

# Perceptions of Living in the Inner City: Survey of Auckland inner city residents 2016

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# Perceptions of Living in the Inner City: Survey of Auckland inner city residents 2016

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## **Executive summary**

This report outlines the results of a survey of 671 inner city residents that was undertaken in March and April 2016. The survey explored residents' levels of satisfaction with various aspects of living in the inner city, and provides an update on results from a previous baseline survey undertaken in 2013.

The results will be used to monitor progress against relevant outcomes in the City Centre Masterplan (released in August 2012), including outcomes for the city centre to '.... meet the needs of a growing and changing residential population' and to be 'an exemplar of urban living'. It will also provide an update for agencies and organisations that are involved in the provision of services to the inner city, both within and external to Auckland Council.

### **Method**

The research method was a mix of intercept surveying (400 respondents filled out their survey after being approached on the street), telephone surveying (168 people completed their survey over the phone), and online methods (103 members of Consumerlink's research panel who lived in the inner city completed the survey online). The fieldwork and data collection was carried out by Gravitas Research and Strategy Ltd. and data analysis was undertaken by the Research and Evaluation Unit (RIMU) at Auckland Council. All interviewing was conducted between 17 March and 10 April 2016.

### **Final sample**

Comparison of the demographic profile of the survey sample with people aged 15 and over living in the inner city area at the 2013 Census, indicates that people who identify as NZ European were slightly over-represented in the final sample (47% in the survey sample compared with 39% at the census), while younger people and those of Asian ethnicity were under-represented. A good mix of respondents was achieved however, including a sizeable proportion (34%) of students (66% were on a student visa).

### **Enjoyment of life in the city**

Over three quarters (77%) of the total sample liked or really liked living in the inner city, while 7 per cent did not like it. A smaller proportion of students said they liked living in the inner city compared to the rest of the sample (67% compared to 83%), and a relatively large proportion of those who had lived in the inner city for more than five years stated they liked living there (88%).

### **Likelihood of living in the inner city in 12 months' time**

Just over three quarters (76%) of respondents reported that they were likely or very likely to be living in the inner city in 12 months. This was especially pronounced among those who had lived in the inner city for more than two years (83%).

### **Satisfaction with safety and security**

While the majority of respondents (89%) reported that were satisfied with the feeling of security they have where they live (in their building), and with the level of safety on the streets in the day

time (83%), satisfaction levels were considerably lower for perceptions of security at night, both on Queen St (34%) and on the streets excluding Queen St (38%). This general pattern of response was also found in the 2013 survey. The proportion of respondents who stated they were satisfied with safety on Queen St at night was much lower than at the 2013 survey (34% compared with 51% in 2013).

There were a lot of respondent comments relating to feelings of safety and security, particularly at night. Key themes included concerns about alcohol and drug consumption and disorderly behaviour, the presence of homeless people and people begging around the inner city, and the absence of visible police patrols at night. Some also mentioned traffic safety.

### **Satisfaction with getting around the inner city**

Almost three quarters (73%) of participants were satisfied with the ease of getting around the inner city (78% in 2013). Most comments relating to this were concerned with public transport. Some expressed frustration with what they perceived as the inadequacy of the available public transport in the area, including lack of punctuality of the bus and the need for more frequent services.

### **Satisfaction with cleanliness of the streets**

Just under half (49%) of this year's respondents were satisfied with the cleanliness of the streets, down from 60 per cent in 2013. Older respondents in particular were not satisfied with levels of cleanliness (35% of those aged 50 and over were not satisfied, compared to 60% of those aged under 30 years). There were lots of comments relaying dissatisfaction with the level of cleanliness of the inner city. Several commented that they felt levels of cleanliness had deteriorated in the last few years. For many, the concept of cleanliness not only related to rubbish disposal, but also included cleaning up after people vomiting and urinating in the streets.

### **Satisfaction with the quality of their flat or apartment**

Almost three quarters (72%) of respondents were satisfied with the quality of the flat or apartment that they live in (also 72% in 2013). While the majority (90%) of those who stated they owned the flat or apartment they lived in were satisfied with its overall quality, satisfaction was much lower among those who rented, at 61 per cent. While some comments were made about the size of housing (eg. apartments are too small), most comments related to the high costs of housing.

### **Rating of the inner city as a great place to live**

Over two thirds of respondents (69%) agreed that the inner city is a great place to live (67% in 2013). Relatively large proportions of non-students, those aged 50 and over, those who had lived in the city centre for less than a year as well as those who had lived there for five years or longer agreed that it was a great place to live (72%, 77%, 71% and 76% respectively).

### **Rating of the inner city as pedestrian-friendly**

Just over two-thirds (68%) of respondents agreed or strongly agreed that the inner city is pedestrian friendly (72% in 2013). A relatively high proportion of younger respondents agreed with this (77% of those aged under 30), compared with older respondents (59% of those aged 50 and

over). For some, traffic congestion as well as drivers' attitudes towards pedestrians (including cyclists) makes the inner-city difficult to navigate on foot. A number of respondents expressed concerns about the maintenance of footpaths – this issue was often raised as a concern for older people.

### **Agreement that the inner city has enough plants, trees and green spaces**

Just over half (56%) of participants agreed that the inner city has enough plants, trees and green space and just under a quarter (23%) disagreed (57% agreed in 2013). Respondents' comments would suggest that greenery and open space is valued in the inner city and that some people would even like to see more of it.

### **Rating of a sense of community in the inner city**

While almost two thirds of respondents (61%) agreed that a sense of community was important to them, a much smaller proportion (25%) actually felt this existed in the inner city. This gap was particularly noticeable among those who had lived in the inner city for 2 to 5 years. Students and younger people were more likely to agree that a sense of community was important to them, and that there was a sense of community in the inner city, when compared with people in older age groups. A number of respondents suggested that more community events and activities would help to improve the community spirit of the area, and some requested additional community facilities.

### **Rating of affordability of living in the inner city**

Only a quarter of respondents (26%) agreed that it was affordable to live in the inner city, and 42 per cent disagreed (this question was not asked in 2013). Relatively low proportions of students, young people aged under 30 years and those who had lived in the city for 2 to 5 years agreed with this statement (15%, 17% and 16% respectively). The affordability of living in the inner city elicited a large number of comments, and a key theme was that the costs associated with housing, such as purchasing or renting flats, body corporate fees and property rates, were too high. Many commented that costs had risen in recent years.

### **Rating of inner city as a place to bring up children**

While most respondents believe the inner city is a great place to live, a minority of them believe that it is a good place to raise children (22% compared to 29% in 2013).

### **Concerns with homelessness in the inner city**

A number of issues emerged in the open-ended commentaries that were not specific to questions asked in the survey. In particular, a substantial volume of responses throughout this year's survey related to the presence of homeless people on the streets, and people begging, even though there were no specific questions asking about these topics. The survey indicates that the presence of homeless people and people who are begging is a big concern for many residents in the inner city and many feel that it is a growing issue. Some expressed a desire to see more assistance and support for homeless people. Others expressed concerns linked to perceptions of safety, cleanliness, and the inner city image to visitors and tourists. This is an issue that people would like to see Auckland Council and other agencies address.



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## 1.0 Background

At the 2013 Census, Auckland's city centre was home to 26,300 people, an increase of 8364 people (47%) since the previous census in 2006.

The area was designated in the Auckland Plan as one of two priority geographic locations for focussed attention, and the City Centre Masterplan was released in August 2012. Along with the Waterfront Plan, the Masterplan provides a blueprint for the future transformation of the city centre. A monitoring framework was created to keep track of progress towards achieving the desired outcomes identified in the Masterplan. The current monitoring framework includes outcomes for the city centre to '... meet the needs of a growing and changing residential population' and to be 'an exemplar of urban living'. These outcomes include several indicators concerned with residents' perceptions of the city centre as a place to live, as well as their safety and sense of community.

In order to gauge the extent to which the city centre is meeting the needs of its residents, a baseline survey was undertaken in June 2013. That survey was jointly funded by Auckland Council's Research and Evaluation Unit (RIMU), the City Centre Transformation team and the Waitemata Local Board. This year, a follow up survey was carried out with funding from the 2015/16 City Centre Targeted Rate.

The 2016 survey is a slightly modified version of the core questionnaire used in the 2013 survey and therefore enables the monitoring of change on a range of key indicators.<sup>1</sup>

The fieldwork and data collection was carried out by Gravitas Research and Strategy Ltd. and a total of 671 inner city residents participated.

### 1.1 This report

This report provides top line results to the survey. In some cases, results have been analysed by sub-groups such as student status, age group, and length of time respondents have lived in the inner city, however the primary aim of this report is to provide an overview of results.

Where possible, comparisons with the results from the 2013 survey are noted.

With the exception of Table 1, the tables and charts in this report show percentages only.

The results have not been weighted and statistical significance testing of results compared to 2013 has not been undertaken.

There were several open-ended questions in the survey. The responses to these questions have been coded thematically and organised under the appropriate headings throughout the report. While respondents of all ethnicities provided comments, the largest bulk were received from NZ European respondents.

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<sup>1</sup> Mobius Research (2013) *Inner city residents survey - research report*. Prepared for Auckland Council. Available at <http://www.knowledgeauckland.org.nz/publication/show/936/>

## 2.0 Methodology

### 2.1 Survey development

The 2016 questionnaire is similar to the one administered in 2013 and can be viewed in Appendix 3. Consistency was desired with most of the questions asked in the previous survey to ensure comparability of results and to assist with the monitoring of change.

### 2.2 Study area

For the purpose of this research, the city centre was defined as the area inside the arterial motorways and bordered by the edge of the harbour. The area was further divided into seven study areas for sampling purposes, as shown on the map below.

Figure 1: Map of the city centre and study areas (within the blue boundaries)



- 1 Wynyard Quarter/Viaduct
- 2 Quay St/Lower Queen St/Vector Arena<sup>2</sup>
- 3 Freemans Bay
- 4 Shortland/Chancery/Auckland University
- 5 Central West/Hobson St
- 6 Central/AUT/Upper Symonds St
- 7 Greys Ave/Myers Park/Karangahape Road

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<sup>2</sup> The Vector Arena was mistakenly referred to as the Vector stadium in the survey questionnaire.

## **2.3 Data collection**

The survey was administered through a combination of methods. Inner city residents can be characterised as a 'hard to reach' group, in that they are predominantly young, without landlines and mostly living in apartment buildings that are often difficult to access in person. Similar to the 2013 survey, intercept surveys were considered to be the most efficient method of recruiting residents in this part of Auckland, and formed the main recruitment approach. Responses were boosted by online and telephone surveying. (This varies slightly from the method employed in 2013, which did not include telephone surveying).

All interviewing was conducted between 17 March and 10 April, and a total of 671 inner city residents participated. All participants were offered the option of entering a prize draw to win \$50 supermarket vouchers as an incentive to take part in the survey. The interviews took approximately 10 minutes to complete.

The methods and number of completed interviews within each method are outlined in more detail below. Generally speaking, the intercept survey method enlisted younger respondents while the other two methods, particularly the telephone surveying, enlisted older respondents. For example, over half (59%) of those who completed the survey on the street were aged under 30 years, while half (52%) of those who completed on the phone were aged 60 years or over. Those who completed online were relatively evenly distributed across all age groups 20 years and over.

## **2.4 Intercept interviews**

A total of 400 respondents were recruited using the on-street intercept method, constituting 60 per cent of the total sample. This includes 84 who actually completed the survey online, after they had been recruited on the street.

Intercept surveys were carried out during the survey period across a range of different locations within the seven zones, across a variety of times between 7:30am and 7:00pm, seven days a week. The interviewing team were from a range of cultural backgrounds and age groups, and included multilingual staff who were able to encourage participation in languages other than English. All multilingual staff also had good English communication skills, and all surveying was conducted in English.

Respondents were recruited using on the street interception with the option to complete the survey face-to-face at that time on tablets, or at a later time, either online or by telephone (e-mail or telephone details were collected if this was the preferred method. None of the street interception respondents opted to complete the survey by phone.)

## **2.5 Telephone interviews**

A total of 168 computer assisted telephone interviews (CATI) were conducted, constituting 25 per cent of the total sample.

Although landline ownership is lower in the inner city, it does still exist. Interviewers from the Gravitas in-house surveying centre undertook telephone surveys with residents, drawing from a random sample of listed phone numbers matched to street addresses in the study area.

## **2.6 Online surveys**

A total of 103 surveys were conducted online using Consumerlink's research panel, constituting 15 per cent of the total sample.

Recruitment for this method was undertaken by an email from Gravitas to members of Consumerlink's research panel who lived in the inner city area, inviting them to participate online.

Following fieldwork, the data set was checked and sent to the Research and Evaluation Unit (RIMU) at Auckland Council for analysis and write up.

## 3.0 Sample Profile

A total of 671 inner city residents participated in the survey. The sample was diverse with regard to age, ethnicity, location of residence and length of time respondents had lived in the inner city. There were some broad patterns however, as discussed briefly below.

The sub-sections below and Table 1 on the next page present the broad characteristics of those who took part in this year's survey. These patterns should be borne in mind when considering the results outlined in this report.

### 3.1 A third were students

A third of the sample (227 respondents, or 34%) stated they were students (this included those in full-time and part-time study). Almost all of this group (91%) were studying in the city centre, and two thirds (66%) were on a student visa.

This group were young (93% were aged under 40 years), and students accounted for 67 per cent of the total sample aged younger than 30 years. They were of multiple ethnicities – 21 per cent were Chinese, 18 per cent 'other Asian', 19 per cent NZ European/Pākehā, and 15 per cent Indian.

A reasonable proportion of the student group also stated they were in paid employment (97 respondents, or 42%). The survey did not ask whether this was full or part time work. Students accounted for 74 per cent of the 50 respondents who stated they lived in households with five or more people.

Refer to Appendix 1 for tables showing student demographic characteristics (age, ethnicity and location lived in) compared to the rest of the sample.

### 3.2 Slight over-representation by NZ European respondents

Comparison of the age and ethnic profile of the survey sample with people aged 15 and over living in the inner city area at the 2013 Census indicates that people who identify as NZ European were slightly over-represented in the final sample (47% in the survey sample compared with 39% at the census), while younger people and those of Asian ethnicity were under-represented. Refer to Appendix 2 for a comparison of the survey sample with demographic characteristics (age and ethnicity) from the 2013 Census.

It should be noted also that relatively large proportions of survey respondents who identified as Indian or Chinese were aged younger than 30 years (75% and 74% respectively), compared to other ethnic groups (for example, 16% for NZ European/ Pākehā and 32% of Māori). To put it another way, the NZ European/ Pākehā respondents to this survey tended to be older than other respondents.

