



Queenstown Lakes District Council Quality of Life Report

2018





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Project Background and Objectives



Queenstown Lakes District Council (QLDC) is responsible for the provision of services in the Queenstown area. QLDC has been undertaking research amongst residents and ratepayers in the district since 1995; this research was predominately based on gauging satisfaction with the services and facilities QLDC provides. However, this year's research is based on determining the quality of life those living within the district have and to understand how QLDC, and their partners, can help improve the quality of life for all of those who live and pay rates within the area.

The primary objectives of this project were to:

- Understand the impact of the increasing population and tourist numbers in the district;
- Determine baseline measures of overall quality of life within the district;
- Understand what role QLDC and their partners could play in helping to improve quality of life within the district.

Therefore Versus Research (Versus) was commissioned to complete a quantitative survey with Queenstown Lakes residents.



Method and Sample



The primary target for this research is residents within the Queenstown Lakes district. Contact details for residents were sourced through the electoral roll, as this allows access to a broad range of residents, not just ratepayers within the district. A total of n=10,000 residents were randomly selected from the electoral roll and invited to participate in the survey. These residents were posted a letter with a link to the online survey and a unique access code.

In addition, QLDC advertised a link to the online survey on their social media platforms.

Any resident unable, or unwilling, to complete the survey online were able to request a paper copy of the survey be sent to them to complete and freepost back to Versus for inclusion within the dataset.

A total of n=1,960 completed surveys were received from residents, 66% were collected from the electoral roll invitations and 33% collected from QLDC's distribution of the survey online. A random selection of n=1,700 completed surveys were selected to be included within this sample.

Weights

Weighting ensures that specific demographic groups are neither under nor over-represented in the final data set and that each group is represented as it would be in the population. Age weightings have been applied to data within these results.

Weighting gives greater confidence that the final results are representative of the district's population overall and are not skewed by a particular demographic group. The proportions used for the age weights are taken from the 2013 Census (Statistics New Zealand). The proportions used are shown in the table below:

Age	Expected Proportion of Sample
18-29	23%
30-44	30%
45-64	31%
65+	16%

Margin of Error

Margin of error (MOE) is a statistic used to express the amount of random sampling error present in a survey's results. The MOE is particularly relevant when analysing a subset of the data as smaller sample sizes incur a greater MOE. The final sample size for this study is n=1,700, which gives a maximum margin of error of +/- 2.38% at the 95% confidence interval, that is, if the observed result on the total sample of n=1,700 respondents is 50% (point of maximum margin of error), then there is a 95% probability that the true answer falls between 47.62% and 52.38%.

Questionnaire

The questionnaire was designed by QLDC in conjunction with Versus. The questionnaire was primarily based on QLDC's knowledge of the community, as well as other national and international quality of life studies and QLDC's Resident and Ratepayer survey. A copy of the questionnaire is included in Appendix 1.

Additional Sample

Surveys were also collected from non-resident ratepayers and seasonal workers within this project. However, these results have not been reported within the total level results, and details and results for these groups are shown in Appendix 2.



Reporting of Results



Interpreting These Results

This report has been split into eight sections; these sections are detailed below. Please note that due to rounding and multiple choice questions, not all results add to 100%.





01 About Us

This section shows the demographic breakdown achieved within the survey, and results associated with housing and employment. There is a particular focus on understanding how residents live and who residents live with in the district, as well as understanding challenges pertaining to residents' income and ability to meet their expenses, residents' ability to heat their homes, and understanding how residents are employed in the district.

These results show the majority of residents are able to cover their expenses with at least some disposable income. Most residents can adequately heat their home and the majority are employed or working in some capacity.

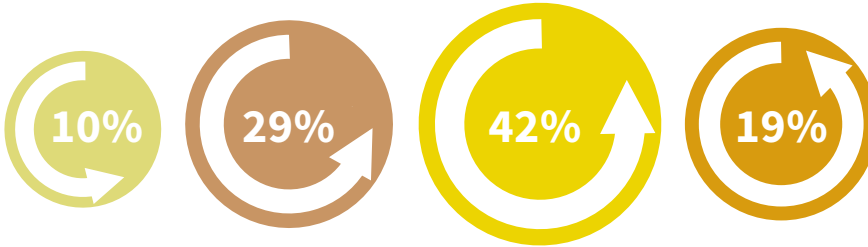




About Us | Our Community

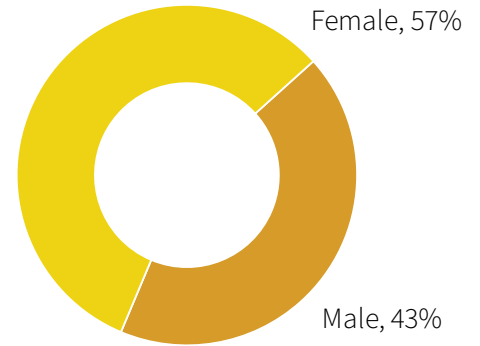


Age*



18-29yrs 30-44yrs 45-64yrs 65+yrs

Gender*



Ethnicity



87%

NZ European



2%

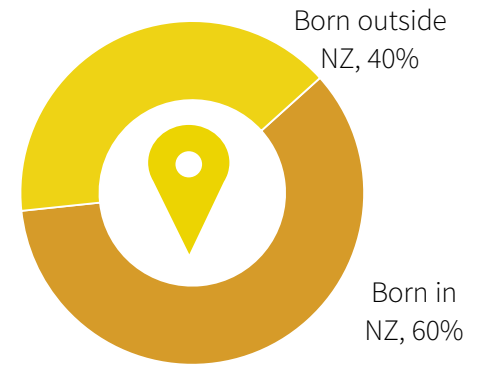
NZ Māori



11%

Other

Born in NZ



Tenure in District



LESS THAN
1 YEAR

6%



1 YEAR TO JUST
UNDER 2 YEARS

8%



2 YEARS TO JUST
UNDER 5 YEARS

19%



5 YEARS TO JUST
UNDER 10 YEARS

19%



10 YEARS
OR MORE

47%

*Unweighted results

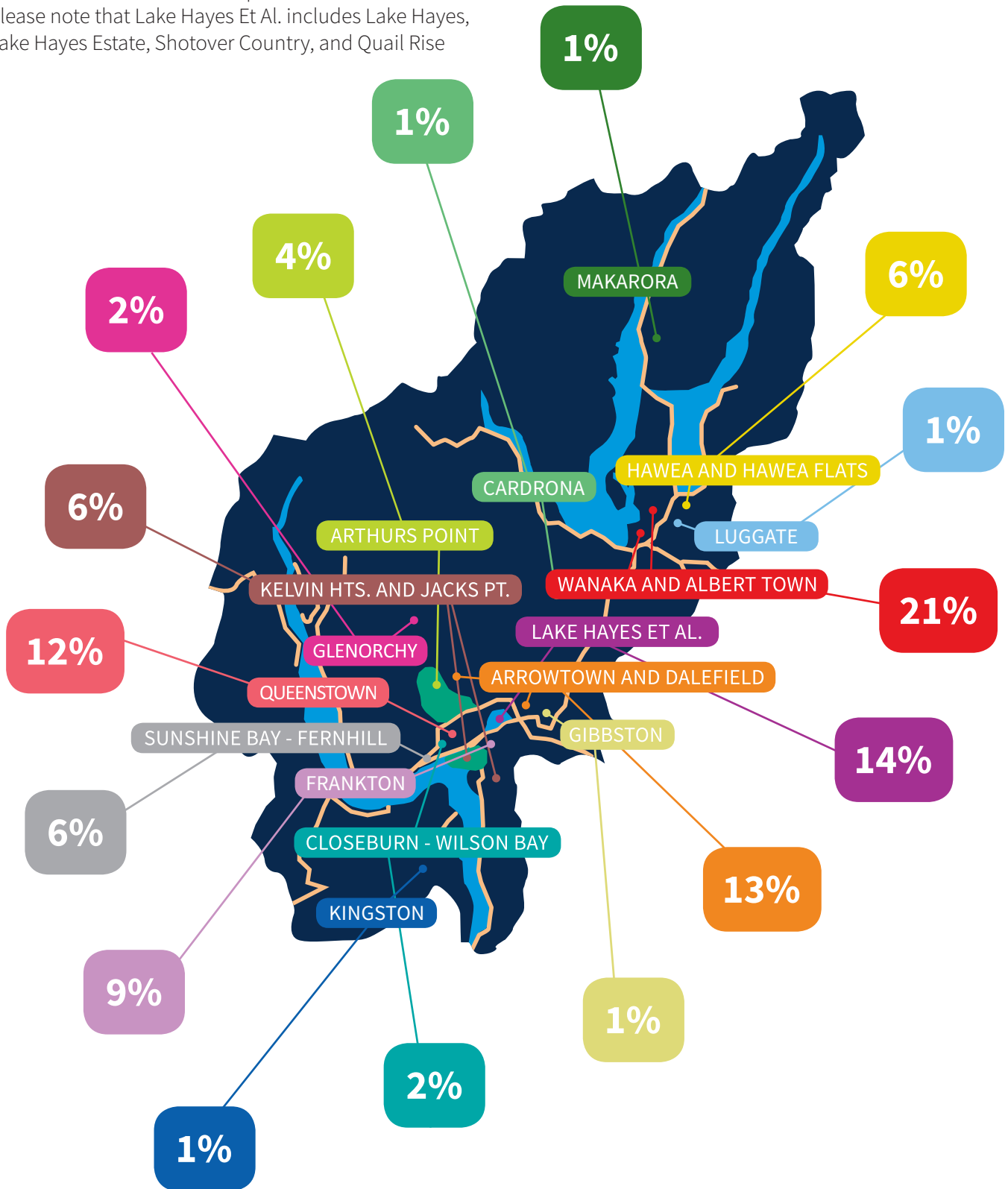


Our Community | Neighbourhood



Area*

Shown below is the total sample collected from each area. Please note that Lake Hayes Et Al. includes Lake Hayes, Lake Hayes Estate, Shotover Country, and Quail Rise



*Unweighted results



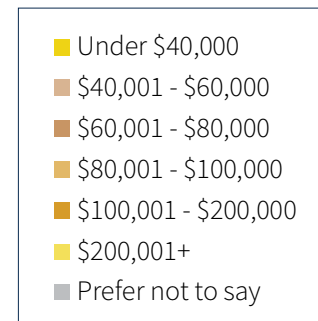
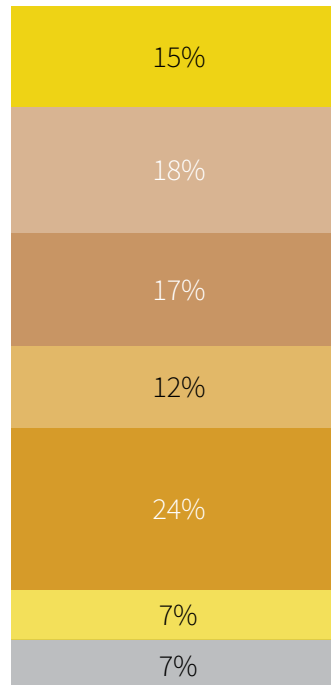
Our Community | Our Income



Half (50%) of residents indicate their household income is under \$80,000 with a similar proportion (43%) mentioning their household income is more than \$80,000. Notably, females (16%), those aged 18-29 (28%) or 65+ (23%), and those who have lived in the district for less than a year (32%) are more likely to indicate their household income is less than \$40,000.

Seventy-five percent of residents indicate their income covers their expenses with some (49%) or a sufficient level (26%) of disposable income. A further 21% of residents mention they can cover their expenses but have no disposable income while, 3% mention they cannot cover their expenses. Those with an income less than \$40,000 are more likely to mention they cannot cover their expenses (12%).

Income



Ability to Cover Expenses

CAN COVER EXPENSES AND HAVE SUFFICIENT OR SOME DISPOSABLE INCOME

75%

More likely:

\$100,001 - \$200,000 – **90%** or \$200,000 – **99%**

Albert Town and Wanaka – **87%** or Gibbston – **96%** or Kelvin Heights and Jacks Point – **89%**

45-64 – **81%** or 65+ – **82%**

Born in NZ – **77%**

CAN COVER EXPENSES BUT HAVE NO DISPOSABLE INCOME

21%

More likely:

Under \$40,000 – **29%** or \$40,001 - \$60,000 – **27%**

No significant differences

18-29 – **34%**

Not outside of NZ – **24%**

CANNOT COVER EXPENSES

3%

More likely:

Under \$40,000 – **56%**

Kingston – **5%**

No significant differences

No significant differences



Income



Neighbourhood



Age



Born in NZ

Our Homes | Ownership and Living Situation

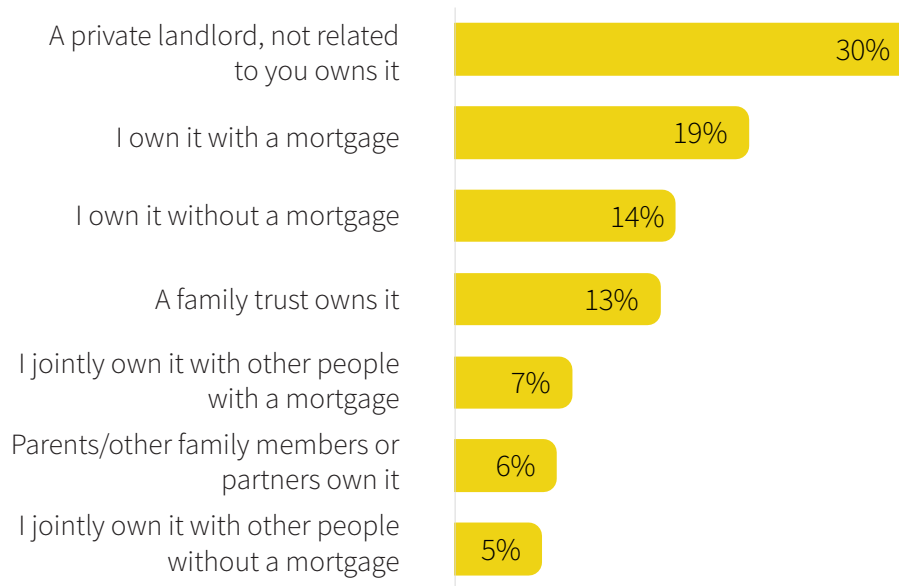


Almost a third (30%) of residents mention they rent the home they currently live in. A further 19% own their home with a mortgage, 14% own their home without a mortgage, and 13% of residents indicate a family trust owns their home. Residents who were born in NZ are more likely to mention they own their home without a mortgage (16%) or that a family trust owns the home they live in (16%), conversely those born outside of NZ are more likely to mention they currently rent the home they live in.

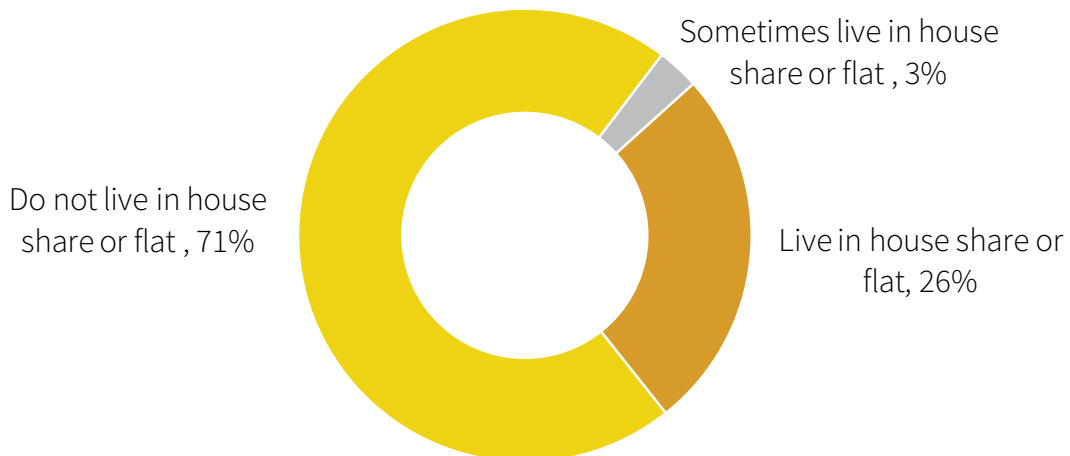
Overall, around a quarter (26%) of residents mention they live in a house share or flat situation. Residents aged 18-29 (62%), born outside of NZ (36%), and those who have lived in the district for less than 1 year (54%), between 1 and 2 years (51%), or between 2 and 5 years (38%) are more likely to mention they live in a house share or flat situation.

Around a third (29%) of open text comments within this section pertain to residents mentioning housing is overpriced, too expensive, or unaffordable. Additionally, 22% mention the cost of renting a house is too high and 14% mention the quality of housing is low.

Home Ownership



Flat or House Share



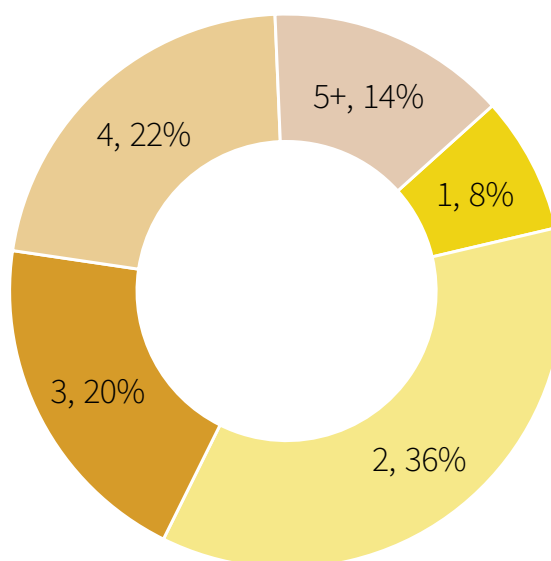
Our Homes | People Living in Household



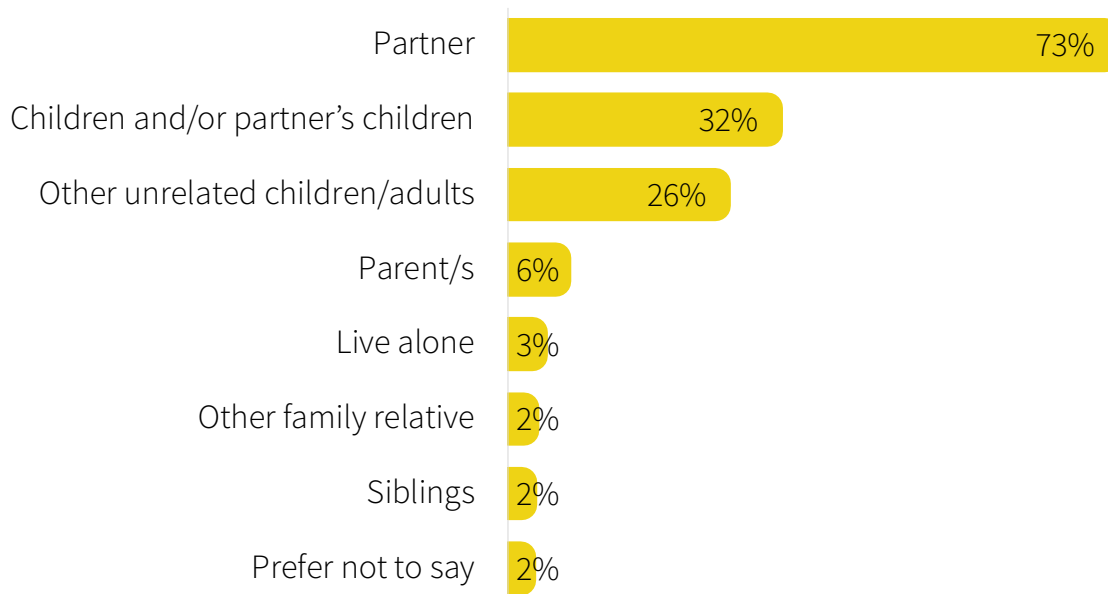
On average, residents mention there are 3 people living in their household including themselves. Residents aged 18-29 are more likely to mention they have 3 (25%), 4 (28%), or 5 or more people (27%) in their household. Those born outside of NZ are more likely to mention there are 4 people in their household (25%) and those who have lived in the district for less than 1 year are more likely to indicate there are 5 or more people living in their household (27%).

Number of People in Household

AVERAGE NUMBER OF PEOPLE IN HOUSEHOLD:



People Who Live in Household



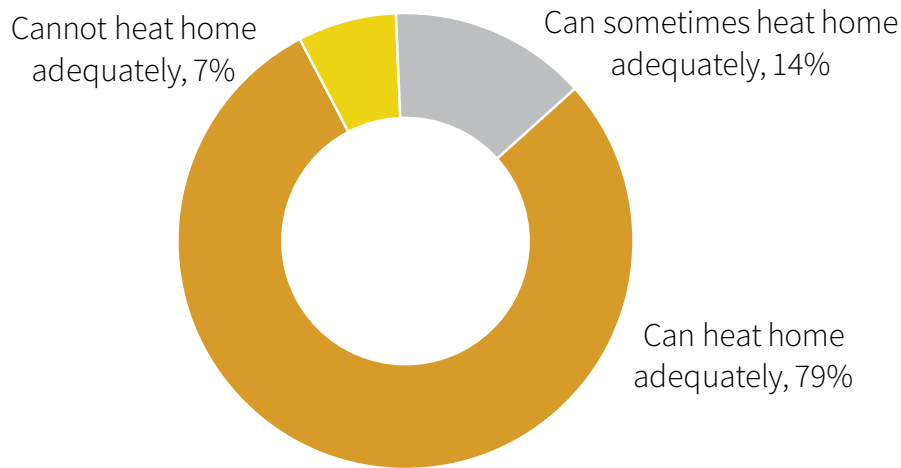


Our Homes | Heating



Over three quarters (79%) of residents mention they can heat their home adequately. Those born outside of NZ are more likely to mention they cannot heat their home adequately because of a lack of insulation (56%) or a lack of heat source (18%). Those with an income between \$40,001 - \$60,000 are also more likely to mention they cannot heat their house adequately because they cannot afford to (81%).

Ability to Heat Home



DEMOGRAPHIC DIFFERENCES

More likely to not be able to heat their home adequately:

- Those aged 18-29 – **12%**
- Born outside of NZ – **11%**
- Lived in the district for less than 1 year – **13%**
- or for 2 to 5 years – **11%**
- Live in Queenstown – **14%**
- or Sunshine Bay – **19%**
- Fernhill – **19%**
- Annual household income of under \$40,000 – **15%**
- or \$40,001 - \$60,000 – **11%**

Reasons for Inability to Heat Home





Our Working Lives | Employment



Over half (60%) of residents mention they are in paid employment either full time (45%) or part time (15%), while a further 28% mention they are self employed full time (15%) or part time (13%). Residents aged 18-29 (90%) and those born outside of NZ (67%) are more likely to indicate they are in paid employment. Residents born in NZ are more likely to mention they are self employed (30%).

Around half of the open text comments within this section pertain to wages, with 26% of residents mentioning wages don't align with living costs of the district and 21% indicating that wages are low generally.

Employment



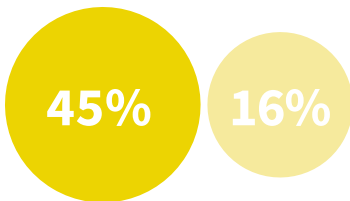
PAID EMPLOYED
60%



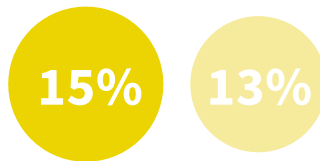
SELF EMPLOYED
28%



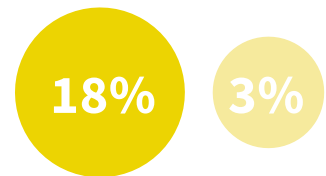
CARING FOR PEOPLE
21%



Paid employment - full time
Paid employment - part time



Self employment - full time
Self employment - part time



Caring for my children (unpaid)
Caring for adult family members (unpaid)



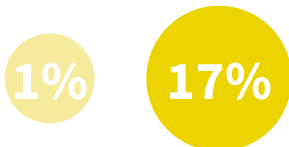
VOLUNTEERING
18%



PROPERTY MANAGEMENT
6%



NOT EMPLOYED
9%



Volunteering - full time (unpaid)
Volunteering - part time (unpaid)



Manage my own rental property
Manage a short term vacation rental (room/s) in my own property or elsewhere



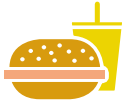
I don't currently work



Our Working Lives | Industry



Accommodation and food services (15%), professional, scientific, and technical services (10%), construction (9%), and tourism (9%) are the industries residents mention they currently work in.



15%

Accommodation and Food Services



10%

Professional, Scientific, and Technical Services



9%

Construction



9%

Tourism



8%

Retail Trade



8%

Education and Training



7%

Administrative and Support Services



7%

Health Care and Social Assistance



5%

Agriculture, Forestry, and Fishing



5%

Transport, Postal and Warehousing



4%

Arts and Recreation Services



4%

Stay at Home Parent



3%

Information Media and Telecommunications



3%

Financial and Insurance Services



3%

Rental, Hiring, and Real Estate Services



3%

Public Administration and Safety



2%

Manufacturing



2%

Electricity, Gas, Water, and Waste Services



2%

Wholesale Trade



1%

Marketing and Communications



1%

Property Investment and Development



0%

Mining

DEMOGRAPHIC DIFFERENCES

More likely to work in:

Those aged 18-29: accommodation and food services industry - **22%**

Those aged 30-44: construction - **12%**, administrative and support services - **9%**, information media and telecommunications - **6%**, or as a stay at home parent - **7%**

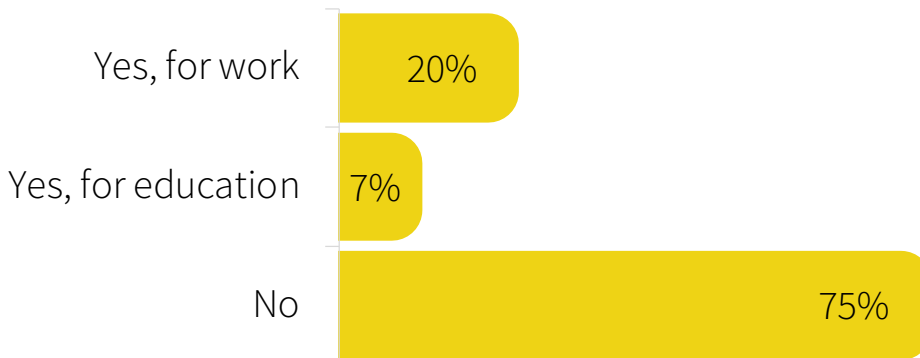
Those aged 45-64: health care and social assistance - **10%** or agriculture, forestry, and warehousing - **8%**

Those born in NZ: construction - **11%** or agriculture, forestry, and warehousing - **7%**
Those born outside NZ: accommodation and food services - **23%**



Twenty percent of residents indicate they travel outside of the district for work, with a further 7% indicating they travel for education.

Travelling for Work or Education



TRAVEL FOR WORK

More likely to work in:

- Mining – **59%**
- Professional, scientific, and technical services – **40%**
- Information media and telecommunications – **37%**
- Education and training – **32%**
- Health care and social assistance – **39%**
- Agriculture, forestry, and fishing – **33%**
- Arts and recreation – **33%**

More likely to be aged:

- 30-44 – **26%**
- 45-64 – **27%**

More likely to have an annual household income of:

- \$100,001 - \$200,000 - **27%**
- \$200,001+ - **42%**

TRAVEL FOR EDUCATION

More likely to work in:

- Health care and social assistance – **15%**

More likely to be aged:

- 45-64 – **10%**

More likely to have an annual household income of:

- \$200,001+ - **13%**



About Us | Summary



Three quarters of residents mention they can cover their expenses and have some or sufficient disposable income, a further quarter mention they can cover their expenses but have no disposable income. In terms of home ownership, a third of residents mention they are renting their current home, while a further third own their home with or without a mortgage. Around a quarter live in a flat or house share situation, with an average of three people living in each home. The majority of residents indicate they can adequately heat their homes, with the affordability of heating, a lack of insulation, and poor window glazing the primary reasons residents mention for an inability to heat their homes.

Open text comments within this section point to an unhappiness with the general cost of housing and cost of renting. Additionally residents mention the quality of housing available is low, the cost of housing is making the area unaffordable, and that there is a general shortage of housing available for residents.

"If I have to move out of this house I will not be able to afford to live in the district."

"Our personal housing is extremely satisfactory, but I think there are far too many people in Queenstown living in squalid, unheated, or unsatisfactorily heated accommodation."

"There is a vast gap between wages paid and rental costs - we are lucky in that we can afford to live here - just. So many others who work full time are leaving due to rich landlords being allowed to charge outrageous rents for substandard living conditions - how about a rent cap for locals?"

"My partner and I have four boarders to make ends meet and cover costs of living - only option was to purchase a very run down property with serious issues and try to fix it ourselves, there's not enough rental accommodation or it's severely overpriced and it's impossible to now buy for first home buyers."

The majority of residents indicate they are in paid employment or self employed, with accommodation and food services the most mentioned industry. Around a quarter of residents indicate someone in their household travels outside the district for work or education.

Primary mentions within the open text comments pertain to wages, specifically residents mention that wages do not align with living costs and that wages are low. Additionally residents also mention it can be difficult to find employment and that there is a heavy reliance on tourism within the district.

"Jobs are difficult to find that are well paying, so 2 or 3 jobs is common. Commuting to other places is very common in Wanaka."

"I have to travel out of town 5 days a week because the industrial buildings are too expensive to rent and lease."

"Pay needs to reflect the living costs of the region. If employers continue to pay at a rate that won't support life here, they will run out of a workforce."

"Good that there is all year work at our ski field, but also wages there don't reflect the rising cost of living in this district."

"Since I have lived in Queenstown I have found it very difficult to find full time, well paying work; most available work is casual, without any security and poorly paid (particularly given the cost of living here)."

"Just wages with how expensive the housing is. I'm not sure how we can keep staff going forward, a few staff members live in houses that have up to 20 people, not sure how that is safe or even allowed."



02 Community Services and Facilities

This section shows overall use and satisfaction with the quality and quantity of Council provided facilities within the district as well as satisfaction with Council provided services. These results also focus on residents' participation or involvement in arts and culture in the district, as well as satisfaction with the offering of arts and culture. Results around frequency of exercise are also shown here.

These results show that residents appear reasonably happy with the services and facilities provided by Council. More than half of residents have participated, attended, or performed in an arts or cultural event, with satisfaction with the arts and heritage offering in the district also high.



Our Services and Facilities | Use and Satisfaction



Parks, reserves, and gardens (21%) and trails, walkways, and cycleways (32%) appear to be the facilities used most frequently on a daily basis. In terms of weekly use, residents also mention they use parks, reserves, and gardens (43%), trails, walkways, and cycleways (39%), public toilets (22%), and indoor sports facilities (21%) on a weekly basis. Interestingly, around half of residents mention they never use the museum (62%), gym (58%), playgrounds (48%), or sports grounds (45%).

Highest overall satisfaction is seen in trails, walkways, and cycleways for both quality (91%) and quantity (82%) and parks and parks, reserves, and gardens quality (92%) and quality (80%) amongst residents. Highest dissatisfaction with facilities is seen with public toilets, with 15% of residents dissatisfied with the quality and 32% dissatisfied with the quantity.

Around a third of the comments within the open text of this section mention the need for more facilities, with public toilets, cycle lanes, parking, and footpaths the primary mentions. A quarter of these comments also pertain to the need for maintenance on the facilities, specifically residents mention the need for the district to be generally cleaner with more access to rubbish bins and maintenance on sporting facilities. Interestingly, 4% of the comments within this section pertain to an unhappiness that tourists have access to these facilities without paying for them.

