



# QUEENSTOWN LAKES DISTRICT COUNCIL

## 2022 QUALITY OF LIFE SURVEY RESULTS



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# PROJECT OVERVIEW



# PROJECT BACKGROUND

## BACKGROUND

Queenstown Lakes District Council (QLDC) is the local area authority, who along with partner organisations, is responsible for the delivery of services to residents in the Queenstown Lakes district

Since 2018, QLDC has conducted the Quality of Life Survey to gauge residents' overall quality of life. Specifically, this study has looked at the various facets which contribute to this, so that QLDC and its partners can help improve the quality of life of residents throughout the district. This is the fifth year that the Quality of Life Survey has been conducted. The information provided in this survey helps to build up a long-term picture of how the district is faring. It helps Council and public service providers understand what the big issues and challenges facing the communities are so they can plan for a better tomorrow.

## METHOD

QLDC commissioned Versus Research to complete the Quality of Life Survey.

Consistent with previous years, details of participants for this year's survey were obtained via the electoral roll, whereby a total number of n=12,500 residents were selected at random to participate. In previous years, invitation to participate in the survey were sent to residents solely via post whereas this year, invitations were emailed to anyone whose contact details could be matched to the QLDC ratepayer database

Overall, n=3,247 invitations were sent via email with the remaining n=9,253 invitations sent via post. QLDC also included a link to the survey on its social media channels and website.

This year, a specific survey for non-resident ratepayers was designed and distributed alongside a survey for local residents. All non-resident ratepayers were sent an invitation to participate via email. QLDC supplied the ratepayer database, with a total of n=6,291 invitations sent to non-resident ratepayers.

## SAMPLE

A total of n=1,488 completed responses were collected from residents. A breakdown of the number of surveys collected from each method is shown in the table below. It should be noted that a number of residents entered their log-in code when they completed the survey through the QLDC link. This indicates they also received a postal invitation to complete the survey.

	Number collected	Proportion of total surveys collected	Response rate	Number of surveys in final sample
Postal invitation	n=506	34%	5.5%	n=344
Email invitation	n=372	25%	11.5%	n=247
QLDC distributed link	n=610	41%	-	n=409

The resident sample was stratified after the fieldwork was closed to achieve the most representative sample of respondents (based on area, gender, and age). The final reported sample was comprised of n=1,000 responses.

A total of n=600 non-resident ratepayer surveys were collected, all of which have been included in the reporting for these results.

## QUESTIONNAIRE

The residents survey questionnaire content has remained similar since the inception of the project in 2018. Each year some questions are altered to ensure the survey remains relevant and topical to the residents of the district. New questions included this year primarily pertain to health problems or conditions, satisfaction with life, access to emergency housing, different housing options, financial security, satisfaction with cultural events, and regular participation in activities.

This year a targeted non-residents survey was developed to ensure the questions were relevant for this group.

Copies of both the resident survey and the non-resident survey can be found in the appendix.

# PROJECT BACKGROUND

## MARGIN OF ERROR

Margin of Error (MoE) is a statistic used to show the amount of random sampling error present in a survey's results. The MoE is particularly relevant when analysing a subset of data as a smaller sample size incurs a greater MoE. The final sample size for this study was n=1,000, which yields a maximum MoE of +/- 3.1%. That is, if the observed result on the total sample of n=1,000 is 50% (point of maximum margin of error), then there is a 95% probability that the true answer falls between 46.9% and 53.1%.

## SIGNIFICANCE TESTING

Where year on year results have been presented, significance testing has been applied to identify statistically significant differences between 2021 and 2022 findings. Significant differences are shown throughout the report with a square box on figures within the charts and tables.

## WEIGHTS

Age weightings have been applied to the final data set. Weighting is a standard practice in research and is used to account for any skews in the data set, i.e., that each group is represented as it would be in the population.

The weighting proportions are based on the 2018 Census (Statistics New Zealand). These proportions are outlined in the table below:

Age	Weighting proportion (%)
18-24	10%
25-39	37%
40-54	23%
55-64	14%
65+	16%

## NOTES ON REPORTING

Findings for this study have been split and reported in 11 main sections, with the non-resident ratepayers results shown in the appendix.

The following details should be considered when reviewing this report:

- The question and base size for each chart is shown at the bottom of the page;
- On certain charts, labels 2% or less have not been shown due to the overlapping of results making it difficult to read;
- Due to rounding and multi-choice questions, not all percentages add up to 100%;
- The abbreviation 'cf.' is used throughout the report's commentary when comparing year-on-year results. This abbreviation means 'compared to'.

## RELATIONSHIP BETWEEN DEMOGRAPHIC VARIABLES

Throughout this report, analysis has been conducted by demographic variables to see where differences between different respondents may exist. This analysis has been completed for the demographic variables independently, and correlations that may exist between these demographics have not been accounted for, or reported on, in this analysis. Readers should bear this in mind when reviewing these findings.

# ABOUT US



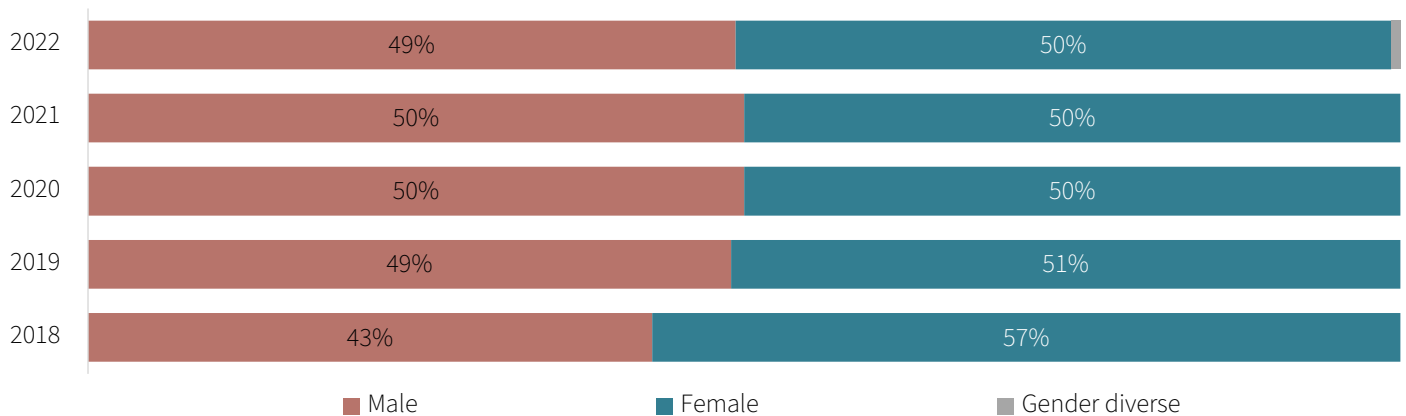
# OUR DISTRICT

The gender and age results shown on this page are unweighted results.

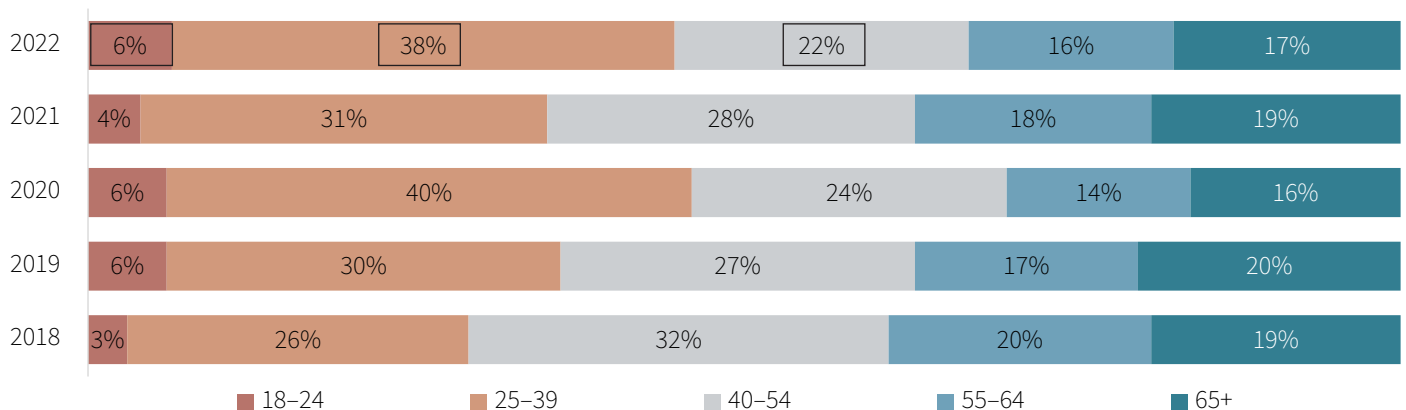
In line with previous years' results, the split between male and female in the sample is relatively even. It should be noted that this year 1% of residents identify as gender diverse, this is a new option for the 2022 survey.

When looking at age breakdown, a significantly greater number of responses from residents aged 18–24 (6% cf. 2021, 4%) and 25–39 years old (38% cf. 2021, 31%) were collected this year while significantly fewer responses from residents aged 40–54 (22% cf. 2021, 28%) were collected this year. In line with last year's results, 16% of residents are aged 55–64 and 17% are aged 65 years and over.

## GENDER



## AGE



Q. Which of the following best describes you? Q. What is your current age? Base size n=1000

These results show the proportions of each demographic captured within the survey, the population statistics, based on the 2018 census, for gender are: male: 51% and female: 49%. Population statistics for age are: 18–24: 10%, 25–39: 37%, 40–54: 23%, 55–64: 14%, and 65+: 16%.

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

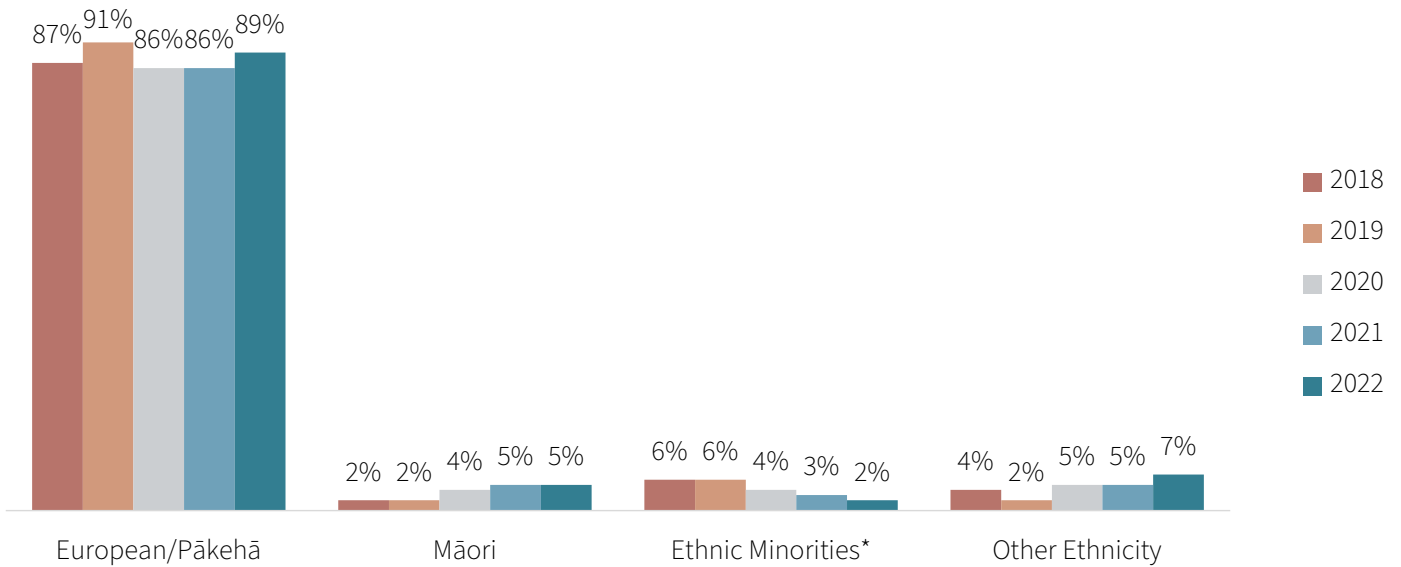
# OUR DISTRICT

The results shown on this page are unweighted results.

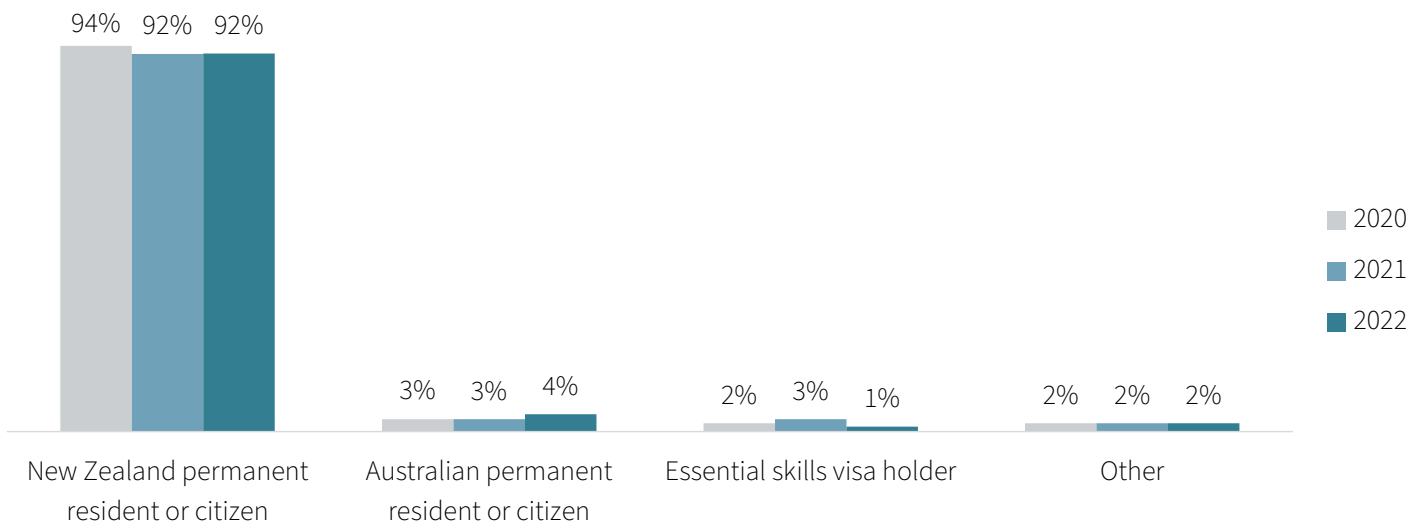
In line with previous years' results, 89% of residents identify as European or Pākehā. A further 5% of residents identify as Māori.

Ninety two percent of residents indicate they are a New Zealand permanent resident or citizen. At a lower level, 4% of residents are an Australian permanent resident or citizen and 1% identify as an essential skills visa holder.

## ETHNICITY



## VISA



Q. Which of the following ethnic groups do you belong to? Q. Which of the following best describes you? Base size n=1000

\*Ethnic minorities are grouped results from Samoan, Cook Island Maori, Tongan, Niuean, Chinese, and Indian. Other ethnicity groups all other results, primarily Australian, British, and New Zealander.

These results show the proportions of each demographic captured within the survey. The population statistics, based on the 2018 census, for ethnic groups are: European: 84%, Māori: 5.3%, ethnic minorities: 16%, Other ethnicity: 1%. There are no population statistics available for visa status.

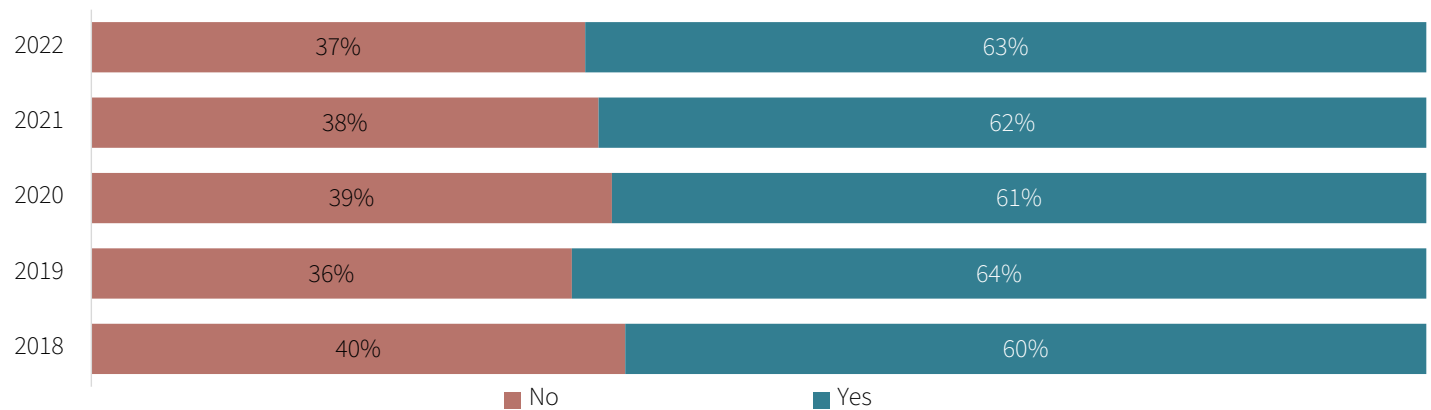


# OUR DISTRICT

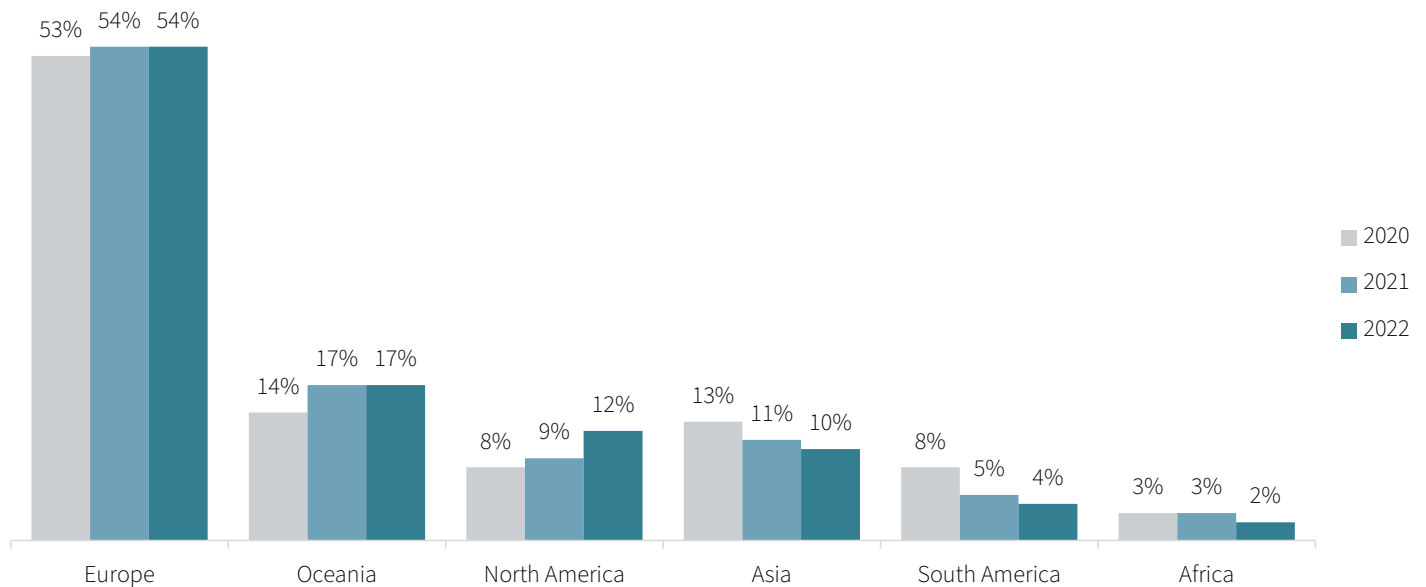
The results shown on this page are unweighted results.

Around two thirds (63%) of residents indicate they were born in New Zealand. Please note that comparisons to previous years are indicative only as the question changed this year. Over half (54%) of residents not born in New Zealand indicate they were born in Europe. At a lower level these residents mention they were born in Oceania (17%), North America (12%), or Asia (10%).

## BORN IN NEW ZEALAND



## PLACE OF BIRTH



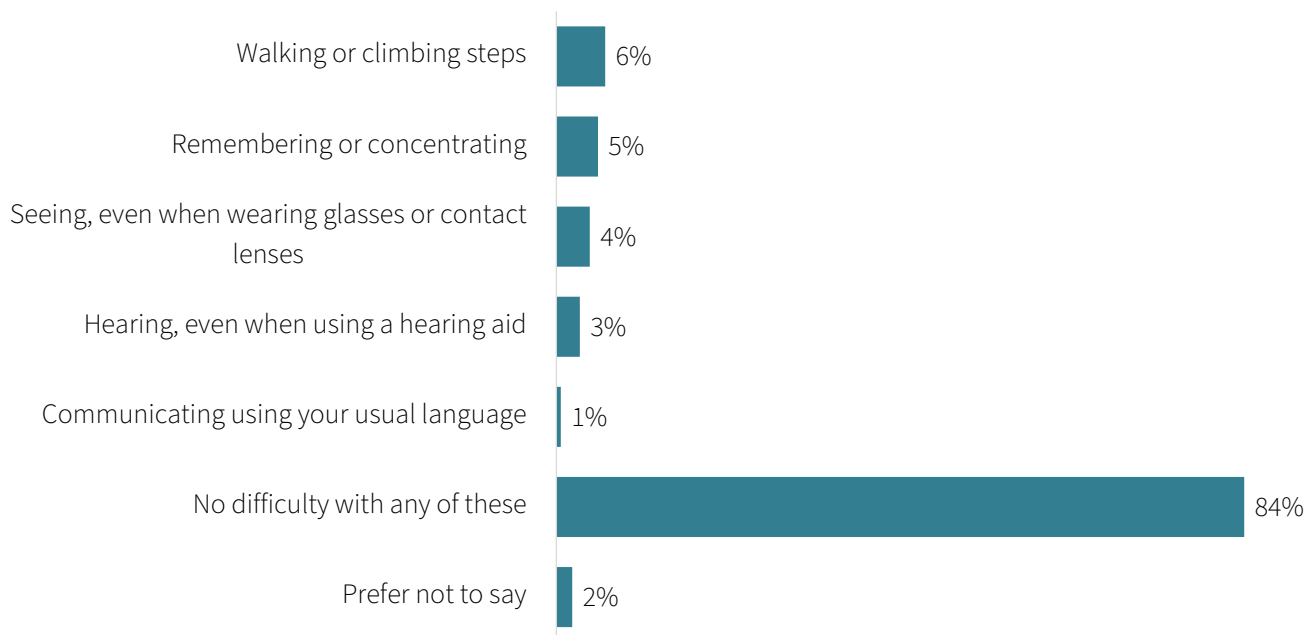
Q. Please write which country you were born in? Base size n=1000

These results show the proportions of each demographic captured within the survey. The population statistics, based on the 2018 census, for birthplace are: Born in NZ: 59% and born outside of NZ: 41%. Population statistics for those born outside of New Zealand are: born in Europe: 46%, Oceania: 12%, North America: 7%, Asia: 21%, South America: 11%, Africa: 3%.

# HEALTH PROBLEM OR CONDITION

In a new question this year, residents were asked if they have specific health problems or conditions. Ten percent of residents indicate they have one health problem or condition, 3% suffer from two health problems or conditions, and 1% indicate they suffer from three. Overall, 14% of residents indicate they have at least one health problem or condition. Walking or climbing steps (6%), remembering or concentrating (5%), and seeing (4%) are the primary health problems or conditions that cause residents difficulty. This is followed by hearing (3%) and communicating (1%).

## SPECIFIC HEALTH PROBLEM OR CONDITION



Residents who have a health problem or condition are more likely to:

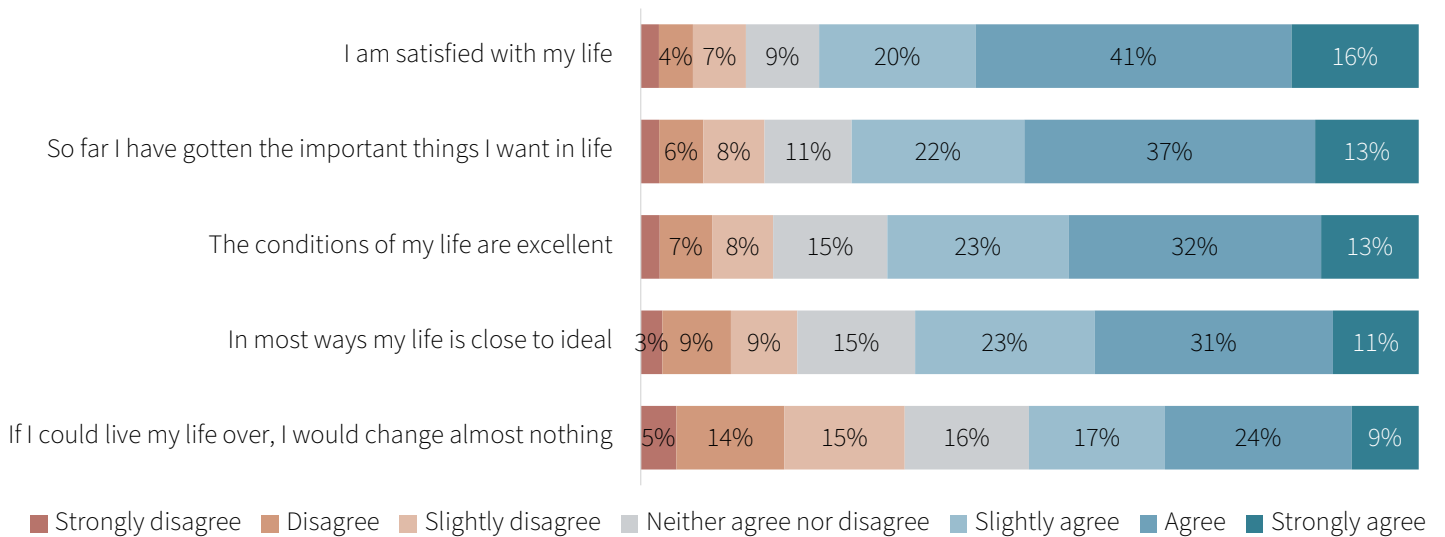
- Rate their overall quality of life as poor or average
- Live by themselves
- Not be able to afford to adequately heat their home
- Have a household income under \$40,000
- Not be able to cover their expenses
- Be retired
- Rate their mental health as mostly bad or very bad
- Rate their physical health as mostly bad or very bad

# SATISFACTION WITH LIFE

This year, a new satisfaction with life scale has been included. The satisfaction with life scale consists of “a five item scale designed to measure global cognitive judgments of one’s life satisfaction (not a measure of either positive or negative).” The results from these questions are shown below, with the overall score calculated and shown overleaf.

Seventy seven percent of residents agree they are satisfied with their life, with a further 72% agreeing they have got the important things in life they want to this point. Sixty eight percent of residents agree the conditions of their life are excellent and a further 65% agree that in most ways their life is close to ideal. Half (50%) of residents agree they would change almost nothing if they could live their life over again.

## SATISFACTION WITH LIFE SCALE

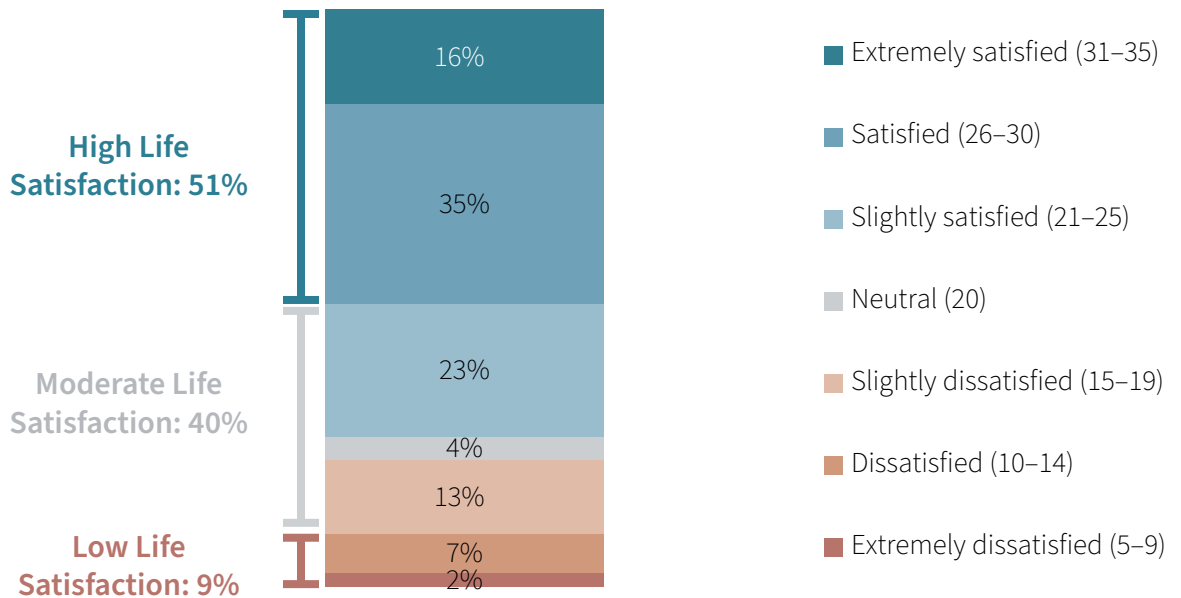


Q. We have one final question to gauge your satisfaction with life. Please indicate how much you agree or disagree with the following statements: Base size n=1000

# SATISFACTION WITH LIFE

From the series of measures which comprise this scale, an overall satisfaction with life score can be calculated based on residents' responses to the five individual measures. Just over half (51%) of residents are categorised as being extremely satisfied (16%) or satisfied (35%). Forty percent of residents are categorised as slightly satisfied (23%), neutral (4%), or slightly dissatisfied (13%) while 9% of residents are categorised as dissatisfied (7%) or extremely dissatisfied (2%) on the satisfaction with life score.

## SATISFACTION WITH LIFE SCORE



# SATISFACTION WITH LIFE PROFILES

Residents were asked to rate their level of satisfaction with their life. Respondents were then categorised as having either high, medium, or low life satisfaction depending on their responses. Below are the statistically significant results for each satisfaction group with regards to the questions asked in the About Us section.

## HIGH LIFE SATISFACTION

These residents are more likely to:

- Be aged 55-64 or 65+ years old
- Be New Zealand European
- Have been born in NZ
- Have no difficulty with any of the health problems or conditions

## MODERATE LIFE SATISFACTION

These residents are more likely to:

- Be aged 25-39 years old
- Have been born in Europe or Asia

## LOW LIFE SATISFACTION

These residents are more likely to:

- Be aged 25-39 years old
- Be an accredited working visa holder
- Have difficulty remembering or concentrating
- Have difficulty communicating using their usual language

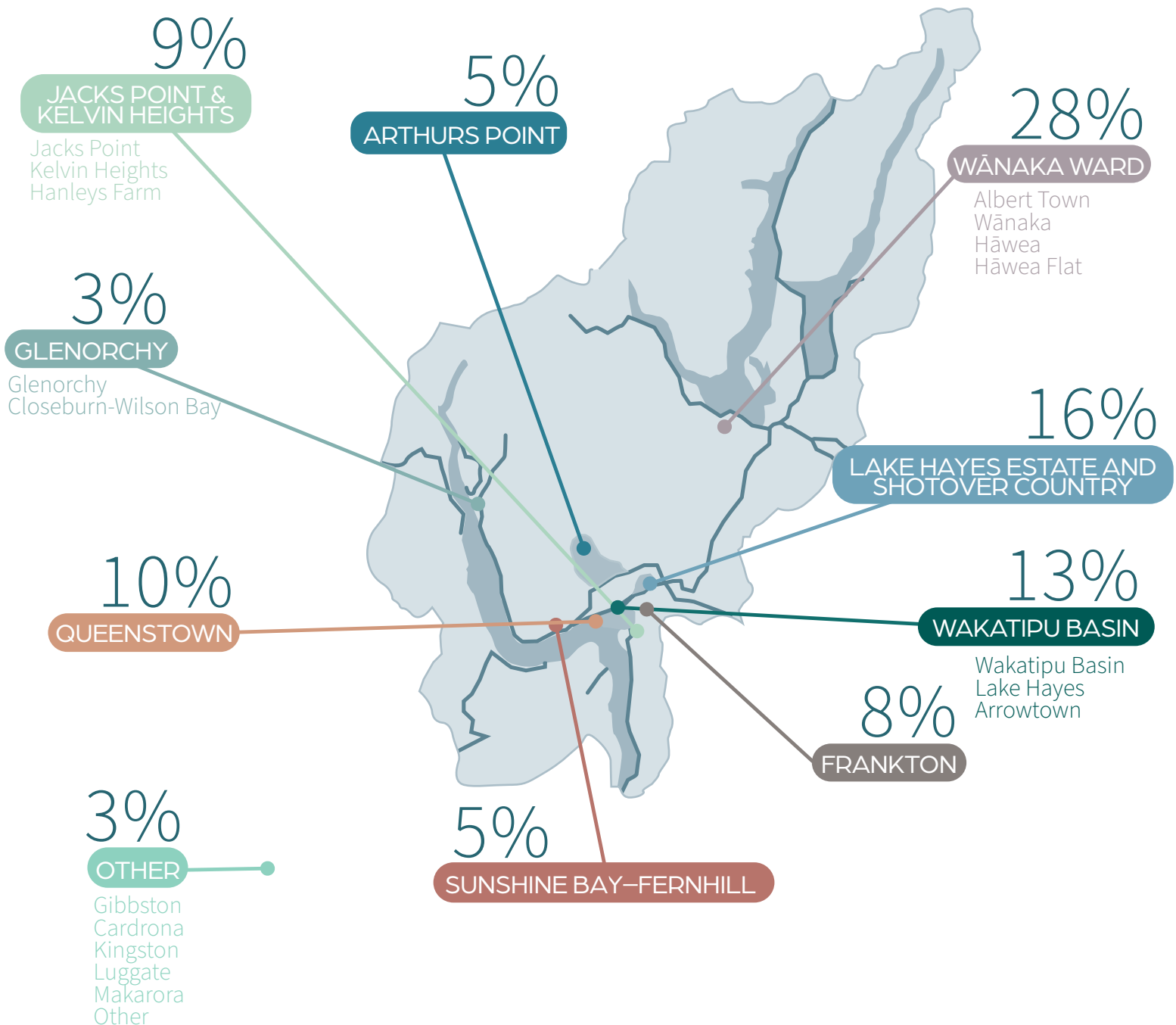
# HOUSING



# NEIGHBOURHOOD

Below is the details of the location of residents collected within this project. Details of area groupings are shown below each area.

In line with previous years' results, 28% of residents indicate they live in Wānaka ward, 16% in Lake Hayes Estate and Shotover Country, and 13% in Wakatipu Basin.

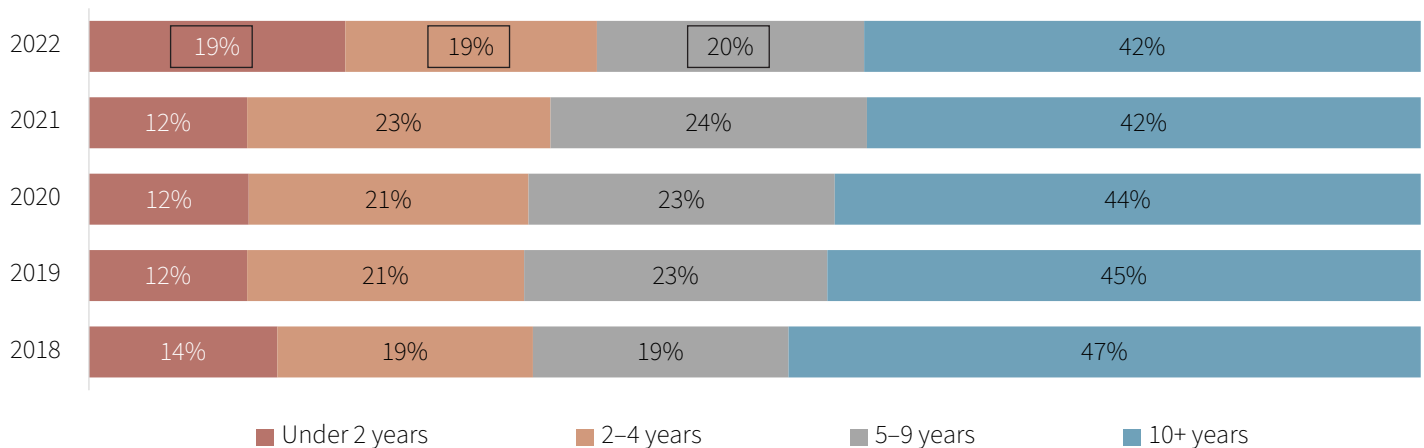


Q. Where in the district do you currently live? Base size n=1000  
Year on year results for area are shown in the appendix of this document.

# NEIGHBOURHOOD

Notably this year, a significantly greater number of residents indicate they have lived in the district for less than two years (19% cf. 2021, 12%), while significantly fewer residents indicate they have lived in the district for 2–4 years (19% cf. 2021, 23%) or 5–9 years (20% cf. 2021, 24%). In line with previous years' results, 42% of residents have lived in the district for 10 years or more.

## YEARS IN THE DISTRICT



Q. How many years have you lived in the district? Q. How long do you intend to stay in the district for? Base size n=1000  
The square box on the chart indicates this year's result is a statistically significant change from last year's result.



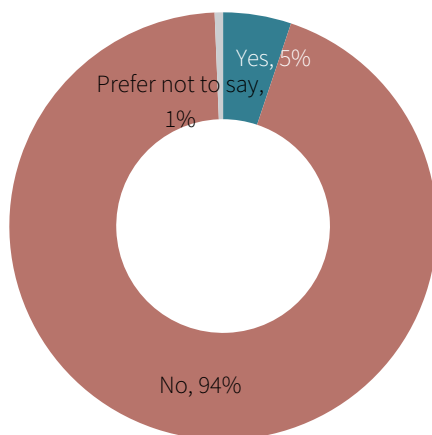
# EMERGENCY ACCOMMODATION

In a new question this year, residents were asked if they have accessed emergency accommodation and if so, how long their stay was.

Overall, 5% of residents indicate they have accessed emergency accommodation in the past 12 months.

Amongst residents who have accessed emergency housing in the past 12 months, 11% have spent a week in the accommodation, 4% two weeks, 8% three weeks, and 17% four weeks. Further to this, 6% of residents who have accessed emergency accommodation are using it indefinitely.

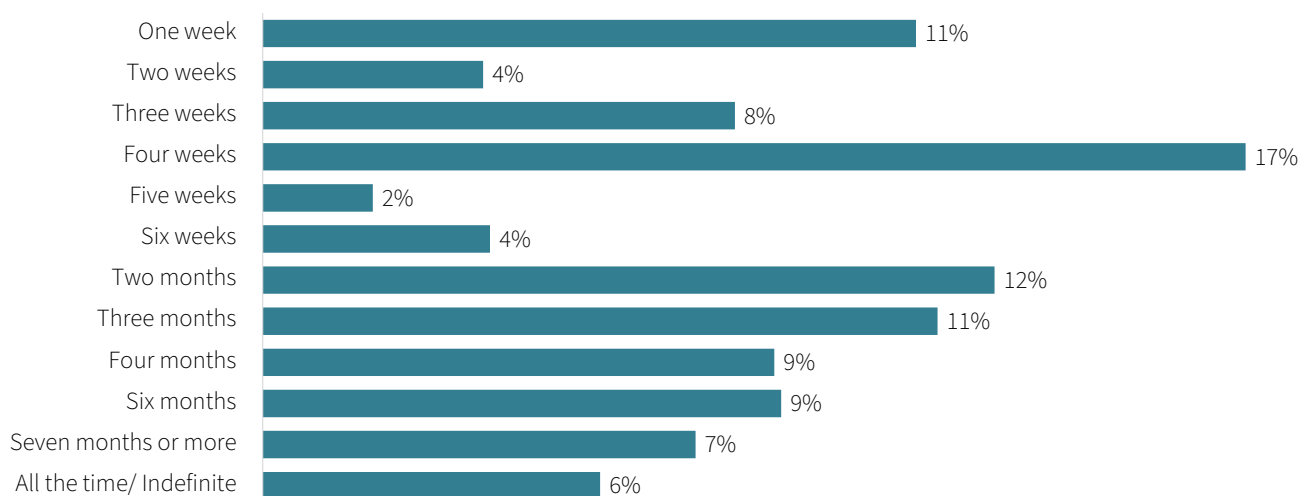
## ACCESSED EMERGENCY ACCOMMODATION



Those who have accessed emergency accommodation are more likely to:

- Be aged 32.1 years old, on average
- Hold an essential skills visa

## LENGTH OF TIME IN EMERGENCY ACCOMMODATION



Q. In the last 12 months have you accessed emergency accommodation or experienced insecure accommodation? Base size n=1000

Q. How long were you in emergency or insecure accommodation? Base size n=46

# LIVING SITUATION

In a new question for this year, residents were asked to describe their current living situation.

Eighty two percent of residents indicate they have a steady place to live. At a lower level, 16% of residents have a place to live today, but they are worried about losing it in the future and 2% of residents indicate they do not have a steady place to live.

## CURRENT LIVING SITUATION



- I do not have a steady place to live
- I have a place to live today, but I am worried about losing it in the future
- I have a steady place to live

Residents who indicate they have a steady place to live but are worried about the future are more likely to:

- Live in Lake Hayes Estate and Shotover Country or Queenstown
- Have lived in the district for four years or less
- Have accessed emergency accommodation

Residents who indicate they do not have a steady place to live are more likely to:

- Identify as female
- Live in Queenstown
- Have accessed emergency accommodation
- Have 6+ people living in their house

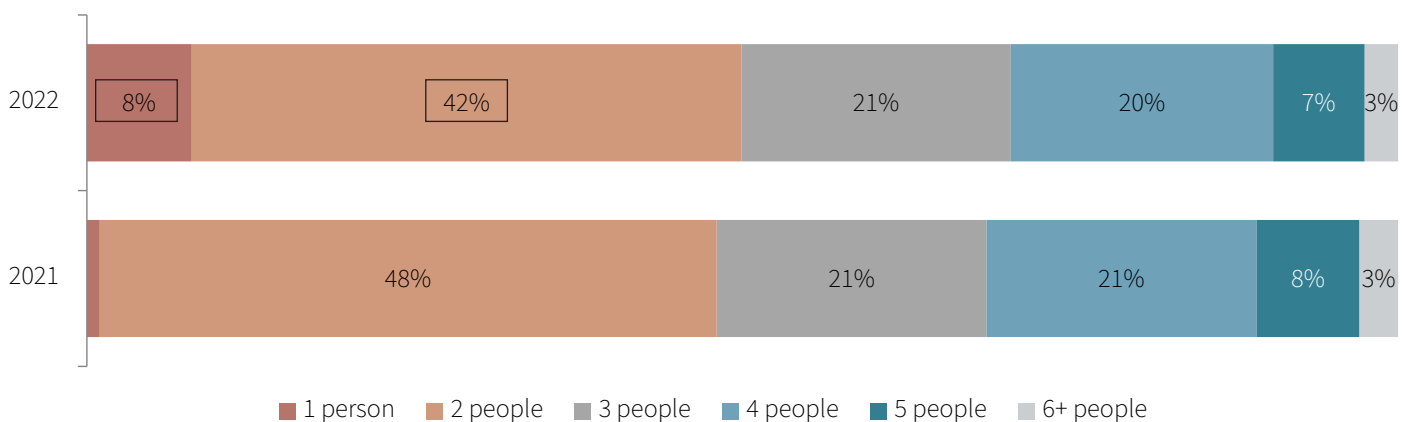
# LIVING SITUATION

Forty two percent of residents indicate two people live in their house, with a further 21% mentioning three people live in their house, and 20% have four people living in their house. This year there has been a significant increase in residents indicating they have one person living in their home (8% cf. 2021, 1%) and a significant decrease in mentions of two people living in a house (42% cf. 2021, 48%).