### 3.3 Very few respondents had children living with them

Fifty respondents (7%) stated they had children aged 13 or under living in their household. Of this group, most (35 respondents) had one child living with them, 14 stated they had two children living with them, and one had three children. This group were well distributed across all residential locations, with the exception of Wynyard Quarter – only one respondent with children stated they lived there.

### 3.4 A third had lived in the inner city for more than five years

Just over a third (35%) stated they had lived in the inner city for more than five years (this is a greater proportion than in the 2013 survey, at 16%). This group tended to be older (64% were aged 50 or over), and to own the residence they lived in (69% owned, compared to 36% overall).

### 3.5 Almost one in five were not working or not studying

A group of 123 respondents (18%) did not state that they were students, or that they were in paid employment. Given that 77 per cent of this group were aged 60 or older it can be assumed that many could have been retired, but it may also include people who were looking for work or who may be at home looking after children or other members of their household.

Table 1: Respondent profile

Age	Number	%
15-19	42	6
20-29	216	32
30-39	123	18
40-49	68	10
50-59	87	13
60-69	78	12
70+	57	9
Total	671	100
<b>Ethnicity</b> Note: Respondents were able to identify with more than one ethnicity, so percentages will not add to 100. Percentages are calculated for those that provided a response.	<b>number</b>	<b>% (n=669)</b>
NZ European/ Pākehā	317	47
Other European	78	12
Indian	76	11
Chinese	76	11
Māori	40	6
Korean	31	5



Filipino	29	4
Asian-Other *	66	10
Pacific Peoples	15	2
Middle Eastern	8	1
South / Central American	12	2
Refused	2	-
<b>Gender</b>	<b>number</b>	<b>%</b>
Male	328	49
Female	343	51
<b>Length of time living in the inner city</b>	<b>number</b>	<b>%</b>
6 months or less	102	15
7-12 months	73	11
1 to 2 years	111	17
2 to 5 years	153	23
More than 5 years	232	35
<b>Residential location</b>	<b>number</b>	<b>%</b>
Wynyard Quarter/Viaduct	23	3
Quay St/Lower Queen St/Vector Arena	90	13
Freemans Bay	34	5
Shortland/Chancery/Auckland University	136	20
Central West/Hobson St	154	23
Central/AUT/Upper Symonds St	106	16
Greys Ave/Myers Park/Karangahape Road	128	19
<b>Number of people in the household (including participants)</b>	<b>number</b>	<b>%</b>
One person	166	25
2	258	38
3	123	18
4	74	11
5	50	7
<b>Children under 13 living in the household</b>	<b>number</b>	<b>%</b>
Yes	50	7
No	455	68
Not applicable	166	25
<b>Home ownership</b>	<b>number</b>	<b>%</b>
Rent	431	64

Own	240	36
<b>Own a car that is parked in the inner city</b>	<b>number</b>	<b>%</b>
Yes	308	46
No	363	54
<b>Students</b>	<b>number</b>	<b>%</b>
Student	227	34
Non-student	444	66
<b>Students-Location of study</b>	<b>n=227</b>	<b>%</b>
Studying in the inner city	206	91
Studying outside the inner city	21	9
<b>Students-Visa status</b>	<b>n=227</b>	<b>%</b>
On a student visa	150	66
Not on a student visa	77	34
<b>In paid employment</b>	<b>number</b>	<b>%</b>
Yes	418	62
No	253	38
<b>Location of work</b>	<b>n=418</b>	<b>%</b>
In the inner city area	296	71
Outside the inner city	122	29

\*Responses across the Other European included South African, South American, and Russian.

\*\*Responses across the Asian-other category included Japanese (n=10), Indonesian (n=7), Malay, Thai and Vietnamese (each n=6), and Sri Lankan (n=5).

### 3.6 Changes in the sample compared to 2013

Due to budget constraints, the sample size in 2016 was smaller than it had been in 2013 (671 respondents compared to 885 in 2013). In addition, the 2016 sample included larger proportions of respondents who were:

- NZ European/ (47% compared to 28% in 2013)
- living in single person households (25% compared to 15% in 2013)
- car owners (46% compared to 30% in 2013).

And smaller proportions of respondents who were:

- students (34% compared to 44% in 2013)
- renting (64% compared to 85% in 2013)
- and those who had been living in the inner city for six months or less (15% compared to 27% in 2013).

## 4.0 Reasons for Living in the Inner City

As in the 2013 survey, proximity to work or study were the main reasons provided by respondents for living in the inner city (26%) (refer to Table 2). Accessibility to other parts of Auckland was the main reason for 15 per cent, while another 10 per cent expressed a preference for living in inner city areas. The energy and vibrancy of the inner city and the access to shops and restaurants were the main reasons for only 4 per cent of respondents.

Table 2: What is the one main reason you live in the inner city area?

Main reason	n=671 %
Close to place of study	26
Close to place of work	26
Accessibility to other parts of Auckland/inner city as a central hub	15
I prefer to live in the inner city areas	10
Time saved from not being in traffic	4
The sense of energy/vibrancy	4
Access to shops and restaurants	4
So I don't need a car	3
Close to good entertainment	3
Other	11

Respondents who chose 'other' were offered the opportunity to specify what they meant. The convenience of living in the inner city and the ready access to facilities and amenities was cited by quite a few respondents, mostly aged 50 and over, for example:

Close to place of work and other amenities to motorway, supermarket, and friends and family.  
(Female, 50-59, Indian)

Convenience to theatre, town hall, concerts and general amenities; and also walking around.  
(Male, 70+, NZ European)

A few preferred the forms of secure and low-maintenance housing available in the inner city:

My partner insisted. She wanted to move for a number of the reasons above but also for less outdoor maintenance for me. (Male, 60-69, NZ European)

The security of being in a high rise apartment building. (Female, 70+, NZ European).

## 4.1 Enjoyment of life in the city

Respondents were asked to indicate how much they like living in the inner city, on a five point scale where 1 meant that they don't like living in the inner city at all and 5 meant they really like living there. Over three quarters (77%) liked or really liked living in the inner city, while 7 per cent did not like it.

These overall results are generally similar to the 2013 survey (refer to Table 3).

Table 3: Extent to which respondents liked living in the inner city (2013 and 2016) (%)

	<b>2013 n=886</b>	<b>2016 n=669</b>
1= I don't like living in the inner city at all	2	3
2	4	4
3	22	16
4	36	35
5= I really like living in the inner city	36	42
% Don't like living in the inner city	6	7
% Like living in the inner city	72	77

### 4.1.1 Enjoyment of life in the inner city by time lived there

There appears to be a positive relationship between the length of time that respondents had lived in the inner city and how much they liked living there. A relatively large proportion of those who had lived in the inner city for more than five years stated they liked living there (88% rated this 1 or 2). Results were mixed however among those who had lived in the area for shorter periods, as Table 4 indicates. This pattern was also found in 2013.

Table 4: Extent to which respondents liked living in the inner city, by time lived there (%)

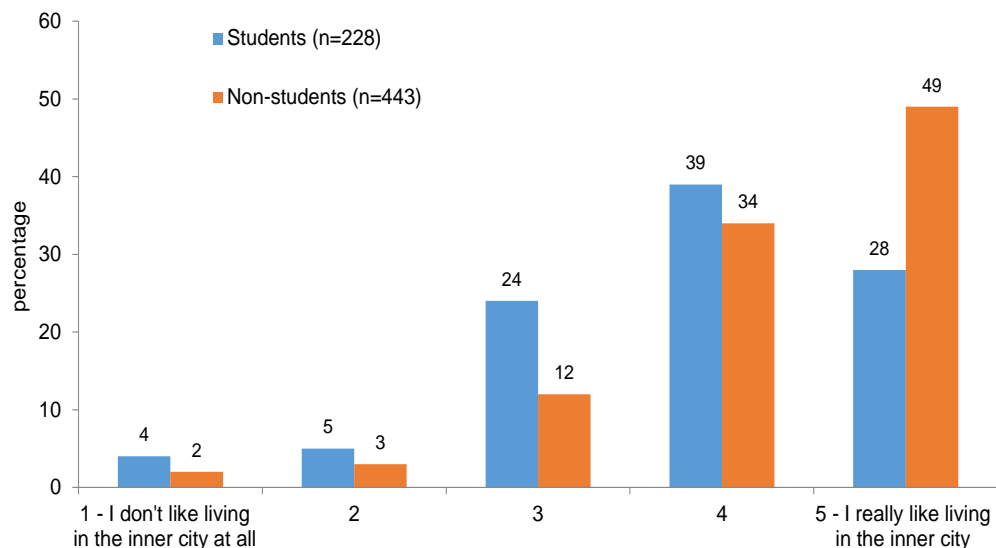
	<b>6 months or less (n=101)</b>	<b>7 to 12 months (n=73)</b>	<b>1 to 2 years (n=111)</b>	<b>2 to 5 years (n=153)</b>	<b>More than 5 years (n=231)</b>
Don't like	3	10	10	9	4
Neutral	22	26	14	20	8
Like	75	64	76	71	88

### 4.1.2 Enjoyment of life in the inner city by student status

Respondents who were students were less likely than the rest of the sample to report that they like living in the inner city, at 67 per cent compared to 83 per cent. In addition, a greater proportion of those who were not students reported that they really liked living in the inner city (49% compared to 28% of students).

This represents a change from 2013, when there was little difference in the response to this question between students and non-students (71% of students compared to 73% of non-students reported liking the inner city).

Figure 2: Extent to which respondents like living in the inner city, students and non-students (%)



#### 4.1.3 Enjoyment of life in the inner city by age

While the majority of respondents in all age groups stated that they liked living in the inner city, there was a general pattern of increasing proportions who liked it across older age groups, as shown in Table 5. For example, while 72 per cent of those aged 20 to 29 liked living in the inner city, 96 per cent of those aged 70 and over did so.

Table 5: Extent to which respondents liked living in the inner city, by age (%)

	15-19 (n=42) %	20-29 (n=216) %	30-39 (n=123) %	40-49 (n=68) %	50-59 (n=87) %	60-69 (n=78) %	70+ (n=57) %
Don't like	5	10	5	3	5	10	0
Neutral	38	18	24	9	8	12	2
Like	57	72	71	88	87	78	96

## 4.2 Likelihood of living in the inner city in 12 months' time

Over three quarters (76%) of respondents reported that they were likely or very likely to be living in the inner city in 12 months. This is higher than the 66 per cent who reported that this was the case in 2013. Eleven per cent said that they were unlikely to remain in the inner city in a year's time (see Table 6).

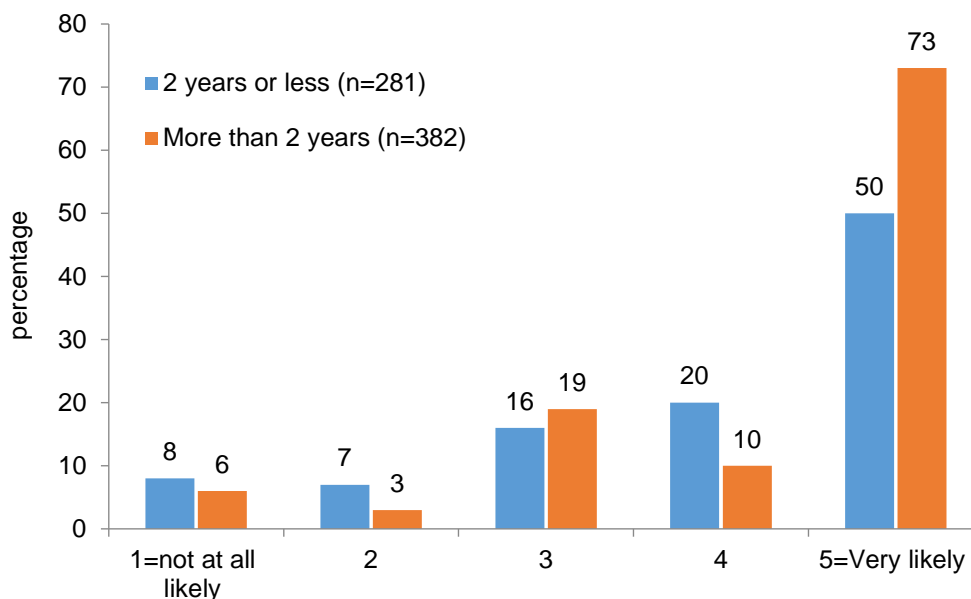
Table 6: Likelihood of living in the inner city in 12 months (%)

	2013 n=886	2016 n=663
1= Not at all likely	8	6
2	8	5
3	18	12
4	21	14
5= Very likely	45	62
% Unlikely	16	11
% Likely	66	76

### 4.2.1 Likelihood of living in the inner city in 12 months' time, by time lived there

A higher proportion of longer-term residents (defined as those who had lived in the city for more than two years) stated that they were likely to be living in the inner city in 12 months' time, compared to those who had lived there for less than two years (83% compared to 70%) (Figure 3). A similar pattern was found in 2013.

Figure 3: Likelihood of living in the inner city in 12 months' time, by length of residence (%)



## 5.0 Satisfaction Ratings

### 5.1 Summary

Participants were asked to rate their level of satisfaction with seven aspects of living in the inner city across four broad areas: safety, ability to get around, cleanliness and the quality of their housing. The results for 2016 are summarised in Figure 4 below, in order of most to least satisfied.

As Figure 4 indicates, satisfaction ratings varied across the different topics. Respondents' perceptions of safety in the building they live in and in the inner city during the day were relatively high, while perceptions of safety at night both on Queen St and in other inner city streets, were relatively low.