DEMOGRAPHIC DIFFERENCES

Those aged 18-29 are more likely to:

Use public toilets daily **6%** or monthly **35%**.
Use parks, reserves, and gardens weekly **52%**.
Use swimming pools a few times a year **42%**.
Use gym daily **14%**, weekly **27%**, or a few times a year **20%**. Never use community halls **51%**, libraries **44%**, or museums **72%**. Extremely satisfied with quality of parks, reserves, and gardens **47%**, playgrounds **31%**, and sports grounds **25%**.
Satisfied **57%** or extremely satisfied **11%** with quantity of public toilets.
Extremely satisfied with quantity of parks, reserves, and gardens **28%**, trails, walkways, and cycleways **38%**, indoor sports facilities **17%**, sports grounds **18%**, playgrounds **21%**, and gyms **22%**.

Those aged 30-44 are more likely to:

Use public toilets **28%**, parks, reserves, and gardens weekly **50%**, and indoor sports facilities **28%**. Use sports grounds a few times a year **33%**. Use playgrounds daily **6%** or weekly **28%**. Use swimming pools weekly **28%** or monthly **16%**. Never use museums **65%**. Dissatisfied with quality of swimming pools **13%**.

Those aged 45-64 are more likely to:

Use public toilets **49%**, parks, reserves, and gardens **21%**, community halls **61%**, and museums **40%** a few times a year.
Never use indoor sports facilities **46%**,

sports grounds **54%**, playgrounds **56%**, swimming pools **43%**, or gym **68%**. Satisfied with quality of parks, reserves, and gardens **60%**, museums **57%**, and community halls **66%**.
Extremely dissatisfied with quality of playgrounds **1%** and indoor sports facilities **2%**. Dissatisfied with quality of public toilets **15%**. Satisfied with quantity of playgrounds **65%**, gyms **59%**, libraries **64%**, and museum **56%**.

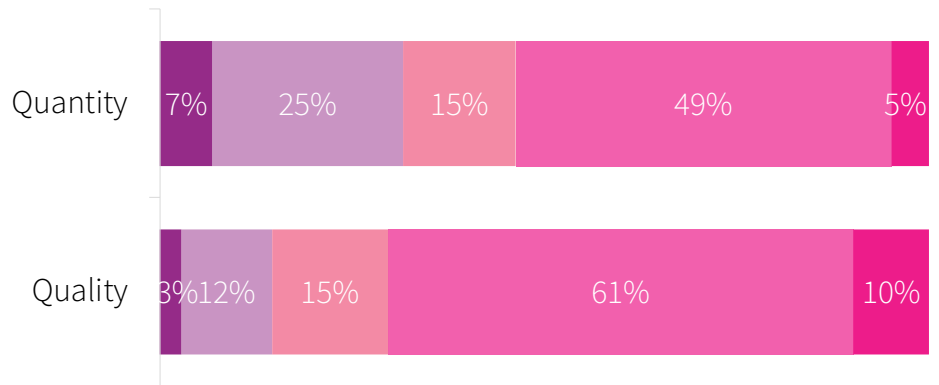
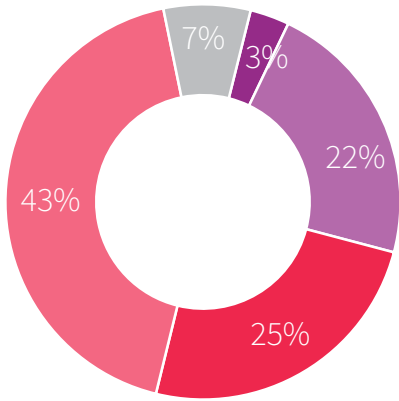
Those aged 65+ are more likely to:

Use public toilets **63%**, parks, reserves, and gardens **35%**, trails, walkways, and cycleways **18%**, playgrounds **34%**, community halls **61%**, and museums **45%** a few times a year.
Use libraries monthly **24%**. Never use indoor sports facilities **58%**, sports grounds **61%**, swimming pools **57%**, or gyms **78%**.
Satisfied with quality of parks, reserves, and gardens **62%**. Extremely satisfied with quality of libraries **40%**, swimming pools **30%**, and museums **28%**. Extremely dissatisfied with quality of community halls **3%**. Dissatisfied with quantity of public toilets **32%**. Satisfied with quantity of parks, reserves, and gardens **69%**, indoor sports facilities **63%**, playgrounds **69%**, swimming pools **65%**, community halls **67%**, and museums **62%**.
Extremely satisfied with quantity of libraries **28%**.

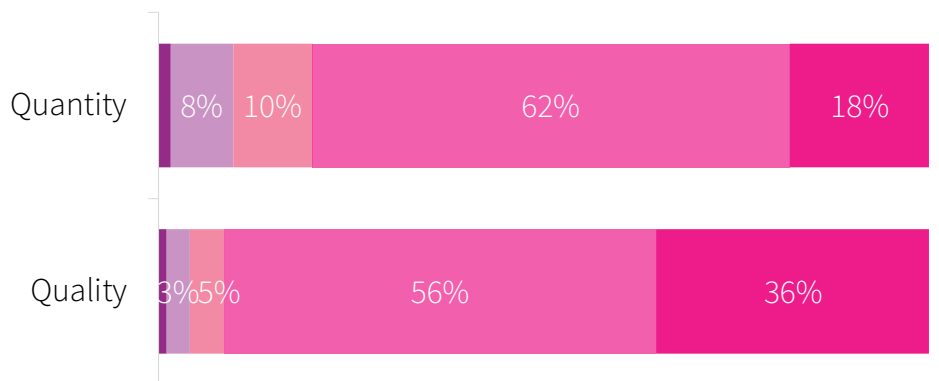
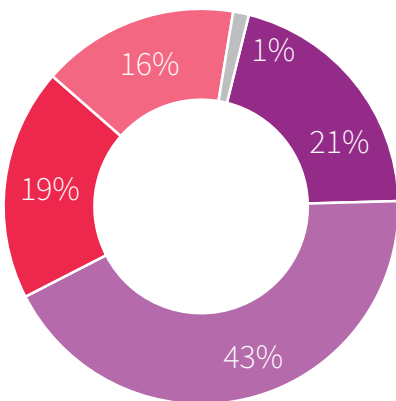
Our Services and Facilities | Use and Satisfaction



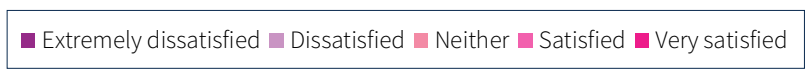
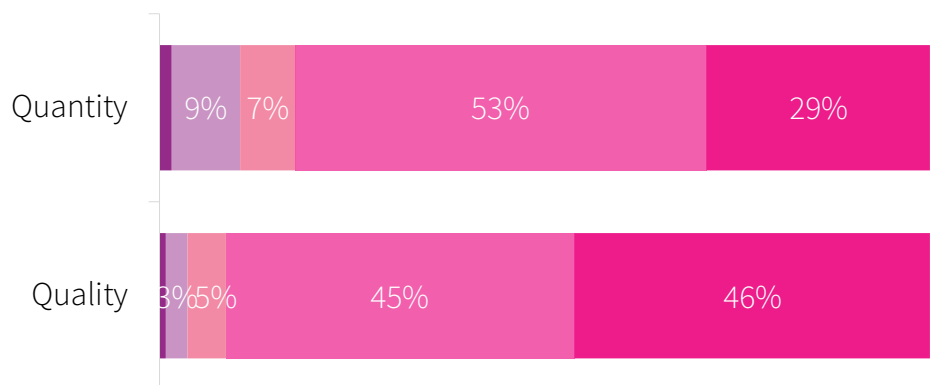
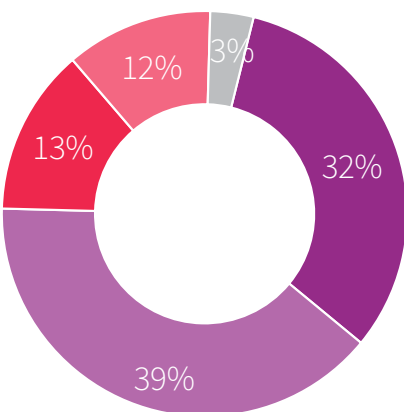
Public Toilets



Parks, Reserves, and Gardens



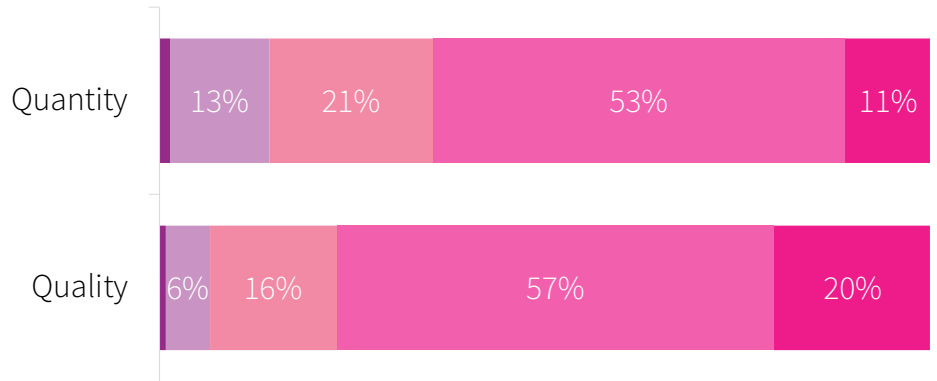
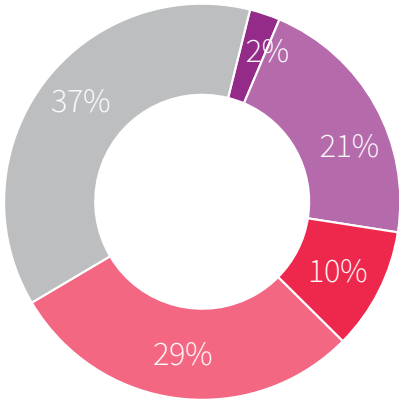
Trails, Walkways, and Cycleways



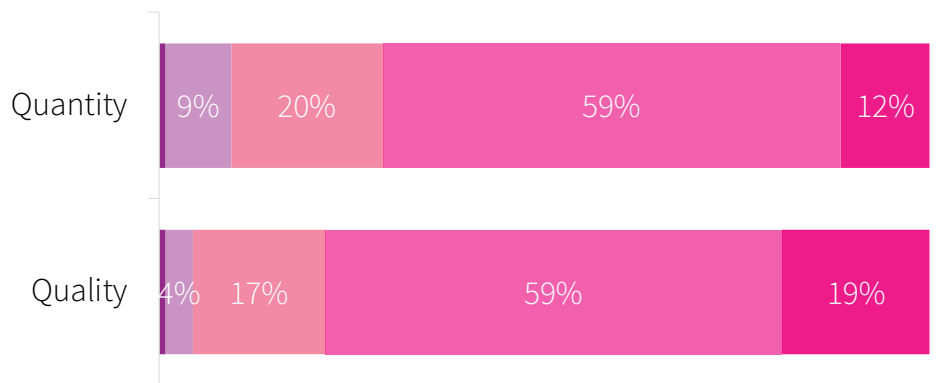
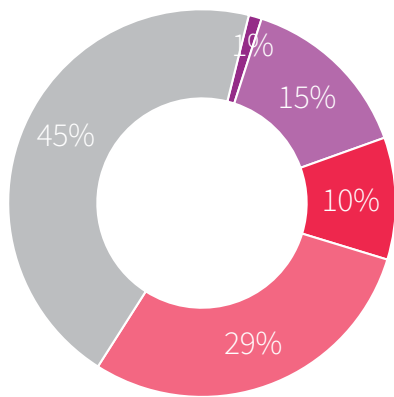
Our Services and Facilities | Use and Satisfaction



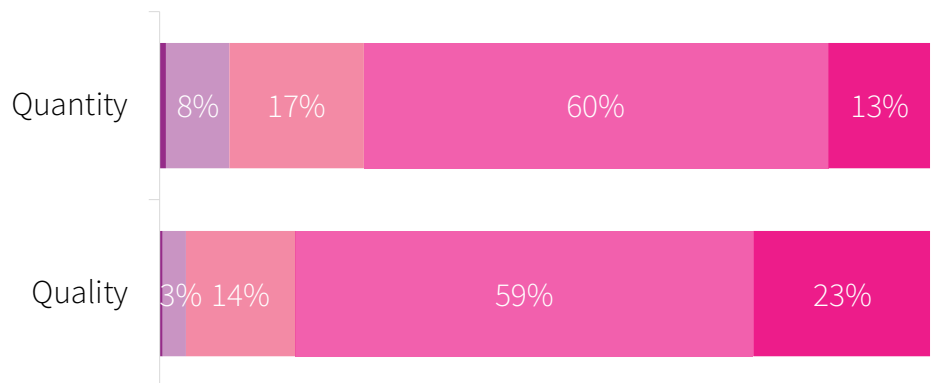
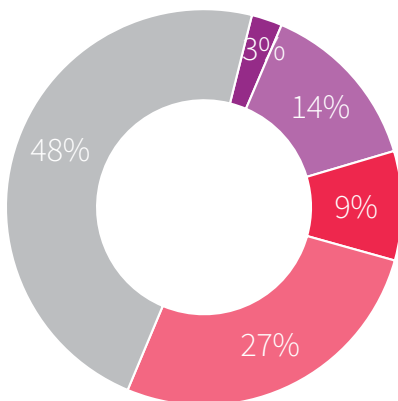
Indoor Sports Facilities



Sports Grounds



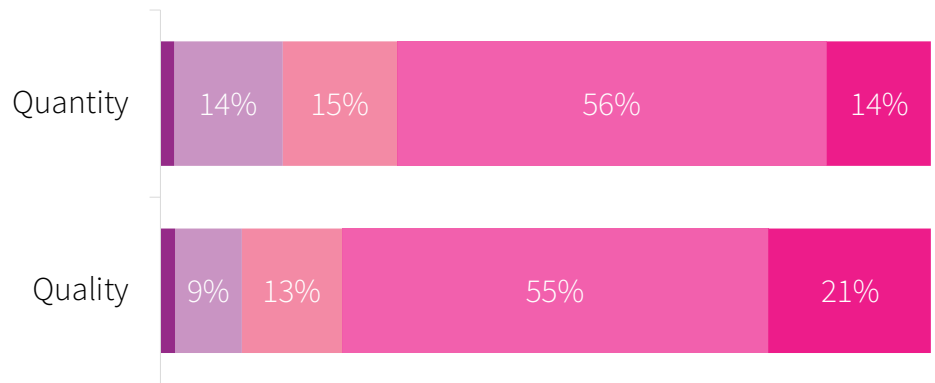
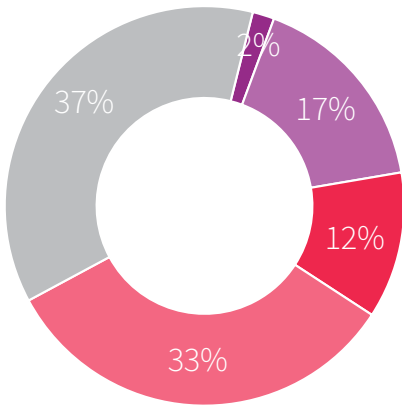
Playgrounds



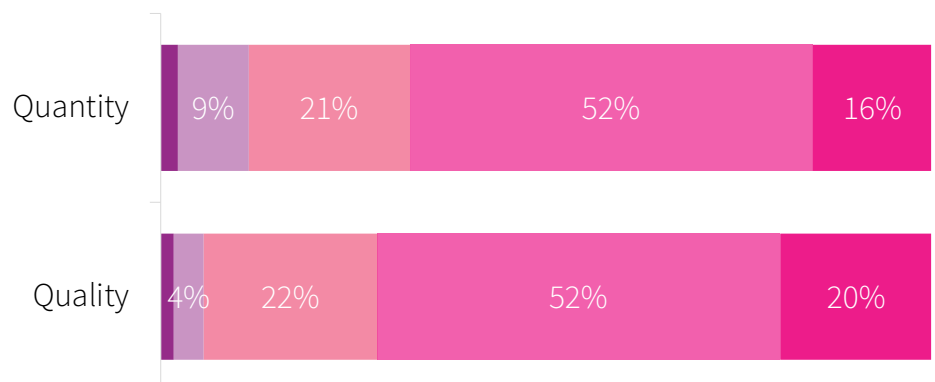
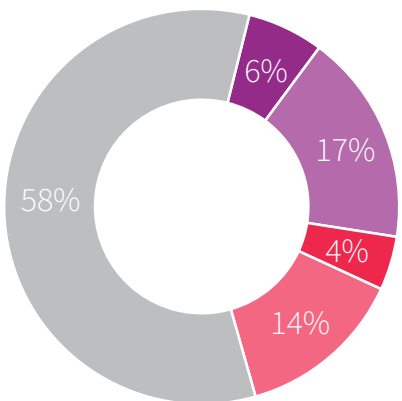
Our Services and Facilities | Use and Satisfaction



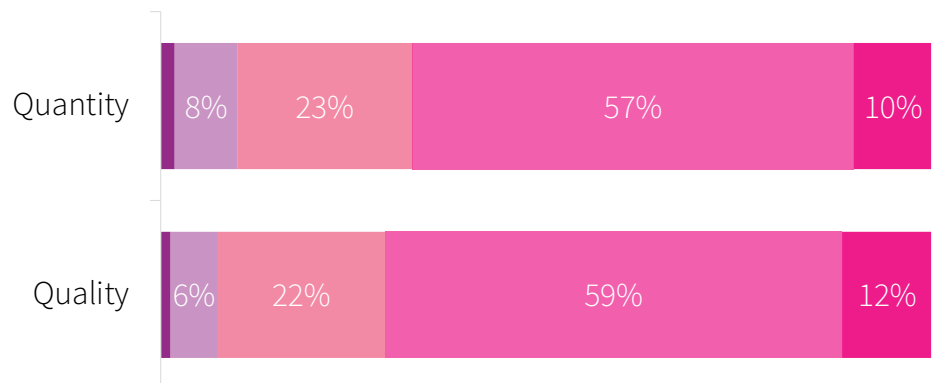
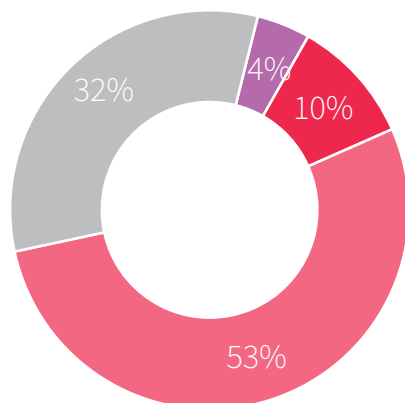
Swimming Pool



Gym



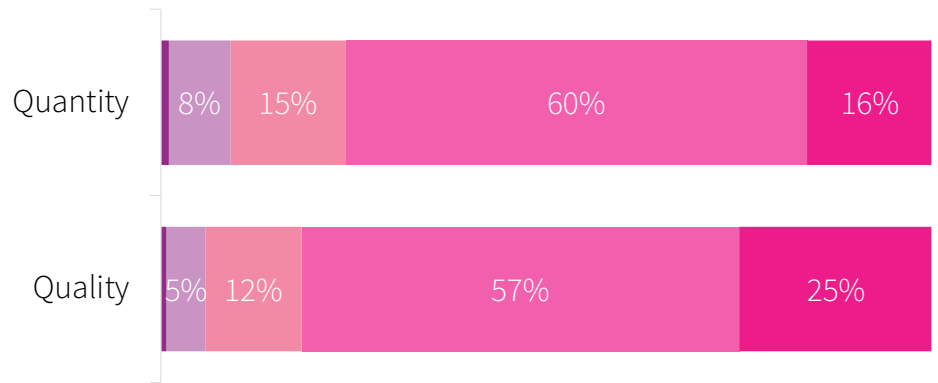
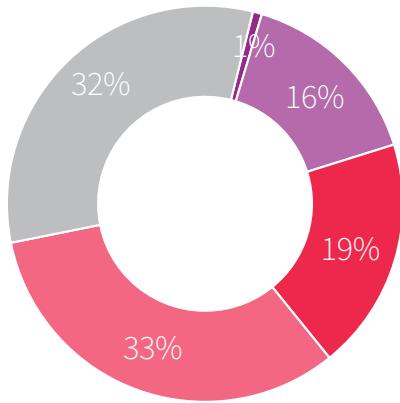
Community Halls



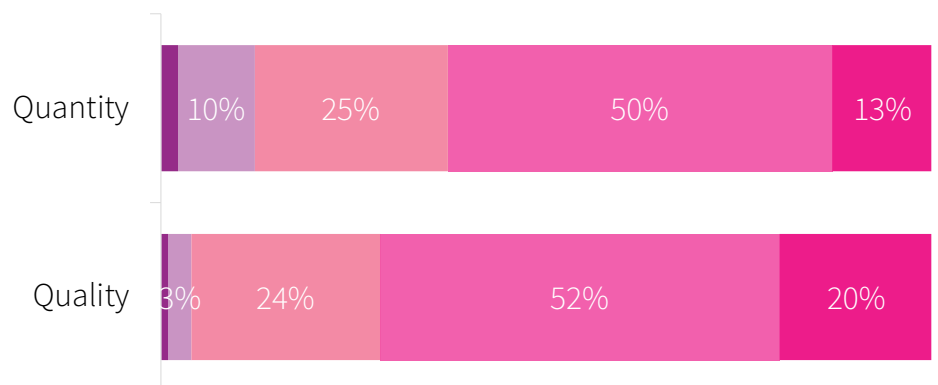
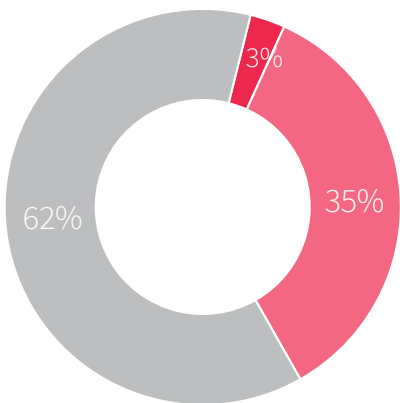
Our Services and Facilities | Use and Satisfaction



Libraries



Museum

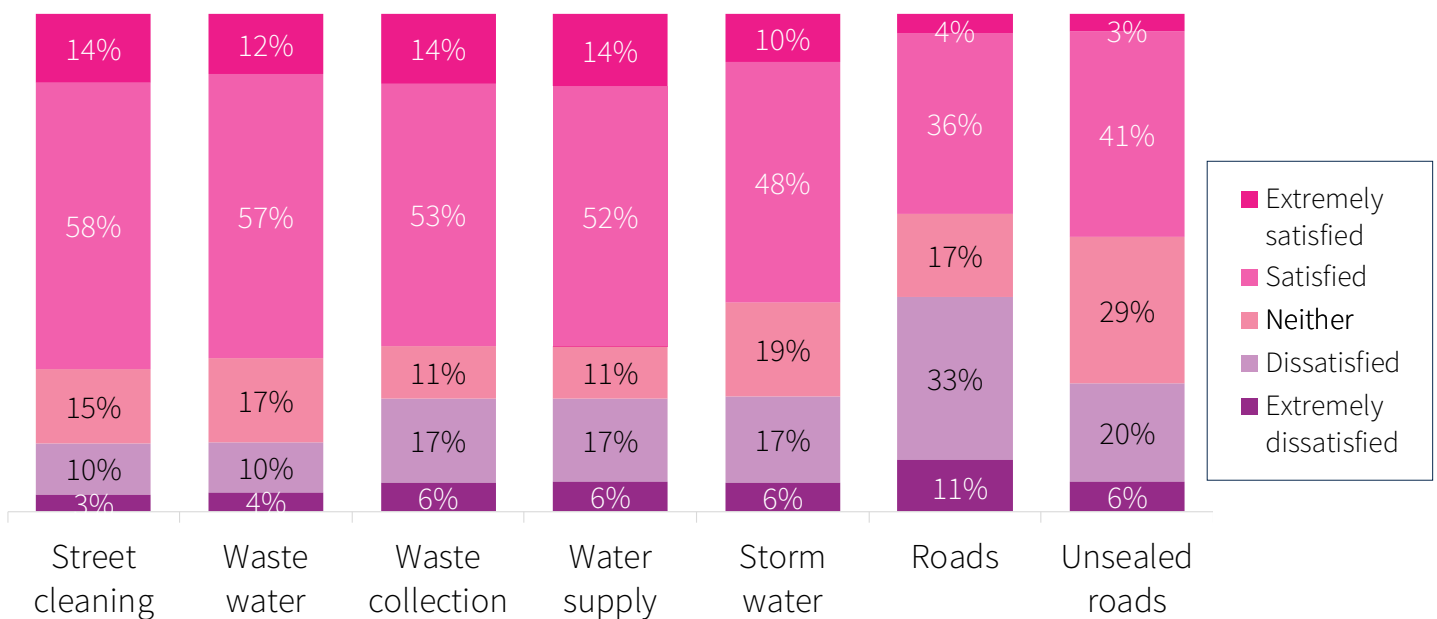


Our Services and Facilities | Council Provided Services



In terms of the services QLDC offer, residents appear most satisfied with street cleaning (72%), waste water (69%), waste collection (67%), and water supply (66%). Overall, 7% of residents mention a comment pertaining to water within the open text at the end of this section; these comments primarily relate to mentions of drinking water being an issue. More waste management (7%) was also mentioned here, with the primary mention relating to recycling. Five percent of residents also mention the district needs more roads and bridges, and 15% mention the need for maintenance on the roads.

Satisfaction with Council Provided Services

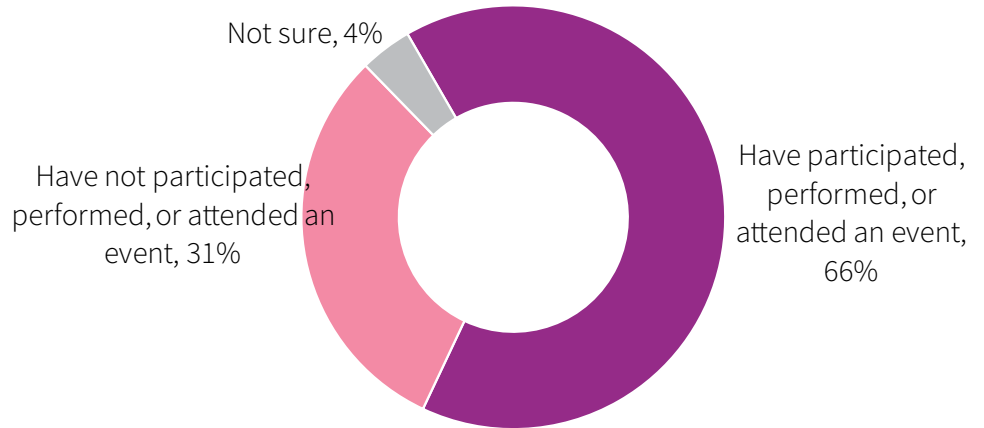


Our Services and Facilities | Arts and Culture



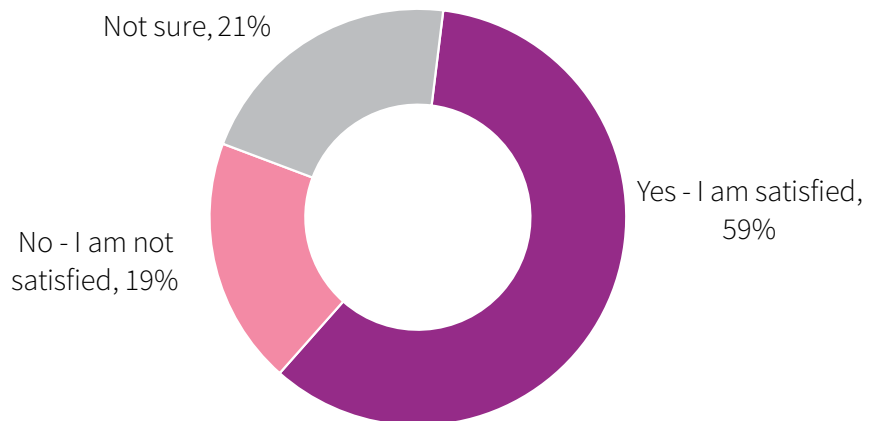
Participation in Arts or Cultural Events

Over half (66%) of residents have participated, performed, or attended an art or cultural event in the district in the past 12 months. Female residents (70%) and those aged 45-64 (71%) are more likely to mention they have participated, performed, or attended an art or cultural event.



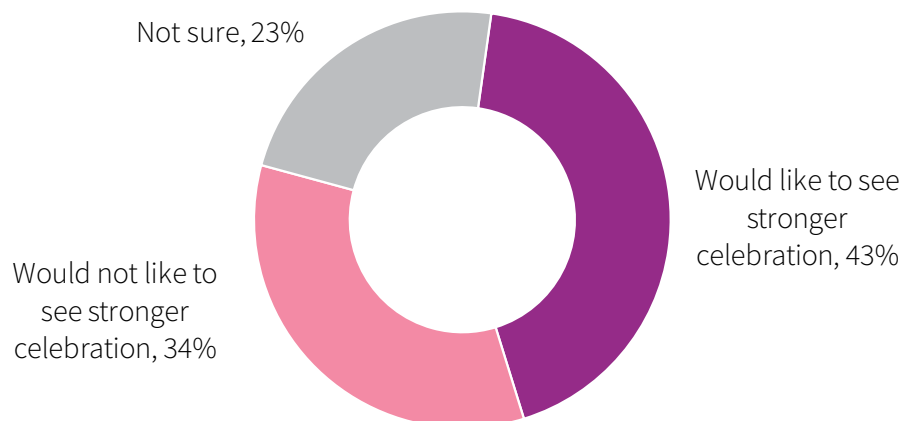
Satisfaction with Arts, Culture, and Heritage Offering

Fifty-nine percent of residents are satisfied with the arts, culture, and heritage offering in the district. Residents aged 45-64 (65%) or 65+ (66%) and those born in NZ (63%) are more likely to mention they are satisfied with the offering in the district.



Stronger Celebration of Tangata Whenua and Māori Culture

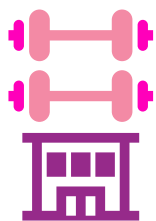
Female residents (50%), those aged 18-29 (53%) or 30-44 (50%), those born outside of NZ (49%), and those who have lived in the district for less than a year (63%) are more likely to indicate they would like to see stronger celebration of tangata whenua and Māori culture in the district.



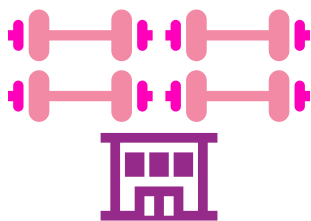
Our Services and Facilities | Exercise



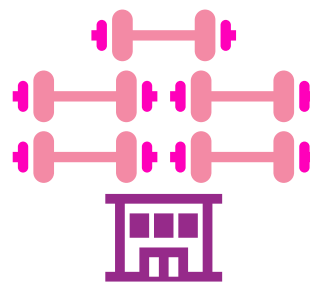
The majority of residents (91%) indicate they exercise at least once a week.