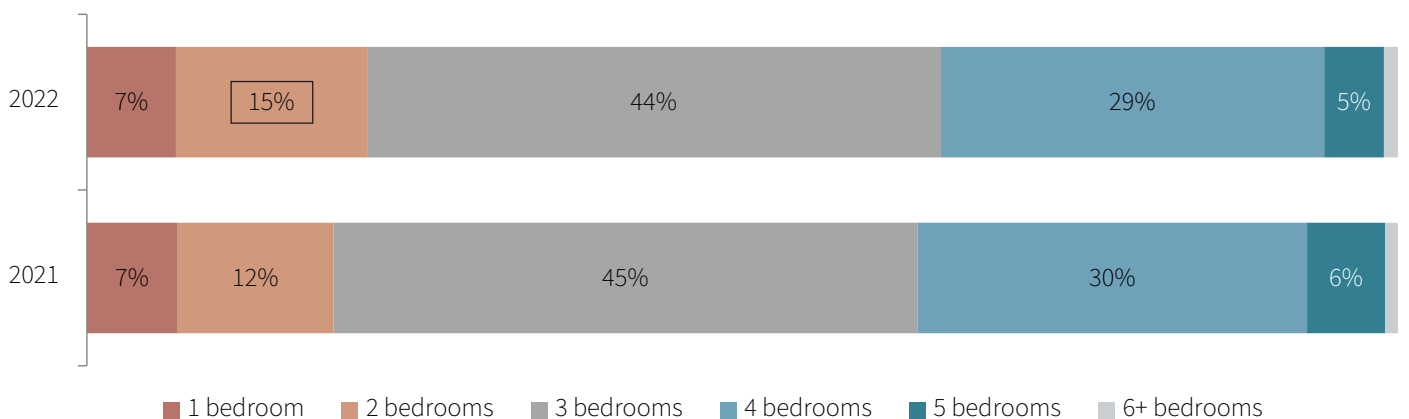
In terms of bedrooms, 44% of residents indicate they have three bedrooms in their house with a further 29% of residents mentioning they have four bedrooms. Notably this year, significantly more residents indicate they live in a two bedroom home (15% cf. 2021, 12%).

Notably, 5% of residents that have four people living in their house have two bedrooms, 4% of residents who have five people living in their house have three bedrooms, and 4% of residents who have six or more people living in their house have four bedrooms.

## NUMBER OF PEOPLE IN HOME



## NUMBER OF BEDROOMS IN HOME

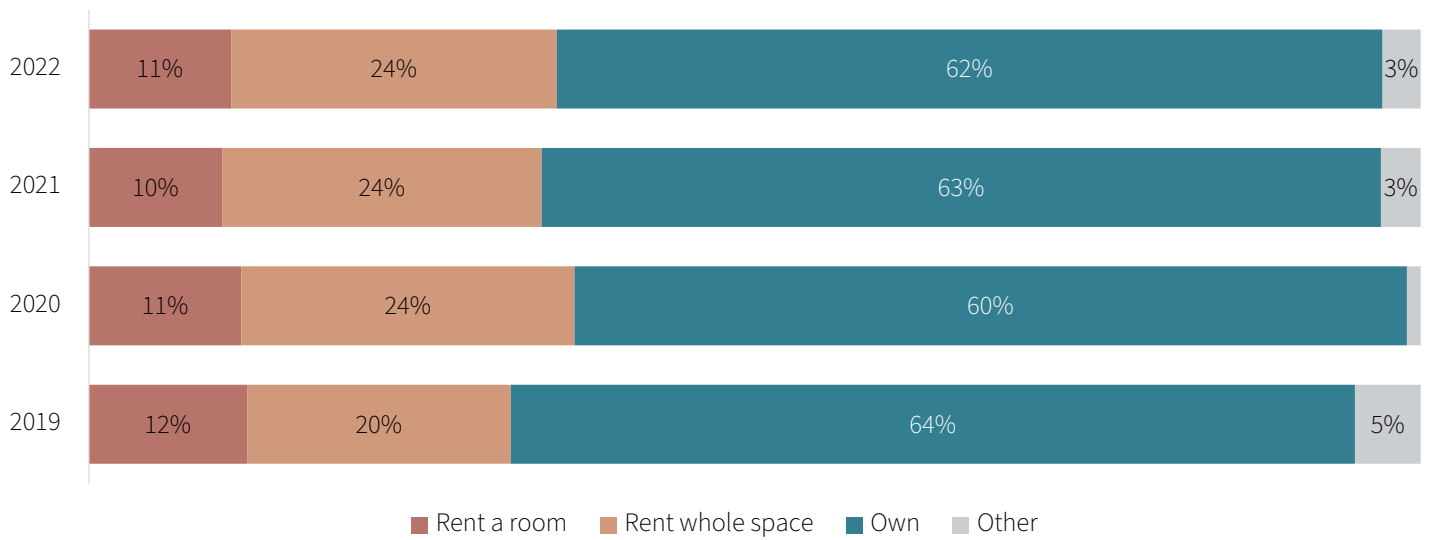


Q. How many people live in your home? Q. How many bedrooms does your home have? Base size n=1000  
The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# HOME OWNERSHIP

Similar to previous years' results, 62% of residents indicate they own the home they live in. A further 24% of residents indicate they rent a whole house or apartment and 11% of residents rent a room.

## HOME OWNERSHIP



Residents who rent a whole space or room are more likely to:

- Identify as female
- Be aged 18-39 years old
- Live in Lake Hayes Estate and Shotover Country, Queenstown, or Frankton
- Have a household income of between \$40,000-\$80,000

Residents who own their own home are more likely to:

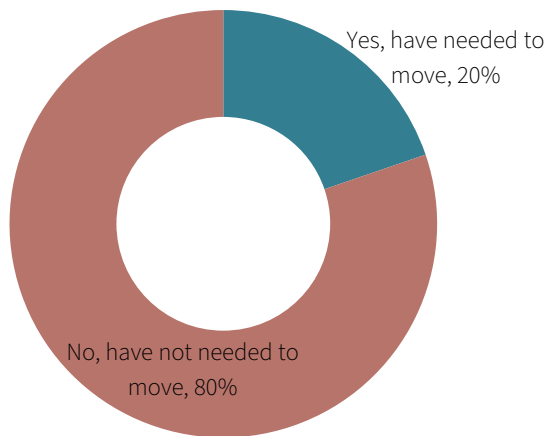
- Identify as male
- Be aged 40 years and over
- Be born in New Zealand
- Live in Wānaka, Wakatipu Basin, or Arthurs Point
- Have a household income of \$100,001+

# NEED TO MOVE

This year residents were asked if they have needed to move in the past 12 months.

Twenty percent of residents indicate they needed to move in the past 12 months. Reasons for needing to move primarily pertain to a lease expiring (19%), having built or bought a property (19%), or that the house was unhealthy to live in (16%).

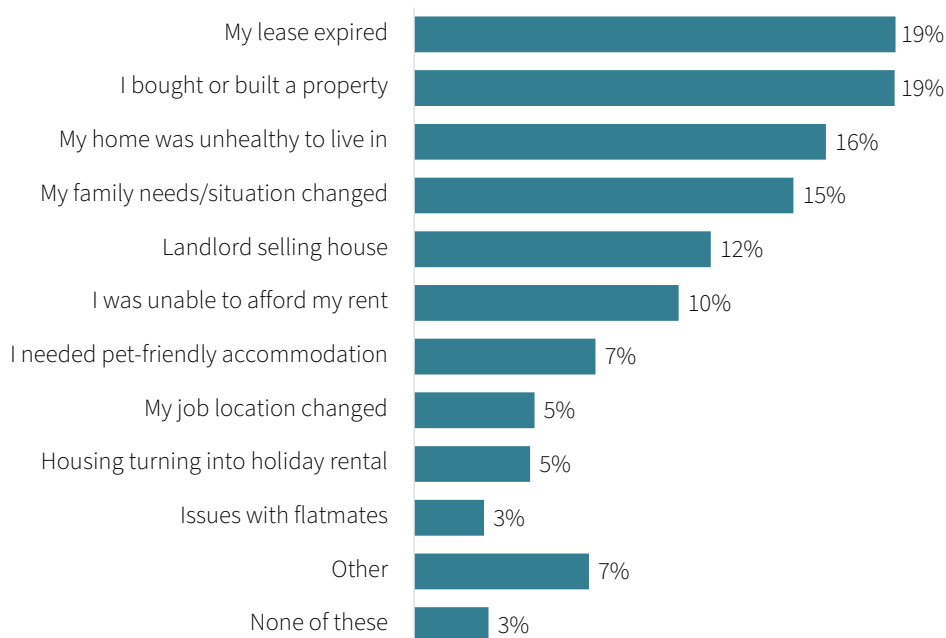
## NEEDED TO MOVE IN PAST 12 MONTHS



Residents who moved in the past 12 months are more likely to:

- Live in Queenstown or Jacks Point and Kelvin Heights
- Be aged 18-39 years old
- Have a household income of between \$40,000-\$80,000

## REASON FOR NEEDING TO MOVE



Q. Have you needed to move house within the district in the last 12 months? Base size n=1000

Q. Why did you need to move house? Base size n=188

# NEW HOUSING OPTIONS

This year residents were asked about their interest in different housing options in the district. Almost half (47%) of residents indicate they are interested in living in a one or two bedroom detached house. A further 39% of residents are interested in a town house or attached house and 31% of residents are interested in living in an apartment. Overall, 38% of residents indicate they would not choose to live in any of these options.

## DIFFERENT HOUSING OPTIONS



Residents interested in living in a 1 or 2 bedroom detached house are more likely to:

- Identify as female
- Be aged 18-39 years old
- Hold an essential skills visa
- Live in Queenstown, Frankton, or Sunshine Bay-Fernhill
- Have accessed emergency housing

Residents interested in living in a town house or attached house are more likely to:

- Identify as female
- Be aged 18-39 years old
- Live in Queenstown or Frankton
- Have accessed emergency housing
- Do not have a steady place to live

Residents interested in living in an apartment are more likely to:

- Be aged 18-39 years old
- Live in Queenstown or Frankton
- Have accessed emergency housing
- Do not have a steady place to live

Residents not interested in any of the options are more likely to:

- Identify as male
- Be aged 40+ years old
- Live in Wakatipu Basin
- Have not accessed emergency housing
- Own the home they live in

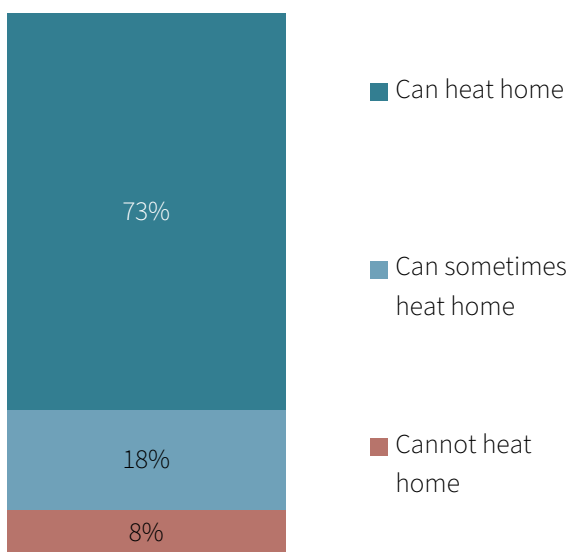
*Q. Would you choose to live in any of the following types of home, provided the location was suitable, if more housing of this type were available? Base size n=1000*

# HOME HEATING

Seventy three percent of residents indicate they can afford to adequately heat their homes. A further 18% of residents mention they can sometimes afford to adequately heat their homes and 8% indicate they cannot afford to adequately heat their home.

Year on year changes are indicative only as this year residents were asked if they could *afford to adequately* heat their home, while in previous years residents were only asked if they could *adequately* heat their homes.

## AFFORD TO ADEQUATELY HEAT HOME



Residents who cannot afford to heat their home are more likely to:

- Be aged 25–39 years old
- Be born in Asia
- Indicate they are on an essential skills visa
- Live in Sunshine Bay–Fernhill
- Have lived in the district for between 2 and 4 years and intend to stay for less than 2 years
- Have accessed emergency housing in the past 12 months
- Rent their home

## ADEQUATELY HEAT HOME 2018–2021

	2018	2019	2020	2021
Can heat home	79%	85%	86%	78%
Cannot heat home	7%	5%	4%	8%
Sometimes	14%	10%	10%	14%

Q. Can you afford to adequately heat your home? Base size n=1000

# SATISFACTION WITH LIFE PROFILES

Residents were asked to rate their level of satisfaction with their life. Respondents were then categorised as having either high, medium, or low life satisfaction depending on their responses. Below are the statistically significant results for each satisfaction group with regards to the questions asked in the Housing section.

## HIGH LIFE SATISFACTION

These residents are more likely to:

- Live in Wānaka or Wakatipu Basin
- Have lived in the district for 10 years or more
- Intend to stay in the district indefinitely
- Own their home
- Afford to adequately heat home

## MODERATE LIFE SATISFACTION

These residents are more likely to:

- Live in Wānaka Ward
- Have lived in the district for 5–9 years
- Intend to stay in the district for 4 years or less
- Have accessed emergency accommodation
- Worry about losing their home in the future
- Be interested in living in any of the alternative accommodation options

## LOW LIFE SATISFACTION

These residents are more likely to:

- Live in Lake Hayes Estate and Shotover Country
- Intend to stay in the district for 2–4 years
- Have accessed emergency accommodation
- Not have a steady place to live
- Not be able to afford to adequately heat home



# HOUSING SUMMARY

This year, a small proportion of residents have accessed emergency housing (5%) and the majority of residents indicate they have a steady place to live (82%). In line with previous years, 62% of residents own the home they live in. This year less than one quarter of residents indicate they have moved in the past year with lease expiration or the purchase or building of another property the primary reasons for moving. Almost half of residents would be interested in living in a 1 or 2 bedroom detached house, if it were available, and almost three quarters of residents indicate they can afford to adequately heat their home.

Residents were also asked to add any additional comments regarding housing. These comments revolve primarily around the cost and availability of housing, as well as the standard of rental accommodation available, the cost to heat homes in the winter, and the number of houses being used for short term accommodation in the district. Comments from within the survey have been included to highlight the sentiment on these themes.

## **COST OF HOUSING, BOTH FOR RENTAL ACCOMMODATION AND TO PURCHASE**

The cost of finding somewhere to live, either as rental accommodation or to purchase is high in the district, with many of the residents concerned about the cost of renting or purchasing indicating they intend to leave the district as they will be unable to afford to stay. Many renters also mention they regularly have to find new rental accommodation because they are on a fixed-term lease and are unable to renew that lease when it ends. Notably, residents mention it is particularly difficult to find accommodation suitable for children and pets. The cost of housing is exacerbated by an apparent shortage of houses available to rent in the district.

*“There is an obvious wealth disparity when it comes to housing in this area. The rich have a monopoly and leave no opportunity for first time buyers...There is a massive shortage of service workers here due to unaffordable housing and shortages of availability. The landlords take advantage of people’s desperation, rent has become extortionate for the quality of what’s being offered and people will accept bad housing conditions (mould, poor heating, etc.). Nothing is being done to moderate the wealth gap in this country and housing is just one place that this becomes obvious.”*

*“We are currently renting this house until mid December and then we need to move. Most places that come up are beyond our budget or are very small for the same price we pay now. It is impossible to pay rent for an adequate house in Queenstown with the hope to save to purchase a house.”*

*“Queenstown has a VERY real problem with affordable housing. It’s the reason why many good people leave as they can afford to buy elsewhere. Rent is very high for what you get. How can you draw workers when there is nowhere for them to stay.”*

*“If I were to leave my current rental, I would be extremely apprehensive of being able to find a room to rent elsewhere (let alone a whole apartment/house). It took us 4 months of searching and countless viewings/applications before being able to secure current rental.”*

*“We are about to have our first child and have had to move at least every 12 months due to either affordability, unhealthy home, and recently away from shared housing. We are genuinely concerned about our end of lease date in March 2023 and whether we can find a healthy, affordable home for us and our new born baby within the district. It also makes it difficult to plan for enrolling in child care as we don’t know where we may be living year to year. We would like to purchase our own home for long term living but as all properties available for sale are up for auction we are unable to adequately put aside a set budget.”*

*“Rentals are very hard to come by and the ones there are ridiculously expensive and not many landlords will allow a family pet, makes it very hard. I earn about \$900 in the hand a week and \$750 goes out on rent alone, not easy to budget for a family.”*

*“We would love to make this our permanent place of residence but house prices have gone crazy here, so we will move in the next couple of years to somewhere more affordable.”*

*“We can’t afford to buy our own home as it’s too expensive and most houses in our neighbourhood sit empty. The house we rent is mouldy and the insides of the windows freeze in winter regularly.”*

# HOUSING SUMMARY

*“There is a shortage of affordable homes for younger people, so one of our sons and his wife left for Nelson, as they could get a newly built 4 bedroom home for half the price of QT. And the reason jobs can’t be filled is because of lack of affordable homes in the area.”*

*“Rental houses are a total nightmare, house prices to buy are ridiculous. I run a business here and if we lose our rental and can’t find another I will be forced to close my business and leave. Holiday rentals / air bnbs have made rentals and house prices significantly worse “*

## HOUSE NOT MEETING HEALTHY HOME STANDARD

In addition to the high cost of rental accommodation in the district, residents also mention the standard of housing available is lower, with a large number of rental homes not meeting the healthy home standard. Residents mention the houses are cold, damp, have mould, rodent issues, and have minimal insulation.

*“Our house is old and uninsulated and pretty uncomfortable in winter. While we can afford to heat it, heating it to a consistent level that meets world health organization standard is impossible.”*

*“Several properties I’ve rented out through the years while living in Queenstown for the past 15 years had very poor noise insulation, single glazing, mould, and mice issues.”*

*“Our house doesn’t meet the healthy homes standards but I don’t know how to approach this with my property manager or landlord. It’s very hard to find affordable 1–2 bed homes in this area.”*

*“It’s a huge struggle to find affordable housing that meets the healthy homes standard in Queenstown. I had to leave the last rental (\$550 per week for 2 bedrooms) because it was so cold, single glazed, no insulation, roof leaking, and mould growing everywhere.”*

## TOO MANY HOUSES USED AS SHORT TERM RENTALS

Residents perceive that the difficulty finding rental accommodation is exacerbated by housing being rented out for short-term accommodation, in particular as Airbnb accommodation. There is a general perception amongst

residents that the use of housing for short term rentals removes accommodation options for permanent residents and also contributes to the increasing prices of permanent rental accommodation in the district.

*“Stop Airbnb’s – they are pushing the rents up and causing a lot of people to leave the town, and if not, they are in constant stress. It is ruining our community. Amsterdam, Berlin, New York, have all regulated this – it’s time to stop it in QT.”*

*“Rents have again got out of control. Over \$500 a week for a one bedroom unit in Frankton is unbelievable. More needs to be done to stop people Airbnb’ing full homes.”*

*“Finding a house is very difficult in this town because every single house is being turned into an Airbnb. This is not fair and makes living very unstable, with leases ending and having to move out but no where to go. Their needs to be more rentals available for people who actually live here and can’t afford to buy houses.”*

## COST OF POWER

In addition to the cost of accommodation in the district and the lack of healthy housing available, residents also mention the cost of power is an issue, in particular the cost to heat a house which is lacking insulation and double glazing is exorbitant in the district.

*“Cost of living and rent costs are becoming very hard to pay. We live in an old Lockwood home which has no insulation and to stay healthy we need to heat the house. The power becomes so expensive in winter and power bills around \$600–\$700 which is not affordable for a young family. It’s extremely expensive to rent and eat and to just have the basics in this town.”*

*“I have never understood why we are charged so much more for electricity here when the hydro dam is just down the road. Also the power companies are price gouging in the winter then bragging about record profits. Surly if it’s for heating homes from a renewable energy source then the government should make sure it’s affordable for everyone. We burn drift wood from the river to survive the winter.”*

# JOBS AND INCOME

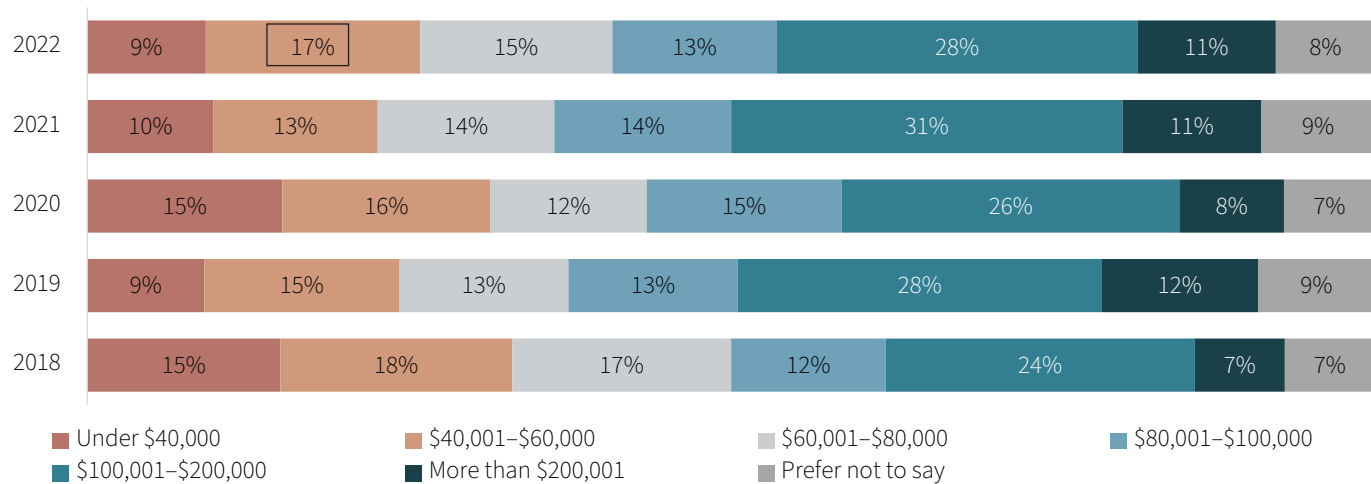


# HOUSEHOLD INCOME

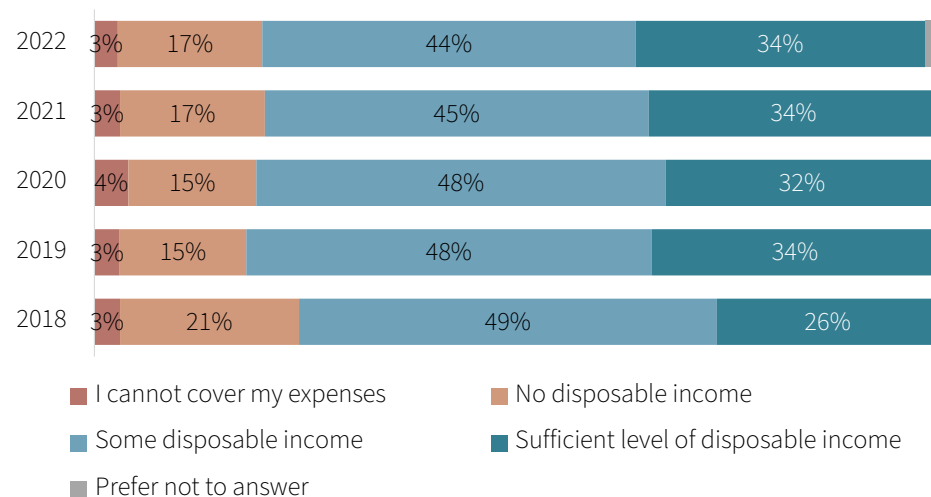
This year, significantly more residents indicate their household income is between \$40,001 and \$60,000 (17% cf. 2021, 13%). The highest proportion of residents indicate their household income is between \$100,001 and \$200,000 (28%).

In line with previous years' results, just over one third (34%) of residents have a sufficient level of disposable income with a further 44% of residents mentioning they have some disposable income. Seventeen percent of residents indicate they have no disposable income and 3% of residents mention they cannot cover their expenses.

## HOUSEHOLD INCOME



## DISPOSABLE INCOME



Residents who have no disposable income are more likely to:

- Be aged 18-24 years old
- Have accessed emergency housing in the last 12 months
- Live in a one bedroom house
- Rent their home
- Have needed to move in the past 12 months

Q. Which of the following best describes your full household income, before tax, annually? Q. 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 your household? Base size n=1000

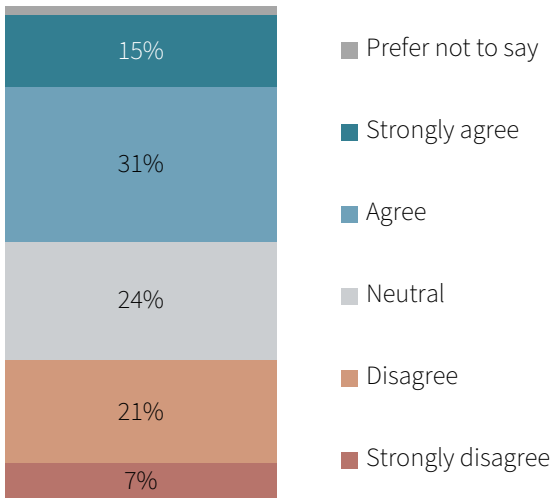
The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# FINANCIAL SECURITY

This year residents were asked how much they agree with the statement ‘I feel secure about my financial future’

Just under half (46%) of residents agree (31%) or strongly agree (15%) that they feel secure about their financial future. A further quarter (24%) of residents neither agree nor disagree that they feel secure about their financial future and 28% disagree (21%) or strongly disagree (7%) with this statement.

## FINANCIAL FUTURE



Residents who indicate they disagree they feel secure about their financial future are more likely to:

- Identify as female
- Be aged 25–39 years old
- Be on an essential skills visa
- Have accessed emergency housing in the past year
- Currently have a steady place to live, but are worried about housing in the future or do not have a steady place to live
- Rent their home
- Not be able to adequately heat their home

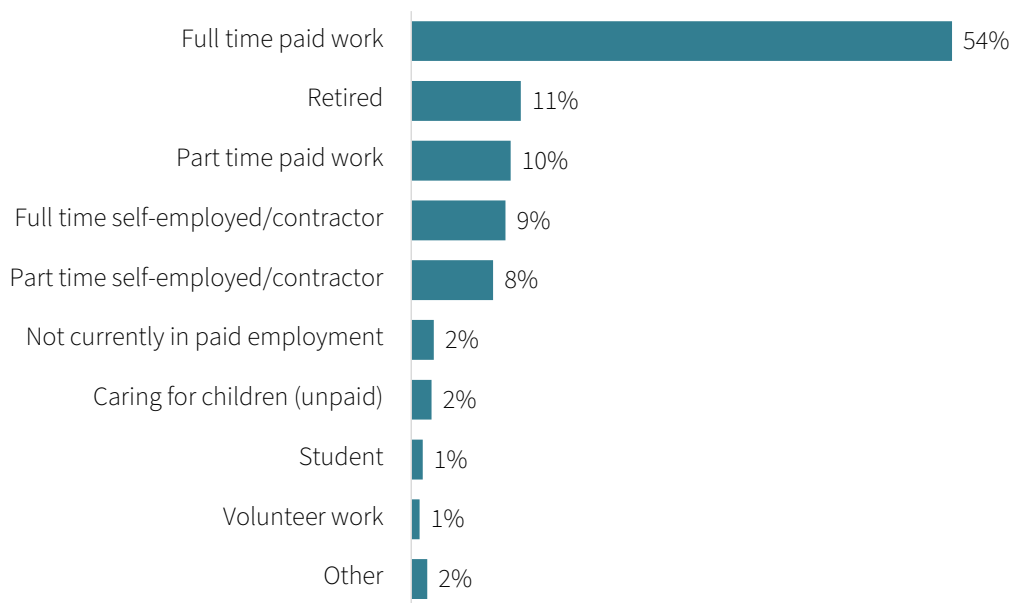
Q. Thinking not just about your income but your broader financial situation, how much do you agree or disagree with following statement “I feel secure about my financial future”: Base size n=1000

# WORKING STATUS

Just over half (54%) of residents indicate they are in full time paid employment. At a lower level 11% of residents mention they are retired, 10% work part time, 9% are full time self-employed/contractors and 8% are part time self-employed/contractors.

Year on year comparisons are indicative only as there has been a change to the question wording this year.

## WORKING STATUS



## WORKING STATUS 2019–2021

	2019	2020	2021
Full time paid work	47%	43%	51%
Self-employed	18%	22%	20%
Part time paid work	13%	15%	14%
Caring for children	3%	4%	5%
Volunteer work	2%	3%	4%
Student	1%	4%	3%
Retired	13%	13%	14%
Not currently in paid employment	-	6%	2%

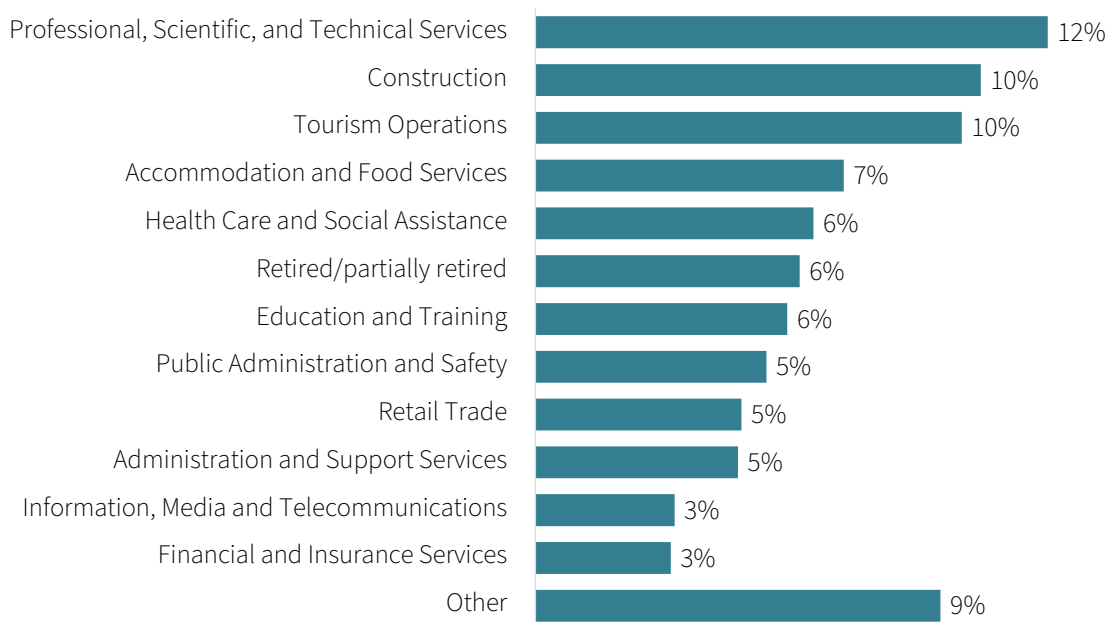
Q. Which BEST describes the kind of work you primarily do? Base size n=1000

# WORKING INDUSTRY

In terms of specific industries residents work in, 12% of working residents indicate they work in the professional, scientific, or technical services. Following this, working residents indicate they work in construction (10%), tourism (10%), or accommodation and food services (7%).

Year on year comparisons are indicative only as there has been a change to the question wording this year.

## WORKING INDUSTRY



## WORKING INDUSTRY 2018–2021

	2018	2019	2020	2021
Tourism and Hospitality	24%	28%	27%	21%
Professional, Scientific, and Technical Services	10%	14%	9%	11%
Construction	9%	10%	15%	8%
Health Care and Social Assistance	7%	5%	8%	7%
Education and Training	8%	8%	7%	7%
Retail Trade	8%	7%	8%	7%
Public Administration and Safety	3%	8%	7%	6%
Agriculture, Forestry, and Fishing	5%	4%	4%	4%
Information Media and Telecommunications	3%	3%	4%	4%

Q. Which of the following categories does your current or most recent occupation fall into? Base size n=1000

# WORKING LOCATION

This year residents were asked both where they worked and if they commuted to work by private car; these results have been collated and run by the area residents work in. At a total level, residents who commute by private car to work travel, on average, 130.5kms per week to and from work. Queenstown (28%), Frankton (23%), and Wānaka Ward (21%) are the primary locations residents work within the district. Residents who work in Queenstown travel, on average, 144.3kms a week, and residents who work in Wakatipu Basin travel, on average, 135.5kms a week by private car.

Only the four main locations of work are shown here. These results are shown for different areas in Appendix 2.

LOCATION OF WORK	PROPORTION OF RESIDENTS	AVERAGE DISTANCE TRAVELLED
QUEENSTOWN	28%	144.3kms
FRANKTON	23%	89.3kms
WĀNAKA	21%	95.4kms
WAKATIPU BASIN	8%	135.5kms

Q. Where in the district do you currently work most of the time? Q. Do you commute to work by private car? Base size n=573

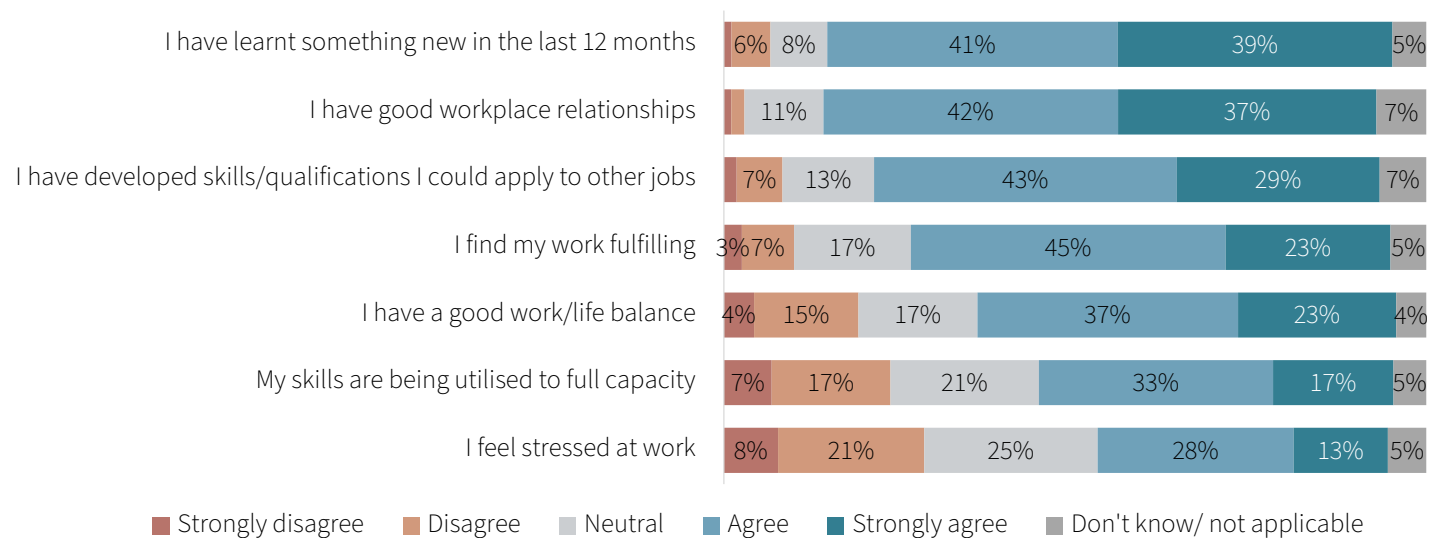


# JOB SATISFACTION

This year, 80% of residents agree (41%) or strongly agree (39%) that they have learnt something new in the past 12 months. Seventy nine percent of residents agree (42%) or strongly agree (37%) that they have good workplace relationships. Seventy two percent of residents agree (43%) or strongly agree (29%) that they have developed skills or qualifications they could apply to other jobs and 68% agree (45%) or strongly agree (23%) that they find their work fulfilling.

Year on year comparisons are indicative only as last year this question was only asked of residents who selected they were employed by a business.

## OVERALL JOB SATISFACTION



## TOTAL AGREE/ STRONGLY AGREE 2019–2021

	2019	2020	2021
I have learnt something new in the last 12 months	76%	73%	74%
I have developed skills/qualifications I could apply to other jobs	81%	73%	79%
I find my work fulfilling	76%	70%	64%
My skills are being utilised to full capacity	-	-	57%

Q. Below are some statements relating to your employment in the last 12 months. Please indicate how much you agree with each of the following statements. Base size n=1000

# SATISFACTION WITH LIFE PROFILES

Residents were asked to rate their level of satisfaction with their life. Respondents were then categorised as having either high, medium, or low life satisfaction depending on their responses. Below are the statistically significant results for each satisfaction group with regards to the questions asked in the Jobs and Income section.

## HIGH LIFE SATISFACTION

These residents are more likely to:

- Have a household income of over \$200,000 annually
- Have a sufficient level of disposable income
- Feel secure about their financial future
- Be retired, part time self-employed, or caring for children

## MODERATE LIFE SATISFACTION

These residents are more likely to:

- Have a household income of \$100,001–\$200,000 annually
- Have some disposable income, have no disposable income, or cannot cover expenses
- Not feel secure about their financial future
- Work in tourism operations or retail
- Be in full time paid employment

## LOW LIFE SATISFACTION

These residents are more likely to:

- Have a household income of \$40,001–\$60,000 annually
- Have no disposable income or cannot cover expenses
- Not feel secure about their financial future
- Not be currently in paid employment

# JOBS AND INCOME SUMMARY

This year, the majority of residents indicate they have at least some disposable income, while less than half indicate they feel secure about their financial future. Half of residents indicate they are in full time paid employment with these residents indicating they work in professional, scientific, and technical services, construction, or tourism operations. The majority of residents indicate they work in Queenstown, Frankton, or Wānaka and on average residents travel 130.5kms a week to commute to and from work. The majority of residents agree that they have learnt something new in the past 12 months and that they have good relationships at work.

Residents were also asked to add any additional comments regarding jobs and income. These comments revolve primarily around limited job opportunities and the cost of living and working in the district compared to the wages on offer. Comments from within the survey have been included to highlight the sentiment on these themes.

## LIMITED JOB OPPORTUNITIES IN THE DISTRICT

Many residents who are currently employed mention the lack of job opportunities within the district. Some residents indicate they live in the district but work remotely for a company outside of the district as there are very limited opportunities for employment in the district. Other residents mention the lack of job opportunities generally for specialist jobs and the lack of career progression.

*“Limited job opportunities in my field so I have to work as a contractor/self-employed. Would prefer to do my occupation full-time as an employee if this were an option.”*

*“There are limited professional development opportunities locally which can be career limiting. I am fortunate to be in a good job but I consider this to be the exception with many people struggling against poor pay and work conditions, particularly unskilled migrants. I support greater social support for these vulnerable but highly valuable workers in the Queenstown Lakes.”*

*“I work remotely. My workplace is based in Auckland so anything to do with my work has nothing to do with the work ethics and/or salaries of this area which I have found to be appalling. I don't think I'd ever go back to working for a company based in the Queenstown Lakes District. I have found all the local workplaces I have worked for or gone for interviews with over the past 30 years to be arrogant, unprofessional, underpaid, and some with a strong bullying culture.”*

## WAGES DON'T COVER COST OF LIVING

Many residents mention that wages in the district are low, especially when the high cost of living is taken into account. The low wages mean many residents do struggle to cover their basic needs and a large portion of residents' wages goes towards rent. A high proportion of residents mention that there needs to be a living wage specific to Queenstown, so residents are able to comfortably cover their expenses.

*“Jobs here don't pay enough for the rent prices. Comparing to Auckland and other major cities where rent is comparable, salaries here are much lower.”*

*“We appear to have higher electricity, fuel, and food prices than a lot of other New Zealand towns, it means we have a lower disposable income than others on similar incomes.”*

*“The lack of awareness of pay for skill and ability is shocking. Depending on the industry you're in the max pay as a qualified worker is \$25, and that's after 3 years of study, yet you can work in a fast food venue and get more than that...”*

*“I think the pay for jobs here in general is low and Queenstown needs a cost of living wage which our Council should be looking government for...”*

*“The local tourism and hospitality industry need to start paying a livable wage rather than the minimal wage and provide locals a fair chance at the jobs, as long term the locals will be the ones to stay. Locals aren't applying for the jobs currently advertised due to the limited pay and past history of employment conditions.”*

# JOBS AND INCOME SUMMARY

*“My husband is a teacher and I am a nurse. Our wages do not provide enough of an income to live comfortably in Queenstown. However, Queenstown has many vacancies for both professions.”*

*“It’s hard to stay motivated to remain in QT as a young local builder, building homes that are destined to become expensive rental properties or second homes to out of town visitors. Whilst the wages are lackluster and are mostly going towards rent, isn’t hugely financially or socially rewarding.”*

## **COST OF PARKING AND COMMUTING**

In addition to the higher cost of living and lower wages, residents who commute within the district also mention the cost of parking in the CBD and the overall high cost of commuting, such as the higher cost of petrol in the district.

*“It costs \$30 a day just to drive to work. Maybe some help with long term travel considering we have to live far out of town due to house prices.”*

*“Parking at my job costs more than my fuel and my food bill each week. I have put effort into catching the bus but it is very unreliable and sometimes doesn’t even turn up, I catch the ferry, but the times are very limited and sometimes it means I have to drive because the hours aren’t extended enough. I cannot bike due to needing to take my dog to work and run between various meetings and appointments each day. This does not work and I know that various other people in my office alone feel the same.”*

# HEALTH AND ACCESS TO KEY SERVICES

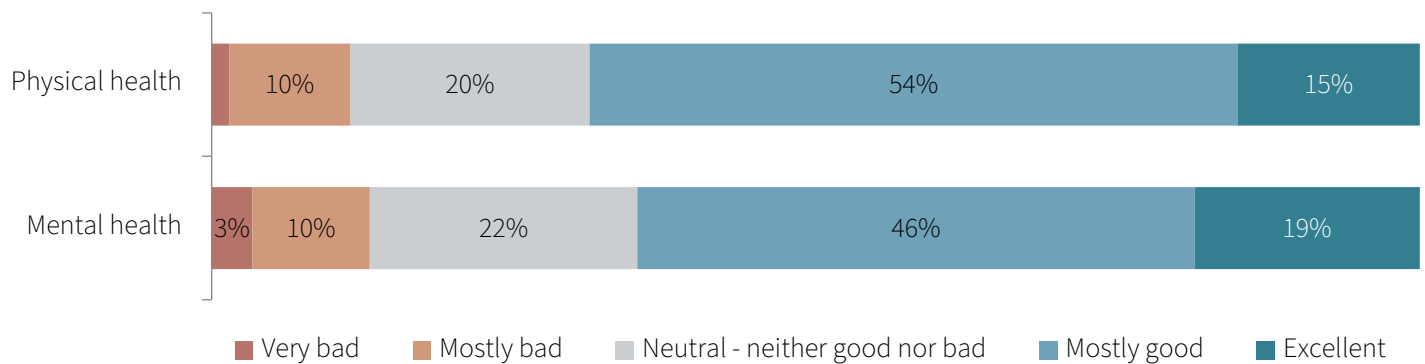


# WELLNESS

This year residents were asked about their mental and physical health. Sixty five percent of residents rate their mental health as mostly good (46%) or excellent (19%). Similarly, 69% rate their physical health as mostly good (54%) or excellent (15%).

Indicative comparisons to 2021's results are shown in the table below.