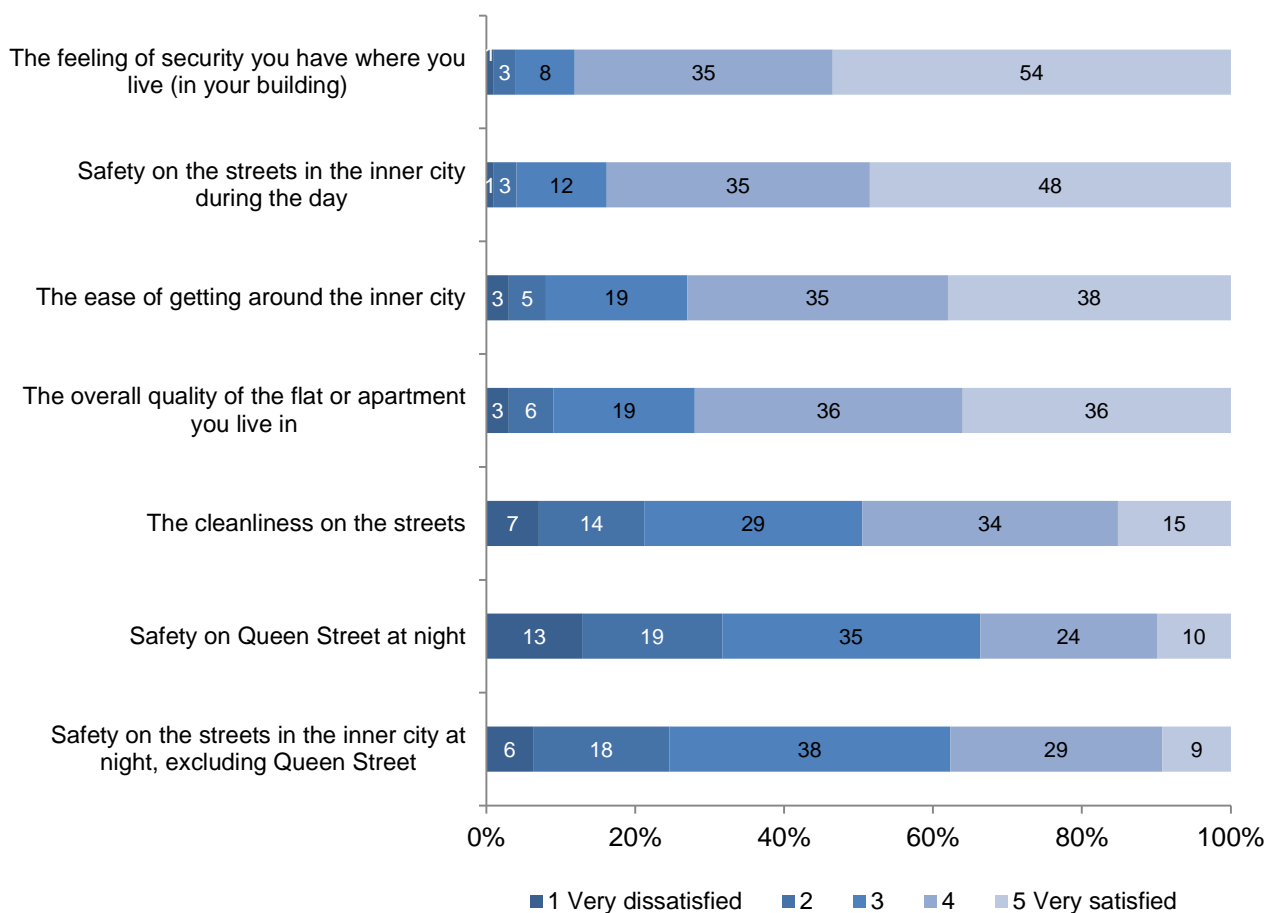
Results for each of the four domain areas in this section are discussed in more detail in separate sub-sections, and include comparison with results from 2013, as well as analysis of relevant open-ended comments made by respondents.<sup>3</sup> Results are also shown of the proportions who said they were satisfied or very satisfied, by student status, age (those aged under 30 years, 30 to 50 years and over 50 years), and length of time lived in the city centre (less than a year, 1 to 2 years, 3 years or longer). The results for safety and security are also shown by gender. These results have not been tested for statistical significance.

As mentioned above, respondents were offered the opportunity to provide comments on these topics. The topics that elicited the most comments were the identification of areas of the inner city that are perceived as unsafe, the desire for better security or lighting, complaints about the lack of cleanliness on the streets and concerns over the increase of homelessness in the inner city. Other topics that received a number of comments included issues relating to the nuisance caused by alcohol consumption, perceived shortcomings of the public transport system, the desire for more police patrols, concerns relating to pedestrian safety and incidents of violence and threatening behaviour. These results will be outlined in further detail in the sections that follow.

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<sup>3</sup> Due to budgetary constraints the 2016 survey was shorter in length than it had been in 2013. Therefore some items from the 2013 survey were not included in the 2016 survey, namely: rating of satisfaction with the building management for the flat or apartment you live in; the noise from other apartments in your building; the noise from outside your apartment during the day time; the noise from outside your building at night; the ease of getting around in the inner city, the range and affordability of entertainment and events in the inner city, the range and quality of grocery retail shops in the inner city; the availability and quality of other (non-grocery) shops in the inner city; the look and feel of the buildings in the inner city (from the outside); the look and feel of retail shops in the inner city (from the outside).

Figure 4: Levels of satisfaction with aspects of living in the inner city (n=671) (%)



## 5.2 Safety and security

Four of the seven topics related to perceptions of safety and security.

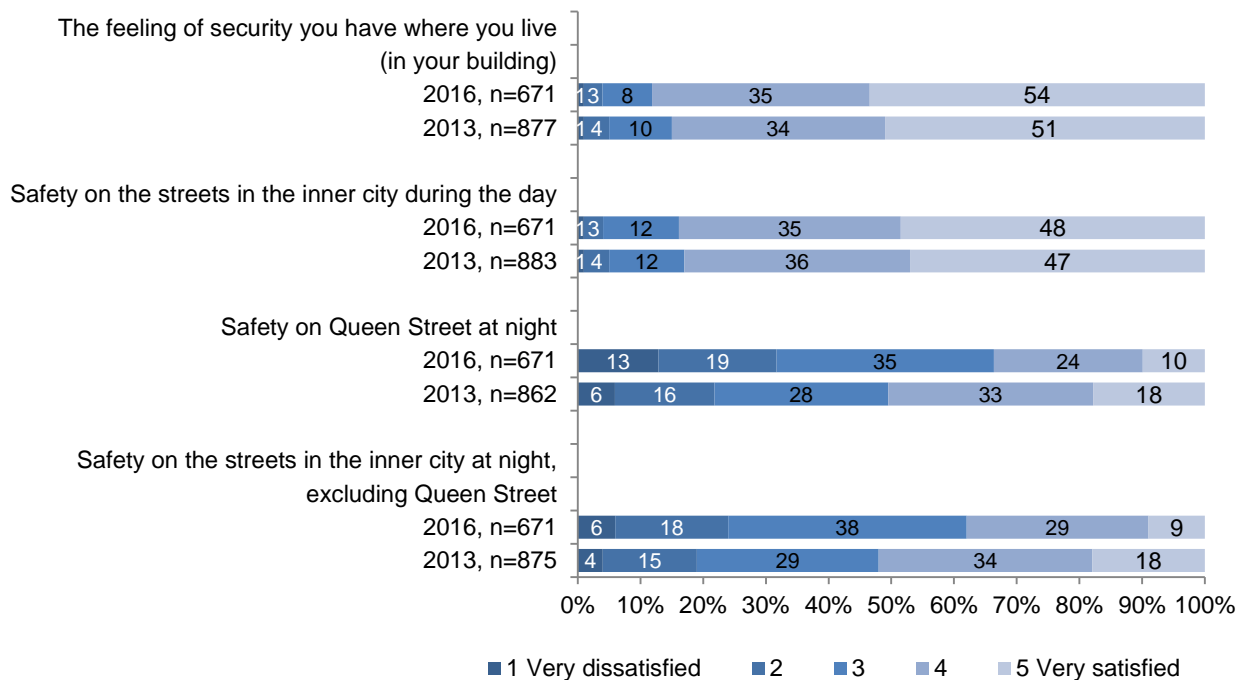
While the majority of respondents (89%) reported that were satisfied with the feeling of security they have where they live (in their building), and with the level of safety on the streets in the day time (83%), satisfaction levels were considerably lower for security at night, both on Queen St (34%) and on the streets excluding Queen St (38%).<sup>4</sup>

This general pattern of response was also found in the 2013 survey. However, the proportion of respondents who stated they were satisfied with safety at night has decreased since 2013, particularly safety on Queen St at night (refer to Figure 5).

<sup>4</sup> It should be noted that the survey did not ask the extent to which respondents frequented Queen St, or the streets excluding Queen St, at night.



Figure 5: Levels of satisfaction with safety and security in the inner city (2013 and 2016) (%)

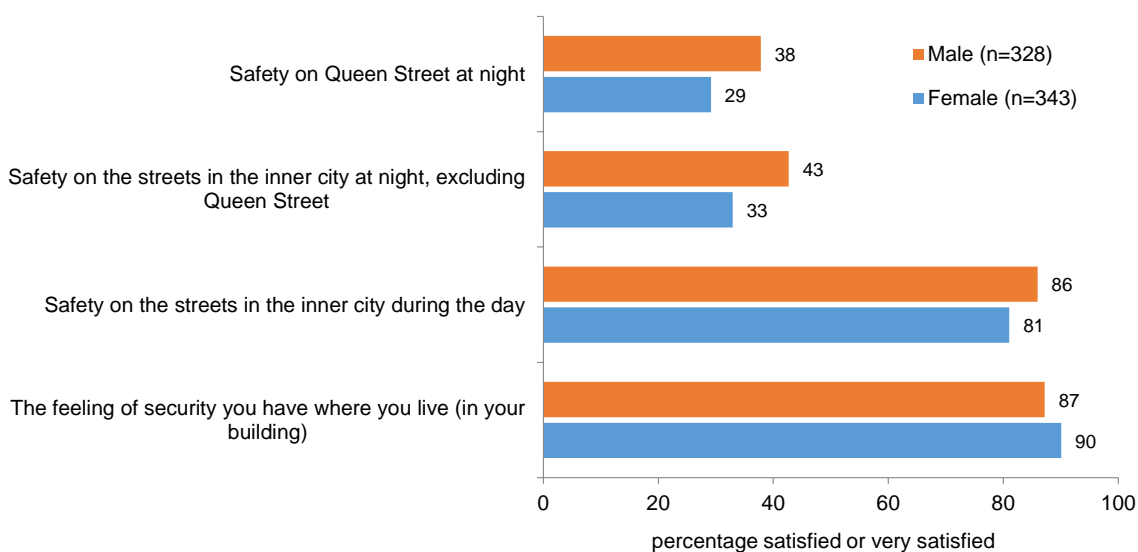


As the next four sub-sections indicate, females, older respondents, and those who had lived in the city centre for longer periods (eg over 2 years) all reported relatively low satisfaction with safety and security on the streets at night, particularly on Queen St.

### 5.2.1 Perceptions of safety and security, by gender

Female respondents were less likely than male respondents to report feeling safe on the streets at night. For safety on the streets (excluding Queen Street) at night, only 33 per cent of females compared to 43 per cent of males were satisfied. For safety on Queen Street at night, only 29 per cent of females compared with 38 per cent of men reported that they were satisfied. See Figure 6.

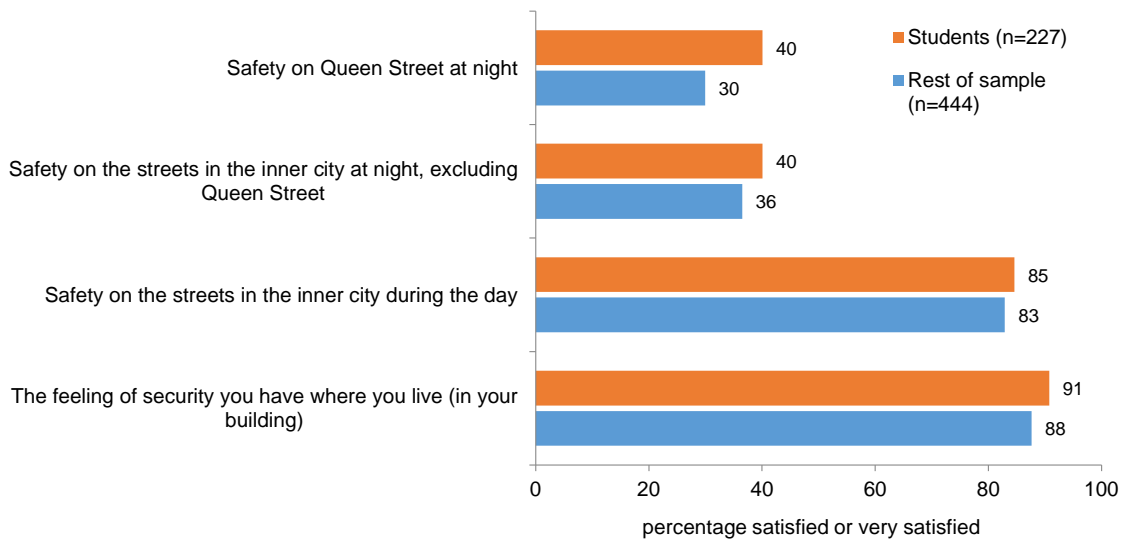
Figure 6: Proportion who were satisfied with safety and security, by gender (%)



### 5.2.2 Perceptions of safety and security, by student status

Slightly larger proportions of respondents who identified as students reported satisfaction with all safety questions compared to the rest of the sample, although the differences are not large. The exception is satisfaction with safety on Queen St at night – 40 per cent of students were satisfied compared with 30 per cent for the rest of the sample. See Figure 7.

Figure 7: Proportion who were satisfied with safety and security, by student status (%)



### 5.2.3 Perceptions of safety and security, by length of time lived in city centre

When results were analysed by length of time in the city, the only noticeable difference seems to be that those respondents who had lived in the city for less than a year were more likely than the rest of the sample to be satisfied with safety at night, either on Queen St (46%) or in other inner city areas (46%).

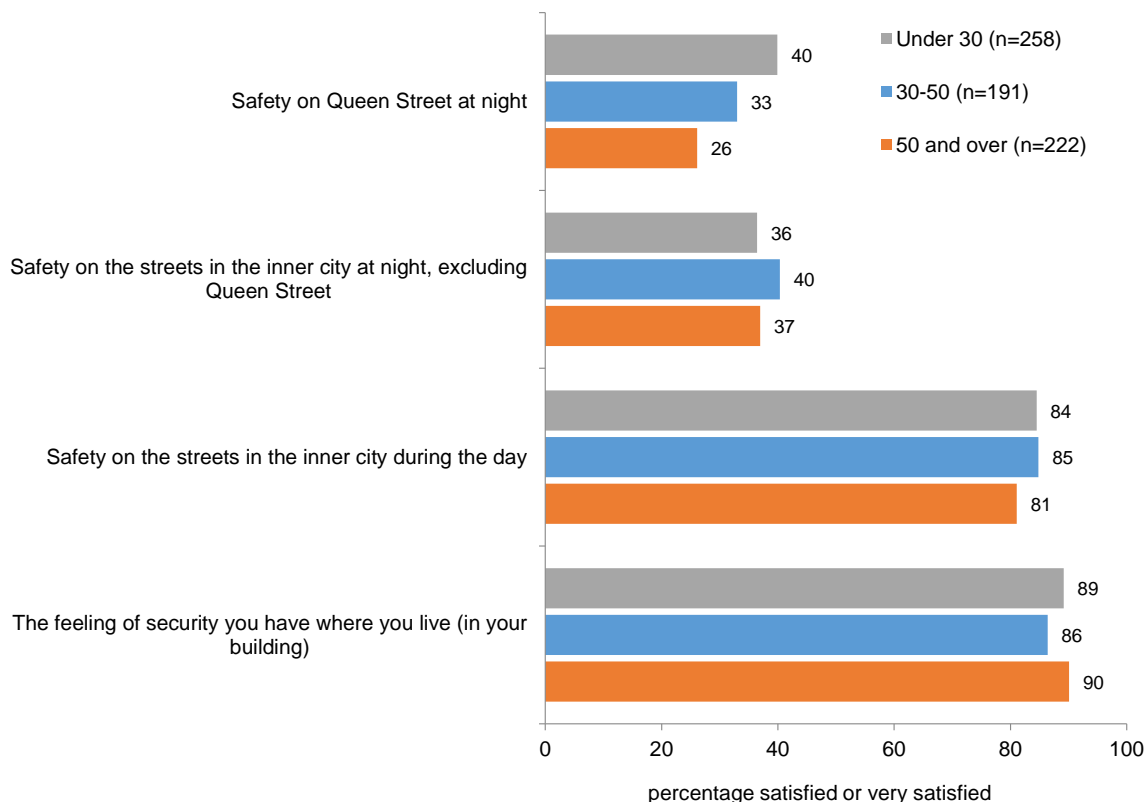
Figure 8: Proportion who were satisfied with safety and security, by length of time lived in city centre (%)



### 5.2.4 Perceptions of safety and security, by age group

Overall patterns of response to the questions about safety and security were the same across the three broad age groups, however, a greater proportion of people aged younger than 30 years were satisfied with the safety on Queen St at night (40% compared to 26% of those aged 50 years and over).