1 – 2 DAYS A WEEK:
13%



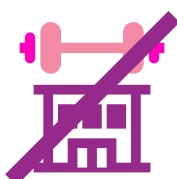
3 – 4 DAYS A WEEK:
32%



5+ DAYS A WEEK:
46%



EXERCISE
INFREQUENTLY:
7%



DON'T EXERCISE:
2%

DEMOGRAPHIC DIFFERENCES

Those who exercise 1 – 2 days a week are more likely to:

be aged 30-44 – **16%**
live in Frankton – **22%**

Those who exercise 3 – 4 days a week are more likely to:

have lived in the district for between 1 and 2 years – **45%**
live in Lake Hayes et al. area – **41%**

Those who exercise 5+ days a week are more likely to:

be aged 65+ – **53%**
have an annual household income of \$200,001+ – **55%**
live in Albert Town and Wanaka – **57%**

Those who mention they exercise infrequently are more likely to:

have an annually household income of \$40,001 – \$60,000 – **11%**
live in Frankton – **13%**

Those who don't exercise are more likely to:

be aged 65+ – **4%**
live in Makarora – **20%**

Community Services and Facilities | Summary



Parks, reserves, and gardens and trails, walkways, and cycleways are the community facilities residents mention they use the most. These are also the facilities which residents are the most satisfied with the quality and quantity of. Residents are also most satisfied with street cleaning, waste collection, and water supply.

Over half of residents have participated, performed, or attended an arts or cultural event in the district, with a further 59% indicating they are satisfied with the arts, culture, and heritage offering in the district. Notably, almost half of residents indicate they would like to see a stronger celebration of tangata whenua and Māori culture in the district. The majority of residents also indicate they exercise at least once a week.

Open text comments within this section primarily pertain to the need for more services and facilities in the district, more arts and culture, better waste management, more cycle lanes, and more public toilets. Maintenance is also mentioned here; specifically, residents indicate the roads and sporting facilities need maintenance, as well as general cleanliness within the district.

“Just spent the weekend in Wellington and the array of arts culture to take in was impressive. It would be great to see some facilities to encourage touring groups to come here as well as art exhibitions. I would like to see trails that people can walk their dogs off lead and also have easy access to the water, rather than it being blocked off by development.”

“Roading is an issue here and I would like to see more arts and culture - one museum is not really enough and it's small. More cheap/free art and heritage attractions would be wonderful.”

“Need better rubbish collection and more waste bins, I am tired of collecting other people's rubbish on Sunshine Bay track and walking to opposite the youth hostel in St. Omer Park before I can rid myself of rubbish--I do not own a vehicle.”

“I don't think that the new rec centre in Wanaka has future proofed itself for the growth in the town. Cycle lanes would be a huge advantage as the amount of traffic on the roads increases.”

“The existing public toilets are good but there needs to be some placed in the areas of frequent freedom camping e.g. the large rest areas on the Queenstown to Kingston road and the Kawarau Roaring Meg Site also, rubbish collection at all rest area sites.”

“In general, I think Wanaka streets are very clean. I ride my bike around a lot and I get very annoyed at broken glass on the edge of the road, especially after the weekend. I can't believe how long it is taking QLDC to set a good network of commuting cycle lanes for people who wish to get around on bicycles. This should be one of the council priorities, as it addresses so many of its mandates (facilitating flow of traffic, ensuring safety of all residents and visitors, encouraging an active lifestyle, solving the lack of car parking and public transport issue, helping with mental health etc.). On the topic of waste and recycling, I think our council needs to see what other places around the world do to avoid contamination between recyclables and ensure these can be really recycled if not sold on, and then make it a compulsory task for all.”



03 Our Preparedness and Safety

This section highlights perceptions of emergency preparedness, both personally and at a neighbourhood level. There is also a focus on community safety, with residents asked which problems, both service and community based, are issues in the district.

It appears that residents think they are prepared for an emergency, however there is a perception that their neighbourhood may not be. Illegal freedom camping and dangerous driving appear to be the issues residents are most concerned about within their community.

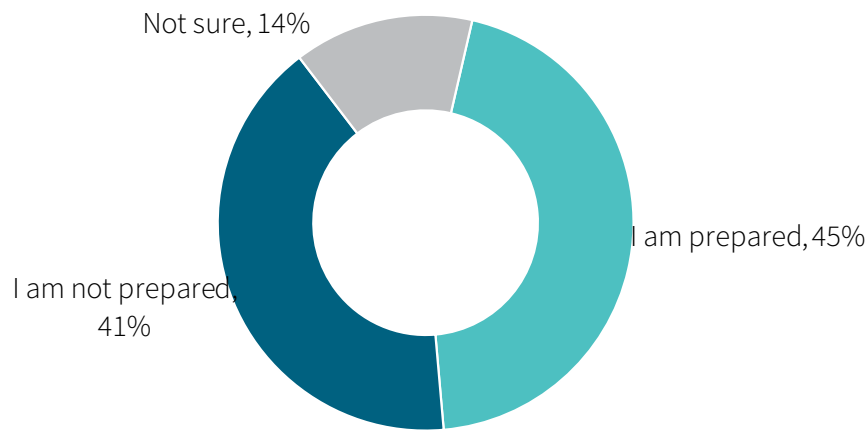


Our Preparedness | Resilience and Preparedness



Almost half of residents (45%) consider themselves resilient and prepared for an emergency, while only 13% indicate their neighbourhood is resilient and prepared. Online information (47%), neighbourhood workshops or presentations (40%), printed information (38%), and information in the media (37%) are primary mentions made for help required to become more resilient and prepared. Open text comments within this section highlight that residents are aware they have a lack of knowledge about how to prepare (18%).

Yourself



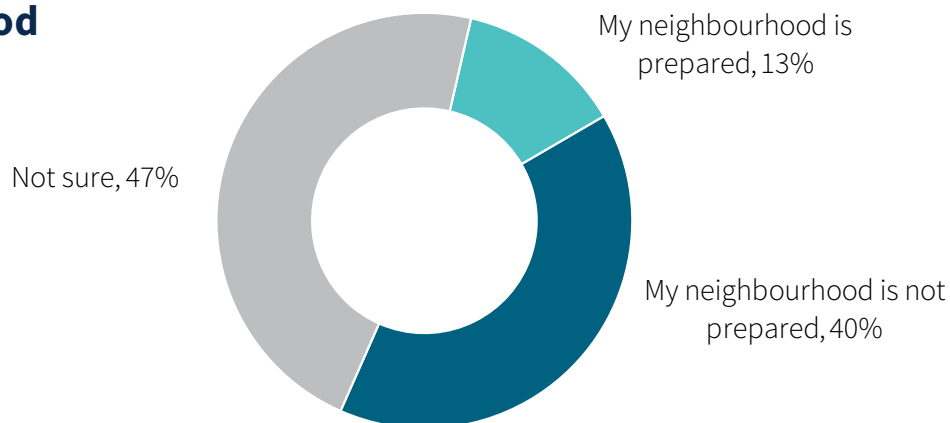
DEMOGRAPHIC DIFFERENCES

Those who consider themselves prepared are more likely:

- To identify as Male – **49%**
- To be aged 45-64 – **56%** or 65+ - **60%**
- To be born in NZ – **49%**
- To have lived in the district for 10 years or more – **54%**

- To currently be living in Glenorchy – **80%**, Gibbston – **78%**, Closeburn – Wilson Bay – **77%**, Hawea and Hawea Flats – **59%**, or Dalefield and Arrowtown – **54%**

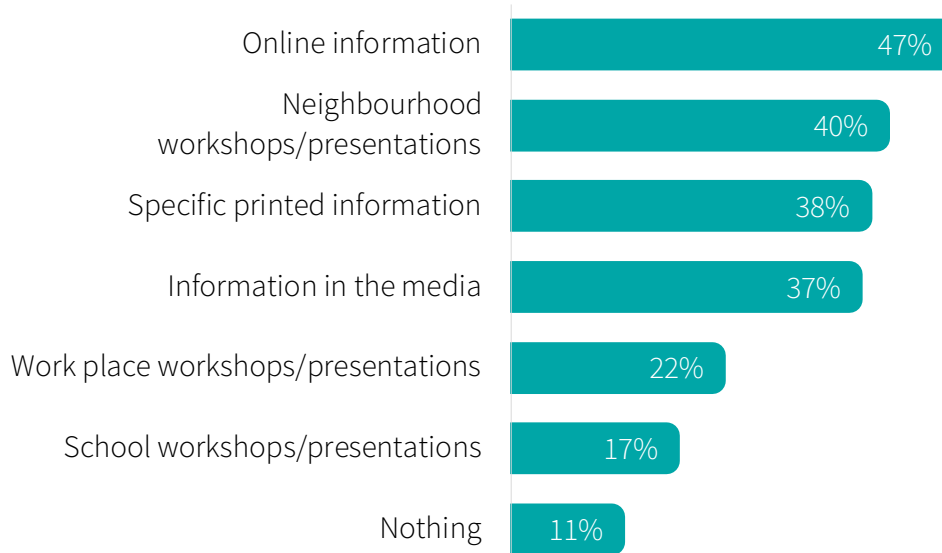
Neighbourhood



Our Preparedness | Resilience and Preparedness



Required to Become More Resilient





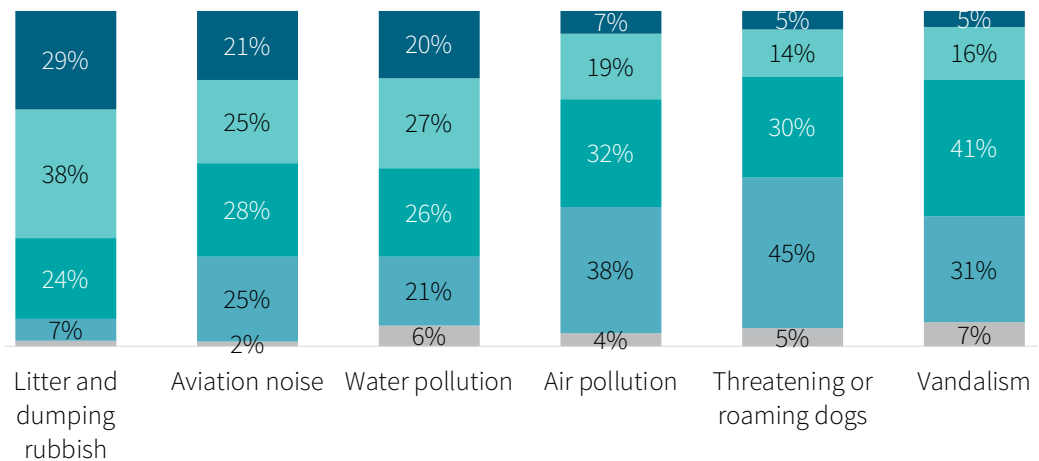
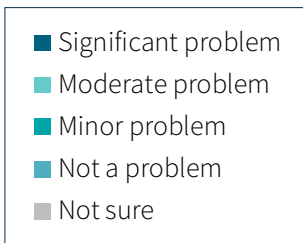
Our Safety | Within Our District



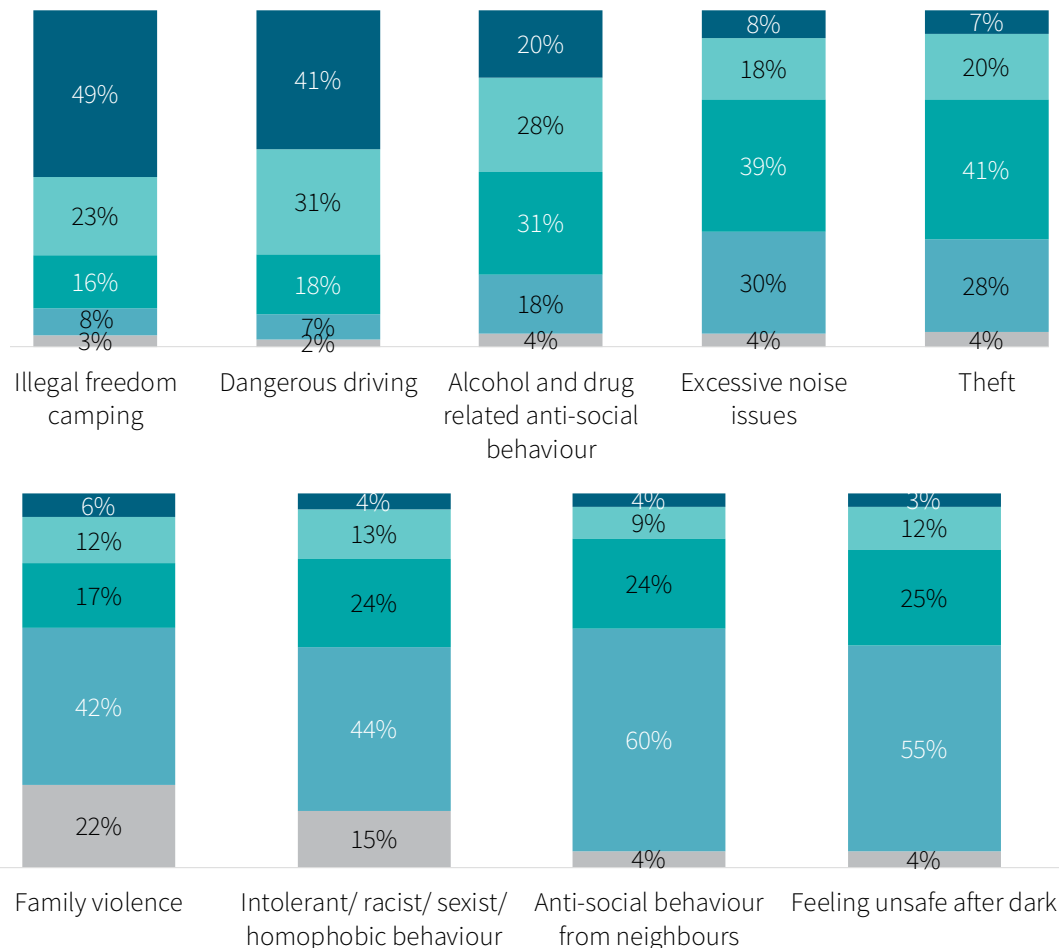
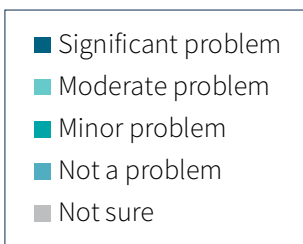
Residents identify litter and dumping rubbish (29%), aviation noise (21%), and water pollution (20%) as significant problems in the district. In terms of community, half (49%) of residents identify illegal freedom camping as a significant problem. Dangerous driving (41%) and alcohol and drug related anti-social behaviour (20%) are also identified by residents as significant issues within the district.

Comments within the open text of this section highlight concern around tourists and overseas drivers (32%) as well as the general speed people drive on the roads in the district (13%). Behaviour of others was also mentioned here by 17% of residents, with drinking (8%), anti-social behaviour (5%), and theft (5%) the primary mentions made.

Service Related



Community Related



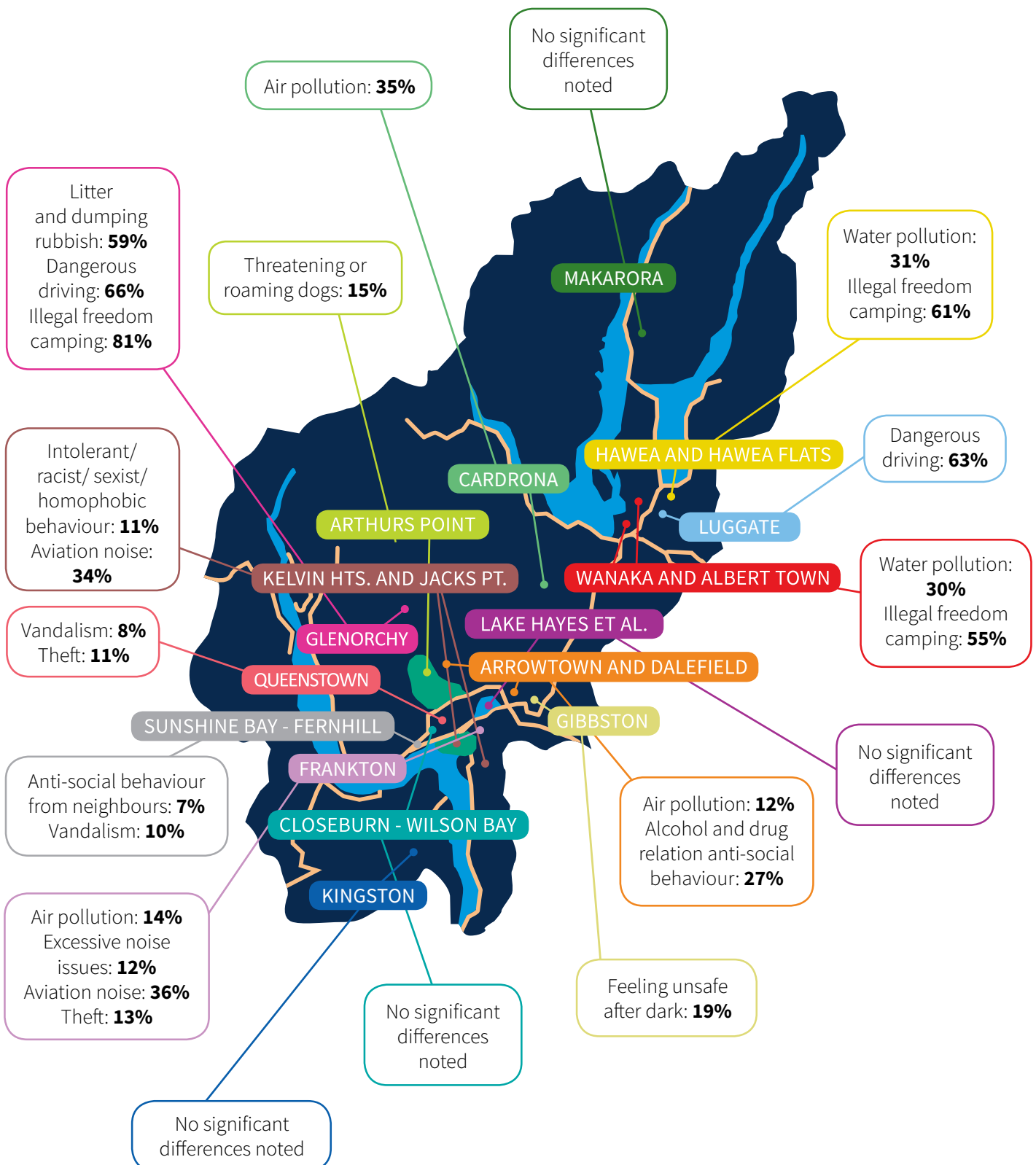


Our Safety | Within Our District



Area Differences

Shown below are results from residents within each area. These results show significantly higher results for mentions of a significant problem from residents within that area, when asked to identify community safety issues for the district.



Our Preparedness and Safety | Summary



The key findings from within this section highlight the difference between residents' perceptions of their own preparedness for an emergency and the preparedness of their neighbourhood. In terms of becoming more prepared, receiving online information and attending neighbourhood workshops or presentations are primary mentions for improved personal and neighbourhood resilience and preparedness.

A lack of knowledge appears to be the primary reason for residents indicating they are not prepared. Additionally, within open text responses, residents also mention QLDC should offer emergency kits, that the infrastructure within the district won't cope with an emergency, and residents are unaware of the impact that an emergency would have on them. The vulnerability of tourists and those who do not live permanently in the district is also a concern amongst residents, as there is a perception that they may be less prepared and resilient in an emergency.

"I am as prepared as I can be, being an outdoor pursuits person. I do not know about emergency services, e.g., no good hospital, how will you rally around good medical people in state of emergency. Queenstown will easily be cut off."

"Worried about infrastructure in an emergency i.e., roads, powerlines, and emergency services reaching my area."

"We have not seen the emergency plan for our neighbourhood. The majority of the population at any one time are tourists, does the council have a plan for them? If there are 5000 Airbnb houses the owners should have emergency packs and information for their customers, is this a requirement?"

Illegal freedom camping, dangerous driving, litter and dumping rubbish, and aviation noise appear to be the most significant problems within the district identified by residents. Illustrative comments, shown below, point to an overall frustration with the number of tourists and visitors to the district, and the impact these tourists and visitors are having on the physical environment and residents' overall quality of life in the district.

"Litter from freedom campers and general litter from tourists using the walking tracks e.g., poo and tissues are becoming a problem!"

"Tourist driving is a huge problem throughout Otago (and elsewhere). There are daily issues especially with campervan drivers who are not used to driving and not used to such large vehicles. We need more bumper bars in the centre of town to slow down the local speedsters too!"

"Foreign drivers are appalling and a huge safety issue in our community where the roads are narrow and windy. Tourist drivers not understanding NZ road rules."

"It worries me that the suggested expansion of Wanaka airport will increase aviation noise which will become a major problem throughout Luggate, Wanaka, and surrounds."

"Aviation noise from helicopters and commercial national carriers are a major problem. Changes to the District Plan regarding noise limits that result in it being easier for helicopters to gain consent for landing in and around living zones in the district are particularly bad..."



04 Transport

This section details frequency of use of alternative modes of transport to a car, as well as general perceptions of public transport. Residents were also asked whether they visit Queenstown or Wanaka more frequently, with additional questions around perceptions of that town included also.

These results show that walking appears to be the primary form of alternative transport residents use on a daily basis.

Perceptions of public transport are generally positive, with public transport being affordable and safe the most positively rated perceptions. Queenstown is mentioned by a quarter of residents as the town they spend the most time in, with around half of these residents indicating the town is an easy place to spend time.



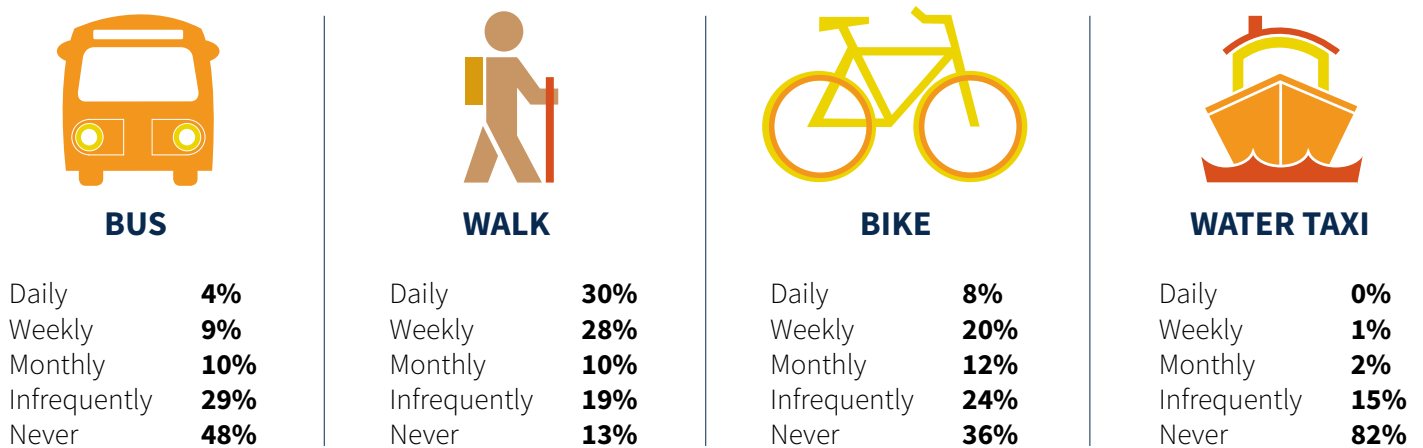


Our Transport | How we Travel

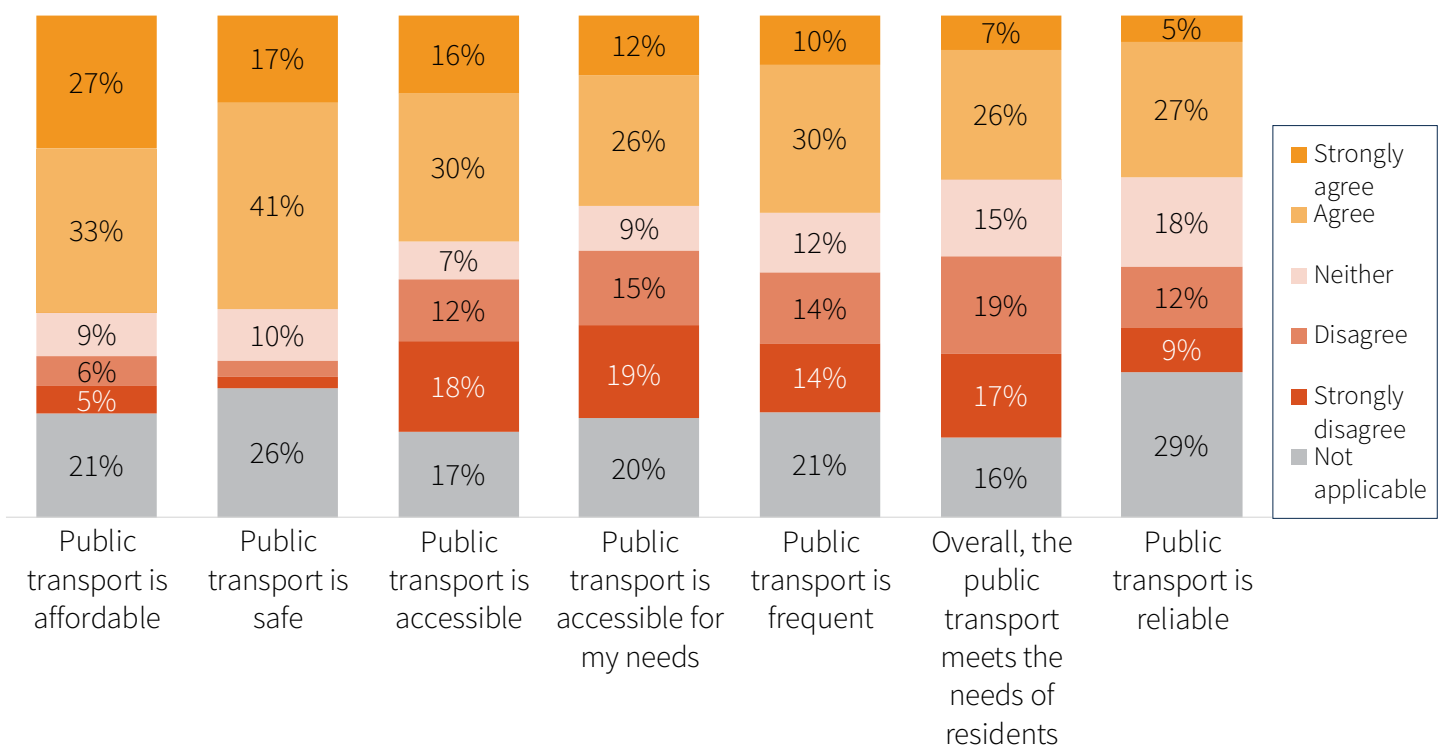


A third (30%) of residents indicate they walk on a daily basis as an alternative to using a car. A further 8% indicate they bike daily and 4% use a bus daily as an alternative mode of transport. It appears younger residents are more likely to use the bus (8%) or to walk (40%) on a daily basis as an alternative to using a car. Interestingly, those who have lived in the district for less than a year are also more likely to mention they use the bus (15%) or walk (45%) daily. In terms of public transport perceptions, 58% agree it is safe, 60% agree it is affordable, and 46% agree it is accessible.

Alternative Transport Modes Used



Public Transport Perceptions



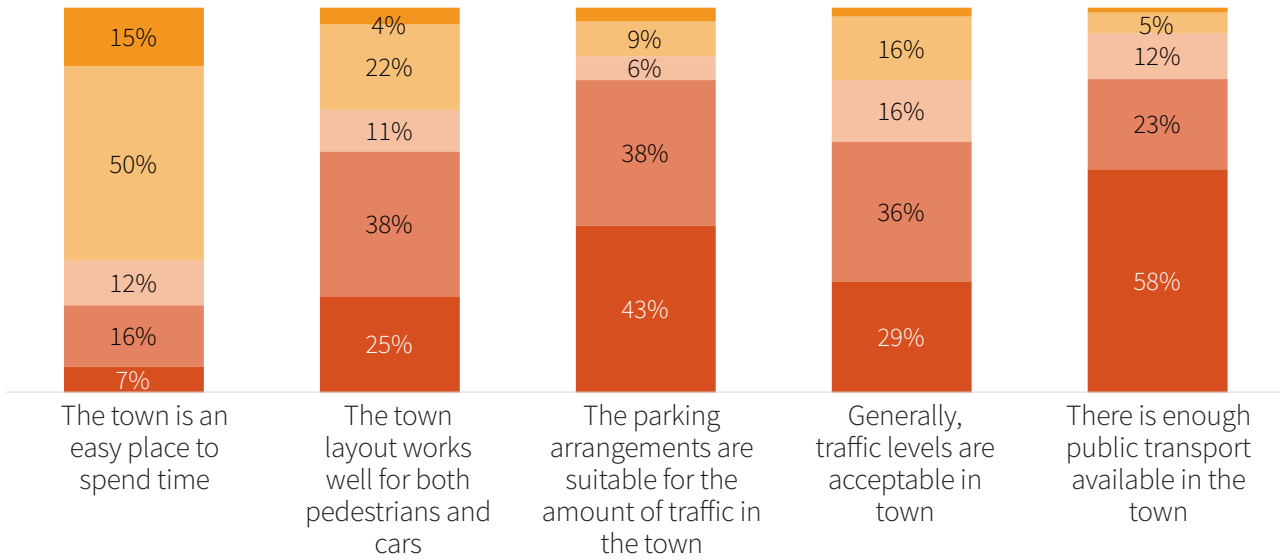


Our Towns

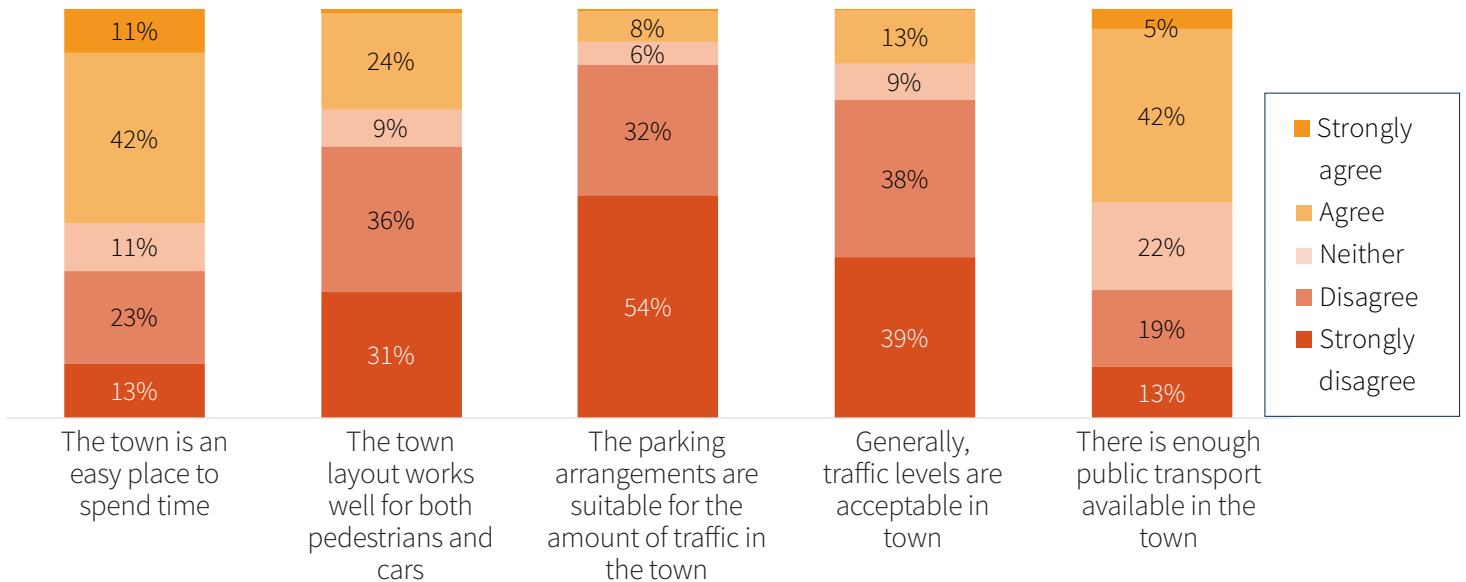


Queenstown appears to be the town residents mention they spend the most time in, with 71% of residents mentioning this. Residents aged 18-29 (85%), those born outside of NZ (77%), and those who have lived in the district for less than 1 year (84%) are more likely to mention they spend more time in Queenstown than Wanaka.