## MENTAL AND PHYSICAL HEALTH



Residents who rate their physical health poorly are more likely to:

- Be aged 25–39 years old
- Live in Sunshine Bay–Fernhill: 21% or Glenorchy
- Have accessed emergency housing in the past 12 months
- Be unable to afford to adequately heat their home
- Exercise infrequently or never exercise

Residents who rate their mental health poorly are more likely to:

- Identify as female
- Be aged 25–39 years old
- Be on an essential skills visa
- Live in Sunshine Bay–Fernhill or Glenorchy
- Have accessed emergency housing in the past 12 months
- Be unable to afford to adequately heat their home
- Exercise infrequently or never exercise

## MENTAL HEALTH RESULT 2021

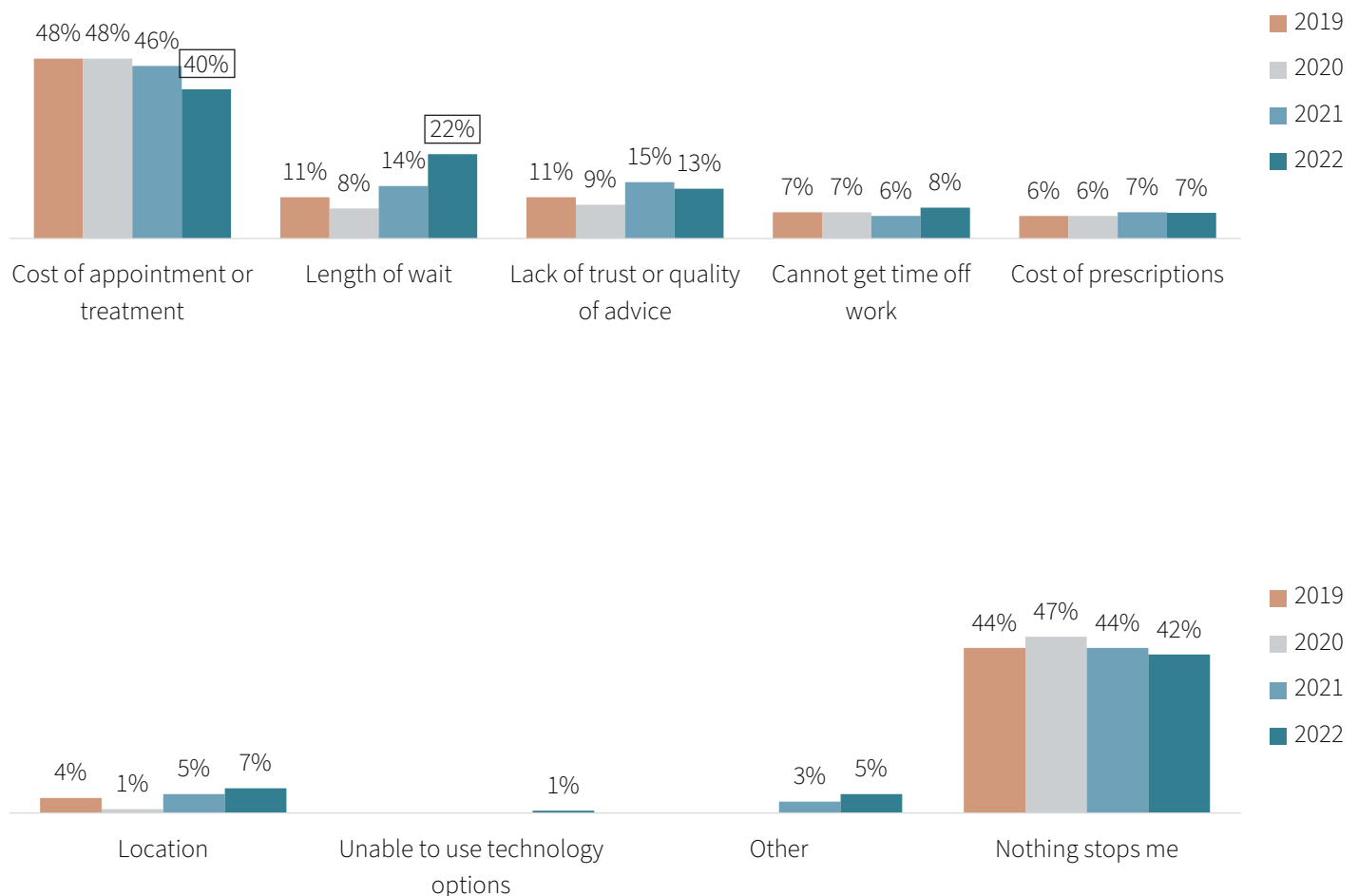
	2021
Very poor	4%
Poor	16%
Neutral	26%
Good	33%
Very good	20%

Q. How would you describe your physical and mental health over the last 12 months? Base size n=1000

# WELLNESS

Barriers to seeing a medical professional continue to revolve around the cost of the appointment or treatment (40%) and length of wait (22%). However, it should be noted that there has been a significant decrease in mentions of the cost of the appointment (40% cf. 2021, 46%) and a significant increase in mentions of the length of wait (22% cf. 2021, 14%) which is an 11% increase since 2019. Overall, 42% of residents mention nothing stops them from seeking help from a medical professional.

## BARRIERS TO SEEING MEDICAL PROFESSIONAL

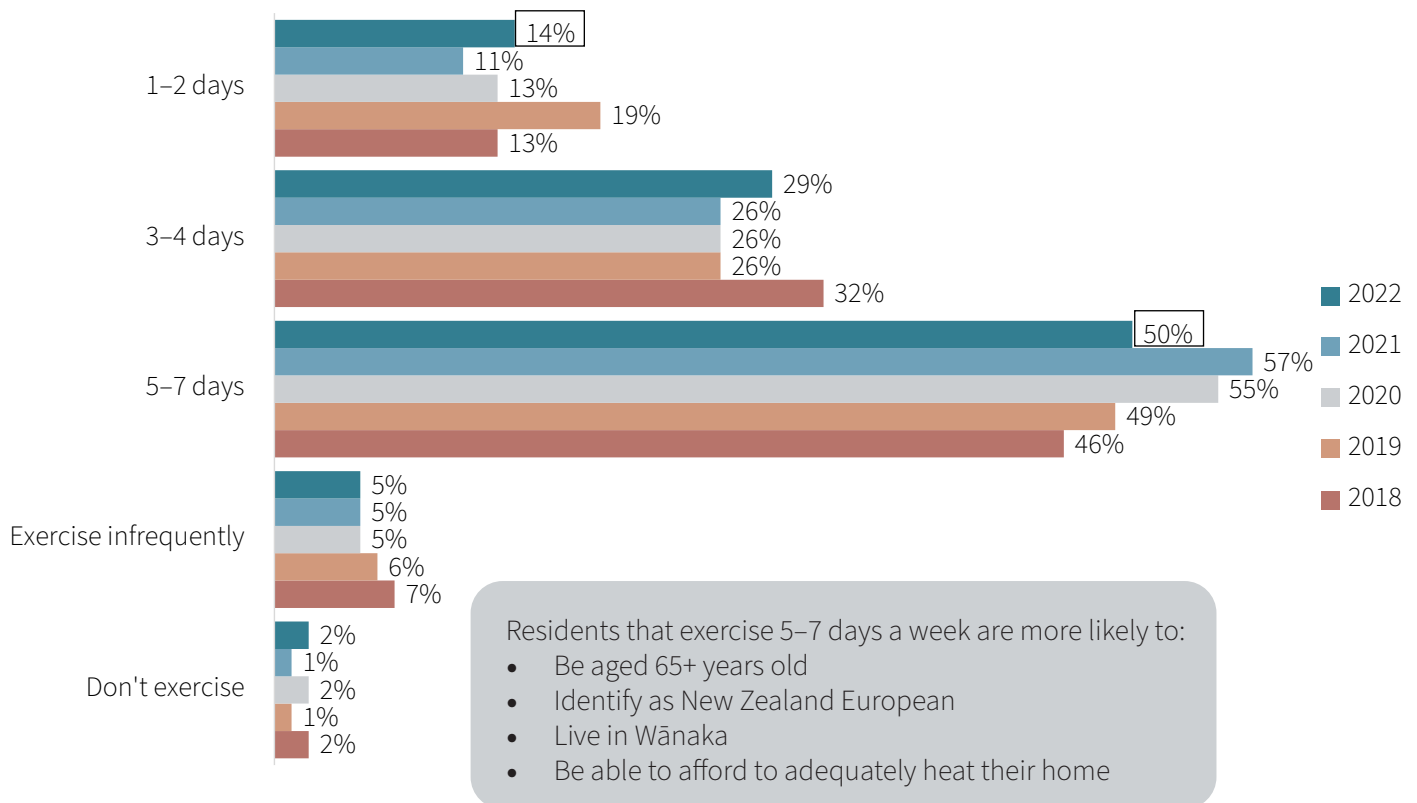


Q. Does anything stop you from seeing a medical professional such as a nurse, doctor, or dentist? Base size n=1000  
The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# EXERCISE

This year, half (50%) of residents indicate they exercise 5–7 days a week; this is a significant decrease from last year's results (cf. 2021, 57%). Conversely, this year significantly more residents mention they exercise 1–2 days a week (14% cf. 2021, 11%).

## DAYS SPENT EXERCISING



Q. On average, how many days per week do you spend at least 30 minutes exercising or doing another leisure activity e.g. gardening, fishing, walking, boating, etc? Base size n=1000

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

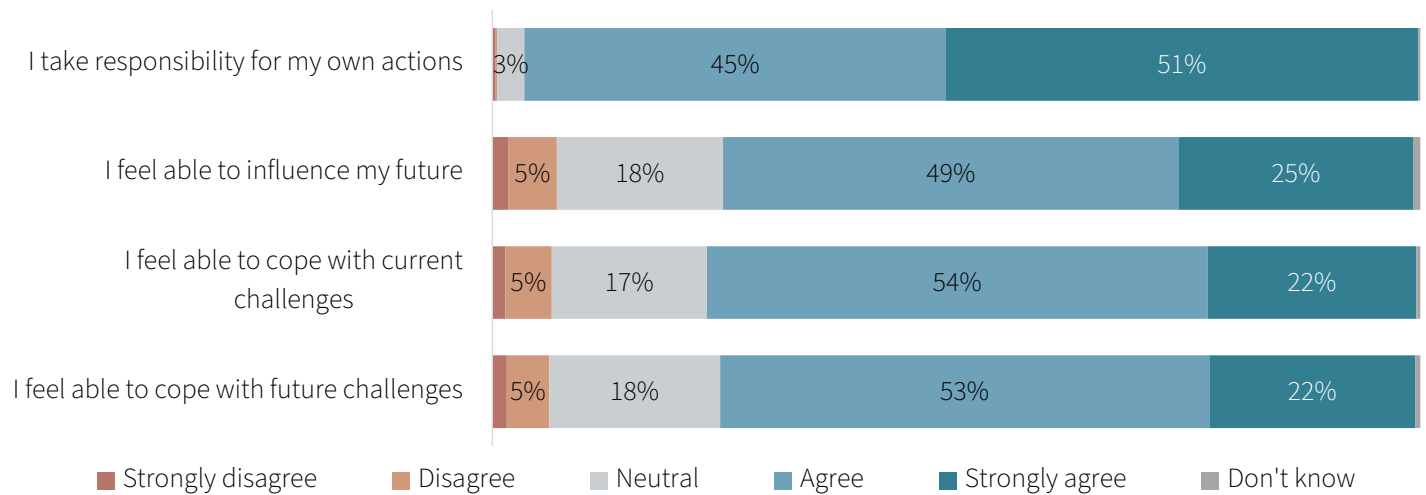


# RESILIENCE

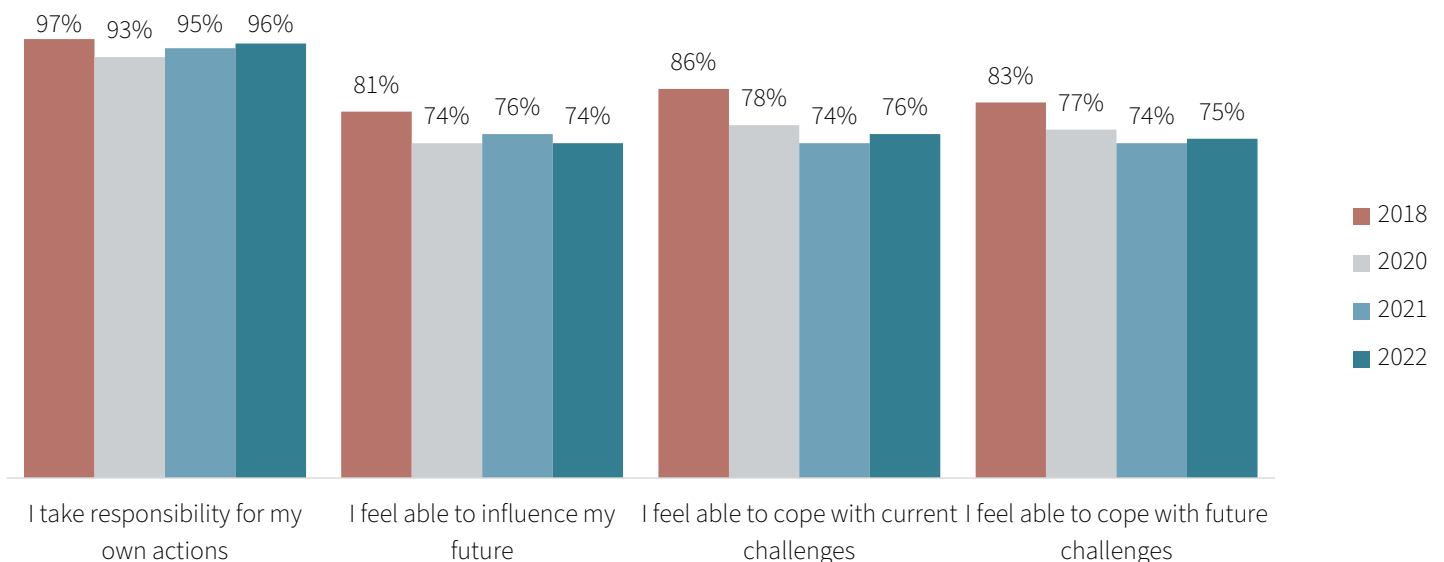
In terms of actions around resilience, the majority of residents (96%) agree (45%) or strongly agree (51%) they take responsibility for their own actions. At a lower level, 74% of residents agree (49%) or strongly agree (25%) they feel able to influence their future, 76% agree (54%) or strongly agree (22%) they feel able to cope with current challenges, and three quarters (75%) of residents agree (53%) or strongly agree (22%) they feel able to cope with future challenges.

This year’s results are in line with previous years’ results with no statistically significant differences noted this year. Notably, most measures have decreased compared to results collected in 2018 prior to COVID.

## RESILIENCE: ACTIONS



## AGREE/ STRONGLY AGREE 2018, 2020–2022\*



Q. Please indicate how much you agree or disagree with each of the following statements? Base size n=1000

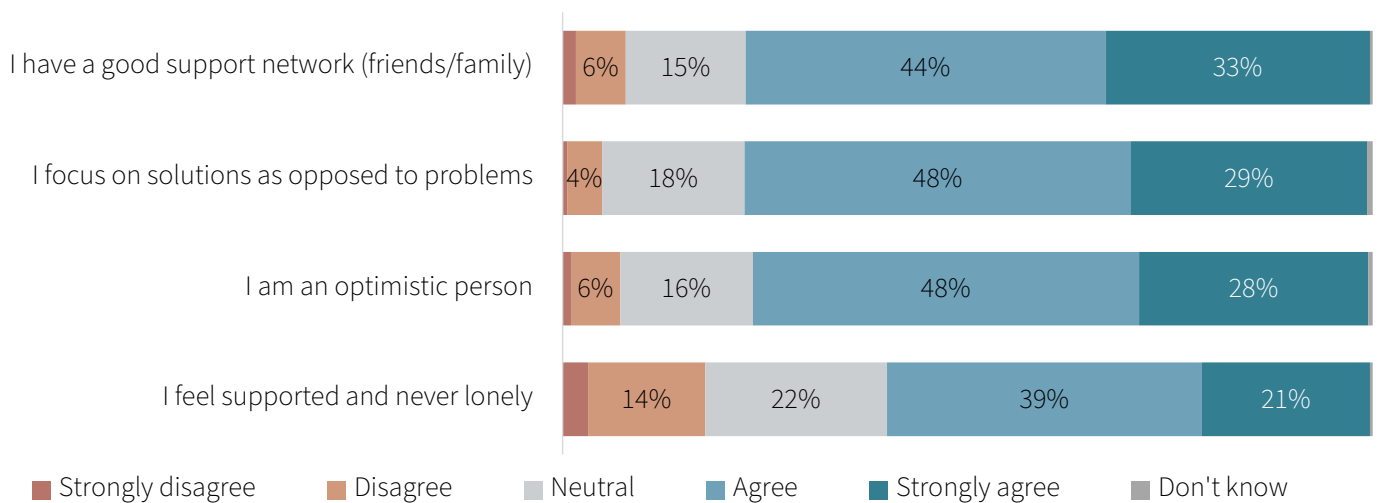
\*Monitoring not included in 2019.

# RESILIENCE

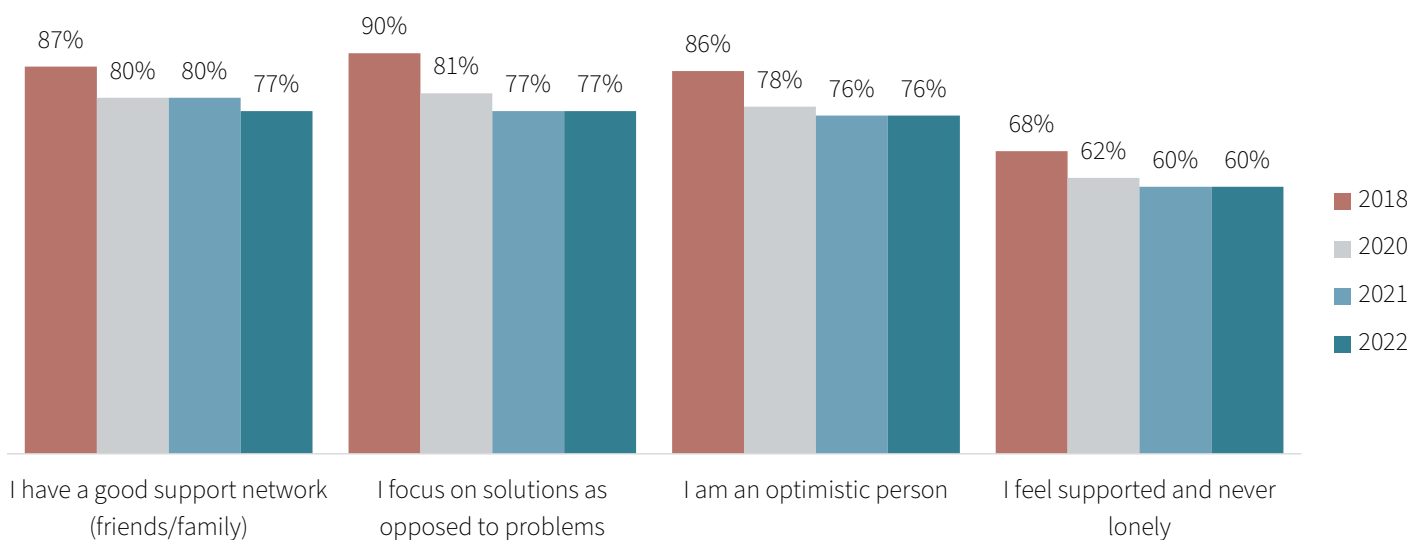
When asked about mental and network resilience, 77% of residents agree (44%) or strongly agree (33%) they have a good support network and a further 77% also agree (48%) or strongly agree (29%) they focus on solutions as opposed to problems. Seventy six percent of residents agree (48%) or strongly agree (28%) they are an optimistic person and a further 60% of residents agree (39%) or strongly agree (21%) they feel supported and never lonely.

These results are on a par with last year’s results, with no statistically significant differences noted. However, most measures have decreased compared to results collected in 2018 prior to COVID-19.

## RESILIENCE: MENTAL/NETWORK



## AGREE/ STRONGLY AGREE 2018, 2020–2022\*



Q. Please indicate how much you agree or disagree with each of the following statements? Base size n=1000

\*Monitoring not included in 2019.

# SATISFACTION WITH LIFE PROFILES

Residents were asked to rate their level of satisfaction with their life. Respondents were then categorised as having either high, medium, or low life satisfaction depending on their responses. Below are the statistically significant results for each satisfaction group with regards to the questions asked in the Health and Access to Key Services section.

## HIGH LIFE SATISFACTION

These residents are more likely to:

- Have excellent mental and physical health
- Exercise 5+ days a week

## MODERATE LIFE SATISFACTION

These residents are more likely to:

- Have average mental health and physical health
- Mention barriers to seeking medical help are cost of treatment, lack of trust in medical professionals, not being able to get time off work, or the cost of the prescription
- Exercise 3-4 days a week

## LOW LIFE SATISFACTION

These residents are more likely to:

- Have poor mental and physical health
- Mention barriers to seeking medical help are the cost of treatment, lack of trust in medical professionals, not being able to get time off work, or the cost of the prescription
- Exercise 1–2 days a week or not exercise at all

# HEALTH AND ACCESS TO KEY SERVICES SUMMARY

Generally, residents rate their mental and physical health as at least fair. Although the cost of treatment is the primary barrier identified by residents to accessing medical treatment, this year has seen a significant increase in residents mentioning length of wait time as the primary barrier for access. Interestingly, frequency of exercise has decreased significantly this year after increasing each year between 2018 and 2021. Agreement with resilience measures is on a par with last year's results, however all measures are below results from 2018.

Residents were asked to add any additional comments regarding health and access to key services. These comments revolve around key themes associated with access to general health services as well as to specific health services such as women's health, maternity care, and mental health services. Comments from within the survey have been included to highlight the sentiment of these themes.

## LIMITED MEDICAL SERVICES

Residents are concerned about the limited hospital services available within the district, with Wānaka residents also specifically mentioning that the distance to after hours care is prohibitive to being able to access the necessary care. Wānaka residents in particular are concerned about the limited access to medical care, not only for themselves, but for tourists and visitors in the area who often participate in outdoor and adventure sports within the area. There is a general feeling that the availability of medical care in the district is not up to standard and will not be fit for purpose should residents need it.

*"I do not feel Queenstown is adequately served by health care. We need a better hospital but in 21 years this has been a constant and nothing has been done about it."*

*"Wānaka needs a hospital – the emergency care and injury care given at the medical centre is appalling and has very negatively affected my life in the last 48 months."*

*"In Wānaka there is the potential for me to experience serious delays in accessing medical services in the event of a serious injury or illness."*

*"[It is] appalling that we have no after hours medical service after 11 pm, a one hour trip to a rural hospital – one over an alpine pass, that we have to wait for first responders, that rural hospital should be better equipped."*

## INABILITY TO ACCESS SPECIALIST CARE

Along with the lack of services available at the hospital, residents are frustrated with the lack of specialist care available within the district. Notably, residents mention the wait time to see a specialist locally can be lengthy. Travelling to see a specialist outside of the district is not an option for some residents, especially when their care and health needs are ongoing. Many residents also mention the lack of telehealth options available for appointments which would save time and, in their opinion, mean they would be able to have their specialist appointment sooner.

*"There needs to be more specialist services available in Queenstown. Having to travel to Dunedin or Invercargill is a massive prohibitor."*

*"One of my children has been on the waiting list for a paediatrician for months. When we finally got an appointment it got cancelled at short notice due to staff shortages. Specialist appointment wait times are way too long even if you're willing to travel to Invercargill or Dunedin."*

## COST AND ACCESS TO HEALTH CARE SERVICES

In line with the results from within the report, cost and wait times are primary issues for residents when accessing health care. Notably, some residents mention they are not seeking medical treatment to ensure they have money for the necessities such as groceries. Along with the aforementioned lack of specialist services available within the district, residents mention there is a lack of GPs, that it can be difficult to get an appointment with a GP when you need one, and that generally the healthcare system within the district does not meet the needs of the residents.

*"Provision of health services is extremely poor for a rapidly growing community in the district, travel distances to services is excessive and often the cost of services unaffordable. Would say health services related issues are next to housing affordability to adversely impact livability and economic growth of the district."*

# HEALTH AND ACCESS TO KEY SERVICES SUMMARY

*“Going to the doctors costs \$60. I have a concussion currently and I’d rather wait out the symptoms than pay that as I’d like to be able to buy food this week. I haven’t been to the dentist in 2 years because I can’t afford it.”*

*“Public health system is too expensive for pensioners at \$65 for a Dr visit. I can no longer afford a dentist or any other medical care such as Chiro, Physio, Podiatrist, remedial massage.”*

## **CONCERN FOR WOMEN’S HEALTH, MATERNITY CARE, AND INFANT CARE**

Many residents also mention a concern pertaining to women’s health, maternity care, and care for the babies born in the district. There is a general perception amongst these residents that the maternity care available within the district does not meet the needs of the residents who require such services. Again, a number of such services are available outside of the district (in Invercargill or Dunedin). However, accessing these services is not convenient or practicable for residents.

*“Having giving birth in the last 12 months, I feel strongly that our hospital, and in particular maternity services, are underfunded and ill-equipped to deal with the demands of the local population.”*

*“I have to have regular blood tests but there is no lab here so it costs for me to send them away. The area also has no family planning clinics. Before moving here I didn’t consider the needs of my health.”*

*“We need an actual, functioning hospital in Queenstown. Need maternity ward. Travelling to Invercargill or Dunedin for maternity help is not acceptable.”*

*“The Queenstown area really, really needs a hospital. A proper hospital that has not only maternity facilities but also pediatric to service all these children being born. Having to travel to Invercargill or Dunedin for anything child health related (MRI tests for example) is so hard with a baby who hates being in the car.”*

## **LACK OF ACCESS TO MENTAL HEALTH SERVICES**

Access to mental health services is also a concern for residents. Similar to the other concerns identified above, mental health support is difficult to access, has a long wait time, and is unaffordable. Residents mention that COVID has taken a toll on the Queenstown community and therefore there is an increased need for mental health services in the area. Mental health care not meeting the needs of residents is not an issue isolated to Queenstown, with much of the country currently experiencing an overwhelming need for these services.

*“It would be nice to see more initiatives around mental health and ease of access. With high living costs and a large migrant community who have had a rough time over Covid, mental health is a growing issue in our community. Therapy is extremely beneficial and has been crucial to my recovery in the past as I have dealt with quite serious periods of depression. I worry that I may need to access this service again, the cost of which would put serious financial strain on me.”*

*“I would love to be able to access affordable mental health care or counselling, and know so many others who would, but the wait time and price makes it very difficult.”*

*“Poor access to mental health support, struggled for over a year to get my husband a counselling appointment. GP refused to refer him because he “wasn’t bad enough”, has to reach breaking point; very dangerous. GP refuses to refer me to a specialist for my sever back pain that I have had for 4 years.”*

*“I am a psychologist intern and almost have a waitlist. People at risk can’t afford my services and are wait listed with the mental health team – it’s terrifying. There needs to be access and FUNDING for mental health care.”*

# ARTS, CULTURE AND HERITAGE



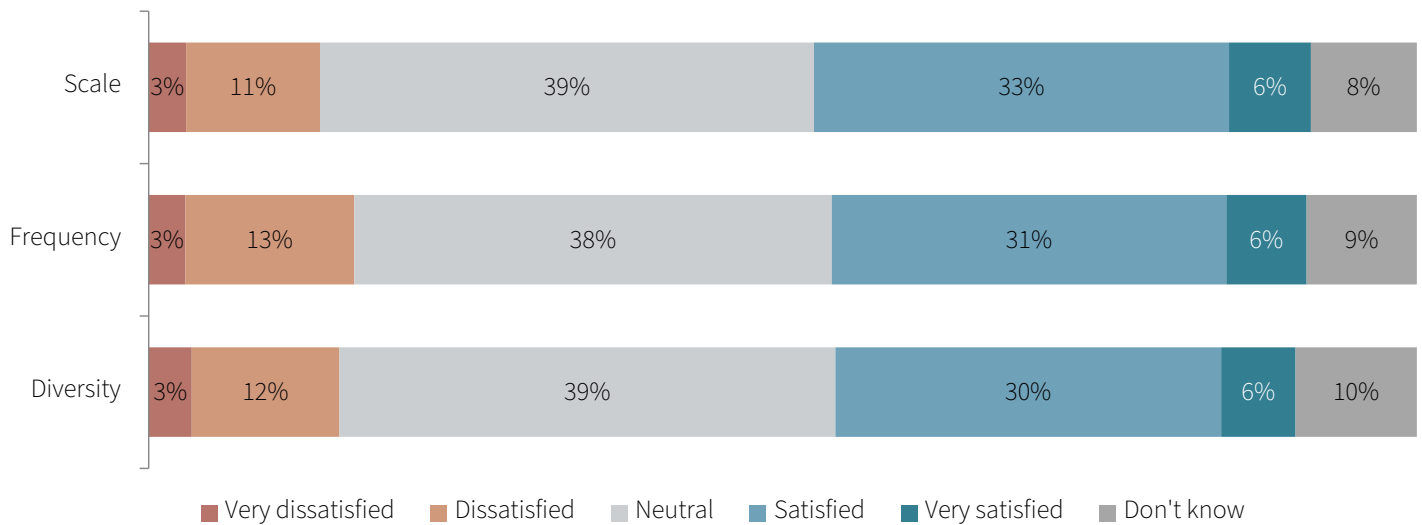
# DISTRICT EVENTS

This year residents were asked about their satisfaction with the scale, frequency, and diversity of events in the district.

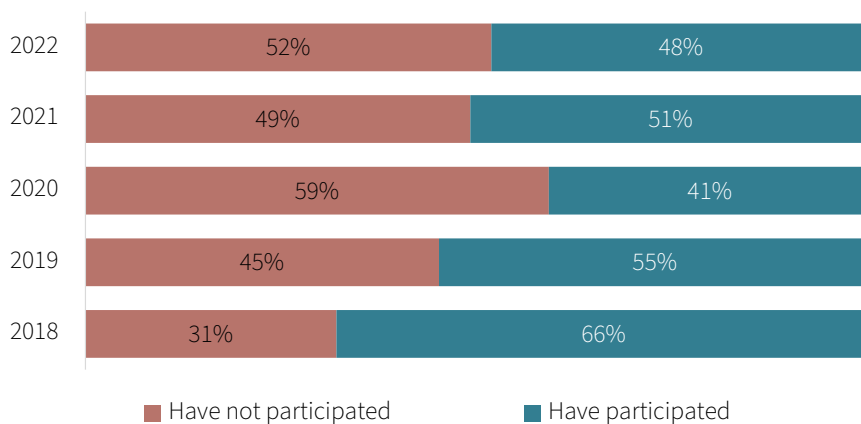
Overall, 39% of residents are satisfied (33%) or very satisfied (6%) with the scale of events. A further 37% of residents are satisfied (31%) or very satisfied (6%) with the frequency of events and 36% of residents are also satisfied (30%) or very satisfied (6%) with the diversity of events in the district.

Overall, 48% of residents indicate they have participated in art or cultural events in the district. Although this is not a statistically significant change, it is a 3% decrease from last year's results.

## SATISFACTION WITH EVENTS



## PARTICIPATION IN ART OR CULTURAL EVENTS



Residents who have participated in, performed at, or attended an arts or cultural event are more likely to:

- Identify as female
- Live in Wakatipu Basin
- Have lived in the district for 5–9 years

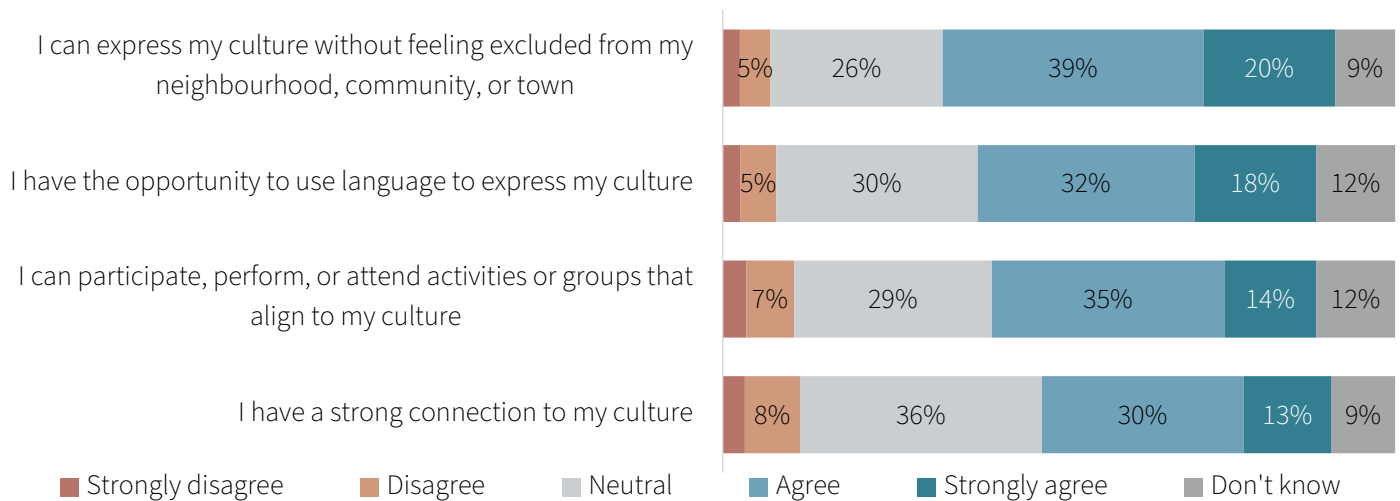
Q. How satisfied are you with the scale, frequency and diversity of events held in the district in the last 12 months? Base size n=1000

# CULTURE

This year, 59% of residents agree (39%) or strongly agree (20%) that they can express their culture without feeling excluded from their neighbourhood, community, or town. Half of residents agree (32%) or strongly agree (18%) they have the opportunity to use language to express their culture and a further 49% of residents agree (35%) or strongly agree (14%) that they can participate, perform, or attend activities or groups that align to their culture. Forty three percent of residents agree (30%) or strongly agree (13%) that they have a strong connection to their culture.

Year on year comparisons are indicative only due to questionnaire changes.

## EXPRESSION OF CULTURE



## AGREE/STRONGLY AGREE 2019–2021

	2019	2020	2021
I can express my culture without feeling excluded from my neighbourhood, community, or town	80%	73%	75%
I have the opportunity to use language to express my culture	64%	64%	63%
I can participate, perform, or attend activities or groups that align to my culture	72%	76%	63%
I have a strong connection to my culture	-	-	70%

Q. Below are some statements relating to your culture. Please indicate how much you agree with the following statements. Base size n=1000

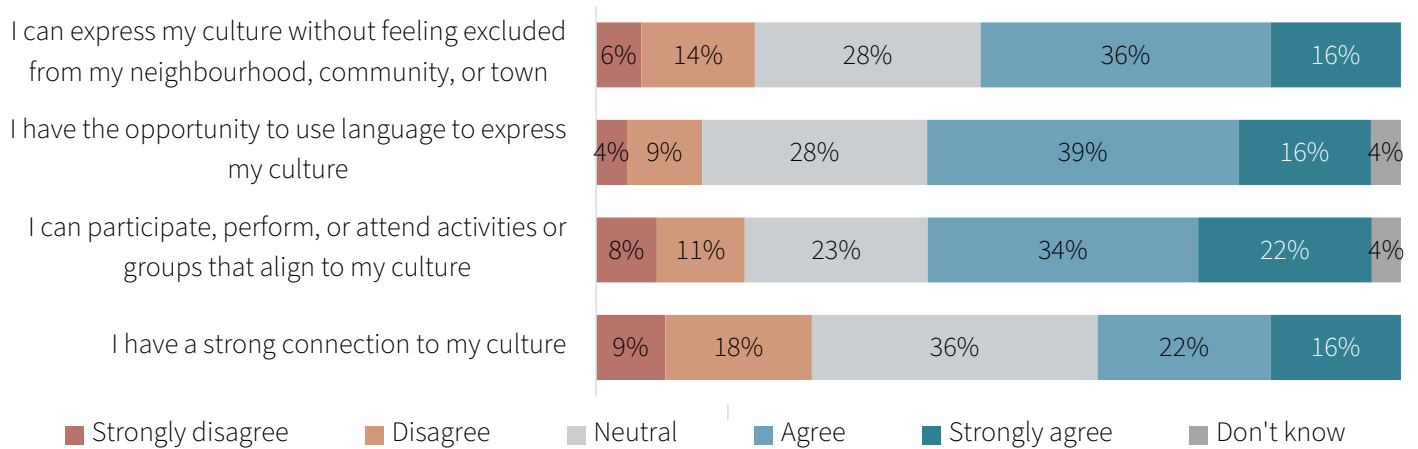


# CULTURE

The results for expression culture for residents that identify as Māori are shown below. Fifty six percent of Māori residents agree (34%) or strongly agree (22%) that they can participate, perform, or attend activities or groups that align with their culture, this is 7% above total level. A further 55% of Māori residents agree (39%) or strongly agree (16%) that they have the opportunity to use language to express their culture, this is 5% above total level results.

Year on year comparisons are indicative only due to questionnaire changes.

## EXPRESSION OF CULTURE – MĀORI RESIDENTS



## AGREE/STRONGLY AGREE 2019–2021 – MĀORI RESIDENTS

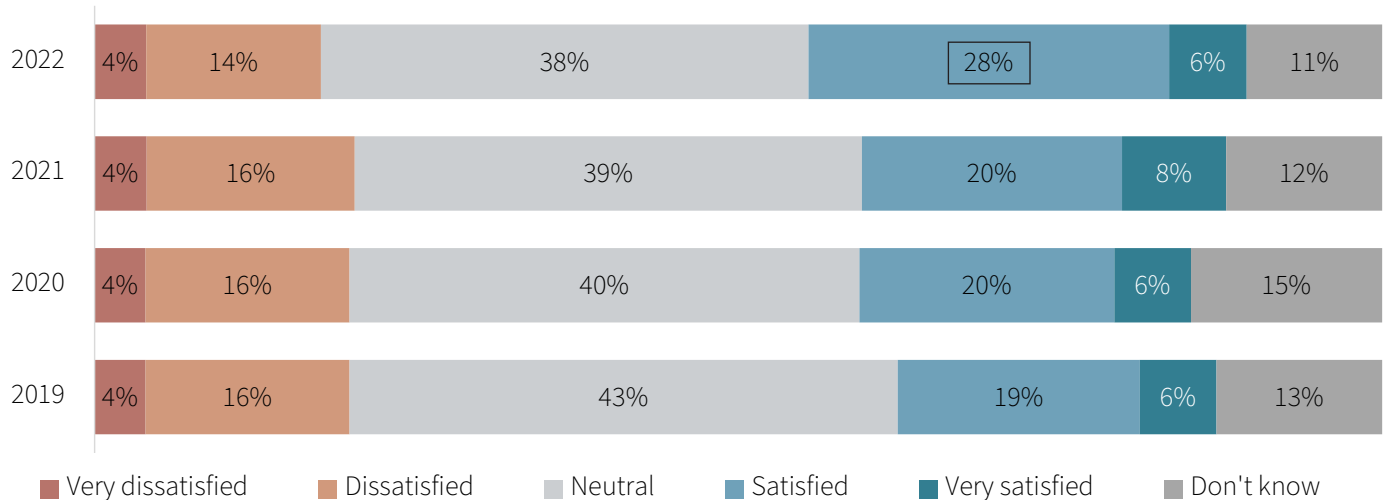
	2019	2020	2021
I can express my culture without feeling excluded from my neighbourhood, community, or town	57%	74%	68%
I have the opportunity to use language to express my culture	79%	63%	64%
I can participate, perform, or attend activities or groups that align to my culture	57%	76%	64%
I have a strong connection to my culture	-	-	74%

# CELEBRATION OF TANGATA WHENUA

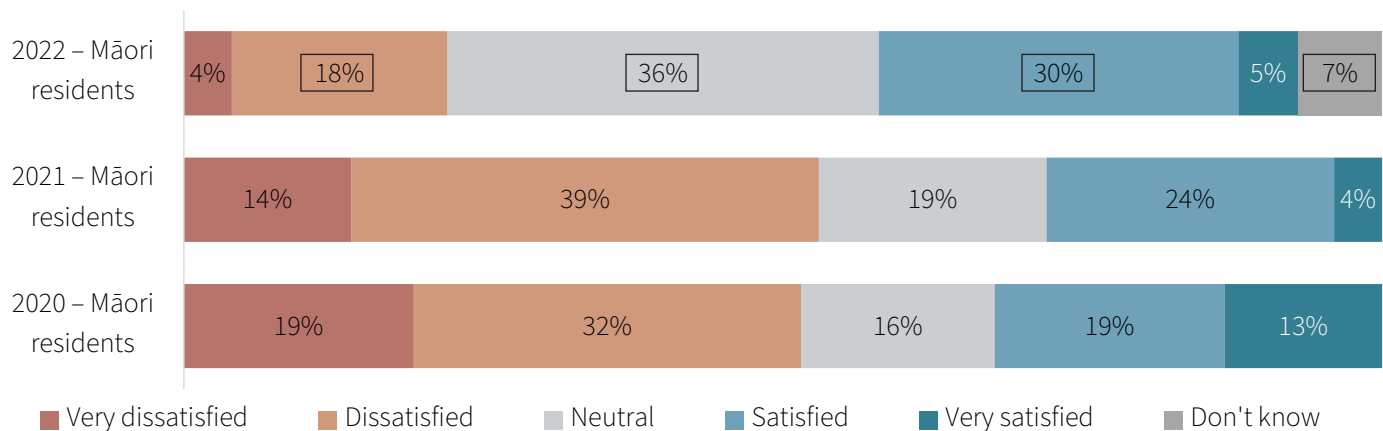
When asked about the celebration of tangata whenua and Māori culture in the district, 34% of residents are satisfied (28%) or very satisfied (6%) with this. Notably, this year there has been a significant increase in residents indicating they are satisfied with the celebration of tangata whenua and Māori culture in the district (28% cf. 2021, 20%).

Overall, 22% of Māori residents are dissatisfied (18%) or very dissatisfied (4%) with the celebration of tangata whenua and Māori culture in the district. Thirty five percent of Māori residents are satisfied (30%) or very satisfied (5%) with the celebration of tangata whenua and Māori culture in the district. This year there has been a decrease in the proportion of Māori residents who are dissatisfied with the celebration of tangata whenua and Māori culture in the district, and an increase in the proportion who provide a neutral rating.

## EXPRESSION OF CULTURE



## EXPRESSION OF CULTURE AMONGST MĀORI RESIDENTS



Q. How satisfied are you with the celebration of tangata whenua and Māori culture in the district? Base size n=1000. Māori Residents base size n=54

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# SATISFACTION WITH LIFE PROFILES

Residents were asked to rate their level of satisfaction with their life. Respondents were then categorised as having either high, medium, or low life satisfaction depending on their responses. Below are the statistically significant results for each satisfaction group with regards to the questions asked in the Art, Culture, and Heritage section.

## HIGH LIFE SATISFACTION

These residents are more likely to:

- Be satisfied with the scale, frequency, and diversity of events
- Have participated in, performed at, or attended an arts or cultural event

## MODERATE LIFE SATISFACTION

These residents are more likely to:

- Have not participated in, performed at, or attended an arts or cultural event

## LOW LIFE SATISFACTION

These residents are more likely to:

- Be dissatisfied with the scale, frequency, and diversity of events
- Have not participated in, performed at, or attended an arts or cultural event

# ARTS, CULTURE, AND HERITAGE SUMMARY

Over one third (each) of residents are satisfied with the scale, frequency, and diversity of cultural events in the district. On a par with previous years' results, around half of residents have participated in an arts or cultural event in the district. Residents are most satisfied with their ability to express their culture without feeling excluded from their neighbourhood, community, or town. This year, significantly more residents are satisfied with the celebration of tangata whenua.

Residents were also asked to add any additional comments regarding arts, culture, and heritage in the district. These comments revolve around key themes associated with wanting more expression and acknowledgment of Māori culture in the district. Residents also mention the need for more events spaces, more diverse events, and the overall impacts of COVID on events in the district. Comments from within the survey have been included to highlight the sentiment on these themes.

It should be noted there were also negative comments around the use of Te Reo Māori in the district, especially around the use of Te Reo Māori in the naming of buildings and residents not being interested in participating in Māori culture. These comments have not been included within the summary below.

## MORE EXPRESSION AND ACKNOWLEDGMENT OF MĀORI CULTURE

Residents mention the lack of marae in the district makes it difficult for those who identify as Māori to connect with their culture. Residents also mention acknowledgment of Māori and Māori culture in the district is lacking generally. Aside from a lack of marae, there is also a lack of landmarks and places that acknowledge Māori culture. Notably, some residents also mention they don't feel comfortable being themselves in their district.

*“As local Southland Ngai Tahu – I think most of the Māori cultural recognition locally has nothing to do with the actual Ngai Tahu people and more to do with box ticking or a small number of people making a rich living being consulted on cultural values.”*

*“Why don't we have a Marae? It's equivalent to a church/ community hall. Why don't we have the Wahi Tapi sorted? Why don't we have a Māori museum? Why do Pākehā speak for Māori? Why is Waitangi Day not focusing on its true meaning?”*

*“There are no Māori landmarks in this district, e.g. marae, Pau, sculptures and Māori history.”*

*“I feel the council can do a better job of accurately honoring Māori. In places such as working to rebrand the high school with the correct spelling (phasing out old logos and uniforms) and changing the names with in QDLC map layers i.e., removing Boydtown from the map.”*

*“Feel uncomfortable with the negative attitude of SOME of the older generation with regard to the use of Te Reo in everyday language, and about my place as a New Zealander (a white, gay, female).”*

## NEED BETTER FUNCTION CENTRE AND EVENTS SPACE

Residents would like to see better facilities generally for events to take place, specifically spaces like the community halls are mentioned as not being fit for purpose. Some residents feel that more visitors would be attracted to the district if it were able to host bigger, more prestigious events.

*“For many years we have been promised an Arts centre for music, drama, exhibitions and other cultural activities. The Memorial Hall is past its use by date. The conference market needs a proper theatre and exhibition space. Taupo, Rotorua, and other tourist towns all have decent theatres why not Queenstown!”*

*“There needs to be an increase in the arts. We need a theatre and proper place for events, not just a hall.”*

# ARTS, CULTURE, AND HERITAGE SUMMARY

## MORE DIVERSE EVENTS

It is also felt that a greater diversity of events is needed in the district; especially in the arts and culture space, with residents feeling the majority of events are based around outdoor activities. Additionally, residents mention the need for more events which cater for families.

