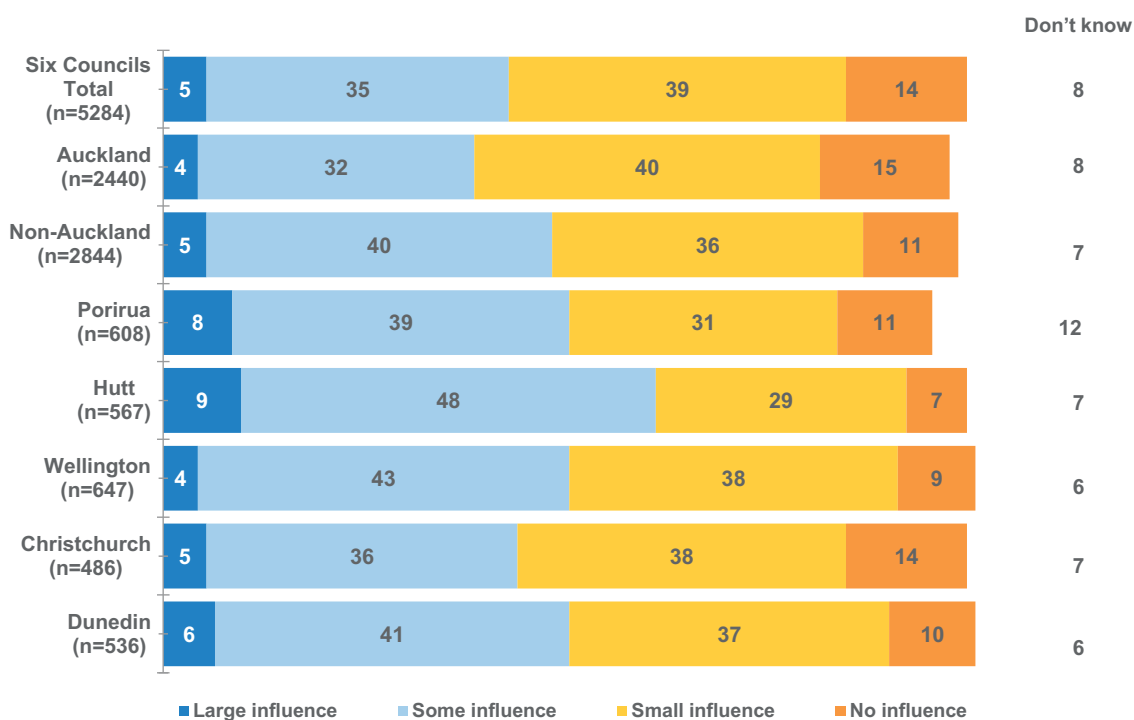
Base: Those who do not have confidence in council decisions (excluding not answered) n=1477

Those more likely to mention they *do not like specific decisions, or outcomes of the decisions, the Council has made* are:

- Living in Dunedin (70%, compared with the Six Councils total of 58%).

Four in ten (40%) respondents living in the Six Council areas say the public has an influence on the decisions the Council makes, with 5% saying the public has a *large influence* and 35% *some influence*.

Figure 7.5: Perception of public's influence on Council decision making (%)



Base: All Respondents (excluding not answered)

Those more likely to say the public has an influence (*large influence* or *some influence*) on the decisions the Council makes are:

- Living in Hutt City (57%)
- Living in Dunedin (47%)
- Living in Porirua (47%)
- Living in Wellington (47%).

8. BUILT AND NATURAL ENVIRONMENT



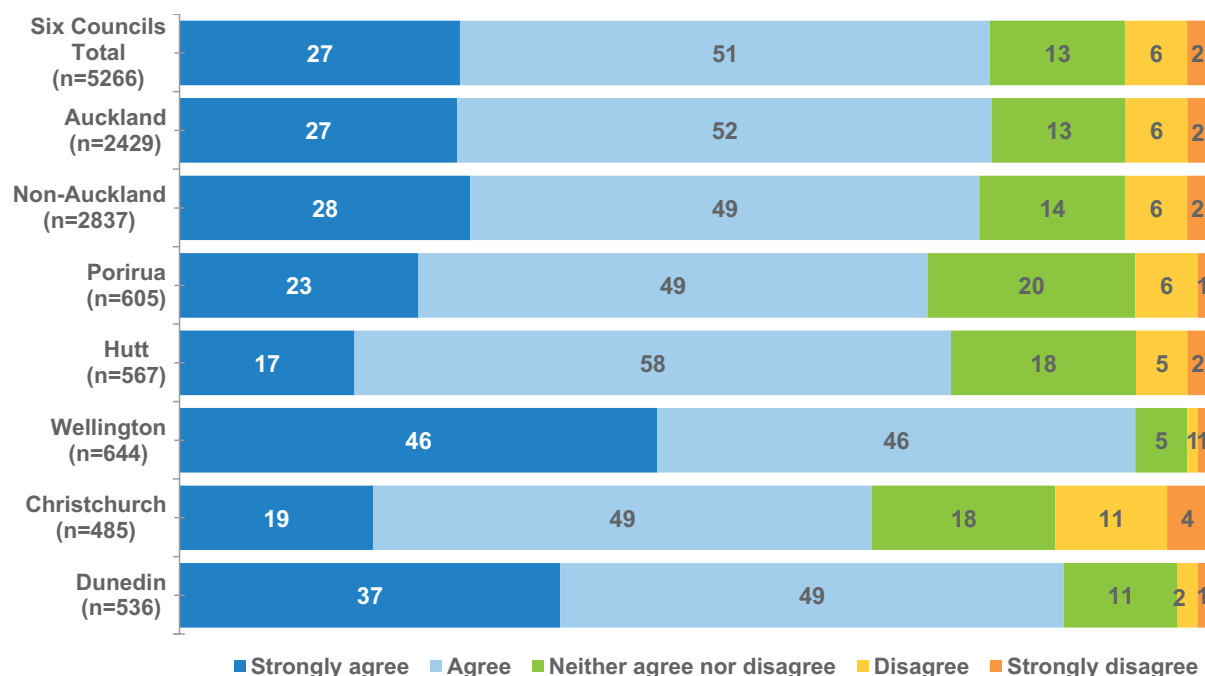
BUILT AND NATURAL ENVIRONMENT

This section reports on respondents' perceptions of their city, ease of access to local parks and rating of issues in their local area in the previous 12 months.

8.1 PERCEPTION OF CITY / LOCAL AREA AS A GREAT PLACE TO LIVE

Over three quarters (78%) of respondents living in the Six Council areas agree that their city/local area is a great place to live, responding with a rating of either *strongly agree* (27%) or *agree* (51%).

Figure 8.1: Perception of city/local area as a great place to live (%)



Base: All Respondents (excluding not answered)

Those more likely to agree (*strongly agree* or *agree*) their city/local area is a great place to live are:

- Living in Wellington (92%)
- Living in Dunedin (86%).

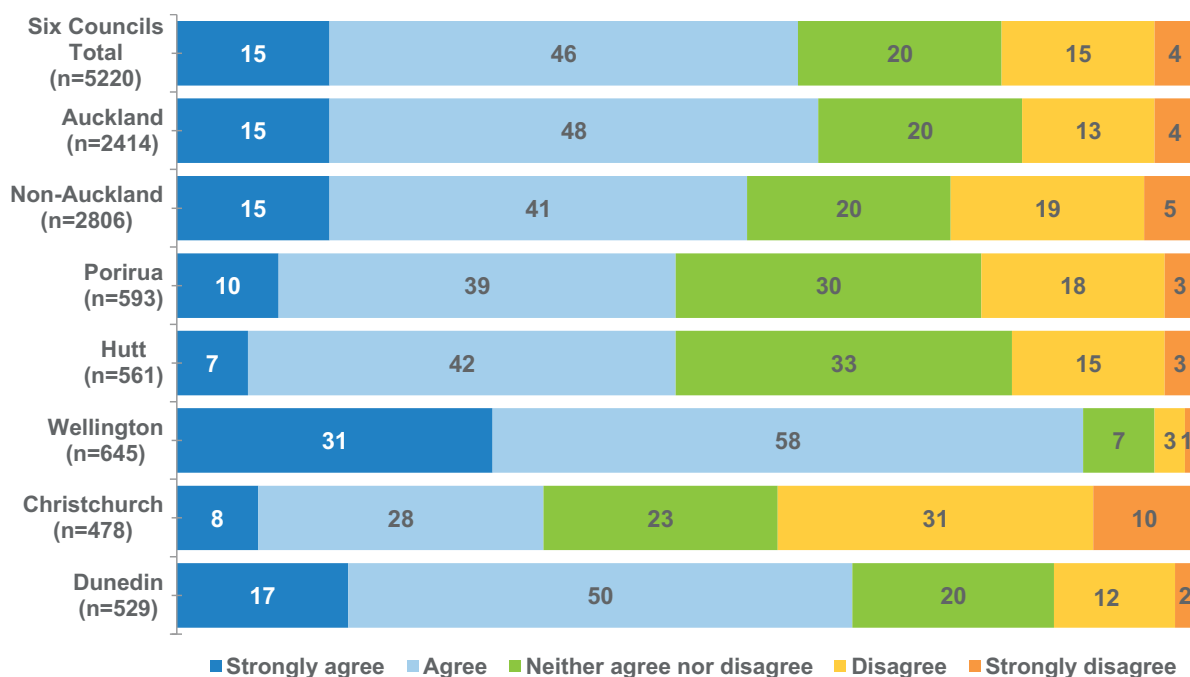
Those *less* likely to agree (*strongly agree* or *agree*) their city/local area is a great place to live are:

- Living in Christchurch (68%)
- Living in Porirua (72%).

8.2 PRIDE IN LOOK AND FEEL OF CITY / LOCAL AREA

Six in ten (61%) respondents living in the Six Council areas *strongly agree* or *agree* that they feel a sense of pride in the way their city or local area looks and feels. Auckland respondents were asked to rate the look and feel of their local area, while all other respondents were asked to think of their specific city.

Figure 8.2.1: Pride in the look and feel of city / local area (%)



Base: All Respondents (excluding not answered)

Those more likely to *strongly agree* or *agree* that they feel a sense of pride in their area are:

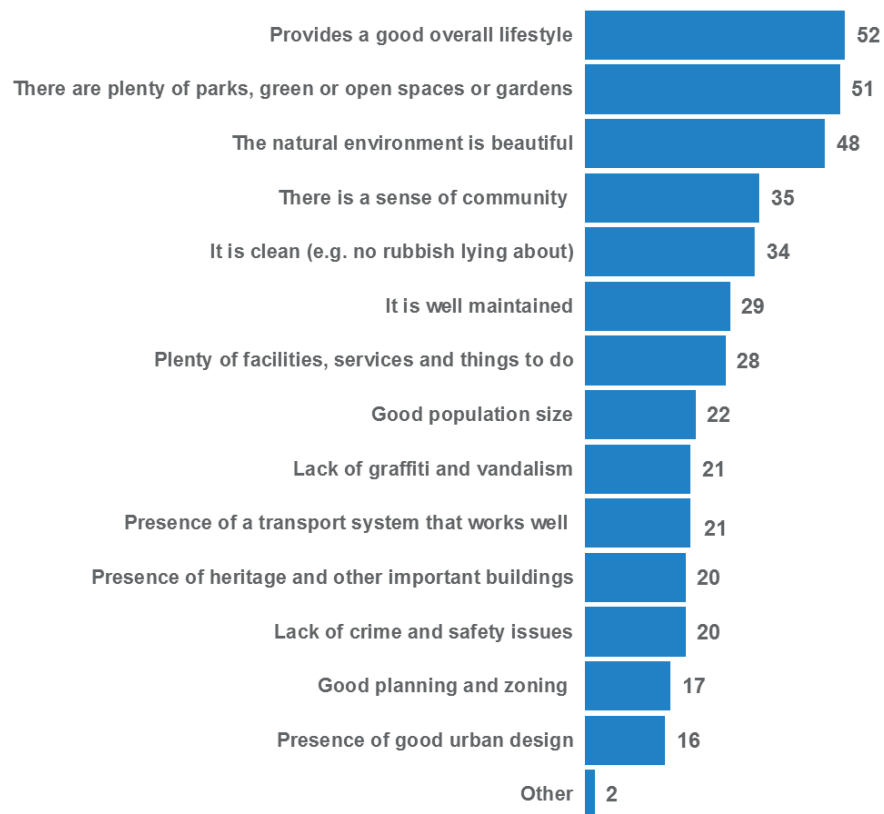
- Living in Wellington (89%)
- Living in Dunedin (67%).

Those *less* likely to *strongly agree* or *agree* that they feel a sense of pride in their area are:

- Living in Christchurch (36%)
- Living in Porirua (49%)
- Living in Hutt City (49%).

The most frequently mentioned reasons given by those who feel a sense of pride are a *good overall lifestyle* (52%) and *parks, green or open spaces or gardens* (51%). This is followed by *natural environment is beautiful* (48%).

Figure 8.2.2: Most frequently mentioned reasons for pride in look and feel of city / local area(%)



Base: Those who do have a sense of pride in city (excluding not answered) n=3141

Note: Multiple response question. Percentages will sum to more than 100%.

Table 8.2.1: Most frequently mentioned reasons for pride in the look and feel of city / local area (%)

	Six Councils Total (n=3141)	Auckland (n=1502)	Non-Auckland (n=1639)	Porirua (n=281)	Hutt (n=262)	Wellington (n=571)	Christchurch (n=168)	Dunedin (n=357)
Provides a good overall lifestyle	52	50	57	49	56	63	46	62
There are plenty of parks, green or open spaces or gardens	51	52	50	47	57	44	55	51
The natural environment is beautiful	48	47	49	44	42	53	41	58
There is a sense of community (e.g. people support each other)	35	32	40	54	34	32	50	43
It is clean (e.g.no rubbish lying about)	34	40	23	19	34	26	17	21
It is well maintained	29	34	18	26	37	19	10	16
Plenty of facilities, services and things to do	28	28	28	34	29	37	15	28
Good population size	22	17	31	23	29	34	28	33
Lack of graffiti and vandalism	21	29	7	9	15	6	2	11
Presence of a transport system that works well	21	21	21	30	35	29	12	8
Presence of heritage and other important buildings	20	16	27	6	14	26	19	56
Lack of crime and safety issues	20	23	13	6	12	15	8	19
Good planning and zoning e.g. activities are located in the areas that are best suited to them	17	18	16	21	26	17	12	12
Presence of good urban design, including attractive buildings and spaces	16	15	17	9	13	28	9	9
New opportunities for building development and urban design as a result of the earthquakes*	NA	NA	NA	NA	NA	NA	47	NA
Growth in commercial or business opportunities in some locations in the city as a result of the earthquakes*	NA	NA	NA	NA	NA	NA	28	NA
Other	2	2	4	2	2	4	3	3

Base: Those who do have a sense of pride in city (excluding not answered) n=3141

Note: Multiple response question. Percentages will sum to more than 100%

*Asked of Christchurch respondents only (n=168)

Those more likely to mention their city *provides a good overall lifestyle* are:

- Living in Wellington (63%, compared with the Six Councils total of 52%)
- Living in Dunedin (62%)

Those *less* likely to mention their city *provides a good overall lifestyle* are:

- Living in Christchurch (46%).

Those *less* likely to mention *there are plenty of parks, green or open spaces or gardens* are:

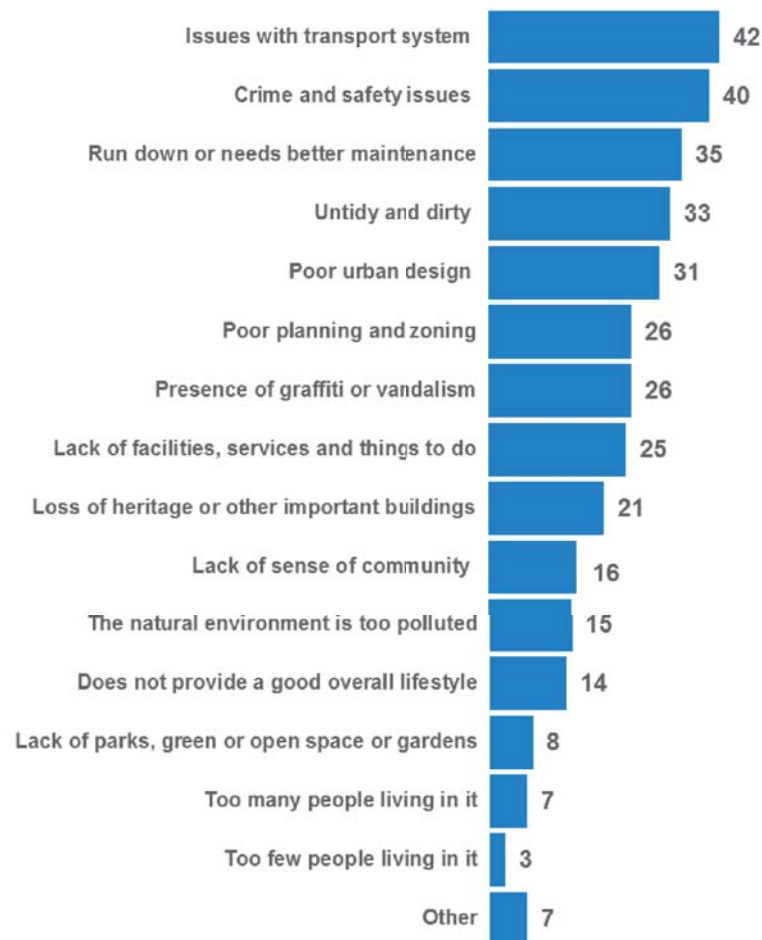
- Living in Wellington (44%, compared with the Six Councils total of 51%).

Those *less* likely to mention *the natural environment is beautiful* are:

- Living in Hutt City (42%, compared with the Six Councils total of 48%).

The two most frequently mentioned reasons for those who do not feel a sense of pride in the look and feel of their city /local area are *issues with transport system* (42%) and *crime and safety issues* (40%).

Figure 8.2.3: Most frequently mentioned reasons for lack of pride in city's look and feel (%)



Base: Those who do not have a sense of pride in city (excluding not answered) n=953

Note: Multiple response question. Percentages will sum to more than 100%.

Table 8.2.2: Most frequently mentioned reasons for lack of pride in look and feel of city / local area (%)

	Six Councils Total (n=953)	Auckland (n=424)	Non-Auckland (n=529)	Porirua (n=127)	Hutt (n=105)	Wellington (n=26*)	Christchurch (n=199)	Dunedin (n=72)
Issues with transport system	42	43	40	12	25	36	45	26
Crime and safety issues	40	53	23	55	31	15	21	23
Rundown or needs better maintenance	35	39	29	54	35	22	25	53
Untidy and dirty	33	40	23	40	27	21	20	37
Poor urban design	31	33	29	52	65	28	23	28
Poor planning and zoning	26	27	26	23	30	20	27	16
Presence of graffiti or vandalism	26	25	26	45	29	24	26	14
Lack of facilities, services and things to do	25	22	30	19	28	19	32	30
Damage to the city environment as result of earthquakes*	NA	NA	NA	NA	NA	NA	72	NA
Loss of heritage or other important buildings	21	11	34	3	20	16	41	16
Lack of sense of community	16	18	13	21	21	3	12	13
The natural environment is too polluted	15	15	15	25	11	-	17	5
Loss of, or significant damage to, some residential areas as a result of the earthquakes*	NA	NA	NA	NA	NA	NA	45	NA
Does not provide a good overall lifestyle	14	12	17	12	16	7	18	15
Loss or displacement of commercial activities or business as a result of the earthquakes*	NA	NA	NA	NA	NA	NA	37	NA
Lack of parks, green or open space or gardens	8	10	5	3	9	8	4	6
Too many people living in it	7	11	3	2	2	4	4	-
Too few people living in it	3	1	5	1	6	17	3	12
Other	7	4	11	4	14	17	11	14
Don't know	0	-	1	-	1	10	-	1

Base: Those who do not have a sense of pride in city (excluding not answered) n=953

Note: Multiple response question. Percentages will sum to more than 100%.