25% mention they spend more time in Wanaka



71% mention they spend more time in Queenstown





Transport | Summary



Key findings from within this section highlight the high proportion of residents who walk instead of using a car as an alternative form of transport daily, with very low daily usage of bus, bike, or water taxi. However, there is higher usage of alternative modes of transport on a weekly basis. Generally, over half of residents agree that public transport in the district is affordable and safe. Only 32% of residents agree public transport is reliable.

“\$2 bus system has helped, but we need to get people out of cars. Light rail on Frankton Rd or Gondola along Queenstown Hill is required.”

“40% of the district does not have public transport!!”

“A bus service between Albert Town and Wanaka is needed now. This will help reduce town centre traffic, also between Hawea and Luggate.”

“More regular and direct bus routes from Lake Hayes Estate / Shotover Country to Queenstown. Implement water taxis as a mode of public transport. We also need more direct commuter cycleways.”

The majority of residents indicate they spend more time in Queenstown than Wanaka, with a quarter of these residents agreeing that the town layout works well for both pedestrians and cars and that there is enough public transport available in town.

Open text comments made within this section highlight a general unhappiness with parking, specifically with the lack of and cost of parking. Residents also make mention of the roads in the district, specifically they mention congestion is an issue and that more cycleways are needed. The need for more pedestrian only areas and an issue with tourist drivers are also mentioned here.

“There is a huge shortage of parking, no parking buildings. Arguably one of the most beautiful views in the world is a carpark!! Where else does that happen, it's unacceptable, should be foot traffic only. We need parking buildings to try to accommodate everyone without spreading cars all over the place. Regular workers in town struggle every day to find a park. When town is busy you have to be quite single minded about getting a park, otherwise you don't get one. It's not fun!”

“The current parking provision is terrible for local people and for businesses. There must be a compromise - I feel locals are being shunted away from our town centre in favour of tourists. We need tourists to be able to visit the centre of town but local people should feel welcome too. At the moment, we don't.”

“If we continue to market ourselves to get more tourists here we need way more parking. You cannot just say to locals you have to take the bus. How about saying to tourists they have to take the bus.”



05 Local Democracy

This section focuses on residents satisfaction with QLDC.

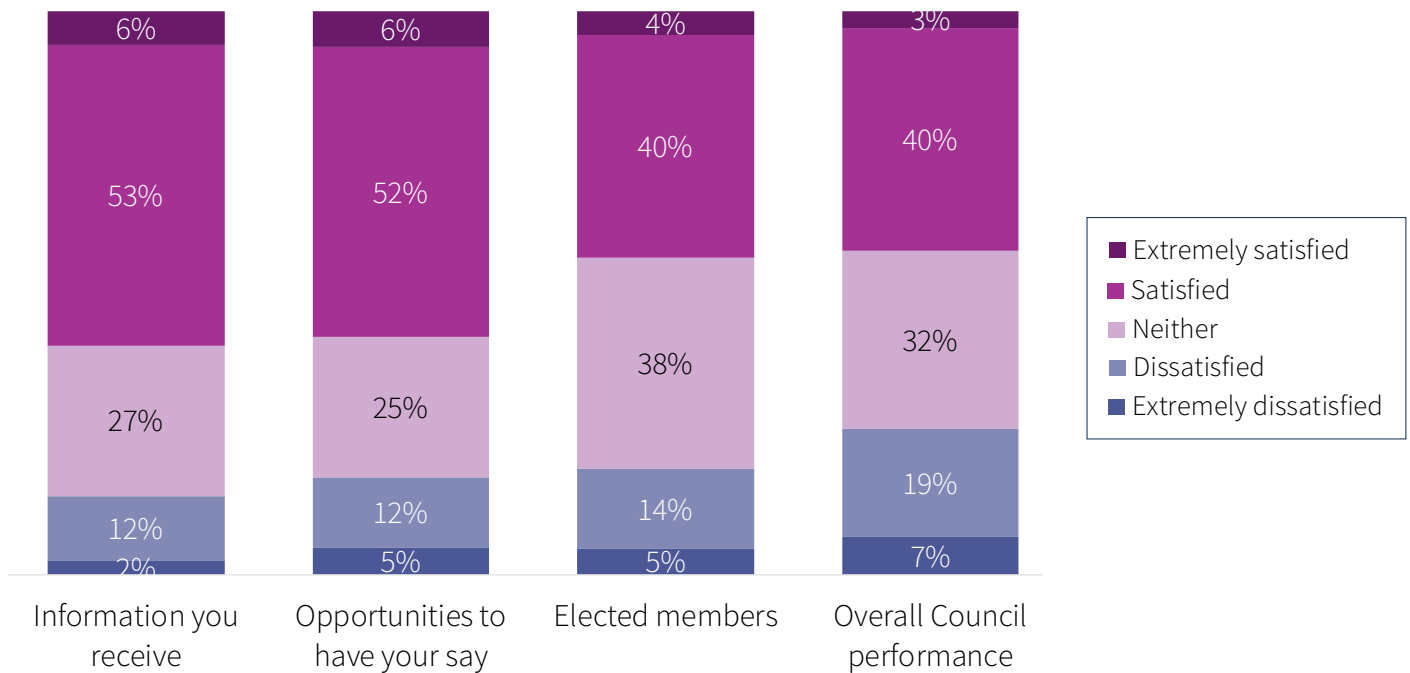
These results highlight a general satisfaction with Council and how they communicate and interact with residents.





Perceptions of Council are generally positive, with 59% of residents satisfied with the information they receive and 58% satisfied with their opportunity to have their say. Interestingly, 18% of the comments within the open text in this section pertain to residents feeling as though Council doesn't listen to them with a further 17% indicating they are generally unhappy with Council. Council allowing too much development and growth in the district (10%) and a focus on Queenstown, not the district as a whole (7%) are also mentions residents made within this section.

Perceptions of Council





Local Democracy | Summary



Over half of residents are satisfied with the information they receive from Council and their opportunity to have their say. Just under half of residents indicate they are satisfied with the elected members and with Council overall.

Within open text comments in this section, residents mention they like the information they receive from QLDC. However, there also appears to be a general feeling that although Council seeks residents' opinions, these views are not taken into account when decisions are made. QLDC allowing too much development and growth in the district is also a key issue identified here. A focus on Queenstown, rather than the whole district, not enough action, and the perception that there is underhanded activity by Council, specifically in relation to development and developers, are also comments residents made within this section.

"Information is everything. If people feel like something has gone ahead that they didn't know about, the mindset is they feel angry or bitter, this is so unnecessary. By sharing information, even if people don't necessarily agree, you get the respect of the community, there is a lack of respect when information is not shared at the appropriate times."

"I am really disappointed that subdivisions in rural areas do not require the neighbours to be notified- a new subdivision in a rural and peaceful area has a huge impact on whether you would want to continue to live there. I feel the community is sometimes consulted as a matter of ticking the box but their opinions do not affect the overall QLDC decision."

"Wanaka is very much the destitute cousin when so much of the funding is focused on Queenstown. This includes money spent on roading, water supply, waste management (sewage), flooding/drainage following heavy rains."

"Due process is always executed but public opinion in Wanaka is seldom upheld."

"I'm generally impressed with Jim Boulton. I think Queenstown has a unique set of issues and it needs strong, bold leadership. We have to accept that we cannot go on growing. It's a finite world."

"They either appear to be unaware as to what is happening or are receiving some good backhanders to allow all the developments happening without any planning."

"Worried that financial gains influence decisions rather than putting community first- e.g., developments. You need to build the infrastructure before you take the money from developers to build houses otherwise you get into the mess we're in now."

"The public meetings I have attended have been well served by clear information from Callum McLeod. The Mayor makes an adequate presentation but some of the other councilors are boring and give complicated and unclear answers to questions. Generally, the community boards and District Council lack talent with a few exceptions."



06 Our Environment

This section highlights results pertaining to lifestyle changes residents have made to help reduce their impact on the environment, as well as the frequency of which residents undertake specific waste reducing activities. Perceptions of household waste habits are also shown within these results, as well as general concern about the impact of climate change and satisfaction with QLDC's protection of the environment.

Specifically, these results show the majority of residents choose products with little or no packing most of the time, although one third never compost food waste. Residents also appear to think businesses and Council are mostly responsible for waste reduction in the district, with a third satisfied with the environmental protection by Council.



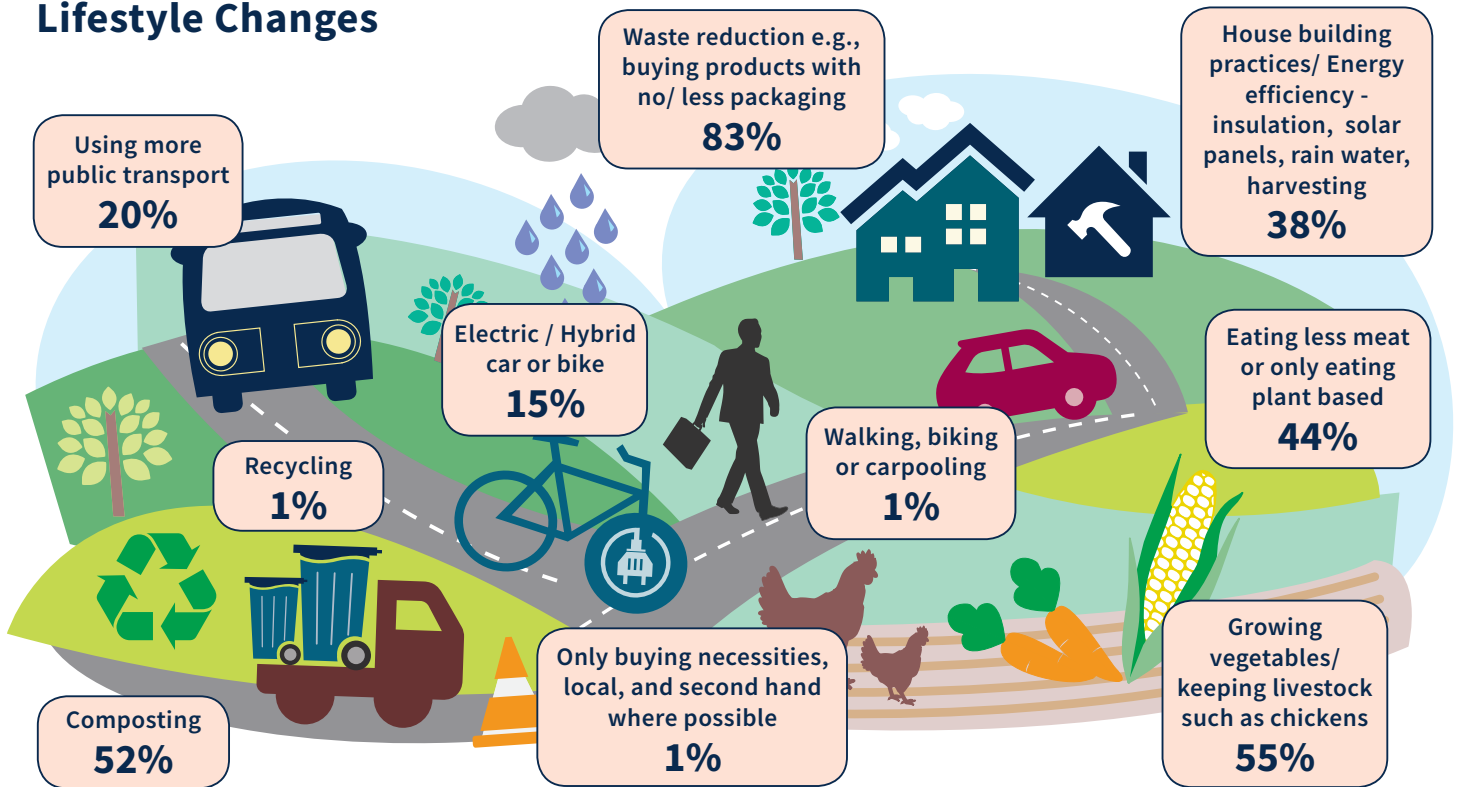


Our Environment | Changes

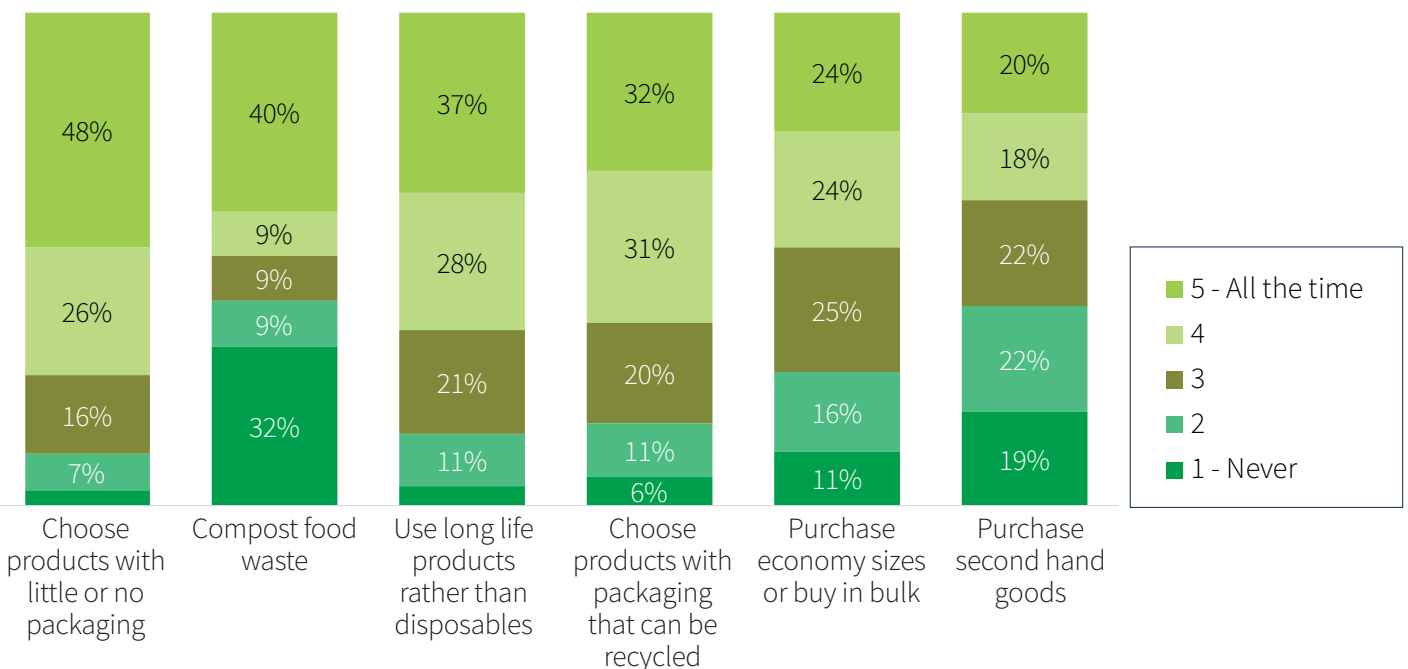


Reducing waste (83%) is the primary lifestyle change residents mention they have made to reduce their impact on the environment. At a lower level, residents also indicate they grow their own vegetables and keep livestock (55%), compost (52%), and eat less meat (44%). Half of residents (48%) also mention they always choose products with little or no packaging. Interestingly, it appears residents aged 45-64 and 65+ are more likely to have made lifestyle changes to reduce their impact on the environment.

Lifestyle Changes



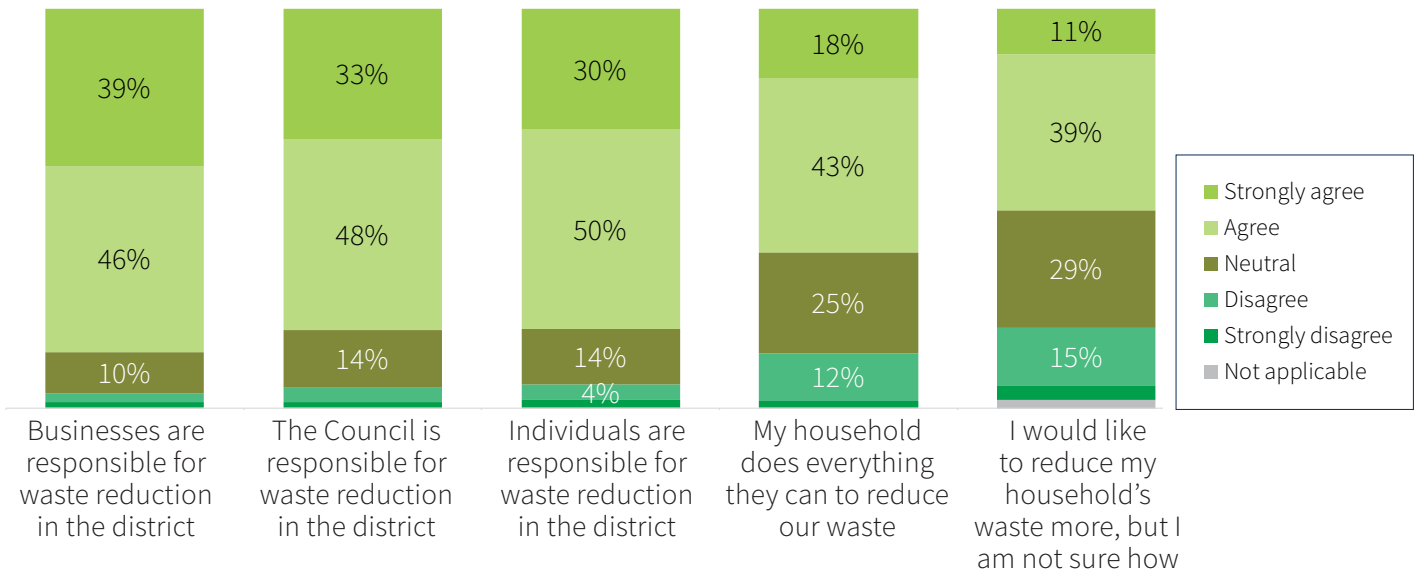
Waste Reduction



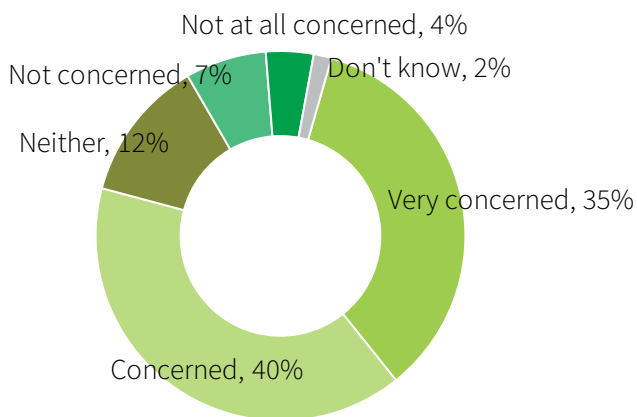
Our Environment | Habits and Impacts



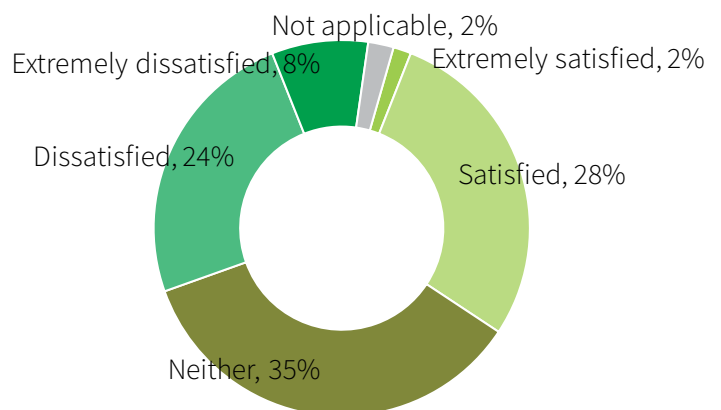
Household Waste Habits



Concern About Impact of Climate Change



Satisfaction with Environmental Protection by Council



The majority of residents agree that businesses (85%) or Council (81%) are responsible for waste reduction in the district. A further 70% of residents agree individuals are responsible for waste reduction in the district. Seventy-five percent of residents are concerned about the impact of climate change and a further 30% are satisfied with the environmental protection from Council. Interestingly, within the open text comments in this section, 14% mention they are unsure of the steps QLDC is currently taking to protect the environment.

Almost half (42%) of the comments within the open text in this section pertain to waste, with the recycling service in the district being a primary mention. Residents also mention the impact of people; 22% of these comments relate to human impact on the environment, specifically residents mention there is too much development (10%) and too many tourists (9%).



Our Environment | Summary



Reducing waste through choosing products with less packaging is the primary change residents mention they have made, and do all of the time to help reduce their impact on the environment. Over half of residents also agree that waste reduction in the district is the responsibility of businesses, Council, and individuals. Three quarters of residents are concerned about the impact of climate change, while only a third are satisfied with Council's protection of the environment.

Open text comments within this section primarily pertain to waste, specifically a poor recycling service, too much rubbish in the environment, too much packaging with products, and that recycling education is needed.

Human impact on the environment is also mentioned, such as development, tourist numbers, freedom camping, and the number of flights to and from the airport. At a lower level water, plants, and animals are also concerns when asked about the environment in the district.

"Council should be following the 3 bin model of other towns and cities. Timaru is the best in the country at this. Currently feel that the fully subcontracted services model simply means the cheapest contract wins despite being the most environmentally damaging with little to no perceivable recycling occurring."

"Individuals can only take responsibility for waste reduction if there are reasonable facilities to do so and that the cost is not too high. We lost our recycling centre due to a small minority who abused the facilities."

"Unfettered development and uncontrolled tourism is seriously compromising the environment."

"Unfortunately I'm unable to buy everything with minimal packaging for example disposable razors or waxing strips, as the manufacturers have excessive packaging - this needs to be addressed on a national government level. We rent therefore are unable to harvest rain, add solar power panels, etc. Please adopt the waste reduction techniques Raglan, North Island, are doing - bins for compostable waste, for recycling, for landfill, for inorganic goods that can be sold 2nd hand. Please impose mandatory biodegradable or reusable packaging for restaurants and retail stores within Queenstown. Please make it mandatory for all new developments by major developers and hotels to implement rain water collections and utilise solar power; also ensure Council and major businesses utilise these too. At festivals, ensure only reusable plates and cups are used with biodegradable cutlery."

"Would like tighter controls on the speed of building development as our infrastructure cannot keep up at present and it is having a negative impact on our environment which needs to be protected at all costs."

"Tourist impact on environment - many people the environment cannot sustain. The tracks are littered. More flights into Queenstown which are not environmentally friendly. Stinking diesel buses. Sticking Flame and Fergburger chimneys. Emissions from Earnslaw. We need more green spaces, to promote the Queenstown Gardens, and target cafes to introduce keep cup only policies. Council should also patrol freedom campers pooping and littering in our environment."

"The state of the lake is very disappointing and is going to be difficult to improve/resolve. I don't agree with subdivisions development on areas that are wet or swampy, surely there have already been enough lessons learned since the Christchurch quakes! I think there needs to be dedicated green zones everywhere, not just one subdivision leading to the next and so on. Land is expensive, but green landscapes are calming, give people a place to go in their leisure, are accessible to all, and should reflect our wider region with so much available to those who want to explore, it's hard to explore in a rather dull collection of subdivisions, you could do that in any built-up area anywhere."

"We are lucky enough to live in one of the most beautiful places in NZ, and it is the responsibility of ALL of us to help protect it for future generations. Education is crucial in our schools and also for foreign visitors; signs and fines for littering need to be enforced, along with freedom camping, graffiti or damage to the environment. Everyone needs to respect and appreciate the value of what we have here and now and protect it!"



07 Belonging, Networks, Connections, and Resilience

This section details results associated with residents considering themselves locals, intention to stay living in the district, and reasons for intentions to leave. Residents were asked about their pride in the district as well as their perceptions of their neighbourhood, the impact of different cultures and lifestyles, and growth in the district. Residents also indicated which groups they are a part of, as well as satisfaction with the support Council provides these groups. This section also focuses on the community services the district needs more of, and which services residents have personally used.

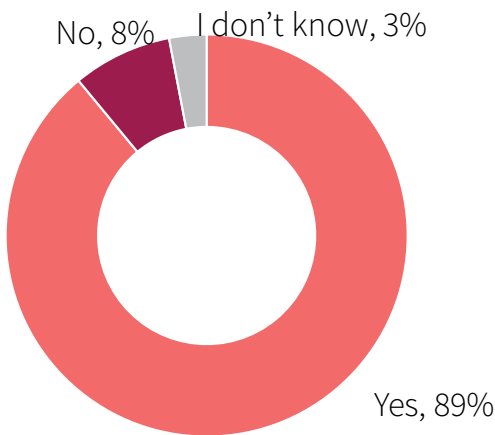
Most residents consider themselves a local and over half intend to stay in the district for more than 10 years. Maternity and mental health services are identified as the services most in need of within the district.



Our Belonging in the District | Living Here



Consider Themselves a Local



DEMOGRAPHIC DIFFERENCES

More likely to consider themselves a local:

Aged 45-64 – **63%** or 65+ – **95%**, Born in NZ – **91%**,
Lived in the district for 10 years or more – **95%**,
Live in Dalefield and Arrowtown – **94%**

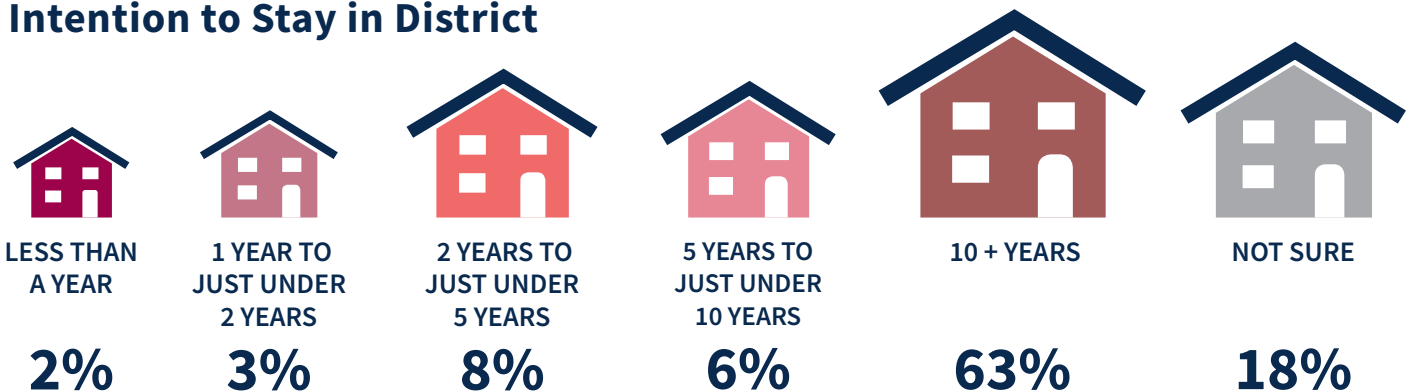
More likely to not consider themselves a local:

Male – **10%**, Aged 18-29 – **13%**, Born outside of NZ – **10%**,
Lived in the district for less than a year – **25%**, for 1 year to 2 years – **14%**, or for 2 years to just under 5 years – **11%**, Live in Queenstown – **16%**

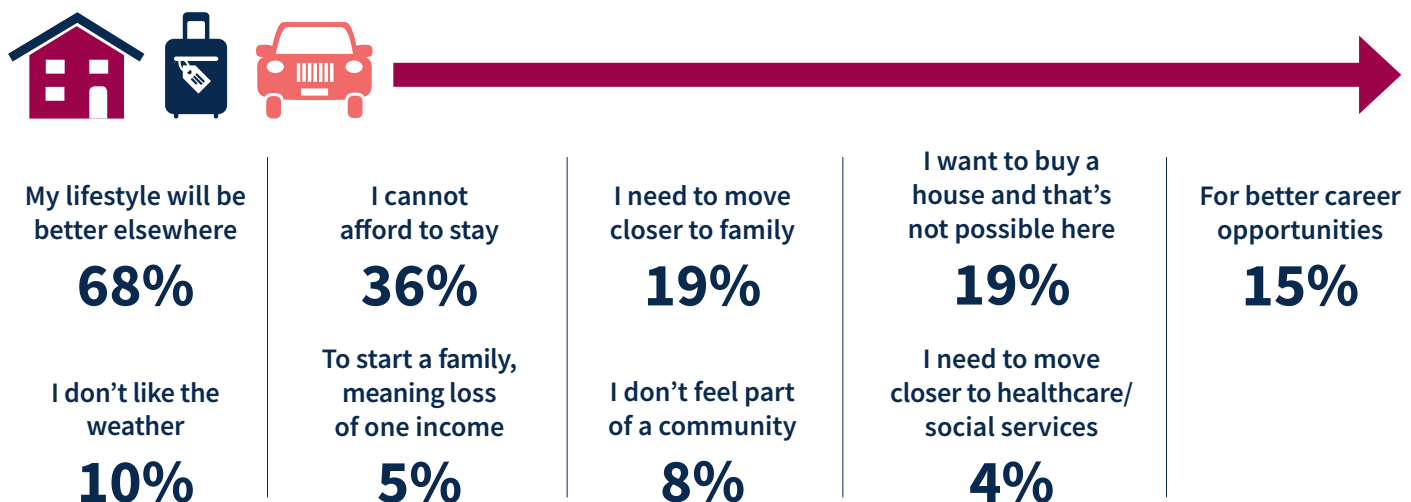
More likely to intend to stay less than a year:

Aged 18-29 – **5%**, Born outside of NZ – **3%**,
Lived in the district for less than a year – **9%**

Intention to Stay in District



Reasons for Intention to Leave

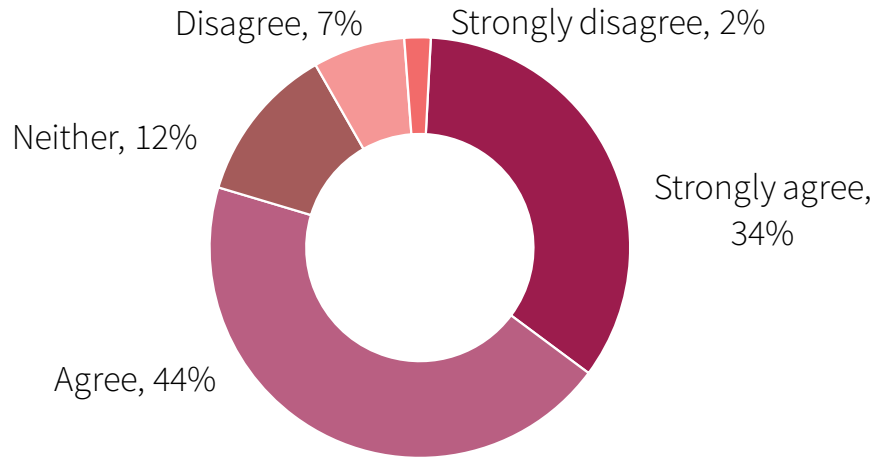


Our Belonging in the District | Neighbourhood and Community

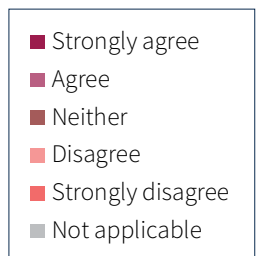
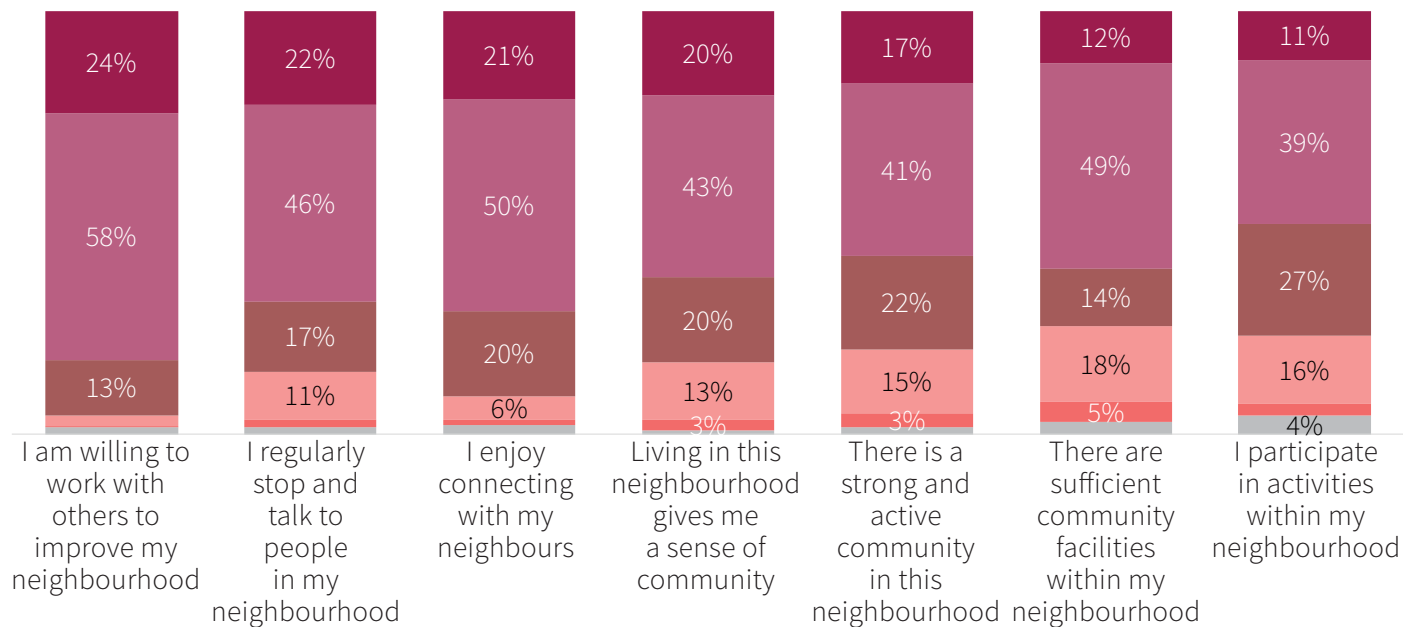


Overall, 36% of residents agree (34%) or strongly agree (2%) that they are proud of the district. In terms of neighbourhood perceptions, 82% agree that they are willing to work with others to improve their neighbourhood, 68% agree they regularly stop and talk to their neighbours, and 71% agree they enjoy connections with neighbours.