Figure 9: Proportion who were satisfied with safety and security, by age group (%)



### 5.2.5 Comments made about safety and security in inner city

A large number of respondents reported feeling unsafe in certain parts of the inner city at night.

A key theme running through the comments in this year’s survey related to the presence of homeless people around the inner city. Several respondents commented that they felt behaviours among this group such as begging and intoxication posed a threat to their safety, and the safety of other residents. Homeless people were also mentioned frequently in relation to cleanliness of the inner city, as is mentioned further on in this report. Comments included:

Fairly safe in the city, beggars can get a little strop[py]... (Female, 20-29, NZ European)

The main reason for dissatisfaction with security in the streets is the increase in the number of homeless - particularly in Queen St. It would be wonderful if there was a bylaw whereby they could be moved on. (Female, 60-69, NZ European)

There are quite a lot homeless people especially at night. That's why I don't feel very safe. (Male, 20-29, Chinese)

Queen St & K road-the homeless people who beg money they can be quite aggressive & I'd like something to be done about it. (Female, 50-59, NZ European)

There are so many homeless around the apartment, so I feel scare[d] and not safety and at night the make noise & a night in March I saw the man fight his wife and baby for money; something like this I want to share. But this accommodation [is] near my study place. Hope Auckland council solve this problem. However thanks for your attention. (Female, 20-29, Lao)

A number of respondents also viewed alcohol and drug consumption and disorderly behaviour as causing problems, for example:

Safety – relate[s] to the fact that there is a culture that tolerates extreme alcohol in the city. People congregate to drink before they go out and the police are never here. (Female, 50-59, NZ European)

...Clubs on Queen Street especially on Thursday, Friday and Saturday night- you wouldn't really want to be on there on your own because there are people all around who are drunk and can be trouble for others... (Male, 20-29, NZ European and Māori)

Not much light in the Kingston Street at night and drunk people. (Female, 20-29, Filipino)

A troubling number of responses relayed incidents of violence, threats of violence, or fears of violence or burglary.

I LOVE living in the inner city, I do feel disgusted at some of the late night behaviour of others who come in from the suburbs to party and then cause trouble. However, I also choose (mostly) not to be in these streets late at night and / or arrange a taxi to immediately collect me to get me home. Public transport and walking however just is not an option. My partner was walking home one night and was attacked by drunks and he's a 6' big guy, it was terrible and makes me worry that if he can't walk home (5 minutes through the viaduct) who will ever be able too. (Female, 30-39, NZ European)

On Airedale Street I was threatened with a knife around 9 pm. Therefore more cameras around are needed or more presence of police. (Female, 20-29, Indian)

Some mentioned the inner city streets or the CBD area in general, others pointed to car park buildings, Aotea Square and Albert Park as particularly unsafe at night. For example;

Overall, it's safe. But you need to improve safety at night, not just on Queen Street, but everywhere, especially on K Road. Improve safety in some of the parks. (Female, 30-39, NZ European)

I would not go to Aotea square at night - it feels semi closed off because of the tall buildings. (Female, 70+, NZ European)

It is little unsafe in the night while walking in inner city but I never had any bad experience. (Female, 20-29, Indian)

The targeting of international students for violence was identified as an area of concern and was adversely affecting some students' sense of safety in the city:

I used to study at library until very late night but recently I don't feel safe to do that because of some incidents. I am an international student and I used to trust New Zealand's safety. I hope council can do something to improve the community safety environment. Thank you. (Female, 20-29, Chinese)

Increased reports of harassment and robberies to international students is bothering and makes the city unsafe to live. (Female, 30-39, Filipino)

While most comments concerning perceptions of safety and security were to do with other people, some pointed out particular aspects of walking around the inner city that they were dissatisfied with. These respondents tended to be older.

Safety for pedestrians crossing the streets is not good-because the lights coming home from Anzac Ave & beach road crossing from the Queen St side you get the green light to cross & traffic coming down from Anzac Ave get a green light going left & the pedestrian light is still on but they don't read

a give way to pedestrian sign-the lighting system phase is completely wrong (Male, 70 +, NZ European)

The behaviour of vehicles (cars and buses) at traffic lights is appalling. Need red light cameras to make it safer for pedestrians to get around (Male, 60-69, NZ European).

A large number of respondents expressed a view that there needed to be a stronger police presence in the area, particularly at night. For example:

Need police patrolling streets on foot. Currently not visible for [a] large city and only arrive in response to a callout. Security guards do not have power to arrest and deal with crime - we need more police on foot. (Female, 50-59, NZ European)

The lack of visibility of police officers on the streets at night-it would be good to see them in the night. (w.e) (Male, 40-49, NZ European and Māori)

There was also a small number of requests for security cameras:

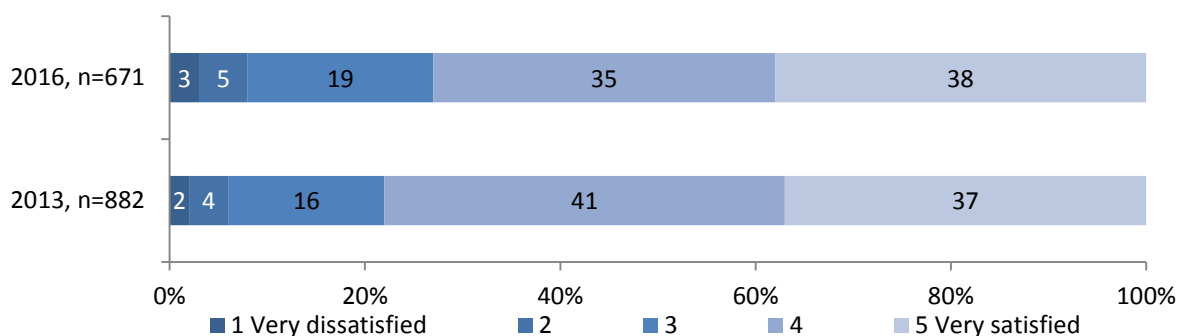
I have read some articles on the newspapers about some thefts happening at the parks generally at night. It really surprises me because I have always felt much safe in this city. If these issues are happening, hope that police can apply the necessary investigation or place more men in the streets at night to try to resolve it. (Male, 30-39, South American)

During the weekend Queen Street is used as a conduit for university students in transit towards the club - and every weekend there is an absolute disgusting mess the following morning, widespread damage and incredible amounts of noise from about 10 pm - 4 am. This isn't a matter serious enough to warrant any intervention but cameras / signs advising thereof could have a considerable positive impact. (Male, 20-29, NZ European).

## 5.3 Getting around the inner city

Just under three quarters (73%) of participants were satisfied with the ease of getting around the inner city (78% in 2013). A relatively small proportion were not satisfied (8%) - these respondents were across all age groups. Results for this question are similar to 2013.

Figure 10: Levels of satisfaction with ease of getting around the inner city (2013 and 2016) (%)

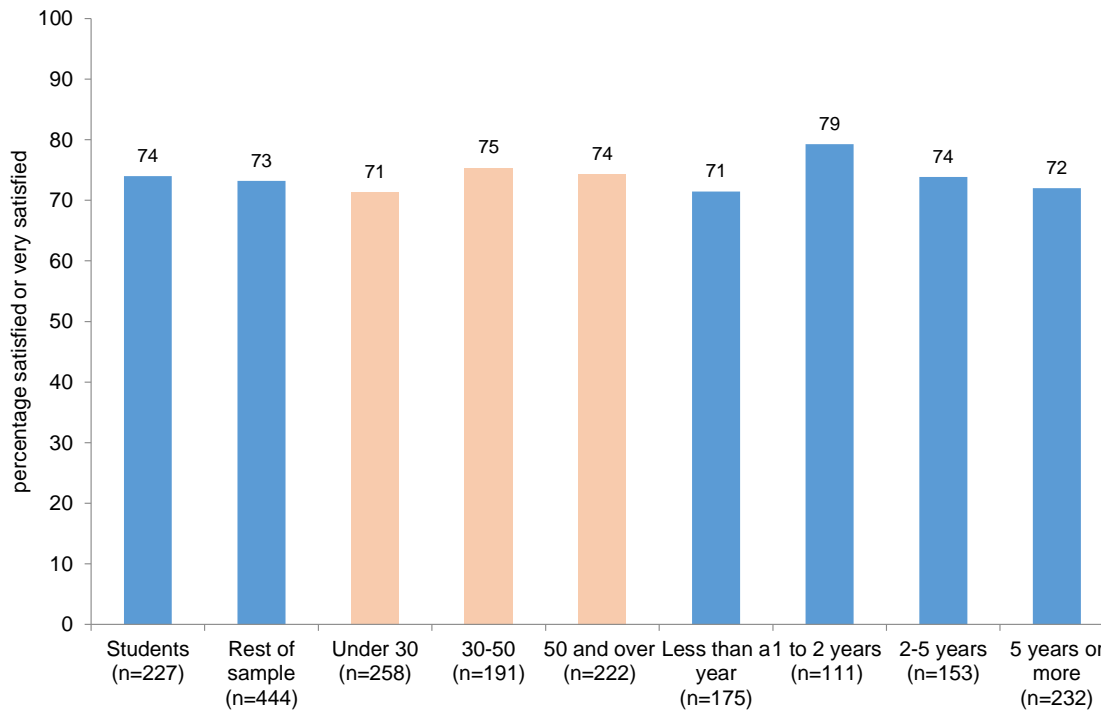


### 5.3.1 Perceptions of ease of getting around the inner city, by sub-groups

There was not a lot of difference in response across sub-groups with regard to this question, as shown in Figure 11. Not showing in the chart below, but of interest is that a lower proportion of

females were satisfied with the ease getting around the inner city compared to males (70% compared with 77%).

Figure 11: Proportion who were satisfied with ease of getting around inner city, by student status, age group, and length of time lived in inner city (%)



### 5.3.2 Comments made about getting around the inner city

Public transport elicited a number of comments. Some respondents were very pleased with the current level of service as well as the plans for its future expansion, for example:

The link bus is great (Auckland Transport) - it's frequent and in the right places and reliable.  
(Female, 50-59, NZ European)

However, other respondents expressed frustration with what they perceived as the inadequacy of the available public transit in the area. Lack of punctuality of the bus and the need for more frequent service were common themes.

Getting around is not easy - I have a half hour walk to work and the bus often takes longer. Having travelled to other cities and seeing how quickly people get around on subways and even buses, I can see how badly our transport system is run and that is my biggest gripe. (Female, 20-29, NZ European)

Connectedness and frequency of busses should be improved, if changing busses sometimes you have to wait a long time for the next bus. (Male, 20-29, Indian)

...the transportation system- it's too long the wait between buses or trains coming is too long. We need them more frequently running. (Female, 50-59, NZ European and Māori)

Some explained that they need to drive due to the inadequacies of the public transit system. For some of those who felt they relied on their cars, the costs of parking in the inner city were seen as a challenge.

I often need to drive because the bus/ferry network is not as good outside of the inner city on the weekends when I want to visit friends and family in other areas of Auckland, it's very difficult and unnecessarily expensive keeping a car here for residents. (Female, 20-29, NZ European)

Requests for improvements generally relayed the desire for a higher and more reliable level of service, better connections to locations outside of the inner city and outside of Auckland and additional dedicated bus lanes:

Public transport needs to be improved, connectivity and frequency, security is an issue. (Male, 20-29, Indian)

Public transport can be improved, more buses especially in the morning and more bus lanes only. (Male, 20-29, Chinese)

They build business hubs outside the city but there is no transport to get there. I work in Highbrook and it would be easier to catch public transport there, if they had any buses going out there. (Female, 50-59, Other European)

Some respondents were not pleased with dedicated bus lanes and believed that these were contributing to problems with traffic flow and congestion.

With the new bus lanes in Victoria Street West area, more traffic congestion as less lanes, the[re] are now safety issues as buses and cars need to keep changing lanes. (Female, 60-69, NZ European)

I am not happy with the change in bus lanes in the inner city and making them 24 hours bus lanes versus just during peak hours instead. (Male, 50-59, NZ European)

A few comments related to the need to make public transport more user-friendly. These included the need for a better way of explaining and communicating the available bus routes and to announce stops as they are approaching so that bus passengers can figure out where they are.

Hard working out bus routes. (Female, 15-19, Māori)

Improve bus schedule and bus maps. Sometimes it is not obvious where the buses go to. (Female, 20-29, Filipino)

Bus schedules are faulty (Victoria St near countdown around 4 30pm) and buses arrive way too late' (Male, 15-19, Maldivian)

Buses to announce the next stop name. (Female, 30-39, Chinese)

Some respondents felt frustrated that the price of the city link bus had increased:

I don't know why the inner city buses have increased the price of city link bus which was well used. It seemed odd to increase the price when it was a well-used service. (Female, 40-49, NZ European)

In the period June 2014 to June 2015 I travelled to Melbourne 6 times for medical treatment. During that time the Melbourne city council completely removed inner city tram fares. This meant that we got around to more shopping outlets and did more shopping than if we waited for the always crowded number 35 (inner circle free tram). In January 2015, when Melbourne had just introduced



this feature we arrive back in Auckland to find our council had introduced a fee on the inner city loop bus service. With all the tourists coming in by cruise liners, this is a good way to limit how much will be spent. REMOVE this silly bus fee, yes it is small but it is also penny pinching and mean. (Male, 60-69, NZ European)

A small number of comments pertained to an appreciation of the existing cycle paths and a desire for even better cycling infrastructure in the inner city. The requests were generally a need for more extensive cycling lanes, additional bike parking and better public education campaigns about cycling in the city to ensure that cyclists and pedestrians are safe and that cars know how to drive safely with cyclists. In addition, one respondent suggested that bikes be available to rent.