* Asked of Christchurch respondents only n=199

*Caution small base sizes

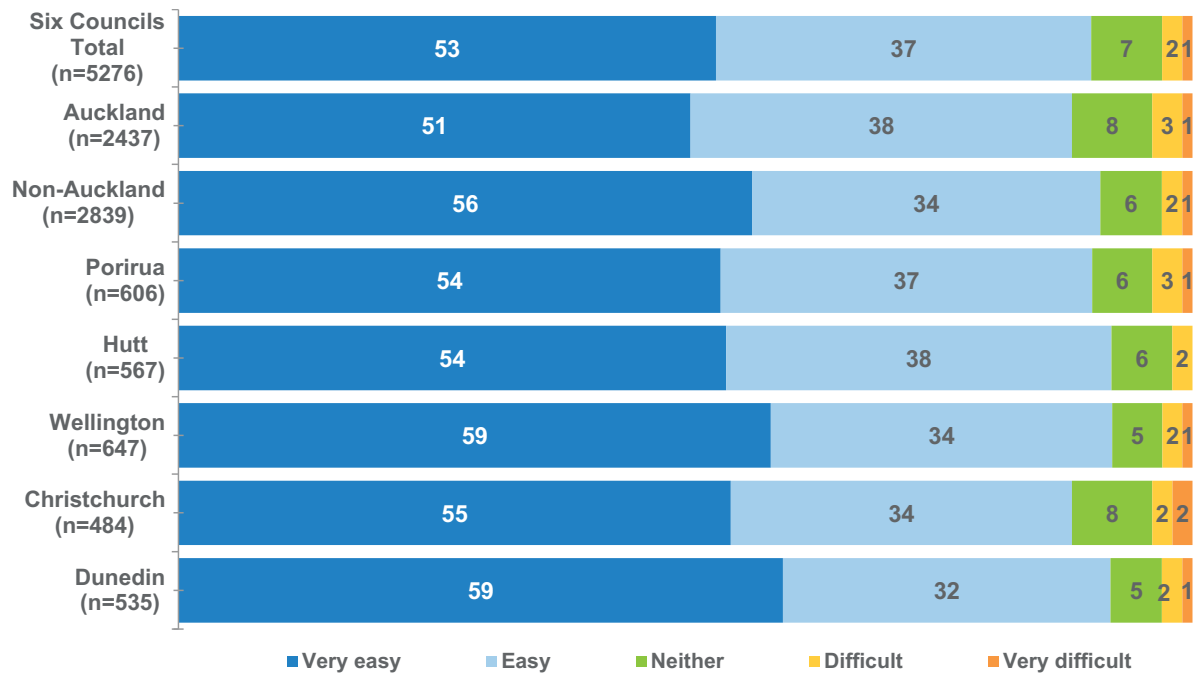
Those *less* likely to mention *transport system issues* are:

- Living in Porirua (12%)
- Living in Hutt City (25%)
- Living in Dunedin (26%).

8.3 EASE OF ACCESS TO LOCAL PARK OR OTHER GREEN SPACE

The majority (90%) of respondents living in the Six Council areas find it *very easy* or *easy* to get to a local park or other green space in their city or local area.

Figure 8.3: Ease of access to local park or other green space (%)



Base: All Respondents (excluding not answered)

There are no statistically significant differences by location.

8.4 PERCEPTION OF PRESENCE OF GRAFFITI AND POLLUTION

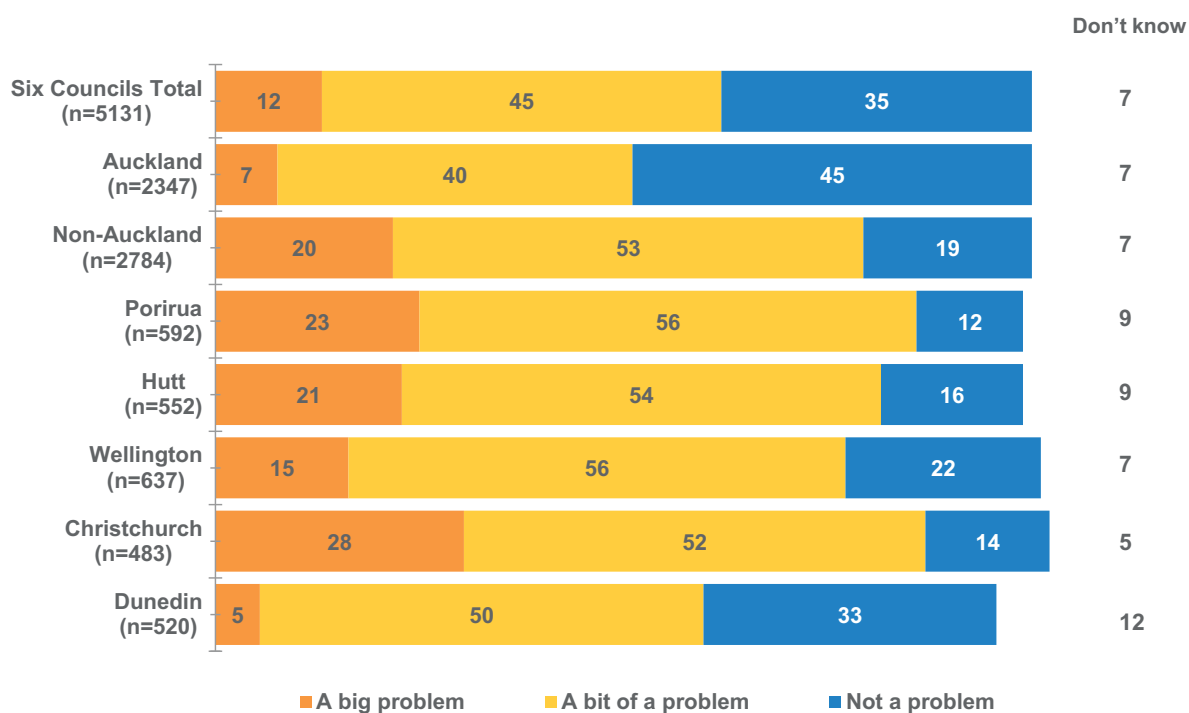
Respondents were asked to indicate the extent to which a list of 10 possible issues had been a problem in their local area in the previous 12 months. Results for four issues are reported on here (e.g. graffiti, air, water and noise pollution). The rest were reported in Section 5: Crime and Safety.

For Christchurch, the issue of 'rubbish or litter lying in the street' was also queried. Results for this question are included in the Christchurch City Report.

Graffiti and tagging

Over half (57%) of respondents living in the Six Council areas perceive graffiti or tagging as a problem in their area over the last twelve months, with 12% indicating it is *a big problem* and a further 45% indicating it is *a bit of a problem*.

Figure 8.4.2: Graffiti as a problem (%)



Base: All Respondents (excluding not answered)

Those more likely to perceive this as a problem (*a big problem* or *a bit of a problem*) are:

- Living in Christchurch (80%)
- Living in Porirua (79%)
- Living in Hutt City (75%).

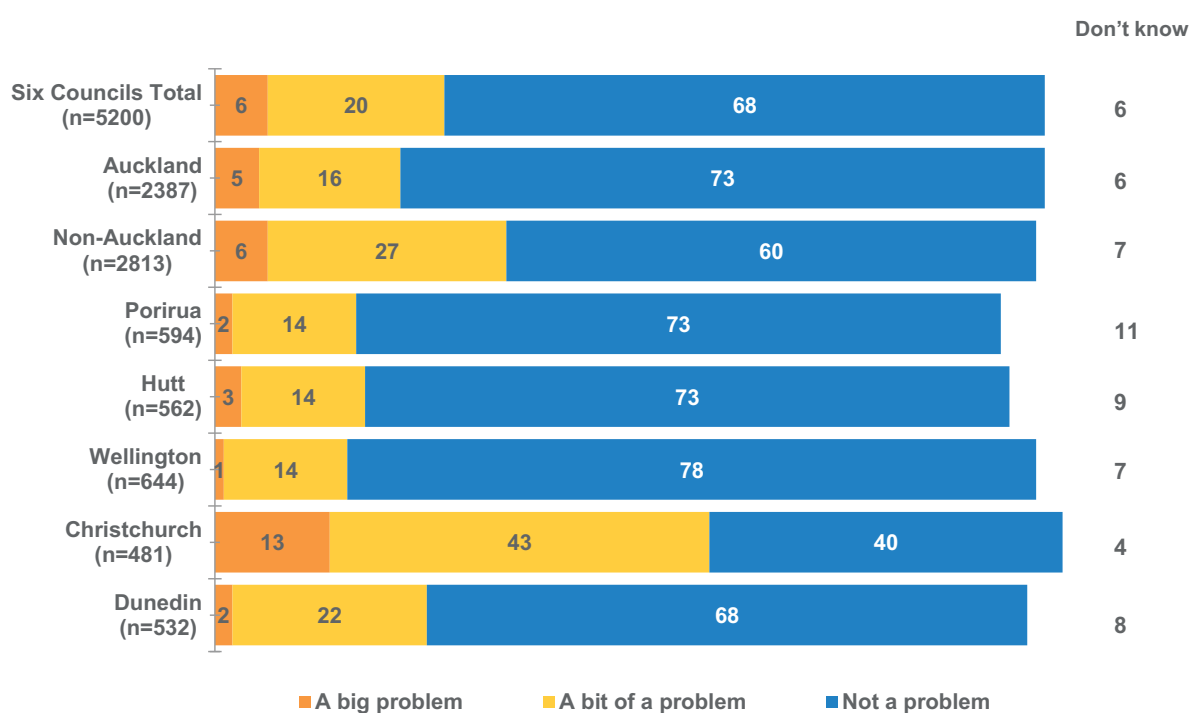
Those *less* likely to perceive this as a problem (*a big problem* or *a bit of a problem*) are:

- Living in Auckland (47%).

Air pollution

A quarter (26%) of respondents living in the Six Council areas perceive air pollution to be a problem in their area over the last 12 months, with 6% indicating it is *a big problem* and a further 20% indicating it is *a bit of a problem* in their area.

Figure 8.4.3: Air pollution (%)



Base: All Respondents (excluding not answered)

Those more likely to perceive this as a problem (*a big problem* or *a bit of a problem*) are:

- Living in Christchurch (56%).

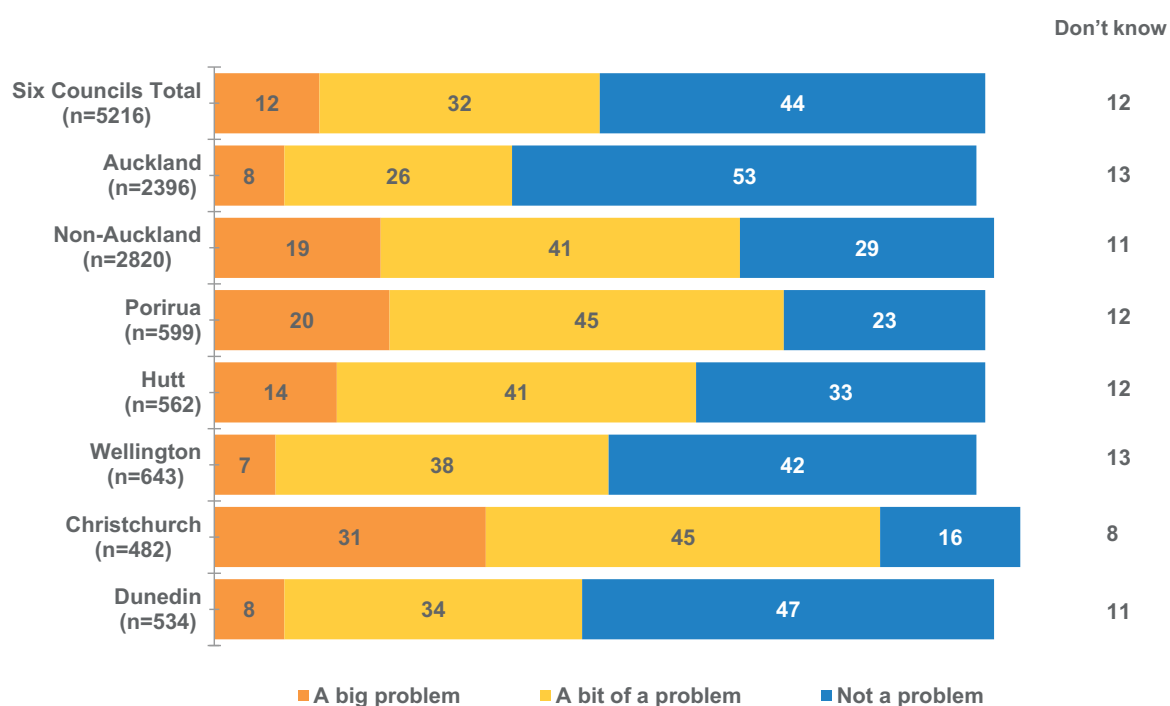
Those *less* likely to perceive this as a problem are:

- Living in Wellington (15%)
- Living in Porirua (16%)
- Living in Hutt City (17%).

Water pollution

Just over four in ten (44%) respondents living in the Six Council areas perceive water pollution (including pollution in streams, rivers, lakes and in the sea) to be a problem in their area over the last twelve months, with 12% indicating it is *a big problem* and a further 32% indicating it is *a bit of a problem* in their area.

Figure 8.4.4: Water pollution (%)



Base: All Respondents (excluding not answered)

Those more likely to perceive this as a problem (*a big problem* or *a bit of a problem*) are:

- Living in Christchurch (76%)
- Living in Porirua (65%)
- Living in Hutt City (55%).

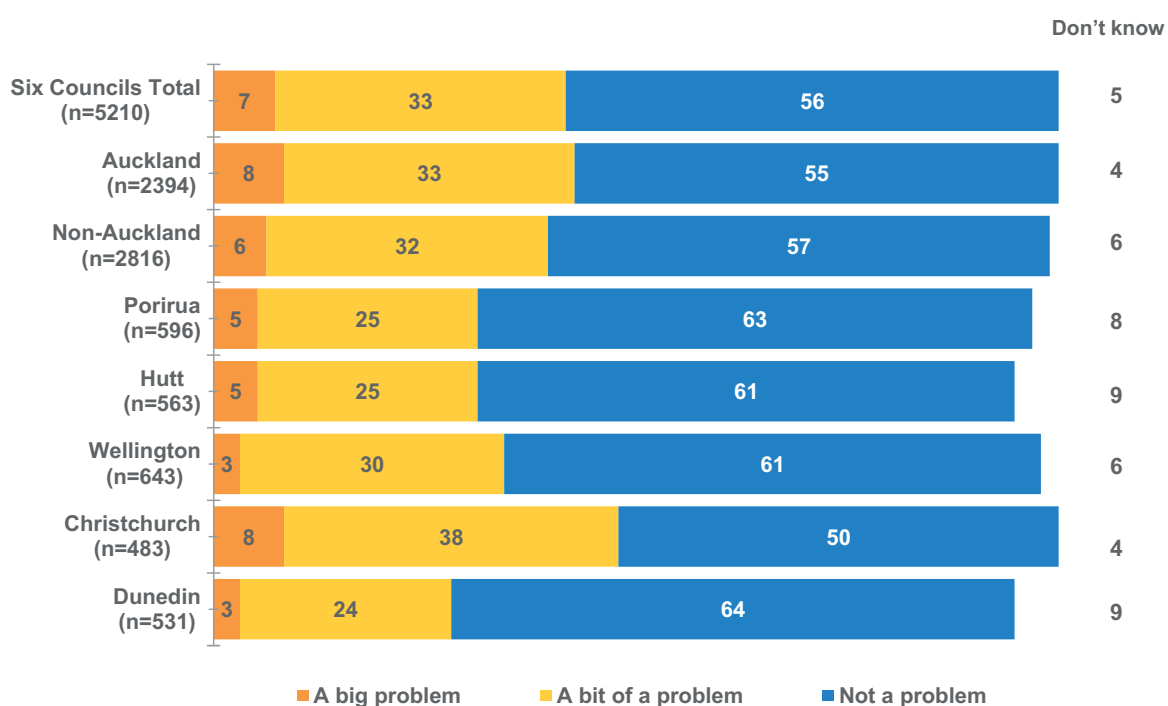
Those *less* likely to perceive this as a problem (*a big problem* or *a bit of a problem*) are:

- Living in Auckland (34%).

Noise pollution

Four in ten (40%) respondents living in the Six Council areas perceive noise pollution to be a problem in their area over the last twelve months, with 7% indicating it is *a big problem* and a further 33% indicating it is *a bit of a problem* in their area.

Figure 8.4.5: Noise pollution (%)



Base: All Respondents (excluding not answered)

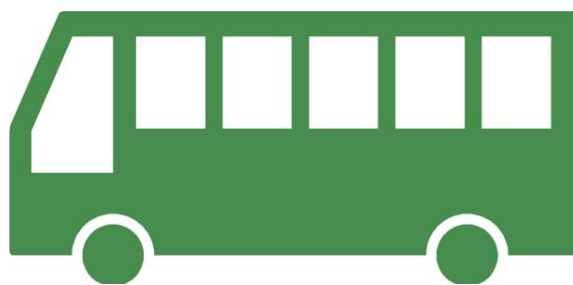
Those more likely to perceive this as a problem (*a big problem* or *a bit of a problem*) are:

- Living in Christchurch (46%).

Those *less* likely to perceive this as a problem (*a big problem* or *a bit of a problem*) are:

- Living in Porirua (30%)
- Living in Hutt City (30%)
- Living in Wellington (33%).
- Living in Dunedin (27%)

9. TRANSPORT



TRANSPORT

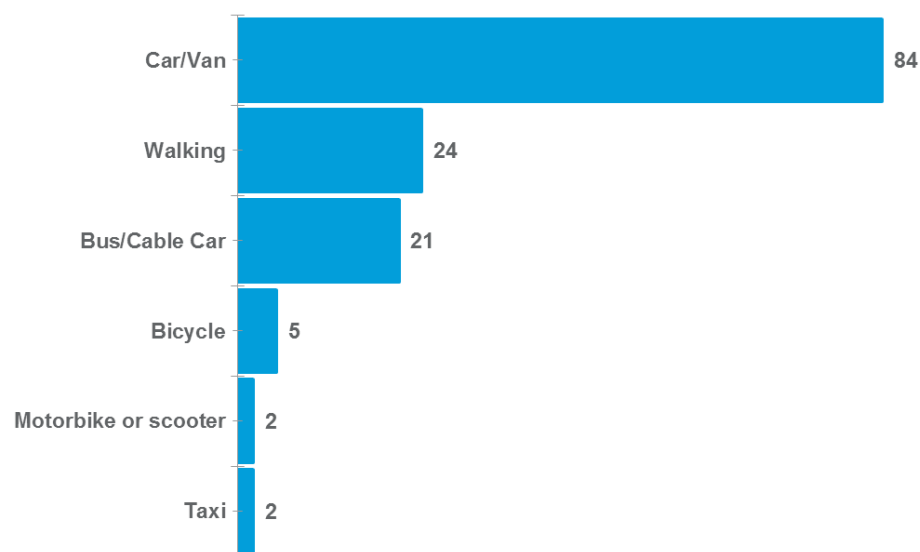
This section reports on respondents' use of public and private transport, and their perceptions of transport types. Public transport refers to cable cars, ferries, trains, and buses (including school buses). It does not include taxis.

Ferries and trains are not reported at the Six Council level, as not all versions of the questionnaire included these modes of transport. For the Councils that did query these modes of transport, the results are reported in the table following the bar chart.

9.1 MAIN FORM OF TRANSPORT

Respondents were asked to nominate the main form of transport that they use for daily activities such as work, study and shopping. The majority (84%) of respondents reported that their main form of transport is a car or van. Respondents could choose more than one option for this question.