Pride in the District



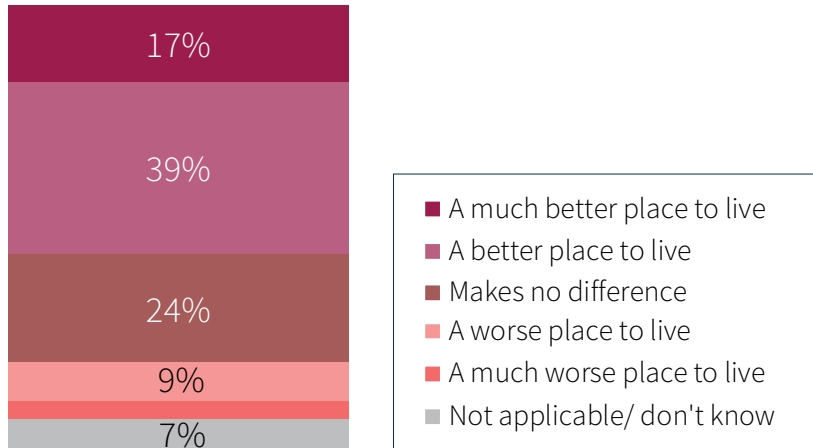
Neighbourhood Perceptions



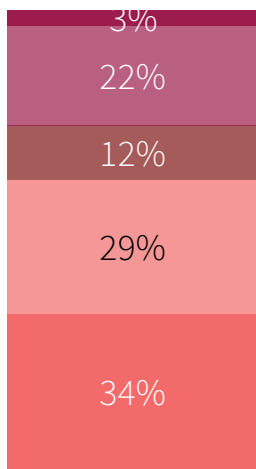
Our Belonging in the District | Neighbourhood and Community



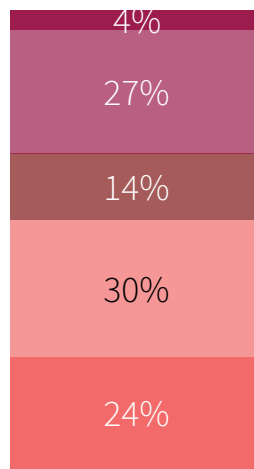
Impact of Different Cultures and Lifestyles



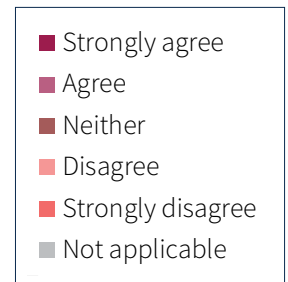
District Growth



I am comfortable with the growth of visitor numbers in the district



I am comfortable with the growth of resident numbers in the district

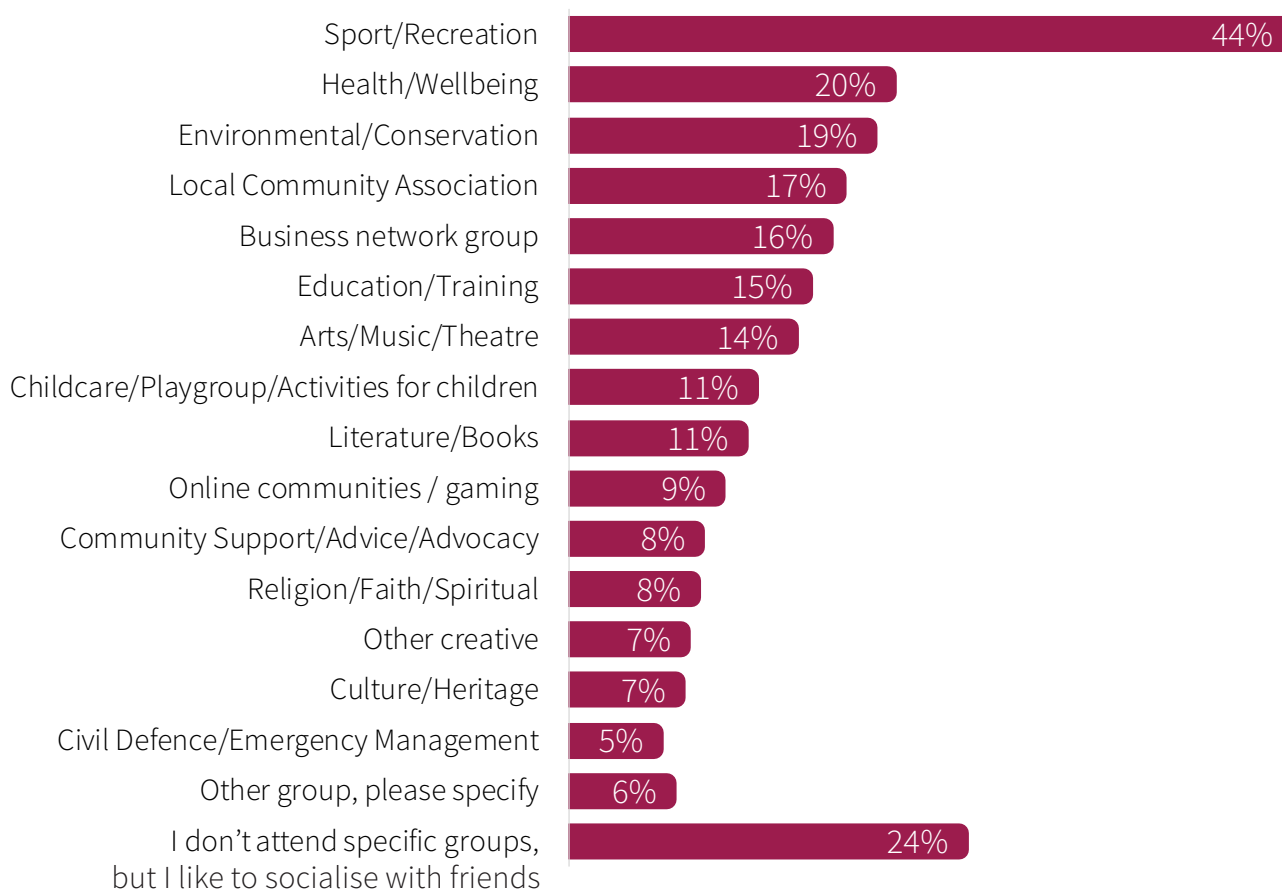


Our Community Networks and Connections | Groups

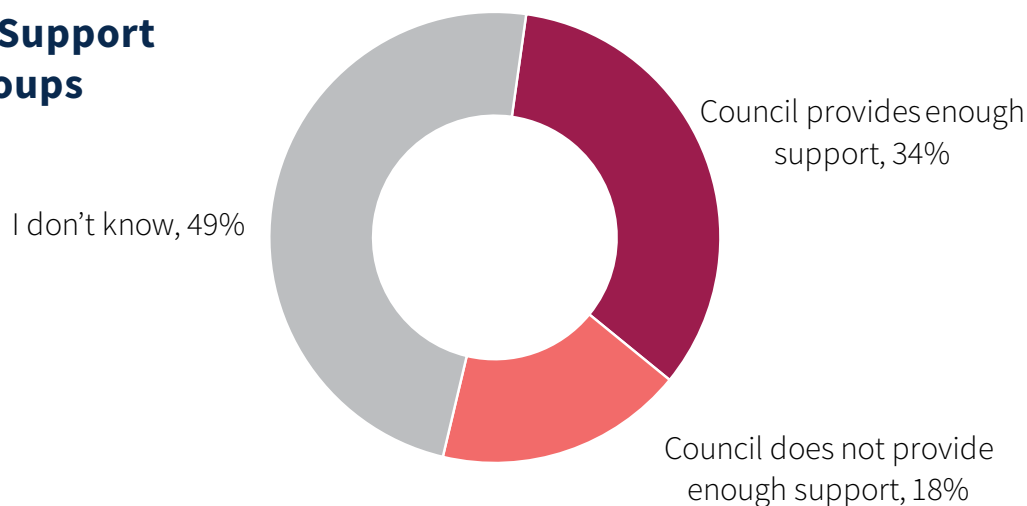


Sport and recreation (44%) is the type of group residents mention they participate in most. Interestingly, female residents and those aged 65+ are more likely to indicate that they are a part of a group. Half (49%) of respondents indicate they don't know if Council provides enough support for community groups, while 34% think Council does provide enough support.

Group Participation



Council Providing Support for Community Groups

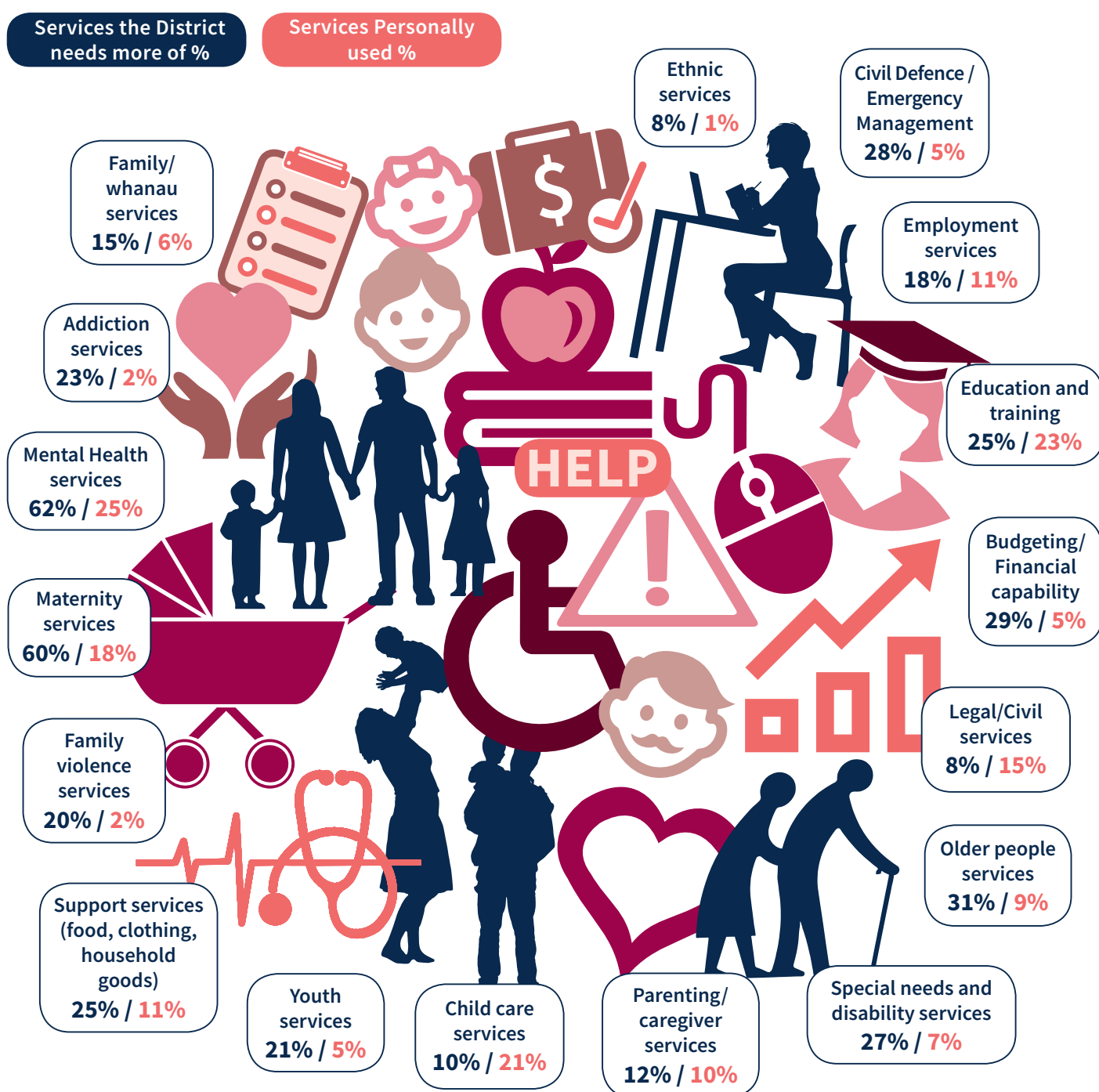


Our Community Networks and Connections | Services



Mental health (62%) and maternity services (60%) are the main services residents identify as the district needing more of. Interestingly, the need for more mental health and maternity services are also primary mentions within open text comments in this section. A further 19% of residents also mention the need for more community services, specifically more support for families (9%) and retirees (8%).

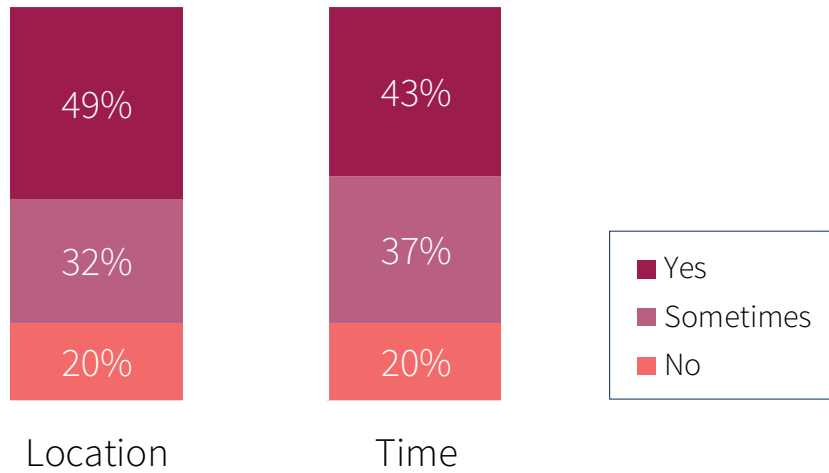
Mental health services (25%), education and training (23%), child care services (21%), and maternity services (18%) are also the services residents mention they have accessed, or tried to access, in the past 12 months. Twenty percent (each) of residents mention they were unable to access the services they were looking for at a time and/ or location convenient to them.



Our Community Networks and Connections | Services



Availability of Services



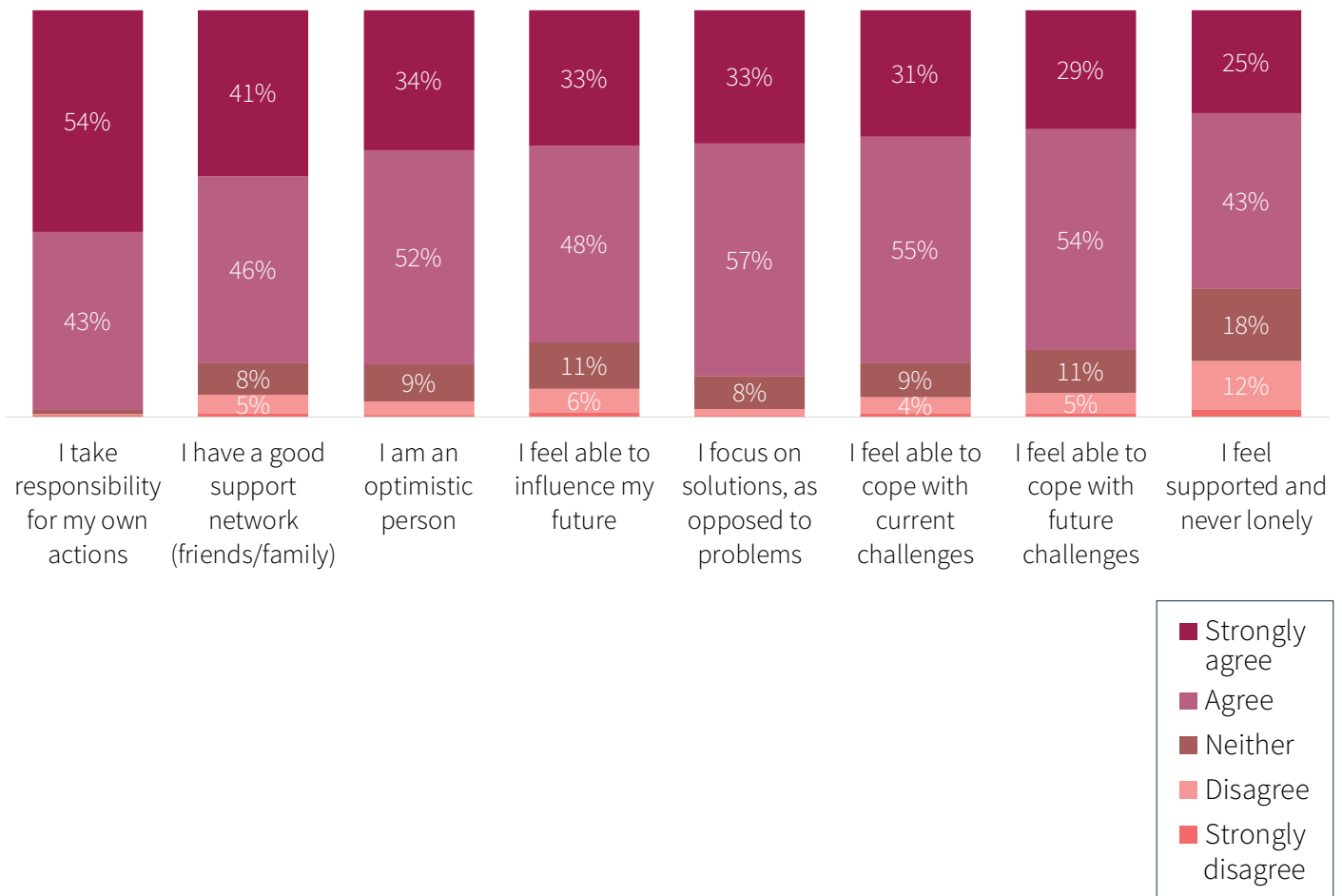


Our Resilience



The majority of residents agree they take responsibility for their own actions (97%), that they have a good support network (87%), and that they are an optimistic person (86%). Lowest levels of agreement are seen in residents agreeing that they feel supported and never lonely (68%).

Resilience





DEMOGRAPHIC DIFFERENCES

Those aged 18-29 are more likely to:

Disagree: I feel supported and never lonely – **18%**

Those aged 30-44 are more likely to:

Disagree: I feel supported and never lonely – **15%**

I have a good support network – **6%**

Agree: I feel able to cope with future challenges – **58%**

Those aged 46-65 are more likely to:

Strongly disagree: I am an optimistic person – **1%**

I focus on solutions, as opposed to problems – **1%**

I take responsibility for my own actions – **1%**

I feel able to influence my own future – **2%**

Strongly agree: I take responsibility for my own actions – **59%**

I feel able to cope with current challenges – **35%**

I feel supported and never lonely – **31%**

Those aged 65+ are more likely to:

Agree: I feel supported and never lonely – **51%**

Strongly agree: I feel supported and never lonely – **33%**

Those born outside of NZ are more likely to:

Strongly disagree: I am an optimistic person – **1%**

I focus on solutions, as opposed to problems – **1%**

I take responsibility for my own actions – **1%**

Disagree: I have a good support network – **7%**

I feel supported and never lonely – **16%**

Those born in NZ are more likely to:

Agree: I feel supported and never lonely – **46%**

Strongly agree: I have a good support network – **44%**

I feel able to cope with current challenges – **34%**

Female residents are more likely to:

Disagree: I have a good support network – **6%**,

I feel supported and never lonely – **15%**

Agree: I focus on solutions, as opposed to problems – **61%**

I take responsibility for my own actions – **47%**

Strongly agree: I have a good support network – **43%**

Male residents are more likely to:

Agree: I have a good support network of friends – **49%**

Strongly agree: I focus on solutions, as opposed to problems – **37%**,

I take responsibility for my own actions – **59%**

I feel able to influence my future – **37%**

I feel able to cope with future challenges – **33%**

Belonging, Networks, Connections, and Resilience | Summary



The majority of residents consider themselves a local, and more than half intend to stay in the district for more than 10 years. Three quarters of residents also agree that they are willing to work with others to improve their neighbourhood, while only half of residents agree that they participate in activities within their neighbourhood. Around a third of residents are comfortable with the growth in visitor and resident numbers in the district, while over half agree the district is made a better place through people from different lifestyles and cultures making Queenstown Lakes district their home.

Open text comments within this section primarily pertain to growth and development, specifically needing more infrastructure for the increased growth and there being too much growth in the district. Tourists, specifically too many tourists and the impact of tourists on the area were also prevalent comments within this section, as were comments pertaining to community, particularly the community feel being lost in the district, the district in need of more community facilities, and more community programmes.

“Growing numbers of residents need suitable housing - to be achieved yet. The growing numbers of visitors need corresponding infrastructure within a firm approach to preserving nature.”

“New developments don’t appear to have to provide any open space. Northlake are building hundreds of houses but no open space for the community just lots of tiny sections with no space or community feel.”

“Growth needs to slow down or Queenstown will not be attractive with no infrastructure to support it. I avoid driving into Queenstown as it is just too busy.”

“No sense of community after the loss of the Arthur’s Point hotel which was the community focal point. Too many get rich quick developments have eroded the local community sense of belonging for me.”

“Infrastructure is not keeping up with growth. Wanaka is going to spend the next 3 years developing a masterplan. This is too slow. We are becoming overwhelmed with residential and tourism numbers. Government needs to do a lot more and share the GST receipts from local tourism so funding is available. Ratepayers cannot do it on their own. Latest Government plan re visitor levy is pathetic.”

“There aren’t many community facilities in Wanaka that don’t involve a commercial exchange (café or bar or any type of classes), or some form of sports. Parks are great, but when it’s raining or cold, there aren’t many places where people can meet without having to spend money. I’d love to see that change.”

Sports and recreation is the type of group residents participate most in. Mental health and maternity are the services more than half (each) of residents mention Queenstown Lakes district need more of, concurrently a quarter of residents have used mental health services in the past 12 months.

Almost all residents mention they take responsibility for their own actions, have a good support network, and are optimistic.

Half of the open text comments within this section pertain to health services, particularly the need for more health services generally, more mental health services, more maternity services, improvements to the hospital, and the need for another hospital. At a lower level, residents also mention the need for more community services, specifically more support for families and more activities for retirees.

“We need to take action to protect (and grow) public health services. The current planned changes at Frankton Hospital look like another overdue patch-up rather than a plan for the future.”

“The Wanaka midwife service at its current standard is unsustainable. There is very limited service available for people struggling financially to access healthcare, fitness, and mental health services in this region.”

“Older people need to be catered for better in this district and our HEALTH services are seriously seriously overdue to be looked at. This area is simply unacceptable for the size of our community.”



08 Our Quality of Life

Results within this section show the overall quality of life for residents within the district, as well as residents' perceptions of what would improve their quality of life and recommendations for areas of improvement by Council and its partners.

Most residents indicate their quality of life is good or extremely good. Improvements to quality of life for residents pertain to the cost of living, transport, and growth and development.



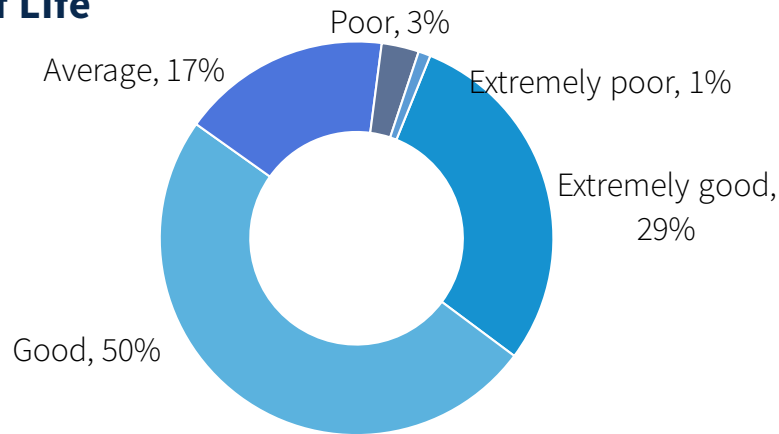


Our Quality of Life | Overall



Seventy-nine percent of residents indicate their quality of life is good (50%) or extremely good (29%). Shown below are differences in demographics and results within each quality of life grouping. These results help to highlight similarities within each group to better understand residents quality of life.

Overall Quality of Life



DEMOGRAPHIC DIFFERENCES

Extremely Poor:



50%
Aged 18-29



25%
Identify ethnicity as Māori



50%
Household income of under \$40,000



88%
Live with children and/ or partners children



50%
Not able to heat home adequately



88%
Care for children (unpaid)



38%
Exercise infrequently



24%
Strongly disagree with feeling a sense of pride in the district

IN THE PAST YEAR, HAVE USED, OR TRIED TO USE:



86%
Child Care Service



86%
Maternity Services



43%
Family or Whanau Services



43%
Family Violence Services



Our Quality of Life | Overall



Poor:



15%

Lived in the district for less than 1 year



13%

Identify ethnicity as Asian



43%

Live in a house share or flat situation



18%

Not able to heat home adequately



64%

In paid employment full time



17%

Live in Arthurs Point



24%

Live in Frankton



25%

Exercise 1-2 days a week



16%

Exercise Infrequently



40%

Not sure how long they intend to stay in the district



54%

Have not participated, performed, or attended an arts or cultural event



27%

Disagree with feeling a sense of pride in the district

ETHNIC SERVICES

81%

Have used, or tried to use, ethnic services in the past year

Average:



44%

Aged 30-44



47%

Born outside of NZ



7%

Identify ethnicity as Asian



22%

Household income of under \$40,000



26%

Household income of \$40,001 - \$60,000



Our Quality of Life | Overall



15%

Not able to heat home adequately



11%

Live in Sunshine Bay - Fernhill



34%

Live with other unrelated children or adults



35%

Live in a house share or flat situation



55%

In paid employment full time



41%

Have not participated, performed, or attended an arts or cultural event



11%

Exercise infrequently



13%

Disagree with feeling a sense of pride in the district

IN THE PAST YEAR, HAVE USED, OR TRIED TO USE:



35%

Mental Health Services



18%

Support Services



28%

Child Care Services



8%

Youth Services

Good:



18%

Live in Queenstown



29%

Live with other unrelated children or adults



30%

Live in a house share or flat situation



50%

In paid employment full time



49%

Agree with feeling a sense of pride in the district



Our Quality of Life | Overall



Extremely Good:



23%
Aged 65+



68%
Born in NZ



93%
Identify ethnicity
as European/
Pakeha



31%
Household income
of \$100,001 -
\$200,000



14%
Household
income of
\$200,000+



8%
Live in Hawea and
Hawea Flats



11%
Live in Kelvin
Heights and
Jacks Point



83%
Live with
partner



4%
Live with other
family relative



83%
Do not live in a
house share or
flat situation



90%
Able to heat home
adequately



20%
Self employed
full time



16%
Employed part
time



6%
Manage own
rental property



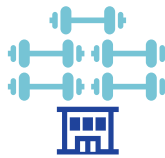
22%
Unpaid
volunteering
part time



13%
Not currently
working



75%
Have participated,
performed, or
attended an arts or
cultural event



55%
Exercise 5+
days a week



80%
Intend to stay
in district for
10+ years



55%
Strongly agree
with feeling a
sense of pride
in the district



Our Quality of Life | Improvements



Residents were also asked that would improve their quality of life in the district, and what role Council and its partners could play in this improvement. These questions were asked in an open ended format, with results post-coded by theme. These results are shown over the following two pages.

Overall, cost of living (32%), transport (22%), and growth and development (20%) are the primary improvements residents mention to quality of life in the district. Interestingly, growth and development (39%) is the main focus of residents' comments around Council's role in improving quality of life in the district.