*“I’m a kiwi and more into the outdoors, hence why I live in the district. I would love to see more arts in the park life there was years ago...such as Shakespeare early evening performances at Statin park, or something similar that is free or cheap for families with a picnic and a blanket and home early to get kids to bed.....lots of the art and culture is for adults with money.....”*

*“Would like to see more arts in the region. Music events were popular when we first moved to Wānaka, now there are hardly any. Not the least bit interested in Māori culture or heritage being over promoted in the region.”*

## IMPACTS OF COVID AND RESTRICTIONS

Finally, residents also mention that the spreading of COVID-19 and the associated restrictions which followed have had an impact on events in the district over the past couple of years. There is a general feeling that events will take place again in the coming 12 months with restrictions now lifted and more tourists returning to the district.

*“COVID-19 cancelled so much, hoping everything is back to normal!”*

*“The only reason we haven’t had access to adequate arts and cultural events in the past 2 years, is Government imposed COVID restrictions.”*

# TRANSPORT



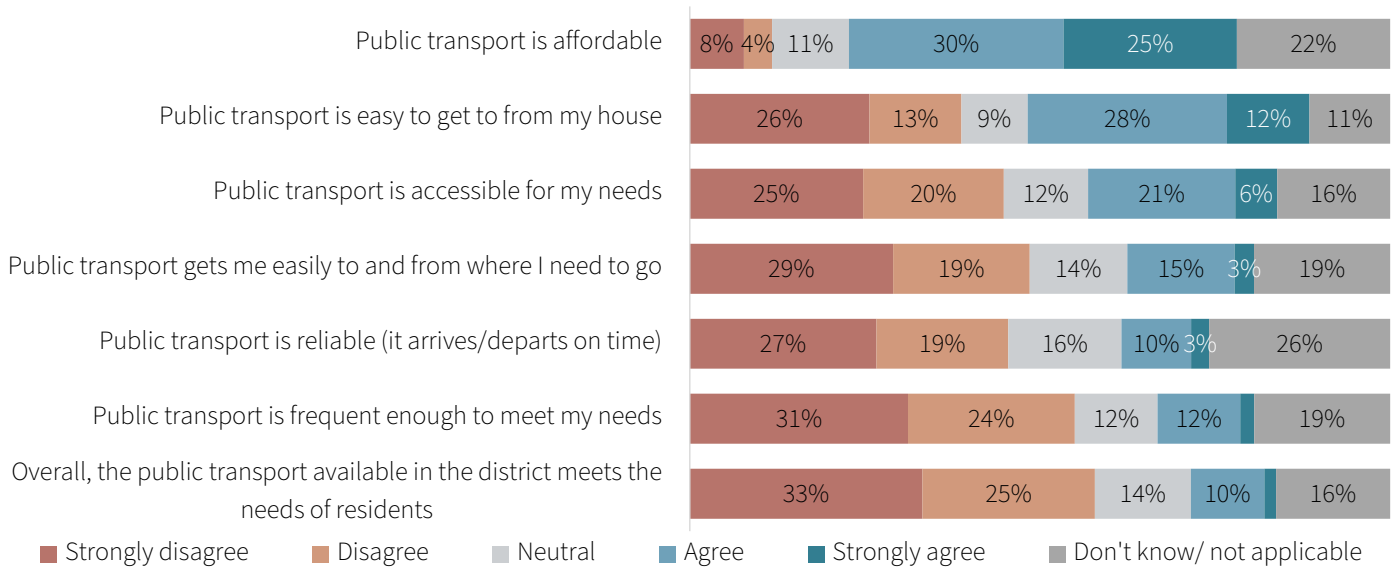
# PUBLIC TRANSPORT

When asked about public transport in the district, 55% of residents agree (30%) or strongly agree (25%) that public transport is affordable. At a lower level, 40% of residents agree (28%) or strongly agree (12%) that public transport is easy to get to from their house and 27% agree (21%) or strongly agree (6%) that public transport is accessible for their needs.

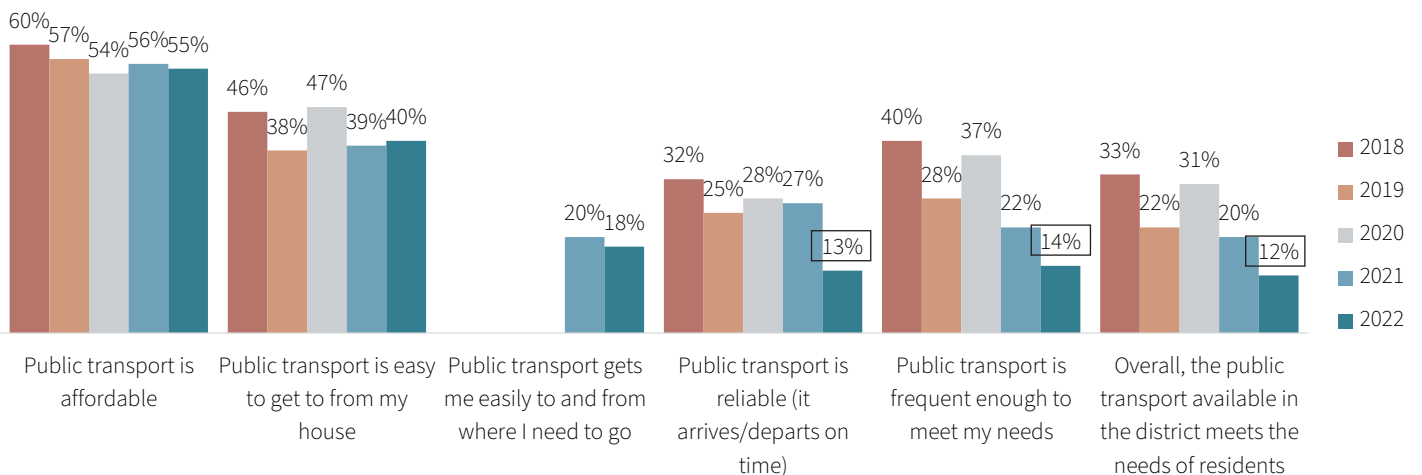
Year on year results show significant decreases in agreement that public transport is frequent enough to meet their needs (14% cf. 2021, 22%), that public transport is reliable (13% cf. 2021, 27%), and that overall the public transport available in the district meets the needs of residents (12% cf. 2021, 20%). Year on year results show that all measures which have been monitored continuously since 2018 have decreased over time.

Area results are shown overleaf.

## PUBLIC TRANSPORT IN THE DISTRICT



## AGREE/ STRONGLY AGREE 2018–2022



Q. Thinking about the public transport in the district, how strongly do you agree or disagree with the following statements? Base size n=1000  
The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# PUBLIC TRANSPORT

The table below shows the public transport measures by each area within the district. Overall, residents in Wānaka ward and Glenorchy are less likely to rate all of the public transport measures positively. Residents from Frankton, Jacks Point and Kelvin Heights, Arthurs Point, and Sunshine Bay-Fernhill are more likely to rate the public transport measures positively.

## AGREE/STRONGLY AGREE BY AREA

	Public transport is affordable	Public transport is easy to get to from my house	Public transport is accessible for my needs	Public transport gets me easily to and from where I need to go
Wānaka Ward	13%	5%	8%	5%
Lake Hayes and Shotover Country	78%	69%	41%	26%
Wakatipu Basin	72%	42%	30%	26%
Queenstown	76%	52%	37%	28%
Jacks Point and Kelvin Heights	78%	51%	34%	20%
Frankton	82%	70%	47%	32%
Arthurs Point	75%	76%	37%	18%
Sunshine Bay-Fernhill	79%	71%	40%	28%
Glenorchy	33%	7%	7%	0%
<b>Total Result</b>	<b>55%</b>	<b>40%</b>	<b>27%</b>	<b>18%</b>

	Public transport is reliable (it arrives/ departs on time)	Public transport is frequent enough to meet my needs	Overall, the public transport available in the district meets the needs of residents
Wānaka Ward	7%	5%	5%
Lake Hayes and Shotover Country	15%	15%	17%
Wakatipu Basin	25%	20%	17%
Queenstown	12%	24%	15%
Jacks Point and Kelvin Heights	16%	23%	10%
Frankton	18%	27%	21%
Arthurs Point	14%	6%	24%
Sunshine Bay-Fernhill	2%	12%	6%
Glenorchy	0%	0%	4%
<b>Total Result</b>	<b>13%</b>	<b>14%</b>	<b>12%</b>

The square box on this table indicates the area result is a statistically significant higher than the total level result.

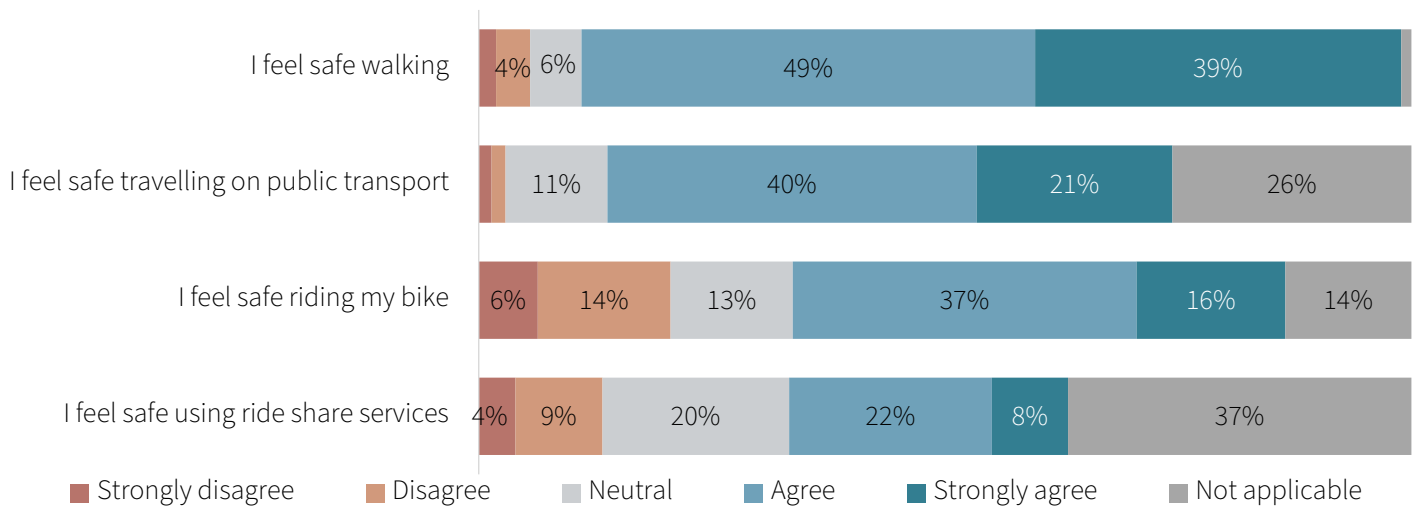


# PUBLIC TRANSPORT

This year residents were asked a number of questions around alternative modes of transport. The majority of residents (88%) agree (49%) or strongly agree (39%) they feel safe walking in the district. A further 61% of residents agree (40%) or strongly agree (21%) they feel safe travelling on public transport, although it should be noted that 26% of residents indicate this is not applicable to them. Just over half (53%) of residents agree (37%) or strongly agree (16%) they feel safe riding their bike and 30% of residents agree (22%) or strongly agree (8%) they feel safe using ride share services, although 37% of residents indicate this is not applicable to them.

Year on year comparisons to feeling safe on public transport are indicative only as there was a change to the question wording this year, this is also the only measure which has been consistently measured here. However, this year's results are on a par with results from previous years.

## ALTERNATIVE MODES OF TRANSPORT



## AGREE/ STRONGLY AGREE 2018–2021

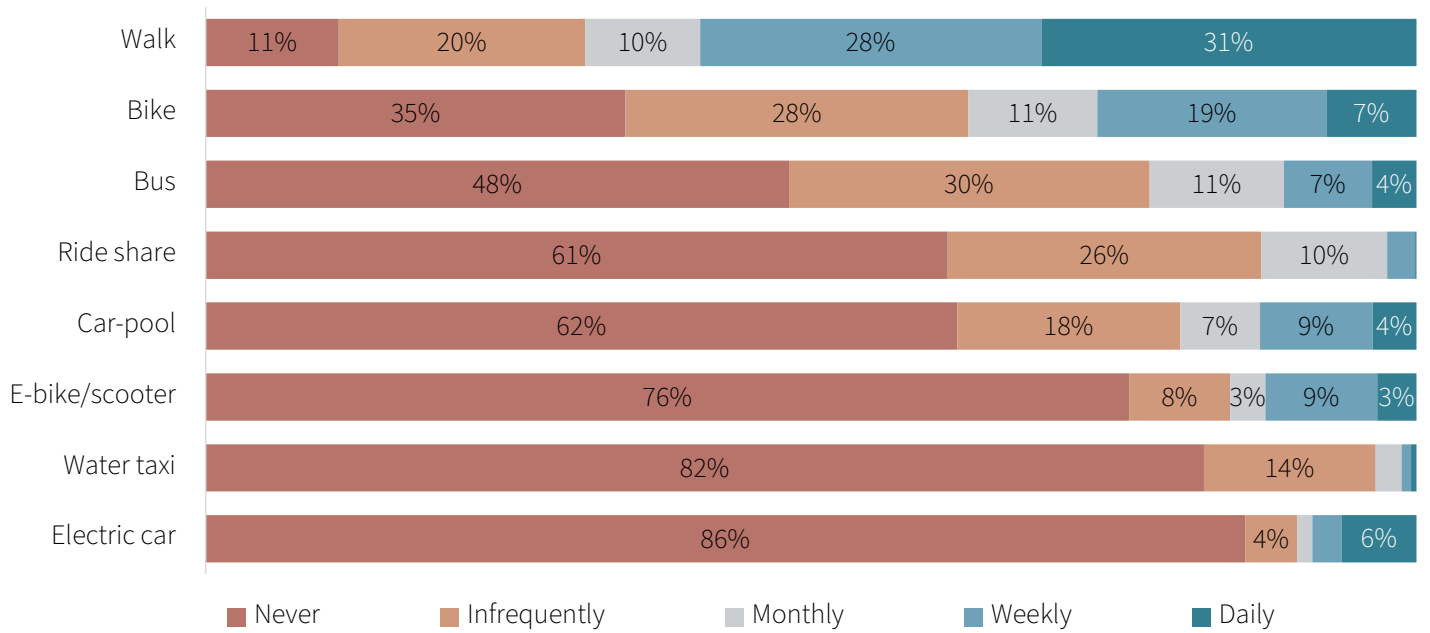
	2018	2019	2020	2021
I feel safe travelling on public transport	58%	59%	61%	60%

Q. Thinking about the following alternate modes of transport, how strongly do you agree or disagree with following statements as a means of transport? Base size n=1000

# ALTERNATIVE TRANSPORT

When asked about regular use of alternative modes of transport, just under a third (31%) of residents walk daily. Further to this, 7% of residents indicate they bike daily, 6% use an electric car daily, and 4% each use a bus or car-pool daily.

## ALTERNATIVE MODES OF TRANSPORT



Q. How regularly do you use an alternative mode of transport to a car? Base size n=1000

# SATISFACTION WITH LIFE PROFILES

Residents were asked to rate their level of satisfaction with their life. Respondents were then categorised as having either high, medium, or low life satisfaction depending on their responses. Below are the statistically significant results for each satisfaction group with regards to the questions asked in the Transport section.

## HIGH LIFE SATISFACTION

These residents are more likely to:

- Agree that public transport is accessible for their needs, gets residents easily to and from where I need to go, is reliable, and is frequent enough
- Use an electric car daily

## MODERATE LIFE SATISFACTION

These residents are more likely to:

- Disagree that public transport is reliable
- Commute to work using a private car and car-pool daily

## LOW LIFE SATISFACTION

These residents are more likely to:

- Disagree that public transport gets residents easily to and from where they need to go, is reliable, is frequent enough, and overall that public transport available in the district meets the needs of residents
- Disagree they feel safe walking or riding my bike

# TRANSPORT SUMMARY

This year, satisfaction with some of the measures associated with public transport remain on a par with results from previous years. However, this year sees significant decreases in satisfaction with the frequency and availability of public transport as well as with the services meeting the needs of residents. Notably, the majority of residents feel safe walking and on public transport while fewer residents feel safe riding a bike or using a ride share.

Residents were also asked to add any additional comments regarding transport, the most common theme within these comments pertain to the availability of public transport in Wānaka, the frequency and routes of existing public transport, and the reliability of services with the decrease in timetables implemented this year. Although less prevalent in the comments, residents also mention they are concerned about bike riding in the district and issues pertaining to taxis and ride-shares. Some residents are supportive and positive about the public transport and biking options in the district, and this is also included in the summary below. Comments from within the survey have been included to highlight the sentiment on these themes.

## NO PUBLIC TRANSPORT AVAILABLE IN WĀNAKA

A number of residents from Wānaka highlighted the lack of public transport services available to them, although there were multiple mentions of the shuttle trial. Some Wānaka residents feel it is unfair that their rates are contributing to a service which they cannot access and there is a general sentiment that Wānaka has been forgotten in terms of public transport options.

*“Public transport has been pushed for in Queenstown and Dunedin and totally ignored in Wānaka. This hasn’t stopped both the Otago Rates and QLDC Rates both having large dollar amounts attributed to our rates increases to subsidise those over the hill. This is ridiculously unfair. Either fund transport in the Wānaka community properly or don’t make Wānaka residents pay to subsidise the others.”*

*“As far as I’m aware public transport is non-existent on the Wānaka side of the crown range.”*

*“Public transport in Wānaka is non-existent. I understand there is a new trial of buses between Lake Hāwea and Central Wānaka however, being Luggate based there is nothing for us here in Luggate besides a School bus for kids to get to School.”*

## FREQUENCY AND ROUTES AREN’T FIT FOR PURPOSE

As with all public transport routes, some residents feel the frequency of the service, as well as the routes the buses take don’t fit with what the community needs from a public transport service. In line with the results, residents do agree that the public transport service is affordable. However, the lack of services available makes it impossible for many users to commit to using the services. It appears that hourly services do not fit with the needs of residents. It should also be noted there were a number of residents indicating they have previously been regular bus users however they no longer use the services now that the frequency has decreased.

*“Go back to the drawing board for Bus routes. Times more frequent. Construct an alternative form of transport for the community. Give locals better MTB and Ski Rates for transport to discourage loads of cars driving up the mountains.”*

*“A single bus every hour to and from Hanley’s Farm and Jacks Point is absolutely ridiculous. I would definitely take the bus if there was a more frequent bus service that could be relied on. I need to go to the gym and supermarket after work, on my way home, and a bus every hour is just not a viable option without me having to use my entire evening waiting for a bus.”*

*“Found the buses good, however the reduced timetable is a little restrictive and there have. [There has] been a lot of times I have caught an earlier bus as I was unsure if the bus I wanted would turn up. Hopefully this will be sorted soon.”*

*“The public transport system in Queenstown is insufficient and is effectively broken. In order to attract more users there needs to be a complete overhaul of the service and redesign of bus routes and timetables... There needs to be more frequent buses to 5 Mile/Frankton Flats as these are now the*

# TRANSPORT SUMMARY

*key shopping areas of Queenstown. The least that could be done is reroute routes 2 and 5 down Grant Rd, Shearers Dr and Hawthorn Dr rather than having the buses pass this key area on the state highway. The fact there isn't a direct bus from 5 mile/Frankton flats to central Queenstown is bizarre and illogical."*

*"The busses are affordable but they lack frequency and availability. Having a bus only every hour is not useful to anyone, and not being able to get some busses after certain times is ridiculous. Not to mention, they don't run to every neighbourhood, and when they do run, they're hardly ever on time."*

## RELIABILITY OF BUS SERVICE AND COMMUNICATION ABOUT CHANGES

The reliability of the bus service does appear to be a substantial issue for residents. The communication around this also appears to be lacking. Many residents made comments about the reliability of the service and that multiple times they have been left waiting for a bus which didn't arrive. Residents also mention the lack of communication with users when bus services are running late or have been cancelled, with multiple channels often supplying conflicting information. Residents are aware that the decreased frequency of buses and the lack of reliability are related to driver shortages, however there are a number of comments from residents indicating they previously were regular bus users and are now not.

*"I used to use the Fernhill–Sunshine Bay bus very frequently but it is so unreliable now I don't bother to even try to use it."*

*"I travel by bus everyday to and from work. When it ran every 15minutes and was reliable I couldn't recommend the bus high enough. Sadly due to driver shortages the bus timetable is reduced and often the those scheduled buses don't appear. The updates are inconsistent, the Facebook page, the timetable, real-time bus map and the transit app don't match so I can't even try and pre-empt whether to try for a bus or not which is frustrating. It's a shame to see visitors with their skis and suitcases cram onto the bus or have the bus drive by them along Frankton road without it stopping because there's no room –it's not a good look or experience*

*for visitors. If we push people out of free parking in town then you need to give people an alternative. In the current state I would not recommend the bus which is sad as previously I thought it was great."*

*"I have not owned a car since April 2022. I am constantly disappointed by the bus service. I use it to commute to work and it does not come on time, it is too infrequent (especially since the timetable reduction in July 22) and the routes do not service the needs of the community. One bus per hour to and from Arthurs Point is an absolute joke when QLDC are trying to discourage car use. QLDC and ORC need to address the pathetic bus service immediately yet NONE of the mayoral candidates had it as a priority in their manifestos... I truly believe a majority of commuters would use the bus if it was reliable, more frequent and cheap. For example, the only bus to town from Arthurs Point leaves around .55 past the hour and gets in at around .10 past the hour. How on earth does this help commuters? Most people start work on the hour, so this bus route means you either have to be an hour early for work or 20 minutes late. Pathetic."*

## CONCERN FOR SAFETY USING BIKES

Although there is an extensive network of bike tracks and trails for bike users to use, many bike users also mentioned how dangerous using their bikes on urban roads can be. In particular, the ability for cyclists to cross busy roads is of concern amongst these residents. Paired with a lack of access to public transport, these residents are finding it difficult to get around the district without using a private car.

*"The transport network is a joke. Amazing bike tracks connected by dangerous roads not suitable to ride on. Public transport that doesn't really go many places and from what I hear isn't reliable. So much traffic due to badly designed roaring layout that's not even ten years old. And as for the roadworks..."*

*"Infrastructure for safe cycling is terrible! I'm a confident cyclist but I can't get across Frankton Rd to the lakeshore track or back across to my house on the hill. I've had several near misses with vehicles. Please build separated cycle lanes with lighting. Also, the speed limit on Frankton Rd is too fast."*

# TRANSPORT SUMMARY

*I'm young and fit and I have to run to cross the road. For anyone less mobile it would be impossible. It's almost like these new subdivisions have been built with transport by private vehicle as the only option."*

## ISSUES WITH TAXI AND RIDE SHARE OPTIONS

Residents also mention the expense of taxis and ride share options within the district, as well as poor behaviour from the drivers which makes them less inclined to want to use the services. The unreliable public transport service also appears to be a stressor for residents here, with the feeling that they have limited options for transport in and out of town as they don't want to use the taxis or ride share options.

*"The recent influx of "rogue" taxis e.g., uber and others are a huge problem. We have horrific rip offs and other issues happening nowadays that is destroying the good reputation we have as a people friendly town. There should be only registered taxi companies such as Green cabs or Blue Bubble allowed to operate."*

*"The expensive unregulated taxis in town are unsafe and something bad is bound to happen. Young people can't afford to take these and walk home, which I do frequently, just takes one time. Bus is great just needs to be more frequent and reliable."*

## HAPPY WITH PUBLIC TRANSPORT AND BIKE RIDING AMENITIES

There are residents who are happy with the public transport services available, and don't appear to have the issues other residents do in regards to the reliability and frequency of the services. A number of residents praised the bike trails as an easy way to commute to work.

*"For many of us frequent accessible, affordable and reliable public transport is essential. Currently for me, this is being met."*

*"Bike tracks great for commuting except when in Queenstown itself. Road works have made a lot of network difficult and unsafe to use."*

# YOUR NEIGHBOURHOOD

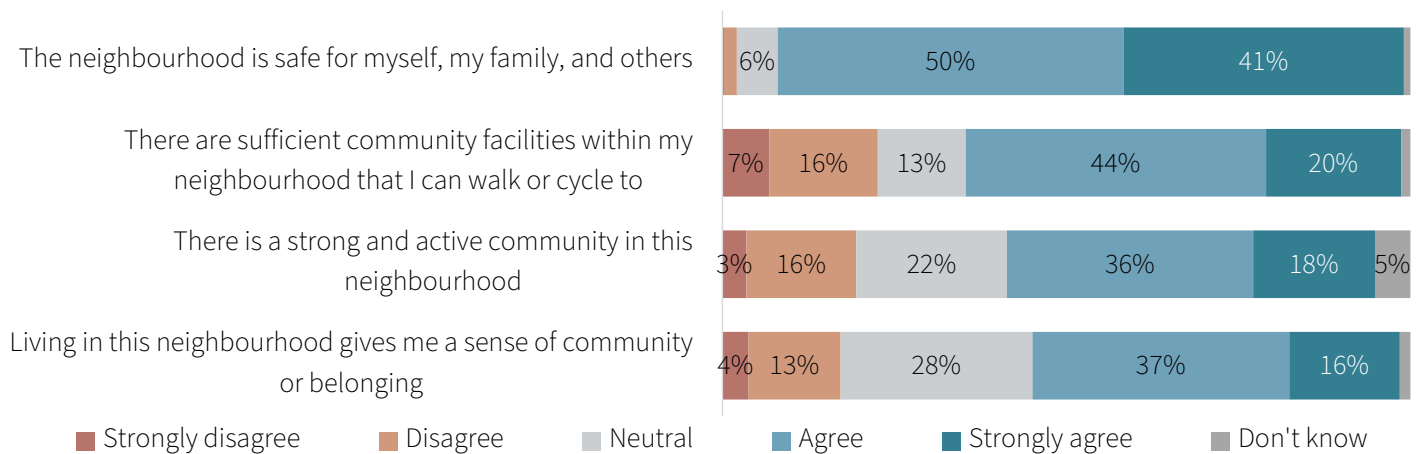


# NEIGHBOURHOOD

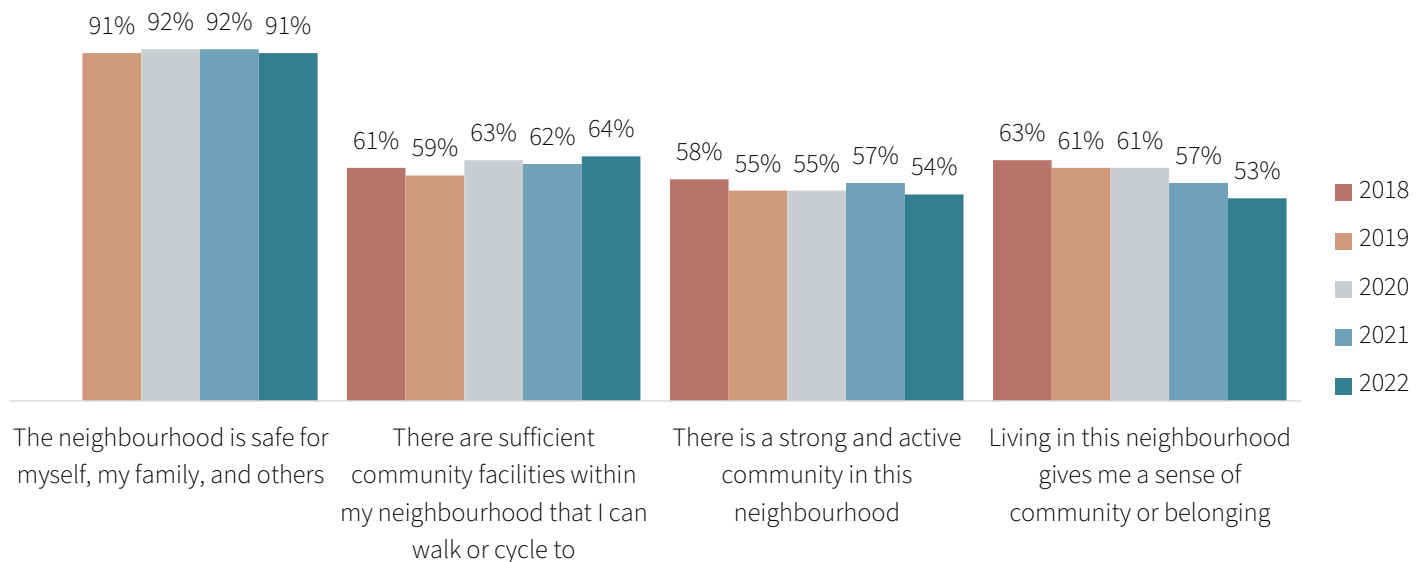
When asked about wellbeing characteristics in their neighbourhood, the majority (91%) of residents agree (50%) or strongly agree (41%) that the neighbourhood is safe for themselves, their family, and others. At a lower level, 64% of residents agree there are sufficient community facilities within their neighbourhood that they can walk or cycle to and a further 54% of residents agree (36%) or strongly agree (18%) that there is a strong and active community in their neighbourhood. Fifty three percent of residents agree (37%) or strongly agree (16%) that living in their neighbourhood gives them a sense of community or belonging.

Year on year comparisons show no statistically significant differences from last year's results. This year's results are also on a par with results from previous years.

## NEIGHBOURHOOD CHARACTERISTICS: WELLBEING



## AGREE/ STRONGLY AGREE 2018–2022



Q. Thinking about the neighbourhood in which you live, please indicate how strongly you agree or disagree with the following statements? Base size n=1000

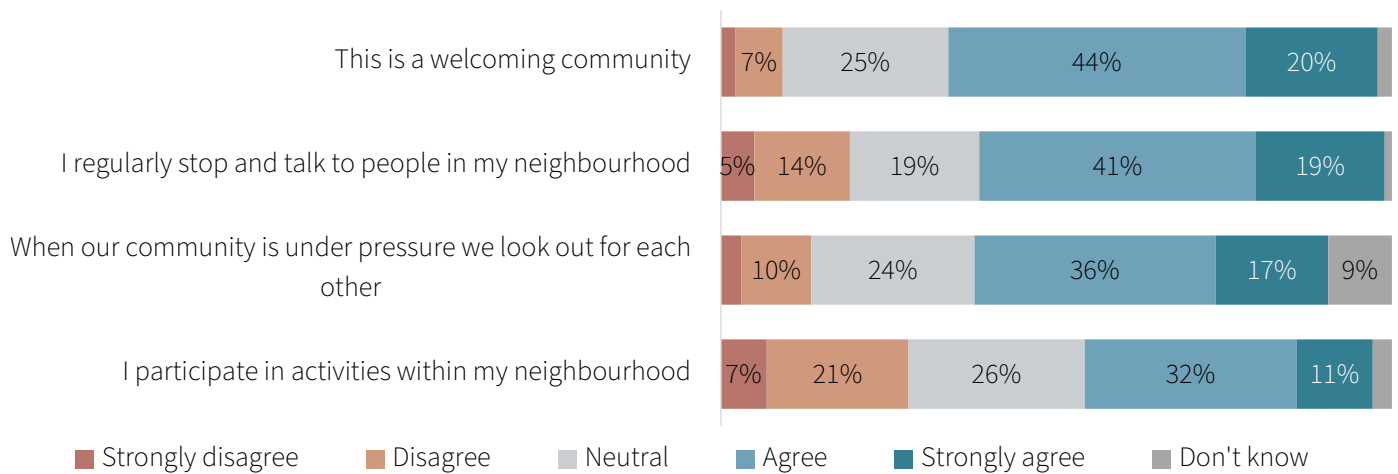


# NEIGHBOURHOOD

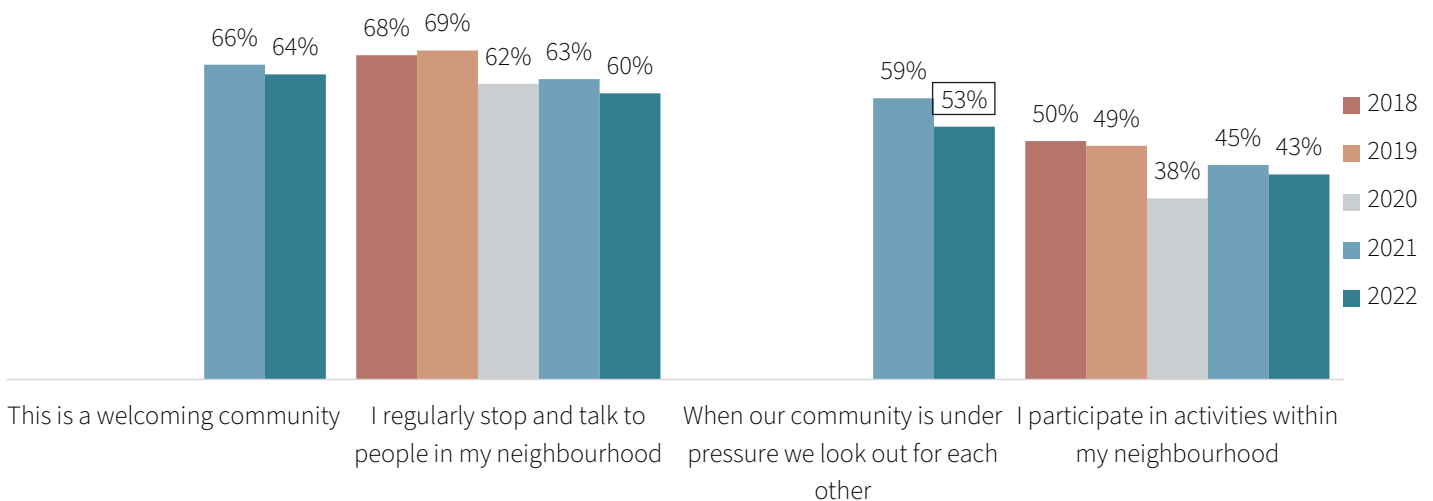
This year, 64% of residents agree (44%) or strongly agree (20%) that their community is welcoming, with a further 60% of residents agreeing (41%) or strongly agreeing (19%) that they regularly stop and talk to people in their neighbourhood. Just over half (53%) of residents agree (36%) or strongly agree (17%) that when their community is under pressure they look out for each other and 43% of residents agree (32%) or strongly agree (11%) that they participate in activities in their neighbourhood.

This year shows decreases across all connection neighbourhood characteristics. Notably, residents' agreement with the statement when their community is under pressure they look out for each other has decreased significantly this year (53% cf. 2021, 59%). Notably, this year's results remain below results from 2018 and 2019 prior to COVID.

## NEIGHBOURHOOD CHARACTERISTICS: CONNECTION



## AGREE/ STRONGLY AGREE 2018–2022



Q. Thinking about the neighbourhood in which you live, please indicate how strongly you agree or disagree with the following statements? Base size n=1000

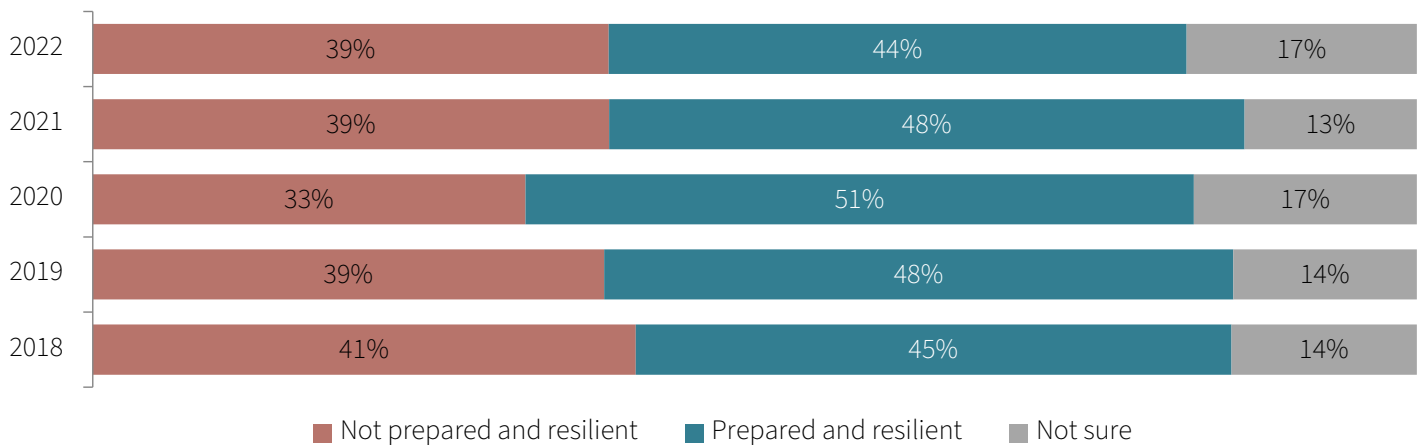
The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# RESILIENT AND PREPARED

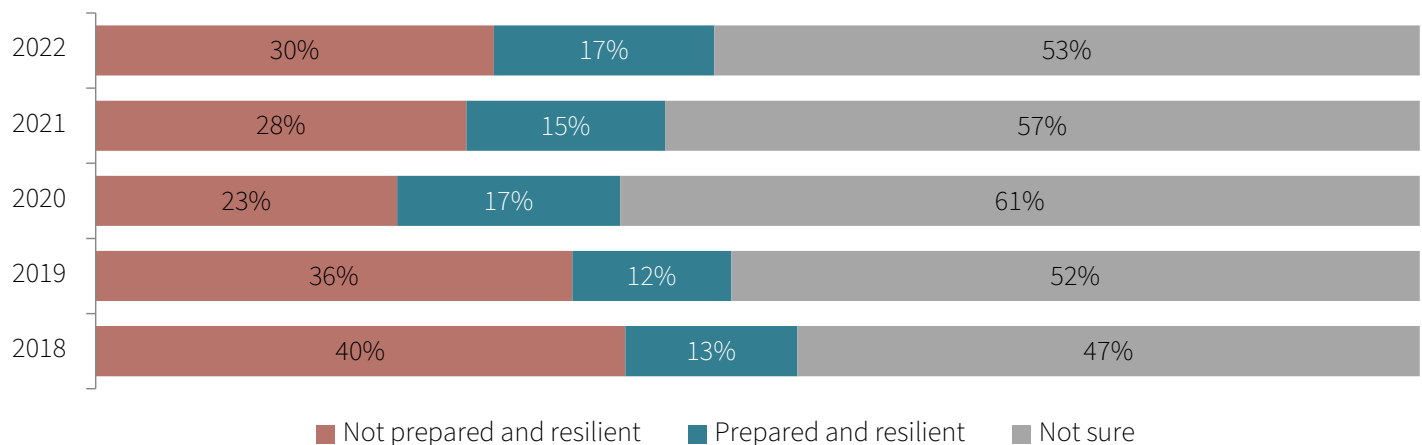
Forty four percent of residents agree that they are resilient and prepared for an emergency. This is a 4% decrease from last year's results. Notably, this year more residents mention they are not sure if they are resilient and prepared for an emergency.

In terms of neighbourhoods being resilient and prepared for an emergency, 17% of residents indicate their neighbourhood is prepared and resilient; this is a 2% increase from last year's results.

## EMERGENCY PREPAREDNESS: YOURSELF



## EMERGENCY PREPAREDNESS: YOUR NEIGHBOURHOOD



Q. Do you consider yourself and your neighbourhood resilient and prepared for an emergency event? e.g. you have sufficient emergency supplies including water and food for seven days, have a plan with family/ friends and have read the emergency response plan for your neighbourhood? Base size n=1000

# SATISFACTION WITH LIFE PROFILES

Residents were asked to rate their level of satisfaction with their life. Respondents were then categorised as having either high, medium, or low life satisfaction depending on their responses. Below are the statistically significant results for each satisfaction group with regards to the questions asked in the Your Neighbourhood section.

## HIGH LIFE SATISFACTION

These residents are more likely to:

- Agree their neighbourhood is safe for themselves and others, there are sufficient community facilities within their neighbourhood that they can walk or cycle to, there is a strong and active community in their neighbourhood, living in their community gives them a sense of community or belonging, their community is welcoming, and they regularly stop and talk to people in their neighbourhood
- Be personally prepared and resilient for an emergency
- Indicate their neighbourhood is prepared and resilient for an emergency

## MODERATE LIFE SATISFACTION

These residents are more likely to:

- Not be personally prepared and resilient for an emergency
- Indicate their neighbourhood is not prepared and resilient for an emergency

## LOW LIFE SATISFACTION

These residents are more likely to:

- Not be personally prepared and resilient for an emergency
- Indicate their neighbourhood is not prepared and resilient for an emergency

# YOUR NEIGHBOURHOOD SUMMARY

Agreement with neighbourhood measures are generally on a par with previous years' results, although residents are less likely to agree that when their community is under pressure they look out for each other. Under half of residents think they are prepared for an emergency while few residents think their neighbourhood is prepared for an emergency.

Residents were also asked to make any additional comments regarding their neighbourhood. These comments revolve primarily around a lack of neighbourhood feel, a lack of parking, and the need for more facilities in specific areas. Comments from within the survey have been included to highlight the sentiment of these themes.

## LACK OF NEIGHBOURHOOD FEEL BECAUSE OF A LARGE NUMBER OF SHORT TERM RENTALS

A number of residents mention the lack of community feel in their neighbourhood, which they attribute to the large number of short term rental houses in the district, meaning there aren't neighbours per se to connect with.

*"My neighbourhood is highly transient as I live close to the CBD and some units are Airbnb. Airbnb has made the neighbourhood more dysfunctional."*

*"Most of my immediate neighbourhood housing is either empty holiday homes or short-time visitor rentals... So, not a whole lot of friendly neighbours..."*

## LACK OF ON STREET PARKING

Residents also mention the lack of parking available in areas where residents live. Older residents mention this makes it harder for people to visit them and does make it stressful when visitors need to find a park.

*"Council have removed 50% of carparks in street without consultation so it is difficult for visitors who are elderly to visit me this has caused me much stress."*

## MORE FACILITIES TO MAKE AREAS MORE LIVEABLE

Residents mention they would like more pedestrian and cycling facilities as well as improved public transport and more facilities such as cafés, shops, and dairies in suburbs.

Improvements to pedestrian and cycling facilities would help improve accessibility within suburbs for residents, particularly those with young children and those who are elderly. Further to this, residents indicate more stops or pick up points for buses would help make public transport accessible to more residents. Residents perceive including more leisure facilities, such as cafés and shops, would help improve the lifestyle of these residents and also mean they don't have to leave their neighbourhood or suburb to do things.

*"Limited provision of pedestrian and cycle facilities means accessing portions of my neighborhood must be accessed by car, which restricts faculty access."*

*"There needs to be more services to Hanley's Farm, a cafe, tennis court, etc. If Jacks Point are so actively trying to stop the subdivisions being joint they need to be self-sufficient..."*

*"Feel Sunshine Bay needs more availability to bus into town, or parking along the Esplanade or Glenorchy Road to allow easier access to enjoy our town more. It's too hard to get into town for a take away, quick coffee, quick shopping for a gift, or 30 min business meeting. Would be great to have a BBQ/ toilet/ bins at Sunshine Bay boat ramps as well as more parking as this is dangerous in summer time. Upgrade our park at Sunshine Bay, compare with Lake Hayes or Shotover we don't have that much Fernhill has park but you need to drive there."*

*"There is no fore thought planning at Hanleys Farm. There should have been bus stops made and added when it was built and a community hub with café, store, etc. Council should enforce developers to build cycle trails and offer land the above mentioned before signing off and allowing development."*

*"There needs to be more facilities in the Clearview/ Koromiko/Pen Bay side of Wānaka such as a convenience store, café, dairy."*

*"A shop? A cafe? A community hub where all the young mums and bubs can walk to. Getting out even to Frankton can be a challenge sometimes and Hanley's farm can feel quite isolated at times."*

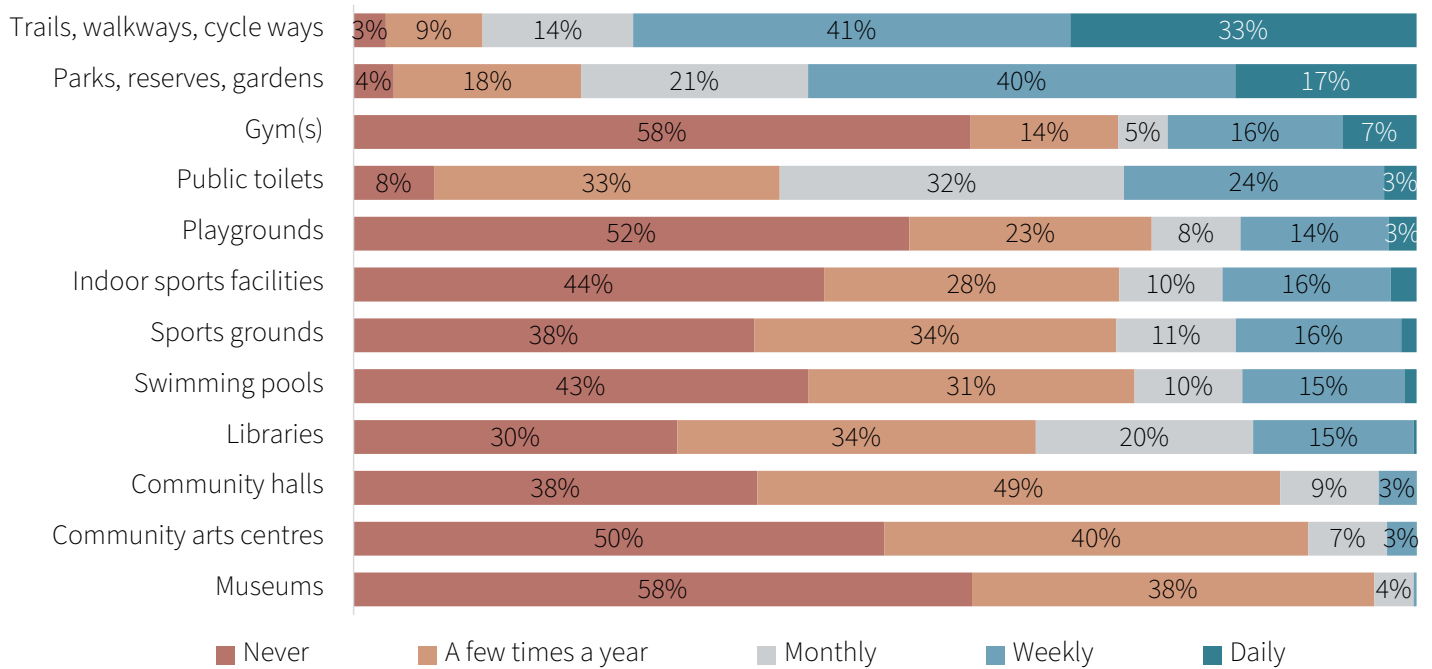
# FACILITES AND GOVERNANCE



# USE OF FACILITIES

Trails, walkways, and cycleways are the most frequently used facilities, with one third (33%) of residents indicating they use these daily. Notably, public toilets are the most used facilities generally, with 92% of residents indicating they use public toilets at least a few times a year. Museums and gyms appear to be the least used facilities with 58% (each) of residents indicating they never use these facilities. Year on year comparisons are shown overleaf.