Figure 9.1: Main form of transport (%)



Base: All respondents (excluding not answered) n=5290

Table 9.1 Main form of transport by council areas (%)

	Six Councils Total (n=5290)	Auckland (n=2439)	Non-Auckland (n=2851)	Porirua (n=611)	Hutt (n=568)	Wellington (n=646)	Christchurch (n=488)	Dunedin (n=538)
Car/Van	84	87	79	85	82	62	87	80
Walking	24	21	29	18	28	42	23	29
Bus/Cable Car	21	20	21	15	22	37	15	17
Train	NA	7	NA	21	18	9	-	NA
Bicycle	5	3	9	2	6	7	13	4
Motorbike or scooter	2	2	2	1	2	4	2	2
Taxi	2	2	2	4	1	3	2	2
Ferry	NA	2	NA	-	1	-	0	NA
Other	0	0	1	1	0	1	1	1
Don't know	0	0	0	-	-	-	0	0

Base: All respondents (excluding not answered)

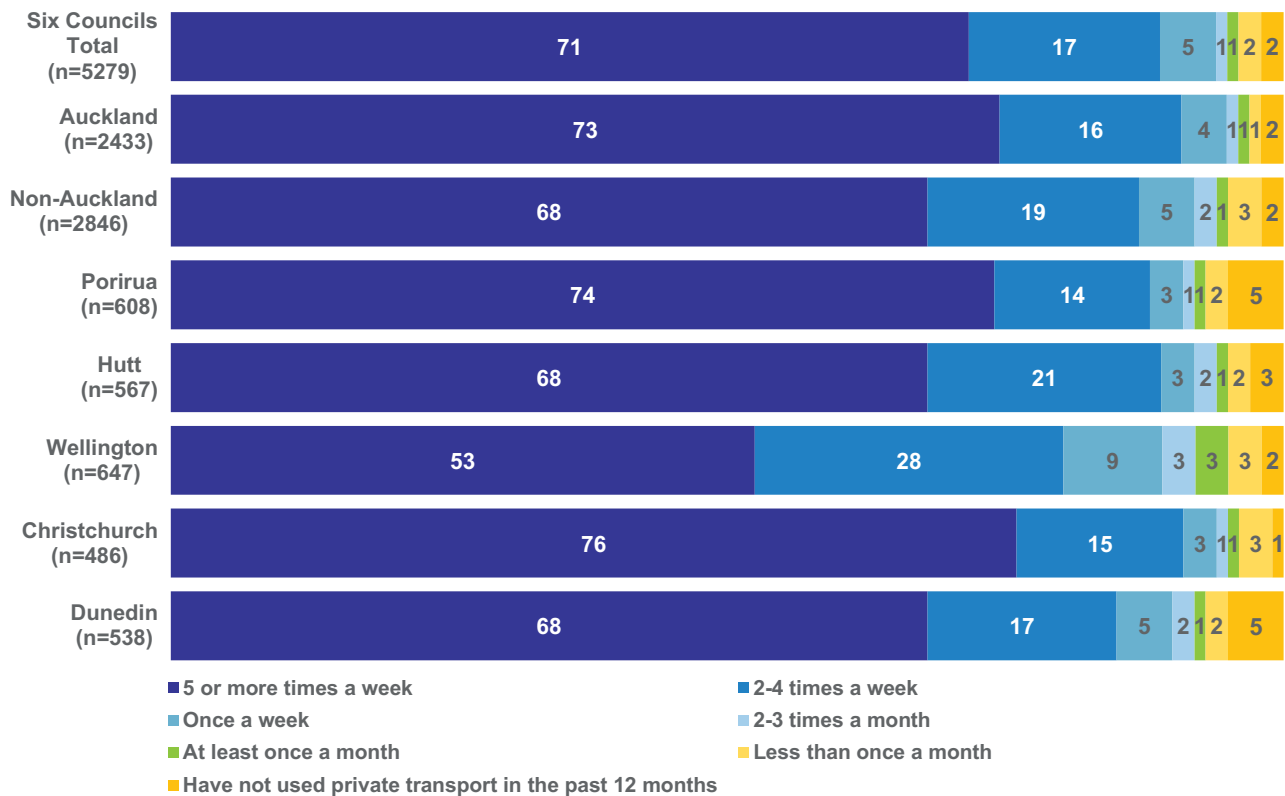
Those less likely to say their main form of transport is car or van are:

- Living in Wellington (62%).

9.2 FREQUENCY OF USE OF PRIVATE TRANSPORT

The majority (88%) of respondents living in the Six Council areas are regular users (twice a week or more often) of private transport, with 71% using it five or more times a week.

Figure 9.2: Frequency of use of private transport (%)



Base: All Respondents (excluding not answered)

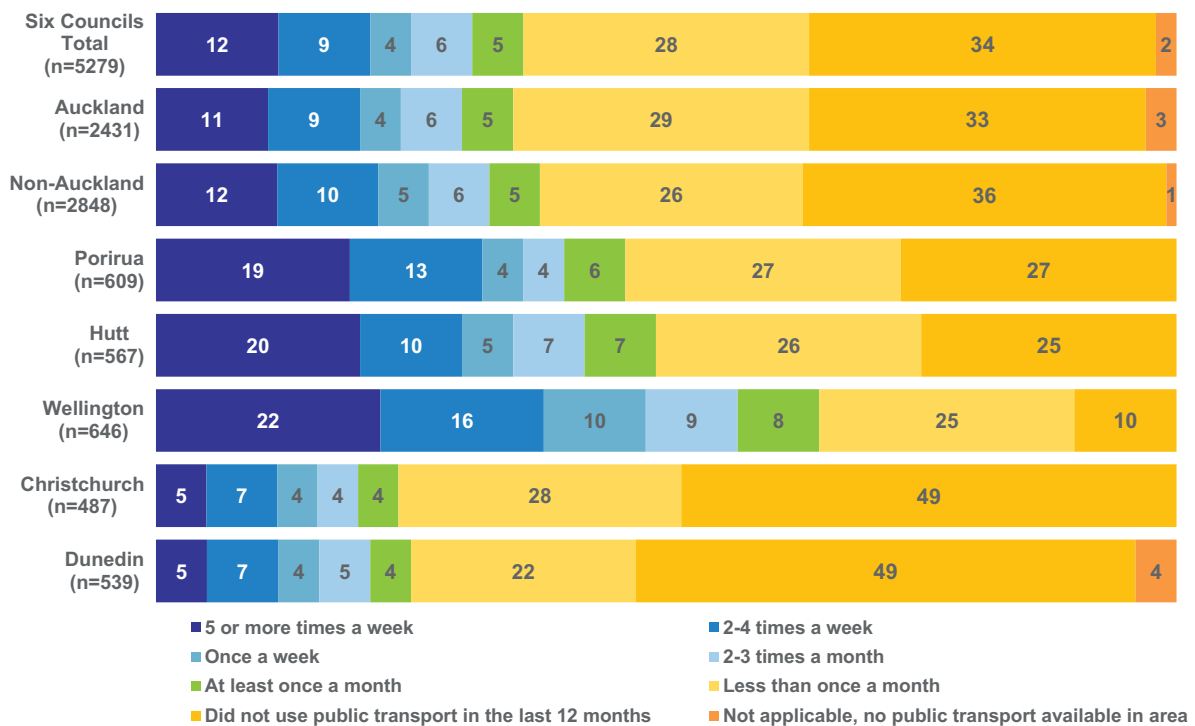
Those less likely to use private transport regularly (twice a week or more often) are:

- Living in Wellington (81%).

9.3 FREQUENCY OF USE OF PUBLIC TRANSPORT

One in five (21%) respondents living in the Six Council areas are regular users (twice a week or more often) of public transport, with 12% using it five or more times a week.

Figure 9.3: Frequency of use of public transport (%)



Base: All Respondents (excluding not answered)

Those more likely to use public transport regularly (twice a week or more often) are:

- Living in Wellington (38%)
- Living in Porirua (32%)
- Living in Hutt City (30%).

Those less likely to use public transport regularly (twice a week or more often) are:

- Living in Dunedin (12%)
- Living in Christchurch (12%).

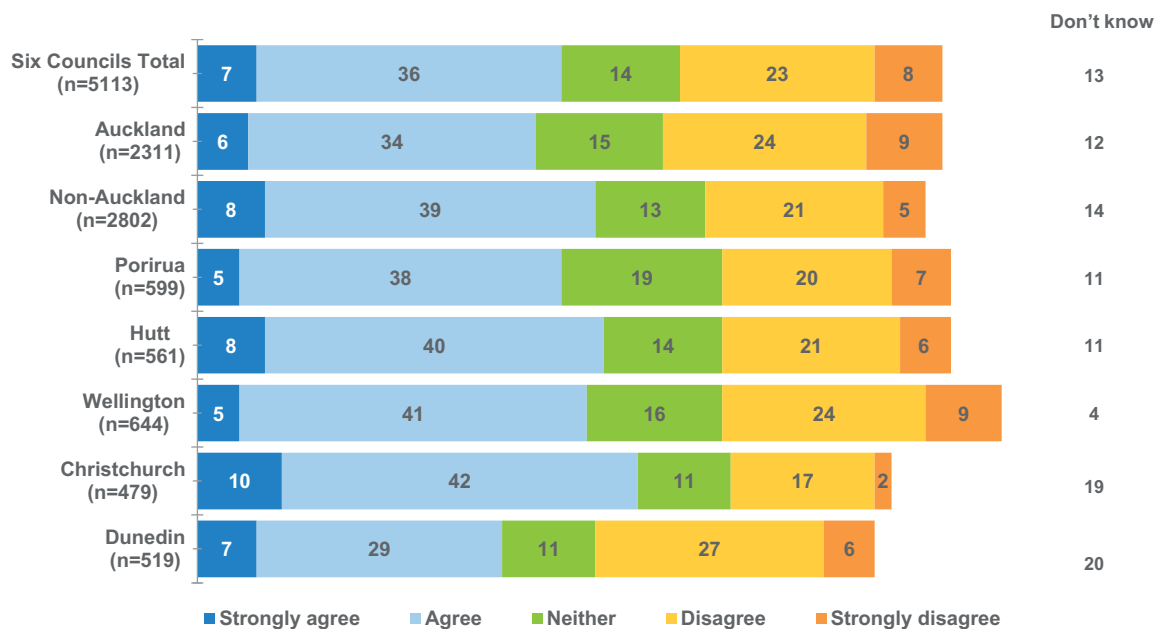
9.4 PERCEPTIONS OF PUBLIC TRANSPORT

All respondents, with the exception of those who stated that the question about public transport was not applicable to them, were asked about their perceptions of public transport with respect to affordability, safety, ease of access, frequency and reliability.

AFFORDABILITY

Just over four in ten (43%) respondents living in the Six Council areas agree that public transport is affordable, with 7% who *strongly agree* and 36% who *agree*.

Figure 9.4.1: Perception of affordability of public transport (%)



Base: All Respondents (excluding not answered and not applicable, no public transport available in area)

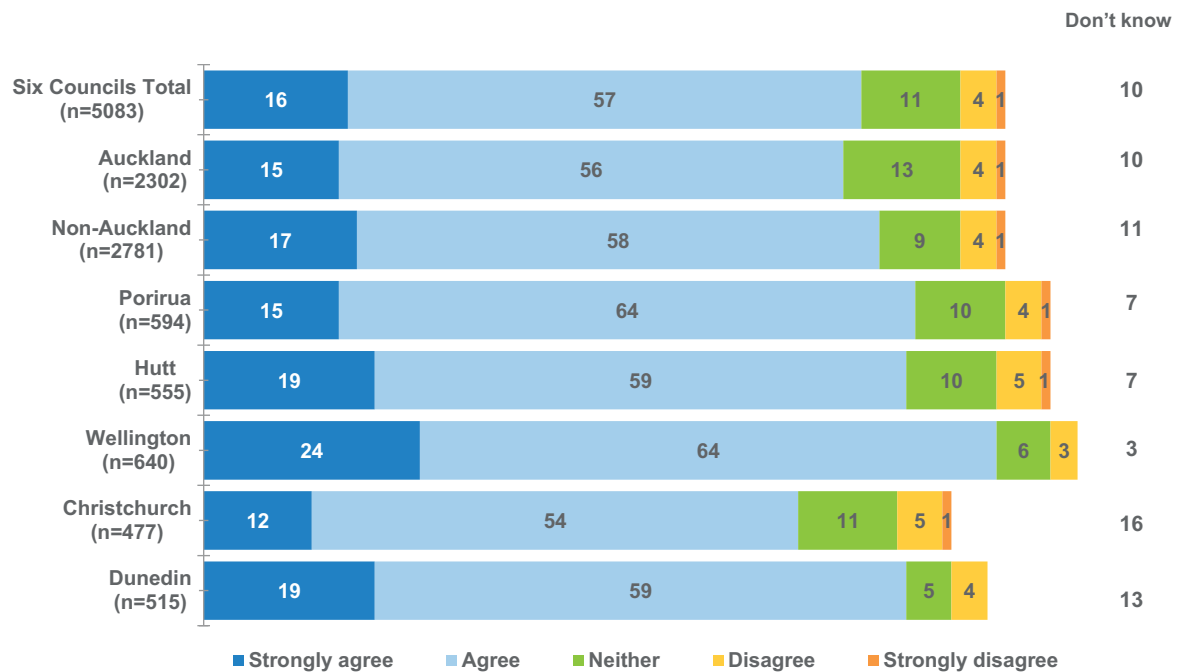
Those more likely to agree it is affordable (*strongly agree* or *agree*) are:

- Living in Christchurch (52%).

SAFETY

Close to three quarters (73%) of respondents living in the Six Council areas agree that public transport is safe, with 16% who *strongly agree* and 57% who *agree*.

Figure 9.4.2 Perception of safety of public transport (%)



Base: All Respondents (excluding not answered and not applicable, no public transport available in area)

Those more likely to agree it is safe (*strongly agree* or *agree*) are:

- Living in Wellington (88%)
- Living in Porirua (79%)
- Living in Hutt City (78%).

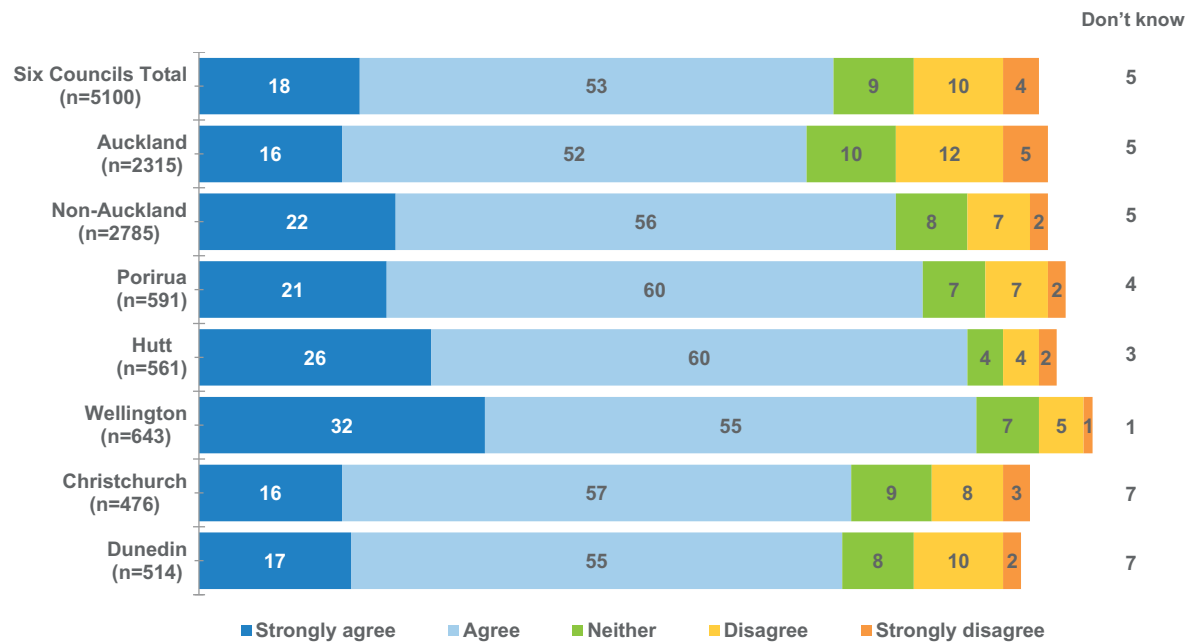
Those *less* likely to agree it is safe (*strongly agree* or *agree*) are:

- Living in Christchurch (66%).

ACCESSIBILITY

Seven out of ten (71%) respondents living in the Six Council areas agree that public transport is easy to get to, with 18% who *strongly agree* and 53% who *agree*.

Figure 9.4.3 Perception of ease of access to public transport (%)



Base: All Respondents (excluding not answered and not applicable, no public transport available in area)

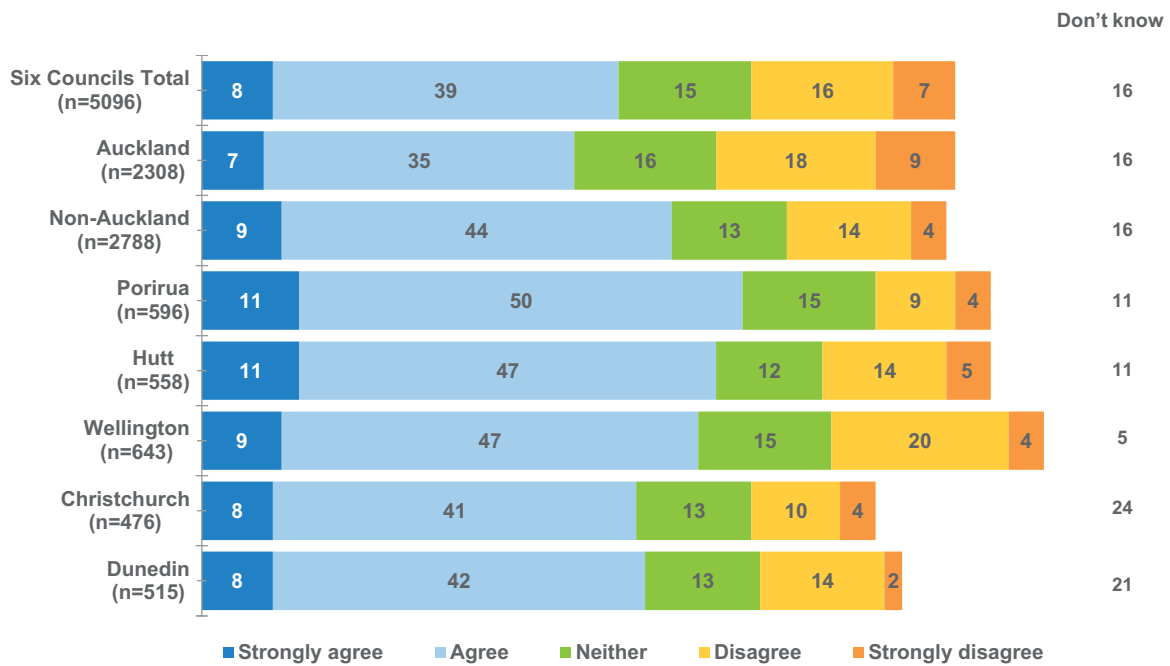
Those more likely to agree it is easy to get to (*strongly agree* or *agree*) are:

- Living in Wellington (87%)
- Living in Hutt City (86%)
- Living in Porirua (81%).

RELIABILITY

Almost half of (47%) respondents living in the Six Council areas agree that public transport is reliable, with 8% who *strongly agree* and 39% who *agree*.

Figure 9.4.4 Perception of reliability of public transport (%)



Base: All Respondents (excluding not answered and not applicable, no public transport available in area)

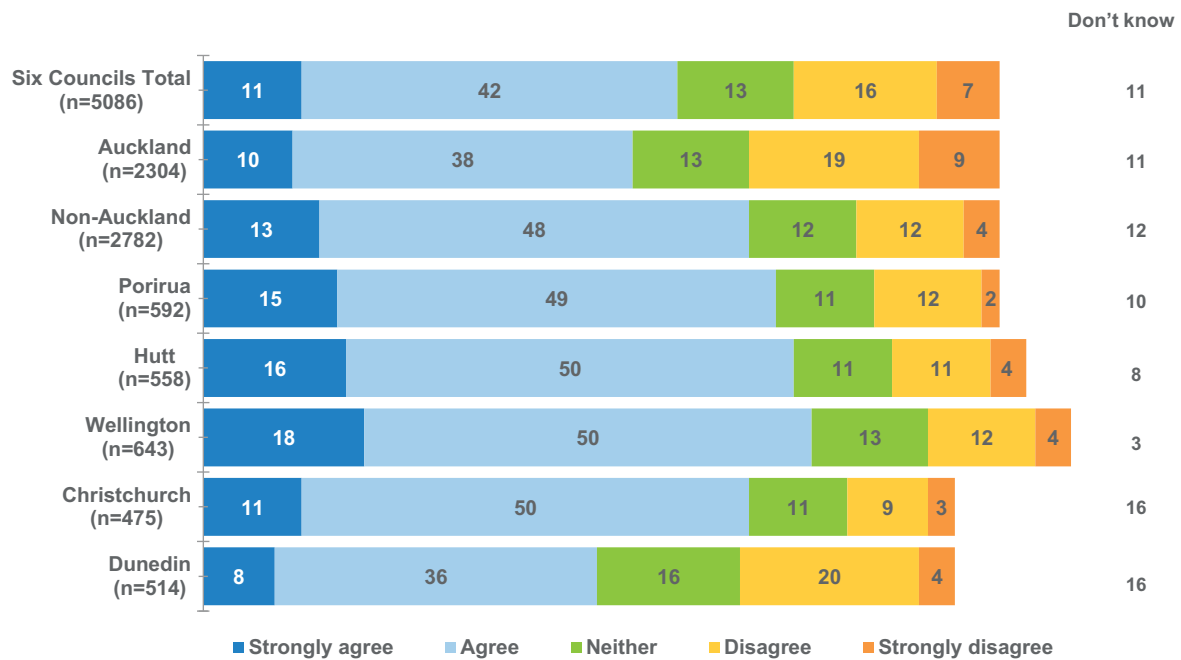
Those more likely to agree it is reliable (*strongly agree* or *agree*) are:

- Living in Porirua (61%)
- Living in Hutt City (58%)
- Living in Wellington (56%).