Needs to be better bike lanes. I know the[y]re working on it. There needs to be education about bike lanes. I was assaulted and ended up in the hospital on the bike lanes....' (Female, 60-69, NZ European)

Places all over the world offer options of renting bicycles. (Female, 50-59, NZ European and Māori)

A number of respondents commented on the difficulties that traffic congestion posed for getting around. A few also mentioned pedestrian congestion.

Getting around the city is difficult because of traffic and too many people on sidewalk. (Male, 60-69, NZ European)

Transport problem - motor way during rush hours (in the morning during school and after office hours), congestion. E.g..students trying to get into city during March. Lot of people live outside suburbs because they can't live in the inner city. (Male, 60-69, NZ European)

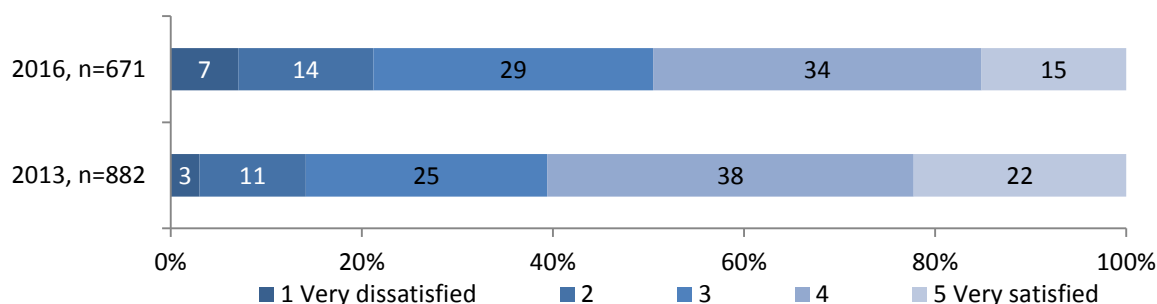
A small number of comments relayed frustrations with the disruptions caused by road works and construction, for example:

Also with all of the construction going on in the city, it can take longer getting from one side to the other than it can coming into the city from the suburbs, and if that does not change, I think more people will move out of the city to cheaper places in the suburbs. (Female, 20-29, NZ European).

## 5.4 Cleanliness of the streets

Just under half (49%) of this year's respondents were satisfied with the cleanliness of the streets, down from 60 per cent in 2013. Refer to Figure 12.

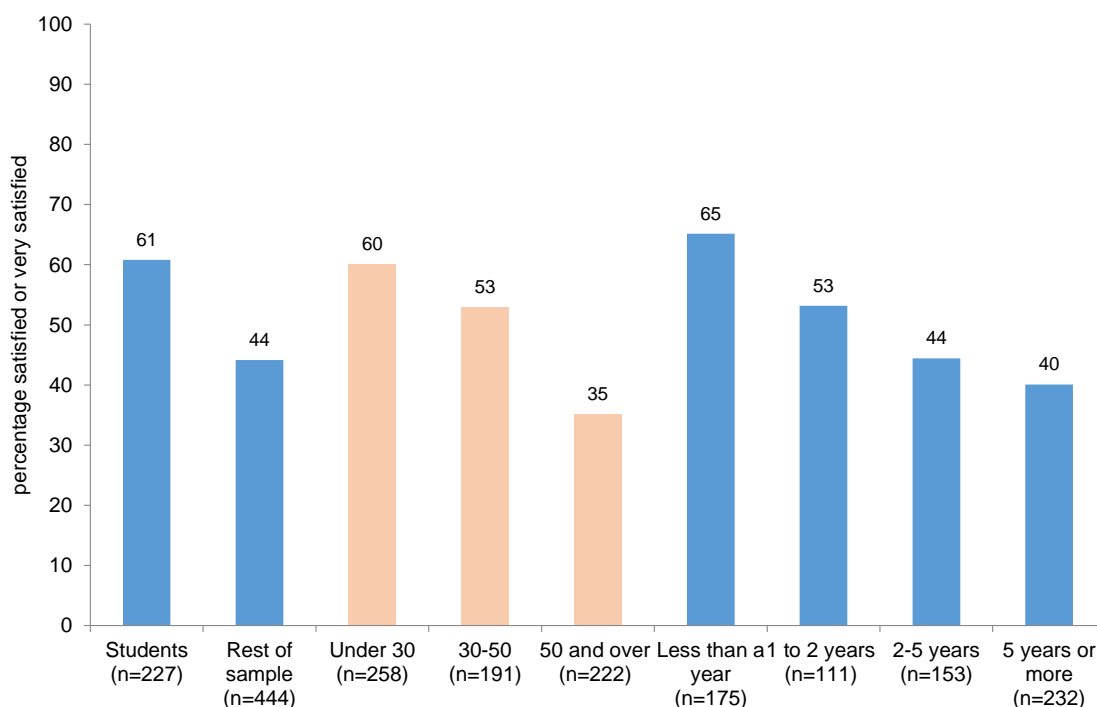
Figure 12: Levels of satisfaction with cleanliness on inner city streets (2013 and 2016) (%)



### 5.4.1 Perceptions of cleanliness on the streets by sub-groups

As Figure 13 below indicates, there were considerable differences in satisfaction levels across the various sub-groups. Relatively large proportions of students, those aged less than 30, and those who had lived in the city centre for less than a year were satisfied with this question (61%, 60%, 65% respectively, compared with 49% overall), while a relatively low proportion of those aged 50 and over were satisfied (35%).

Figure 13: Proportion who were satisfied with cleanliness on the streets, by student status, age group, and length of time lived in inner city (%)



### 5.4.2 Comments made about cleanliness in the inner city

There were a lot of comments relating dissatisfaction with the level of cleanliness of the inner city. Several commented that they felt levels of cleanliness had deteriorated in the last few years. Some examples include:

Drunks throwing up everywhere. The drains in the inner city stink. The A.C is doing a poor job looking after the city-the new pavement that was newly put in [is] disgusting and the streets are filthy and the city is a slum when tourists are in the city. (Female, 50-59, NZ European and Māori)

I am dissatisfied by the general quality of street cleaning. Although the main roads may appear to be kept clean the side roads are continually dirty with rubbish and foliage from trees at different points of the year. An example is on St Martins lane property press bundles were dumped illegally and still after four weeks they are still dumped in the kerb. (Male, 40-49, NZ European)

The standard of cleanliness is very poor-the standard of the pavements-car oil spills on the pavements and rubbish collection-bin not big enough to take the rubbish (Female, 70+, NZ European)

More effort could be put into keeping Queen Street in particular a lot cleaner. For example, K'Road has a specific cleaner going around all the time sweeping up cigarette butts. You don't see that on Queen Street. There it only happens once morning or night not all the time. (Female, 60-69, NZ European)

The desire for more clean-up on weekends was a common refrain.

The cleanliness of the weekend is greatly appreciated if it intensified. That means put more personnel to clean the streets. More resourcing. (Female, 40-49, Māori)

Cleanliness on the streets is generally very good, but in our lane on weekends it is not good as there are broken glasses and emptied beer cans as we live near pubs and night clubs. (Male, 60-69, NZ European)

Better supervision of the waste management practices of businesses in the area was requested.

Rubbish on streets/footpaths. Lorne Street where I live, bags of rubbish are put out on the footpath by business proprietors even through the day. It is not a good look, nor is it a healthy situation. If rubbish is to be put out for collection, it should be after a certain hour of the day. Preferably in the evening. Better still, a solution to overcome putting rubbish out on the street at all would be preferable. (Female, 70+, NZ European)

In Victoria St opposite to the sky tower there's a Chinese restaurant that has a big chimney, really smelly and with black smoke, that is damaging the environment besides their backyard is full of rubbish and empty boxes and that attracts plagues to the neighbourhood. (Female, 30-39, South American)

A number of respondents requested more frequent rubbish collection and more rubbish bins, for example:

In regard to the cleanliness, I find rubbish in the streets everyday wherever I walk. I know there are lots of lazy and uneducated people who don't care. Every time I can, however, I pick up the rubbish from the streets to dispose properly of it. Unfortunately, one thing I have noticed is that there are not enough rubbish containers. It usually takes me a while to find one, I could walk for blocks and blocks having the rubbish in my hand and not finding where to dispose of it. I wonder if part of the problem could be because of that fact and thus my suggestion would be adding more rubbish containers in the streets. Hopefully, this may help to increase the cleanliness. I am aware that there will always be people who don't and won't care about the environment, but having a much greater number of containers may be of help in this situation. Just a thought, thanks. (Female, 30-39, South American).

As mentioned in the safety section above, there were a substantial amount of comments in this year's survey about homeless people in the inner city. For many this was related to cleanliness in the city, as below:

A lot of people hanging around, smells, looks very bad. (Female, 20-29, Korean)

I would love all streets to be washed every morning as it stinks. And very important all beggars and homeless to be removed from Queen street as it makes that street look ugly, smelly and unsafe. (Female, 20-29, NZ European)

Big concern is number of supposed homeless people living and using streets and doorways as toilets, it's not pleasant to see grown up men urinating on walls in the streets and apartments. (Male, 60-69, NZ European)

I think the cleanliness in the inner city is terrible. They should get the homeless cleaned. The cleanliness in Queen Street is terrible. The cleanliness of the city has to be improved. The council should check and do something about the homeless. (Female, 70-79, NZ European)

A small number commented on the mess left by smokers and the need for containers for cigarette butts to be collected, or simply requests to ban smoking in the certain areas.

One thing that makes a lot of mess is the smokers. The butts and everything. I think they could have containers for cigarette butts. (Female, 70+, NZ European)

... cigarette butts are scattered especially near ACG building (corner Mayoral St and Queen St). (Female, 40-49, Filipino)

Smoking on balcony should not be allowed. Create specific places to smoke in the city, should not be allowed everywhere. (Male, 20-29, Other European)

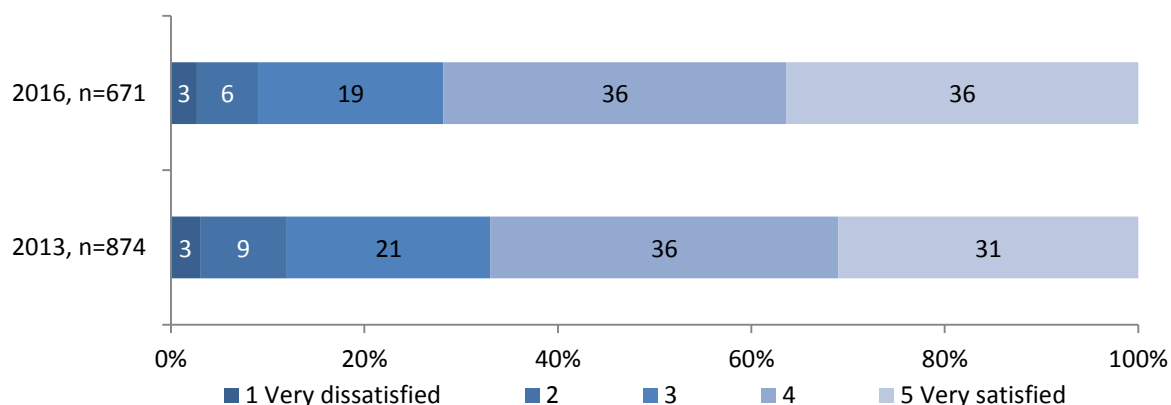
Some respondents were keen to have a wider range of environmentally sound waste disposal practices in the inner city, including more recycling and composting options.

With cleanliness we need to have a lot more organic recycling and with the apartments that needs to be done incredibly well. We put a lot of rubbish out that can't be recycled. It would be great if the council could look at how to recycle organics from apartments because we don't have big garden for organics. So much of the organics from the apartments go to the rubbish dump. We need more recycling places because we don't know where to recycle our old mattress. There needs to be a law that companies need to take your old recycling so it doesn't get dumped. In Europe there's a law for that I forgot the name. (Female, 70+, NZ European)

## 5.5 Quality of flats /apartments

Almost three quarters (72%) of respondents were satisfied with the quality of the flat or apartment that they live in. This is very similar to the 72 per cent who reported that this was the case in 2013, although this year there are 5 per cent more who describe themselves as 'very satisfied' compared to the previous survey.

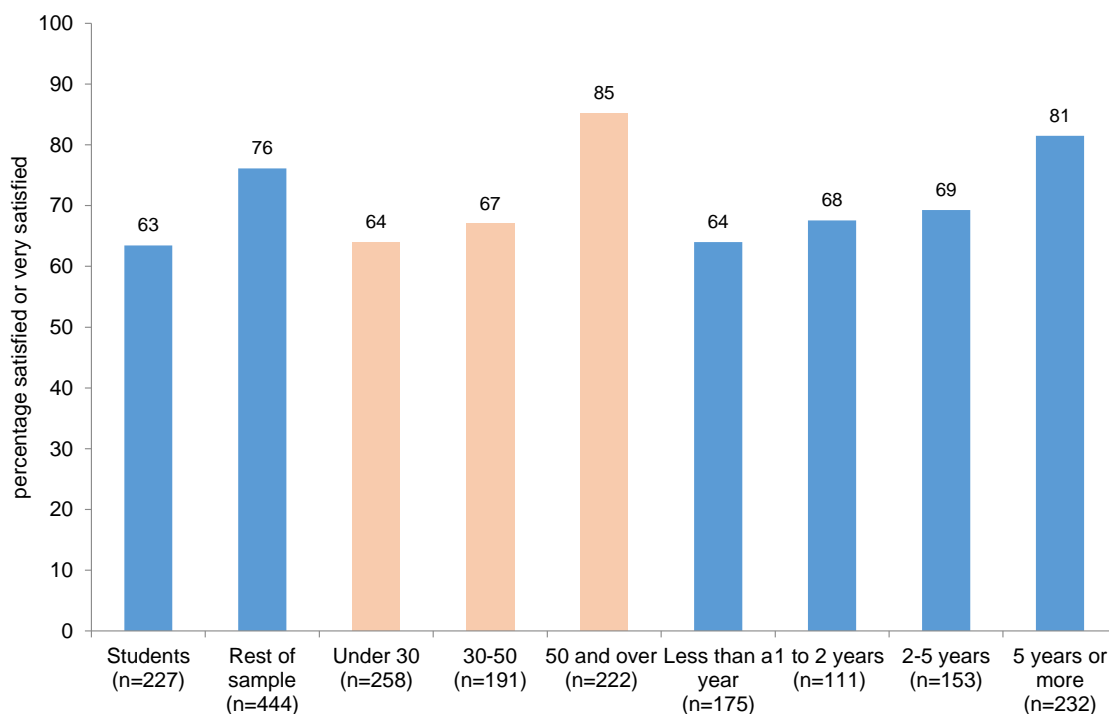
Figure 14: Levels of satisfaction with the overall quality of the flat or apartment respondents lived in (2013 and 2016) (%)



### 5.5.1 Perceptions of quality of current housing by sub-groups

In a reversal of the trend seen in the previous question, relatively large proportions of non-students, those aged 50 and over, and those who had lived in the city centre for five years or longer were satisfied with the quality of their housing (76%, 85%, 81% respectively, compared with 72% overall).