## USE OF FACILITIES

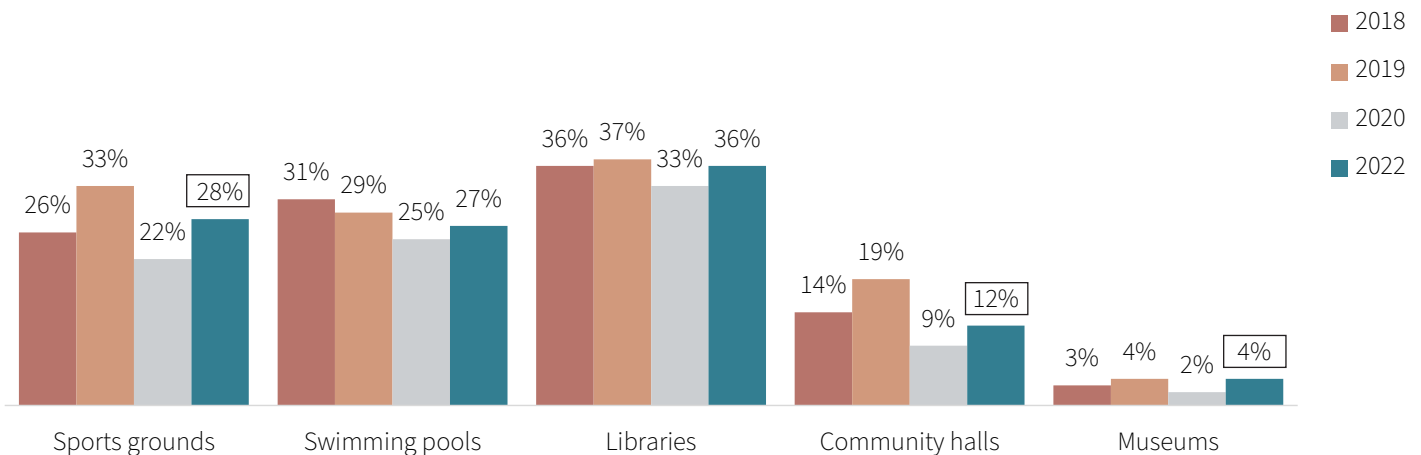
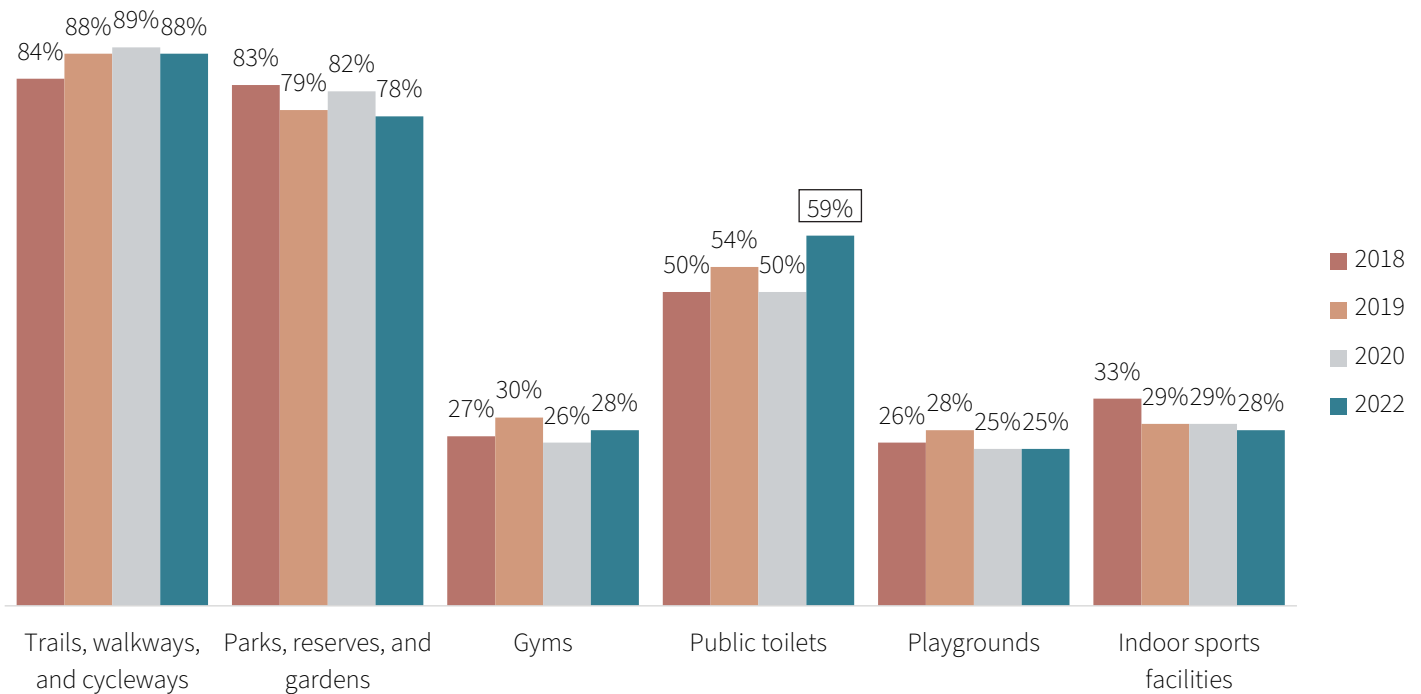


Q. Thinking about specific community facilities, how often do you use the following? Base size n=1000

# USE OF FACILITIES

The following charts show the year on year use of facilities, these findings group use of each facility daily, weekly, and monthly. Use of public toilets (59% cf. 2020, 50%), sports grounds (28% cf. 2020, 22%), community halls (12% cf. 2020, 9%), and museums (4% cf. 2020, 2%) has increased significantly this year compared to results from 2020. Overall, use of most facilities has remained consistent.

## USE OF FACILITIES 2018 – 2020, 2022\*



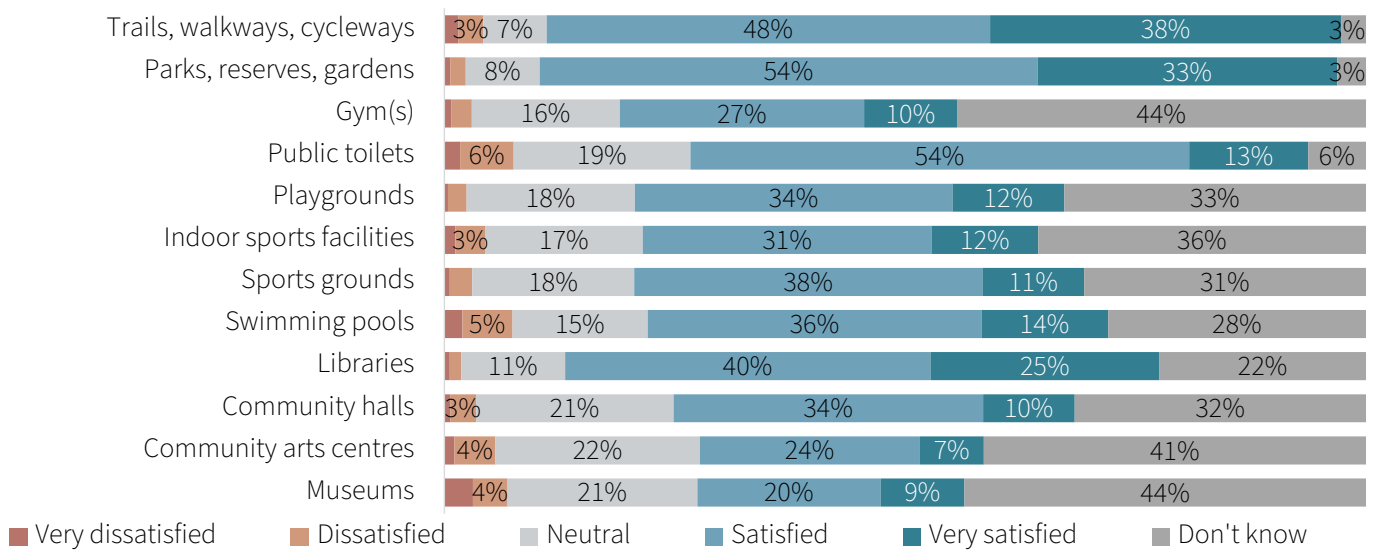
Q. Thinking about specific community facilities, how often do you use the following? Base size n=1000  
 The square box on the chart indicates this year's result is a statistically significant change from last year's result.  
 \*Monitoring not included in 2021.

# SATISFACTION WITH FACILITIES

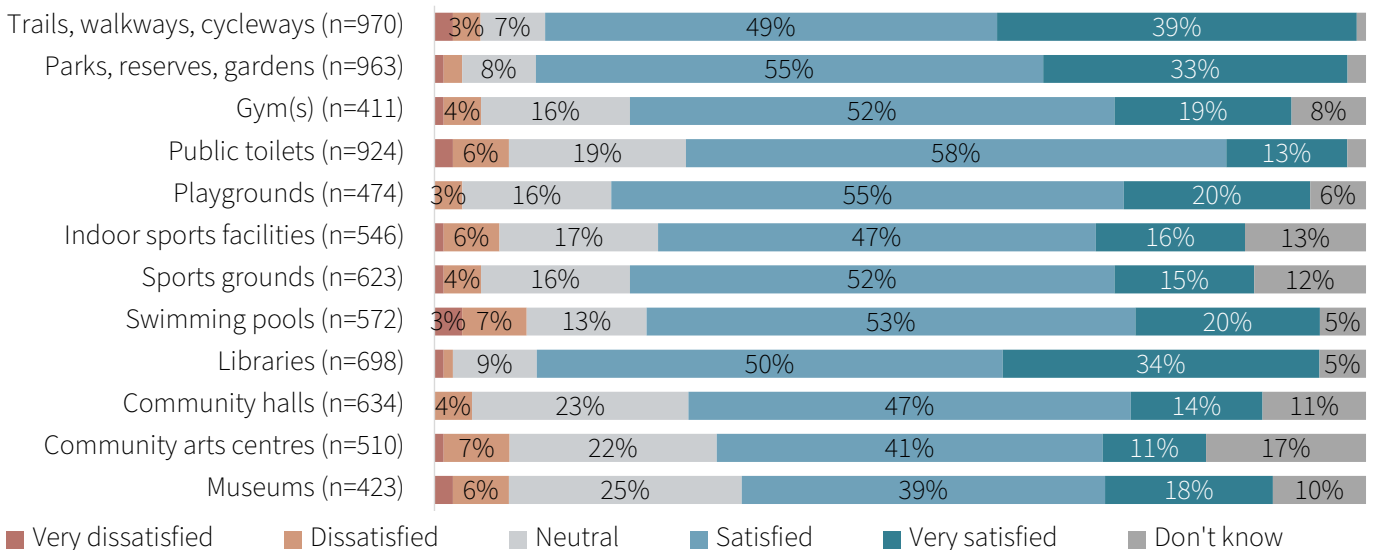
Parks, reserves, and gardens (87%) and trails, walkways, and cycle ways (86%) are the facilities with the highest overall satisfaction. Museums (29%) and community arts centres (31%) have the lowest overall satisfaction.

Results from users of each facility have also been included in the second chart; users are classified as residents who use the facility at least a few times a year. The number of residents included within each facility is shown next to the facility within the chart. Notably amongst users, across many facilities there are fewer don't know responses and a higher proportion of satisfied responses.

## SATISFACTION WITH FACILITIES



## SATISFACTION WITH FACILITIES AMONGST USERS



Q. Please indicate how satisfied you are with the following services. Base size n=1000



# REASON FOR NOT USING FACILITIES

Residents were also asked what prevents them from using each of the community facilities. Across all Council provided facilities, nothing preventing residents is the primary mention here. Notably, the cost of the gyms is mentioned by 20% of residents as a reason for not using the facilities, while the quality of public toilets is a reason for not using them for 13% of residents.

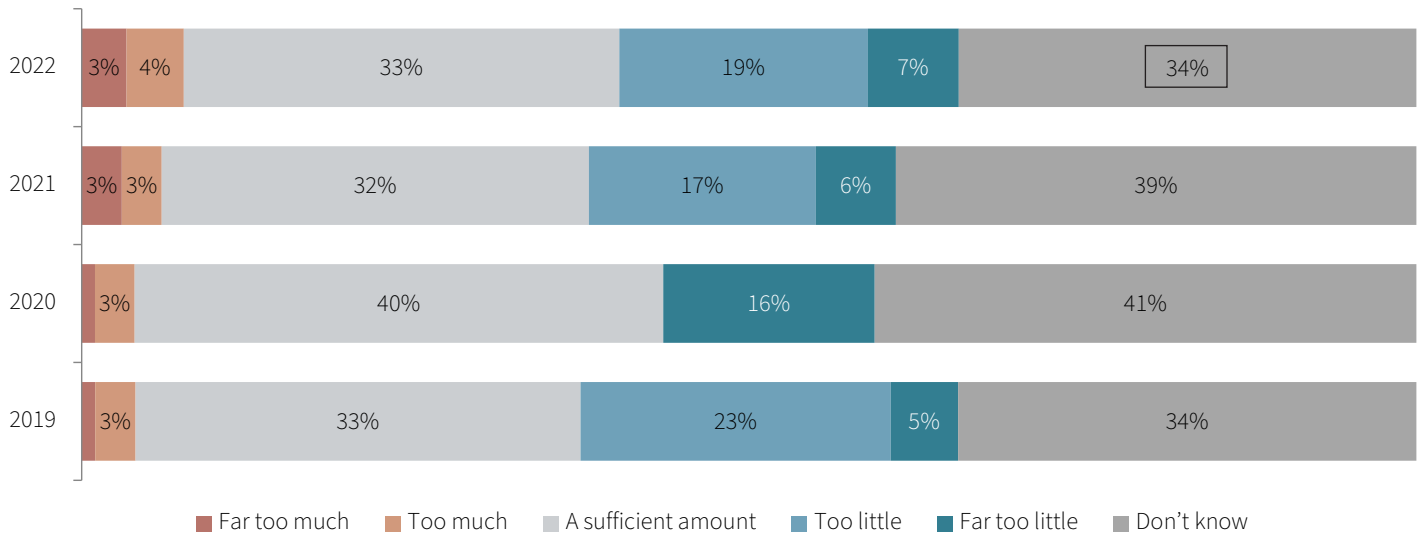
	Cost	Accessibility	Quality	Opening hours	Safety	No interest	Other	Nothing prevents me
Trails, walkways, and cycleways	0%	4%	3%	0%	4%	2%	2%	88%
Parks, reserves, and gardens	0%	2%	2%	0%	1%	1%	1%	94%
Gym(s)	20%	5%	4%	3%	1%	27%	3%	46%
Public toilets	0%	4%	13%	1%	2%	3%	2%	79%
Playgrounds	0%	2%	2%	0%	1%	30%	1%	64%
Indoor sports facilities	8%	5%	3%	3%	1%	25%	2%	59%
Sports grounds	1%	3%	2%	1%	1%	22%	1%	70%
Swimming pool	12%	5%	6%	6%	1%	17%	4%	58%
Libraries	0%	2%	2%	7%	0%	13%	1%	76%
Community halls	2%	3%	2%	2%	0%	21%	2%	69%
Community arts centre	1%	4%	2%	2%	0%	26%	2%	64%
Museums	2%	5%	4%	2%	0%	20%	6%	63%

Q. What, if anything, prevents you from using the following community facilities. Base size n=1000

# COMMUNITY GRANTS

In line with previous years' results, 33% of residents think the amount of money Queenstown Lakes District Council provides to community groups as grants or in kind is a sufficient amount of money. Seven percent of residents think Council gives too much (4%) or far too much (3%) to community groups while 26% think Council gives too little (19%) or far too little (7%). Notably, this year significantly fewer residents mention they don't know if Council provides too little or too much to community groups (34% cf. 2021, 39%).

## COMMUNITY GRANTS



Q. Each year Queenstown Lakes District Council provides approximately \$1.9 million to community groups as grants or in kind. Do you think this amount is: Base size n=1000

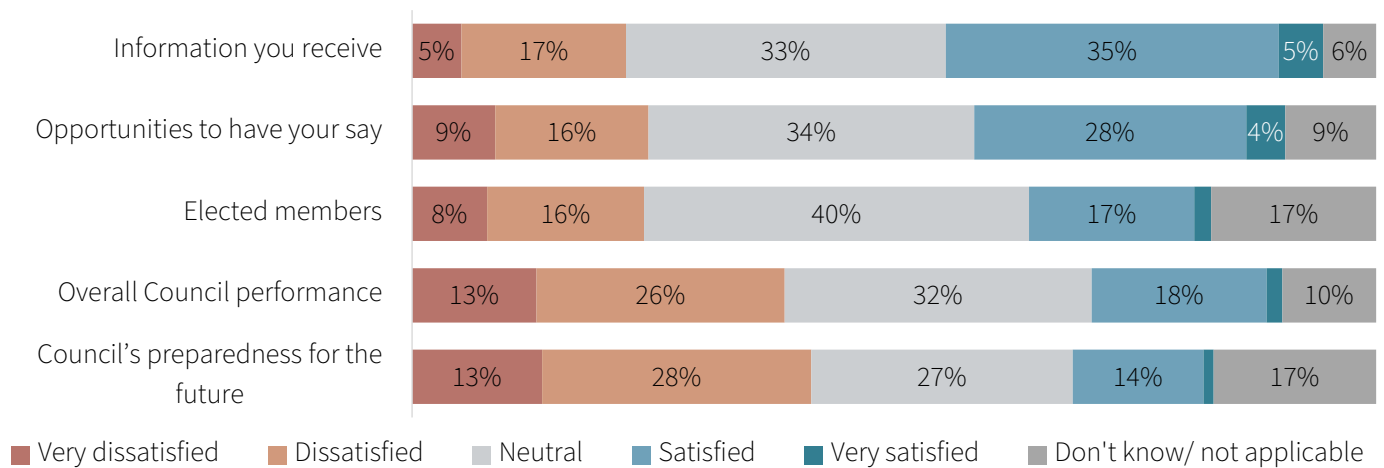
The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# SATISFACTION WITH QLDC

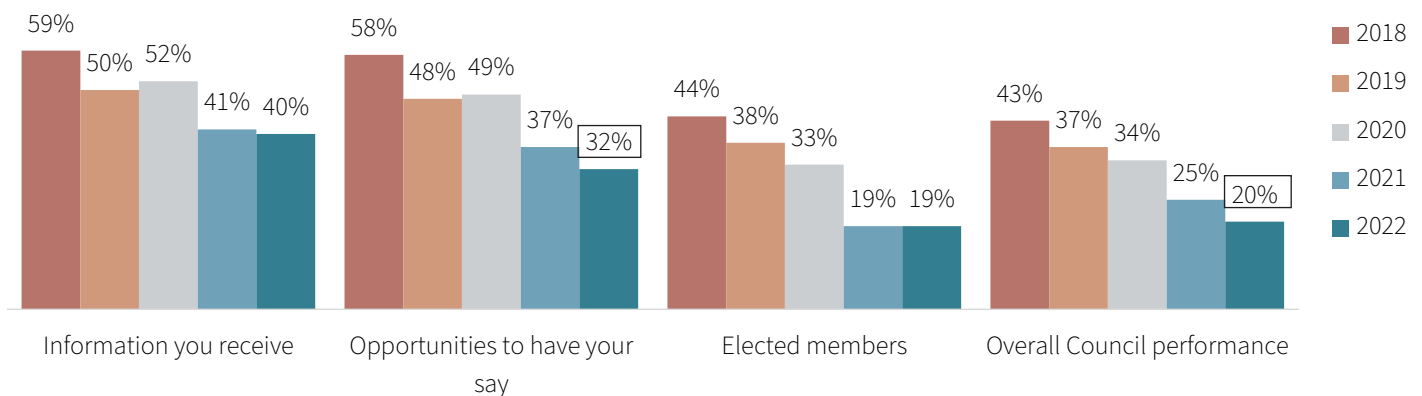
Overall, 40% of residents are satisfied (35%) or very satisfied (5%) with the information they receive from Queenstown Lakes District Council. A further 32% of residents are satisfied (28%) or very satisfied (4%) with their opportunity to have a say and 18% are satisfied (17%) or very satisfied (2%) with elected members. Nineteen percent of residents are satisfied (18%) or very satisfied (1%) with the overall performance of Council. In a new measure this year, 15% of residents are satisfied (14%) or very satisfied (2%) with Council’s preparedness for the future.

All satisfaction measures for Queenstown Lakes District Council have decreased consistently since 2018. Notably, satisfaction with opportunities to have a say (32% cf. 2021, 37%) and overall Council performance (20% cf. 2021, 25%) have both decreased significantly this year.

## OVERALL SATISFACTION WITH QLDC



## SATISFIED/VERY SATISFIED 2018–2022

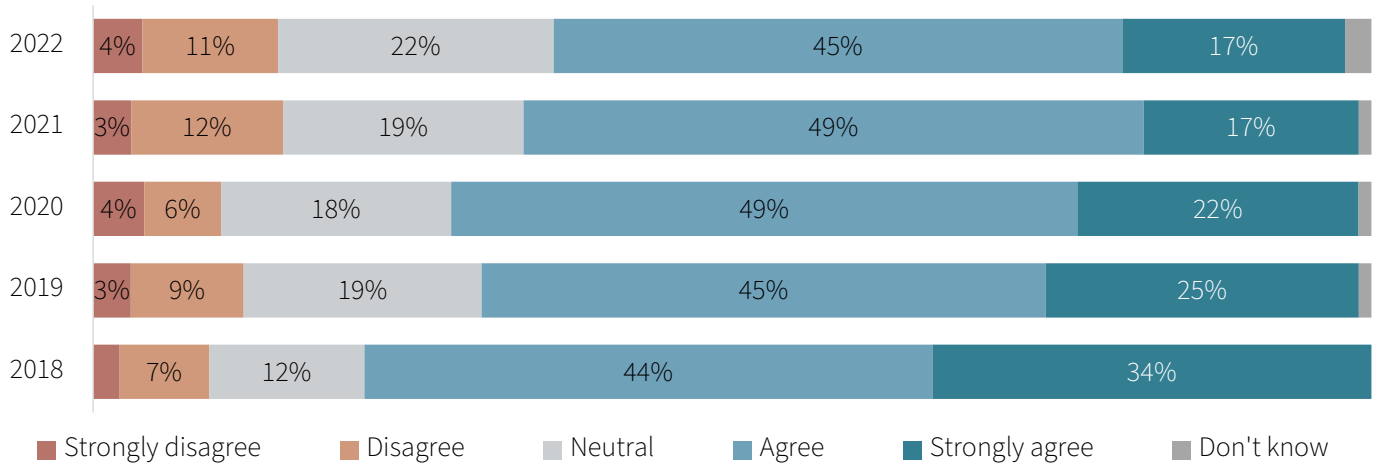


Q. Thinking about Queenstown Lakes District Council, how satisfied are you with the following? Base size n=1000  
The square box on the chart indicates this year’s result is a statistically significant change from last year’s result.

# PRIDE IN DISTRICT

In line with last year’s results, 62% of residents agree (45%) or strongly agree (17%) that they feel a sense of pride in the district. A further 15% of residents disagree (11%) or strongly disagree (4%) that they feel a sense of pride in the district. Interestingly, strongly agree ratings have halved compared to 2018 results while strongly disagree ratings have doubled.

## FEEL A SENSE OF PRIDE IN THE DISTRICT



Q. How much do you agree or disagree with the following statement: 'I feel a sense of pride in the district'? Base size n=1000

# SATISFACTION WITH LIFE PROFILES

Residents were asked to rate their level of satisfaction with their life. Respondents were then categorised as having either high, medium, or low life satisfaction depending on their responses. Below are the statistically significant results for each satisfaction group with regards to the questions asked in the Facilities and Governance section.

## HIGH LIFE SATISFACTION

These residents are more likely to:

- Use and to be very satisfied with Council provided facilities
- Mention the amount Queenstown Lakes District Council gives to community groups is too little
- Be satisfied with all measures relating to Council's performance
- Agree they feel a sense of pride in the district

## MODERATE LIFE SATISFACTION

These residents are more likely to:

- Not use Council provided facilities regularly and more likely to be dissatisfied with most Council provided facilities
- Be unsure if the amount Queenstown Lakes District Council gives is the right amount
- Be dissatisfied with all measures relating to Council's performance
- Neither agree nor disagree they feel a sense of pride in the district

## LOW LIFE SATISFACTION

These residents are more likely to:

- Not use Council provided facilities regularly
- Mention the amount Queenstown Lakes District Council gives is far too little
- Be dissatisfied with the information they receive and opportunities to have their say
- Strongly disagree they feel a sense of pride in the district

# FACILITIES AND GOVERNANCE

## SUMMARY

This year, one third of residents mention they use trails, walkways, and cycleways daily; this is the most used facility amongst residents. Highest satisfaction with facilities is seen for parks, reserves, and gardens, trails, walkways, and cycleways, and public toilets. One third of residents think the amount of money Council provides to community groups as grants or in kind is a sufficient amount. Satisfaction with most overall QLDC measures has decreased this year. Most notably, satisfaction with opportunities to have your say and overall Council performance have both decreased significantly this year. It is interesting to note that all overall satisfaction measures have decreased since 2018. In line with previous years results, over half of residents agree they are proud of their district.

Residents were also asked to add any additional comments regarding community facilities and governance. These comments revolve primarily around current community facilities not being fit for purpose, needing more or a diverse range of facilities, a perception that Council doesn't listen to residents, roadworks in the CBD, and walkers finding it difficult to use bike trails. Comments from within the survey have been included to highlight the sentiment of these themes.

### COMMUNITY FACILITIES NOT FIT FOR PURPOSE

A number of residents mention specific facilities which they perceive are not fit for purpose for their community. Specifically, residents feel that the facilities within smaller communities in the district are lacking and don't meet the needs of the residents who live there.

*"The local recreation centre was very poorly thought about for long term growth of the community. As a member of the public who frequently uses these facilities for sport I find the set up very poor. Poor quality flooring and lack of seating for spectators, real lack of ability to care for our sports players well-being, lots of injuries due to flooring. Terrible foresight it seemed to me the facilities were too small and rushed from the day they opened. Didn't listen to communities input especially to people that were most involved."*

*"Wānaka's new pool, that we are all subsidising in our rates, is a disgrace. The main pool being too short to have proper swim meets and forcing more Wānaka family's to travel if their children want to be involved in swimming. The tiny size of the learner pool means lessons are held in tiny corners of the pool and never being able to take young children out of swim lessons as the small pool is taken over by school age children throwing balls and their bodies around. No slides or fun areas like Queenstown, much smaller than Cromwell that is decades old. It raises serious questions as to how it was ever signed off."*

*"Fernhill playground is a disgrace - there are lots families and grandparents who take their children here and it is dangerously close to road on a hill and hardly any playground equipment at all. The grounds above are always soggy and dog poo ridden and there are never any parks as people hog the parks for all day parking and it is never enforced."*

### NEED MORE/ DIVERSE FACILITIES

Residents also mention there is a limited range of facilities available within the district, especially within specific smaller areas. In particular, residents mention an interest in a more diverse range of biking facilities and sporting facilities. Residents from areas such as Ladies Mile, Wānaka, Luggate, and Hāwea feel they have fewer facilities in their communities than other areas of the district.

*"Build more MTB bike trails, explore and develop alternative transport solutions. Have more outside multi use sports facilities. Build a skatepark in Frankton. Build an indoor skate and bike training complex."*

*"There is a lack of social infrastructure in areas like Ladies Mile and the Southern Corridor. Priority should be given to developing more community facilities, parks and sports fields for the district. Wānaka in particular needs more sportsfields!"*

# FACILITIES AND GOVERNANCE

## SUMMARY

*“More facilities required in areas such as Luggate and Hāwea. These communities are growing fast. Facilities are necessary to keep young people active, occupied, and out of trouble e.g., basketball and tennis courts (Luggate) and moveable nets in Hāwea. Use the reserve land in Luggate for an exciting play development!”*

### **COUNCIL DOESN'T LISTEN TO RESIDENTS**

As aforementioned, residents are significantly less satisfied with their opportunity to have their say this year. The following comments point to residents being unhappy with the follow through from Council once consultation has been undertaken, as well as the consultation not being completed in a meaningful way.

*“You can have your say here, but it does not appear that Council actually take account of what the community wants. It appears to just go through the motions (and the enormous cost) of consultation.”*

*“Council need to provide more fit for purpose consultation on important community matters. Consultation appears to currently be a tick box exercise that is not meaningful and the manner in which it is currently pursued seems to undermine confidence in council.”*

*“There are unrealistically short timeframes to have input. Council works on things for months and years then gives the community less than 4 weeks to read all the info and put forward an informed point of view. The process is horrible and I don't think Council staff care.”*

### **ROADWORKS IN CBD AN ISSUE**

Roadworks and construction in the CBD is an issue for many Queenstown Lakes District residents, with many firmly placing the blame for these disruptions on Council. Residents feel the roadworks make it harder to get around the CBD and make it particularly difficult to park and access shops within the CBD.

*“How about some streets we can use? The current situation is farcical and badly organised. Not one street has been finished in 2 years!”*

*“Stop digging up everything and get one project done before starting the next, town is a disgrace and you're frustrating for locals.”*

*“Queenstown has become impossible to get around. The length of time the roadworks has taken is absurd and no one seems to want to take ownership of it. Council needs to be held accountable; it not only drives residents away from town but leaves a terrible impression for visitors.”*

### **BIKE TRAILS NOT SUITABLE FOR WALKERS**

Many walkers within the district mention they struggle to use the trails as the bikers using them make it unsafe for them to use; many bikers travel fast and there isn't enough space for both walkers and cyclists. Residents also feel the trails aren't safe for families to use given the speed of some cyclists on the trails.

*“Trails should be better sign posted, bikers getting upset at people walking on trails made for both is ridiculous and vice-versa. Some trails need barriers for falling over, people walk with their young children and it could potentially be very dangerous. Why isn't there a sidewalk that leads to the events centre from the bus depot? It's dangerous to walk there and that makes it inaccessible.”*

*“Walking tracks need to be re-instated, we do not walk on the biking tracks but they speed down all of our walking tracks and there seems like there is nothing we can do about it. Bridleways have completely disappeared, all have been handed over to the cyclists...”*

# TOURISM



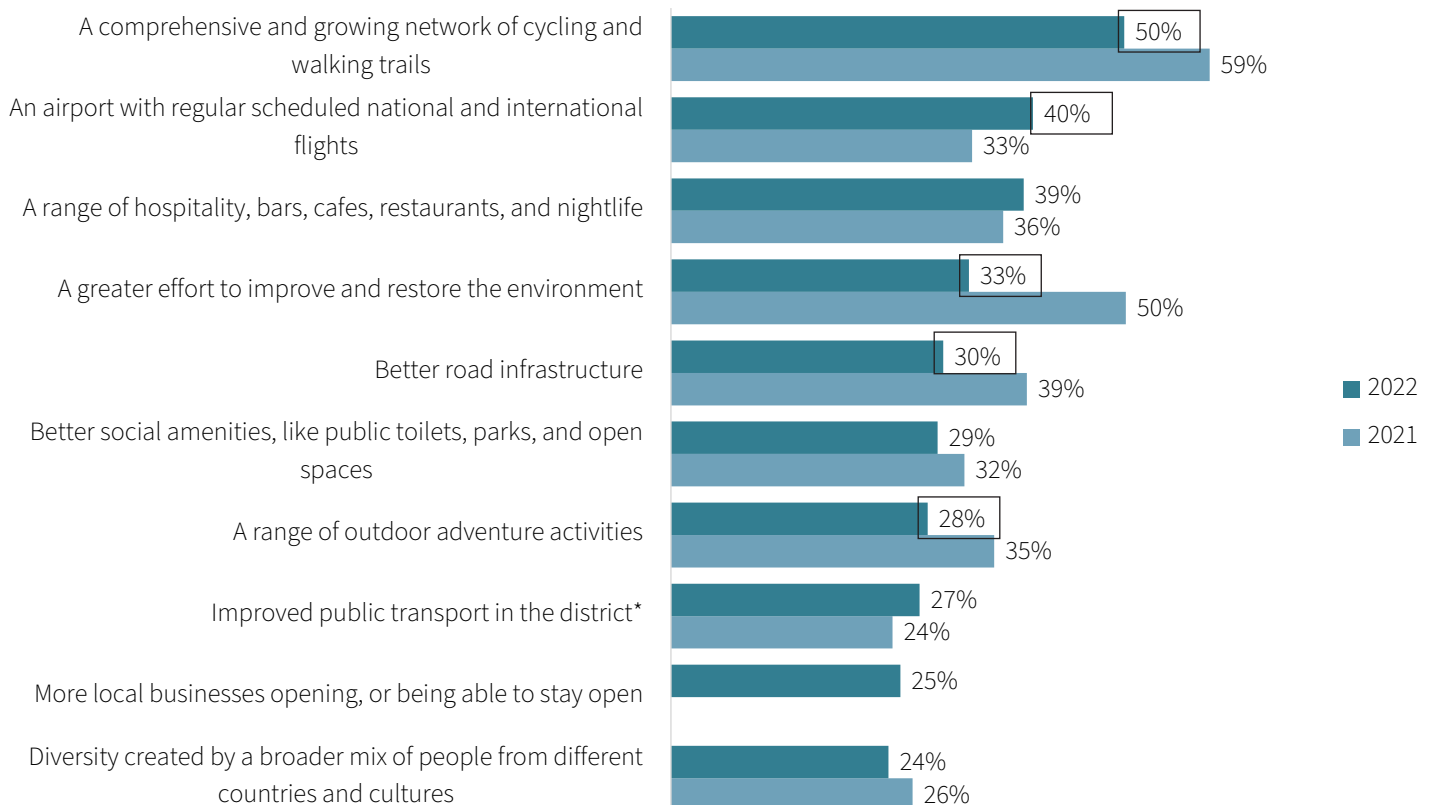


# IMPACTS OF TOURISM: POSITIVE

Residents were asked to rate the top five positive impacts of tourism on the Queenstown Lakes district. This year, 50% of residents mention a comprehensive and growing network of cycling and walking trails, an airport with regular scheduled national and international flights (40%), and a range of hospitality bars, cafes, restaurants, and nightlife (39%) are the primary benefits. Residents also mention a greater effort to improve and restore the environment (33% cf. 2021, 50%) and better roading infrastructure (30% cf. 2021, 39%); both of these measures have decreased significantly this year. Notably, the proportion of residents mentioning a comprehensive and growing network of cycling and walking trails (50% cf. 2021, 59%) has decreased significantly from last year's result, while an airport with regular scheduled national and international flights (40% cf. 2021, 33%) has increased significantly from last year's result. Also of note, this year sees a significant decrease in residents mentioning a range of outdoor activities (28% cf. 2021, 35%).

It should be noted some measures are not directly comparable to last year's results due to changes in the questionnaire wording. These measures are identified with a \* within the chart. Significance testing has only been applied to the measures which are directly comparable.

## POSITIVE IMPACTS OF TOURISM (TOP 10)



*Q. Below is a list of positive impacts relating to tourism. Please select up to 5 impacts which you feel positively improve your quality of life the most. Base size n=1000*

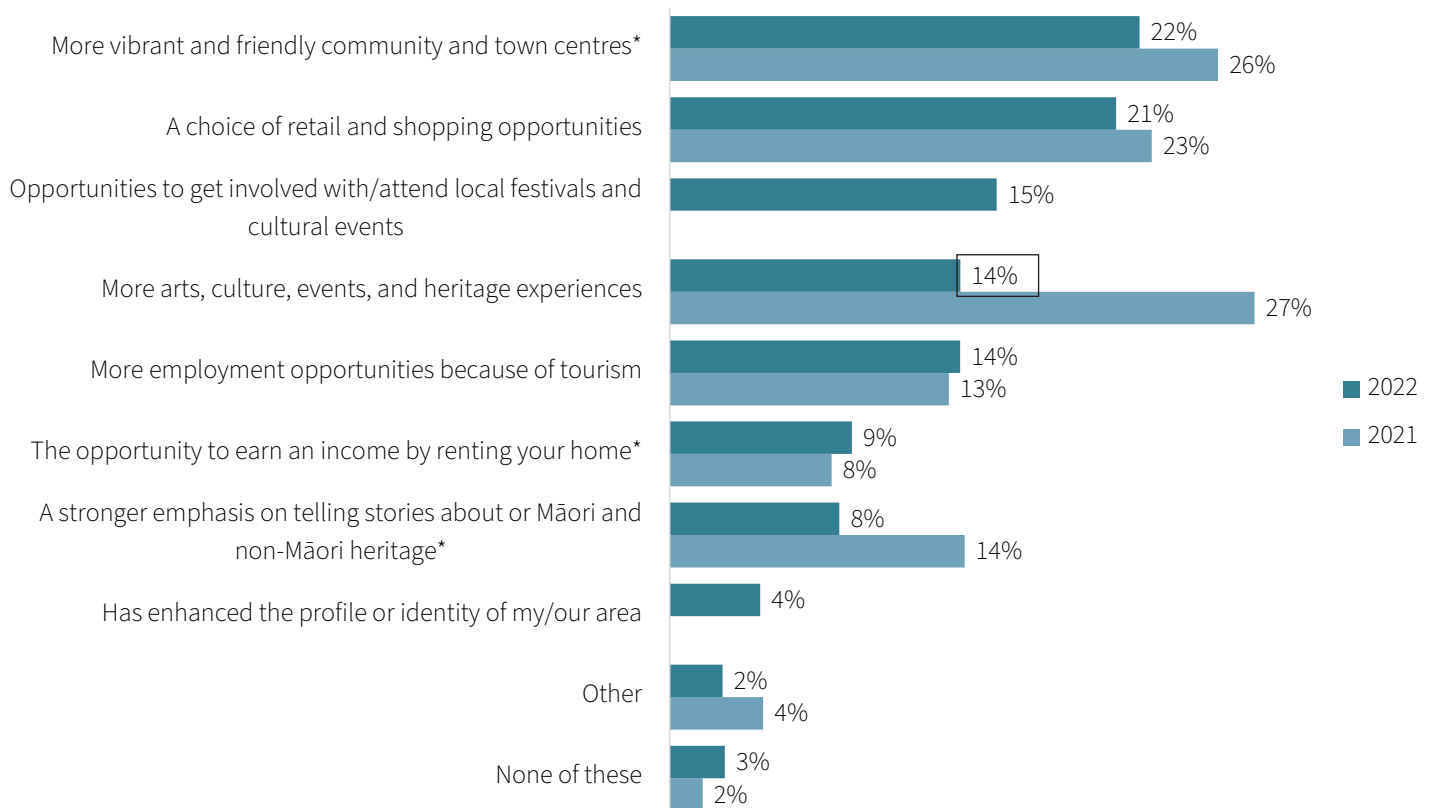
*The square box on the chart indicates this year's result is a statistically significant change from last year's result.*

# IMPACTS OF TOURISM: POSITIVE

This year sees a significant decrease in residents mentioning more arts, culture, events, and heritage are positives of tourism (14% cf. 2021, 27%).

It should be noted some measures are not directly comparable to last year's results due to changes in the questionnaire wording. These measures are identified with a \* within the chart. Significance testing has only been applied to the measures which are directly comparable.

## POSITIVE IMPACTS OF TOURISM (REMAINING)



Q. Below is a list of positive impacts relating to tourism. Please select up to 5 impacts which you feel positively improve your quality of life the most. Base size n=1000

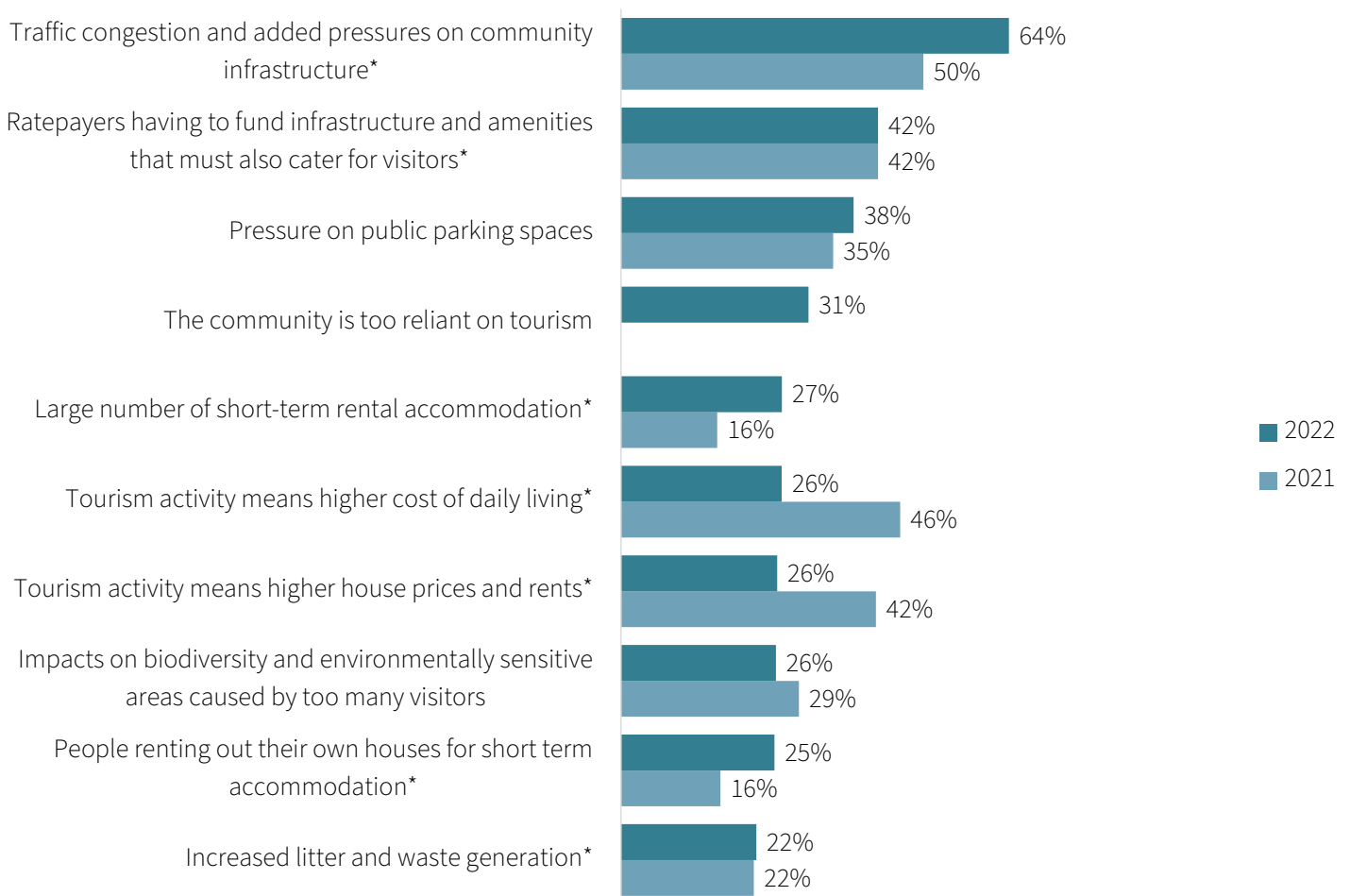
The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# IMPACTS OF TOURISM: NEGATIVE

Residents were asked to identify their perceptions of the top five negative impacts of tourism on the Queenstown Lakes district. Sixty four percent of residents mention traffic congestion and added pressures on community infrastructure and 42% mention ratepayers having to fund infrastructure and amenities that must also cater for visitors as the primary negative affects of tourism in the area. Following this, residents mention pressure on public parking spaces (38%), the community being too reliant on tourism (31%), and a large amount of short-term rental accommodation (27%) as negative impacts.