FREQUENCY

Just over half (53%) of respondents living in the Six Council areas agree that public transport is frequent, with 11% who *strongly agree* and 42% who *agree*.

Figure 9.4.5: Perception of frequency of public transport (%)



Base: All Respondents (excluding not answered and not applicable, no public transport available in area)

Those more likely to agree public transport is frequent (*strongly agree* or *agree*) are:

- Living in Wellington (68%)
- Living in Hutt City (66%)
- Living in Porirua (64%)
- Living in Christchurch (61%).

Those *less* likely to agree public transport is frequent (*strongly agree* or *agree*) are:

- Living in Dunedin (44%).

9.5 PERCEPTION OF SPECIFIC MODES OF TRANSPORT

Respondents were asked to indicate which forms of public and private transport they associated several key words and phrases with. This was asked of all respondents, regardless of whether or not they had used each mode of transport.

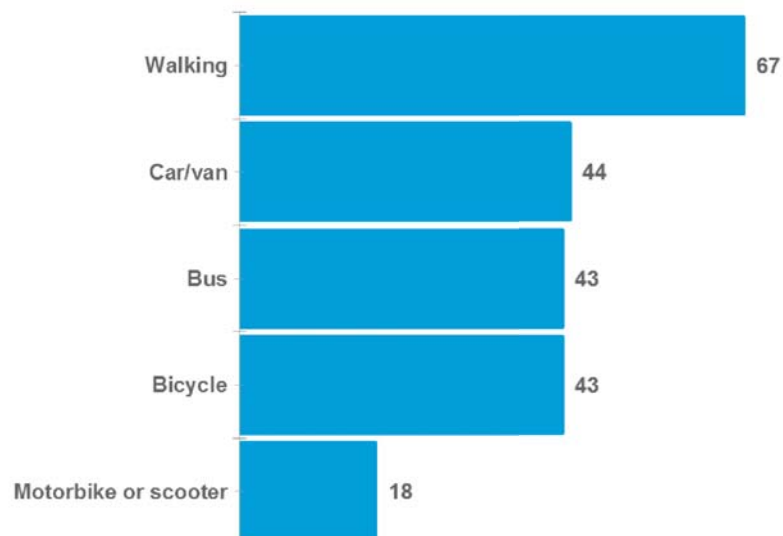
Ferries and trains are not reported at the Six Council level, as not all versions of the questionnaire included these modes of transport. For the Councils that did query these modes of transport, the results are reported in the tables following the bar charts.

AFFORDABILITY

The public transport mode that is most commonly considered to be affordable by the respondents living in the Six Council areas is the bus (43%).

The private transport modes that are most commonly considered to be affordable by the respondents living in the Six Council areas are walking (67%), followed by car / van (44%) and bicycle (43%).

Figure 9.5.1 Perception of affordability of different transport types (%)



Base: All respondents (excluding not answered) n=5016

Table 9.5.1 Perception of affordability of different transport types by council areas (%)

	Six Councils Total (n=5016)	Auckland (n=2303)	Non-Auckland (n=2713)	Porirua (n=564)	Hutt (n=542)	Wellington (n=625)	Christchurch (n=469)	Dunedin (n=513)
Walking	67	64	72	64	66	80	69	71
Car/van	44	45	42	47	40	35	45	44
Bus	43	43	44	43	47	45	47	34
Bicycle	43	38	50	36	42	49	57	46
Train	NA	28	NA	37	33	26	4	NA
Motorbike or scooter	18	16	22	14	18	23	22	25
Ferry	NA	9	NA	5	6	5	4	NA

Base: All respondents (excluding not answered)

Public Transport

Those *less* likely to associate the bus as an affordable transport mode are:

- Living in Dunedin (34%, compared to 43% Six Council total).

Private Transport

Those *less* likely to associate the car / van as an affordable transport mode are:

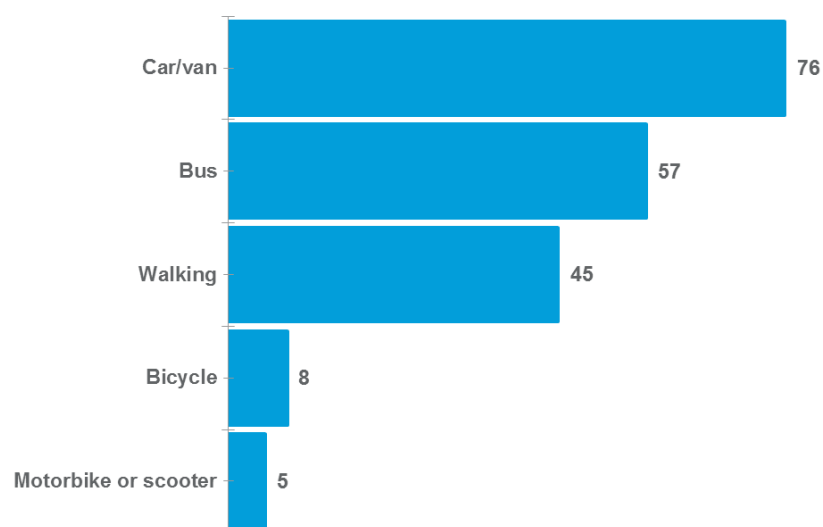
- Living in Wellington (35%, compared to 44% Six Council total).

SAFETY

The public transport mode that is most commonly considered to be safe by the respondents living in the Six Council areas is the bus (57%).

The private transport modes that are most commonly considered to be safe by the respondents living in the Six Council areas are car / van (76%), followed by walking (45%)

Figure 9.5.2 Perception of safety of different transport types (%)



Base: All respondents (excluding not answered) n=4980

Table 9.5.2 Perception of safety of different transport types by council areas (%)

	Six Councils Total (n=4980)	Auckland (n=2298)	Non-Auckland (n=2682)	Porirua (n=574)	Hutt (n=529)	Wellington (n=621)	Christchurch (n=449)	Dunedin (n=509)
Car/van	76	76	76	73	75	72	79	80
Bus	57	55	60	51	59	74	54	59
Walking	45	40	54	44	48	66	49	57
Train	NA	41	NA	62	56	54	20	NA
Ferry	NA	32	NA	17	24	30	15	NA
Bicycle	8	7	10	13	11	11	10	6
Motorbike or scooter	5	4	6	6	7	9	5	7

Base: All respondents (excluding not answered)

Public Transport

Those more likely to consider the bus as a safe transport mode are:

- Living in Wellington (74%).

Those *less* likely to consider the bus as a safe transport mode are:

- Living in Porirua (51%).

Private Transport

Those more likely to consider walking as a safe transport mode are:

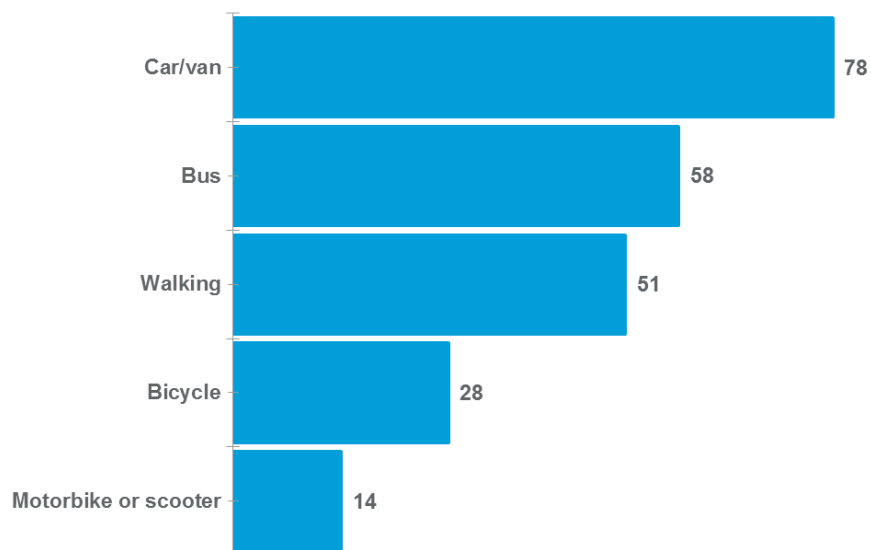
- Living in Wellington (66%)
- Living in Dunedin (57%).

ACCESSIBILITY

The public transport mode that is most commonly considered to be easy to get to by the respondents living in the Six Council areas is the bus (58%).

The private transport modes that are most commonly considered to be easy to get to by the respondents living in the Six Council areas are car / van (78%), followed by walking (51%).

Figure 9.5.3 Perception of ease of access to different transport types (%)



Base: All respondents (excluding not answered) n=5046

Table 9.5.3 Perception of ease of access to different transport types by council areas (%)

	Six Councils Total (n=5046)	Auckland (n=2319)	Non-Auckland (n=2727)	Porirua (n=579)	Hutt (n=549)	Wellington (n=632)	Christchurch (n=460)	Dunedin (n=507)
Car/van	78	79	77	73	73	71	79	85
Bus	58	56	62	60	71	75	58	46
Walking	51	48	56	50	52	65	54	51
Bicycle	28	24	34	25	29	33	41	26
Train	NA	23	NA	55	49	31	2	NA
Motorbike or scooter	14	12	17	10	12	20	16	19
Ferry	NA	10	NA	7	9	11	2	NA

Base: All respondents (excluding not answered)

Public Transport

Those more likely to consider the bus as an easy to access transport mode are:

- Living in Wellington (75%)
- Living in Hutt City (71%).

Those *less* likely to consider the bus as an easy to access transport mode are:

- Living in Dunedin (46%).

Private Transport

Those more likely to consider the car / van as an easy to access transport mode are:

- Living in Dunedin (85%).

Those *less* likely to consider the car / van as an easy to access transport mode are:

- Living in Wellington (71%)
- Living in Hutt City (73%)
- Living in Porirua (73%).

Those more likely to consider walking as an easy to access transport mode are:

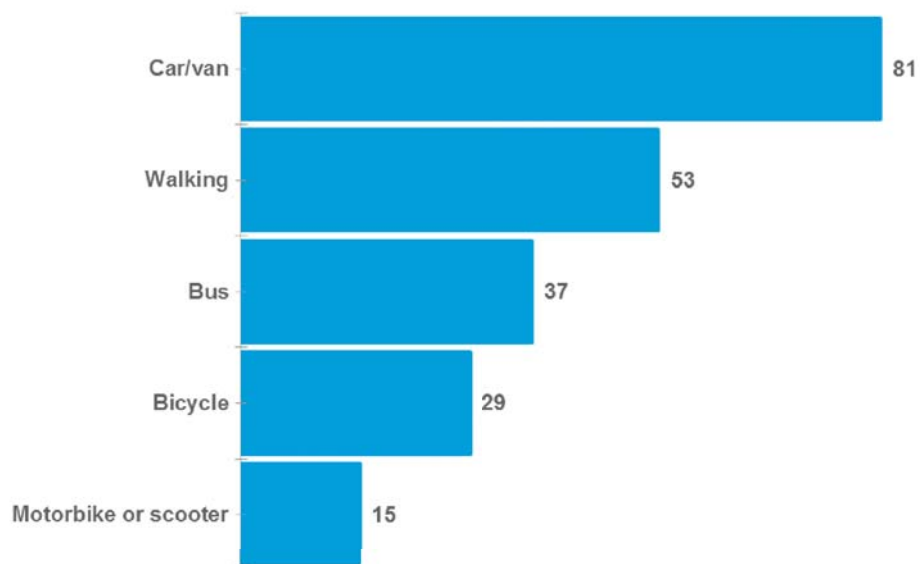
- Living in Wellington (65%).

RELIABILITY

The public transport mode that is most commonly considered to be reliable by the respondents living in the Six Council areas is the bus (37%).

The private transport modes that are most commonly considered to be reliable by the respondents living in the Six Council areas are car / van (81%), followed by walking (53%).

Figure 9.5.4 Perception of reliability of different transport types (%)



Base: All respondents (excluding not answered) n=5042

Table 9.5.4 Perception of reliability of different transport types by council areas (%)

	Six Councils Total (n=5042)	Auckland (n=2328)	Non-Auckland (n=2714)	Porirua (n=576)	Hutt (n=542)	Wellington (n=626)	Christchurch (n=460)	Dunedin (n=510)
Car/van	81	82	80	79	77	75	82	84
Walking	53	49	61	53	57	71	58	57
Bus	37	35	42	42	46	46	40	36
Bicycle	29	24	36	25	30	35	42	28
Train	NA	26	NA	46	40	26	7	NA
Ferry	NA	22	NA	9	11	12	6	NA
Motorbike or scooter	15	13	17	11	12	20	18	17

Base: All respondents (excluding not answered)

Public Transport

Those more likely to consider the bus as a reliable transport mode are:

- Living in Wellington (46%)
- Living in Hutt City (46%).

Private Transport

Those *less* likely to consider the car / van as a reliable transport mode are:

- Living in Wellington (75%).

Those more likely to consider walking as a reliable transport mode are:

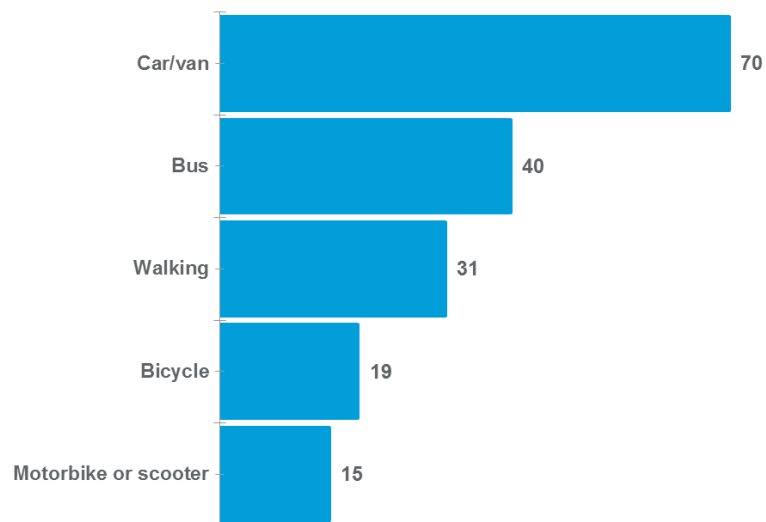
- Living in Wellington (71%).

ACCEPTABILITY OF TRAVEL TIME

The public transport mode that is most commonly considered to have an acceptable travel time by the respondents living in the Six Council areas is the bus (40%).

The private transport modes that are most commonly considered to have an acceptable travel time by the respondents living in the Six Council areas are car / van (70%), followed by walking (31%).

Figure 9.5.5 Perception of acceptability of travel time of different transport types (%)



Base: All respondents (excluding not answered) n=4895

Table 9.5.5 Perception of acceptability of travel time of different transport types by council areas (%)

	Six Councils Total (n=4895)	Auckland (n=2236)	Non-Auckland (n=2659)	Porirua (n=563)	Hutt (n=530)	Wellington (n=618)	Christchurch (n=454)	Dunedin (n=494)
Car/van	70	67	76	65	72	71	77	86
Bus	40	37	44	43	52	57	37	35
Walking	31	28	36	33	35	46	33	32
Train	NA	31	NA	59	56	40	8	NA
Bicycle	19	14	26	16	19	28	30	22
Ferry	NA	22	NA	10	16	16	6	NA
Motorbike or scooter	15	13	19	13	13	22	18	23

Base: All respondents (excluding not answered)

Public Transport

Those more likely to consider the bus as a transport mode that takes an acceptable amount of time are:

- Living in Wellington (57%)
- Living in Hutt (52%).

Private Transport

Those more likely to consider walking as a transport mode that takes an acceptable amount of time are:

- Living in Wellington (46%)

10. ECONOMIC WELLBEING



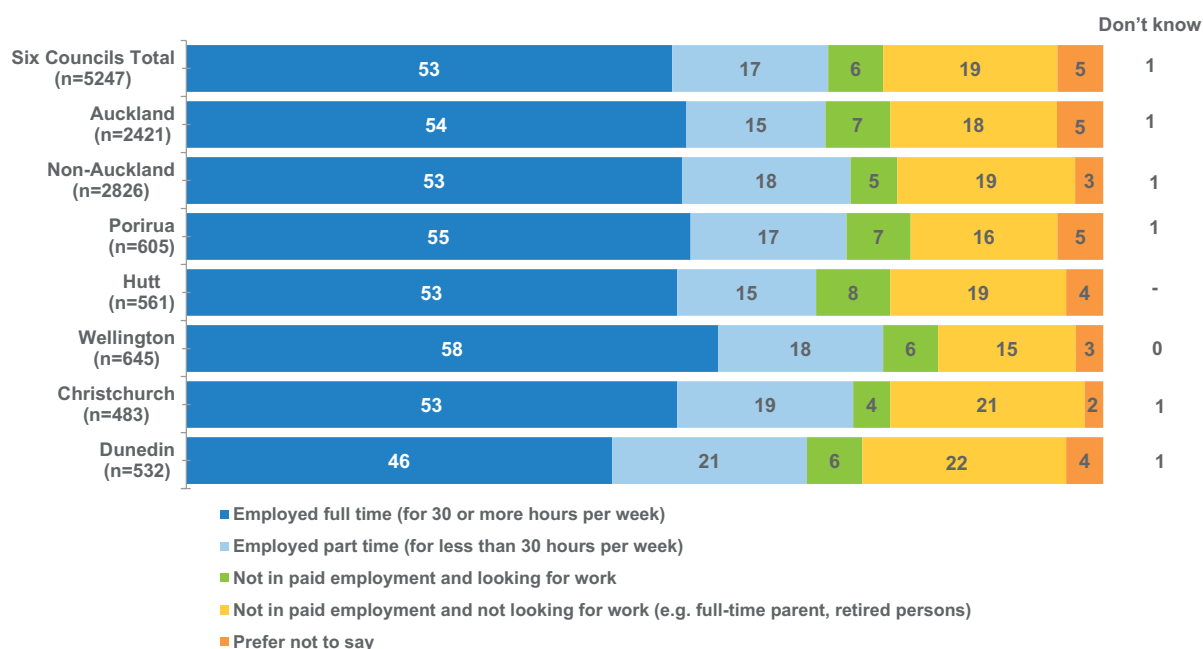
ECONOMIC WELLBEING

This section reports on respondents' employment status, their perceptions of their work/life balance as well as perceptions of costs of living and housing.

10.1 EMPLOYMENT STATUS

At the time of the survey, just over half (53%) of respondents living in the Six Council areas were employed full time (for 30 hours or more a week). A further 17% were in part-time work. One fifth (19%) were not in paid employment and were not looking for work, while 6% were not in paid employment but were looking for work.