Our Quality of Life | Improvements



GROWTH AND DEVELOPMENT

20%

- Less tourists 10%
- Less growth 5%
- Less development 3%

COST OF LIVING

32%

- More affordable housing 17%
- Generally lower cost of living 11%
- Increased wages 8%

TRANSPORT

22%

- Less traffic 9%
- More public transport 3%
- More parking 3%
- Less plane noise 3%
- Safer roads 3%

INFRASTRUCTURE

4%

- More infrastructure 3%
- Another supermarket 1%

ENVIRONMENT

4%

- Cleaner water 3%
- Less rubbish 1%
- Better recycling 1%
- Reduced impact on environment 1%

COMMUNITY

15%

- More health services 6%
- More community groups 4%
- More community spirit 3%

Our Quality of Life | Council's Role in Improving



GROWTH AND DEVELOPMENT
39%
Limit growth 8%
Better future planning 8%
Less development 7%
Less tourists 7%

COST OF LIVING
11%
Reduce cost of living 11%
Reduce petrol cost 1%

TRANSPORT
14%
Reduce congestion on roads 6%
Roads better connecting towns 3%
Better public transport 3%

INFRASTRUCTURE
8%
More infrastructure for growth 6%
More infrastructure for tourists 4%

ENVIRONMENT
8%
Protect green areas 4%
Better rubbish and recycling 4%

QLDC
9%
Listen to and communicate with residents 5%
Should only contribute to core functions 2%
Enforce regulations 1%
Happy with QLDC 1%

COMMUNITY
14%
Provide more social support 6%
Provide more health services 3%
Provide more facilities 3%



Our Quality of Life | Summary



Over three quarters of residents indicate their quality of life in the district is good or extremely good. Generally, residents mention improvements to their quality of life pertain to the cost of living in the district, growth, development, and tourism, and more community facilities and groups. Residents also mention that Council, and their partners, play the biggest role in improving their quality of life through ensuring growth, development, and tourism are kept within a reasonable standard and that the needs of residents are put ahead of tourists.

“Less development as the increase in numbers is reducing everyone’s quality of life. Push for a hospital as both population growth we’ve seen and a local aging population means we lack decent health services.”

“Put a limit on tourists and growth. No freedom campers. A catch up on all infrastructure (roads, sewerage, health services, water etc. should be priority).”

“Generally a lifestyle cost that reflects wages in Queenstown, which it currently does not. Meaning much more free parking. More affordable housing. Lowered fuel prices. Also better infrastructure in Queenstown and an easier road to commute through town to Frankton.”

“The biggest stressor in my life relates to money - and my lack of it. And my lack of it is driven by the high cost of living here.”

“Slow down the development, stop this theory of more and bigger is better. Take a breath and take more care of long term locals.”

“Slow down tourism and stop development growth until effective plans are in place to manage both.”

“Control the tourism. Growth does not always mean more numbers. The CBD is not for locals. Keeping some council services there will add no greater incentive for locals to visit the CBD, it is not too tourist centric. Businesses are perceived to control the direction the region takes. Give the community more control.”

“More integrated and smart planning to ensure that infrastructure development and the cohesion of the town are able to keep pace with rapid growth.”

“Council needs to address growth by formulating a comprehensive 25 year plan for visitor numbers, accommodation, transport, access, services, cost recovery and costs to locals, tourist tax, hospitals, medical, etc. Once a masterplan has been established then decisions can be made.”

“Use their influence to provide a better hospital. Also carefully manage the growth.”

“Less development, no more QAC running the development at Wanaka Airport. Less tourists. Lower house prices, cheaper groceries.”

Discussion of Findings





Discussion of Findings



Overall the majority of residents are happy with their quality of life in the Queenstown Lakes district, with over three quarters rating this as good or extremely good.

It appears that drivers of positive views of quality of life in Queenstown revolve around a general love and passion for their district, and love for where they live; this also includes the environment, the outdoor facilities they have access to, and the beauty of the district.

The essence of the comments written by residents within this survey highlight their genuine passion for wanting Queenstown Lakes to be a great place to live for all residents. This love of the district is the driver of concern around increased growth and development, high cost of living, and general changes to transport in the area as these issues appear to impact the majority of Queenstown Lakes residents in some way.

Queenstown Lakes district has experienced exceptional growth over the past few years and as a result, residents appear to feel that some of their quality of life has been lost. The growth within the district has been seen in both resident and tourist numbers, which appears to have had an impact on all aspects of life for Queenstown Lakes residents. Specifically, more than half of residents indicate they are not comfortable with the growth of visitor or resident numbers within the district.

“Better management of growth. There needs to be a balance between population growth and compromising the things that brought us here in the first place. We are not coping with growth and the quality of life and environment is starting to suffer.”

“The wages are too low in this area, rents too high, so this leads to the young people not contributing to the community. They can only just afford to survive here. Big employers like Cardrona should be paying the living wage at least to ALL their employees!!!!”

“I think that our quality of life in the district is extremely good although decreasing because of overpopulation. Our quality of life is threatened by worldwide environmental problems.”

Housing is a concern for some residents, specifically the cost and availability of housing. This issue appears to be two-fold stemming from both an issue with development and growth and a high cost of living within the district. Residents mention the increase in tourist numbers has meant there is less accommodation available for permanent residents with properties leased as short terms rentals for tourists; this short-term rental arrangement is further exacerbating the high cost of housing within the district and reducing the housing stock available for residents. Generally, there appears to be the perception that there isn't enough affordable housing available for residents.

“Stop housing stock being used solely for visitor accommodation so that rental supply increases and become affordable.”

“Less red tape and blocking for alternative living solutions. More focus on locals, not tourists and less focus on top housing prices.”

“More affordable housing and better quality housing to lower the cost of utilities.”

“Let ‘locals’ buy houses and have clauses where you can only have one. The rich are getting rich and the rest of us are just getting by...”

In terms of cost of living within the district, there is a perception that housing is unaffordable for most who live in the area as the cost of housing in the district is high. Added to which, residents feel that wages are low compared to other places in New Zealand and that wages don't align with the cost of living. It appears that lower wage earners in the district, those with a household income under \$40,000, are unable to cover their expenses. Interestingly, residents mention it is difficult to find permanent employment in the district, this appears to be based on many of the jobs available within the district revolving around tourism and seasonal work. This inability to secure permanent employment appears to further exacerbate concerns around having enough money to live on each week. Interestingly, residents who indicate they intend to leave the district primarily mention this is because they will have a better lifestyle elsewhere and that they cannot afford to stay living in the area.



Discussion of Findings



“I am concerned for young adults and young families. Where do they find an affordable place to live be it rental or home ownership?”

“Employment in the region is focused on minimum wage or low wage jobs, yet the cost of living is one of the highest in the country. Many locals struggle with this gap.”

“Lobbying for prices consistent with other areas of NZ - e.g., the cost of building here is over twice the price of Sydney/ Melbourne, and significantly more than Auckland, petrol/food/other products all significantly higher.”

“I am fortunate enough to have an income that allows my family to live well. BUT I also get to see how there is a DEFINITE growing divide between those that are ok financially and those that struggle every month. Winter is especially hard here with the cost of living being VERY high.”

“We are all lucky to live in an alpine environment, the cradle of New Zealand’s largest industry, so long as traffic congestion is managed. Reliance of low wage tourism jobs is not the best spring board for personal growth, but probably works well for those companies to have a ready supply of cheap labour. They should therefore provide housing and contribute to transport solutions for the burgeoning cheap labour supply flooding Queenstown.”

Residents are also concerned with the speed at which development happens within the district, with some indicating that the increased development is having a negative impact on the district’s environment and that this development is encouraging further growth which is putting pressure on infrastructure such as roads and parking. As a result of this, residents also identify the need for maintenance of community facilities and services, with specific mention of the roads and the overall cleanliness of the district.

“Slow down the development, stop this theory of more and bigger is better. Take a breath and take more care of long term locals.”

“Place restrictions on further growth to control the population and development so that the failing infrastructure can catch up and the have an acceptable balance between visitors and residents.”

“Cap development so that the area is a place we still love being part of...it is our community, not the world’s.”

Roads, transport, and driving also appear to be an area for improvement mentioned by a number of residents. At a surface level, satisfaction with the roads is the lowest of all the Council services rated within this survey. Public transport also appears to only be used minimally, with the majority of residents indicating they walk or bike instead of driving more frequently than using a bus or water taxi. There appears to be a perception that public transport does not meet the needs of the residents and that it isn’t accessible. District and tourist growth also appears to be the cause of frustrations with parking in the district, specifically with the lack of parking available. In addition, the cost of parking in town makes it expensive for residents who work in town on a daily basis.

“Improve the roading infrastructure to cope with the growing population. Including upgrading Edith Cavell bridge now.”

“Tourism focusing on quality not quantity. Minimise the need for tourists to drive themselves. The district and environment can’t cope with the constant increase in vehicles with only two occupants driven by people not familiar with our roading.”

“A tunnel under the Crown Range and decent public transport between Queenstown and Wanaka. Imagine what they would open up.”

“Being able to walk Arrowtown streets safely. Cars are driving too fast with little moderating of speed.”



Discussion of Findings



In terms of safety within the community, a number of issues do appear to stem from the number of tourists within the district. A number of residents mention illegal freedom camping and dangerous driving are significant problems in the district. Additionally, over a third of residents specifically mention that tourists and overseas drivers are an issue within the district. Freedom camping appears to have direct links to an unhappiness with the number of tourists in the area, as well as the impact that people are having on the environment.

“As a person who enjoys the outdoors I get very angry when I come across litter and fouling. A lack of facilities such as rubbish bins and toilets and no obvious policing of areas which have been deemed ‘no freedom camping.’”

“Less tourists especially freedom campers ruining our lakes and beach areas.”

The growth of tourist numbers within the district also sees an undertone, amongst some residents, that they are paying for a number of the services and facilities tourists are using for free. Some residents are interested in a ‘bed tax’ or ‘tourist tax’ to help pay for the services and facilities tourists within the district are using. Additionally, residents are unhappy with the impact that tourists are having on the environment, with freedom camping and the number of flights primary issues here.

“Reduce the infrastructure burden on ratepayers by introducing a bed tax or similar.”

“Reducing and controlling visitor numbers and imposing taxes for visitors to pay for services.”

“Focus on community, not on tourism. A few people own the tourism businesses in the region, why should our taxes support one industry (tourism) over all the others.”

With regards to the environment, Queenstown Lakes residents are passionate about the environment in their district, and about ensuring everyone is able to enjoy the environment. In general, residents feel there is too much rubbish in the environment and that they are unable to be as environmentally conscious as they would like as the recycling service is poor, there are limited options for bulk buying, or options without packaging. Interestingly, the majority of residents mention, when possible, they choose products with little or no packaging, use long life products rather than disposables, and choose products that can be recycled. Residents also appear concerned about the impact of climate change on the environment, while only 30% are satisfied with the steps Council are taking to protect the environment. In addition, limited competition for supermarket and petrol trade in the district is also a concern for residents, who feel they have limited opportunity to shop around and get a better deal; this is an issue when wanting to purchase products in a more environmentally friendly mindset as well as further increasing the cost of living within the district through a lack of competition on prices.

Both the number of residents within the district and the number of tourists is accredited to this increase in rubbish, although the majority of residents think that Council should be responsible for ensuring waste within the district is reduced; a general lack of rubbish bins within public areas is mentioned as an issue which, if rectified, could help reduce the amount of rubbish in the environment.

“We need a dog park in the district where dogs can be off lead. More bins around so visitors and locals don’t litter our beautiful town.”

“Sort out the litter and rubbish disposal. Just back from Europe and loved the plastic bottle and can recycling machines in every store-easy.”

“Get rubbish paid for via the rates so all households have bins and have adequate recycling bins at every household. I got so disappointed when I wanted to go fishing and I firstly had to clean up the carpark from bottles, cans, plastic, used condoms, tied up rubbish bags, and heaps of loose rubbish. Please put up bins at rest stops, walking tracks, and car parks at the lake front.”



Discussion of Findings



The majority of residents are proud of their district, consider themselves a local, and intend to stay in the district long term. There also appears to be a strong community spirit within the district, with most residents mentioning they will work with others to improve their neighbourhood, that they regularly stop and talk to neighbours, that they enjoy connecting with neighbours, and that living in their neighbourhood gives them a sense of community. Additionally, more than half of residents have participated, performed, or attended an art or cultural event in the past 12 months and three quarters of residents are a part of some form of group within the district.

Although there does seem to be a strong sense of community within the district, residents who mention they have a poor or extremely poor quality of life appear less connected to the community, and disagree that they have a sense of pride in the district. These residents also appear to have accessed, or tried to access, family or whanau services, maternity services, family violence services, or ethnic services. They appear unable to heat their home adequately, have not participated, performed, or attended an arts or cultural event, and exercise infrequently.

“To be a strong community people need to stay connected and people need to participate. It’s not always easy.”

“There is no cafe in Shotover Country and a community space / small library in LHE/ Shotover Country would be great. The school Hall is always busy and can’t be used.”

“Why not convert the old high school into a community building/pool that groups can hire out sections of the building to run their activities? There are so many groups crying out for space and yet this gigantic building sits largely unused.”

Furthermore, the increased population growth in the district also appears to have had a negative impact on residents’ community networks and connections, with some mentioning this impacts their ability to access health and community services. The ability to access health services in general appears to be an issue for residents, with specific mentions of a general lack of mental health services and maternity services available to those within the district. Interestingly, mental health services is the service residents have used, or tried to use most, in the past year.

“It would be great to have some support groups for those of us struggling with mental health/ addiction, etc.”

“Advocating for better medical and maternity services in the district.”

With regards to Council, some residents feel QLDC has put development and growth ahead of the needs of residents, and feel their opinions, although often asked for, are not considered when decisions are made. Residents mention QLDC should limit future growth, at least until the infrastructure can be built to accommodate a growing district. Generally, residents also feel QLDC needs to better plan for the future and ensure residents needs are put before tourists, including ensuring there is affordable housing for residents and less tourist numbers allowed within the district.

“For the Council to rein in tourism and population growth until infrastructure i.e., roading, schools, medical, utilities, and housing can catch up. Yes, it would be difficult but other cities have risen to the occasion i.e., Aspen, Whistler, Switzerland.”

“Put a population cap on the area, stop the rampant surge of growth take a breath and catch up as all the infrastructure will fall over no one will get anywhere.”

“Care needed by Council to ensure we look to the future. Decisions made for the good of the community and area to provide good infrastructure and quality of life, rather than Council’s current emphasis on financial gain. Ethnic diversity is greatly improving our community however, care is needed in rate of population growth and its effect on our current and ageing infrastructure.”



Discussion of Findings



Improving the quality of life for all residents within the district will be the ability to strike a balance between further improving the positive aspects of residents' quality of life and reducing or minimising the aspects which appear to be hindering quality of life. Specifically, finding a balance between growth and development of both resident and tourist numbers in the district, while ensuring the environment is looked after and residents are able to access affordable housing and gain permanent employment with an income that allows them to cover their expenses, will be a start in improving district wide quality of life.

Appendix 1:

Questionnaire



SECTION 1: ABOUT YOU

UNIQUE ID:

Firstly, we would like to know a bit about you.

Q1. Which of the following best describes you? (Please select one answer)

Male	<input type="radio"/>
Female	<input type="radio"/>
Gender diverse	<input type="radio"/>

Q2. Please write the year you were born?

.....

Q3. What is your ethnicity? (Please select one answer)

European/Pakeha	<input type="radio"/>
Māori	<input type="radio"/>
Pacific Peoples	<input type="radio"/>
Asian	<input type="radio"/>
Middle Eastern/Latin American/African	<input type="radio"/>
Other Ethnicity, please specify	<input type="radio"/>
.....	
Prefer not to say	<input type="radio"/>

Q4. Were you born in New Zealand? (Please select one answer)

Yes	<input type="radio"/>
No	<input type="radio"/>

Q5. Which of the following best describes your full household income, before tax, annually? (Only include income that applies to you and your dependents) (Please select one answer)

Under \$40,000	<input type="radio"/>
\$40,001 - \$60,000	<input type="radio"/>
\$60,001 - \$80,000	<input type="radio"/>
\$80,001 - \$100,000	<input type="radio"/>
\$100,001 - \$200,000	<input type="radio"/>
\$200,001+	<input type="radio"/>
Prefer not to say	<input type="radio"/>

Q6. We'd like to know how well your income meets your basic needs for accommodation, food, clothing, heating, bills, and transport. Which one of the following statements best describes you and your dependants? (Please select one answer)

I can cover my expenses and have a sufficient level of disposable income	<input type="radio"/>
I can cover my expenses and have some disposable income	<input type="radio"/>
I can cover my expenses but have no disposable income	<input type="radio"/>
I cannot cover my expenses	<input type="radio"/>
Prefer not to answer	<input type="radio"/>

SECTION 2: HOUSING

This section is about your home and the people you live with.

Q7. Do you currently live full time in the Queenstown Lakes District?

Yes	<input type="radio"/>
No (If no, where do you live)	<input type="radio"/>
.....	

If you don't live here full time i.e. non-resident, please answer the following questions based on your property in the Queenstown Lakes District)

Q8. Firstly, where do you currently live (your neighbourhood)? (Please select one answer)

Arrowtown	<input type="radio"/>
Arthurs Point	<input type="radio"/>
Albert Town	<input type="radio"/>
Cardrona	<input type="radio"/>
Closeburn - Wilson Bay	<input type="radio"/>
Dalefield-Speargrass Flat	<input type="radio"/>
Frankton	<input type="radio"/>
Gibbston	<input type="radio"/>
Glenorchy	<input type="radio"/>
Hawea	<input type="radio"/>
Hawea Flats	<input type="radio"/>
Jacks Point	<input type="radio"/>

(question continues next column)

Kelvin Heights	<input type="radio"/>
Kingston	<input type="radio"/>
Lake Hayes	<input type="radio"/>
Lake Hayes Estate	<input type="radio"/>
Luggate	<input type="radio"/>
Makaroa	<input type="radio"/>
Quail Rise	<input type="radio"/>
Queenstown	<input type="radio"/>
Shotover Country	<input type="radio"/>
Sunshine Bay-Fernhill	<input type="radio"/>
Wanaka	<input type="radio"/>
Other, please specify	<input type="radio"/>
.....	

Q9. How many years have you lived in the district? (Please select one answer)

Less than 1 year	<input type="radio"/>
1 year to just under 2 years	<input type="radio"/>
2 years to just under 5 years	<input type="radio"/>
5 years to just under 10 years	<input type="radio"/>
10 years to 20 years	<input type="radio"/>
21 years to 30 years	<input type="radio"/>
Other, add number	<input type="radio"/>

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SECTION 2: HOUSING

Q10. Who owns the home that you live in? (Please select one answer)

I own it with a mortgage	<input type="radio"/>
I own it without a mortgage	<input type="radio"/>
I jointly own it with other people with a mortgage	<input type="radio"/>
I jointly own it with other people without a mortgage	<input type="radio"/>
A family trust owns it	<input type="radio"/>
Parents/other family members or partners own it	<input type="radio"/>
A private landlord, NOT related to you owns it (renting)	<input type="radio"/>
Local council owned (renting)	<input type="radio"/>
Part owned with the Community Housing Trust	<input type="radio"/>
Housing New Zealand	<input type="radio"/>
Home equity release scheme	<input type="radio"/>
I live in a campervan/caravan/cabin that I own	<input type="radio"/>
I live in a campervan/caravan/cabin that I rent	<input type="radio"/>
No fixed abode	<input type="radio"/>
Don't know	<input type="radio"/>

Q11. Currently, how many people live in your household, including yourself? (If you live in a hostel or apartment, please only include those living in your unit)

Please write the number here

Q12. Who lives in your household? (Please select all that apply)

Partner (spouse, civil union partner, de facto, girlfriend, boyfriend)	<input type="checkbox"/>
Children and/or partner's children	<input type="checkbox"/>
Parent/s	<input type="checkbox"/>
Parent's partner	<input type="checkbox"/>
Siblings	<input type="checkbox"/>
Other family relative (grandmother, mother in law, etc.)	<input type="checkbox"/>
Other unrelated children/adults	<input type="checkbox"/>
Other, please specify	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Q13. Do you live in a house share or flat situation? This includes long-term room rental, short-term room rental or Airbnb arrangements. (Please select one answer)

Yes	<input type="radio"/>
No	<input type="radio"/>
Sometimes	<input type="radio"/>

Q14. Are you able to heat your home adequately? (Please select one answer)

Yes	<input type="radio"/>
No (answer Q15)	<input type="radio"/>
Sometimes (answer Q15)	<input type="radio"/>

Q15. What are the primary reason(s) you are not able to adequately heat your home? (Please select all that apply)

Affordability of heating i.e. heating bills are too expensive	<input type="checkbox"/>
Lack of insulation	<input type="checkbox"/>
Poor window glazing	<input type="checkbox"/>
Lack of heat source i.e. there is nothing in your house to heat it	<input type="checkbox"/>
Other reason, please specify	<input type="checkbox"/>

Is there anything else you would like to comment on regarding housing?

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SECTION 3: EMPLOYMENT

Q16. Thinking now about the work you do, both paid and unpaid. Please indicate what kind of work you do. (Please select all that apply)

Caring for my children (unpaid)	<input type="checkbox"/>
Caring for adult family members (unpaid)	<input type="checkbox"/>
Self-employment – full time	<input type="checkbox"/>
Self-employment – part time	<input type="checkbox"/>
Paid employment – full time	<input type="checkbox"/>
Paid employment – part time	<input type="checkbox"/>
Manage my own rental property	<input type="checkbox"/>
Manage a short term vacation rental (room/s in my own property or elsewhere)	<input type="checkbox"/>
Volunteering- full time (unpaid)	<input type="checkbox"/>
Volunteering – part time (unpaid)	<input type="checkbox"/>
I don't currently work (Go to Q18)	<input type="checkbox"/>

Q17. Do you work in any of the following industries? (Please select all that apply)

Agriculture, Forestry and Fishing	<input type="checkbox"/>
Mining	<input type="checkbox"/>
Manufacturing	<input type="checkbox"/>
Electricity, Gas, Water and Waste Services	<input type="checkbox"/>
Construction	<input type="checkbox"/>
Wholesale Trade	<input type="checkbox"/>
Retail Trade	<input type="checkbox"/>
Accommodation and Food Services	<input type="checkbox"/>
Transport, Postal and Warehousing	<input type="checkbox"/>
Information Media and Telecommunications	<input type="checkbox"/>
Financial and Insurance Services	<input type="checkbox"/>
Rental, Hiring and Real Estate Services	<input type="checkbox"/>
Professional, Scientific and Technical Services	<input type="checkbox"/>
Administrative and Support Services	<input type="checkbox"/>
Public Administration and Safety	<input type="checkbox"/>
Education and Training	<input type="checkbox"/>
Health Care and Social Assistance	<input type="checkbox"/>
Arts and Recreation Services	<input type="checkbox"/>
Stay at home parent	<input type="checkbox"/>
Other, please specify	<input type="checkbox"/>
Not currently in employment	<input type="checkbox"/>

Q18. Do you or members of your family choose to travel outside the district for work or education purposes? (Please select all that apply)

Yes, for work	<input type="checkbox"/>
Yes, for education	<input type="checkbox"/>
No	<input type="checkbox"/>
N/A	<input type="checkbox"/>

Is there anything else you would like to comment on regarding your employment?

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SECTION 4: COMMUNITY SERVICES AND FACILITIES

Q19. How often do you use the following facilities? (Please select one frequency for each service)

	Daily	Weekly	Monthly	A few times a year	Never
Public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks, reserves, and gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trails, walkways, and cycleways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indoor sports facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports grounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swimming pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gym	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community halls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q20. How satisfied are you with the QUALITY of the following services? (Please select one rating for each service)

	Extremely dissatisfied	Dissatisfied	Neither	Satisfied	Extremely satisfied	Not applicable
Public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks, reserves, and gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trails, walkways, and cycleways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indoor sports facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports grounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swimming pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gym	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community halls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q21. How satisfied are you with the QUANTITY provided of the following facilities? (Please select one rating for each service)

	Extremely dissatisfied	Dissatisfied	Neither	Satisfied	Extremely satisfied	Not applicable
Public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks, reserves, and gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trails, walkways, and cycleways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indoor sports facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports grounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swimming pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gym	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community halls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 4: COMMUNITY SERVICES AND FACILITIES

Q22. Thinking about some of the services that Queenstown Lakes District Council provides, how satisfied are you with the following? (Please select one rating for each service)

	Extremely dissatisfied	Dissatisfied	Neither	Satisfied	Extremely satisfied	Not applicable
Water supply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wastewater	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stormwater	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsealed roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street cleaning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waste collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q23. Have you participated, performed, or attended an arts or cultural event in the district in the last 12 months? (Please select one answer)

Yes	<input type="radio"/>
No	<input type="radio"/>
I don't know	<input type="radio"/>

Q24. Are you satisfied with the arts, culture, and heritage offering available in the district? (Please select one answer)

Yes	<input type="radio"/>
No	<input type="radio"/>
I don't know	<input type="radio"/>

Q25. Would you like to see a stronger celebration of tangata whenua and Māori culture in the district? (Please select one answer)

Yes	<input type="radio"/>
No	<input type="radio"/>
I don't know	<input type="radio"/>

Q26. How many times per week do you exercise (either 15 minutes vigorous exercise or 30 minutes moderate exercise)? (Please select one answer)

1 day a week	<input type="radio"/>
2 days a week	<input type="radio"/>
3 days a week	<input type="radio"/>
4 days a week	<input type="radio"/>
5 days a week	<input type="radio"/>
6 days a week	<input type="radio"/>
7 days a week	<input type="radio"/>
I exercise but infrequently	<input type="radio"/>
I don't exercise	<input type="radio"/>
Other, please specify	<input type="radio"/>
.....	

Is there anything else you would like to comment on regarding community facilities and services?

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SECTION 5: EMERGENCY PREPAREDNESS

Q27. Do you consider yourself and your neighbourhood resilient and prepared for an emergency such as an earthquake, flood, landslide, or severe weather event e.g. you have sufficient emergency supplies, have a plan with family/friends and have read the emergency response plan for your neighbourhood? (Please select one answer for each)

	Yes	No	Not sure
Yourself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q28. What would help you and your neighbourhood to become more resilient and prepared for an emergency? (Please select all that apply)

Neighbourhood workshops/presentations	<input type="checkbox"/>
Work place workshops/presentations	<input type="checkbox"/>
School workshops/presentations	<input type="checkbox"/>
Online information	<input type="checkbox"/>
Information in the media	<input type="checkbox"/>
Specific printed information e.g. leaflets	<input type="checkbox"/>
Other, please specify	<input type="checkbox"/>
.....	
Nothing	<input type="checkbox"/>

Is there anything else you would like to comment on in relation to emergency preparedness?

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.....

SECTION 6: COMMUNITY SAFETY

The questions within this section pertain to community safety, and how safe you feel.

Q29. To what extent do you think any of the following have been a problem in the district in the last 12 months? (Please select one rating for each option)

	Significant problem	Moderate problem	Minor problem	Not a problem	Not sure
Litter and dumping rubbish	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Threatening or roaming dogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water pollution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Air pollution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aviation noise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vandalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling unsafe after dark	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Theft	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alcohol and drug related anti-social behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Illegal freedom camping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Excessive noise issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anti-social behaviour from neighbours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Intolerant/racist/sexist/homophobic behaviour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dangerous driving, including drink driving and speeding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything else you would like to comment on in relation to community safety?

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SECTION 7: TRANSPORT

Q30. Thinking about the public transport available in the district, how strongly do you agree or disagree with the following statements? (Please select one rating for each statement)

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Not applicable
Public transport is affordable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transport is frequent (a regular service)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transport is reliable (it arrives/departs on time)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transport is safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transport is accessible (easy to get to from my house)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transport is accessible for my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, the public transport available in the district meets the needs of residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q31. How regularly do you use alternative modes of transport to a car? (Please select all that apply)

	Daily	Weekly	Monthly	Infrequently	Never
Bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bike	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water Taxi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q32. Do you visit Wanaka or Queenstown more regularly? (Please select one answer)

Wanaka	<input type="radio"/>
Queenstown	<input type="radio"/>
Neither of these	<input type="radio"/>

Q33. Thinking about the town you visit most, how much do you agree or disagree with each of the following statements? (Please select one rating for each statement)

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Not applicable
The town layout works well for both pedestrians and cars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The town is an easy place to spend time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The parking arrangements are suitable for the amount of traffic in the town	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is enough public transport available in the town	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Generally, traffic levels are acceptable in town	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything else you would like to comment on in relation to transport?

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SECTION 8: LOCAL DEMOCRACY

Q34. Thinking about the Queenstown Lakes District Council, how satisfied are you with the following? (Please select one rating for each statement)

	Extremely dissatisfied	Dissatisfied	Neither	Satisfied	Extremely satisfied	Not applicable
Information you receive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities to have your say	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elected members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Council performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything else you would like to comment on in relation to local democracy?

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SECTION 9: ENVIRONMENT

The next few questions are about the environment in our district.

Q35. Have you made any of the following lifestyle changes to reduce your impact on the environment? (Please select all that apply)

House building practices/Energy efficiency – insulation, solar panels, rain water harvesting	<input type="radio"/>
Waste reduction e.g. buying products with no/less packaging	<input type="radio"/>
Electric/Hybrid car or bike	<input type="radio"/>
Using more public transport	<input type="radio"/>
Eating less meat	<input type="radio"/>
Growing vegetables/keeping livestock such as chickens	<input type="radio"/>
Composting	<input type="radio"/>
Other, please specify	<input type="radio"/>

Q36. In order to reduce waste from your household, how often have you done the following over the past year? (Please select one rating for each option)

	1 – Never	2	3	4	5 – All the time
Choose products with little or no packaging e.g. loose fruit rather than fruit packed in plastic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchase economy sizes or buy in bulk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Choose products with packaging that can be recycled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use long life products rather than disposables e.g. Keep cups, reusable produce bags, rechargeable batteries, reusable nappies, reusable feminine hygiene products, energy saving light bulbs, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchase second hand goods (e.g. clothes, furniture, sporting equipment, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compost food waste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 9: ENVIRONMENT

Q37. Thinking about your household waste habits, how much do you agree or disagree with the following statements? (Please select one rating for each statement)

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Not applicable
My household does everything they can to reduce our waste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like to reduce my household's waste more, but I am not sure how	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals are responsible for waste reduction in the district	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Businesses are responsible for waste reduction in the district	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Council is responsible for waste reduction in the district	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q38. How concerned are you with the impact of climate change on the district?

Not at all concerned	Not concerned	Neither	Concerned	Very concerned	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q39. Overall, how satisfied are you with the steps Queenstown Lakes District Council is taking to protect the environment? (Please select one answer)

Extremely dissatisfied	dissatisfied	Neither	Satisfied	Extremely Satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything else you would like to comment on in relation to environment?

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SECTION 10: BELONGING IN DISTRICT

Q40. Regardless of how long you have lived in the district, do you consider yourself a local? (Please select one answer)

Yes	<input type="radio"/>
No	<input type="radio"/>
I don't know	<input type="radio"/>

Q41. How long do you intend to stay in the district? (Please select one answer)

Less than a year (Go to Q42)	<input type="radio"/>
1 year to just under 2 years (Go to Q43)	<input type="radio"/>
2 years to just under 5 years (Go to Q43)	<input type="radio"/>
5 years to just under 10 years (Go to Q43)	<input type="radio"/>
10+ years (Go to Q43)	<input type="radio"/>
Not sure (Go to Q43)	<input type="radio"/>

Q42. If you plan to leave the district in the next 12 months, what are your primary reasons for this? (Please select all that apply)

I'm on a working holiday/break from studying	<input type="radio"/>
My visa will expire	<input type="radio"/>
My work contract will expire	<input type="radio"/>
I cannot afford to stay	<input type="radio"/>
To start a family, meaning loss of one income	<input type="radio"/>
I need to move closer to family	<input type="radio"/>
I need to move closer to healthcare/social services	<input type="radio"/>
I want to buy a house and that's not possible here	<input type="radio"/>
My lifestyle will be better elsewhere	<input type="radio"/>
For better career opportunities	<input type="radio"/>
I don't like the weather e.g. I want to move somewhere warmer	<input type="radio"/>
I don't feel part of a community	<input type="radio"/>
Not applicable – I don't intend to leave	<input type="radio"/>
Other, please specify	<input type="radio"/>

SECTION 10: BELONGING IN DISTRICT

Q43. How much do you agree or disagree with the following statement?