Figure 15: Proportion who were satisfied with the quality of the flat or apartment they lived in, by student status, age group, and length of time lived in inner city (%)



Results to this question were also analysed by tenure. While the majority (90%) of those who stated they owned the flat or apartment they lived in were satisfied with its overall quality, satisfaction was much lower among those who rented, at 61 per cent.

## 5.5.2 Comments made about the quality of apartment or flat

A small number of comments related specifically to concerns about the quality of housing available.

...the quality of housing is really substandard. (Female, 40-49, NZ European)

In particular, the size of available apartments was raised. Several respondents expressed the view that there were too many small ones and that not enough attention is paid to the design and aesthetic aspects of urban developments in the area more generally.

Too many small apartments going up in Auckland City. (Male, 40-49, NZ European and Other European)

... those tiny apartments all over the city are terrible a blight on the landscape, they're very ugly. We've got innovative architects in Auckland but as long as you put up a big block of concrete with nothing else it seems to be ok. There [are] more ugly buildings than we know what to do with. The council seem to think that's a good idea to allow those tiny apartment buildings. (Female, 60-69, NZ European)

A number of comments were made about the need for more affordable, spacious apartments and housing suitable for families and which consider communal uses of space, for example:

More spacious apartments. (Male, 50-59, Sri Lankan)

Apartments are not built for families. Something needs to be done about that. (Female, 70+, NZ European)

What is it with all these shoebox apartments with no balconies...? High-density doesn't have to mean inhumane. (Male, 40-49, NZ European)

Affordability and the cost of rent in the inner city was a key theme running through respondents comments. A large number of respondents commented on the need for more affordable housing options for students and those on low incomes in the inner city. Refer to section 6.6 for more detail.

## 6.0 Perceptions of Living in the Inner City

### 6.1 Summary

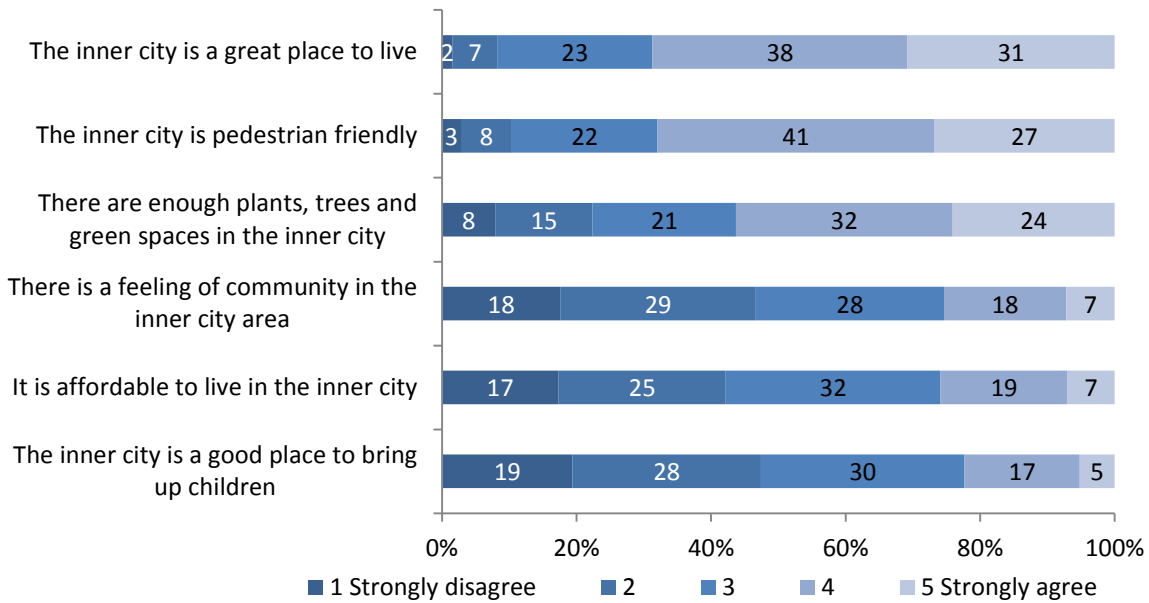
Respondents were then asked to report on a scale of one to five, where 1 means 'strongly disagree' and 5 means 'strongly agree' how much they agreed with a series of statements about the inner city itself.

Figure 16 presents the responses to these questions in order of statements that elicited the highest percentage of 'strongly agree' responses. The statement with which most respondents agreed was 'the inner city is a great place to live,' (69% agreeing or strongly agreeing). The next most agreed upon statement was 'the inner city is pedestrian friendly,' (68%). Just over half (56%) agreed that 'there are enough plants, trees and green spaces in the inner city.' Only approximately a quarter of respondents (26%) agreed that the inner city is affordable to live in and under a quarter (22%) believe that the inner city is a good place to bring up children.

Results for each of these are discussed in more detail below in separate sub-sections, and include comparison with results from 2013, as well as analysis of relevant open-ended comments made by respondents. Results are also shown of the proportions who said they were satisfied or very satisfied, by student status, age (those aged under 30 years, 30 to 50 years and over 50 years), and length of time lived in the city centre (less than a year, 1 to 2 years, 3 years or longer). These results have not been tested for statistical significance.

Respondents were offered the opportunity to provide comments on any of these topics in an open-ended question. Over a third (34%) of respondents took the time to offer commentary on these themes. The most frequently mentioned concern in the open-ended feedback related to the high costs of housing and accommodation in the inner city. The next most frequent theme to emerge in the commentary related to the desire for more greenery or parks followed by the need for more child friendly spaces such as playgrounds.

Figure 16: Levels of agreement with statements about the inner city (n=671) (%)

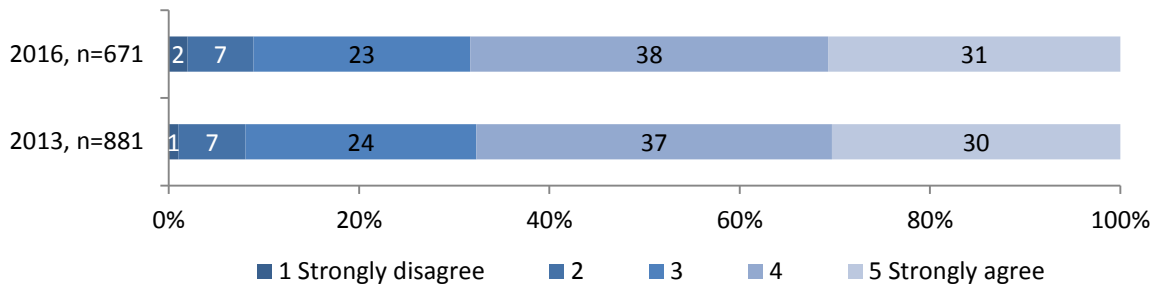


Each of these aspects is discussed in more detail below.

## 6.2 Rating of the inner city as a great place to live

Over two thirds of respondents (69%) agreed that the inner city is a great place to live. This is in line with the response to this question in 2013 when 67 per cent agreed that it was a great place to live.

Figure 17: Agreement that the inner city is a great place to live (2013 and 2016) (%)

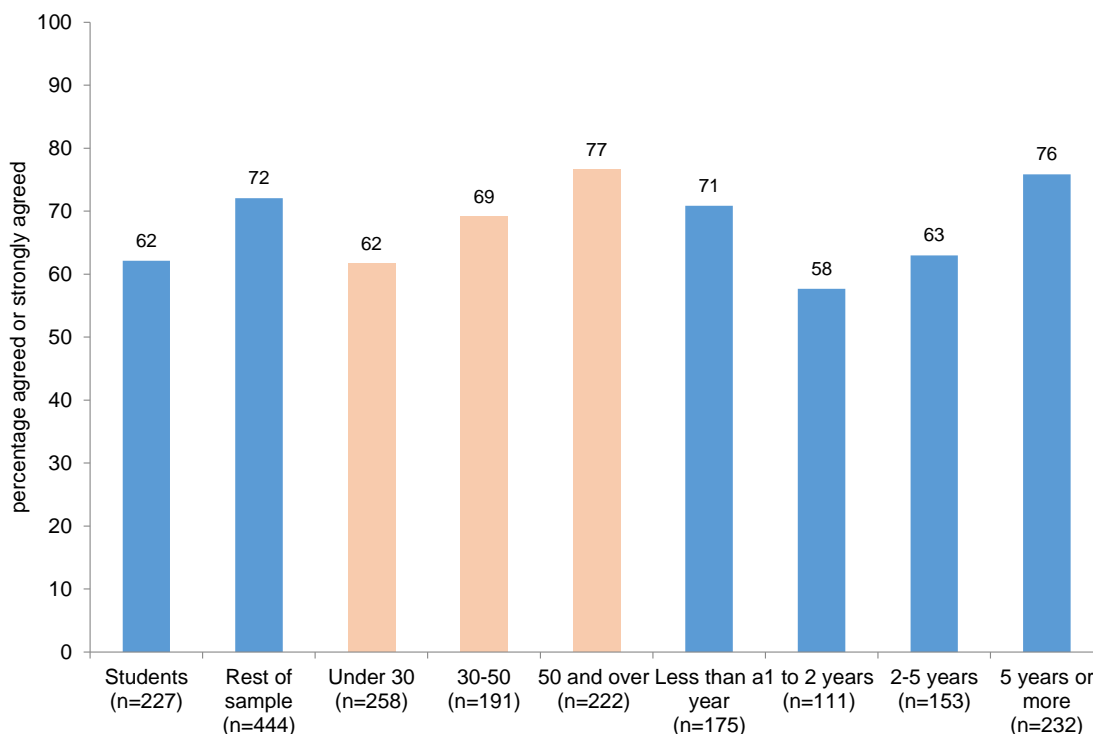




### 6.2.1 Agreement that the inner city is a great place to live, by sub-groups

Relatively large proportions of non-students, those aged 50 and over, those who had lived in the city centre for less than a year as well as those who had lived there for five years or longer agreed that it was a great place to live (72%, 77%, 71% and 76% respectively, compared with 69% overall). A relatively low proportion of respondents who had lived in the city for 1 to 2 years agreed with this statement (58%).

Figure 18: Proportion who agreed that the inner city is a great place to live, by student status, age group, and length of time lived in inner city (%)



### 6.2.2 Comments made about the inner city as a great place to live

A number of respondents offered positive comments about living in the inner city generally or expressed the view that the inner city has improved over time:

It is fantastic to live here. I'm very happy. (Male, 30-39, Other European)

I am going to play a piano at Wynyard Quarter 2-3 times per week. It is a great project for everyone who loves music! Please, keep piano to make us happy forever. I met many people loves playing piano, someone play classic as a professional, someone plays just [for] fun. Music does not have any barrier[s]. I love it! (Female, 40-49, Japanese)

A few respondents offered their suggestions to make the city a better place to live:

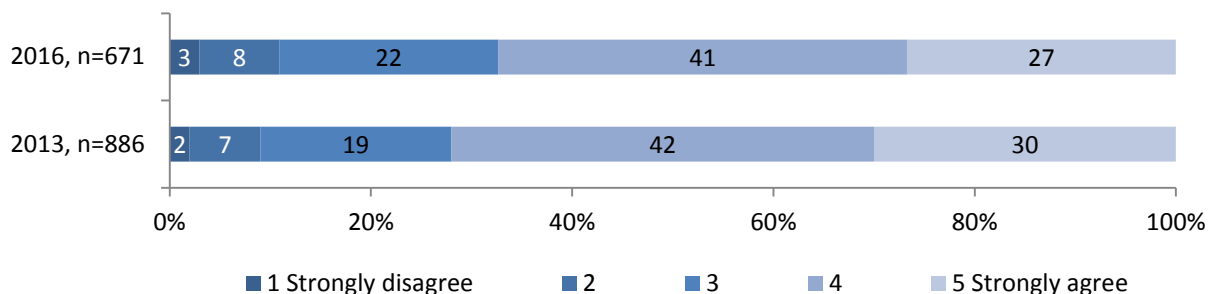
Open a big mall in the city, more entertainment. There is not much to do at night. (Female, 30-39, NZ European and Saudia Arabian)

More WiFi places for free, more entertainment like cinemas. (Female, 20-29, Korean)

### 6.3 Rating of the inner city as pedestrian friendly

Just over two thirds (68%) of respondents agreed or strongly agreed that the inner city is pedestrian friendly. This is only slightly lower than the results of the 2013 survey, when 72 per cent agreed that the inner city was pedestrian friendly. See Figure 19 below.