Figure 10.1: Employment status (%)



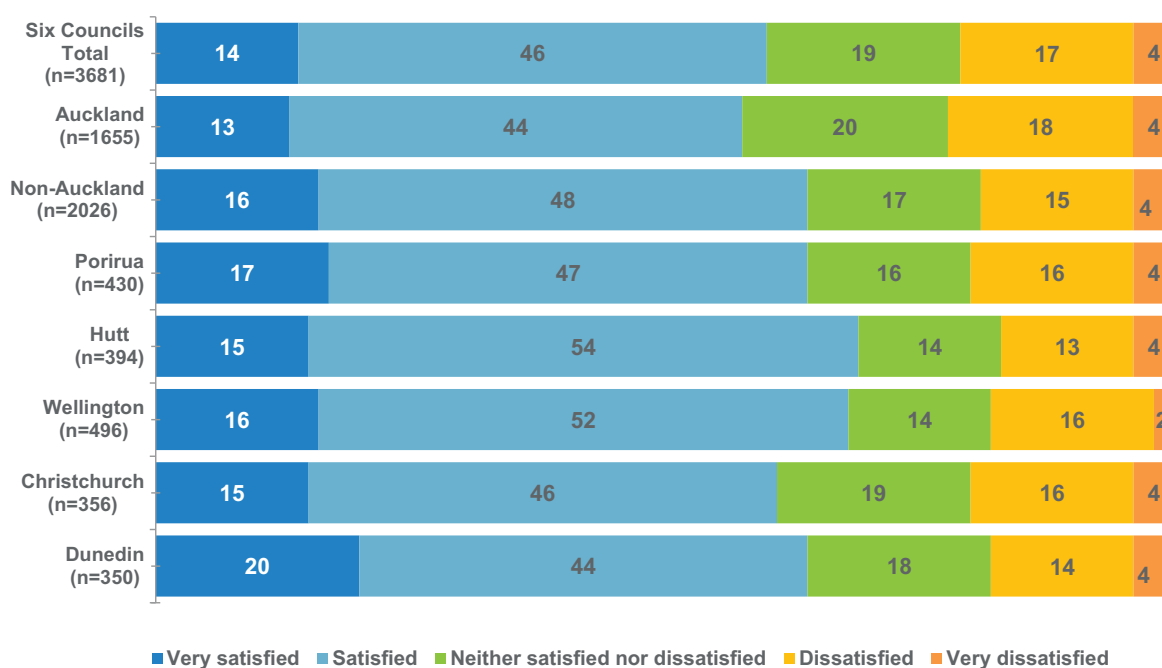
Base: All Respondents (excluding not answered)

There are no significant differences by location.

10.2 BALANCE BETWEEN WORK AND OTHER ASPECTS OF LIFE

Six in ten (60%) respondents who were in paid employment were satisfied with the balance between work and other aspects of life, with 14% *very satisfied* and 46% *satisfied*.

Figure 10.2: Balance between work and other aspects of life (%)



Base: Those in paid employment (excluding not answered)

Those more likely to be satisfied (*very satisfied* or *satisfied*) are:

- Living in Hutt City (69%)
- Living in Wellington (68%).

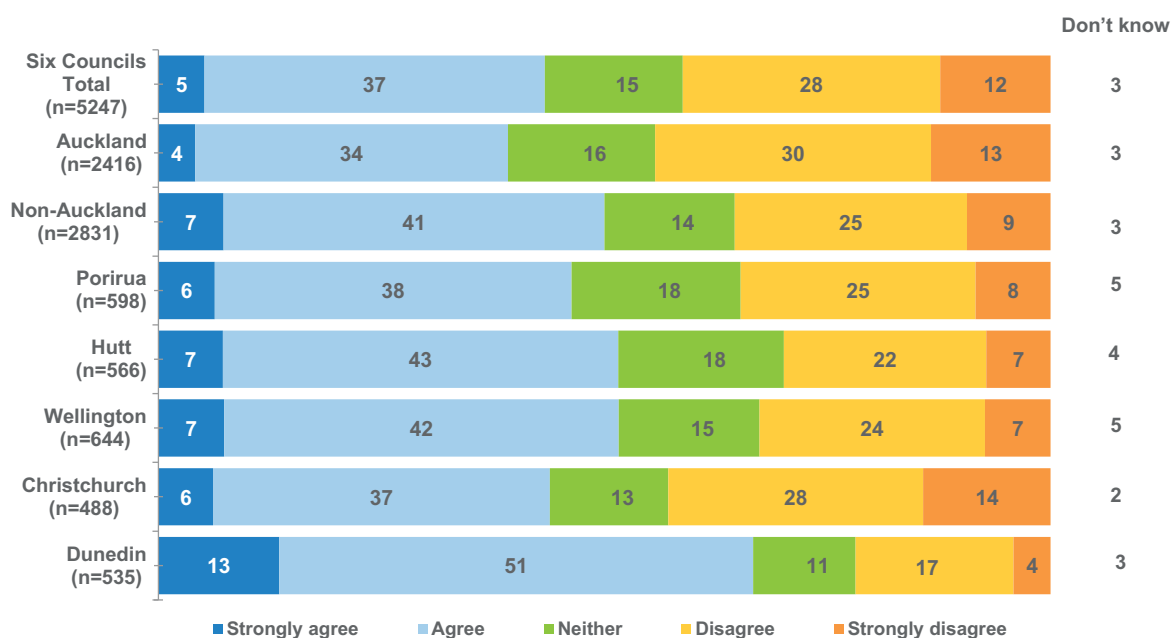
10.3 HOUSING COSTS

Respondents were asked how much they agreed or disagreed with three statements related to the house, townhouse or apartment they currently lived in.

Affordability of housing

Four in ten (42%) of respondents agree that their housing costs are affordable (by housing costs include expenses like rent or mortgage, rates, house insurance and house maintenance), with 5% who *strongly agree* and 37% who *agree*.

Figure 10.3.1 Affordability of housing costs (%)



Base: All Respondents (excluding not answered)

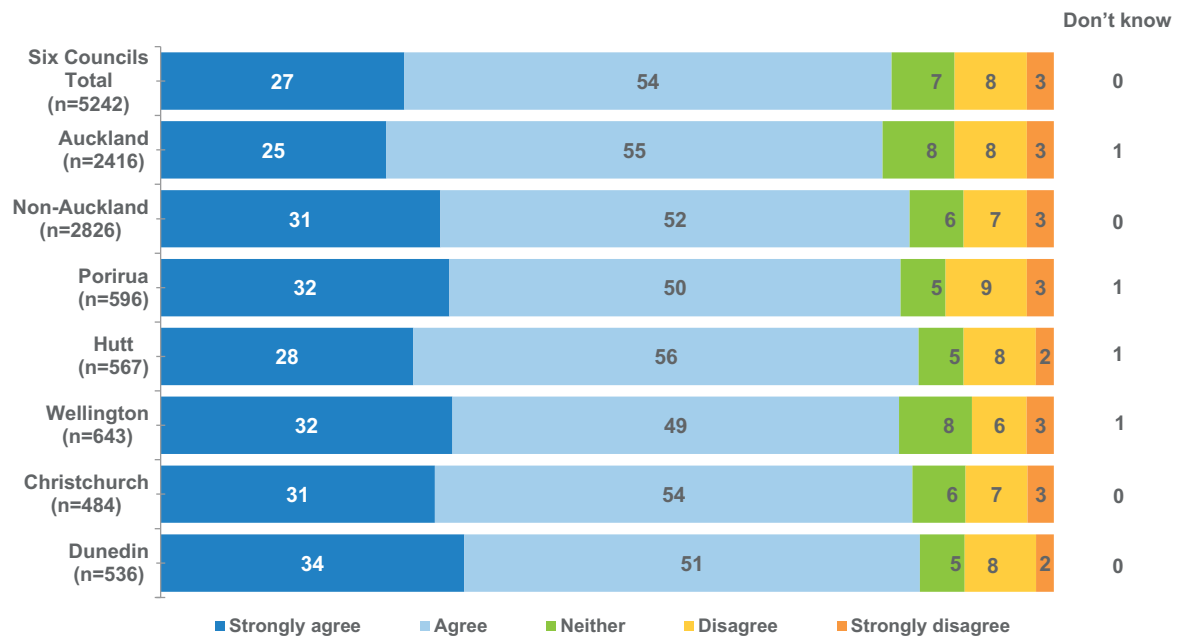
Those more likely to agree (*agree strongly* or *agree*) that housing costs are affordable are:

- Living in Dunedin (64%)
- Living in Hutt City (50%)
- Living in Wellington (49%).

Suitability of type of dwelling

The majority (81%) of respondents living in the Six Council areas agree that the type of house or apartment they live in suits their needs and needs of others in the household, with 27% who *strongly agree* and 54% who *agree*.

Figure 10.3.2 Suitability of housing type (%)



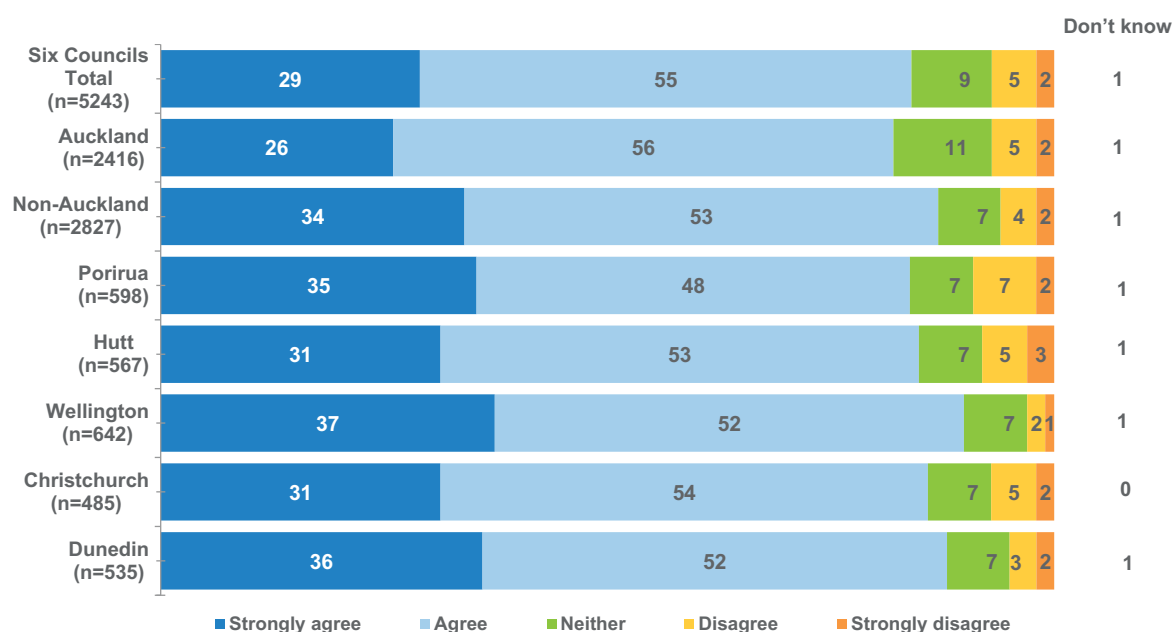
Base: All Respondents (excluding not answered)

There are no significant differences by location.

Suitability of area they lived in

The majority (84%) of respondents living in the Six Council areas agree that the general area or neighbourhood their house or apartment is in suits their needs and the needs of others in their household with 29% who *strongly agree* and 55% who *agree*.

Figure 10.3.3 Location suits household needs (%)



Base: All Respondents (excluding not answered)

Those more likely to agree (*agree strongly* or *agree*) that housing location is suitable are:

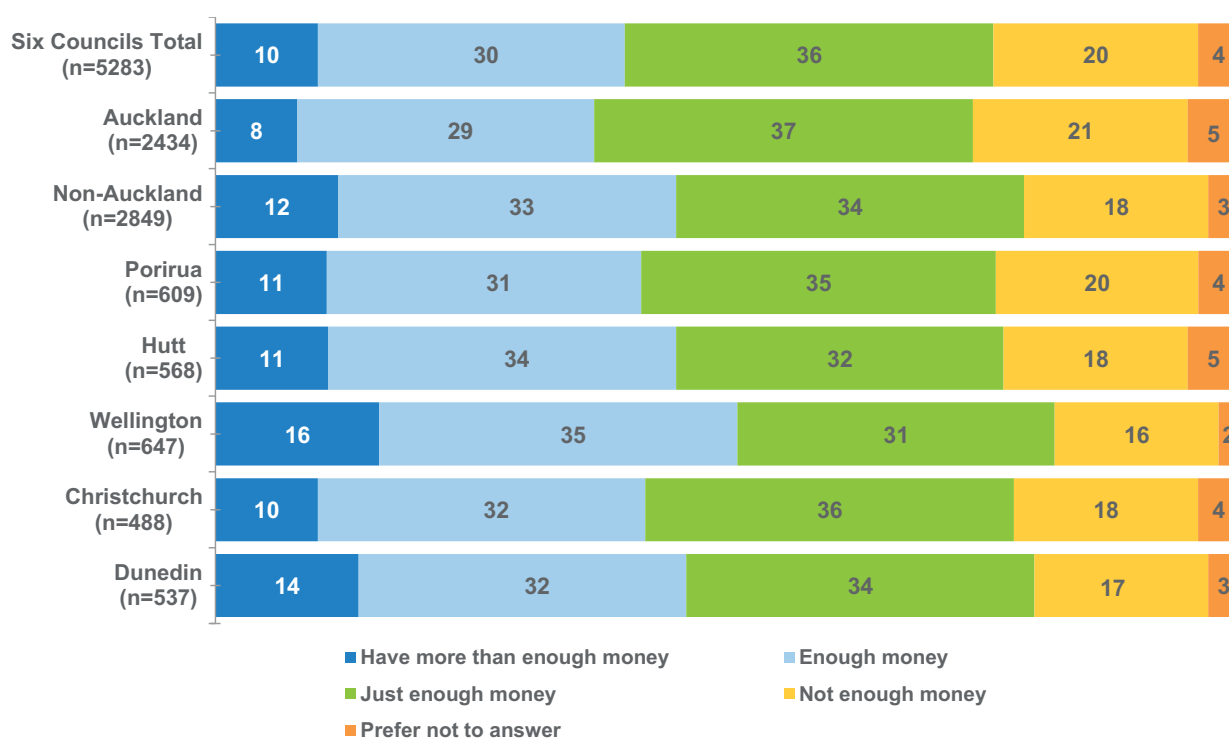
- Living in Wellington (89%).

10.4 ABILITY TO COVER COSTS OF EVERYDAY NEEDS

One in ten (10%) respondents living in the Six Council areas felt that they have more than enough money to cover the costs of their everyday things such as accommodation, food, clothing and other necessities.

Three in ten (30%) say they have enough money, while over a third (36%) say they have just enough money. One in five (20%) of respondents say they do not have enough money to meet their everyday needs.

Figure 10.4: Ability to cover costs of everyday needs (%)



Base: All Respondents (excluding not answered)

Those more likely to have more than enough money are:

- Living in Wellington (16%).

APPENDIX I

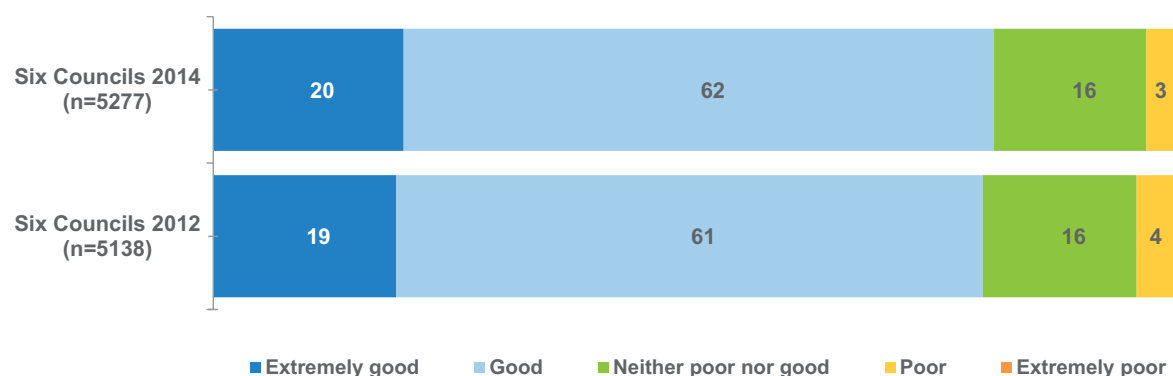
COMPARISON WITH 2012



TIME SERIES

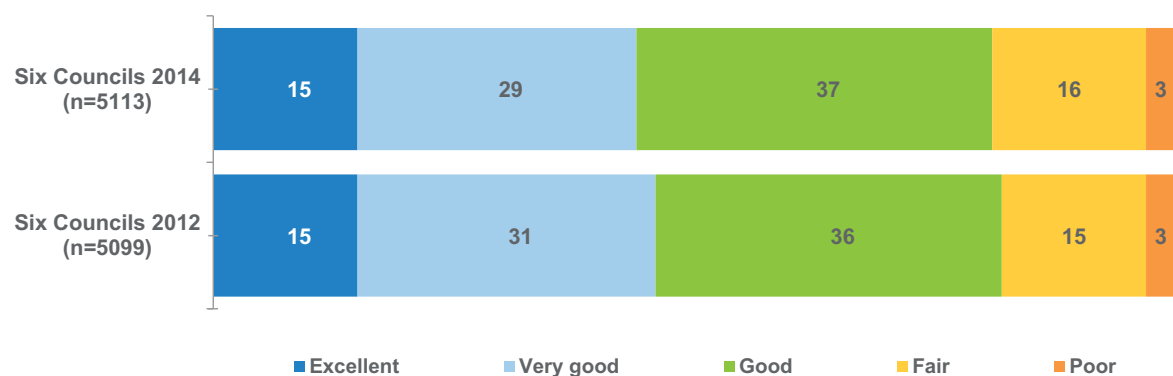
The following charts show the results of selected questions compared to the 2012 results. There were only two significant increases of more than 5 percentage points between the 2012 and 2014 result. This change in response to these two questions is discussed at the end of this section. For all scale questions, significant testing has been done at the net level (top-two and bottom-two boxes).

Appendix Chart 1: Overall quality of life – 2012/2014



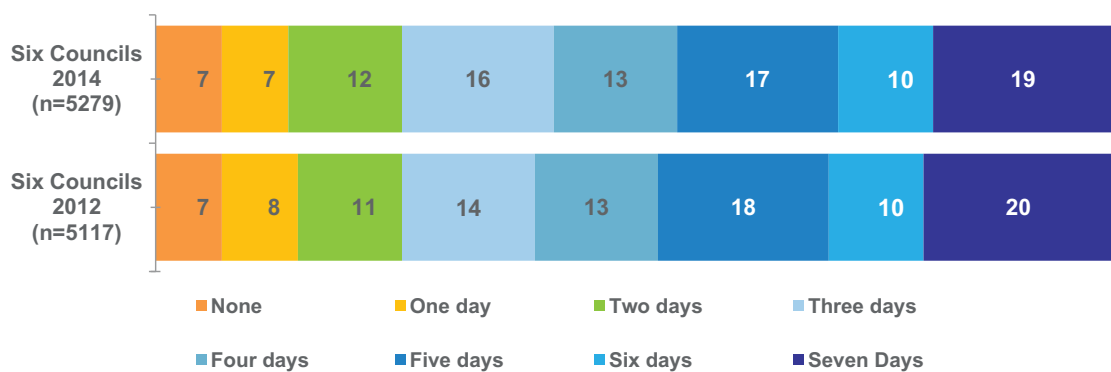
Base: All Respondents (excluding not answered)

Appendix Chart 2: Overall health– 2012/2014



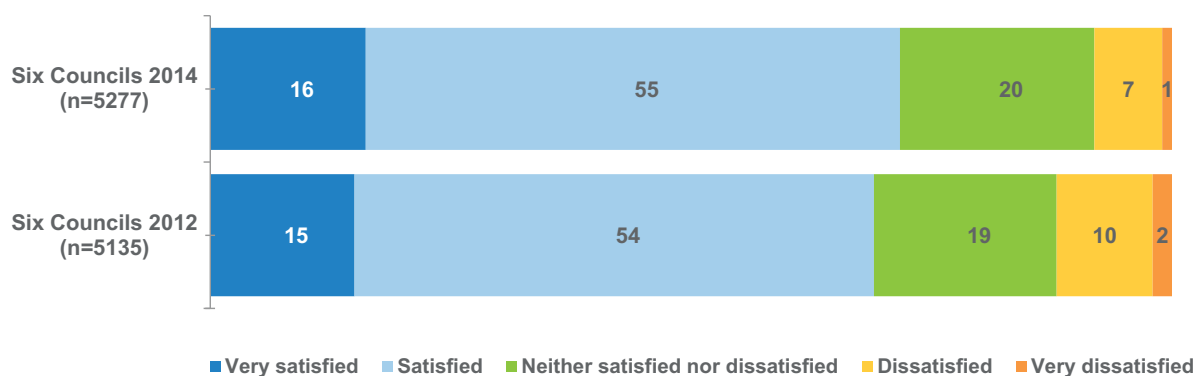
Base: All Respondents (excluding not answered)