	‘I feel a sense of pride in the district’
Strongly disagree	<input type="radio"/>
Disagree	<input type="radio"/>
Neither agree nor disagree	<input type="radio"/>
Agree	<input type="radio"/>
Strongly agree	<input type="radio"/>

Q44. Thinking about the neighbourhood in which you live, please choose the appropriate response. (Please select one answer for each statement)

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Not applicable
Living in this neighbourhood gives me a sense of community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is a strong and active community in this neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I regularly stop and talk to people in my neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am willing to work with others on something to improve my neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I participate in activities within my neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are sufficient community facilities within my neighbourhood (sports, café, meeting places, playgrounds)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I enjoy connecting with my neighbours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q45. An increasing number of people from different countries with different lifestyles and cultures are making the Queenstown Lakes District their home. Overall, do you think this makes the district..... (Please select one answer)

A much better place to live	<input type="radio"/>
A better place to live	<input type="radio"/>
Makes no difference	<input type="radio"/>
A worse place to live	<input type="radio"/>
A much worse place to live	<input type="radio"/>
Not applicable, there are no different lifestyles or cultures here	<input type="radio"/>
Don't know	<input type="radio"/>

Q46. The Queenstown Lakes District has experienced growth in recent years. How much do you agree or disagree with the following statements? (Please select one answer for each statement)

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Not applicable
I am comfortable with the growth of resident numbers in the district	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am comfortable with the growth of visitor numbers in the district	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything else you would like to comment on regarding belonging in the district?

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SECTION 11: COMMUNITY NETWORKS AND CONNECTIONS

The next set of questions are about the community networks and connections you have.

Q47. Thinking about your social networks and connections to the wider community, do you belong to any of the following groups, whether formal or informal? (Please select all that apply)

Culture/Heritage	<input type="checkbox"/>	Health/Wellbeing	<input type="checkbox"/>
Religion/Faith/Spiritual	<input type="checkbox"/>	Education/Training	<input type="checkbox"/>
Childcare/Playgroup/Activities for children	<input type="checkbox"/>	Arts/Music/Theatre	<input type="checkbox"/>
Environmental/Conservation	<input type="checkbox"/>	Other creative e.g. woodwork, cookery, pottery, sewing, etc.	<input type="checkbox"/>
Civil Defence/Emergency Management	<input type="checkbox"/>	Literature/Books	<input type="checkbox"/>
Local Community Association	<input type="checkbox"/>	Online communities / gaming	<input type="checkbox"/>
Business network group	<input type="checkbox"/>	Other group, please specify	<input type="checkbox"/>
Community Support/Advice/Advocacy	<input type="checkbox"/>	
Sport/Recreation	<input type="checkbox"/>	I don't attend specific groups, but I like to socialise with friends	<input type="checkbox"/>

Q48. Do you think Queenstown Lakes District Council provides enough support for community groups (grants or in kind) (this is around \$2.8 million per year)?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
I don't know	<input type="checkbox"/>

Q49. Please indicate which services you think the Queenstown Lakes District needs more of: (Tick all that apply)

Addiction services	<input type="checkbox"/>
Maternity services	<input type="checkbox"/>
Mental Health services	<input type="checkbox"/>
Special needs and disability services	<input type="checkbox"/>
Support services (food, clothing, household goods)	<input type="checkbox"/>
Budgeting/Financial capability	<input type="checkbox"/>
Civil Defence / Emergency Management	<input type="checkbox"/>
Legal/Civil services	<input type="checkbox"/>
Child care services	<input type="checkbox"/>
Parenting/caregiver services	<input type="checkbox"/>
Youth services	<input type="checkbox"/>
Family/whanau services	<input type="checkbox"/>
Family violence services	<input type="checkbox"/>
Older people services	<input type="checkbox"/>
Education and training	<input type="checkbox"/>
Employment services	<input type="checkbox"/>
Ethnic services	<input type="checkbox"/>

Q50. In the past year have YOU PERSONALLY used, or tried to use, any of the following services in the Queenstown Lakes District? (Tick all that apply)

Addiction services	<input type="checkbox"/>
Maternity services	<input type="checkbox"/>
Mental Health services	<input type="checkbox"/>
Special needs and disability services	<input type="checkbox"/>
Support services (food, clothing, household goods)	<input type="checkbox"/>
Budgeting/Financial capability	<input type="checkbox"/>
Civil Defence / Emergency Management	<input type="checkbox"/>
Legal/Civil services	<input type="checkbox"/>
Child care services	<input type="checkbox"/>
Parenting/caregiver services	<input type="checkbox"/>
Youth services	<input type="checkbox"/>
Family/whanau services	<input type="checkbox"/>
Family violence services	<input type="checkbox"/>
Older people services	<input type="checkbox"/>
Education and training	<input type="checkbox"/>
Employment services	<input type="checkbox"/>
Ethnic services	<input type="checkbox"/>

SECTION 11: COMMUNITY NETWORKS AND CONNECTIONS

Q51. Are you able to access the services you would like to use at a location and time convenient to you? (Please select one answer for each option)

	Yes	No	Sometimes
Location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything else you would like to comment on regarding community networks and connections?

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SECTION 12: RESILIENCE

Q52. Please choose the appropriate response to the following: (Please select one answer for each statement)

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Not applicable
I am an optimistic person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I focus on solutions, as opposed to problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I take responsibility for my own actions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a good support network (friends/family)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel able to cope with current challenges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel able to influence my future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel able to cope with future challenges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel supported and never lonely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q53. Thinking about all the factors we have asked about, how would you currently rate your overall quality of life in the district? (Please select one answer)

Extremely good	<input type="radio"/>
Good	<input type="radio"/>
Average	<input type="radio"/>
Poor	<input type="radio"/>
Extremely poor	<input type="radio"/>

What is the one thing that would improve your quality of life in the district?

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What role might the Council and its partners play in improving quality of life?

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Thank-you for your time today, your responses are incredibly valuable to the district. If you would you like to go in to the draw to win one of two \$500 prezzy cards, please supply your name and contact number so we can contact you if you win.

Name	Contact number
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Appendix 2:

Results by Respondent Type





About These Results



These tables show all results from all participants within this research. Namely, this shows results by local residents, non-resident ratepayers, and seasonal workers. Details of the non-resident ratepayers sample and season workers sample are shown below.

Non-Resident Ratepayers

A total of n=2,500 postal invitations were sent to ratepayers not living within the district, with this sample sourced from the ratepayer database. A total of n=334 completed surveys were received from non-resident ratepayers, with 91% collected through the ratepayer database invitations and 8% collected through the link QLDC distributed online. A random selection of n=200 completed surveys from non-resident ratepayers were selected to be included within this project.

Seasonal Workers

In addition, n=21 season workers currently living and working within the Queenstown district were also collected this year. These respondents were all collected through the link QLDC promoted online.

Significance Testing

Significance testing has also been applied to these results. Significance testing is used to determine whether the difference between two results is statistically significant or not, i.e., to determine the probability that an observed difference occurred as a result of chance. Within these results significant differences are shown using font colour, orange font indicates the result for that group is significantly higher than the total result, while blue font shows the result for that group is significantly lower than the total result.



01 About Us





Non-Resident Ratepayers

When looking at the demographic profile of these respondents, non-resident ratepayers are more likely to identify as male (60%), to be aged 45-64 (51%) or 65+ (39%), and to identify as European or Pakeha (94%). The majority of non-resident ratepayers indicate they were born in New Zealand (81%). Non-resident ratepayers are also more likely to mention they own property in Albert Town or Wanaka (38%). These respondents are more likely to indicate that their income is between \$100,001-\$200,000 (32%) or over \$200,001 (23%) annually and that they are able to cover their expenses and have a sufficient level of disposable income (63%).

Non-resident ratepayers are also more likely to mention they own their property in Queenstown Lakes without a mortgage (27%), that a family trust owns it (32%), or that they jointly own the property with other people without a mortgage (14%). On average, non-resident ratepayers mention there are 2.9 people living in their household, specifically these respondents are more likely to mention there are two people living in their household (56%) and they are more likely to live with their partner (80%). Almost all non-resident ratepayers are able to heat their Queenstown Lakes property (96%).

A quarter of non-resident ratepayers mention they don't currently work (25%) with a further 9% indicating they manage their own rental property, both of these results are significantly higher than the total result.

Non-resident ratepayers who are in employment are more likely to mention they work in the agriculture, forestry, and fishing industry (14%), the health care and social assistance industry (11%), or in mining (2%).

Seasonal Workers

Seasonal workers are more likely to be aged 18-29 (33%) or 30-44 (57%) and to identify as male (71%). These respondents are also more likely to indicate they have been in the district for less than a year (26%) or between 1 and 2 years (37%) and to currently live in Queenstown (33%) or Sunshine Bay – Fernhill (19%). More than half of these respondents mention their annual household income is under \$40,000 (67%) and that they can cover their expenses but have no disposable income (57%).

The majority of seasonal workers are renting a house (86%) and in a flat or house share situation (86%), however they are also more likely to mention they live in a camping ground (5%).

Seasonal workers have a higher than average number of people living in their house, with seasonal workers indicating they currently live with, on average, 5.1 people. Specifically, these respondents are more likely to mention 3 people live in their house (38%) or 5+ people (48%). The majority of respondents mention the other people in their household are unrelated children or adults (85%). Seasonal workers are more likely to mention they are unable to heat their home (29%), with 78% of these respondents mentioning this is because of poor window glazing.

Eighty-one percent of seasonal workers mention they are in full time paid employment, with tourism (40%) and accommodation and food services (30%) the most mentioned work industries.



About Us | Our Community



Age

	Local	Non-Resident Ratepayer	Seasonal Worker
18-29	10%	4%	33%
30-44	29%	6%	57%
45-64	42%	51%	10%
65+	19%	39%	0%

Gender

	Local	Non-Resident Ratepayer	Seasonal Worker
Male	43%	60%	71%
Female	57%	40%	29%
Gender diverse	0%	0%	0%

Ethnicity

	Local	Non-Resident Ratepayer	Seasonal Worker
European/Pakeha	87%	94%	71%
Māori	2%	0%	0%
Other ethnicity	11%	6%	29%

Born in NZ

	Local	Non-Resident Ratepayer	Seasonal Worker
Born in NZ	60%	81%	10%
Born outside NZ	40%	19%	90%

Tenure in District

	Local	Non-Resident Ratepayer	Seasonal Worker
Less than 1 year	6%	7%	26%
1 year to just under 2 years	8%	8%	37%
2 years to just under 5 years	19%	16%	37%
5 years to just under 10 years	19%	20%	0%
10 years+	47%	49%	0%



Area

	Local	Non-Resident Ratepayer	Seasonal Worker
Arthurs Point	4%	1%	10%
Albert Town and Wanaka	21%	38%	5%
Cardrona	1%	1%	0%
Closeburn - Wilson Bay	2%	0%	0%
Dalefield and Arrowtown	13%	15%	0%
Frankton	9%	8%	5%
Gibbston	1%	1%	0%
Glenorchy	2%	1%	0%
Hawea and Hawea Flats	6%	7%	5%
Kelvin Heights and Jacks Point	6%	4%	0%
Kingston	1%	2%	0%
Lake Hayes, Lake Hayes Estate, Shotover Country, and Quail Rise	14%	5%	24%
Luggate	1%	2%	0%
Makarora	1%	4%	0%
Queenstown	12%	9%	33%
Sunshine Bay - Fernhill	6%	3%	19%



Our Community | Our Income



Income

	Local	Non-Resident Ratepayer	Seasonal Worker
Under \$40,000	15%	6%	67%
\$40,001 - \$60,000	18%	8%	24%
\$60,001 - \$80,000	17%	10%	10%
\$80,001 - \$100,000	12%	8%	0%
\$100,001 - \$200,000	24%	32%	0%
\$200,001+	7%	23%	0%
Prefer not to say	7%	14%	0%

Ability to Cover Expenses

	Local	Non-Resident Ratepayer	Seasonal Worker
I can cover my expenses and have a sufficient level of disposable income	26%	63%	0%
I can cover my expenses and have some disposable income	49%	25%	38%
I can cover my expenses but have no disposable income	21%	7%	57%
I cannot cover my expenses	3%	1%	5%
Prefer not to answer	1%	5%	0%

Our Homes | Ownership and Living Situation



Home Ownership

	Local	Non-Resident Ratepayer	Seasonal Worker
A private landlord, not related to you owns it	30%	2%	86%
I own it with a mortgage	19%	12%	0%
I own it without a mortgage	14%	27%	0%
A family trust owns it	13%	32%	5%
I jointly own it with other people with a mortgage	7%	8%	0%
Parents/other family members or partners own it	7%	4%	0%
I jointly own it with other people without a mortgage	5%	14%	0%
Local council owned (renting)	1%	0%	0%
I live in a campervan/caravan/cabin that I own	0%	1%	0%
I live in a campervan/caravan/cabin that I rent	0%	1%	5%
Don't know	1%	1%	5%

Flat or House Share

	Local	Non-Resident Ratepayer	Seasonal Worker
Yes	26%	10%	86%
No	71%	86%	14%
Sometimes	3%	4%	0%

Our Homes | People Living in Household



Number of People in Household

	Local	Non-Resident Ratepayer	Seasonal Worker
Average	3.0	2.9	5.1
1	8%	10%	5%
2	36%	56%	5%
3	20%	10%	38%
4	22%	14%	5%
5+	14%	10%	48%

People Who Live in Household

	Local	Non-Resident Ratepayer	Seasonal Worker
Partner	73%	80%	55%
Children and/or partner's children	32%	25%	5%
Other unrelated children/adults	26%	5%	85%
Parent/s	6%	4%	0%
Live alone	3%	5%	0%
Other family relative	2%	2%	0%
Siblings	2%	3%	0%
Prefer not to say	2%	3%	0%



Ability to Heat Home

	Local	Non-Resident Ratepayer	Seasonal Worker
Yes	79%	96%	52%
No	7%	2%	29%
Sometimes	14%	3%	19%

Reasons for Inability to Heat Home

	Local	Non-Resident Ratepayer	Seasonal Worker
Affordability of heating	72%	50%	44%
Lack of insulation	49%	63%	67%
Poor window glazing	48%	50%	78%
Lack of heat source	14%	0%	22%
Layout of house	3%	0%	0%



Our Working Lives | Employment



	Local	Non-Resident Ratepayer	Seasonal Worker
Caring for my children (unpaid)	18%	10%	0%
Caring for adult family members (unpaid)	3%	3%	0%
Self-employment – full time	15%	16%	10%
Self-employment – part time	13%	16%	10%
Paid employment – full time	45%	26%	81%
Paid employment – part time	16%	13%	5%
Manage my own rental property	4%	9%	0%
Manage a short term vacation rental	2%	3%	0%
Volunteering- full time (unpaid)	1%	1%	5%
Volunteering – part time (unpaid)	17%	14%	0%
I don't currently work	9%	25%	0%



Our Working Lives | Industry



	Local	Non-Resident Ratepayer	Seasonal Worker
Accommodation and Food Services	15%	5%	30%
Professional, Scientific, and Technical Services	10%	13%	0%
Construction	9%	4%	0%
Tourism	9%	4%	40%
Retail Trade	8%	4%	0%
Education and Training	8%	11%	10%
Administrative and Support Services	7%	6%	0%
Health Care and Social Assistance	7%	11%	0%
Agriculture, Forestry, and Fishing	5%	14%	0%
Transport, Postal, and Warehousing	5%	3%	5%
Arts and Recreation Services	4%	4%	5%
Information Media and Telecommunications	3%	5%	0%
Financial and Insurance Services	3%	5%	0%
Stay at home parent	4%	2%	0%
Rental, Hiring, and Real Estate Services	3%	6%	0%
Public Administration and Safety	3%	3%	0%
Manufacturing	2%	3%	0%
Electricity, Gas, Water, and Waste Services	2%	1%	5%
Wholesale Trade	2%	1%	0%
Mining	0%	2%	5%
Marketing and communications	1%	1%	0%
Property investment and development	1%	1%	0%
Other, please specify	6%	3%	5%



Travelling for Work or Education

	Local	Non-Resident Ratepayer	Seasonal Worker
Yes, for work	20%	29%	14%
Yes, for education	7%	8%	5%
No	75%	68%	81%



02 Community Services and Facilities



Our Services and Facilities | Summary



Non-Resident Ratepayers

Amongst non-resident ratepayers, use of the council provided facilities is low. Specifically, these respondents are more likely to mention they never use public toilets (13%), indoor sports facilities (66%), sports grounds (57%), swimming pools (51%), gym (75%), or community halls (54%). Non-resident ratepayers are also more likely to mention they use public toilets (69%), parks, reserves, and gardens (52%), trails, walkways, and cycleways (40%), playgrounds (40%), or libraries (45%) a few times a year.

When looking at satisfaction, non-resident ratepayers are more likely to be satisfied with the quality of parks, reserves, and gardens (65%) and with the quantity of playgrounds (73%).

Non-resident ratepayers are more likely to be satisfied with water supply (61%), waste collection (61%), and unsealed roads (51%). These respondents are also more likely to be satisfied (68%) or extremely satisfied with wastewater (18%), satisfied (61%) or extremely satisfied (17%) with stormwater, and satisfied (57%) or extremely satisfied (8%) with roads.

Non-resident ratepayers are less likely to have participated, performed, or attended an arts or cultural event in the district in the past 12 months (38%).

Seasonal Workers

Seasonal workers are more likely to mention they are extremely satisfied with the quality of public toilets (25%) and parks, reserves, and gardens (57%). Also of note, these respondents are more likely to mention they never use the trails, walkways, and cycleways (14%).

Seasonal workers are more likely to mention they are dissatisfied with waste collection (33%) and extremely satisfied with street cleaning (29%) in the district.

Our Services and Facilities | Use and Satisfaction



Satisfaction with Council Provided Facilities

Public Toilets - Use

	Local	Non-Resident Ratepayer	Seasonal Worker
Daily	3%	1%	10%
Weekly	22%	7%	29%
Monthly	25%	10%	19%
A few times a year	43%	69%	38%
Never	7%	13%	5%

Public Toilets - Quantity

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	7%	6%	0%
Dissatisfied	25%	22%	5%
Neither	15%	18%	25%
Satisfied	49%	50%	55%
Extremely satisfied	5%	4%	15%

Public Toilets - Quality

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	3%	2%	5%
Dissatisfied	12%	4%	15%
Neither	15%	16%	15%
Satisfied	61%	67%	40%
Extremely satisfied	10%	11%	25%

Our Services and Facilities | Use and Satisfaction



Parks, Reserves, and Gardens - Use

	Local	Non-Resident Ratepayer	Seasonal Worker
Daily	21%	13%	24%
Weekly	43%	10%	52%
Monthly	19%	23%	14%
A few times a year	16%	52%	10%
Never	1%	2%	0%

Parks, Reserves, and Gardens - Quantity

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	1%	1%	0%
Dissatisfied	8%	6%	10%
Neither	10%	7%	5%
Satisfied	62%	68%	52%
Extremely satisfied	18%	18%	33%

Parks, Reserves, and Gardens - Quality

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	1%	0%	0%
Dissatisfied	3%	2%	5%
Neither	5%	5%	5%
Satisfied	56%	65%	33%
Extremely satisfied	36%	28%	57%

Our Services and Facilities | Use and Satisfaction



Trails, Walkways, and Cycleways - Use

	Local	Non-Resident Ratepayer	Seasonal Worker
Daily	32%	16%	14%
Weekly	39%	12%	43%
Monthly	13%	29%	29%
A few times a year	12%	40%	0%
Never	3%	4%	14%

Trails, Walkways, and Cycleways - Quantity

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	2%	0%	0%
Dissatisfied	9%	5%	0%
Neither	7%	8%	5%
Satisfied	53%	61%	63%
Extremely satisfied	29%	26%	32%

Trails, Walkways, and Cycleways - Quality

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	1%	1%	0%
Dissatisfied	3%	0%	0%
Neither	5%	1%	5%
Satisfied	45%	45%	42%
Extremely satisfied	46%	53%	53%

Our Services and Facilities | Use and Satisfaction



Indoor Sports Facilities - Use

	Local	Non-Resident Ratepayer	Seasonal Worker
Daily	2%	1%	0%
Weekly	21%	5%	33%
Monthly	10%	6%	19%
A few times a year	29%	22%	29%
Never	37%	66%	19%

Indoor Sports Facilities - Quantity

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	1%	1%	0%
Dissatisfied	13%	4%	14%
Neither	21%	25%	14%
Satisfied	53%	60%	64%
Extremely satisfied	11%	10%	7%

Indoor Sports Facilities - Quality

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	1%	0%	0%
Dissatisfied	6%	1%	0%
Neither	16%	27%	15%
Satisfied	57%	57%	54%
Extremely satisfied	20%	15%	31%

Our Services and Facilities | Use and Satisfaction



Sports Grounds - Use

	Local	Non-Resident Ratepayer	Seasonal Worker
Daily	1%	1%	0%
Weekly	15%	3%	14%
Monthly	10%	3%	19%
A few times a year	29%	35%	29%
Never	45%	57%	38%

Sports Grounds - Quantity

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	1%	1%	0%
Dissatisfied	9%	2%	0%
Neither	20%	24%	17%
Satisfied	59%	65%	58%
Extremely satisfied	12%	8%	25%

Sports Grounds - Quality

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	1%	1%	0%
Dissatisfied	4%	1%	0%
Neither	17%	22%	25%
Satisfied	59%	59%	50%
Extremely satisfied	19%	16%	25%

Our Services and Facilities | Use and Satisfaction



Playgrounds - Use

	Local	Non-Resident Ratepayer	Seasonal Worker
Daily	3%	3%	0%
Weekly	14%	2%	5%
Monthly	9%	6%	10%
A few times a year	27%	40%	25%
Never	48%	49%	60%

Playgrounds - Quantity

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	1%	1%	0%
Dissatisfied	8%	5%	0%
Neither	17%	12%	22%
Satisfied	60%	73%	56%
Extremely satisfied	13%	10%	22%

Playgrounds - Quality

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	0%	0%	0%
Dissatisfied	3%	1%	0%
Neither	14%	13%	22%
Satisfied	59%	60%	44%
Extremely satisfied	23%	27%	33%

Our Services and Facilities | Use and Satisfaction



Swimming Pools - Use

	Local	Non-Resident Ratepayer	Seasonal Worker
Daily	2%	1%	5%
Weekly	17%	4%	24%
Monthly	12%	9%	14%
A few times a year	33%	36%	19%
Never	37%	51%	38%

Swimming Pools - Quantity

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	2%	1%	0%
Dissatisfied	14%	3%	27%
Neither	15%	16%	20%
Satisfied	56%	64%	53%
Extremely satisfied	14%	16%	0%

Swimming Pools - Quality

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	2%	0%	0%
Dissatisfied	9%	1%	0%
Neither	13%	13%	36%
Satisfied	55%	63%	21%
Extremely satisfied	21%	23%	43%

Our Services and Facilities | Use and Satisfaction



Gym - Use

	Local	Non-Resident Ratepayer	Seasonal Worker
Daily	6%	2%	14%
Weekly	17%	7%	14%
Monthly	4%	3%	10%
A few times a year	14%	13%	19%
Never	58%	75%	43%

Gym - Quantity

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	2%	0%	0%
Dissatisfied	9%	0%	23%
Neither	21%	37%	15%
Satisfied	52%	56%	46%
Extremely satisfied	16%	6%	15%

Gym - Quality

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	2%	0%	0%
Dissatisfied	4%	0%	8%
Neither	22%	30%	15%
Satisfied	52%	57%	54%
Extremely satisfied	20%	13%	23%

Our Services and Facilities | Use and Satisfaction



Community Halls - Use

	Local	Non-Resident Ratepayer	Seasonal Worker
Daily	0%	0%	5%
Weekly	4%	1%	5%
Monthly	10%	2%	0%
A few times a year	53%	43%	38%
Never	32%	54%	52%

Community Halls - Quantity

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	2%	0%	0%
Dissatisfied	8%	4%	0%
Neither	23%	23%	36%
Satisfied	57%	64%	55%
Extremely satisfied	10%	9%	9%

Community Halls - Quality

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	1%	0%	0%
Dissatisfied	6%	4%	0%
Neither	22%	19%	30%
Satisfied	59%	60%	60%
Extremely satisfied	12%	16%	10%

Our Services and Facilities | Use and Satisfaction



Libraries - Use

	Local	Non-Resident Ratepayer	Seasonal Worker
Daily	1%	1%	0%
Weekly	16%	3%	5%
Monthly	19%	14%	5%
A few times a year	33%	45%	43%
Never	32%	37%	48%

Libraries - Quantity

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	1%	0%	0%
Dissatisfied	8%	3%	7%
Neither	15%	14%	29%
Satisfied	60%	65%	64%
Extremely satisfied	16%	17%	0%

Libraries - Quality

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	1%	2%	0%
Dissatisfied	5%	2%	0%
Neither	12%	11%	23%
Satisfied	57%	56%	62%
Extremely satisfied	25%	29%	15%

Our Services and Facilities | Use and Satisfaction



Museum - Use

	Local	Non-Resident Ratepayer	Seasonal Worker
Daily	0%	0%	0%
Weekly	0%	1%	0%
Monthly	3%	2%	10%
A few times a year	35%	40%	19%
Never	62%	57%	71%

Museum - Quantity

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	2%	1%	0%
Dissatisfied	10%	4%	10%
Neither	25%	26%	30%
Satisfied	50%	55%	60%
Extremely satisfied	13%	14%	0%

Museum - Quality

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	1%	0%	0%
Dissatisfied	3%	1%	0%
Neither	24%	23%	38%
Satisfied	52%	54%	50%
Extremely satisfied	20%	21%	13%

Our Services and Facilities | Council Provided Services



Satisfaction with Council Provided Services

Water Supply

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	6%	5%	5%
Dissatisfied	17%	10%	15%
Neither	11%	6%	10%
Satisfied	52%	61%	45%
Extremely satisfied	14%	18%	25%

Waste Collection

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	6%	4%	5%
Dissatisfied	17%	9%	33%
Neither	11%	14%	10%
Satisfied	53%	61%	43%
Extremely satisfied	14%	12%	10%

Street Cleaning

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	3%	1%	0%
Dissatisfied	10%	6%	10%
Neither	15%	19%	10%
Satisfied	58%	63%	52%
Extremely satisfied	14%	10%	29%

Our Services and Facilities | Council Provided Services



Waste Water

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	4%	2%	0%
Dissatisfied	10%	2%	5%
Neither	17%	11%	35%
Satisfied	57%	68%	45%
Extremely satisfied	12%	18%	15%

Storm Water

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	6%	2%	5%
Dissatisfied	17%	5%	11%
Neither	19%	14%	42%
Satisfied	48%	61%	32%
Extremely satisfied	10%	17%	11%

Roads

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	11%	4%	5%
Dissatisfied	33%	18%	24%
Neither	17%	13%	24%
Satisfied	36%	57%	38%
Extremely satisfied	4%	8%	10%

Our Services and Facilities | Council Provided Services



Unsealed Roads

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	6%	3%	0%
Dissatisfied	20%	19%	15%
Neither	29%	23%	25%
Satisfied	41%	51%	55%
Extremely satisfied	3%	4%	5%

Our Services and Facilities | Arts and Culture



Participation in Arts or Cultural Events

	Local	Non-Resident Ratepayer	Seasonal Worker
Yes	66%	38%	57%
No	31%	59%	33%
I don't know	4%	3%	10%

Satisfaction with Arts, Culture, and Heritage Offering

	Local	Non-Resident Ratepayer	Seasonal Worker
Yes	59%	52%	48%
No	19%	7%	29%
I don't know	21%	41%	24%

Stronger Celebration of Tangata Whenua and Māori Culture

	Local	Non-Resident Ratepayer	Seasonal Worker
Yes	43%	16%	62%
No	34%	58%	10%
I don't know	23%	26%	29%

Our Services and Facilities | Exercise



	Local	Non-Resident Ratepayer	Seasonal Worker
1 - 2 days a week	13%	14%	19%
3 - 4 days a week	32%	32%	24%
5+ days a week	46%	46%	48%
I exercise but infrequently	7%	7%	10%
I don't exercise	2%	1%	0%



03 Our Preparedness and Safety





Our Preparedness | Summary



Non-Resident Ratepayers

Non-resident ratepayers are more likely to indicate they are not sure if their neighbourhood is prepared for an emergency (56%).

These respondents are also more likely to mention they are not sure if, threatening or roaming dogs (13%), water pollution (10%), air pollution (8%), vandalism (17%), illegal freedom camping (8%), dangerous driving (7%), alcohol or drug related anti-social behaviour (11%), excessive noise (8%), theft (16%), family violence (34%), intolerant/ racist/ sexist/ homophobic behaviour (26%), and feeling unsafe after dark (11%) are problems within the district. Also of note, these respondents are also more likely to mention litter and dumping rubbish is a minor problem (35%), not a problem (12%), or they're not sure if this is an issue (8%).

Seasonal Workers

Seasonal workers are more likely to mention threatening or roaming dogs (67%), illegal freedom camping (48%), and excessive noise (52%) are not problems in the district. They are also more likely to mention aviation noise is a minor problem (48%).