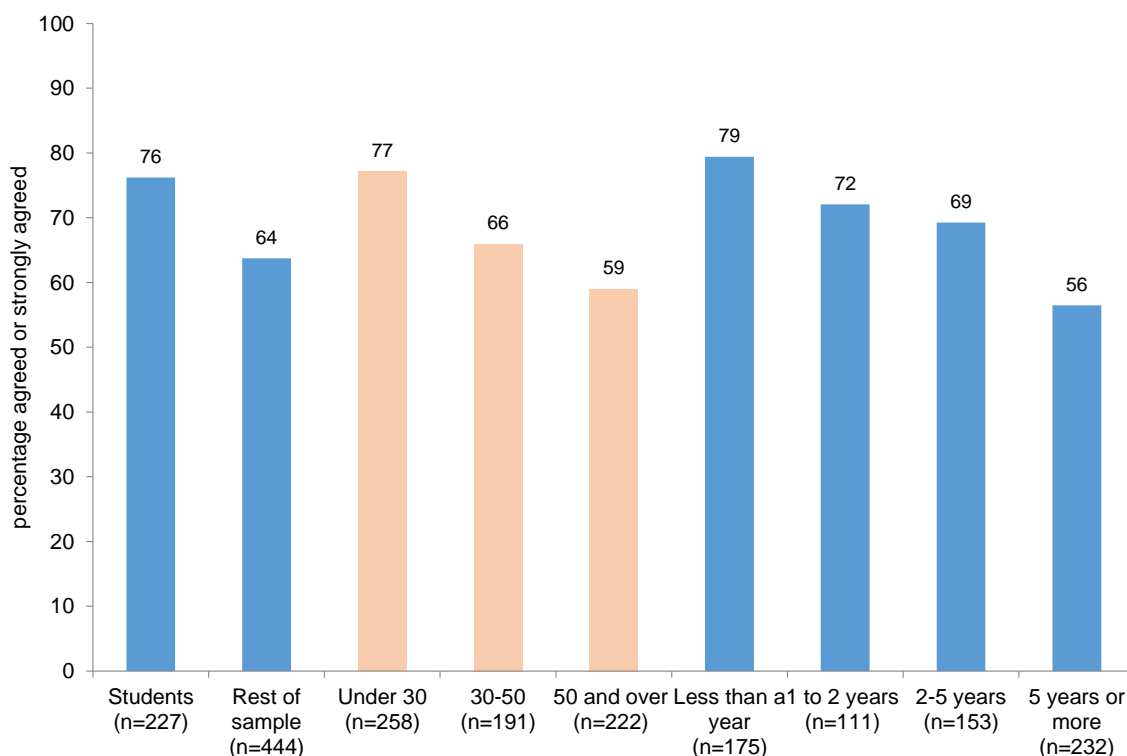
Figure 19: Agreement that the inner city is pedestrian friendly (2013 and 2016) (%)



#### 6.3.1 Agreement that the inner city is pedestrian friendly, by sub-groups

As Figure 20 indicates, relatively large proportions of students, those aged younger than 30 years, those who had lived in the city centre for less than a year agreed that the inner city was pedestrian friendly (76%, 77%, 79% respectively, compared with 68% overall). A relatively low proportion of respondents who were 50 years or over agreed with this statement (59%).

Figure 20: Proportion who agreed that the inner city is pedestrian friendly, by student status, age group, and length of time lived in inner city (%)



### 6.3.2 Comments made about pedestrian friendliness of the inner city

There was a sense amongst many respondents that traffic congestion as well as drivers' attitudes towards pedestrians were making the inner-city difficult to navigate on foot.

For pedestrians it's sometimes dangerous because of a lot of traffic, e.g. Hobson Street. (Male, 20-39, Chinese)

City is not pedestrian friendly at all. (Male, 20-29, Indian)

Traffic is quite bad and I feel their attitude to pedestrians is aggressive. This is a reason I don't often go walking or running. It can be quite anxiety provoking going out in the city. I think mostly people's attitudes need to change... (Female, 20-29, NZ European)

The amount of cyclists who drive over pedestrian crossings when you are about to cross. Also cars (two this week) doing three point turns on the corner of Symonds Street and City Road. Up on the footpath, turning on the pedestrian crossing and holding up pedestrians and vehicles! Sick of the lot of them! (Female, 60-69, NZ European)

For a small number, it was not necessarily vehicular traffic that was the problem for pedestrian safety. One complained about skate boarders as well as other pedestrians, especially those using their mobile phones, and another associated the problems of pedestrians in the city with the presence of beggars on the street:

Safety on streets- I don't feel safe with skateboarders, they go too fast and they go on [the] footpath, it is frightening to walk on footpaths with skateboarders. People using their cell phones while walking on the streets and not looking where they are going, they just don't see things.' (Female, 70+, NZ European and Māori)

Pedestrian friendly streets do not permit beggars. City bylaws are not enforced towards them and they add no colour or character, rather scunge[sic] and intimidation...' (Male, 40-49, NZ European)

Some respondents specified forms of traffic lights, roads and/or intersections that they believed posed dangers for pedestrians:

Getting around- phasing of traffic lights on Beach Road, the pedestrian light goes on just immediately after [the] green light goes off and I guess someone will be run over by a bus sooner or later, Beach Road crossing is really dangerous. (Female, 30-39, NZ European)

Anzac Ave is like a speedway, even though there is an island but you have to jump on roads and cars can be fast, another area is [the] route from Princes Street, Eden Crescent to Shortland Street and some cars come racing down the road, it is quite dangerous as those streets are short- even if there was way for slowing down the traffic it might be helpful. (Female, 50-59, NZ European and Other European)

Others had suggestions on how to improve the walkability of the city. These included making certain areas pedestrian only, increasing the number of footpaths and ensuring they are well maintained, improving street design, ensuring there are sufficient benches or seating areas, public toilets and water fountains, improving traffic enforcement and findings ways to slow down traffic and using parking fees and an inner city toll to discourage people from using cars.

Others suggested better pedestrian access and more footpaths.

There could be more walkways for pedestrians.... (Male, 50-59, NZ European)

...the biggest key is the pedestrian access and better, more frequent, public transport and relaxation spaces. Ease of access all around the city for pedestrians, like all the walkways all the footpaths follow roads. There needs to be, like if you go down to Christchurch, you can walk all the way through parks or along riverbanks. In Auckland, footpaths tend to follow the road all over the city and I think if they looked outside of that and made different access areas pedestrian friendly that would help. (Female, 50-59, NZ European and Māori)

A number of respondents expressed concerns about the maintenance of footpaths. This issue was often raised as a concern for older people. A couple of respondents noted that footpaths get slippery as a result of fallen leaves and when manholes and footpath lighting get wet.

...I think that the footpaths have got too many defects in them for elderly people and elderly people can easily fall over because the footpaths are uneven and not well maintained. (Female, 50-59, NZ European/)

Footpaths are very uneven in parts of the city. Council needs to make sure, when they cut down signposts they need to make sure there is no part still sticking up. VERY, VERY DANGEROUS. They can slice a foot or toe. There are more than one. Please check. There is one over the other side of Grafton Bridge from Symonds Street. (Female, 60-69, NZ European)

A few felt that traffic rule enforcement, including the use of cameras on traffic lights, would help the situation, and some would like to see lower speed limits in the area.

There should be slower traffic, main thing for safety as a pedestrian and cyclist, we can't eliminate the traffic but speed limit should be half, the only people who would go in the city are the ones who really need to go in there. (Male, 50-59, NZ European)

Several respondents suggested making the inner city, or sections of it, such as Queen Street, car-free, for example:

I like the fact that Auckland tries to make the people walk in the inner city. Turning Queen Street to pedestrian area would be great and it would be beneficial to the city (more space for cafes). (Male, 40-49, Pacific)

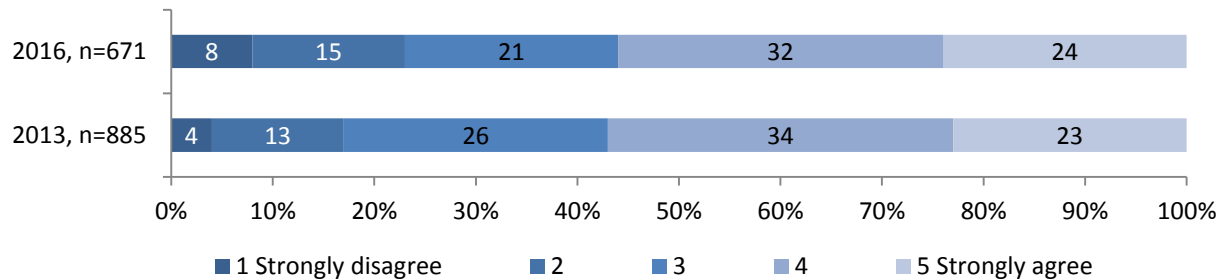
More car/pedestrian shared spaces. More pedestrian only areas. (Male, 60-69, NZ European)

Make inner city totally pedestrian friendly. Because then children could walk or cycle to school rather than be driven because of the busy roads and many traffic lights. Cars need to be second class citizens in the inner city.' (Female, 70+, NZ European).

## 6.4 Rating of the inner city as having enough trees and green space

Just over half (56%) of participants agreed that the inner city has enough plants, trees and green space and just under a quarter (23%) disagreed. These results are very similar to the 2013 survey.

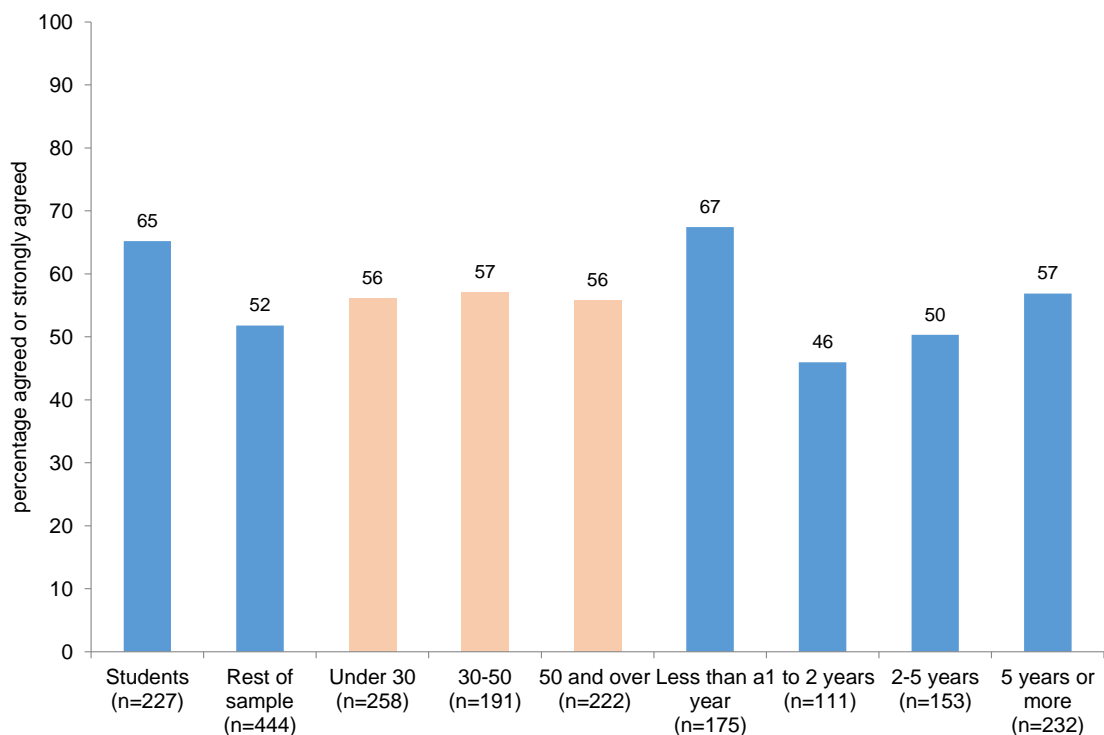
Figure 21: Agreement that there are enough plants, trees and green space in the inner city (2013 and 2016) (%)



### 6.4.1 Agreement that the inner city has enough plants, trees and green space, by sub-groups

Agreement with this statement was relatively similar across all sub-groups, as Figure 22 below shows. Students and people who had lived in the inner city for less than a year were more likely to agree that there was enough plants, trees and green space (65%, and 67% respectively, compared with 56% overall). A relatively low proportion of respondents who had lived in the inner city for 1 to 2 years agreed with this statement (46%).

Figure 22: Proportion who agreed that the inner city has enough plants, trees and green space, by student status, age group, and length of time lived in inner city (%)



#### 6.4.2 Comments made about the inner city as having enough plants, trees and green space

A large number of respondents mentioned the desire for more green spaces and trees in the inner city. Their suggestions included creating more parks, planting more trees, greening the waterfront, and installing hanging baskets with plants.

More trees would be great. (Female, 20-29, Korean)

It would be a better place if there were more trees and parks and if it was easier to walk around. (Male, 50-59, NZ European)

There should be more parks and playgrounds for the kids. (Female, 40-49, Filipino)

More spaces available for parks and green spaces (Male, 20-29, Indonesian)

The waterfront was an area that elicited a number of comments relating to a desire for more green space.

A green area on the wharf - like a park where people can go to eat their lunch.' (Female, 70+, NZ European)

...would like more green spaces near the waterfront. (Female, 60-69, NZ European)

A number of respondents commented on their appreciation of the existing greenery in the city. Participants liked the tranquillity and beauty of the greenery as well as the much needed shade that trees provide in the hotter months.

...There are lovely parks and flower gardens...' (Male, 60-69, NZ European)

I think the parks/green spaces are lovely. I look out over Beach Quay St. Tree planting -I think it's wonderful. The city is lovely. It's a nice area to live. Always somewhere to go and sit down at a green space, look at the flowers at Albert Park if you haven't got a garden.' (Female, 70+, NZ European)

A few were concerned that the existing green spaces and trees be protected from any future development initiatives:

When they brought double-deckers down Anzac Avenue they cut some of the Pohutukawa trees which were in the bus lane. They didn't trim them. With the new developments we don't want to see all the trees disappear. We want the trees preserved because Auckland is hot we need shade. (Female, 70+, NZ European)

Just would be good to make sure the green spaces we have remain and the trees we have remain. (Male, 50-59, NZ European)

A number of respondents were concerned about the maintenance of trees in the inner city and requested that they be adequately trimmed and that deciduous leaves be tidied up:

They don't include what I think the Auckland Council should provide in a [the] way of services [and] maintenance of the services of the trees: clearing the pavements and trimming back trees where they overhang. (Female, 70+, NZ European)

The wrong trees are planted. They break up the pavements. Some of them are bad for asthmatics like Silver Birch Cherries. In autumn, the leaves aren't cleared, the drains are blocked pavements are dangerous because they are slippery. (Female, 50-59, NZ European)

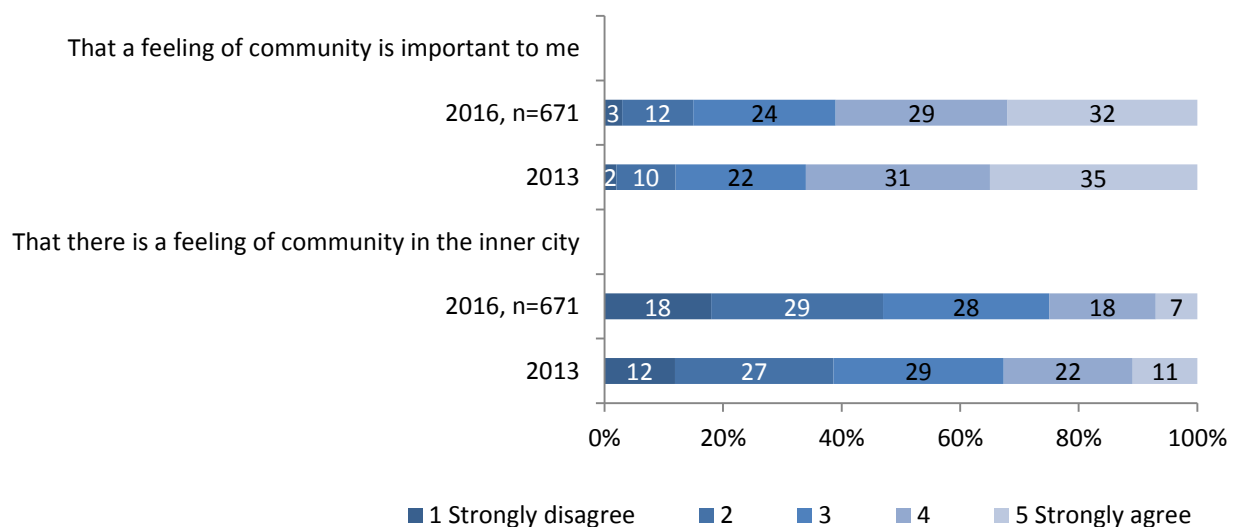
Too many deciduous, messy trees that shed leaves that attract small birds that shit on everything.  
(Male, 70+, NZ European)

Also am not happy with weeds in our inner city gardens. Not to mention the dead tree outside the Langham Hotel. Been dead for at least a year. Weeds round all the trees around the area. (Female, 60-69, NZ European)

## 6.5 Sense of community

While almost two thirds of respondents (61%) agreed that a sense of community was important to them, a much smaller proportion (25%) actually felt this existed in the inner city. In 2013, two thirds (66%) of respondents valued a feeling of community and one third (33%) felt that it existed in the inner city.