Appendix Chart 3: Frequency of doing physical activity– 2012/2014



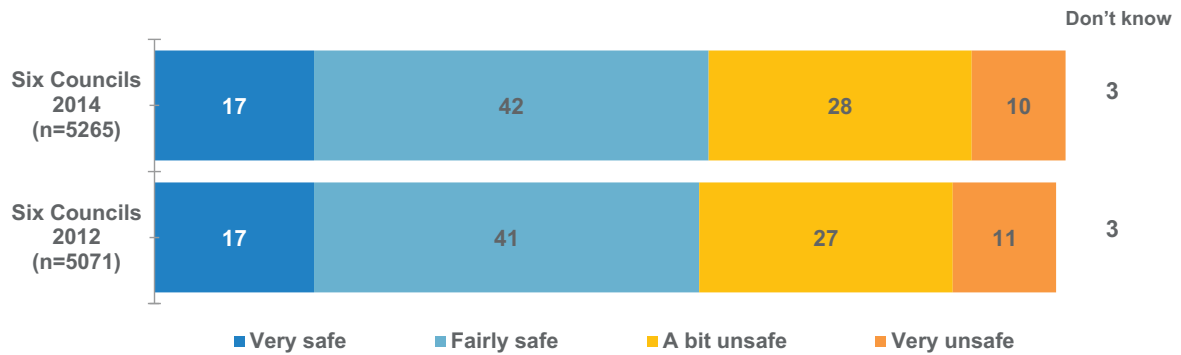
Base: All Respondents (excluding not answered)

Appendix Chart 4: Overall satisfaction with life– 2012/2014



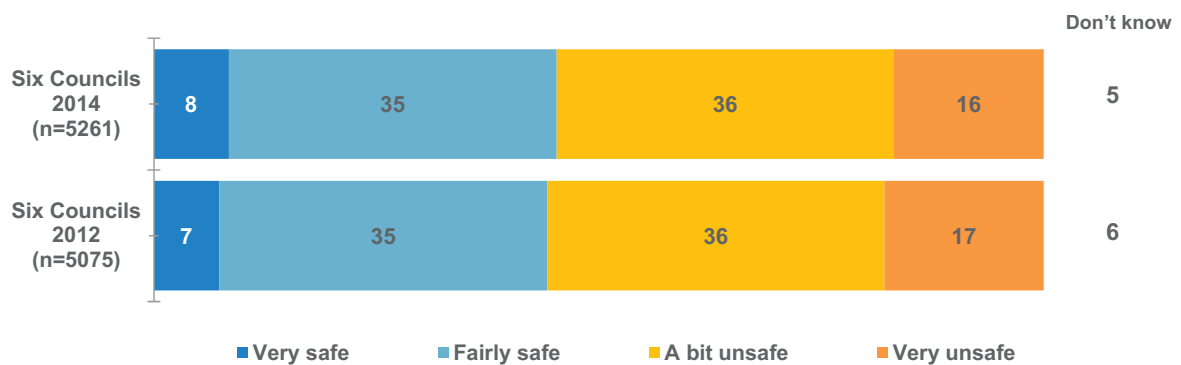
Base: All Respondents (excluding not answered)

Appendix Chart 5: Sense of safety in neighbourhood after dark– 2012/2014



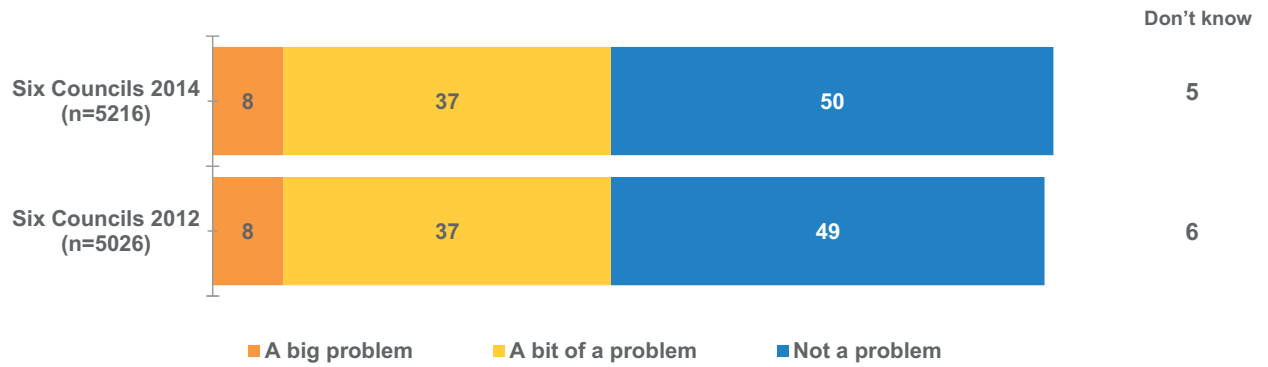
Base: All Respondents (excluding not answered)

Appendix Chart 6: Sense of safety in city centre after dark– 2012/2014



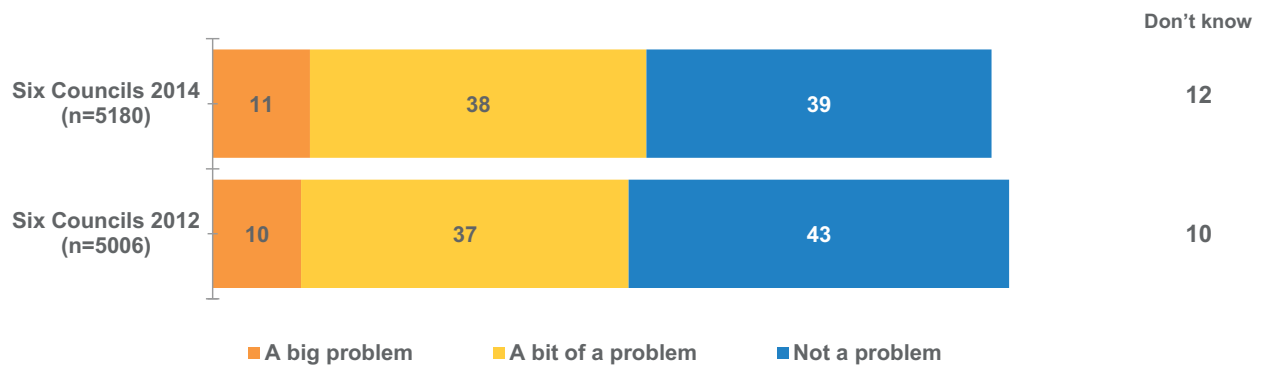
Base: All Respondents (excluding not answered)

Appendix Chart 7: Perception of presence of people you feel unsafe around– 2012/2014



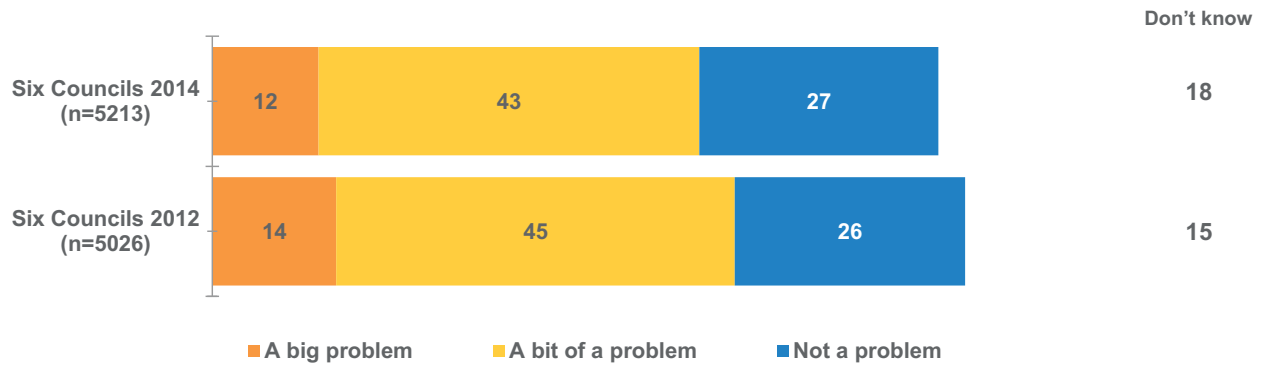
Base: All Respondents (excluding not answered)

Appendix Chart 8: Vandalism as a problem– 2012/2014



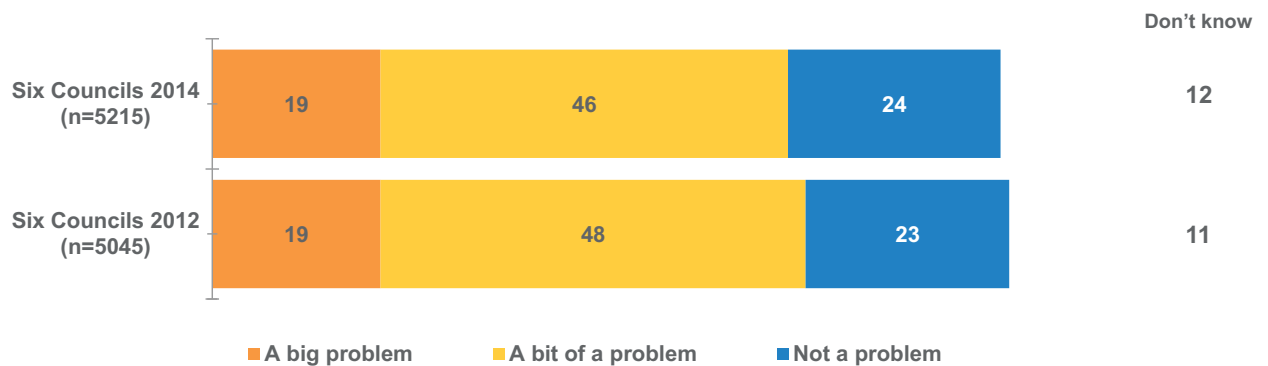
Base: All Respondents (excluding not answered)

Appendix Chart 9: Car theft and damage to cars as a problem– 2012/2014



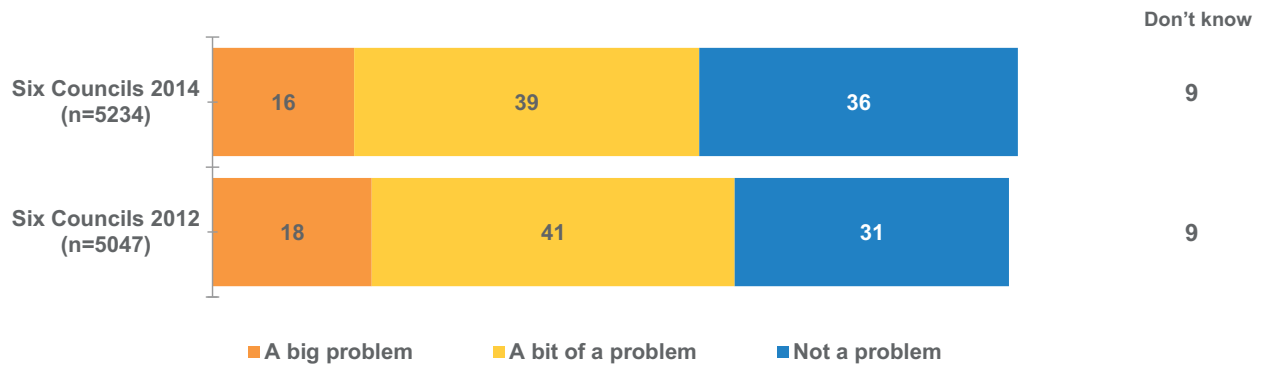
Base: All Respondents (excluding not answered)

Appendix Chart 10: Dangerous driving as a problem– 2012/2014



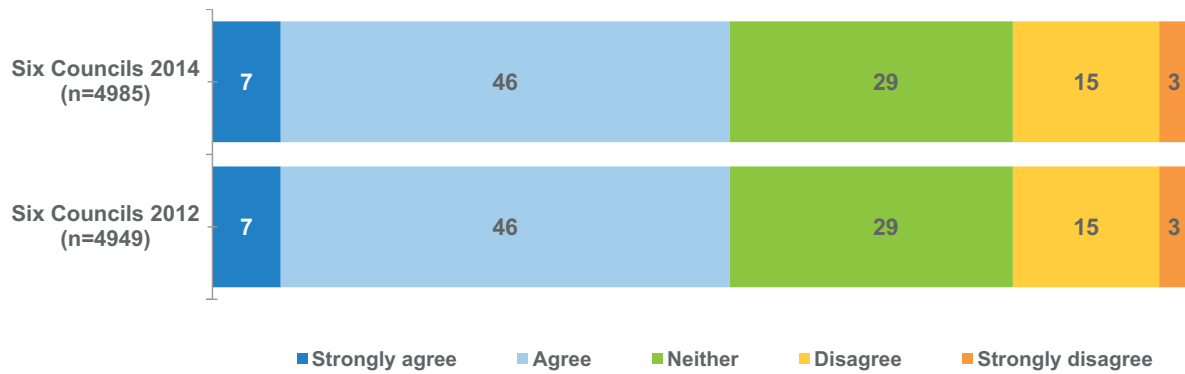
Base: All Respondents (excluding not answered)

Appendix Chart 11: Alcohol/drug problems– 2012/2014



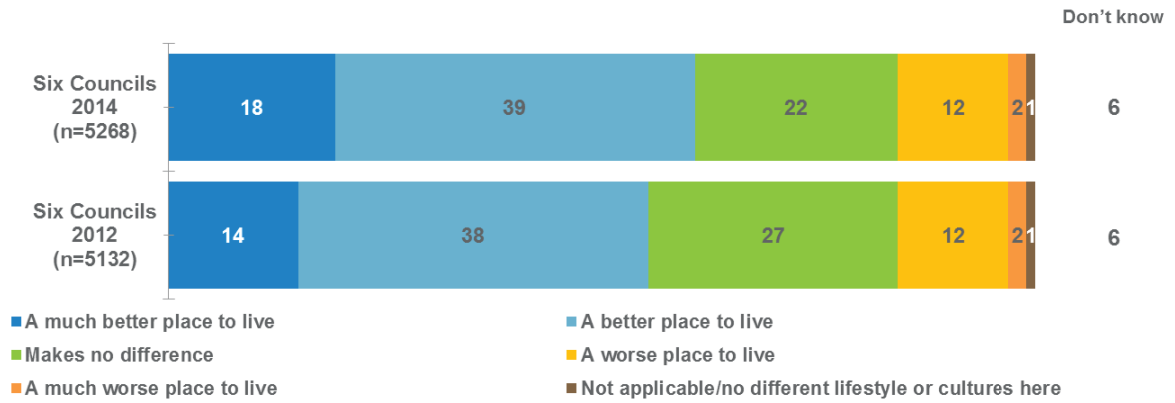
Base: All Respondents (excluding not answered)

Appendix Chart 12: Feel a sense of community– 2012/2014



Base: All Respondents (excluding not answered)

Appendix Chart 13: Impact of cultural diversity– 2012/2014



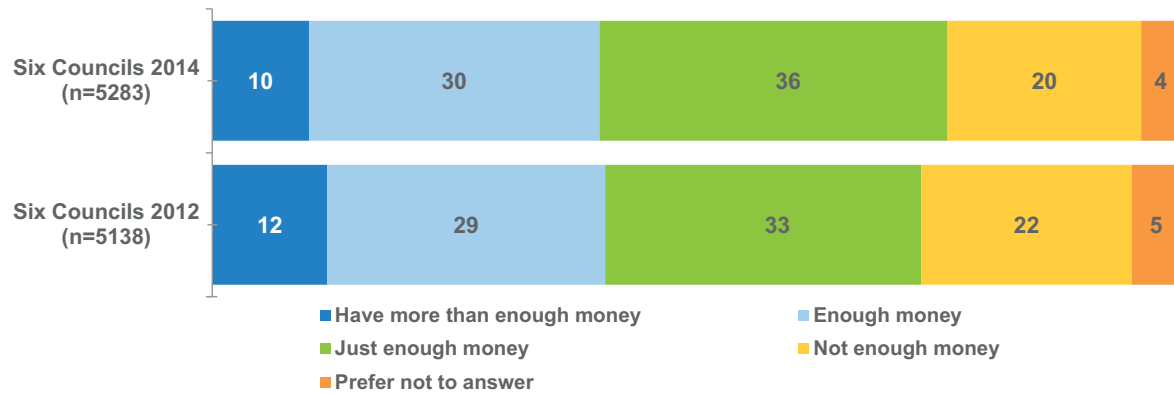
Base: All Respondents (excluding not answered)

Appendix Chart 14: Work/life balance– 2012/2014



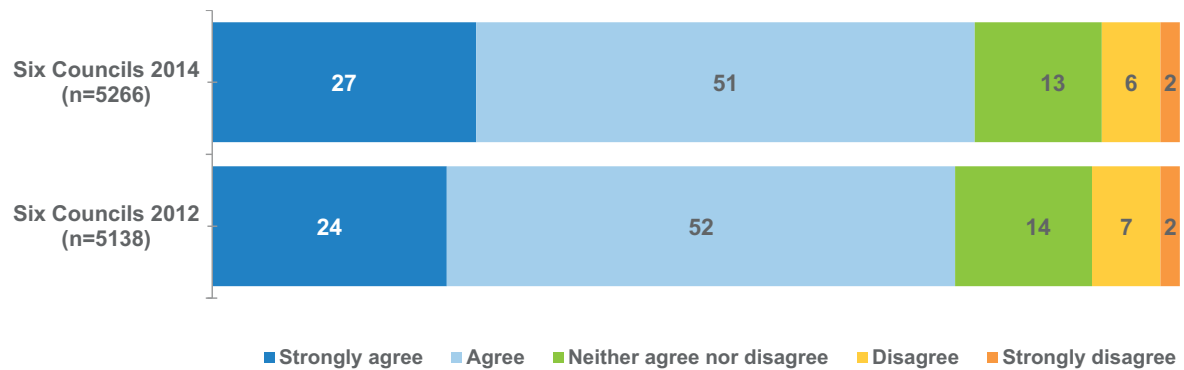
Base: All Respondents (excluding not answered)

Appendix Chart 15: Ability to cover costs of everyday needs– 2012/2014



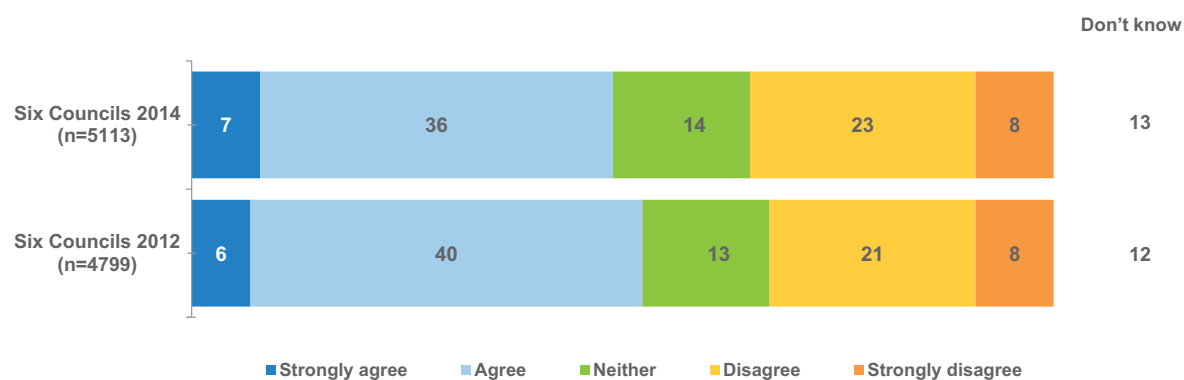
Base: All Respondents (excluding not answered)

Appendix Chart 16: City is a great place to live– 2012/2014



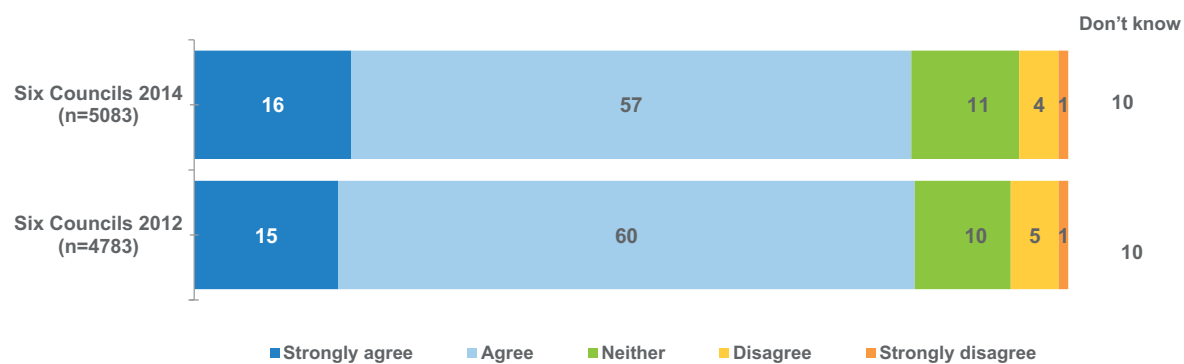
Base: All Respondents (excluding not answered)