Our Preparedness | Resilience and Preparedness



Yourself

	Local	Non-Resident Ratepayer	Seasonal Worker
Yes	45%	44%	38%
No	41%	37%	33%
Not sure	14%	19%	29%

Neighbourhood

	Local	Non-Resident Ratepayer	Seasonal Worker
Yes	13%	17%	24%
No	40%	27%	24%
Not sure	47%	56%	52%

Required to Become More Resilient

	Local	Non-Resident Ratepayer	Seasonal Worker
Online information	47%	43%	50%
Neighbourhood workshops/presentations	40%	28%	5%
Specific printed information	38%	43%	35%
Information in the media	37%	23%	55%
Work place workshops/presentations	22%	9%	20%
School workshops/presentations	17%	8%	10%
Personal motivation	1%	2%	0%
Better infrastructure	1%	0%	0%
An emergency or drills	1%	1%	0%
More information generally	1%	0%	5%
Cheap or free emergency kits	1%	1%	0%
Other, please specify	0%	0%	5%
Nothing	11%	14%	15%



Service Related Litter and Dumping Rubbish

	Local	Non-Resident Ratepayer	Seasonal Worker
Significant problem	29%	16%	19%
Moderate problem	38%	29%	33%
Minor problem	24%	36%	29%
Not a problem	7%	12%	14%
Not sure	2%	8%	5%

Threatening or Roaming Dogs

	Local	Non-Resident Ratepayer	Seasonal Worker
Significant problem	5%	6%	0%
Moderate problem	14%	14%	10%
Minor problem	30%	27%	24%
Not a problem	45%	40%	67%
Not sure	5%	13%	0%

Water Pollution

	Local	Non-Resident Ratepayer	Seasonal Worker
Significant problem	20%	13%	10%
Moderate problem	27%	22%	24%
Minor problem	26%	20%	33%
Not a problem	21%	35%	29%
Not sure	6%	10%	5%



Air Pollution

	Local	Non-Resident Ratepayer	Seasonal Worker
Significant problem	7%	2%	14%
Moderate problem	19%	13%	10%
Minor problem	32%	26%	33%
Not a problem	38%	51%	33%
Not sure	4%	8%	10%

Aviation Noise

	Local	Non-Resident Ratepayer	Seasonal Worker
Significant problem	21%	10%	19%
Moderate problem	25%	20%	10%
Minor problem	28%	18%	48%
Not a problem	25%	49%	24%
Not sure	2%	3%	0%

Vandalism

	Local	Non-Resident Ratepayer	Seasonal Worker
Significant problem	5%	1%	10%
Moderate problem	16%	14%	24%
Minor problem	41%	38%	33%
Not a problem	31%	30%	33%
Not sure	7%	17%	0%



Community Related Illegal Freedom Camping

	Local	Non-Resident Ratepayer	Seasonal Worker
Significant problem	49%	43%	19%
Moderate problem	23%	24%	14%
Minor problem	16%	14%	14%
Not a problem	8%	10%	48%
Not sure	3%	8%	5%

Dangerous Driving

	Local	Non-Resident Ratepayer	Seasonal Worker
Significant problem	41%	20%	14%
Moderate problem	31%	28%	48%
Minor problem	18%	27%	19%
Not a problem	7%	17%	19%
Not sure	2%	7%	0%

Alcohol and Drug Related Anti-Social Behaviour

	Local	Non-Resident Ratepayer	Seasonal Worker
Significant problem	20%	14%	10%
Moderate problem	28%	21%	29%
Minor problem	31%	34%	29%
Not a problem	18%	20%	29%
Not sure	4%	11%	5%



Excessive Noise

	Local	Non-Resident Ratepayer	Seasonal Worker
Significant problem	8%	6%	14%
Moderate problem	18%	16%	0%
Minor problem	39%	37%	29%
Not a problem	30%	33%	52%
Not sure	4%	8%	5%

Theft

	Local	Non-Resident Ratepayer	Seasonal Worker
Significant problem	7%	2%	10%
Moderate problem	20%	10%	33%
Minor problem	41%	34%	24%
Not a problem	28%	37%	33%
Not sure	4%	16%	0%

Family Violence

	Local	Non-Resident Ratepayer	Seasonal Worker
Significant problem	6%	1%	0%
Moderate problem	12%	7%	5%
Minor problem	17%	12%	19%
Not a problem	42%	46%	52%
Not sure	22%	34%	24%



Intolerant/ Racist/ Sexist/ Homophobic Behaviour

	Local	Non-Resident Ratepayer	Seasonal Worker
Significant problem	4%	1%	0%
Moderate problem	13%	7%	19%
Minor problem	24%	17%	14%
Not a problem	44%	50%	52%
Not sure	15%	26%	14%

Anti-Social Behaviour from Neighbours

	Local	Non-Resident Ratepayer	Seasonal Worker
Significant problem	4%	3%	10%
Moderate problem	9%	5%	0%
Minor problem	24%	21%	14%
Not a problem	60%	63%	76%
Not sure	4%	7%	0%

Feeling Unsafe After Dark

	Local	Non-Resident Ratepayer	Seasonal Worker
Significant problem	3%	2%	0%
Moderate problem	12%	6%	15%
Minor problem	25%	24%	15%
Not a problem	55%	58%	70%
Not sure	4%	11%	0%



04 Transport





Our Transport | Summary



Non-Resident Ratepayers

Non-resident ratepayers are more likely to mention they infrequently use the bus as an alternative mode of transport (38%), however they are more likely to mention they walk (40%) or bike (12%) daily. These respondents are more likely to mention all of the public transport perceptions are not applicable to them.

Non-resident ratepayers are more likely to indicate they visit Wanaka more frequently (45%) than Queenstown. These respondents are also more likely to indicate they disagree that traffic levels in Wanaka are acceptable (52%) and that there is enough public transport available in Wanaka (36%).

Seasonal Workers

Seasonal workers are more likely to mention they use the bus daily (35%). The majority of respondents also mention they visit Queenstown more regularly (95%) than Wanaka.



Our Transport | How we Travel



Alternative Transport Modes Used

Bus

	Local	Non-Resident Ratepayer	Seasonal Worker
Daily	4%	2%	35%
Weekly	9%	4%	15%
Monthly	10%	4%	5%
Infrequently	29%	38%	25%
Never	48%	51%	20%

Walk

	Local	Non-Resident Ratepayer	Seasonal Worker
Daily	30%	40%	50%
Weekly	28%	23%	15%
Monthly	10%	11%	20%
Infrequently	19%	15%	10%
Never	13%	10%	5%

Bike

	Local	Non-Resident Ratepayer	Seasonal Worker
Daily	8%	12%	5%
Weekly	20%	26%	0%
Monthly	12%	14%	5%
Infrequently	24%	21%	40%
Never	36%	27%	50%

Water Taxi

	Local	Non-Resident Ratepayer	Seasonal Worker
Daily	0%	0%	0%
Weekly	1%	0%	0%
Monthly	2%	1%	0%
Infrequently	15%	16%	10%
Never	82%	83%	90%



Public Transport Perceptions

Public Transport is Affordable

	Local	Non-Resident Ratepayer	Seasonal Worker
Not applicable	21%	39%	14%
Strongly disagree	5%	2%	0%
Disagree	6%	5%	0%
Neither	9%	12%	14%
Agree	33%	29%	43%
Strongly agree	27%	12%	29%

Public Transport is Safe

	Local	Non-Resident Ratepayer	Seasonal Worker
Not applicable	26%	38%	19%
Strongly disagree	2%	1%	0%
Disagree	3%	1%	0%
Neither	10%	8%	5%
Agree	41%	44%	57%
Strongly agree	17%	8%	19%

Public Transport is Accessible

	Local	Non-Resident Ratepayer	Seasonal Worker
Not applicable	17%	32%	14%
Strongly disagree	18%	12%	10%
Disagree	12%	16%	14%
Neither	7%	9%	10%
Agree	30%	25%	29%
Strongly agree	16%	6%	24%



Public Transport is Accessible for My Needs

	Local	Non-Resident Ratepayer	Seasonal Worker
Not applicable	20%	40%	14%
Strongly disagree	19%	8%	5%
Disagree	15%	14%	19%
Neither	9%	11%	14%
Agree	26%	21%	33%
Strongly agree	12%	6%	14%

Public Transport is Frequent

	Local	Non-Resident Ratepayer	Seasonal Worker
Not applicable	21%	35%	10%
Strongly disagree	14%	8%	14%
Disagree	14%	12%	29%
Neither	12%	13%	10%
Agree	30%	28%	29%
Strongly agree	10%	4%	10%

Overall, The Public Transport Available in the District Meets The Needs of Residents

	Local	Non-Resident Ratepayer	Seasonal Worker
Not applicable	16%	35%	10%
Strongly disagree	17%	7%	10%
Disagree	19%	16%	33%
Neither	15%	17%	5%
Agree	26%	21%	33%
Strongly agree	7%	3%	10%



Our Transport | How we Travel



Public Transport is Reliable

	Local	Non-Resident Ratepayer	Seasonal Worker
Not applicable	29%	42%	29%
Strongly disagree	9%	3%	5%
Disagree	12%	6%	33%
Neither	18%	19%	14%
Agree	27%	26%	14%
Strongly agree	5%	3%	5%

Town Visited More Regularly

	Local	Non-Resident Ratepayer	Seasonal Worker
Wanaka	25%	45%	5%
Queenstown	71%	50%	95%
Neither of these	3%	4%	0%

The Town is an Easy Place to Spend Time - Queenstown

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly disagree	13%	7%	10%
Disagree	23%	20%	5%
Neither	11%	16%	5%
Agree	42%	43%	60%
Strongly agree	11%	14%	20%



The Town Layout Works Well for Both Pedestrians and Cars - Queenstown

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly disagree	31%	26%	15%
Disagree	36%	38%	40%
Neither	9%	16%	20%
Agree	24%	18%	25%
Strongly agree	1%	2%	0%

The Parking Arrangements are Suitable for the Amount of Traffic in Town - Queenstown

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly disagree	54%	44%	63%
Disagree	32%	31%	26%
Neither	6%	13%	11%
Agree	8%	7%	0%
Strongly agree	1%	6%	0%

Generally, Traffic Levels are Acceptable in Town - Queenstown

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly disagree	39%	34%	40%
Disagree	38%	40%	30%
Neither	9%	11%	20%
Agree	13%	14%	10%
Strongly agree	0%	1%	0%



Our Transport | How we Travel



There Is Enough Public Transport Available in Town - Queenstown

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly disagree	13%	6%	15%
Disagree	19%	17%	15%
Neither	22%	40%	10%
Agree	42%	35%	50%
Strongly agree	5%	3%	10%

The Town is an Easy Place to Spend Time - Wanaka

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly disagree	7%	4%	0%
Disagree	16%	14%	100%
Neither	12%	7%	0%
Agree	50%	59%	0%
Strongly agree	15%	16%	0%

The Town Layout Works Well for Both Pedestrians and Cars - Wanaka

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly disagree	25%	15%	0%
Disagree	38%	35%	100%
Neither	11%	17%	0%
Agree	22%	31%	0%
Strongly agree	4%	2%	0%



The Parking Arrangements are Suitable for the Amount of Traffic in Town - Wanaka

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly disagree	43%	31%	100%
Disagree	38%	44%	0%
Neither	6%	10%	0%
Agree	9%	14%	0%
Strongly agree	3%	1%	0%

Generally, Traffic Levels are Acceptable in Town - Wanaka

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly disagree	29%	12%	100%
Disagree	36%	52%	0%
Neither	16%	19%	0%
Agree	16%	16%	0%
Strongly agree	2%	1%	0%

There is Enough Public Transport Available in Town - Wanaka

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly disagree	58%	33%	100%
Disagree	23%	36%	0%
Neither	12%	24%	0%
Agree	5%	7%	0%
Strongly agree	1%	0%	0%



05 Local Democracy





Local Democracy | Summary



Non-Resident Ratepayers

Non-resident ratepayers appear more positive about Council than local residents, with non-resident ratepayers more likely to mention they are satisfied (71%) or extremely satisfied (11%) with the information they receive from Council and satisfied (65%) or extremely satisfied (10%) with their opportunity to have their say.

Seasonal Workers

Interestingly, seasonal workers are more likely to mention they are extremely dissatisfied with the information they receive from Council (10%). They also mention they are neither satisfied nor dissatisfied with elected members (67%).



Perceptions of Council Information You Receive

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	2%	2%	10%
Dissatisfied	12%	2%	15%
Neither	27%	14%	45%
Satisfied	53%	71%	30%
Extremely satisfied	6%	11%	0%

Opportunities to Have Your Say

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	5%	1%	11%
Dissatisfied	12%	6%	26%
Neither	25%	18%	42%
Satisfied	52%	65%	21%
Extremely satisfied	6%	10%	0%

Elected Members

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	5%	2%	13%
Dissatisfied	14%	8%	7%
Neither	38%	47%	67%
Satisfied	40%	40%	13%
Extremely satisfied	4%	2%	0%

Overall Council Performance

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely dissatisfied	7%	1%	11%
Dissatisfied	19%	14%	17%
Neither	32%	37%	50%
Satisfied	40%	45%	22%
Extremely satisfied	3%	3%	0%



06 Our Environment





Our Environment | Summary



Non-Resident Ratepayers

In terms of lifestyle changes, non-residents ratepayers are more likely to mention they have built an energy efficient house (46%). Interestingly these respondents are less likely to mention they have reduced their waste (72%), use more public transport (13%), or grow their own vegetable and keep livestock (37%). Non-resident ratepayers are also more likely to indicate they never use long life products instead of disposables (8%), never choose products with packaging that can be recycled (10%), or never purchase second hand products (39%).

Non-resident ratepayers are also more likely to mention they are not concerned (11%) or not at all concerned (9%) with the impact of climate change and are more likely to be satisfied with the environmental protection undertaken by Council.

Seasonal Workers

Seasonal workers are more likely to mention they eat less meat or only eat plant based to help reduce their impact on the environment (72%).



Lifestyle Changes

	Local	Non-Resident Ratepayer	Seasonal Worker
House building practices/Energy efficiency	38%	46%	6%
Waste reduction	83%	72%	83%
Electric/Hybrid car or bike	15%	16%	11%
Using more public transport	20%	13%	33%
Eating less meat or only eating plant based	44%	29%	72%
Growing vegetables/keeping livestock such as chickens	55%	37%	33%
Composting	52%	49%	17%
Recycling	1%	2%	0%
Walking, biking, or carpooling	1%	2%	0%
Only buying necessities, local and second-hand where possible	1%	1%	0%
Unable or unwilling to make changes	1%	2%	0%
Already did these	0%	2%	0%

Waste Reduction

Choose Products with Little or No Packaging

	Local	Non-Resident Ratepayer	Seasonal Worker
1 - Never	3%	4%	0%
2	7%	11%	10%
3	16%	26%	19%
4	26%	23%	24%
5 - All the time	48%	36%	48%



Compost Food Waste

	Local	Non-Resident Ratepayer	Seasonal Worker
1 - Never	32%	34%	43%
2	9%	11%	29%
3	9%	7%	5%
4	9%	11%	10%
5 - All the time	40%	38%	14%

Use Long Life Products Rather Than Disposables

	Local	Non-Resident Ratepayer	Seasonal Worker
1 - Never	4%	8%	5%
2	11%	18%	10%
3	21%	25%	24%
4	28%	23%	19%
5 - All the time	37%	26%	43%

Choose Products with Packaging That can be Recycled

	Local	Non-Resident Ratepayer	Seasonal Worker
1 - Never	6%	10%	10%
2	11%	15%	14%
3	20%	27%	14%
4	31%	21%	19%
5 - All the time	32%	27%	43%



Purchase Economy Sizes or Buy in Bulk

	Local	Non-Resident Ratepayer	Seasonal Worker
1 - Never	11%	15%	24%
2	16%	17%	33%
3	25%	32%	10%
4	24%	20%	5%
5 - All the time	24%	16%	29%

Purchase Second Hand Goods

	Local	Non-Resident Ratepayer	Seasonal Worker
1 - Never	19%	39%	5%
2	22%	25%	24%
3	22%	13%	24%
4	18%	13%	19%
5 - All the time	20%	10%	29%

Our Environment | Habits and Impacts



Household Waste Habits

Businesses are Responsible for Waste Education in the District

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly disagree	1%	1%	0%
Disagree	2%	1%	0%
Neutral	10%	15%	24%
Agree	46%	49%	38%
Strongly agree	39%	33%	38%
Not applicable	0%	1%	0%

The Council is Responsible for Waste Education in the District

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly disagree	1%	1%	0%
Disagree	4%	4%	0%
Neutral	14%	20%	38%
Agree	48%	49%	43%
Strongly agree	33%	25%	19%
Not applicable	0%	1%	0%

Individuals are Responsible for Waste Reduction in the District

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly disagree	2%	1%	0%
Disagree	4%	4%	10%
Neutral	14%	15%	24%
Agree	50%	52%	62%
Strongly agree	30%	27%	5%
Not applicable	0%	1%	0%



My Household Does Everything They Can to Reduce Our Waste

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly disagree	2%	2%	5%
Disagree	12%	8%	19%
Neutral	25%	26%	48%
Agree	43%	50%	24%
Strongly agree	18%	15%	5%
Not applicable	0%	0%	0%

I Would Like to Reduce My Household's Waste More, but I am Not Sure How

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly disagree	3%	3%	0%
Disagree	15%	13%	5%
Neutral	29%	39%	33%
Agree	39%	33%	57%
Strongly agree	11%	10%	5%
Not applicable	2%	2%	0%



Concern About Impact of Climate Change

	Local	Non-Resident Ratepayer	Seasonal Worker
Very concerned	35%	23%	38%
Concerned	40%	38%	38%
Neither	12%	16%	10%
Not concerned	7%	11%	14%
Not at all concerned	4%	9%	0%
Don't know	2%	2%	0%

Satisfaction with Environmental Protection by Council

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely satisfied	2%	2%	0%
Satisfied	28%	38%	29%
Neither	35%	39%	43%
Dissatisfied	24%	15%	19%
Extremely dissatisfied	8%	3%	10%
Not applicable	2%	2%	0%



07 Belonging, Networks, Connections, and Resilience



Our Belonging in the District | Summary



Non-Resident Ratepayers

Non-resident ratepayers are more likely to mention they do not consider themselves a local (41%) and to mention they are not sure how long they intend to keep their property in the district (25%). Interestingly, these respondents are more likely to mention the neighbourhood perceptions are not applicable to them.

Almost half (43%) of these respondents indicate they don't attend any groups in the district.

Seasonal Workers

These respondents are more likely to mention they intend to stay in the district for less than 1 year (33%) or for between 2 and 5 years (33%), with visa expiring (43%), work contract ending (43%), and not feeling a part of the community (71%) primary reasons for intending to leave.

A quarter of seasonal workers mention they disagree (24%) that they have pride in the district. Neighbourhood perceptions appear mostly negative amongst seasonal workers, with these respondents more likely to mention they strongly disagree they are willing to work with others on something to improve their neighbourhood (5%), that they regularly stop and talk to people in their neighbourhood (19%), that they enjoy connecting with their neighbours (10%), and that living in their neighbourhood gives a strong sense of community (14%). Seasonal workers are also more likely to disagree that they have a good support network (14%) and that they are able to cope with current challenges (19%).

Our Belonging in the District | Living Here



Consider Themselves a Local

	Local	Non-Resident Ratepayer	Seasonal Worker
Yes	89%	49%	81%
No	8%	41%	19%
I don't know	3%	10%	0%

Intention to Stay in District

	Local	Non-Resident Ratepayer	Seasonal Worker
Less than a year	2%	1%	33%
1 year to just under 2 years	3%	1%	5%
2 years to just under 5 years	8%	4%	33%
5 years to just under 10 years	6%	4%	10%
10+ years	63%	66%	5%
Not sure	18%	25%	14%

Reasons for Intention to Leave

	Local	Non-Resident Ratepayer	Seasonal Worker
I'm on a working holiday/break from studying	0%	0%	0%
My visa will expire	0%	0%	43%
My work contract will expire	0%	0%	43%
I cannot afford to stay	36%	100%	71%
To start a family, meaning loss of one income	5%	0%	14%
I need to move closer to family	19%	0%	14%
I need to move closer to healthcare/social services	4%	100%	14%
I want to buy a house and that's not possible here	19%	0%	29%
My lifestyle will be better elsewhere	68%	0%	57%
For better career opportunities	15%	0%	43%
I don't like the weather	10%	0%	14%
I don't feel part of a community	8%	0%	71%

Our Belonging in the District | Neighbourhood and Community



Pride in the District

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly agree	34%	39%	19%
Agree	44%	46%	33%
Neither	12%	10%	19%
Disagree	7%	2%	24%
Strongly disagree	2%	3%	5%
Not applicable	0%	1%	0%

Neighbourhood Perceptions

I Am Willing to Work with Others on Something to Improve My Neighbourhood

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly agree	24%	22%	10%
Agree	58%	53%	57%
Neither	13%	17%	19%
Disagree	2%	2%	5%
Strongly disagree	0%	0%	5%
Not applicable	2%	6%	5%

I Regularly Stop and Talk to People in My Neighbourhood

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly agree	22%	18%	0%
Agree	46%	52%	29%
Neither	17%	19%	24%
Disagree	11%	5%	29%
Strongly disagree	2%	1%	19%
Not applicable	2%	4%	0%

Our Belonging in the District | Neighbourhood and Community



I Enjoy Connecting with My Neighbours

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly agree	21%	19%	5%
Agree	50%	59%	19%
Neither	20%	12%	48%
Disagree	6%	4%	14%
Strongly disagree	1%	1%	10%
Not applicable	2%	5%	5%

Living in This Neighbourhood Gives Me a Sense of Community

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly agree	20%	13%	5%
Agree	43%	49%	29%
Neither	20%	25%	33%
Disagree	13%	6%	19%
Strongly disagree	3%	1%	14%
Not applicable	1%	7%	0%

There is a Strong and Active Community in This Neighbourhood

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly agree	17%	16%	5%
Agree	41%	32%	24%
Neither	22%	36%	48%
Disagree	15%	9%	10%
Strongly disagree	3%	1%	10%
Not applicable	2%	7%	5%

Our Belonging in the District | Neighbourhood and Community



There are Sufficient Community Facilities Within My Neighbourhood

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly agree	12%	11%	14%
Agree	49%	52%	57%
Neither	14%	18%	14%
Disagree	18%	11%	5%
Strongly disagree	5%	1%	5%
Not applicable	3%	6%	5%

I Participate in Activities Within My Neighbourhood

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly agree	11%	5%	0%
Agree	39%	32%	19%
Neither	27%	37%	57%
Disagree	16%	11%	19%
Strongly disagree	3%	2%	5%
Not applicable	4%	13%	0%

Our Belonging in the District | Neighbourhood and Community



Impact of Different Cultures and Lifestyles

	Local	Non-Resident Ratepayer	Seasonal Worker
A much better place to live	17%	11%	29%
A better place to live	39%	39%	48%
Makes no difference	24%	27%	10%
A worse place to live	9%	11%	10%
A much worse place to live	4%	2%	0%
Not applicable/ Don't know	7%	11%	5%

District Growth

I am Comfortable with the Growth of Visitor Numbers

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly agree	3%	3%	10%
Agree	22%	21%	33%
Neither	12%	15%	14%
Disagree	29%	35%	29%
Strongly disagree	34%	26%	14%
Not applicable	1%	0%	0%

I am Comfortable with the Growth of Resident Numbers

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly agree	4%	3%	5%
Agree	27%	27%	29%
Neither	14%	19%	19%
Disagree	30%	30%	24%
Strongly disagree	24%	21%	19%
Not applicable	1%	0%	5%

Our Community Networks and Connections | Groups



Group Participation

	Local	Non-Resident Ratepayer	Seasonal Worker
Sport/Recreation	44%	32%	26%
Health/Wellbeing	20%	9%	11%
Environmental/Conservation	19%	12%	21%
Local Community Association	17%	11%	5%
Business network group	16%	9%	11%
Education/Training	15%	5%	5%
Arts/Music/Theatre	14%	10%	16%
Childcare/Playgroup/Activities for children	11%	6%	5%
Literature/Books	11%	9%	0%
Online communities / gaming	9%	2%	5%
Community Support/Advice/Advocacy	8%	4%	5%
Religion/Faith/Spiritual	8%	6%	0%
Other creative	7%	6%	0%
Culture/Heritage	7%	5%	0%
Civil Defence/Emergency Management	5%	1%	0%
Other group, please specify	6%	4%	0%
I don't attend specific groups, but I like to socialise with friends	24%	43%	42%

Council Providing Support for Community Groups

	Local	Non-Resident Ratepayer	Seasonal Worker
Yes	34%	35%	10%
No	18%	9%	24%
I don't know	49%	56%	67%

Our Community Networks and Connections | Services



Services Queenstown Needs More of

	Local	Non-Resident Ratepayer	Seasonal Worker
Mental Health services	62%	47%	67%
Maternity services	60%	47%	27%
Older people services	31%	31%	7%
Budgeting/Financial capability	29%	21%	27%
Civil Defence / Emergency Management	28%	28%	7%
Special needs and disability services	27%	27%	20%
Education and training	25%	11%	33%
Support services	25%	23%	33%
Addiction services	23%	13%	13%
Youth services	21%	20%	7%
Family violence services	20%	11%	13%
Employment services	18%	14%	20%
Family/whanau services	15%	11%	7%
Parenting/caregiver services	12%	15%	7%
Child care services	10%	11%	13%
Legal/Civil services	8%	5%	20%
Ethnic services	8%	6%	13%

Our Community Networks and Connections | Services



Services Personally Used

	Local	Non-Resident Ratepayer	Seasonal Worker
Mental Health services	25%	10%	40%
Education and training	23%	19%	60%
Child care services	21%	19%	20%
Maternity services	18%	19%	20%
Legal/Civil services	15%	24%	40%
Support services	11%	10%	20%
Employment services	11%	0%	0%
Parenting/caregiver services	10%	5%	0%
Older people services	9%	10%	0%
Special needs and disability services	7%	5%	0%
Family/whanau services	6%	5%	0%
Civil Defence / Emergency Management	5%	5%	0%
Youth services	5%	5%	0%
Budgeting/Financial capability	5%	5%	0%
Family violence services	2%	0%	0%
Addiction services	2%	0%	0%
Ethnic services	1%	5%	0%

Availability of Services

Location

	Local	Non-Resident Ratepayer	Seasonal Worker
Yes	49%	56%	60%
Sometimes	32%	35%	15%
No	20%	8%	25%

Time

	Local	Non-Resident Ratepayer	Seasonal Worker
Yes	49%	56%	60%
Sometimes	32%	35%	15%
No	20%	8%	25%



Resilience

I Take Responsibility For My Own Actions

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly agree	54%	56%	43%
Agree	43%	42%	57%
Neither	1%	1%	0%
Disagree	0%	0%	0%
Strongly disagree	0%	1%	0%
Not applicable	0%	0%	0%

I Have a Good Support Network

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly agree	41%	45%	33%
Agree	46%	47%	52%
Neither	8%	5%	0%
Disagree	5%	2%	14%
Strongly disagree	1%	1%	0%
Not applicable	0%	1%	0%

I am an Optimistic Person

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly agree	34%	32%	24%
Agree	52%	58%	62%
Neither	9%	8%	10%
Disagree	3%	1%	5%
Strongly disagree	1%	1%	0%
Not applicable	1%	1%	0%



I Feel Able to Influence My Future

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly agree	33%	39%	14%
Agree	48%	48%	67%
Neither	11%	9%	14%
Disagree	6%	3%	5%
Strongly disagree	1%	2%	0%
Not applicable	0%	0%	0%

I Focus on Solutions, as Opposed to Problems

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly agree	33%	31%	24%
Agree	57%	58%	71%
Neither	8%	9%	5%
Disagree	2%	1%	0%
Strongly disagree	0%	1%	0%
Not applicable	0%	0%	0%

I Feel Able to Cope with Current Challenges

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly agree	31%	40%	19%
Agree	55%	54%	62%
Neither	9%	5%	0%
Disagree	4%	0%	19%
Strongly disagree	1%	1%	0%
Not applicable	0%	0%	0%

Belonging, Networks, Connections, and Resilience | Summary



I Feel Able to Cope with Future Challenges

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly agree	29%	39%	19%
Agree	54%	51%	71%
Neither	11%	8%	5%
Disagree	5%	0%	5%
Strongly disagree	1%	1%	0%
Not applicable	0%	0%	0%

I Feel Supported and Never Lonely

	Local	Non-Resident Ratepayer	Seasonal Worker
Strongly agree	25%	33%	10%
Agree	43%	53%	52%
Neither	18%	10%	19%
Disagree	12%	4%	19%
Strongly disagree	2%	1%	0%
Not applicable	0%	0%	0%



08 Our Quality of Life





Non-Resident Ratepayers

Almost all (90%) of non-resident ratepayers mention their overall quality of life is good (56%) or extremely good (34%), this is on a par with the total level results. When looking at improvements to quality of life in the district, non-resident ratepayers are more likely to mention an improvement pertaining to people and growth (41%), specifically less tourists (23%), less development (8%), less people (8%), and introduce a bed or tourist tax (3%). These respondents mention Council's role in improving quality of life in the district revolves around stopping freedom camping (4%), protecting the district's environment (5%), and not expanding the airport (8%).

Seasonal Workers

Fifty-eight percent of seasonal workers indicate their overall quality of life is good (48%) or extremely good (10%). However, these respondents are more likely to indicate their quality of life is extremely low (5%). Cost of living (75%) is the primary improvement these respondents mention, specifically more affordable housing (50%) and a general lower cost of living (33%).



Overall Quality of Life

	Local	Non-Resident Ratepayer	Seasonal Worker
Extremely good	29%	34%	10%
Good	50%	56%	48%
Average	17%	8%	29%
Poor	3%	2%	10%
Extremely poor	1%	0%	5%
Not applicable	0%	0%	0%



Our Quality of Life | Improvements



Improvements to Quality of Life

	Local	Non-Resident Ratepayer	Seasonal Worker
PEOPLE AND GROWTH - NET	20%	41%	8%
Less tourists	10%	23%	0%
Less development	3%	8%	0%
Less growth	5%	7%	0%
No freedom camping	1%	1%	0%
Less Air BnB	0%	0%	8%
Working less	1%	0%	0%
More housing	1%	1%	0%
Less people	1%	8%	0%
Introduce bed or tourist tax	0%	3%	0%
COST OF LIVING - NET	32%	5%	75%
Reduced petrol prices	2%	0%	0%
Increased wages	8%	1%	17%
More affordable housing	17%	3%	50%
More disposable income	3%	0%	0%
General lower cost of living	11%	1%	33%
INFRASTRUCTURE - NET	4%	3%	0%
More infrastructure	3%	3%	0%
Another supermarket	1%	0%	0%
TRANSPORT - NET	22%	31%	0%
More public transport	3%	4%	0%
Less traffic	9%	18%	0%
More parking	3%	3%	0%
Car free areas	1%	0%	0%
Less plane noise	3%	3%	0%
More cycleways	1%	0%	0%
Road safety	3%	5%	0%
Less tourist drivers	1%	1%	0%
Better roads	2%	3%	0%
ENVIRONMENT - NET	4%	9%	0%
Cleaner water	3%	5%	0%
Less rubbish	1%	1%	0%
Better recycling	1%	1%	0%
Reducing environmental impact	1%	1%	0%
COMMUNITY - NET	15%	5%	0%
More community groups	4%	3%	0%
More community spirit	3%	1%	0%
More health services	6%	0%	0%
More friends	1%	1%	0%
More parks	1%	0%	0%
More arts and culture	2%	1%	0%



Our Quality of Life | Council's Role



Council's Role in Improving Quality of Life

	Local	Non-Resident Ratepayer	Seasonal Worker
PEOPLE AND GROWTH - NET	39%	47%	38%
Limit growth	8%	11%	0%
Better future planning	8%	9%	0%
Less development	7%	8%	0%
Less tourists	7%	12%	0%
Include all areas in plans	1%	0%	0%
Tourist tax	3%	3%	0%
Putting residents before tourists	2%	3%	0%
Affordable housing	4%	3%	13%
Stop freedom camping	1%	4%	0%
Regulate landlords	2%	0%	25%
Regulate Air BnB	1%	0%	0%
ENVIRONMENT - NET	8%	9%	0%
Protect green areas	4%	1%	0%
Better rubbish and recycling	4%	4%	0%
Protect water and waterways	1%	0%	0%
Protect district's environment	2%	5%	0%
COST OF LIVING - NET	11%	1%	50%
Reduce fuel costs	1%	0%	0%
Reduce cost of living	11%	1%	50%
COMMUNITY - NET	14%	5%	13%
Provide more social support	6%	1%	0%
Provide more health services	3%	1%	13%
Provide more facilities	3%	3%	0%
Provide community events	1%	0%	0%
TRANSPORT - NET	14%	16%	25%
Better roads connecting towns	3%	4%	13%
Reduce congestion on roads	6%	3%	13%
Better public transport	3%	0%	13%
Better parking	2%	3%	0%
More cycleways	1%	0%	0%
Better cycleways	1%	0%	0%
Education of foreign drivers	1%	0%	0%
Don't expand airport	2%	8%	0%
INFRASTRUCTURE - NET	8%	3%	0%
More infrastructure for tourists	4%	0%	0%
More infrastructure for growth	6%	3%	0%
QLDC - NET	9%	16%	0%
QLDC should stick to core functions	2%	5%	0%
QLDC enforcing regulations	1%	3%	0%
Happy with QLDC	1%	3%	0%
Listen to and communicate with residents	5%	5%	0%



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