It should be noted a number of measures are not directly comparable to last year's results due to changes in the questionnaire wording. These measures are identified with a \* within the chart.

## NEGATIVE IMPACTS OF TOURISM (TOP 10)



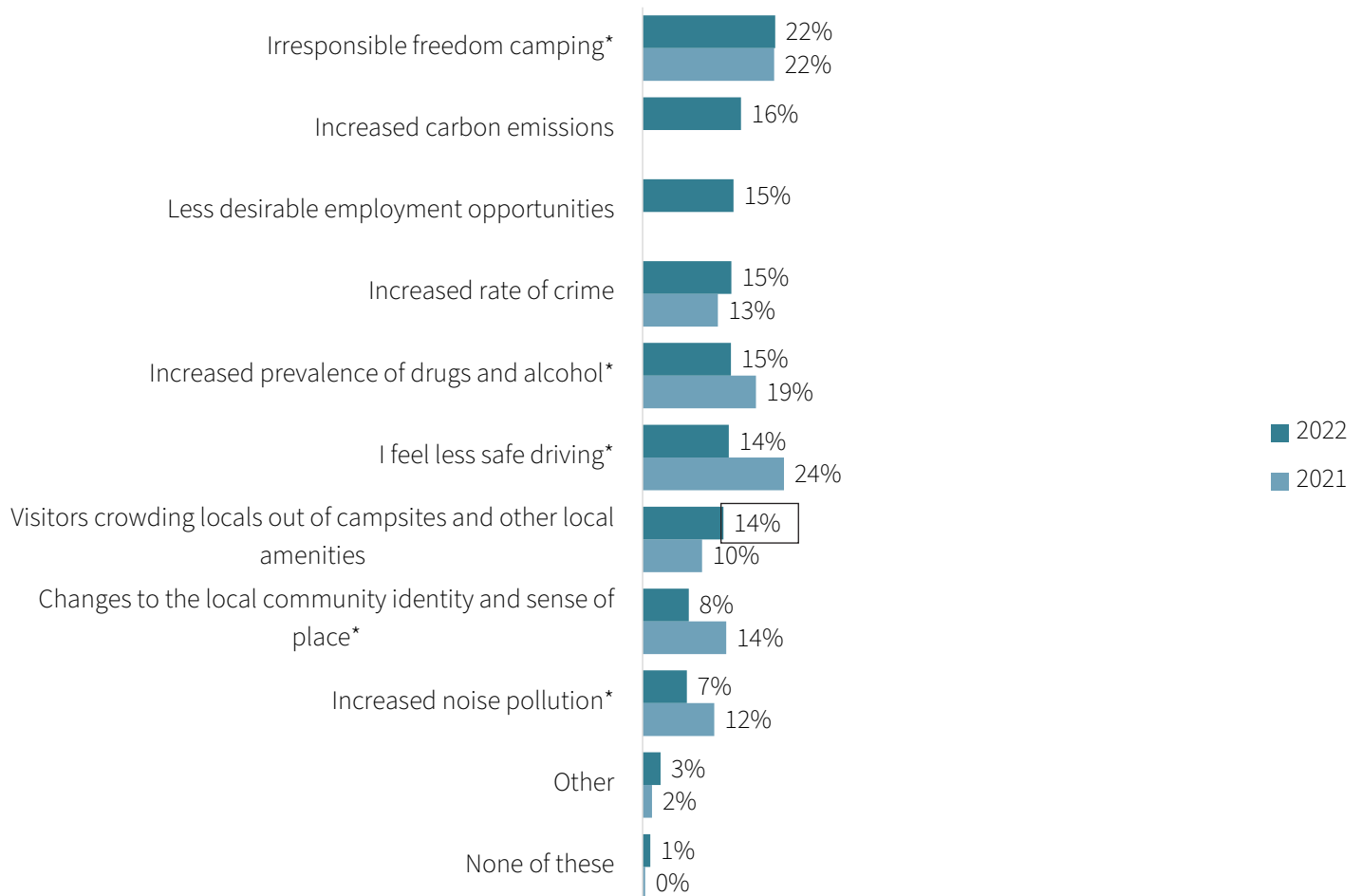
*Q. Below is list of negative impacts relating to tourism. Please select up to 5 impacts which you feel have the most negative impacts on your quality of life. Base size n=1000*

# IMPACTS OF TOURISM: NEGATIVE

Notably, there has been a significant increase in residents mentioning visitors crowding locals out of campsites and other local amenities (14% cf. 2021, 10%) this year.

It should be noted a number of measures are not directly comparable to last year's results due to changes in the questionnaire wording. These measures are identified with a \* within the chart. Significance testing has only been applied to the measures which are directly comparable.

## NEGATIVE IMPACTS OF TOURISM (REMAINING)



Q. Below is list of negative impacts relating to tourism. Please select up to 5 impacts which you feel have the most negative impacts on your quality of life. Base size n=1000

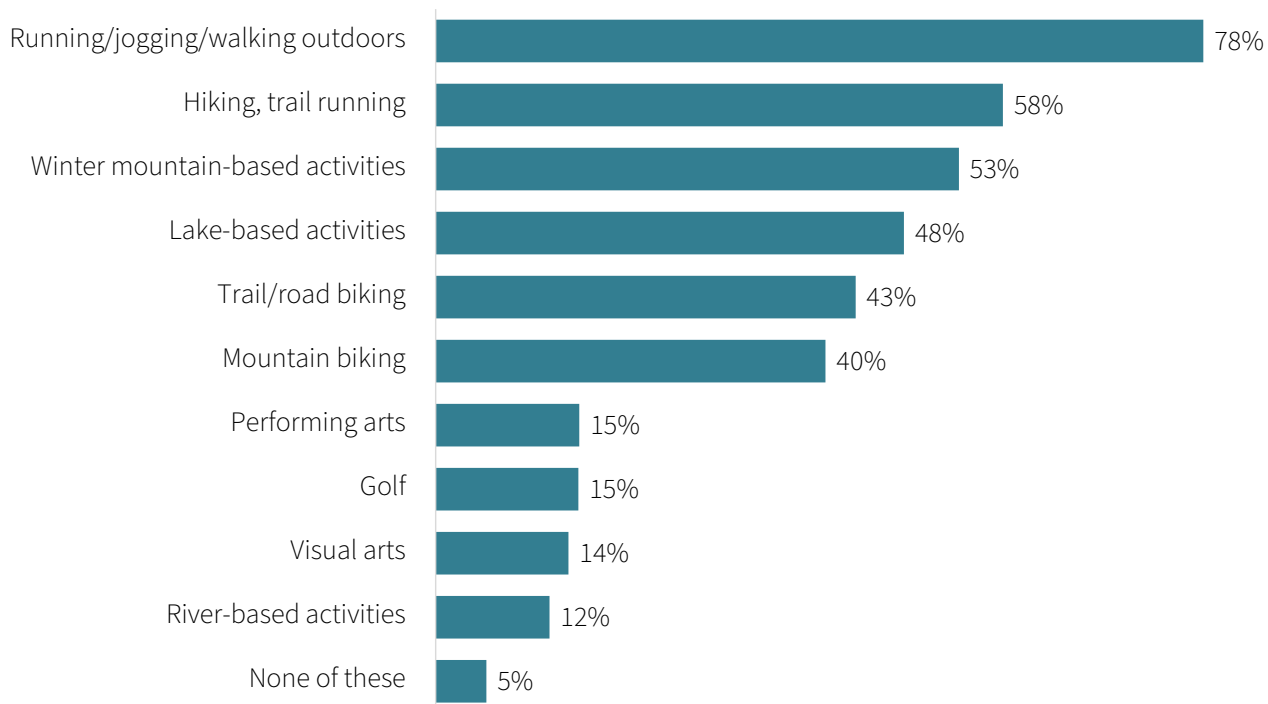
The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# PARTICIPATION IN ACTIVITIES

This year residents were asked about the facilities they use that are generally targeted towards tourists. Seventy eight percent of residents mention they regularly run, jog, or walk outdoors. At a lower level residents mention they hike or trail run (58%), and do winter mountain-based activities (53%), lake-based activities (48%), and trail or road biking (43%).

Interestingly, only 5% of residents mention they don't participate in any of the listed activities regularly.

## REGULAR PARTICIPATION IN ACTIVITIES



*Q. Many activities that are marketed to visitors are also enjoyed by our community. Do you regularly (at least once a month when in season) participate in any of the following activities? Base size n=1000*

# TOURISM SUMMARY

Residents identify the primary positives of tourism revolve around the network of cycling and walking trails, the airport having regular national and international flights, and the range of bars, cafes, restaurants, and nightlife available in the district. Conversely, increased traffic and pressure on infrastructure, ratepayers funding infrastructure to help cater for tourists, and pressure on parking are identified as negatives of tourism in the district. Although targeted towards tourists, three quarters of residents indicate they regularly run, jog, or walk outdoors in the district.

Residents were also asked to include any additional comments they had relating to tourism in the district, the most common themes from these comments revolve around a concern for the environment, the pressure on housing for residents, there being too many tourists generally, and the pressure tourists put on infrastructure. Although not as prominent, residents also mention their concern about the district's reliance on tourism and issues with freedom camping. There is also a group of residents who are happy with tourists in the district. Comments from within the survey have been included to highlight the sentiment of these themes.

## ENVIRONMENTAL IMPACT OF TOURISM

A number of residents mention their concern for the impact the number of tourists in the district has on the environment, and how tourism can be future-proofed to ensure tourism doesn't negatively affect both the Queenstown Lakes environment and the environment generally. Most residents are aware that the district needs tourism. However, they are also aware of the impact additional people have on the area.

*"Queenstown is built on tourism and it is necessary. However, consideration should be given to 'peak tourism' before the beautiful nest becomes polluted by the very thing that drives its economy."*

*"First and foremost future-proof our water and waste requirement for our present environment and present population. These things are still needing to be made regenerative for us who are here now. Make these issues*

*regenerative, then I would probably feel proud of our district, at the moment I feel very disconnected from the vanity and thieving of our environment by business interests."*

*"Tourism is carbon intensive and needs to be reduced significantly if we are to have a habitable planet."*

*"If we are to seriously address climate change we need to reduce tourist numbers as well as change the way those fewer visitors travel around – longer stay and lower impact and fewer numbers. The high number of visitors prior to covid had led to a lack of social license as well as negative environment impacts."*

## PRESSURE ON HOUSING

It is well known that a number of houses in the district are used for short term holiday accommodation, such as Airbnb. The number of houses used for short term holiday accommodation is not only putting pressure on housing for residents, especially renters who are unable to purchase a home, but also dilutes the sense of neighbourhood residents feel.

*"...This town is not just a resort, it is a place where regular people live and work, and need to have a safe, pleasant place to live. Housing in the district is absolutely ridiculous, with WAY too many houses being rented out as furnished, short term rentals or holiday accommodation."*

*"I would have ticked every one of those boxes for negative impacts plus more. Tourists are royalty here, everything is for them. We pay crazy prices because of them. They make some people rich (and because of that they love this town and tourists) while the rest of us struggle to find a home to rent... Forget about owning a house, we are leaving town because we don't have homes to live in to work. This is ridiculous."*

*"Too many Airbnb's are ruining our community! All our neighbours are Airbnb's so we don't have any interactions with people on our street. They drive up the cost of rent and make Queenstown an impossible place to live for working people. Meanwhile property investors/speculators get rich."*

# TOURISM SUMMARY

## LIMIT TOURIST NUMBERS IN THE FUTURE

Some residents are concerned with the number of tourists in the district, and are particularly interested in the number of tourists being capped. Residents perceive having too many tourists in the district does not benefit the area, some residents also consider tourists who want to spend more and stay longer in the district should be prioritised. A number of residents perceive tourists to be given the priority, while residents and ratepayers' needs are not met.

*"You have to have a cap on numbers. Tourism is very important to our area, and I agree it helps it flourish and we get to share the beauty with others, but it should not come at the cost of local residents and ratepayers. Long term locals looking to stay here, establish foundations, run businesses, and raise families should be a priority over people coming and going. There needs to be a good balance between the two and we cannot rely solely on tourism ever again."*

*"We need more quality tourists not cheaper short stay ones. The fact that everyone hikes up rates for food and experiences with tourists means that locals suffer..."*

*"Tourist number should be capped nationally to keep the numbers to a level that doesn't congest local infrastructure, spoil the environment, and spoil the experience of visitors and locals."*

## HAPPY WITH TOURISTS IN THE DISTRICT

There are residents in the district who are happy with the tourism in the area, and have missed having tourists, with some stating the essence of the district was lost during COVID restrictions. These residents are excited about the return of tourists to the district and feel tourists add to the district's 'vibe'.

*"This district has been, and will always be, somewhere international visitors want to come. We should be welcoming them not trying to push them out. We don't own this land, it is for all to share. This district has been built on tourism and backpackers. Now, all these residents, most of whom no doubt originally arrived as backpackers, are trying to close the door on tourism. This is completely wrong and I do not agree with it..."*

*"During lockdown and COVID travel restrictions town felt like it lost its character without having visitors, it was quieter for us locals but it felt like something was missing for me. As numbers increase it can be frustrating when you can't find a park (hasn't happened yet) but I feel it's bringing back the multicultural and buzzing atmosphere that makes Queenstown feel like home."*

## HEAVY RELIANCE ON TOURISM

There are residents who feel the district relies too heavily on tourism, and identify a need to diversify the district's economy. These residents feel the number of tourists causes negative impacts on the environment and infrastructure as well as increasing the cost of living and ability to find a house to rent.

*"We need to diversify so our district is not totally reliant on tourism, I feel that this winter season our visitors had a less than ideal experience due to too many visitors and not enough facilities available, e.g., buses to access the ski fields and restaurants too busy to take bookings."*

*"Far too much reliance on tourism. We need to diversify and offer higher paying jobs so people can actually afford to live here."*

## ISSUES WITH FREEDOM CAMPING

Although references to freedom camping are not the most prevalent mentions in the negative impacts of tourism question, residents continue to be frustrated with freedom campers in the area and the impact they have on the environment. Also of note, residents feel this type of tourist is not the type of tourism which is most valuable to the district as they often don't spend a lot of money or stay for very long.

*"I strongly disagree with subsidising so called "Freedom" Camping in vehicles that are not self-contained. That type of tourism should not be encouraged."*

*"[We] should have compulsory campsites in the Wakatipu basin and no freedom camping at all in the region."*

# TOURISM SUMMARY

## **PRESSURE ON INFRASTRUCTURE**

Residents also mention, based on past experiences, the pressure an increasing number of tourists has on the infrastructure in the district which makes it harder for residents to enjoy living in the area. As with previous comments, the pressure on infrastructure is a multifaceted issue which is interlocked with increased pressure on the environment, housing, and the cost of living in the district.

*“I understand that less parking encourages people to use public transport but some better all day parking on the outskirts of Queenstown could alleviate the pressures in town. Tourists and locals will always have cars and the lack of parking and bus stops at accommodation/hotels is not helping. You could put an underground parking lot under the rec ground and lift the field to street level.”*

*“Enjoyed our time during covid when our town was not over run by overseas visitors– we could park easily and driving was safer. There was no or very little freedom campers littering our areas – what has been done to curb the freedom camping issue over the past 2 years? They should be paying to use our wonderful camp grounds or designated freedom camping areas. They bring very little financial input to our community and a lot of cost to rate payers to provide extra toilets, rubbish collection, etc. Before they all start [to] return we need to have clear guidelines – where else in the world are they allowed to do what they do here?”*



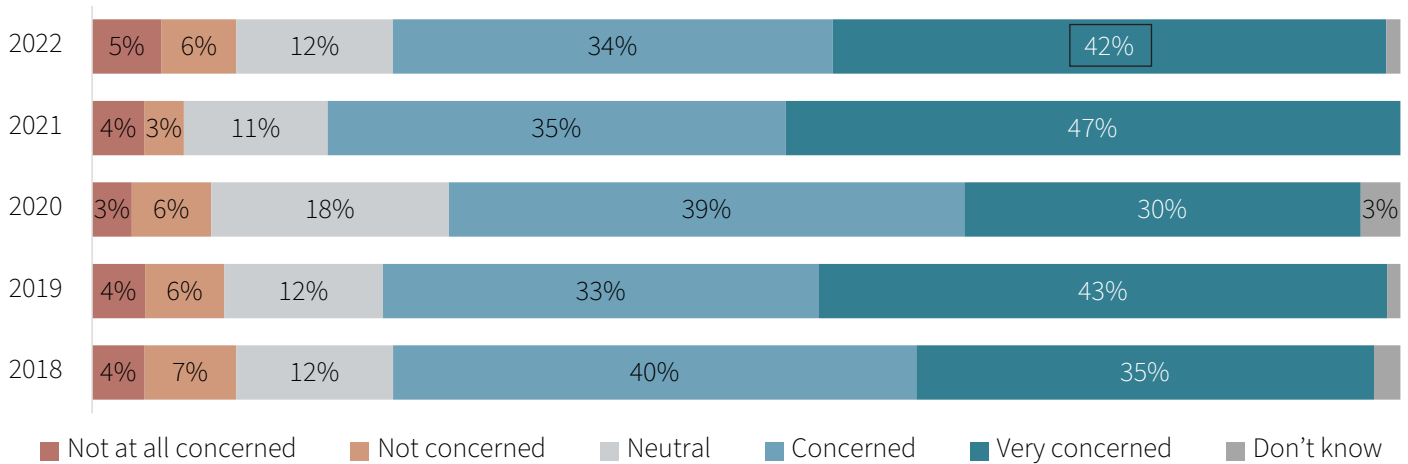
# ENVIRONMENT



# IMPACT OF CLIMATE CHANGE

Overall, 76% of residents are concerned (34%) or very concerned (42%) about the impact of climate change. Notably, there has been a significant decrease in residents indicating they are very concerned with the impact of climate change (42% cf. 2021, 47%). Eleven percent of residents are not concerned (6%) or not concerned at all (5%) with the impact of climate change. Despite the fluctuations in very concerned ratings, this figure has grown overall compared to 2018 (increased 7% overall).

## CONCERN WITH IMPACT OF CLIMATE CHANGE



Residents who indicate they are concerned or very concerned with the impact of climate change are more likely to:

- Identify as female
- Be aged 25–39 years old

Q. How concerned are you about the impacts of climate change? Base size n=1000

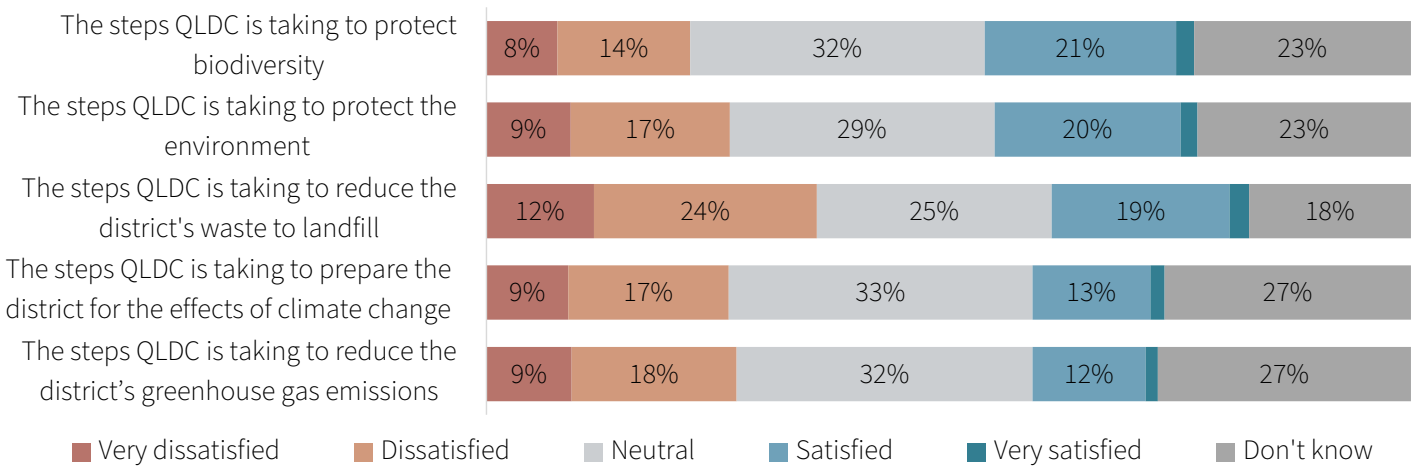
The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# PROTECTION OF ENVIRONMENT

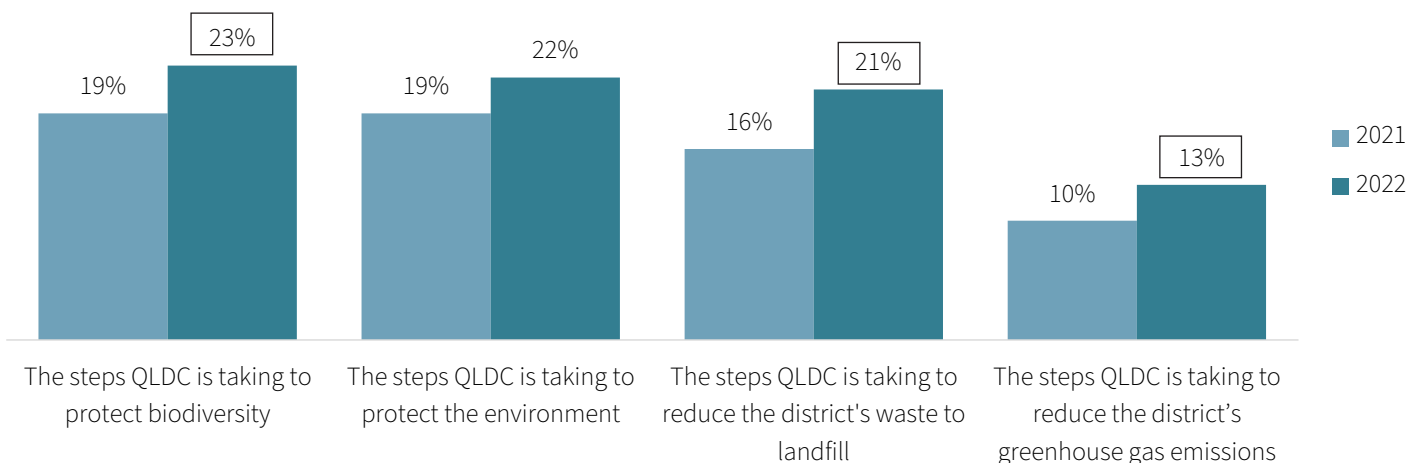
When asked about Queenstown Lakes District Council’s efforts to protect the environment, 23% of residents are satisfied (21%) or very satisfied (2%) with the steps Council is taking to protect biodiversity. A further 22% of residents are satisfied (20%) or very satisfied (2%) with the steps Council is taking to protect the environment and 21% are satisfied (19%) or very satisfied (2%) with the steps Council is taking to reduce the district’s waste to landfill. At a lower level, 15% of residents are satisfied (13%) or very satisfied (2%) with the steps Council is taking to prepare the district for the effects of climate change and 13% of residents are satisfied (12%) or very satisfied (1%) with the steps Council is taking to reduce the district’s greenhouse gas emissions.

Notably, this year has seen significant increases in the proportions of residents who are satisfied with the steps Council is taking to protect biodiversity (23% cf. 2021, 19%), the steps Council is taking to reduce the district’s waste to landfill (21% cf. 2021, 16%), and the steps Council is taking to reduce the district’s greenhouse gas emissions (13% cf. 2021, 10%).

## QLDC STEPS TO PROTECT ENVIRONMENT



## SATISFIED/VERY SATISFIED 2021–2022



Q. Please indicate how satisfied you are with the following measures. Base size n=1000

The square box on the chart indicates this year’s result is a statistically significant change from last year’s result.

# SATISFACTION WITH LIFE PROFILES

Residents were asked to rate their level of satisfaction with their life. Respondents were then categorised as having either high, medium, or low life satisfaction depending on their responses. Below are the statistically significant results for each satisfaction group with regards to the questions asked in the Environment section.

## HIGH LIFE SATISFACTION

These residents are more likely to:

- Be very concerned with the impact of climate change
- Be satisfied with the steps QLDC is taking to protect the environment

## MODERATE LIFE SATISFACTION

These residents are more likely to:

- Be concerned with the impact of climate change
- Be dissatisfied with the steps QLDC is taking to protect the environment

## LOW LIFE SATISFACTION

These residents are more likely to:

- Be less concerned with the impact of climate change
- Be dissatisfied with the steps QLDC is taking to protect biodiversity and the steps QLDC is taking to reduce the district's waste to landfill

# ENVIRONMENT SUMMARY

Interestingly, this year residents mention they are less concerned with the impacts of climate change. Further to this, residents are also more satisfied with the steps QLDC is taking to protect the environment.

Residents were also asked to include any additional comments they had relating to environment in the district. The most common themes from these comments pertain to the need for more alternative transport options, improving waste and recycling services, planting more native trees in the district, and the negative impacts of construction and development on the environment. Some residents are also concerned about the overall impact farmers in the district are having on the environment in general. Comments from within the survey have been included to highlight the sentiment of these themes.

## MAKE ALTERNATIVE TRANSPORT OPTIONS MORE USABLE

Residents are particularly interested in having greater access to alternative transport options, in particular public transport and designated bike lanes on roads for bikers. Residents are aware of the need to decrease their use of private cars to help reduce the impacts of climate change. However, they feel their district is not adequately set up for residents to do this.

*“A major infrastructure shift is needed to make sustainable modes of transport the easiest and cheapest option in the district. This means safe protected bike lanes (with a physical barrier between people on bikes and moving cars), dedicated public transport lanes and more frequent transport service, as well as expanding the public transport network. Composting needs to be made standard; add a green bin to the yellow/orange/red to keep our landfills clear of food waste.”*

*“As long as QLDC isn’t running any public transport in half its district (the Upper Clutha), isn’t giving pedestrians legal right-of-way, isn’t requiring a safe protected bicycle lane to be included in every new street plan, isn’t doing kerbside compost collection... residents are not empowered to make environmentally friendly choices.”*

## IMPROVED WASTE, RECYCLING, AND COMPOST FACILITIES

Many residents are also calling for more and improved waste and recycling services in the district, in particular composting food waste appears to be something residents are interested in being able to do in the district. Residents are aware that there needs to be a reduction in the amount of waste going to landfill and are interested in Council helping to play a part here.

*“We need better recycling/composting facilities so that less is ending up in landfill.”*

*“Need bins for food waste and much better recycling. Wānaka does a much better job than QT. Still not as good as Europe.”*

*“Please establish a commercial composting facility so compostable packaging can be diverted from landfill, where it is having a greater effect on climate change emissions than if it wasn’t compostable. More needs to be done, please to help reduce the districts carbon emissions.”*

## PLANT MORE NATIVE TREES

Residents also mention the need to plant more native trees, primarily for the health of the environment, as well as the need to replace pine trees with native trees. Residents feel this would not only be advantageous to the environment but enhance the district as a whole.

*“Protect and improve green spaces, plant more natives, make waste management a priority and educate more around recycling, reduce business use of plastics and throwaway items.”*

*“I believe that we need to protect our national environment by removing more of the pine trees in this district.”*

# ENVIRONMENT SUMMARY

## NEGATIVE IMPACTS FROM CONSTRUCTION

Interestingly, some residents are concerned about the negative impact construction and development is having on the local environment. This concern is twofold, with some residents concerned with developments and the increased number of residents living in each area, while others are concerned about the impact building materials and construction waste has on the environment.

*“I think QLDC’s policies around land development should be tighter and require developers to provide greater provision and restoration of biodiversity and green space – demand biodiversity corridors through urban spaces and restoration of areas such as drained wetlands and native forest.”*

*“There needs to be a total revamp on new building construction waste and site management. Take a look at typical site using polystyrene foundation and all the cutting waste blowing around. Cutting by saw should be banned, there are alternative cutting methods making no lose waste.”*

*“Why are developers able to build large developments without having to make SIGNIFICANT contributions to infrastructure (no – a roundabout with costs shared by Waka Kotahi is not enough, it’s pathetic). In Hāwea a large scale development is being created without any sewerage facilities! Sewerage has to be trucked away! Why are the administrators so weak in allowing travesties such as this to happen?”*

## FARMER’S IMPACT ON THE ENVIRONMENT

Finally, residents are also concerned about the impact farmers in the area are having on the environment. Residents appear concerned about all aspects of farming affecting the environment including stocking rates, burning, and waterway management.

*“Farmers burn offs still continue with smoke filling the town for days, air quality is disgusting. My biggest gripe. We are in a climate emergency yet we still allow this to happen. It must STOP. This area is so backwards in environment protection. Farmers still burn, let stock sit in mud and go across water ways. There are better ways.”*

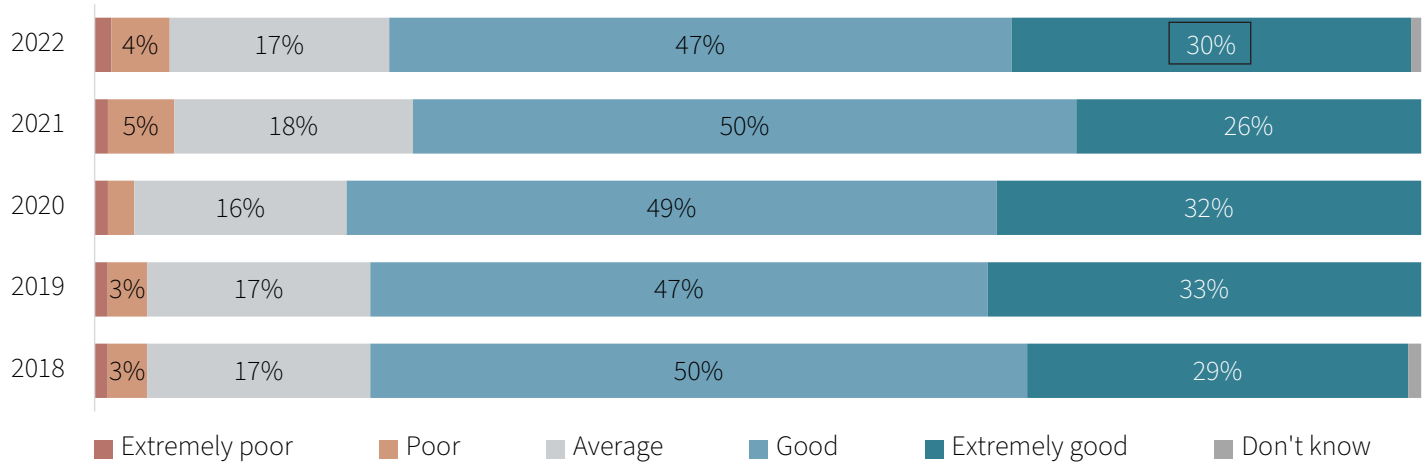
# QUALITY OF LIFE



# QUALITY OF LIFE

This year, 77% of residents rate their overall quality of life as good (47%) or extremely good (30%). A further 17% of residents rate their quality of life as average and 5% rate it as poor (4%) or very poor (1%). Notably, extremely good responses have increased significantly this year (30% cf. 2021, 26%). This is in line with results from 2018–2020.

## OVERALL QUALITY OF LIFE



Q. Thinking about all the factors we have asked about, how would you currently rate your overall quality of life? Base size n=1000  
 The square box on the chart indicates this year's result is a statistically significant change from last year's result.



# QUALITY OF LIFE SUMMARY

Two thirds of residents indicate their quality of life is good or extremely good. Notably, extremely good ratings have increased significantly this year. This year residents were asked questions around their satisfaction with life, and the results from these questions can be calculated into a score. Half of residents are categorised as having high life satisfaction, a quarter as having moderate life satisfaction, and 9% as having low life satisfaction.

Residents were also asked to provide any additional comments regarding their quality of life in the district. A large proportion of these comments revolve around residents stating they love living in the district but are struggling with the cost of living, particularly with the cost of housing and disproportionately lower wages on offer. Residents also mention the uncertainty of housing is hard for many and there is a general labour shortage in the district. Comments from within the survey have been included to highlight the sentiment on these themes.

## COST OF LIVING

The majority of residents indicate they love living in the district, and stay because of all the activities on offer and the general lifestyle they can have in the district; however, many are struggling with the cost of the living in the district. In particular, residents are struggling with the high cost of housing and essentials of life such as food and power which they feel is paired with disproportionately low wages. Many residents indicate they are struggling to purchase a property because the cost of property has increased significantly over time, which is also having an impact on residents' longer term life plans. Many residents are unwilling to start a family in the district without the certainty of owning a home, but this is out of reach and therefore they will probably leave the area to purchase a home and have children.

*“The high cost of living, cost of renting as you see house prices escalate due to the greed of people using a large proportion of properties sold as investment properties for short term gains through the increases in tourist numbers. The council has taken no action to control the balance of affordable properties for the community who ultimately*

*serve the tourist who come to this resort vs short term Airbnb properties owners. The rapid boom in hotel development and the shambles that is the Lakeview development has put pressure on what infrastructure there is and now we see the scramble to fix the problems which are making this whole town one big building site. This town has lost it's soul and they current council have driven locals out of Queenstown to the extent there is no desire to visit Queenstown on any regular basis now.”*

*“Rental prices and availability uncertainty of ever owning a home – single mum only just making it to each pay week, we are lucky to have the outdoors as that doesn't cost anything we have to rely on friends for help with food and fire wood – even though I am considered to have a good wages. I have lived in this town for 28 years and is now the hardest and most uncertain for us to stay, where would we go?”*

*“I hope we can start to attract better paying industries to the area like tech as we have high skill set people here but not always the well paying job opportunities. I think a lot of people would say you have to make a career or wage sacrifice to live here but a lot of us do it as it's a beautiful place to live.”*

*“...I feel privileged to live in this beautiful part of the world. The natural environment in the Southern Lakes region is quite spectacular and the ability to be able to enjoy the diversity of outdoor activity within easy access is remarkable. I am fortunate to be financially stable and to be able to have a good work/life balance. We refer to living here as lifestyles of the “poor but happy” because we don't enjoy the pay rates experienced ‘over the ditch’ but our mental well being is enhanced by the natural environment that surrounds us. As we age our only concern will be the level of medical care the region offers. As I mentioned previously, having the best medical care 4hrs away is just too far. An improvement/increase in services offered by Dunstan Hospital would benefit the wider region. I see the biggest issue with tourism in the region (our distaste for freedom campers aside) is the pressure on ‘infrastructure’ I understand ‘locals’ who are not involved with tourism getting frustrated when they can't get a park in town but tourism is here to stay and we need to find a way to integrate it with the local community.”*

# QUALITY OF LIFE SUMMARY

*“I live here because I love the outdoors. It is a difficult place to live in terms of cost of living, housing market, job opportunities etc., but if you can make it work it is worth it.”*

*“I like my life here, but getting very far from settling down, buying a house, having a kid. I don’t feel financially safe to do any of these, so unless I can feel better about securing a house, I wouldn’t consider having a kid.”*

*“My partner and I are wanting to start a family and look to buying our first home. Because of all the factors and cost of living in Queenstown, the lack of local culture (because if you’ve not been a local for 30 years you’re “not a true local”) including the increase in discrimination, workplace bullying and negative culture we’re not sure we want to stay here long term; and a number of those in our age bracket agree.”*

## LABOUR SHORTAGE

The labour shortage is an issue for many residents, with those working in the industries experiencing this labour shortage feeling overworked and struggling to find free time to do the things they enjoy in the district.

*“Through Covid, manageable tourist numbers and lower rent costs actually resulted in a higher quality of life for me in QT (personally, not case for business owners). Right now, being overworked due to labour shortage, struggling to book activities (e.g., dinner with friends due to lack of staff/limited operating hours of hospo businesses), and apprehension surrounding access to (and cost of) rental accommodation in future affecting quality of life.”*

*“We are lucky in our own life, but it is damaging to hear businesses closing on 1–2 days per week to cater for staff. A good ‘empty-home’ tax brought in in Canada helped to get long-term rentals in the area. This is a community not a seasonal town.”*

## UNCERTAINTY OF HOUSING

The uncertainty of housing for permanent residents is also an issue which affect residents’ quality of life in the district. Many residents face only being able to rent a house for a year and continuously have to move at the end of their fixed term tenancy. Residents feel too many houses are being used as short term rental accommodation, which makes it difficult and expensive for them to rent properties in the district.

*“Mental anguish from finding any sort of permanent accommodation is by far the biggest issue if you are older, and a renter. I squarely put Airbnb as the direct cause of this, well known in tourist centres worldwide. Long term rentals never use to be an issue, it is now!”*

*“It’s good, but decreasing due to constantly anxiety about my living situation and never having anywhere stable for more than a year at a time. This means I can’t invest in hobbies that require a more stable living situation.”*

# DISCUSSION OF FINDINGS



# DISCUSSION OF FINDINGS

The following discussion is a summary of the findings over the whole quality of life report. The key themes are identified and discussed below.

## HOUSING

Across many sections within this report housing, in many forms, is mentioned as an issue within the district. Housing does appear to have a significant impact on the quality of life for residents within the district, with many mentioning at some point within the survey the negative impact of housing, in some form, on their quality of life. The key themes associated with housing issues in the district are: a lack of housing, the cost of housing, uncertainty of rental accommodation residents currently live in, and the quality of rental accommodation available. These themes are discussed in detail below.

It should be noted that the issues identified with housing are inter-related, with each appearing to exacerbate the others. Many residents commented on the lack of housing available for residents to rent. This appears to primarily be caused by the increased use of houses for short term rental accommodation (such as AirBnb). Interestingly, many residents also point to the increased number of short-term rentals in the district, leading to a decrease in the sense of community feeling within neighbourhoods. Residents mention that they never have the opportunity to connect with their neighbours because they essentially don't have neighbours. Further to this, overall agreement amongst residents that living in their neighbourhood gives them a sense of community or belonging has decreased 10% compared to results from 2018, agreement that residents regularly stop and talk to people in their neighbourhood has decreased 8% compared to 2018, and agreement that residents participate in activities within their neighbourhood has decreased 7% compared to results from 2018. Residents also feel that the large number of short-term rental accommodation available in the district (accommodation aimed at tourists and visitors) has decreased the housing stock available to them, which is making the rentals that are available for permanent residents more expensive. Residents perceive that the price they pay for rental accommodation is relatively higher than the price for rental accommodation in other areas of New Zealand, which is exacerbated by the lower

wages on offer within the district. It should be noted that residents who indicate their income is over \$100,000 are more likely to mention they own their home in the district while those who earn between \$40,001–\$80,000 are less likely to indicate they own a home in the district. Many residents are calling for Council to limit and/or tax those using accommodation in the district for short term rentals, such as Airbnb, to help discourage long-term rental accommodation for residents turning into short-term rental accommodation for visitors, and making the rental market fairer for residents wanting to live permanently in the district.

The cost of housing, both to purchase and to rent, is an issue across the district for a large cross section of residents. Interestingly, many residents mention that although they love living in the district, they won't be able to stay long term because the cost of housing will mean they won't be able to purchase a property, and they don't want to continue with the uncertainty of renting in the district indefinitely.

The use of fixed-term leases (usually year long leases, in this case used on rentals for permanent residents) in the district for residents does cause distress for residents and negatively impact on their overall quality of life. Residents are constantly worried that their fixed term lease won't be renewed and they will be forced to move which, if they can find a property to rent, will usually mean an increase in rent. There does appear to be a feeling amongst residents on fixed term leases that they are scared they will be asked to leave their rental and will be unable to find another so will be forced to leave the district. Sixteen percent of residents mention they have a place to live today, but are worried about losing it in the future and a further 19% of the residents indicate they will need to move in the next 12 months because their lease is expiring. The prospect of increased rent because they have been forced to move is also an issue for residents given most are already spending a large proportion of their income on rent.

Finally, the quality of rental accommodation available within the district is identified as poor by a number of residents. It appears a large proportion of rental accommodation doesn't meet the healthy home standard,

# DISCUSSION OF FINDINGS

but tenants are too scared to address this with landlords because they are already worried about the security of their accommodation. Interestingly, 16% of the residents needing to move in the next 12 months indicate it is because their house is unhealthy to live in. Many residents' mention their houses are cold, damp, mouldy, and some also have rodents. The quality of housing available has a substantial impact on residents quality of life across many different aspects. The cost to heat these homes is huge which only further exacerbates the high cost of rent in the district, while the physical health of residents is also impacted by these poor living standards.

The housing available in the district for renters appears to be poor quality, expensive, and scarce, which is having an overall negative impact on residents' quality of life. The cost of living is already high in the district and the high cost of housing only makes this worse. Some residents are unable to commit to staying in the district long term because of the cost and availability of housing in the district. It is interesting to note that residents who don't currently own a home are more likely to be interested in living in the new housing options mentioned in the report (a 1 or 2 bedroom detached house, a town house or attached house, or an apartment). This does point to residents who are currently unable to purchase a house wanting more options to purchase a property to live in the district. Looking at how Council can better support renters, as well as enabling a wider range of housing types to become available in the district could dramatically improve quality of life for renters in the district.

## ACCESS TO HEALTHCARE

Residents are concerned about the healthcare available to them in the district, with residents mentioning many specific aspects of healthcare in the district as lacking or just not available at all. As mentioned in the health and access to key services section, there is a perception amongst residents that they don't have access to the care they need in the district, there are limited opportunities to see specialists, the cost of getting medical treatment is prohibitive, and specifically access to women's health, maternity care, and mental health support is limited within

the district. This limited access to healthcare within the district is having a negative impact on residents' quality of life and is meaning some residents with high health needs are leaving the district to live closer to the medical facilities they require. Notably, 22% of residents mention the length of wait as a barrier to seeking medical treatment, which is a significant increase from last year's results. Aside from increased access to general medical care, specific increased access for women's health, maternity care, infant care, and mental health will help improve the quality of life of those who are in need of the services. Although many of these services are available in other parts of the region, it is not sustainable for residents to access these, especially if the care they need is ongoing.

## COST OF LIVING

Although the increasing cost of living is currently a nationwide issue, it is perceived that the cost of living in the district is much higher than other areas of the country, with the cost of housing, petrol, and groceries perceived as much higher, and is paired with generally low wages. It is interesting to note that 8% of residents mention they cannot afford to adequately heat their homes and 18% can only afford to adequately heat their homes sometimes. Furthermore, 3% of residents indicate they cannot cover their expenses and 17% of residents mention that although they can cover their expenses they don't have any disposable income. Residents live in the district because they enjoy the lifestyle they can have in the district, however the cost of living is making it difficult for residents on lower or fixed incomes. This high cost of living is again causing residents to indicate they will not be able to stay living in the district long-term as the high cost means they are unable to establish themselves in the district to make it their home. As aforementioned, many residents feel the wages within the district are relatively low, especially compared to the cost of living here. Helping to encourage a wider range of jobs and careers within the region could help to increase wages for residents, which would in turn help to alleviate some of the pressures caused by the cost of living in the district.

# DISCUSSION OF FINDINGS

## SATISFACTION WITH COUNCIL AND LIVING IN THE DISTRICT

Overall satisfaction with Council has continuously decreased since 2018. Most notably overall Council performance has decreased 23% while satisfaction with elected members has decreased 25% since 2018. Interestingly, residents mentioning they feel a sense of pride in the district has also continued to decrease since 2018; specifically agreement with feeling a sense of pride in the district has decreased 16% over this period. Furthermore, agreement with feeling a sense of belonging in their neighbourhood has decreased 10% compared to results from 2018. Ensuring residents feel connected to and satisfied with the district they live in will help to ensure a higher quality of life for residents. Although residents do mention a decreasing satisfaction with Council, they are more satisfied with steps to protect biodiversity, steps to reduce landfill, and steps to reduce greenhouse gas emissions in the district. Overall, it appears that although residents are less satisfied with Council generally, they are satisfied with the steps Council is taking to protect the environment, which is particularly important for the three quarters of residents that are concerned about the impact of climate change.