Appendix Chart 17: Affordability of public transport – 2012/2014



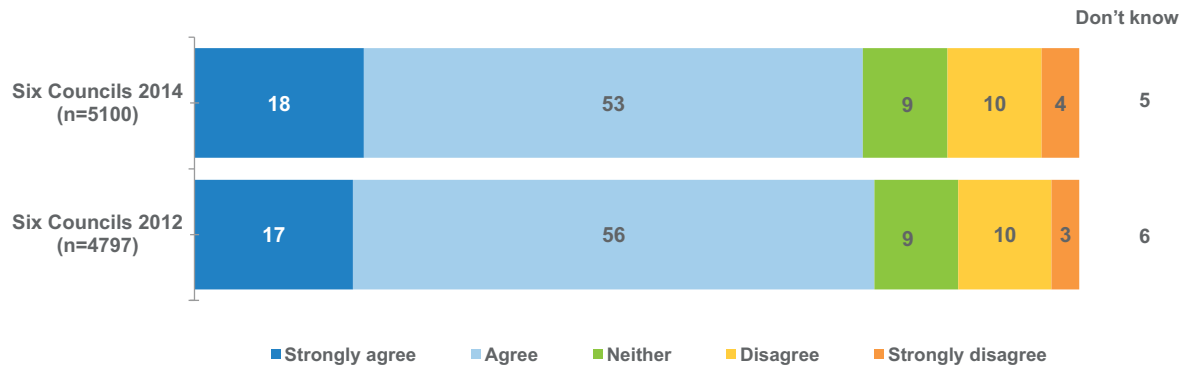
Base: All Respondents (excluding not answered and not applicable, no public transport available in area)

Appendix Chart 18: Safety of public transport– 2012/2014



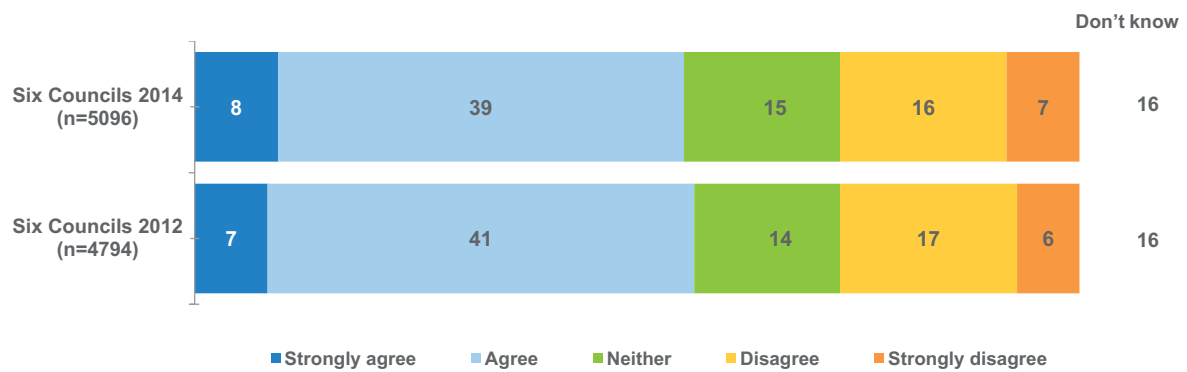
Base: All Respondents (excluding not answered and not applicable, no public transport available in area)

Appendix Chart 19: Ease of access to public transport– 2012/2014



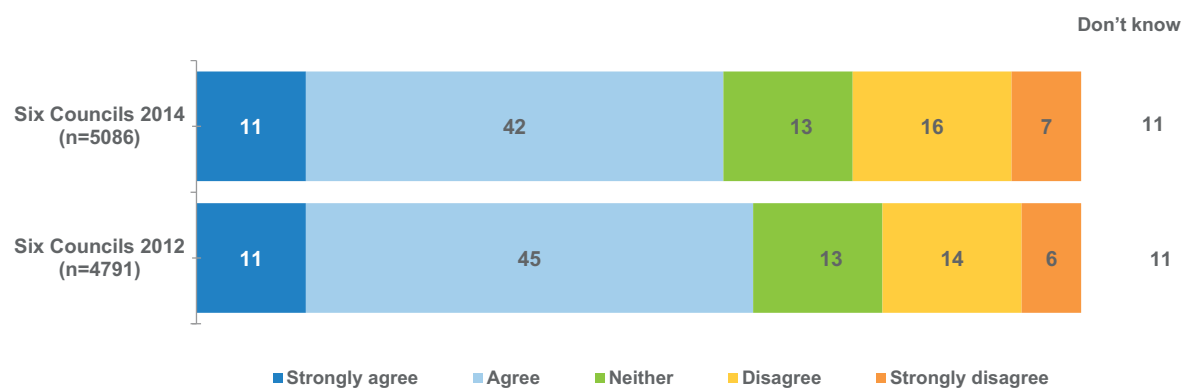
Base: All Respondents (excluding not answered and not applicable, no public transport available in area)

Appendix Chart 20: Reliability of public transport– 2012/2014



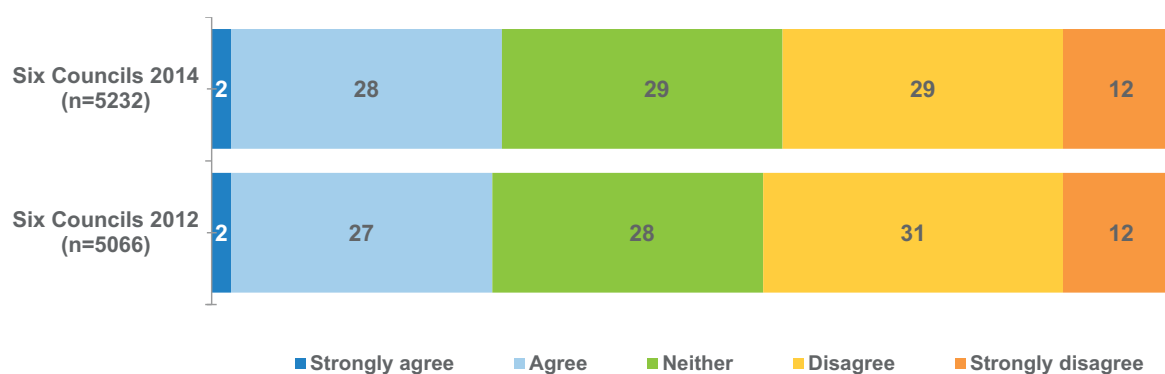
Base: All Respondents (excluding not answered and not applicable, no public transport available in area)

Appendix Chart 21: Frequency of public transport– 2012/2014



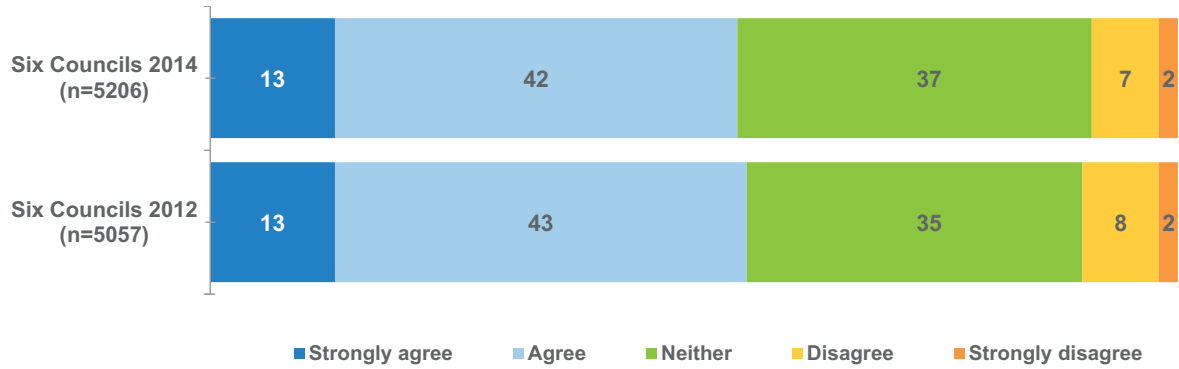
Base: All Respondents (excluding not answered and not applicable, no public transport available in area)

Appendix Chart 22: Understanding of Council decision making process– 2012/2014



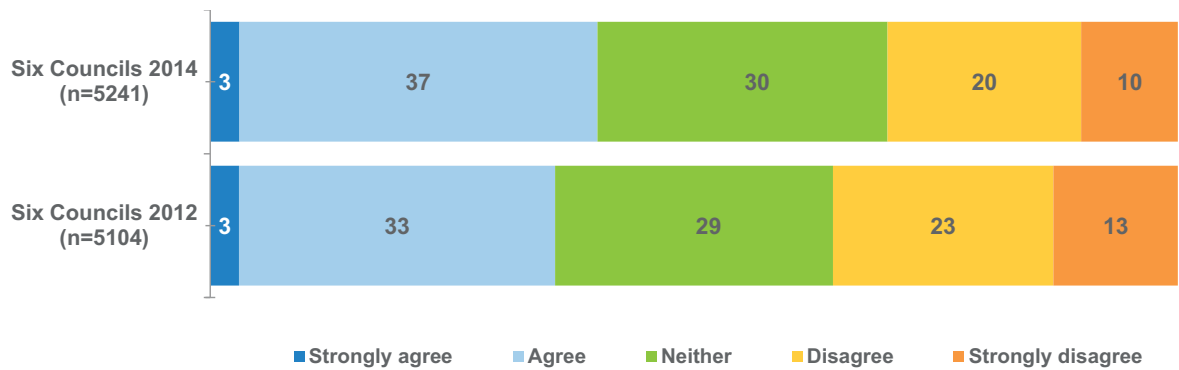
Base: All Respondents (excluding not answered)

Appendix Chart 23: Want to have more say in Council decision making– 2012/2014



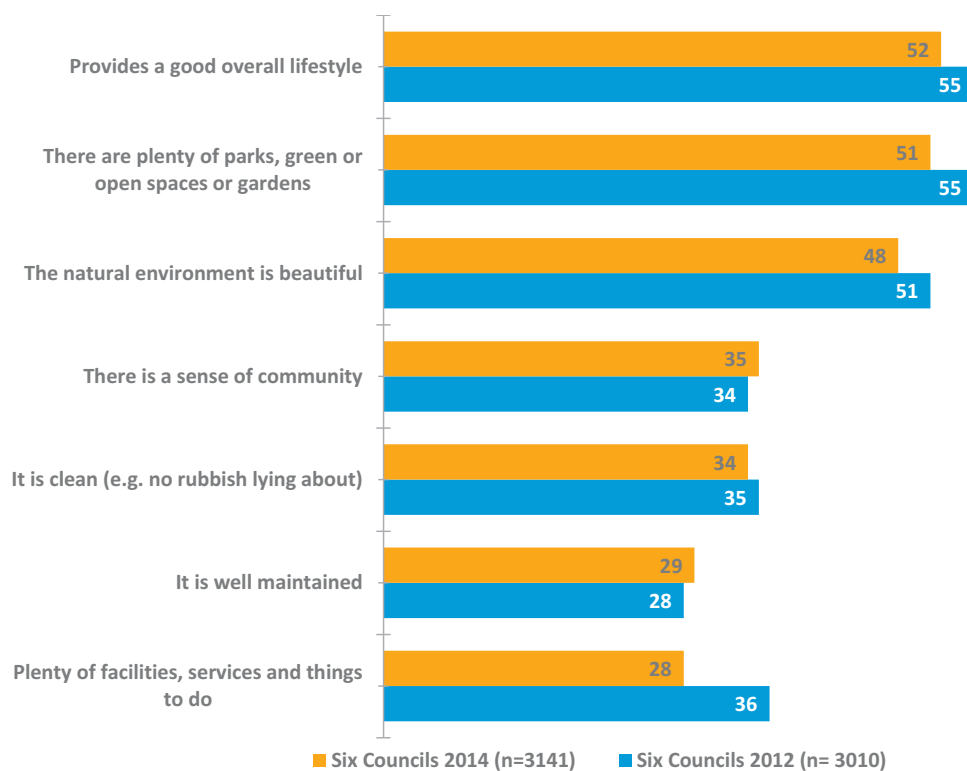
Base: All Respondents (excluding not answered)

Appendix Chart 24: Confidence in Council decision making process– 2012/2014



Base: All Respondents (excluding not answered)

Appendix Chart 25: Top 7 reasons for sense of pride in city's look and feel – 2012/2014

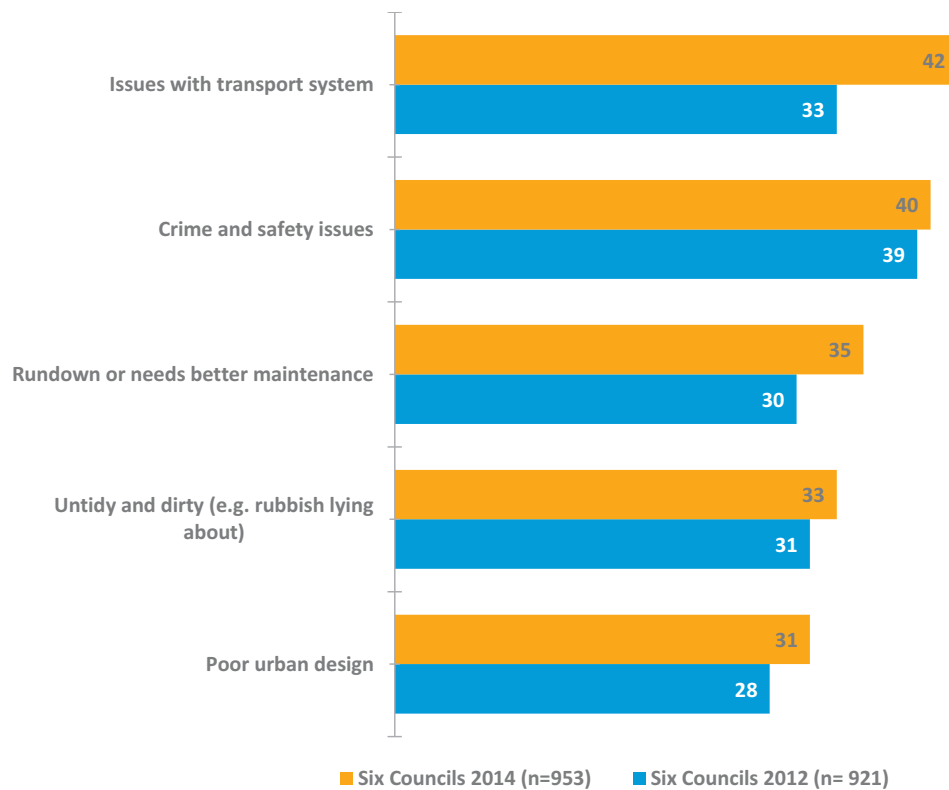


Base: Respondents who have a sense of pride in city's look and feel (excluding not answered)

There has been a significant *decrease* in the percentage of respondents who say they have a sense of pride in the way their city looks and feels because:

- There are *plenty of facilities, services and things to do* (28% in 2014 cf. 36% in 2012)

Appendix Chart 26: Top 5 most frequently mentioned reasons for lack of pride in city 2012/2014



Base: Respondents who have a lack of pride in city's look and feel (excluding not answered)

There has been a significant *increase* in the percentage of respondents who say they do not have a sense of pride in the way their city looks and feels because:

- There are *issues with the transport system* (42% in 2014 cf. 33% in 2012)

APPENDIX II

SAMPLE PROFILE



SAMPLE PROFILE

Appendix II Table 1: Gender distribution (%)

	Six Councils (n=5295)	
	Unweighted	Weighted
Male	46	48
Female	54	52

Base: All respondents

Appendix II Table 2: Age distribution (%)

	Six Councils (n=5295)	
	Unweighted	Weighted
18-24 years	15	15
25-49 years	47	46
50-64 years	23	23
65 years +	15	16

Base: All respondents

Appendix II Table 3: Ethnicity distribution (%)

	Six Councils (n=5295)	
	Unweighted	Weighted
European	76	70
New Zealander/Kiwi	1	1
Māori	9	8
Pacific Peoples	7	8
Asian / Indian	14	17
Other	1	1
Unknown	1	1

Base: All respondents (excluding not answered)

Note: Multiple response question, columns may add to more than 100%

Appendix II Table 4: Location distribution (%)

Six Councils (n=5295)		
	Unweighted	Weighted
Auckland	46	63
Christchurch	9	16
Dunedin	10	6
Hutt City	11	4
Porirua	12	2
Wellington City	12	9

Base: All respondents

Appendix II Table 5: Pacific ethnic distribution (%)

Six Councils (n=374)		
	Unweighted	Weighted
Samoan	53	50
Cook Islands	22	21
Tongan	11	15
Niuean	9	11
Other Pacific	12	10

Base: Those who identified themselves as Pacific

Note: Multiple response question, columns may add to more than 100%

Appendix II Table 6: Asian / Indian ethnic distribution (%)

Six Councils (n=730)		
	Unweighted	Weighted
Chinese	41	42
Indian	35	33
Other Asian	26	27

Base: Those who identified themselves as Asian / Indian

Note: Multiple response question, columns may add to more than 100%

Appendix II Table 7: Distribution by number of people per household (%)

Six Councils (n=5246)		
	Unweighted	Weighted
One	9	9
Two	30	29
Three	21	20
Four	22	22
Five	10	10
Six	4	4
Seven	2	2
Eight	1	1
Nine or more	0	1

Base: All respondent (excluding not answered)

Appendix II Table 8: House ownership distribution (%)

Six Councils (n=5279)		
	Unweighted	Weighted
You own this house/flat/apartment with a mortgage	22	22
You own this house/flat/apartment without a mortgage	13	13
You jointly own this house/flat/apartment with other people with a mortgage	12	12
You jointly own this house/flat/apartment with other people without a mortgage	7	7
A family trust owns this house/flat/apartment	8	8
Parents / other family members or partner own this house/flat/apartment	14	14
A private landlord who is NOT related to you owns this house	19	19
A local authority or city council owns this house/flat/apartment	1	1
Housing New Zealand owns this house/flat/apartment	4	4

Other State landlord (such as Department of Conservation, Ministry of Education)	0	0
Don't know	1	1

Base: All respondents (excluding not answered)

Appendix II Table 9: Personal annual pre-tax income distribution (%)

	Six Councils (n=5234)	
	Unweighted	Weighted
Loss	0	0
No income	6	6
Less than \$10,000	7	7
\$10,001 - \$20,000	10	10
\$20,001 - \$30,000	8	8
\$30,001 - \$40,000	8	8
\$40,001 - \$50,000	9	8
\$50,001 - \$60,000	9	9
More than \$60,001	28	27
Prefer not to say	13	13
Don't know	2	3

Base: All respondents (excluding not answered)

Appendix II Table 10: Household annual pre-tax income distribution (%)

	Six Councils (n=5181)	
	Unweighted	Weighted
Loss	0	0
No income	1	2
Less than \$10,000	1	1
\$10,001 - \$20,000	3	3
\$20,001 - \$30,000	4	4

\$30,001 - \$40,000	4	5
\$40,001 - \$50,000	4	4
\$50,001 - \$60,000	5	5
\$60,001 - \$80,000	10	10
\$80,001 - \$100,000	11	11
\$100,001 - \$150,000	17	17
More than \$150,000	15	14
Prefer not to say	19	20
Don't know	5	5

Base: All respondents (excluding not answered)

Appendix II Table 11: Employment status distribution (%)

	Six Councils (n=5247)	
	Unweighted	Weighted
Employed full time (for 30 or more hours per week)	53	53
Employed part time (for less than 30 hours per week)	17	17
Not in paid employment and looking for work	6	6
Not in paid employment and looking for work (e.g. full-time parent)	18	19
Prefer not to say	4	5

Base: All respondents (excluding not answered)

Appendix II Table 12: Highest education qualification distribution (%)

	Six Councils (n=5235)	
	Unweighted	Weighted
Less than school certificate or less than 80 credits for NCEA	10	10
School certificate or NCEA Level 1	5	5
Sixth form certificate or NCEA Level 2	5	5
Higher School certificate/higher leaving certificate	3	3
National certificate/NZQA	5	5

University entrance from bursary exam	3	2
NZ A or B Bursary or NCEA Level 3	6	5
University Scholarship or NCEA Level 4	1	1
Overseas School Qualifications	4	5
Trade certificate	8	8
National diploma	8	7
Teaching or nursing certificate/diploma	4	4
Bachelor's degree	21	22
Postgraduate degree (Honours, Masters, PhD)	11	11
Postgraduate diploma	6	5
Other	1	1
Don't know	0	0

Base: All respondents (excluding not answered)

Appendix II Table 13: Distribution by time spent living in current area (%)

	Six Councils (n=5206)	
	Unweighted	Weighted
Less than 1 year	2	1
1 year to just under 2 years	3	2
2 years to just under 5 years	8	7
5 years to just under 10 years	12	12
10 years or more	75	78

Base: All respondents (excluding not answered)

Appendix II Table 1.14: Distribution by time spent living in New Zealand (%)

	Six Councils (n=1579)	
	Unweighted	Weighted
Less than 1 year	0	0

1 year to just under 2 years	1	1
2 years to just under 5 years	6	6
5 years to just under 10 years	21	20
10 years or more	72	72

Base: Those who weren't born in New Zealand (excluding not answered)

APPENDIX III

RESPONSE TO OPEN ENDED QUESTIONS



Appendix III Table 1: Reasons for lack of confidence in Council decision making by city (%)

	Six Councils Total (n=1477)	Auckland (n=768)	Non-Auckland (n=709)	Porirua (n=114)	Hutt (n=106)	Wellington (n=162)	Christchurch (n=146)	Dunedin (n=181)
Do not like specific decisions, or outcomes of the decisions, the council has made	58	57	62	59	62	62	59	70
Do not agree in general with decisions the council has made	30	32	26	30	27	23	29	22
Not open/transparent (incl do not keep us informed)	2	2	2	1	2	2	2	3
Waste money / are in a bad financial position	2	1	2	3	2	1	3	2
Have their own agendas/make decisions to suit themselves	2	1	2	2	3	1	3	3
Poor quality of councillors/cowboys/not trustworthy/need a more diverse mix of people/lack knowledge/experience	1	1	3	1	5	2	3	2
Not looking after all areas/suburbs/too much emphasis on central area	1	2	0	-	-	-	1	-
Lack fairness/ are biased in decision making/influenced by big business/lobbyists	1	1	1	-	-	3	0	-
Lack of public consultation/don't listen to public submissions	1	1	1	2	1	1	1	1
Unhappy with rates / rating structure (incl. rates too high for services provided/have to pay extra for some services).	1	1	0	4	2	-	-	-
Indecisive/slow to act/make decisions	1	0	1	-	1	1	1	-
Nothing has been done / no changes made/still lack services (incl not addressing crime problem)	0	0	1	-	-	1	1	-
Too concerned with money/money driven	0	0	0	-	1	1	-	-
Make short term (popular) decisions with disregard to available services/current infrastructure/ not forward thinking	0	0	0	-	-	1	1	-
Lack of concern for the environment	0	0	1	-	-	-	2	-
Too political/in fighting	0	0	1	-	2	1	1	1
Other	5	5	4	3	6	5	5	1
Don't know	0	-	1	1	1	-	1	-

Base: Those who do not have confidence in council decisions (excluding not answered) n=1477

Appendix III Table 2: Social networks and groups belonging to (%)

	Six Councils Total (n=5278)	Auckland (n=2435)	Non-Auckland (n=2843)	Porirua (n=610)	Hutt (n=569)	Wellington (n=645)	Christchurch (n=484)	Dunedin (n=535)
People from work or school	50	49	50	49	47	57	47	50
Online network through websites such as Facebook / Twitter, online gaming communities and forums	49	49	51	47	48	59	49	44
A hobby or interest group	28	27	30	27	31	31	28	31
A sports club	26	25	26	29	28	24	26	28
A church or spiritual group	23	26	18	26	25	16	18	16
A community or voluntary group such as Rotary, the RSA or Lions	14	14	14	16	20	15	12	15
Friends	3	3	3	1	3	3	2	2
Family	1	1	1	1	1	1	1	0
Gym/walking group	1	1	1	-	0	1	1	2
Age specific group eg senior citizens or children's	1	1	2	2	2	2	1	1
Ethnic/cultural group	1	1	1	1	1	1	0	0
Other social network or group	1	0	1	1	1	1	0	1
Don't know	0	0	0	-	0	-	-	-
None of the above	11	10	12	10	10	8	15	11

Base: All Respondents (excluding not answered) n=5278

APPENDIX IV

QUESTIONNAIRE



This version of the questionnaire is indicative of the other five versions of the questionnaire. The questionnaires were tailored to the individual council area, so there are slight differences in references and response options, but the data is comparable between cities.

VERSION 1 - AUCKLAND

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 10-15 minutes to complete. We realise that the last few years have been particularly difficult for a number of New Zealanders, due to events such as earthquakes, storms and the ongoing impact of the economic recession, which makes your responses to this survey even more important to us. To make sure we obtain a reliable picture of New Zealanders' opinions we need as many people as possible to complete this survey. Thank you very much for your help.

Examples of how to circle an answer					
Yes	1	2	3	4	5
No	2	3	4	5	

The city/area you live in

Q1 Do you currently live in Auckland?

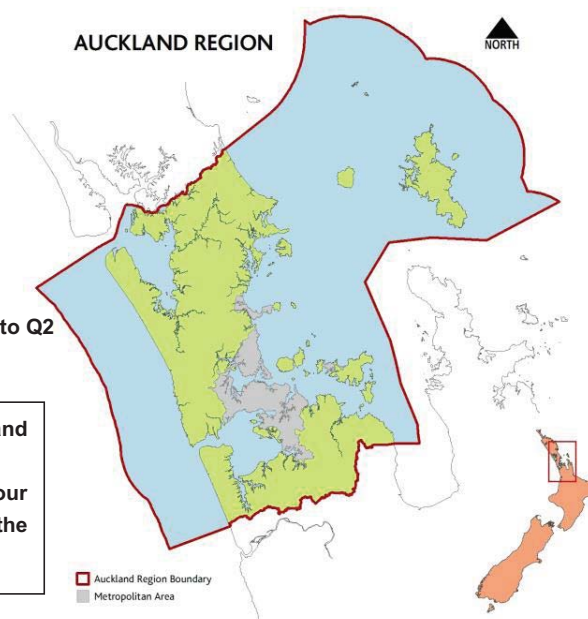
That is the whole city and surrounding areas from the Bombay Hills up to Wellsford, including the islands in the Hauraki Gulf – as shown in the map.

Please circle one answer

Yes 1 → Go to Q2
No 2 →

This particular questionnaire is for Auckland residents.

You can still enter the prize draw by filling in your details at Q53 and returning your survey in the pre-paid envelope.



Q2 And how many years have you lived in Auckland?

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

How much do you agree or disagree with the following statement:
"I feel a sense of pride in the way my local area looks and feels"?

Please circle **one** answer

Strongly disagree	1 →	Go to Q4
Disagree	2 →	Go to Q4
Neither agree nor disagree	3 →	Go to Q6
Agree	4 →	Go to Q5
Strongly agree	5 →	Go to Q5

If you disagree that you feel a sense of pride in the way your *local area* looks and feels please answer Q4

Q4

Please read through the whole list below before selecting the main reason, or reasons, for not feeling a sense of pride in the way your local area looks and feels.

Please circle your **main** reason(s)

Loss of heritage or other important buildings	1
Poor urban design (e.g. unattractive buildings and spaces)	2
Poor planning and zoning (e.g. issues of urban sprawl, or activities occurring in areas that are not best suited to them e.g. retail (or 'big box' retail), infill housing, new residential subdivisions, or industrial activities)	3
Issues with transport system (e.g. too many cars or congested road networks, inefficient public transport)	4
Untidy and dirty (e.g. rubbish lying about)	5
Rundown or needs better maintenance	6
Presence of graffiti or vandalism	7
The natural environment is too polluted	8
Lack of parks, green or open space or gardens	9
Crime and safety issues (e.g. anti-social people, alcohol and drug related problems)	10
Lack of sense of community (e.g. people who are unfriendly and unhelpful)	11
Too many people living in it	12
Too few people living in it	13
Lack of facilities, services and things to do	14
Does not provide a good overall lifestyle	15
Other (please specify) _____	16

Now please go to Q6

If you agree that you feel a sense of pride in the way your local area looks and feels please answer Q5

Q5 Please read through the whole list below before selecting your main reason, or reasons, for feeling a sense of pride in the way your local area looks and feels.

Please circle your main reason(s)

Presence of heritage and other important buildings	1
Presence of good urban design, including attractive buildings and spaces	2
Good planning and zoning e.g. activities are located in the areas that are best suited to them e.g. malls, infill housing, new subdivisions, industrial areas; the city is well contained (it doesn't sprawl)	3
Presence of a transport system that works well (e.g. good road network, efficient public transport)	4
It is clean (e.g. no rubbish lying about)	5
It is well maintained	6
Lack of graffiti and vandalism	7
The natural environment is beautiful	8
There are plenty of parks, green or open spaces or gardens	9
Lack of crime and safety issues	10
There is a sense of community (e.g. people work together and support each other; people are friendly and helpful)	11
Good population size	12
Plenty of facilities, services and things to do	13
Provides a good overall lifestyle	14
Other (please specify) _____	15

Everyone to answer

Q6 How easy or difficult is it for you to get to a local park or other green space?

Please circle one answer

Very difficult	1
Difficult	2
Neither	3
Easy	4
Very easy	5

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

"The local area that you live in 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

Q8

This question is about the house, townhouse or apartment in which you currently live.
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 your rent or mortgage, rates, house insurance and house maintenance</i>	1	2	3	4	5	6
The type of house or apartment that you live in suits your needs and the needs of others in your household	1	2	3	4	5	6
The general area or neighbourhood your house or apartment is in suits your needs and the needs of others in your household	1	2	3	4	5	6

Crime and safety

Q9

Now thinking about issues of crime and safety, in general how safe or unsafe do you feel in the following situations...

Please circle **one** answer for each situation

	Very unsafe	A bit unsafe	Fairly safe	Very safe	Don't know/ not applicable
In your home during the day	1	2	3	4	5
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

Q10

Which area do you regard as your 'city centre'?

Q11

To what extent has each of the following been a problem in your local area over the past 12 months?

Please circle **one** answer for each problem

	A big problem	A bit of a problem	Not a problem	Don't know
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 consumption of alcohol	1	2	3	4
People begging on the street	1	2	3	4

Transport

Q12

What is the main form of transport you use for your daily activities such as work, study and shopping?

Please circle the **main** form(s) of transport that you use

Bus / cable car	1
Train	2
Ferry	3
Taxi	4
Car / van	5
Motorbike or scooter	6
Walking	7
Bicycle	8
Other (please specify) _____	9

Q13

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 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 area	8

Q14

Over the past 12 months, how often did you use **private** transport?

For private transport, please include cars/vans, motorbike/scooter, taxis, cycles.

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
Have not used private transport in the past 12 months	7

Q15

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 when it says it will)	1	2	3	4	5	6

- Q16** Please indicate the forms of transport you associate with each of the following statements.
There are no right or wrong answers - we are interested only in your opinion.
For each aspect, you can select as many forms of transport as you like.

	Bus	Train	Ferry	Car / van	Motorbike / scooter	Walking	Bicycle
Affordable	1	2	3	4	5	6	7
Safe	1	2	3	4	5	6	7
Easy to get to	1	2	3	4	5	6	7
Reliable	1	2	3	4	5	6	7
Takes an acceptable amount of time	1	2	3	4	5	6	7

Council decision making

- Q17** Thinking about your Council. How would you rate each of the following:

Please circle **one** answer for each statement

	Strongly disagree	Disagree	Neither	Agree	Strongly agree
Overall, I understand how my Council makes decisions	1	2	3	4	5
I would like to have more of a say in what the Council does	1	2	3	4	5
Overall, I have confidence that the Council makes decisions that are in the best interests of my city	1	2	3	4	5

Please answer Q18

Go to Q19

If you 'disagree' or 'strongly disagree' that you have confidence in your Council's decision making, please answer Q18

- Q18** For what reason do you **not** have confidence the Council makes decisions in the best interests of your city or district?

Please circle **one** answer

Do not agree in general with decisions the Council has made	1
Do not like specific decisions or outcomes of the decisions the Council has made	2
Other (please specify) _____	3

Everyone to answer

- 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)	4	
Prefer not to say	5	

If you are in part time or full time employment, please answer Q21

- 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 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

Thinking about ALL your physical activities (including any physical tasks you might do at work, doing housework or gardening, travelling from place to place or playing sports), on how many of the last 7 days were you active?

By "active" we mean doing 15 minutes or more of vigorous activity, which makes you breathe a lot harder than normal, "huff and puff" like running, OR 30 minutes or more of moderate physical activity which makes you breathe harder than normal, but only a little, like brisk walking?

Other examples of moderate physical activity include carrying light loads, cycling at a regular pace, recreational swimming and gardening.

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
Enough money	2
Just enough money	3
Not 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
	Go to Q26			Go to Q27	

If you disagree that you feel a sense of community please answer Q26

Q26

Please read through the whole list below before selecting the main reason, or reasons, you do not feel a sense of community with others in your neighbourhood.

Please circle your main reason(s)

My busy life (including work, family and friends) leaves limited or no time to build a sense of community with my neighbours or to get to know them	1
I prefer to socialise with family and friends instead of neighbours	2
I prefer to socialise with groups and networks (other than family and friends) that are not based in my neighbourhood	3
I like to keep to myself	4
My neighbours are not my type of people	5
My neighbours are not friendly	6
People in my neighbourhood don't talk with each other	7
There is a lack of events or things happening within my neighbourhood	8
There are new people in the neighbourhood who have recently arrived and I don't know them that well or at all	9
I am new to the neighbourhood and haven't got to know people yet	10
Other (please specify) _____	11

Q27

In the last 12 months, which, if any, of the following types of contact have you had with people in your neighbourhood?

Please circle one answer for each statement

	Yes	No	Can't remember
Negative contact where there's outright tension or disagreement	1	2	3
Some negative contact such as not getting on with them	1	2	3
Some positive contact such as a nod or saying hello	1	2	3
Positive contact such as a visit, or asking each other for small favours	1	2	3
Strong positive contact such as support / close friendship (e.g. having BBQs or drinks together)	1	2	3

Q28

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

Q29

Thinking now about the social networks and groups you may be part of, to which of the following, if any, do you belong?

Please circle all that apply

A sports club	1
A church or spiritual group	2
A hobby or interest group	3
A community or voluntary group such as Rotary, the RSA or Lions	4
Online network through websites such as Facebook / Twitter, online gaming communities and forums	5
A network of people from work or school	6
Other social network or group (please specify)	7

None of the above	8

Q30

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

Q31

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	1
No	2
Don't know / unsure	3

Q32

In general how happy or unhappy would you say you are these days?

Please circle one answer

Very unhappy	1
Unhappy	2
Neither happy nor unhappy	3
Happy	4
Very happy	5

Q33

Taking everything into account, how satisfied or dissatisfied are you with your life in general these days?

Please circle **one** answer

Very dissatisfied	1
Dissatisfied	2
Neither satisfied nor dissatisfied	3
Satisfied	4
Very satisfied	5

Q34

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

Culture and identity

Q35

How much do you agree or disagree with the following statement?
"The area where I live has a culturally rich and diverse arts scene".

Please circle **one** answer

Strongly disagree	1
Disagree	2
Neither	3
Agree	4
Strongly agree	5
Not applicable - no arts scene	6
Don't know	7

Q36

New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries.

Overall, do you think the city you live in is ...

Please circle **one** answer

A much worse place to live	1 →	Go to Q37
A worse place to live	2 →	Go to Q37
Makes no difference	3 →	Go to Q39
A better place to live	4 →	Go to Q38
A much better place to live	5 →	Go to Q38
Not applicable, there are no different lifestyles or cultures here	6 →	Go to Q39
Don't know	7 →	Go to Q39

If you answered a 'worse' or 'much worse place to live' in Q36, please answer Q37

Q37

Why is it a worse place to live?

Please read through the whole list below before circling the main reason, or reasons

Please circle your **main** reason(s)

People from other countries and cultures don't integrate into New Zealand society	1
Too many different cultures cause tensions between groups of people	2
People from other countries and cultures compete for jobs with other New Zealanders	3
People from other countries and cultures often have a lack of English skills	4
People from other countries and cultures are often associated with crime	5
Other (please specify) _____	6

If you answered a 'better' or 'much better place to live' in Q36, please answer Q38

Q38

Why is it a better place to live?

Please read through the whole list below before circling your main reason, or reasons

Please circle your **main** reason(s)

It's good to learn about people from other cultures	1
It's good to mix with people from other countries and cultures	2
People from other countries and cultures make the city more vibrant and interesting, including bringing more interesting food and restaurants	3
People from other countries and cultures add to the multi-cultural and diverse feel of the city	4
People from other countries and cultures contribute to a sense of community in the city	5
Other (please specify) _____	6

Overall quality of life**Q39** Would you say that your overall quality of life is...Please circle **one** answer

Extremely poor	1
Poor	2
Neither poor nor good	3
Good	4
Extremely good	5

Q40 And why did you describe your overall quality of life in this way?

Q41 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

→ **Go to Q43****Q42** What, if anything, has happened in the last 12 months to affect your quality of life?

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.

Q43

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
Prefer not to say	9
Other (please specify)	10

Don't know	11

Q44

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	3
25-29	4
30-34	5
35-39	6
40-44	7
45-49	8
50-54	9
55-59	10
60-64	11
65+ years	12

Q45

Are you?

Please circle **one** answer

Male	1
Female	2

Q46

Were you born in New Zealand?

Please circle **one** answer

Yes	1 → Go to Q48
No	2

Q47

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

Q48

Currently, how many people live in your household, including yourself?

By 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.

Please write the number in the box below.

Q49

Who owns the residence you live in?*Residence means a house, flat or apartment.*Please circle one answer

You own this house/flat/apartment with a mortgage	1
You own this house/flat/apartment without a mortgage	2
You jointly own this house/flat/apartment with other people WITH A MORTGAGE	3
You jointly own this house/flat/apartment with other people WITHOUT A MORTGAGE	4
A family trust owns this house/flat/apartment	5
Parents/other family members or partner own this house/flat/apartment	6
A private landlord who is NOT related to you owns this house/flat/apartment	7
A local authority or city council owns this house/flat/apartment	8
Housing New Zealand owns this house/flat/apartment	9
Other State landlord (such as Department of Conservation, Ministry of Education)	10
Don't know	11

Q50

What is the highest qualification that you have completed that took longer than three months to finish?

Please circle one answer

Less than school certificate or less than 80 credits for NCEA Level 1 (no formal qualifications)	1
School certificate or NCEA Level 1	2
Sixth form certificate or NCEA Level 2	3
Higher School certificate/higher leaving certificate	4
National certificate/NZQA	5
University entrance from bursary exam	6
NZ A or B Bursary or NCEA Level 3	7
University Scholarship or NCEA Level 4	8
Overseas School Qualifications	9
Trade certificate	10
National diploma	11
Teaching or nursing certificate/diploma	12
Bachelors degree	13
Postgraduate degree (Honours, Masters, PhD)	14
Post graduate diploma	15
Other (please specify) _____	16

Q51

Which best describes your annual personal income before tax?

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 - \$100,000	10
More than \$100,000	11
Prefer not to say	12
Don't know	13

Q52

Which best describes your household's annual income before tax?

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

Q53

Please fill in your contact details below so that we are able to contact you if you are the winner of one of the three iPad Minis or if we have any questions about your questionnaire (e.g. if we can't read your response).

Name:

Phone number:

Email:

Thank you very much for your time and effort.

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

Customised Coding Department
Nielsen
PO Box 11 346
Wellington 6142
New Zealand

If you have any questions please contact Nielsen
during office hours on 0800 400 160 toll free.

Quality of Life 2014 – 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 11 June 2014 and closes on 16 July 2014 ("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/qualityoflife (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 Department of Conservation; 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 4 August 2014. The winners will be notified within 10 working days of the draw by telephone or email.
8. The first three (3) valid entries drawn at random will each win a 16GB mini iPad (WiFi model). 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, L8 150 Willis Street, Te Aro, Wellington, 6011, New Zealand. Phone +64 9 970 6700.
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.