## PUBLIC TRANSPORT

It should be noted that the overall management of public transport in the district is the responsibility of Otago Regional Council rather than Queenstown Lakes District Council. Furthermore, it should be acknowledged there is a nationwide shortage of drivers for buses.

It appears that the public transport available within the district is not fit for purpose and does not meet the needs of residents. In terms of results, significant decreases can be seen compared to last year's results in the proportion of residents indicating they agree that public transport is reliable (13%), is frequent (14%), and overall meets the needs of the district (12%). Comments from within the survey point to bus services decreasing in frequency partway through 2022, which meant many regular bus users no longer used the service as it couldn't get them to work or to appointments at a reasonable time. Furthermore, the reliability of the service was also called into question

by residents, with many mentioning they have been left waiting for a bus to arrive which didn't turn up, with no communication from Council or the bus company about this cancellation. Improving the public transport service, or at least the communication around this service, would improve the quality of life for those who regularly use the service. Residents are eager to use public transport services within the district, particularly because of the reduced impact on the environment compared to private car use, as well as not needing to pay for, or find, parking in the CBD.

## SAFETY OF WALKERS AND CYCLISTS IN THE DISTRICT

There is a general perception within the district, amongst residents, that the alternative ways they travel around the district (walking and cycling) are not always safe or practical to use. Interestingly, the trails, walkways, and cycle ways are the most frequently used facilities within the district, both by residents and non-resident ratepayers. Residents who regularly walk in the district find walking on the trails difficult and sometimes dangerous because of the number of e-bikes now using the trails and the speed that these bikes travel. Furthermore, residents who commute using their bike find it difficult to do this safely. There is particular mention from residents who cycle regularly to the Queenstown CBD that it is difficult to do so safely, because of the lack of cycleways separated from the road. Consideration also needs to be given to how those walking and cycling can cross the busy roads in the district. Improving cycle access to the CBD is particularly relevant while there is ongoing construction and roadworks being completed in Queenstown CBD, which is both restricting access and limiting carpark availability. Improving residents' ability to travel around the district by walking or cycling will help to improve their quality of life, and reduce their impact on the environment.

# DISCUSSION OF FINDINGS

## RESIDENTS WITH ONE OR MORE HEALTH PROBLEMS OR CONDITIONS

This year residents were asked if they suffer from a health problem or condition, and 14% of residents indicate they suffer from at least one health problem or condition. It is interesting to note that these residents are more likely to indicate their quality of life is poor, are more likely to be categorised as having low quality of life in the satisfaction with life scale, and are more likely to rate both their mental and physical health as bad or very bad. Notably, these residents are more likely to indicate they cannot afford to adequately heat their homes (14%), have lower household incomes (14% earn under \$40,000 annually), and are unable to cover their expenses (7%). Primary barriers for these residents to access healthcare revolve around the cost (12%). Consideration should be given to how the district can best accommodate these residents and help to improve their quality of life, as well as their overall satisfaction with life score. It is not clear from this survey what these residents need to improve their quality of life, therefore consideration could also be given to how Council could connect with these residents moving forward.

## RESIDENTS CATEGORISED AS HAVING LOW SATISFACTION WITH LIFE

There is a group of residents within the district who are categorised as having low satisfaction with life. Not surprisingly those who are categorised as low life satisfaction are more likely to also have poor quality of life ratings (extremely poor quality of life: 13%, poor quality of life: 27%, average quality of life: 39%). Those categorised as low life satisfaction are more likely to live in Lake Hayes Estate and Shotover Country (27%), to have only lived in the district for a short time (lived in district for 2–4 years: 28%), and to not intend to stay for more than 4 more years (14%). These residents are more likely to have accessed emergency housing (14%) and indicate they are concerned for their future housing security (41%) or are already experiencing insecure housing (6%). These residents are also more likely to indicate they have no disposable income (42%) or that they cannot cover their expenses (6%). Notably, these residents are more likely to mention multiple barriers accessing healthcare, including time (16%), cost of treatment (63%) and prescriptions (17%), and a lack of

trust in medical professionals (22%). Interestingly, these residents are also more likely to mention negative impacts of tourism pertaining to short term rental accommodation reducing the houses available for residents. It is also interesting to note that these residents are more likely to disagree or strongly disagree with all of the neighbourhood measures, pointing to a correlation between connection to their neighbourhood and satisfaction with life. Consideration needs to be given to how these residents' quality of life, and their satisfaction with life, can be improved. This is a complex issue, and achieving impactful changes will require a multifaceted approach.

# APPENDIX 1 – YEAR ON YEAR AREA BREAKDOWN





# YEARLY AREA PROPORTIONS

## NEIGHBOURHOOD

	2019	2020	2021	2022
Wānaka ward	32%	28%	28%	28%
Lake Hayes Estate and Shotover Country	12%	17%	16%	16%
Wakatipu Basin	14%	13%	13%	13%
Queenstown	13%	10%	10%	10%
Jacks Point and Kelvin Heights	7%	8%	9%	9%
Frankton	8%	8%	8%	8%
Arthurs Point	4%	5%	5%	5%
Sunshine Bay–Fernhill	5%	4%	4%	5%
Glenorchy	2%	2%	3%	3%
Other	4%	5%	3%	3%

# APPENDIX 2 - NON-RESIDENT RESULTS



# DEMOGRAPHICS

Fifty nine percent of non-resident ratepayers identify as male with the remaining 41% identifying as female.

The highest proportion of non-resident ratepayers indicate they are aged 55–64 (34%). A further 30% of non-resident ratepayers indicate they are aged 40–54 and 29% are aged 65 years and over.

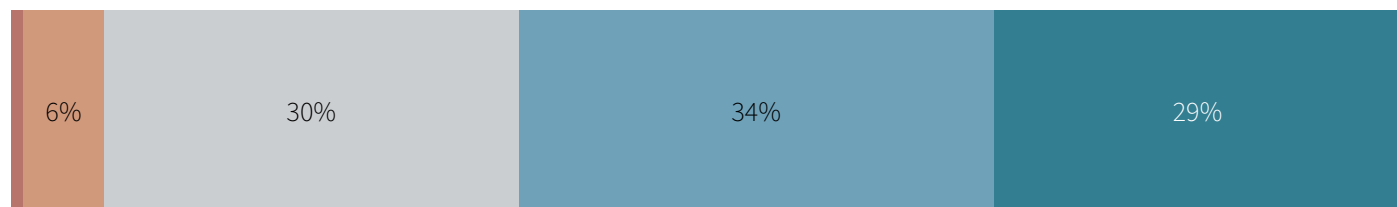
## GENDER



■ Male

■ Female

## AGE



■ 18–24

■ 25–39

■ 40–54

■ 55–64

■ 65+

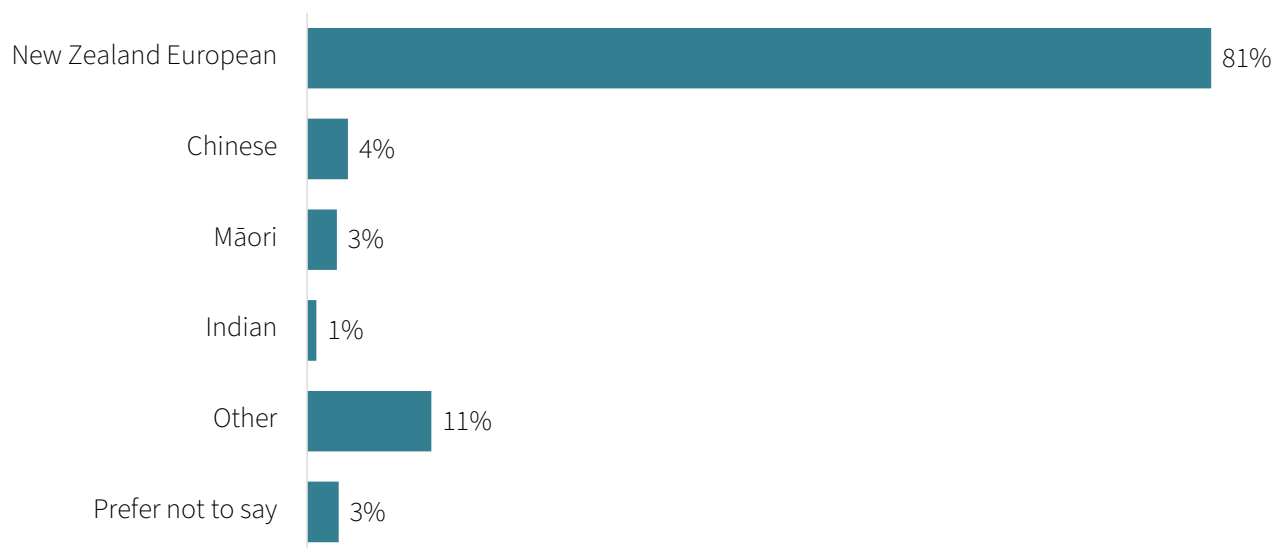
Q. Which of the following best describes you? Q. What is your current age? Base size n=600

# DEMOGRAPHICS

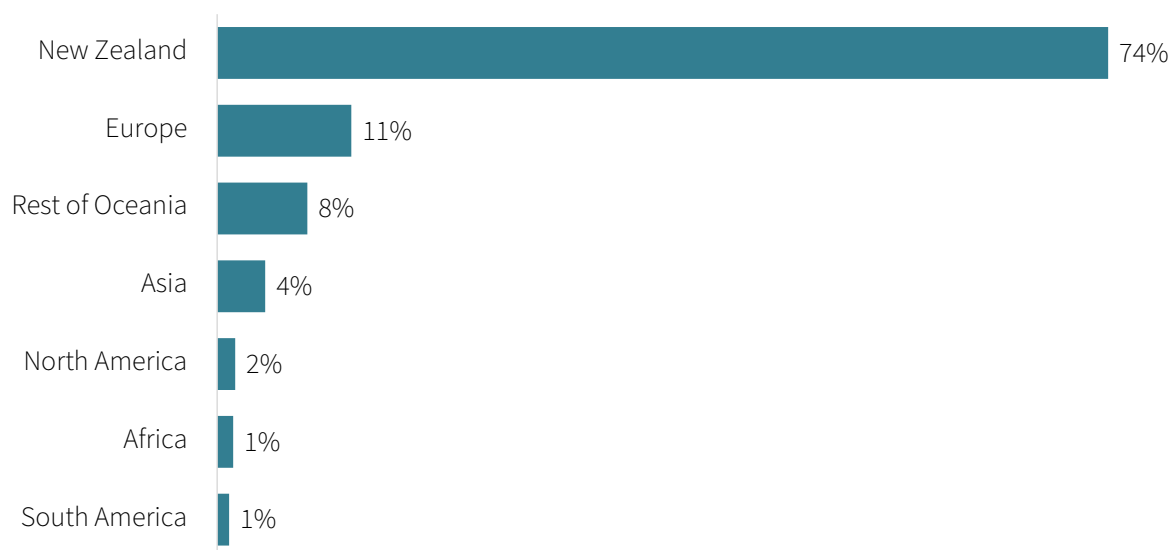
The majority of non-resident ratepayers identify as New Zealand European. At a lower level, these ratepayers also mention they identify as Chinese (4%), Māori (3%), or Indian (1%).

Three quarters (74%) of non-resident ratepayers indicate they were born in New Zealand. Following this, these ratepayers mention they were born in Europe (11%), the rest of Oceania (8%), or Asia (4%).

## ETHNICITY



## COUNTRY OF BIRTH

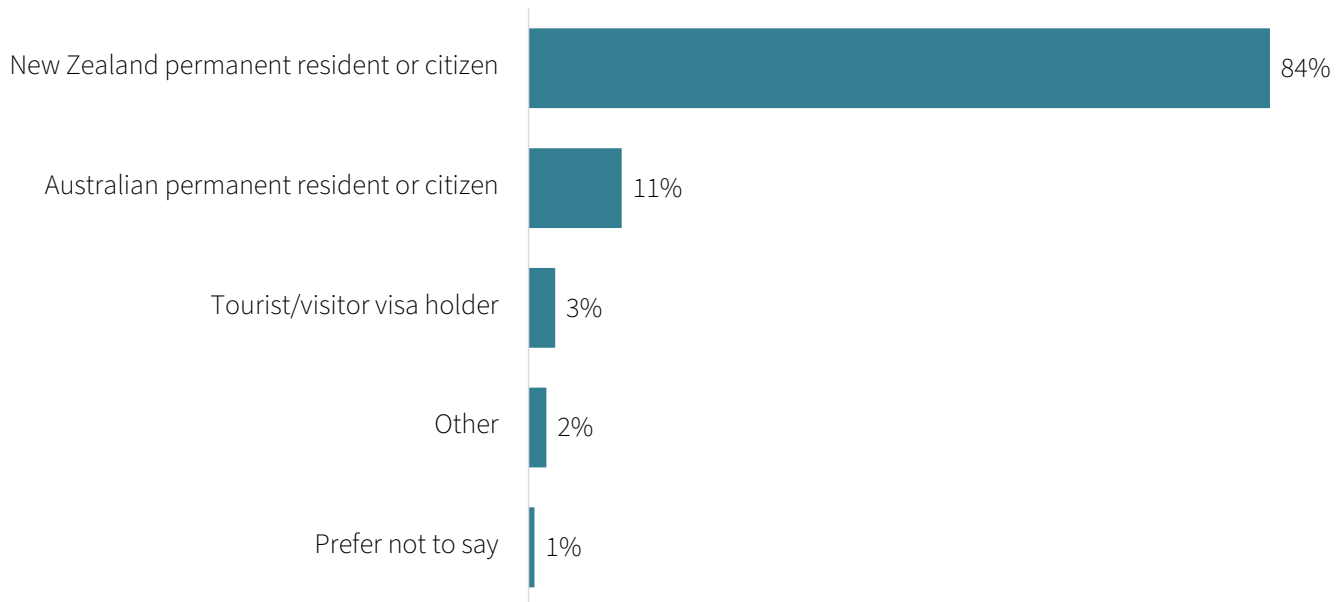


Q. Which of the following ethnic groups do you belong to? Q. Please write which country you were born in. Base size n=600

# DEMOGRAPHICS

The majority of non-resident ratepayers indicate they are a New Zealand permanent resident or citizen (84%). At a lower level, 11% of residents identify as an Australian permanent resident or citizen and 3% as a tourist or visitor visa holder.

## RESIDENT STATUS

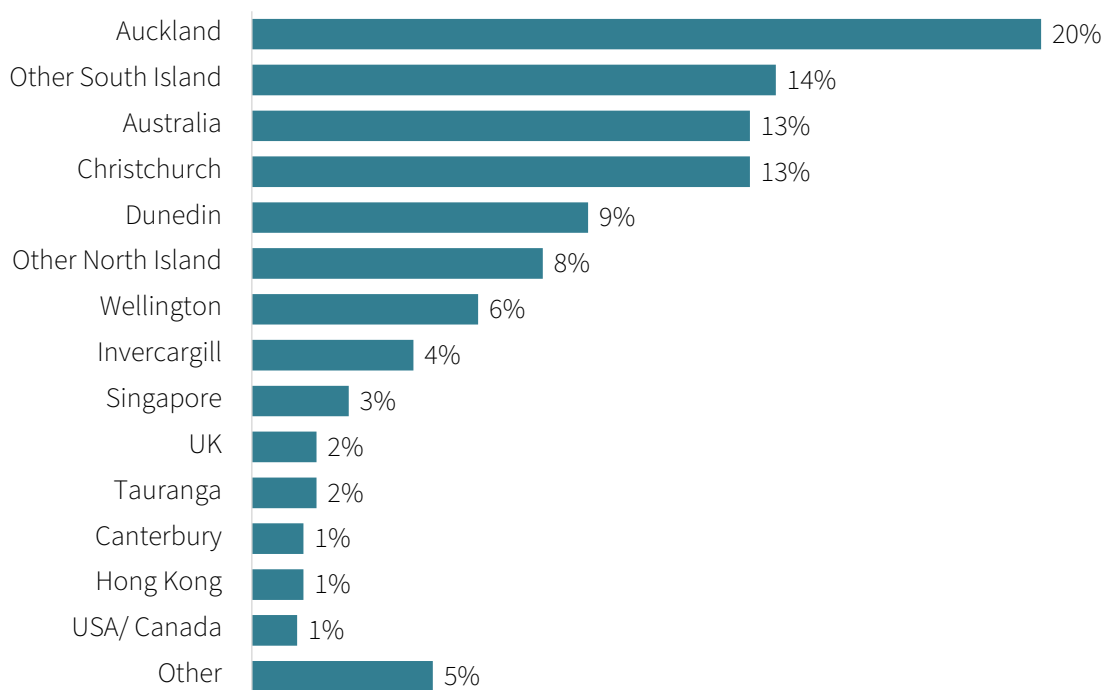


# USUAL PLACE OF RESIDENCE

Twenty percent of non-resident ratepayers live in Auckland, 13% in Australia, 13% in Christchurch, and 14% in other South Island areas. Overall, 76% of non-resident ratepayers indicate they live within New Zealand.

Interestingly, non-resident ratepayers who live within New Zealand are more likely to own property in Wānaka (42%) while those who live outside of New Zealand are more likely to mention they own property in Queenstown (35%) or Glenorchy (6%).

## USUAL PLACE OF RESIDENCE



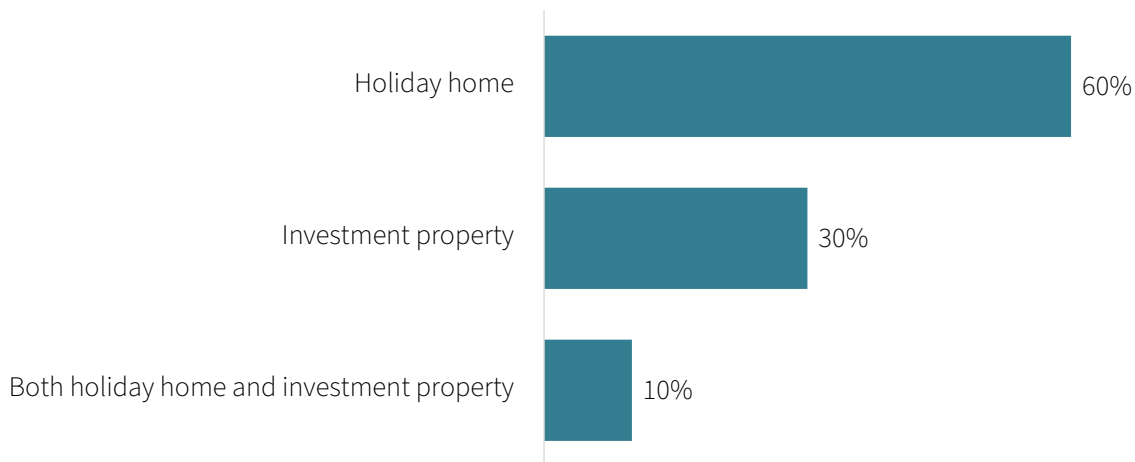
# PROPERTY OWNERSHIP

Seventy percent of non-resident ratepayers indicate their property in the district is a holiday home, with a further 40% mentioning their property is an investment property. Ten percent of non-resident ratepayers indicate they own both a holiday home and an investment property in the district.

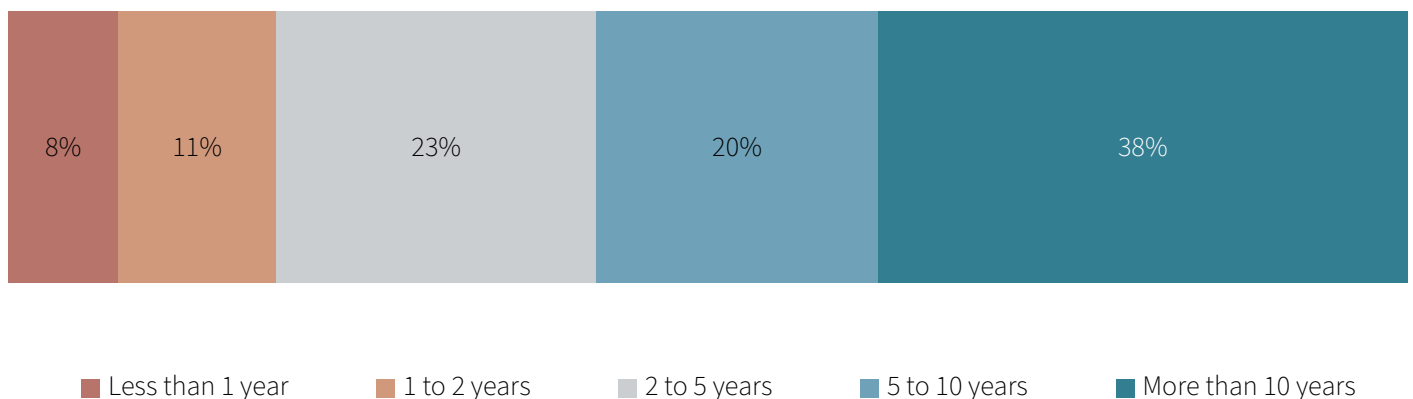
Not surprisingly, non-resident ratepayers who live within New Zealand are more likely to indicate their property is a holiday home (75%) while those who live outside of New Zealand are more likely to mention their property in the district is an investment property (55%).

Thirty eight percent of non-resident ratepayers have owned property in the district for more than 10 years. A further 20% of residents have owned property in the district for 5 to 10 years and 23% for 2 to 5 years.

## TYPE OF PROPERTY



## LENGTH OF OWNERSHIP

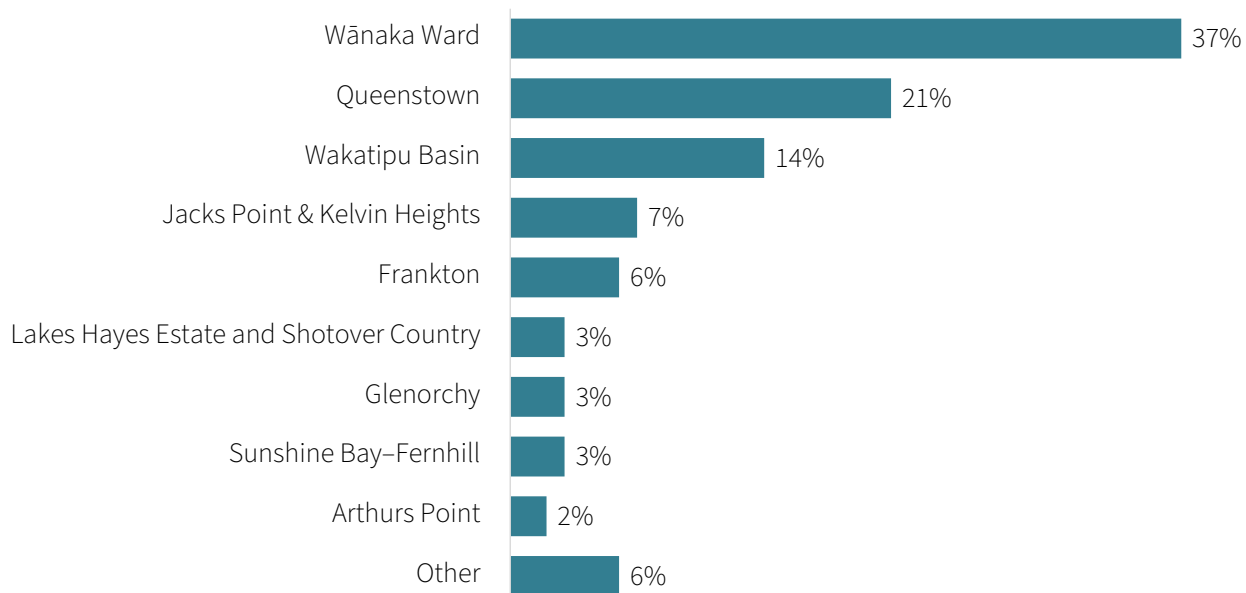


Q. Do you own either a holiday home or investment property in the Queenstown Lakes District? Q. How long have you owned your holiday home/investment property? Base size n=600

# AREA

Thirty seven percent of non-resident ratepayers indicate their property is in Wānaka. At a lower level these ratepayers also mention their property is in Queenstown (21%), Wakatipu Basin (14%), or Jacks Point and Kelvin Heights (7%).

## LOCATION OF PROPERTY IN DISTRICT

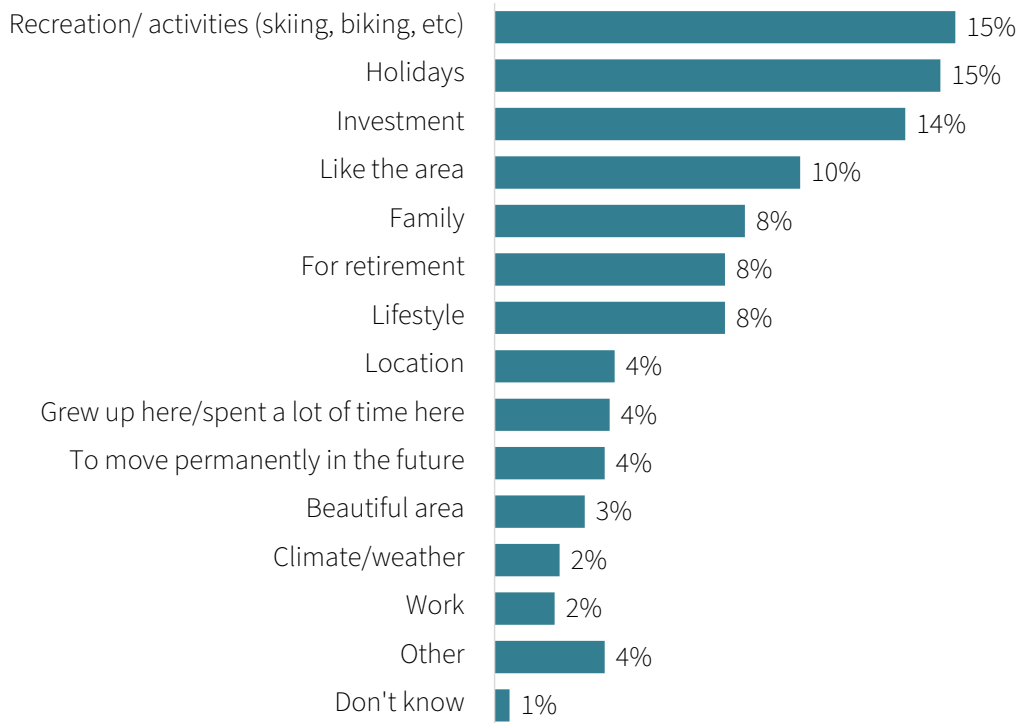




# OWNING PROPERTY

Primary reasons for non-resident ratepayers choosing to own property in the district pertains to recreation and activities (15%), holidays (15%), and investment (14%). At a lower level, non-resident ratepayers also mention the area (10%), family (8%), retirement (8%), and lifestyle (8%) as reasons for owning a property in the district.

## REASONS FOR CHOOSING TO PURCHASE PROPERTY



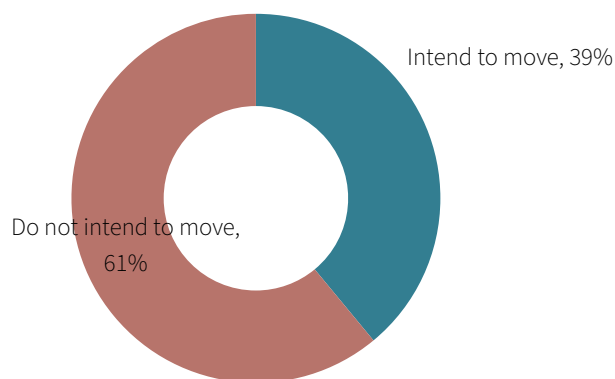
# FUTURE PLANS

Thirty nine percent of non-resident ratepayers indicate they intend to move to the district permanently in the future.

Non-resident ratepayers who intend to move permanently to the district are more likely to be New Zealand European (41%), to be a New Zealand permanent resident or citizen (41%), and to be aged 40–54 years old (47%). These non-residents are more likely to have owned a property in the district for 2–4 years (47%) and are more likely to indicate they use indoor sports facilities (54%) and sports grounds (54%). Not surprisingly, these non-residents are more likely to mention they purchased a property in the district for retirement (85%) and they are also more likely to strongly agree they would recommend the district to friends (45%).

In terms of a timeline for moving to the district, 21% of non-resident ratepayers indicate they intend to move to the district within the next two years. A further 32% of non-resident ratepayers intend to move between two and five years from now and 32% between five and 10 years from now. Sixteen percent of these non-resident ratepayers indicate they don't know when they will move to the district.

## INTENTION TO MOVE PERMANENTLY TO DISTRICT



## TIMELINE FOR MOVING



■ Within the next two years ■ Between two and five years from now ■ Between five and 10 years from now ■ Don't know

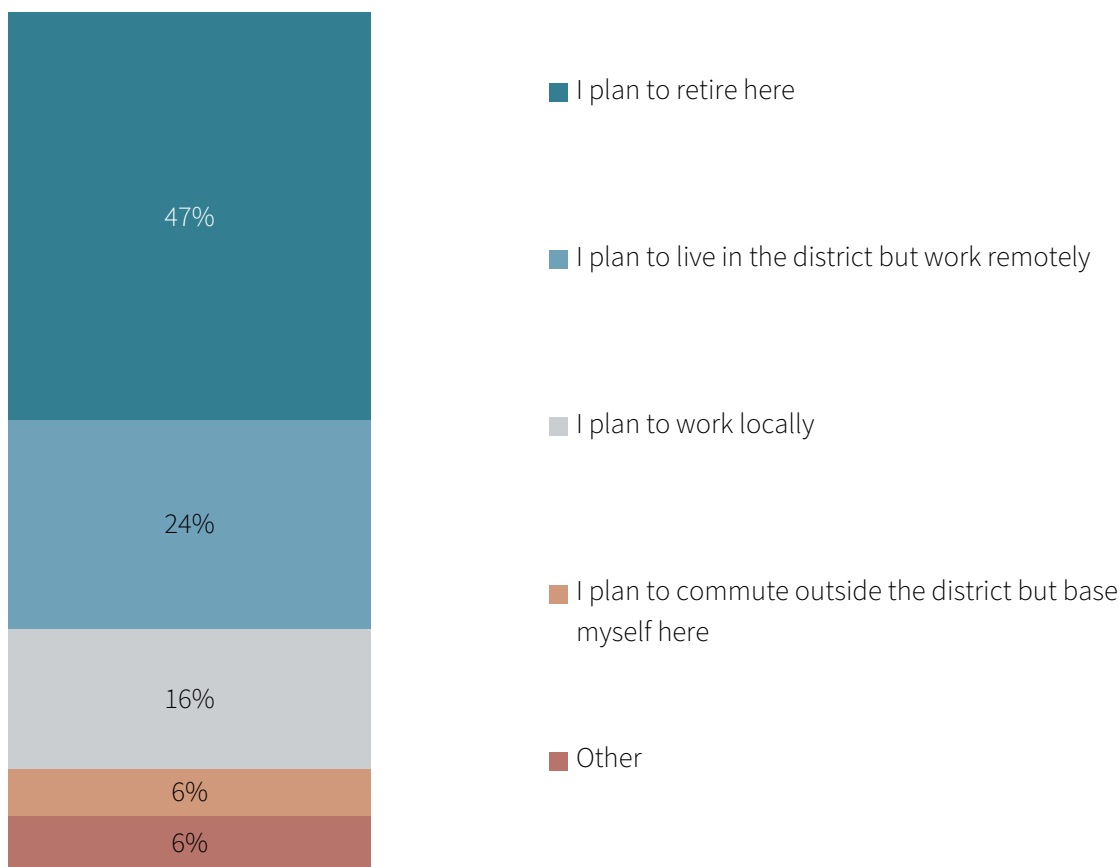
Q. Do you plan to move permanently to the district? Q. When is it likely you will make such a move? Base size n=600

# FUTURE PLANS

Almost half (47%) of non-resident ratepayers intending to move to the district indicate they plan to retire to the district. A further 24% of non-residents plan to live in the district but work remotely, 16% intend to work locally, and 6% plan to commute outside the district but base themselves in the area.

Notably, non-resident ratepayers who live outside of New Zealand are more likely to mention they plan to move to the district to live but work remotely (36%).

## WORKING AND MOVING TO THE DISTRICT



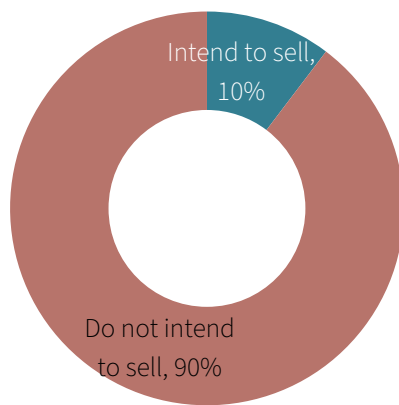
# INTENTION TO SELL

Ten percent of non-resident ratepayers indicate they intend to sell their property in the district in the next 5 years.

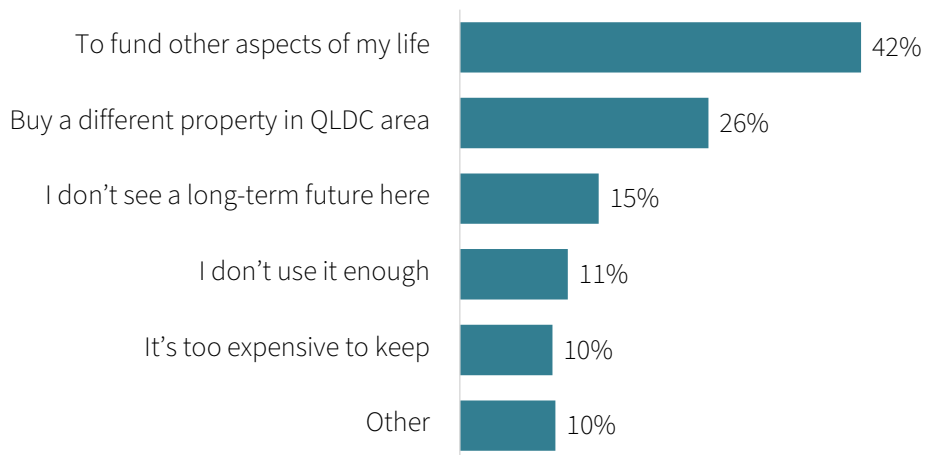
Non-resident ratepayers intending to sell their property in the district are more likely to own a property in Arthurs Point (42%). Notably, these non-residents are more likely to mention they, or their friends or family, haven't visited their property in the last 12 months (18%) or that they have visited three times in the last 12 months (20%). Interestingly, these non-residents are more likely to strongly disagree that the community is welcoming (6%) and that they see themselves as part of the community (9%).

Reasons for non-residents wanting to sell their property revolve around needing the money for other parts of their life (42%), selling to buy a different property (26%), or that they don't see a long term future in the district.

## INTEND TO SELL PROPERTY IN NEXT FIVE YEARS



## REASONS FOR SELLING PROPERTY



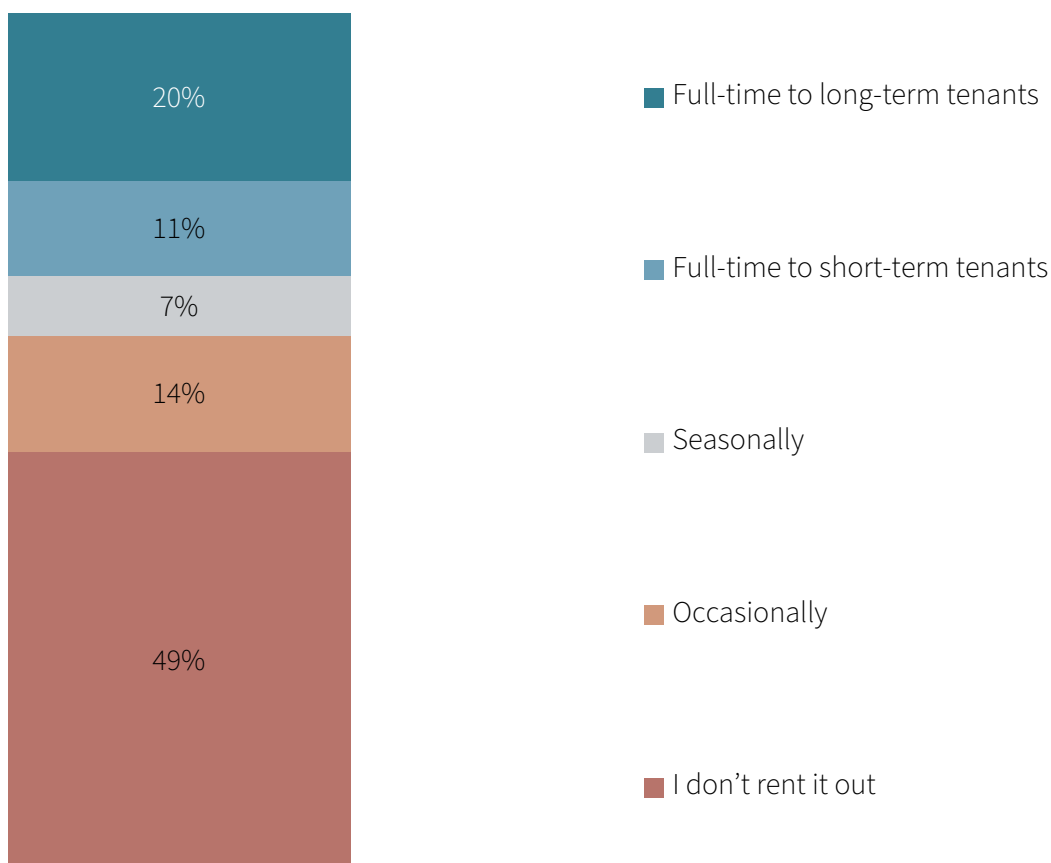
Q. Do you plan to sell your Queenstown Lakes property in the next five years? Q. Why might you sell your property? Base size n=600

# FREQUENCY OF RENTING

Almost half (49%) of non-resident ratepayers indicate they don't rent their property in the district out at all. Further to this, 20% of non-resident ratepayers have full-time long-term tenants in their property and 11% have full-time short-term tenants in their property. Fourteen percent of non-resident ratepayers rent their property out occasionally and 7% indicate they rent their property out seasonally.

Notably, non-resident ratepayers who live within New Zealand are more likely to mention they don't rent their property out (54%) while those who live outside of New Zealand are more likely to mention they rent their property out full time to long-term (26%) or short-term (17%) tenants.

## FREQUENCY OF RENTING OUT PROPERTY



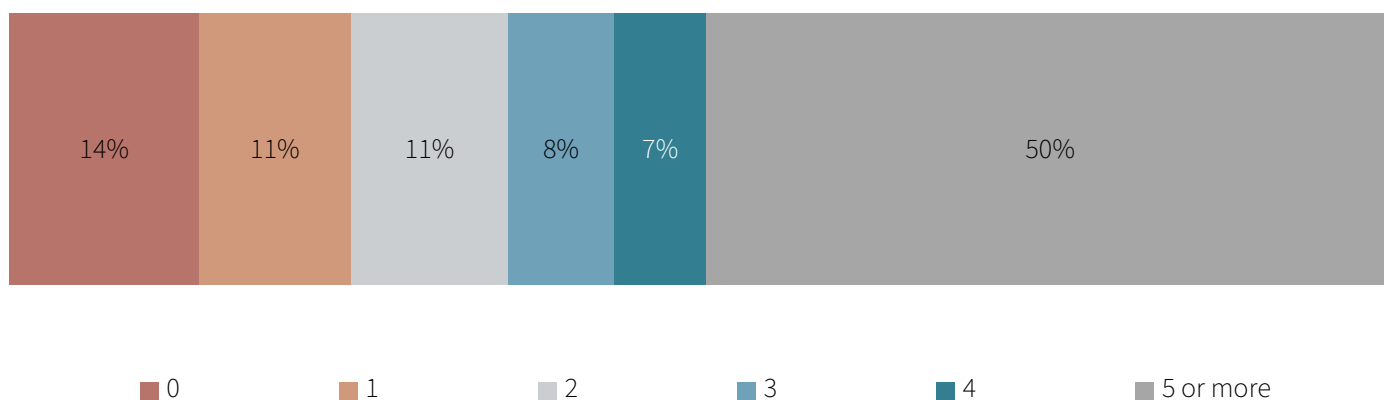
# FREQUENCY OF VISITING

Half (50%) of non-resident ratepayers indicate that either themselves, their friends, or family use their property five or more times a year. Fourteen percent of non-resident ratepayers mention their property hasn't been used by themselves or people they know in the past 12 months.

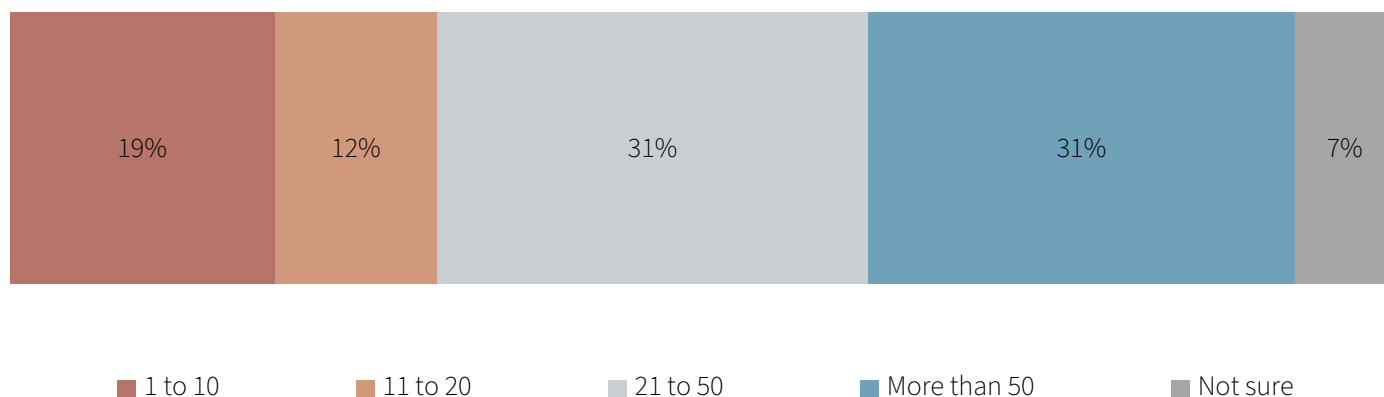
Almost a third (31%) of non-resident ratepayers who have visited the district in the past 12 months indicate their property has been used for more than 50 days by themselves or someone they know in the past 12 months. A further 31% of these non-resident ratepayers also mention their property has been used by themselves or someone they know for between 21 and 50 days in the past 12 months.

Non-resident ratepayers who live within New Zealand are more likely to mention they visit their property five or more times a year (61%) and are more likely to have spent more than 50 days in the district in the last 12 months (34%). Conversely, non-resident ratepayers who live outside of New Zealand are more likely to mention they haven't visited the property in the last 12 months (34%) or have only visited once (23%) and are more likely to have spent between 1 and 10 days (31%) or 11 to 20 days (18%) in the district in the past 12 months.

## FREQUENCY OF USE OF PROPERTY IN LAST 12 MONTHS



## SPECIFIC NUMBER OF DAYS PROPERTY USED IN LAST 12 MONTHS



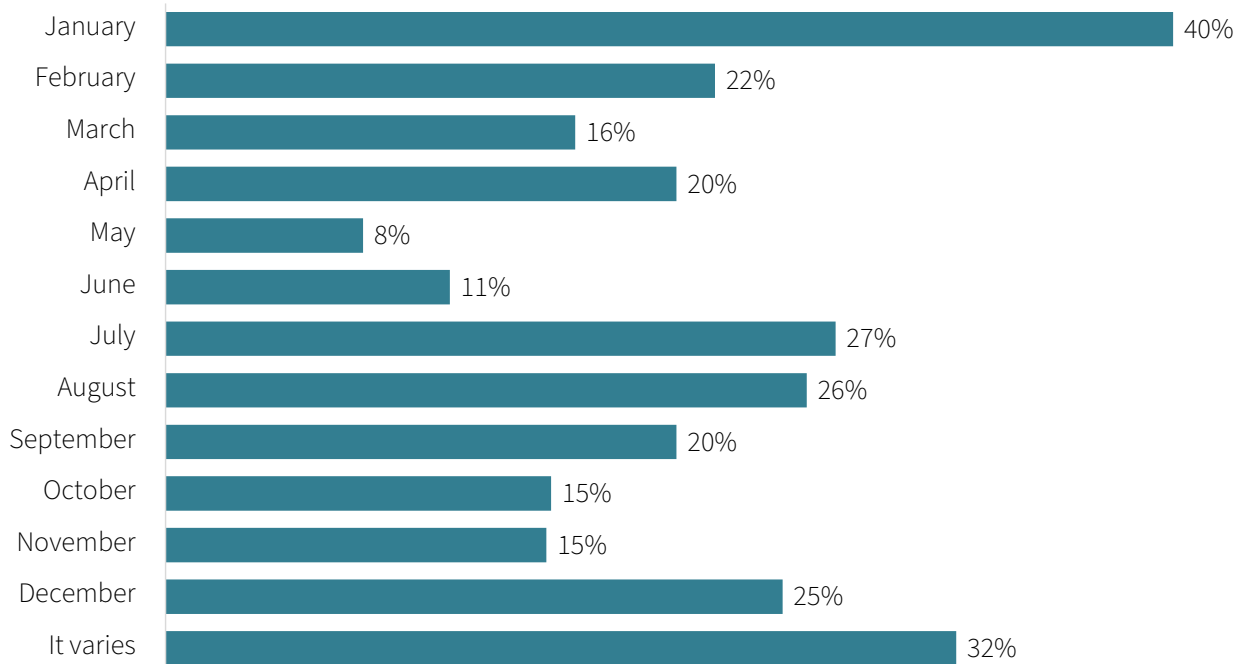
Q. How many times in the last 12 months have you or your family/friends visited your property? Base size n=600

Q. And how many days in total did you or your family/friends spend at the property over the last 12 months? Base size n=518

# USE OF PROPERTY

When asked which months non-resident ratepayers' properties are used most frequently, non-residents who have visited the district mention January (40%), July (27%), August (26%), and December (25%). A further 32% of non-resident ratepayers also mention that the times of the year they, and people they know, visit the property varies.

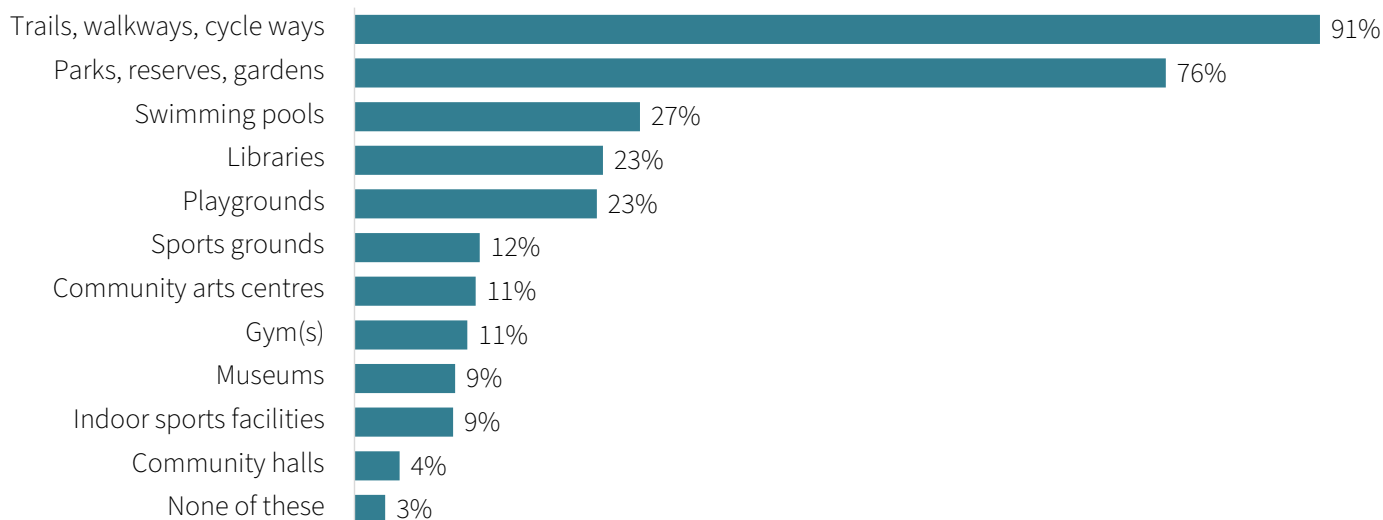
## MONTH PROPERTY COMMONLY VISITED



# FACILITIES USE

The majority of non-resident ratepayers who have visited the district in the past 12 months indicate they use trails, walkways, and cycle ways (91%) and parks, reserves, and gardens (76%) in the district. At a lower level these non-resident ratepayers also use swimming pools (27%), libraries (23%), and playgrounds (23%) in the district.

## USE OF FACILITIES IN THE DISTRICT



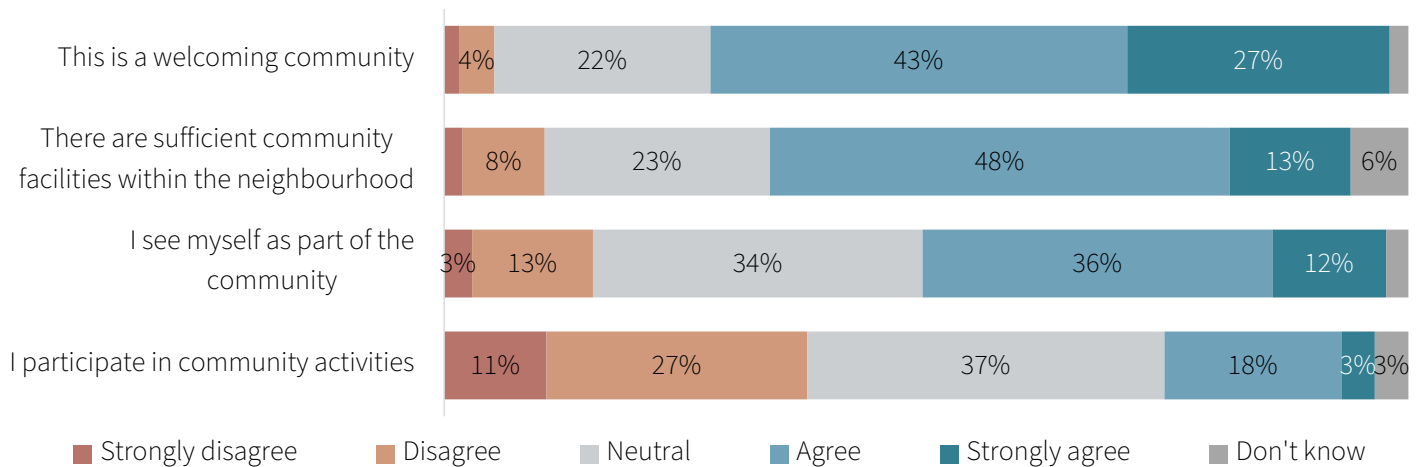


# NEIGHBOURHOOD

Non-resident ratepayers who have visited the district in the past 12 months were also asked about the neighbourhood characteristics in the area they own a property. These are similar to the questions asked within the residents section.

Seventy percent of these non-resident ratepayers agree (43%) or strongly agree (27%) that the community is welcoming. A further 61% of these non-resident ratepayers agree (48%) or strongly agree (13%) that there are sufficient community facilities within the neighbourhood and 58% of these non-resident ratepayers agree (36%) or strongly agree (12%) that they see themselves as part of the community. Less than a quarter (21%) of these non-resident ratepayers agree (18%) or strongly agree (3%) that they participate in community activities.

## NEIGHBOURHOOD CHARACTERISTICS



Q. Thinking about the neighbourhood in which your Queenstown Lakes property is located, please indicate how strongly you agree or disagree with the following statements? Base size n=518

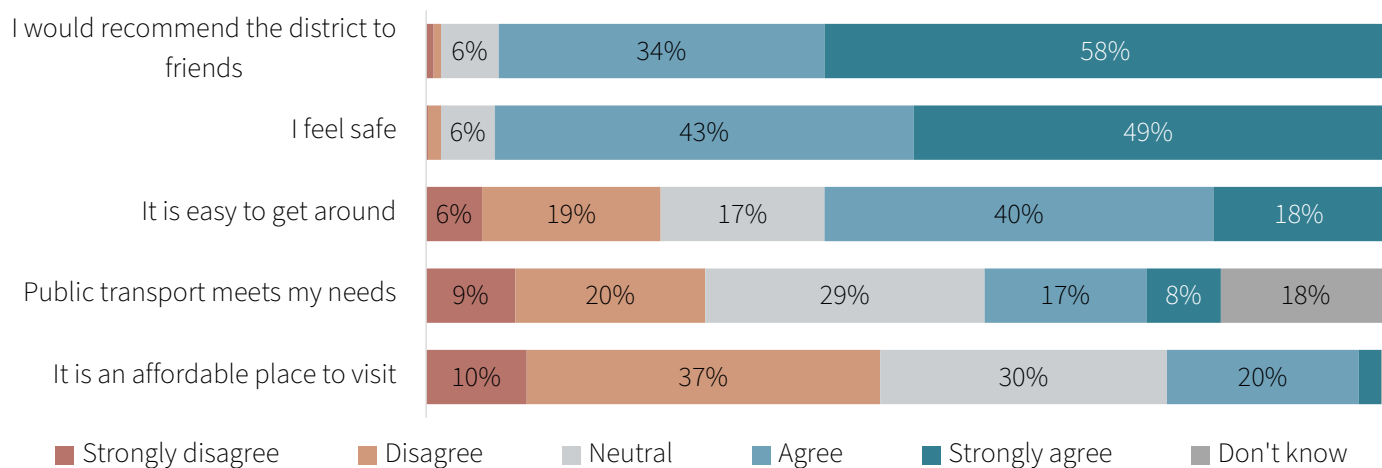
# QUEENSTOWN LAKES DISTRICT

Non-resident ratepayers who have visited the district in the past 12 months were asked their perceptions of the district.

The majority of non-resident ratepayers (92%) agree (34%) or strongly agree (58%) that they would recommend the district to friends and 92% agree (43%) or strongly agree (49%) they feel safe. At a lower level, 58% of non-resident ratepayers agree (40%) or strongly agree (18%) it is easy to get around and a quarter (25%) of these non-resident ratepayers agree (17%) or strongly agree (8%) the public transport system meets their needs. Twenty one percent of these non-resident ratepayers also agree (20%) or strongly agree (1%) the district is an affordable place to visit.

Non-resident ratepayers who live outside of New Zealand are more likely to disagree that the public transport meets their needs (29%), while those who live within New Zealand are more likely to strongly agree with this (9%). Non-resident ratepayers from outside of New Zealand are also more likely to strongly agree they would recommend the district to friends (69%).

## PERCEPTIONS OF THE DISTRICT



Q. Thinking about the Queenstown Lakes area in general, please indicate how strongly you agree or disagree with the following statements? Base size n=518

# NON-RESIDENT SUMMARY

In terms of demographics, a higher proportion of non-resident respondents are male, with the majority of these respondents indicating they are aged 40 years and over. The majority of non-resident ratepayers identify as New Zealand European and three quarters mention they were born in New Zealand. Most non-resident ratepayers identify as a New Zealand permanent resident or citizen. Additionally, most of these respondents indicate they don't have any specific health problems or concerns.

Almost three quarters of non-resident ratepayers indicate their property in the district is a holiday home, with more than a third of non-resident ratepayers mentioning they have owned a property in the district for more than 10 years. Wānaka and Queenstown are the most popular locations for property amongst these respondents. Recreation and activities, holidays, and investment are the primary reasons for purchasing a property in the district. Just over a third of these respondents indicate they intend to move to the district in the future, with almost half of these respondents indicating they intend to move to the district to retire. Only 10% of respondents indicate they intend to sell their property in the next five years. Almost half of non-resident respondents indicate they don't rent their property out while just under a third indicate they rent their property out full time, either short term or long term.

January, July, and August are the most popular months for non-resident ratepayers to visit the district. Notably, almost all non-resident ratepayers who visit the district mention they use the trails, walkways, and cycleways. Almost two thirds of these respondents mention the community is welcoming to them. Most non-resident ratepayers also mention they would recommend the district to friends and that they feel safe in the district.

Non-resident ratepayers were also asked to provide any additional comments at the end of the survey. As the scope of the comments in this section is a lot wider than within the residents sections, a summary of these comments follows. A number of the comments revolve around traffic and congestion concerns, issues with roadworks, the perception there is too much development, a feeling there are too many tourists, and issues with access to public transport. Comments which highlight the general themes mentioned by non-resident ratepayers follow.

*“The traffic measures in Wānaka need to be sorted out. Main routes need to be more efficient not speed restricted that create wasteful behaviours and unnecessary hazards.”*

*“Too many tourists and overcrowding. Growth at the cost of the actual experience quality.”*

*“I am greatly concerned that there is so much development at Five Mile, Queenstown Central, Remarkables Park and surrounds, that Queenstown down-town will become a ghetto. It seems to me in recent years to have been rather neglected.”*

*“The road works/closures and congestion over the past year have been very disruptive, frustrating and extremely slow to make any visible progress.”*

*“Being ruined by tourism. Used to be a great holiday destination but not anymore. Was great during Covid but heading back to where it was pre Covid.”*

*“Parking in Queenstown is a nightmare. It would also be good to have more sharing options (carparks, storage, Uber, food trucks, etc.) to create more access to basic services without the need for top-down or expensive options. It feels like everything is directed at tourists instead of being self-organising – at least in Queenstown. Glenorchy is small so locals seem to figure it out better among themselves.”*

*“Traffic and parking is terrible and accommodation and cost of living while visiting is very expensive. Also a lot of the architecture in downtown Queenstown is not sympathetic to the beautiful natural surroundings, with new building revamps like the O'Connells building not fitting in with the architectural style of older buildings or the natural environment. It is a great shame, Queenstown has lost its way when compared to Arrowtown and how the buildings their beautifully reflect Arrowtown's past and suit the landscape.”*

*“I think the lower speeds limits are great around the main shopping streets but are ridiculous in all other areas e.g., Cardrona Valley Road.”*

# NON-RESIDENT SUMMARY

*“The planning of infrastructure is disjointed. Specifically subdivisions do not connect. . . . On the corner of Golf Course Road and Ballantyne Rd where there is nowhere to cross. There is no direct pedestrian route from West Meadows to Three Parks. You also have to drive along Golf Course Road or out of town and along Orchard and Riverside Roads and through another horrific intersection when it joins Ballantyne Rd again. 2/10 Must try harder.”*

*“As a non-resident planning to relocate to the region; our experiences with the community have always been inclusive and encouraged. We constantly encounter a strong sense of local pride, and desire to improve.”*

*“Please can we get a regular bus service that goes as far as Kingston into at least Frankton. One of the reasons we don't live here permanently or visit more is that without a regular bus service getting from Kingston to shops etc is very hard. Also it would be great to get a postal service going in Kingston now the community has grown.”*

# APPENDIX 3 – QUESTIONNAIRES



# RESIDENTS SURVEY

LOGIN CODE:



QUEENSTOWN  
LAKES DISTRICT  
COUNCIL

## QUALITY OF LIFE SURVEY 2022

How's life? Queenstown Lakes District Council wants to know.

**Thank you for your willingness to participate in the 2022 Queenstown Lakes Quality of Life Survey.**



### FREEPOST

Once you have filled in this paper copy, fold the pages so the Versus Research address is visible, and put it in your nearest postbox.



### ONLINE

Scan this QR Code with your device camera to complete the survey online, or go to:

[versus.co.nz/survey/](https://versus.co.nz/survey/)

This survey is being conducted by an independent company, Versus Research, on our behalf. You can contact them directly with any questions or difficulties you have with the survey ([info@versus.co.nz](mailto:info@versus.co.nz) or 0800 837787).

Please return to:  
Versus Research Ltd  
Freepost 172567  
PO Box 5516  
Frankton  
Hamilton  
Waikato 3242

Please return to:

# RESIDENTS SURVEY

## SECTION 1: ABOUT YOU

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

- Male
- Female
- Gender diverse

Q2. What is your current age?

.....

Q3. Which of the following ethnic groups do you belong to?  
*Please tick all that apply*

- New Zealand European
- Māori (please specify your iwi affiliation/s)  
.....
- Samoan
- Cook Island Māori
- Tongan
- Niuean
- Chinese
- Indian
- Other, please specify \_\_\_\_\_
- Prefer not to say

Q4. Please write which country you were born in?

.....

Q5. Which of the following best describes you? *Please select one answer*

- New Zealand permanent resident or citizen
- Australian permanent resident or citizen
- Essential skills visa holder
- Working holiday visa holder
- Employer assisted work visa holder
- Accredited worker visa holder
- Partnership and dependent child visa holder
- Student visa holder
- Work to residency visa holder
- Tourist/visitor visa holder
- Other, please specify \_\_\_\_\_
- Prefer not to say

Q6. Does a health problem or a condition you have (lasting six months or more) cause you difficulty with....  
*Please select all that apply*

- Seeing, even when wearing glasses or contact lenses
- Hearing, even when using a hearing aid
- Walking or climbing steps
- Remembering or concentrating
- Communicating using your usual language
- No difficulty with any of these
- Prefer not to say

## SECTION 2: HOUSING

Q7. Do you primarily live in the Queenstown Lakes District? *Please select one answer*

- Yes
- No - please skip to section 11

Q8. Where in the district do you currently live? *Please select one answer*

- |  |                                      |   |   |
|--|--------------------------------------|---|---|
| <input type="radio"/> Arrowtown            | <input type="radio"/> Glenorchy      | <input type="radio"/> Lake Hayes        | <input type="radio"/> Sunshine Bay-Fernhill           |
| <input type="radio"/> Albert Town          | <input type="radio"/> Hāwea          | <input type="radio"/> Lake Hayes Estate | <input type="radio"/> Wakatipu Basin                  |
| <input type="radio"/> Arthurs Point        | <input type="radio"/> Hanleys Farm   | <input type="radio"/> Luggate           | <input type="radio"/> Wānaka                          |
| <input type="radio"/> Cardrona             | <input type="radio"/> Hāwea Flat     | <input type="radio"/> Makarora          | <input type="radio"/> Central Otago District          |
| <input type="radio"/> Closeburn-Wilson Bay | <input type="radio"/> Jacks Point    | <input type="radio"/> Quail Rise        | <input type="radio"/> Other, please specify:<br>..... |
| <input type="radio"/> Frankton             | <input type="radio"/> Kelvin Heights | <input type="radio"/> Queenstown        |   |
| <input type="radio"/> Gibbston             | <input type="radio"/> Kingston       | <input type="radio"/> Shotover Country  |   |

# RESIDENTS SURVEY

Q9. How many years have you lived in the district?

*Please select one answer*

<input type="radio"/> Less than 1 year	<input type="radio"/> 10-20 years
<input type="radio"/> 1 to just under 2 years	<input type="radio"/> 21-30 years
<input type="radio"/> 2 years to just under 5 years	<input type="radio"/> More than 30 years
<input type="radio"/> 5 years to just under 10 years	<input type="radio"/> Other, please specify _____

Q10. How long do you intend to stay in the district for?

*Please select one answer*

<input type="radio"/> Less than 1 year	<input type="radio"/> 21-30 years
<input type="radio"/> 1 to just under 2 years	<input type="radio"/> More than 30 years
<input type="radio"/> 2 years to just under 5 years	<input type="radio"/> Forever
<input type="radio"/> 5 years to just under 10 years	<input type="radio"/> Other, please specify _____
<input type="radio"/> 10-20 years	<input type="radio"/> Unsure/ don't know

Q11. In the last 12 months have you accessed emergency accommodation or experienced insecure accommodation?

*Insecure accommodation includes temporary accommodation with no secure tenure, poor quality or overcrowded accommodation, couch-surfing, makeshift shelter or vehicles. Please select one answer*

<input type="radio"/> Yes - answer Q12
<input type="radio"/> No - skip to Q13
<input type="radio"/> Prefer not to say - skip to Q13

Q12. How long were you in emergency or insecure accommodation?

.....

Q13. How would you best describe your current living situation? *Please select one answer*

<input type="radio"/> I have a steady place to live
<input type="radio"/> I have a place to live today, but I am worried about losing it in the future
<input type="radio"/> I do not have a steady place to live
<input type="radio"/> Prefer not to say

Q14. How many people live in your home?

.....

Q15. How many bedrooms does your home have?

.....

Q16. Do you own or rent the home you currently live in?

*Please select one answer*

<input type="radio"/> Own (including part-own or in a trust)
<input type="radio"/> Rent whole house/ apartment/ studio
<input type="radio"/> Rent a room
<input type="radio"/> Temporary accommodation i.e. hostel, campground
<input type="radio"/> Other, please specify: _____

Q17. Have you needed to move house within the district in the last 12 months? *Please select one answer*

<input type="radio"/> Yes - answer Q18
<input type="radio"/> No - skip to Q19

Q18. Why did you need to move house?

*Please select all that apply*

<input type="radio"/> My lease expired	<input type="radio"/> I needed pet-friendly accommodation
<input type="radio"/> I was unable to afford my rent	<input type="radio"/> My job location changed
<input type="radio"/> My home was unhealthy to live in	<input type="radio"/> Other, please specify: _____
<input type="radio"/> I bought or built a property	<input type="radio"/> None of these
<input type="radio"/> My family needs/ situation changed	

Q19. Would you choose to live in any of the following types of home, provided the location was suitable, if more housing of this type were available?

*Please select all that apply*

<input type="radio"/> An apartment
<input type="radio"/> A town house or attached house
<input type="radio"/> A 1 or 2 bedroom detached house
<input type="radio"/> I wouldn't choose to live in any of these

Q20. Can you afford to adequately heat your home?

*Please select one answer*

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

Q21. Is there anything else you would like to add regarding housing?

.....

.....

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# RESIDENTS SURVEY

## SECTION 3: JOBS AND INCOME

Q22. Which of the following best describes your full household income, before tax, annually? (Only include income that applies to you and your dependants). *Please select one answer*

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

Q23. 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 your household? *Please select one answer*

<input type="radio"/> 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

Q24. Thinking not just about your income but your broader financial situation, how much do you agree or disagree with following statement "I feel secure about my financial future": *Please select one answer*

Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Prefer not to answer
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q25. Which BEST describes the kind of work you primarily do? *Please select one answer*

<input type="radio"/> Full time paid work	<input type="radio"/> Volunteer work
<input type="radio"/> Part time paid work	<input type="radio"/> Not currently in paid employment
<input type="radio"/> Full time self-employed/ contractor	<input type="radio"/> Student
<input type="radio"/> Part time self-employed/ contractor	<input type="radio"/> Retired
<input type="radio"/> Caring for children (unpaid)	<input type="radio"/> Other, please specify: _____

Q26. Which of the following categories does your current or most recent occupation fall into?

*Please select one answer*

<input type="radio"/> Tourism Operations e.g. adventure tourism, ski operator, tour operator	<input type="radio"/> Rental, Hiring, and Real Estate Services
<input type="radio"/> Accommodation and Food Services	<input type="radio"/> Professional, Scientific, and Technical Services
<input type="radio"/> Construction	<input type="radio"/> Administration and Support Services
<input type="radio"/> Retail Trade	<input type="radio"/> Public Administration and Safety, including local government
<input type="radio"/> Agriculture, Forestry, and Fishing	<input type="radio"/> Education and Training
<input type="radio"/> Mining	<input type="radio"/> Health Care and Social Assistance
<input type="radio"/> Manufacturing	<input type="radio"/> Arts and Recreation Services
<input type="radio"/> Electricity, Gas, Water, and Waste Services	<input type="radio"/> Stay at home parent/ carer (Go to Q29)
<input type="radio"/> Wholesale Trade	<input type="radio"/> Retired/ partially retired (Go to Q29)
<input type="radio"/> Transport, Postal, Warehousing	<input type="radio"/> Other, please specify: _____
<input type="radio"/> Information, Media and Telecommunications	<input type="radio"/> Not currently in employment (Go to Q29)
<input type="radio"/> Financial and Insurance Services	

# RESIDENTS SURVEY

Q27. Where in the district do you currently work most of the time? *Please select one answer*

<input type="radio"/> Arrowtown	<input type="radio"/> Glenorchy	<input type="radio"/> Lake Hayes	<input type="radio"/> Sunshine Bay-Fernhill
<input type="radio"/> Albert Town	<input type="radio"/> Hāwea	<input type="radio"/> Lake Hayes Estate	<input type="radio"/> Wakatipu Basin
<input type="radio"/> Arthurs Point	<input type="radio"/> Hanleys Farm	<input type="radio"/> Luggate	<input type="radio"/> Wānaka
<input type="radio"/> Cardrona	<input type="radio"/> Hāwea Flat	<input type="radio"/> Makarora	<input type="radio"/> Central Otago District
<input type="radio"/> Closeburn-Wilson Bay	<input type="radio"/> Jacks Point	<input type="radio"/> Quail Rise	<input type="radio"/> Other, please specify: _____
<input type="radio"/> Frankton	<input type="radio"/> Kelvin Heights	<input type="radio"/> Queenstown	
<input type="radio"/> Gibbston	<input type="radio"/> Kingston	<input type="radio"/> Shotover Country	

Q28. Below are some statements relating to your employment in the last 12 months. Please indicate how much you agree with each of the following statements. *Please select one answer for each row*

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know/ not applicable
I find my work fulfilling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have developed skills/qualifications I could apply to other jobs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have learnt something new in the last 12 months	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My skills are being utilised to full capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have good workplace relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a good work/life balance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel stressed at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q29. Is there anything else you would like to add regarding jobs and income?

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## SECTION 4: HEALTH AND ACCESS TO KEY SERVICES

The following questions look at your health, physical, and mental wellbeing. If you, or anyone you know is in need of support, you can find information at <https://www.qldc.govt.nz/community/community-wellbeing>

Q30. How would you describe your physical and mental health over the last 12 months?  
*Please select one answer for each row*

	Very bad	Mostly bad	Neutral - neither good nor bad	Mostly good	Excellent
Mental health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# RESIDENTS SURVEY

Q31. Does anything stop you from seeing a medical professional such as a nurse, doctor, or dentist?

*Please select all that apply*

<input type="radio"/> Cost of appointment or treatment	<input type="radio"/> Lack of trust in medical professionals or quality of advice
<input type="radio"/> Cannot get time off work/ won't be paid if I take time off during the day	<input type="radio"/> Length of wait
<input type="radio"/> Cost of prescriptions	<input type="radio"/> Other, please specify: _____
<input type="radio"/> Location	<input type="radio"/> No, nothing stops me from seeing a medical professional
<input type="radio"/> Unable to use technology options (e.g. telehealth)	

Q32. On average, how many days per week do you spend at least 30 minutes exercising or doing another leisure activity e.g. gardening, fishing, walking, boating, etc? *Please select one answer*

<input type="radio"/> 1 day per week	<input type="radio"/> 6 days per week
<input type="radio"/> 2 days per week	<input type="radio"/> 7 days per week
<input type="radio"/> 3 days per week	<input type="radio"/> I exercise but infrequently
<input type="radio"/> 4 days per week	<input type="radio"/> I don't exercise
<input type="radio"/> 5 days per week	

Q33. Please indicate how much you agree or disagree with each of the following statements?

*Please select one answer for each row*

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
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"/>

Q34. Is there anything else you would like to add regarding health and access to key services?

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## SECTION 5: ARTS AND CULTURE

Q35. How satisfied are you with the scale, frequency and diversity of events held in the district in the last 12 months?

*Please select one answer for each row*

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Don't know
Scale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diversity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# RESIDENTS SURVEY

Q36. Have you participated in, performed at, or attended an arts or cultural event or place in the district in the last 12 months? *Please select one answer*

Yes

No

Q37. What culture do you identify with?

.....

Q38. Below are some statements relating to your culture. Please indicate how much you agree with the following statements. *Please select one answer for each row*

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
I have a strong connection to my culture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can participate, perform, or attend activities or groups that align to my culture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the opportunity to use language to express my culture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can express my culture without feeling excluded from my neighbourhood, community, or town.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q39. How satisfied are you with the celebration of tangata whenua and Māori culture in the district?

*Please select one answer*

Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q40. Is there anything else you would like to add regarding arts, culture, and heritage?

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## SECTION 6: TRANSPORT

Q41. Thinking about the public transport in the district, how strongly do you agree or disagree with the following statements? *Please select one answer for each row*

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know/ 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 enough to meet my needs	<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 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 gets me easily to and from where I need to go	<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"/>

# RESIDENTS SURVEY

Q42. Thinking about the following alternate modes of transport, how strongly do you agree or disagree with following statements as a means of transport? *Please select one answer for each row*

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Not applicable
I feel safe travelling on public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe riding my bike	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe walking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe using ride share services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q43. How regularly do you use an alternative mode of transport to a car? *Please select one answer for each row*

	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"/>
E-bike/scooter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric car	<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"/>
Ride share (e.g. commercial service such as Uber)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car-pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q44. Do you commute to work by private car?

*Please select one answer*

Yes - please estimate how many km's you travel weekly in your commute to work \_\_\_\_\_ km's

No

Q45. Is there anything else you would like to add regarding transport?

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## SECTION 7: YOUR NEIGHBOURHOOD

Q46. Thinking about the neighbourhood in which you live, please indicate how strongly you agree or disagree with the following statements? *Please select one answer for each row*

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
This is a welcoming community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Living in this neighbourhood gives me a sense of community or belonging	<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 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 that I can walk or cycle to (sports, café, meeting places, playgrounds)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The neighbourhood is safe for myself, my family, and others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When our community is under pressure we look out for each other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# RESIDENTS SURVEY

Q47. Do you consider yourself and your neighbourhood resilient and prepared for an emergency event? e.g. you have sufficient emergency supplies including water and food for seven days, have a plan with family/ friends and have read the emergency response plan for your neighbourhood? *Please select one answer for each row*

	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"/>

Q48. Is there anything else you would like to add regarding your neighbourhood?

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.....

.....

## SECTION 8: COMMUNITY SERVICES AND FACILITIES

Q49. Thinking about specific community facilities, how often do you use the following?

*Please select one answer for each row*

	Daily	Weekly	Monthly	Infrequently	Never
Public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks, reserves, gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trails, walkways, cycle ways	<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(s)	<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"/>
Museums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community arts centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q50. Please indicate how satisfied you are with the following services. *Please select one answer for each row*

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Don't know
Public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks, reserves, gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trails, walkways, cycle ways	<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(s)	<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"/>
Museums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community arts centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# RESIDENTS SURVEY

Q51. What, if anything, prevents you from using the following community facilities. *Please select all that apply for each row*

	Cost	Accessibility	Quality	Opening hours	Safety	Nothing prevents me	I've no interest in using these	Other, please specify
Public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____
Parks, reserves, gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____
Trails, walkways, cycle ways	<input type="radio"/>	<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"/>	<input type="radio"/>	_____
Sports grounds	<input type="radio"/>	<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"/>	<input type="radio"/>	_____
Swimming pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____
Gym(s)	<input type="radio"/>	<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"/>	<input type="radio"/>	_____
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____
Museums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____
Community arts centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	_____

Q52. Each year Queenstown Lakes District Council provides approximately \$1.9 million to community groups as grants or in kind. Do you think this amount is: *Please select one answer*

Far too little	Too little	A sufficient amount	Too much	Far too much	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q53. Thinking about Queenstown Lakes District Council, how satisfied are you with the following?

*Please select one answer for each row*

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Don't know
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"/>
Council's preparedness for the future	<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"/>

# RESIDENTS SURVEY

Q54. How much do you agree or disagree with the following statement: *'I feel a sense of pride in the district'?*

*Please select one answer*

Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q55. Is there anything else you would like to add regarding community services and facilities?

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.....

.....

## SECTION 9: TOURISM

This section has been prepared in partnership with Destination Queenstown and Lake Wānaka Tourism. Past survey responses have helped inform the Queenstown Lakes District's destination management plan Regenerative Tourism by 2030. Details of the plan can be found at <https://www.queenstownnz.co.nz/regenerative-tourism-2030/>

Q56. Below is a list of positive impacts relating to tourism. Please select up to 5 impacts which you feel positively improve your quality of life the most. *Please select up to five options*

<input type="radio"/> A range of hospitality, bars, cafes, restaurants, and nightlife	<input type="radio"/> A choice of retail and shopping opportunities
<input type="radio"/> Opportunities to get involved with/attend local festivals and cultural events	<input type="radio"/> Better road infrastructure
<input type="radio"/> The diversity created by a broader mix of people in the community from different countries and cultures	<input type="radio"/> Better social amenities, like public toilets, parks, and open spaces
<input type="radio"/> More employment opportunities because of tourism	<input type="radio"/> More arts, culture, events, and heritage experiences
<input type="radio"/> More local businesses opening, or being able to stay open	<input type="radio"/> More vibrant and friendly community and town centres
<input type="radio"/> The opportunity to earn an income by renting your home	<input type="radio"/> A greater effort to improve and restore the environment
<input type="radio"/> Improved public transport in the district	<input type="radio"/> Has enhanced the profile or identity of my/our area
<input type="radio"/> An airport with regular scheduled national and international flights	<input type="radio"/> A stronger emphasis on telling stories about or Māori and non-Māori heritage
<input type="radio"/> A range of outdoor adventure activities	<input type="radio"/> Other, please specify: _____
<input type="radio"/> A comprehensive and growing network of cycling and walking trails	<input type="radio"/> None of these



# RESIDENTS SURVEY

Q57. Below is list of negative impacts relating to tourism. Please select up to 5 impacts which you feel have the most negative impacts on your quality of life. Please select up to five options

<input type="radio"/> Tourism activity means higher house prices and rents	<input type="radio"/> Ratepayers having to fund infrastructure and amenities that must also cater for visitors
<input type="radio"/> Tourism activity means higher cost of daily living	<input type="radio"/> Increased rate of crime
<input type="radio"/> Large number of short-term rental accommodation	<input type="radio"/> Increased prevalence of drugs and alcohol
<input type="radio"/> People renting out their own houses for short term accommodation	<input type="radio"/> I feel less safe driving
<input type="radio"/> Traffic congestion and added pressures on community infrastructure	<input type="radio"/> Impacts on biodiversity and environmentally sensitive areas caused by too many visitors
<input type="radio"/> Pressure on public parking spaces	<input type="radio"/> Changes to the local community identity and sense of place
<input type="radio"/> Increased carbon emissions e.g. from aircraft, rental vehicles and campervans	<input type="radio"/> Less desirable employment opportunities (e.g. seasonal and/or low wage)
<input type="radio"/> Increased noise pollution	<input type="radio"/> The community is too reliant on tourism
<input type="radio"/> Increased litter and waste generation	<input type="radio"/> Other, please specify: _____
<input type="radio"/> Irresponsible freedom camping	<input type="radio"/> None of these
<input type="radio"/> Visitors crowding locals out of campsites and other local amenities	

Q58. Many activities that are marketed to visitors are also enjoyed by our community. Do you regularly (at least once a month when in season) participate in any of the following activities? Please select all that apply

<input type="radio"/> Winter mountain-based activities (e.g. skiing, snowboarding)	<input type="radio"/> Lake based activities (e.g. lake kayaking, paddle boarding, rowing, boating)
<input type="radio"/> Hiking, trail running	<input type="radio"/> River based activities (e.g. rafting, white water kayaking)
<input type="radio"/> Running/ jogging/ walking outdoors	<input type="radio"/> Visual arts (e.g. painting, drawing, photography, crafts)
<input type="radio"/> Mountain biking	<input type="radio"/> Performing arts (e.g. music, dance, drama)
<input type="radio"/> Trail/ Road biking	<input type="radio"/> None of these
<input type="radio"/> Golf	

Q59. Is there anything else you would like to say in relation to tourism in the district?

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.....

.....

# RESIDENTS SURVEY

## SECTION 10: ENVIRONMENT

Queenstown Lakes District Council has recently adopted a Climate and Biodiversity Plan outlining how it is going to adapt and respond to biodiversity loss and climate change in the Queenstown Lakes District. Details of the plan can be found at <https://www.qldc.govt.nz/your-council/climate-change-and-biodiversity>

Q60. How concerned are you about the impacts of climate change? *Please select one answer*

Not at all concerned	Not concerned	Neutral	Concerned	Very concerned	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q61. Please indicate how satisfied you are with the following measures. *Please select one answer for each row*

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Don't know
The steps QLDC is taking to protect the environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The steps QLDC is taking to protect biodiversity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The steps QLDC is taking to reduce the district's greenhouse gas emissions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The steps QLDC is taking to reduce the districts waste to landfill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The steps QLDC is taking to prepare the district for the effects of climate change (adaptation and resilience)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q62. Is there anything else you would like to say in relation to the environment?

.....

.....

.....

# RESIDENTS SURVEY

## SECTION 11: QUALITY OF LIFE

Q63. Thinking about all the factors we have asked about, how would you currently rate your overall quality of life?

*Please select one answer*

Extremely poor	Poor	Average	Good	Extremely good	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q64. Is there anything else you would like to add regarding your quality of life in the district?

.....

.....

.....

Q64. We have one final question to gauge your satisfaction with life. Please indicate how much you agree or disagree with the following statements: *Please select one answer for each row*

	Strongly disagree	Disagree	Slightly disagree	Neither agree nor disagree	Slightly agree	Agree	Strongly agree
In most ways my life is close to ideal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The conditions of my life are excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with my life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
So far I have gotten the important things I want in life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I could live my life over, I would change almost nothing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*This is the end of the survey. Thank you for your time, your responses are extremely valuable to the Queenstown Lakes District Council. If you would like to go into the draw to win one of four \$250 prezzie cards and/or a \$50 equivalent spot prize drawn weekly leave your details in the space below. Please be assured all survey responses are kept anonymous and personal details are not linked back to individual results.*

Name .....	Contact number .....
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# NON-RESIDENTS SURVEY

LOGIN CODE:



QUEENSTOWN  
LAKES DISTRICT  
COUNCIL

## QUALITY OF LIFE SURVEY 2022

How's life? Queenstown Lakes District Council wants to know.

**Thank you for your willingness to participate in the 2022 Queenstown Lakes Quality of Life Survey.**



### FREEPOST

Once you have filled in this paper copy, fold the pages so the Versus Research address is visible, and put it in your nearest postbox.



### ONLINE

Scan this QR Code with your device camera to complete the survey online, or go to:  
[versus.co.nz/survey/](https://versus.co.nz/survey/)

This survey is being conducted by an independent company, Versus Research, on our behalf. You can contact them directly with any questions or difficulties you have with the survey ([info@versus.co.nz](mailto:info@versus.co.nz) or 0800 837787).

Versus Research Ltd  
Freepost 172567  
PO Box 5516  
Frankton  
Hamilton  
Waikato 3242

Please return to:

# NON-RESIDENTS SURVEY

## SECTION 1: ABOUT YOU

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

- Male
- Female
- Gender diverse

Q2. What is your current age?  
.....

Q3. Which of the following ethnic groups do you belong to? *Please tick all that apply*

- New Zealand European
- Māori (please specify your iwi affiliation/s)  
.....
- Samoan
- Cook Island Māori
- Tongan
- Niuean
- Chinese
- Indian
- Other, please specify.....
- Prefer not to say

Q4. Please write which country you were born in?  
.....

Q5. Which of the following best describes you? *Please select one answer*

- New Zealand permanent resident or citizen
- Australian permanent resident or citizen
- Essential skills visa holder
- Working holiday visa holder
- Employer assisted work visa holder
- Accredited worker visa holder
- Partnership and dependent child visa holder
- Student visa holder
- Work to residency visa holder
- Tourist/visitor visa holder
- Other, please specify.....
- Prefer not to say

Q6. Does a health problem or a condition you have (lasting six months or more) cause you difficulty with....  
*Please select all that apply*

- Seeing, even when wearing glasses or contact lenses
- Hearing, even when using a hearing aid
- Walking or climbing steps
- Remembering or concentrating
- Communicating using your usual language
- No difficulty with any of these
- Prefer not to say

## SECTION 2: NON-RESIDENT SURVEY

Q7. Where is your usual place of residence?  
.....

Q8. Do you own either a holiday home or investment property in the Queenstown Lakes District? *Please tick all that apply*

- Holiday home
- Investment property

Q9. How long have you owned your holiday home/ investment property? *Please select one answer*

- Less than 1 year
- 1 to 2 years
- 2 to 5 years
- 5 to 10 years
- More than 10 years
- No difficulty with any of these
- Prefer not to say

# NON-RESIDENTS SURVEY

Q10. Where in the district is your property located? *Please select one answer*

<input type="radio"/> Arrowtown	<input type="radio"/> Glenorchy	<input type="radio"/> Lake Hayes	<input type="radio"/> Sunshine Bay-Fernhill
<input type="radio"/> Albert Town	<input type="radio"/> Hāwea	<input type="radio"/> Lake Hayes Estate	<input type="radio"/> Wakatipu Basin
<input type="radio"/> Arthurs Point	<input type="radio"/> Hanleys Farm	<input type="radio"/> Luggate	<input type="radio"/> Wānaka
<input type="radio"/> Cardrona	<input type="radio"/> Hāwea Flat	<input type="radio"/> Makarora	<input type="radio"/> Central Otago District
<input type="radio"/> Closeburn-Wilson Bay	<input type="radio"/> Jacks Point	<input type="radio"/> Quail Rise	<input type="radio"/> Other, please specify: _____
<input type="radio"/> Frankton	<input type="radio"/> Kelvin Heights	<input type="radio"/> Queenstown	
<input type="radio"/> Gibbston	<input type="radio"/> Kingston	<input type="radio"/> Shotover Country	

Q11. What were your main reasons for choosing to purchase a property in the district?

.....

Q12. Do you plan to move permanently to the district?

*Please select one answer*

<input type="radio"/> Yes - answer Q13
<input type="radio"/> No - skip to Q15

Q13. When is it likely you will make such a move? *Please select one answer*

<input type="radio"/> Within the next two years
<input type="radio"/> Between two to five years from now
<input type="radio"/> Between five and ten years from now
<input type="radio"/> Don't know

Q14. Which of the below best describes your intended work situation when moving to the district? *Please select one answer*

<input type="radio"/> I plan to retire here
<input type="radio"/> I plan to live in the district but work remotely
<input type="radio"/> I plan to work locally
<input type="radio"/> I plan to commute outside the district but base myself here
<input type="radio"/> Other: please specify _____

Q15. Do you plan to sell your Queenstown Lakes property in the next five years? *Please select one answer*

<input type="radio"/> Yes - answer Q16
<input type="radio"/> No - skip to Q17

Q16. Why might you sell your property? *Please select all that apply*

<input type="radio"/> It's too expensive to keep
<input type="radio"/> I don't use it enough
<input type="radio"/> To fund other aspects of my life
<input type="radio"/> I don't see a long-term future here
<input type="radio"/> Other: please specify _____

Q17. How often do you rent your property out? *Please select one answer*

<input type="radio"/> Full-time to long-term tenants
<input type="radio"/> Full-time to short-term tenants
<input type="radio"/> Seasonally
<input type="radio"/> Occasionally
<input type="radio"/> I don't rent it out

Q18. How many times in the last 12 months have you or your family/friends visited your property? *Please select one answer*

<input type="radio"/> 0 - answer Q24
<input type="radio"/> 1
<input type="radio"/> 2
<input type="radio"/> 3
<input type="radio"/> 4
<input type="radio"/> 5 or more

Q19. And how many days in total did you or your family/friends spend at the property over the last 12 months?

*Please select one answer*

<input type="radio"/> 1 to 10
<input type="radio"/> 11 to 20
<input type="radio"/> 21 to 50
<input type="radio"/> More than 50
<input type="radio"/> Not sure

Q20. What month do you or your family/friends most commonly visit your property? *Please select all that apply*

<input type="radio"/> January	<input type="radio"/> August
<input type="radio"/> February	<input type="radio"/> September
<input type="radio"/> March	<input type="radio"/> October
<input type="radio"/> April	<input type="radio"/> November
<input type="radio"/> May	<input type="radio"/> December
<input type="radio"/> June	<input type="radio"/> It varies
<input type="radio"/> July	

# NON-RESIDENTS SURVEY

Q21. Which, if any, of the following facilities do you use when you are in the Queenstown Lakes area? *Please all that apply*

<input type="radio"/> Parks, reserves, gardens	<input type="radio"/> Gym(s)
<input type="radio"/> Trails, walkways, cycle ways	<input type="radio"/> Community halls
<input type="radio"/> Indoor sports facilities	<input type="radio"/> Libraries
<input type="radio"/> Sports grounds	<input type="radio"/> Museums
<input type="radio"/> Playgrounds	<input type="radio"/> Community arts centres
<input type="radio"/> Swimming pools	<input type="radio"/> None of these

Q22. Thinking about the neighbourhood in which your Queenstown-Lakes property is located, please indicate how strongly you agree or disagree with the following statements? *Please select one answer for each row*

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know/ not applicable
This is a welcoming community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are sufficient community facilities within the neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I participate in community activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I see myself as part of the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q23. Thinking about the Queenstown-Lakes area in general, please indicate how strongly you agree or disagree with the following statements? *Please select one answer for each row*

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know/ not applicable
It is easy to get around	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transport meets my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is an affordable place to visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend the district to friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q24. Is there anything else you would like to say about your experiences of the Queenstown-Lakes District?

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