Figure 23: The sense of community in the inner city, 2016 compared to 2013 (%)



### 6.5.1 Agreement that the inner city has a feeling of community, by sub-groups

Across all sub-groups, there was a considerable gap in the proportion who agreed that a feeling of community was important to them and the proportion who agreed that there was a sense of community in the inner city, as shown in Table 7 below.

This gap was particularly noticeable among those who had lived in the inner city for 2 to 5 years. While 61 per cent felt that a sense of community was important to them, only 22 per cent felt this was the case in the inner city.

Higher proportions of students, people aged younger than 30, and those who had lived in the inner city for less than a year agreed that a feeling of community was important to them (70%, 70% and 72% respectively, compared with 61% overall). Only half (52%) of those aged 50 and over agreed that a feeling of community was important to them.

Similarly, while a third of students (33%) and younger people (35%) agreed there was a feeling of community in the inner city, only 18 per cent of those aged 50 and over agreed.

Table 7: Sense of Community by student status, age group, length of time lived in the inner city

	A sense of community is important to them (%)	They feel a sense of community in the inner city (%)
<b>Student Status</b>		
Students (n=227)	70	33
Rest of sample (n=444)	57	22
<b>Age</b>		
Under 30 (n=258)	70	34
30-50 (n=191)	60	22
50 and over (n=222)	52	18
<b>Length of time lived in the inner city</b>		
Less than 1 year (n=175)	72	35
1 to 2 years (n=111)	61	27
2-5 years (n=153)	61	22
5 years or more (n=232)	53	20

### 6.5.2 Comments made about the sense of community in the inner city

A few respondents commented on what they saw as the lower levels of friendliness and sense of community in the inner city compared to other places they had lived. They felt that people are too busy either working or socialising to take the time to get to be friendly with one another.

Should be a more friendly/community environment. I came from a small rural town and felt a much higher sense on community even though the community was much smaller. It can feel quite isolating. People keep much to themselves here. (Female, 20-29, NZ European)

Not as homey as my home town. Everyone is in a rush, in a business or learning. (Male, 20-29, Chinese)

Community is isolated. (Female, 30-39, Chinese)

The community in the inner city is not so close compared to outer city. But you meet different nationalities in the inner city. (Female, 30-39, NZ European and Saudi-Arabian)

While most respondents did not agree that there is a sense of community in the inner city, this was not the case for everyone. The following participants describe how they know their neighbours or apartment block dwellers very well:

Since I live in the city, I know everybody...before, I did not know first neighbours, let alone people in the streets. (Female, 50-59, NZ European)

Don't know about a city community but do know that our apartment block has a great sense of community as we have many get-togethers during the year and so know about 90% of the people who live in our block. (Female, 70+, NZ European)



A few comments were made indicating that racism and religious discrimination is a concern.

Secular harassment. (Female, 20-29, Malaysian)

I feel there is a kind of racism. (Male, 30-39, Vietnamese)

In addition, a few respondents raised the serious issue of foreign young people being targeted for attacks in the inner city (see also section 5.2.5):

Concerned of young foreign kids being attacked in the Inner City on the streets. (Female, 50-59, NZ European)

A suggestion was made by one respondent to make the city more welcoming to newcomers.

Improve friendliness to new comers in the city. Activities for new comers to help adjust to the city life or to get to know the city would be good. BBQ stoves in the parks would be great. (Male, 30-39, Vietnamese)

A number of respondents suggested that more community events and activities would help to improve the community spirit of the area.

Community wise I really like what they are doing at the Britomart and North Wharf areas- i would like to see more of those types of spaces and community type engagements, like farmer's markets etc. (Female, 30-39, NZ European)

We have made our own community near our building. Some more classes/activities would also help. (Female, 60-69, NZ European)

More things to do like music in parks etc (Female, 20-29, Burmese)

It would be good to have more community events in the city - there is no sense of community as far as I can tell and perhaps that might be due to a lack of communication, or else it could be as there are no events in the city currently'(Female, 20-29, NZ European)

A number of respondents requested additional community facilities and gathering spaces.

I look for community center inner city such as English class, knitting class or hiking class. It is a bit hard to find them, there are all suburbs around city like Ponsonby, Parnell or need to take bus area. I hope city council to build the big community center for all residents, all ages to easy access, this plan make Auckland city is the most friendly city and make everyone feel welcomed. Yeah!! (Female, 40-49, Japanese)

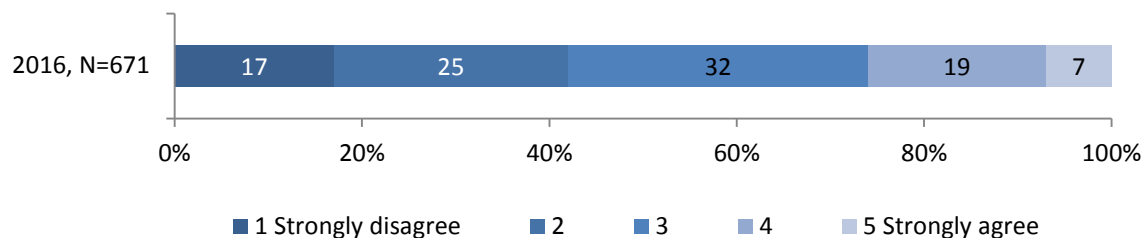
More places for the community to get together. (Male, 20-29, Nepalese)

Would be good to have CBD community hall. (Female, 30-39, NZ European)

## 6.6 Affordability

This year, the survey asked to what extent the participants agreed with the statement that it is affordable to live in the inner city. Only a quarter (26%) agreed that it was. A large portion, 42 per cent, disagreed that living in the inner city was affordable. This question was not asked in the 2013 survey.

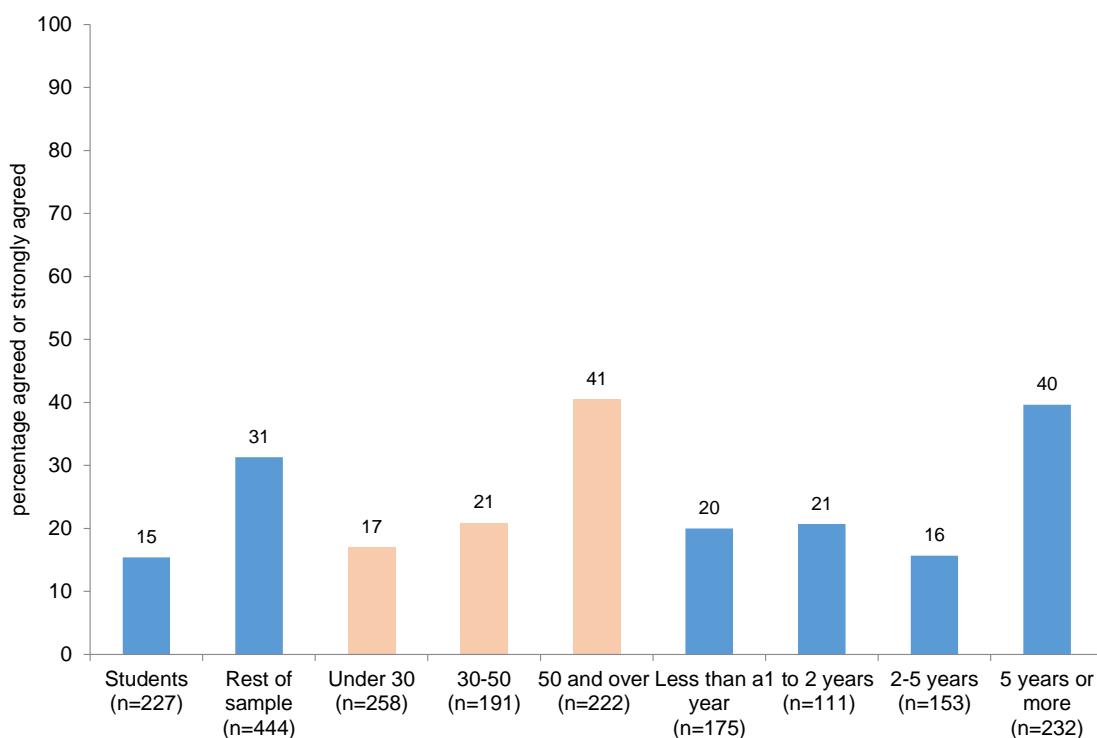
Figure 24: It is affordable to live in the inner city



### 6.6.1 Agreement that it is affordable to live in the inner city, by sub-groups

As Figure 25 below shows, agreement was relatively low among students, young people aged under 30 years and those who had lived in the city for 2 to 5 years (15%, 17% and 16% respectively, compared with 26% overall). In fact, 50 per cent of students disagreed or strongly disagreed with this statement. Older people and those who had lived in the inner city for 5 years or more were likely than others to agree (41% and 40% respectively).

Figure 25: Proportion who agreed that it is affordable to live in the inner city, by student status, age group, and length of time lived in inner city (%)



### 6.6.2 Comments made about affordability of living in the inner city

The affordability of living in the inner city elicited the most comments of all the various themes that were raised in the open-ended questions.

A key theme was that the costs associated with housing, such as purchasing or renting flats, body corporate fees and property rates, were too high, and many commented that costs had risen in recent years. Examples include:

Too expensive rent price. (Female, 20-29, Korean)

Rent cost in city centre has almost doubled in the past few years. (Female, 30-39, Korean)

Within the same period minimum wage raise but also the rent, so it wasn't a change at all. (Male, 40-49, Pacific)

If you're living in the city and in an apartment, you need to pay body corp[orate], rates, and water. It's becoming dearer and dearer to live in the city. (Male, 60-69, NZ European)

It is really difficult to rent in the inner city and the salaries are not according to the rent and you can't save too much. (Female, 40-49, NZ European)

Besides the rent is so expensive here in the city, a lot of people can't afford it. It is just insane sometimes how expensive it could turn. (Male, 30-39, South American)

The high cost of living in the inner city was raised as a challenge for students on limited budgets:

Especially for international students it is very hard to find an affordable place to live. Some of my friends are living with 10-15 other people in one apartment. There should be more affordable living

places for students in the inner city because all the colleges are in the inner city. There should be more opportunities for international students to find work. Payment for international students is bad, 5-10 NZD. So you have to work more to cover the living expenses. We cannot borrow money from our parents every time. (Female, 15-19, Indian)

Several respondents suggested that more accommodation options are needed in the city centre. These requests often specified the need for student housing or accommodation for low-income households.

Have affordable accommodation especially for low economic people, e.g. students. Increase student accommodation. Large number[s] of people don't have access to affordable accommodation... (Female, 40-49, Māori)

Providing more student accommodation. And could be more environmental friendly. (Female, 15-19, NZ European and Māori)

Affordable spaces for students so that they can focus on studies and not on getting the rent paid. (Male, 20-29, Vietnamese)

Another respondent suggested a support centre to assist international students in orienting themselves to the city and finding affordable housing.

I could think of a support centre bringing Auckland residents with international students together. The Auckland residents could act as a kind of volunteering mentor for the international students helping them with their first orientation in the city, supporting students to find an affordable apartment or supporting students in any other situations. (Female, 20-29, Korean)

A number of respondents requested that the city or the government protect renters by controlling rent prices, for example:

Some kind of regulation for the prices in rentals as in 6 months the rents can be increased in a 25% or even more. (Female, 30-39, South American).

Council should take necessary steps to control the hike in rents. I have been here in New Zealand for around 3 years and the rent spiked a lot considering the hike in income. (Male, 20-29, Indian)

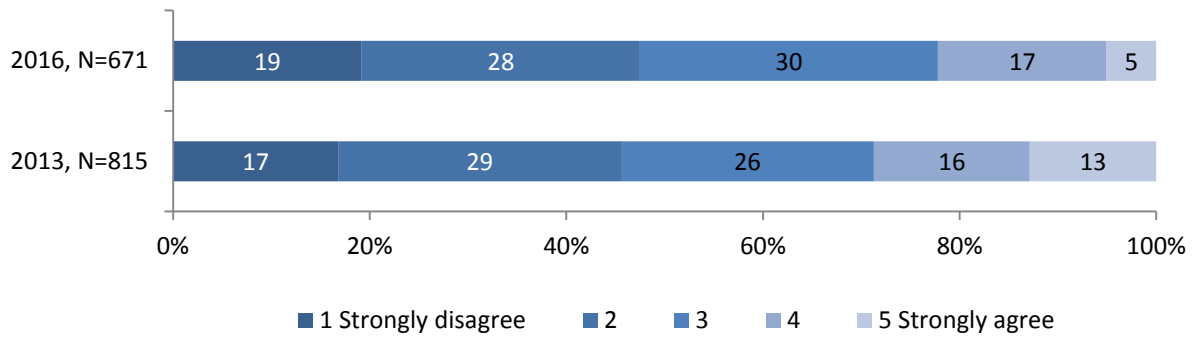
Cap on the rent, nice city. (Male, 40-49, African Caribbean).

## 6.7 Child-friendliness

While most respondents believe the inner city is a great place to live, a minority of them believe that it is a good place to raise children. In 2016, only 22 per cent of respondents agreed that the inner city is a good place to bring up children (refer to Figure 26). This is slightly lower than the 29 per cent who agreed that it was in 2013.

In both surveys, about half of respondents did not believe that it was a good place to bring up children: 47 per cent in 2016 and 46 per cent in 2013.

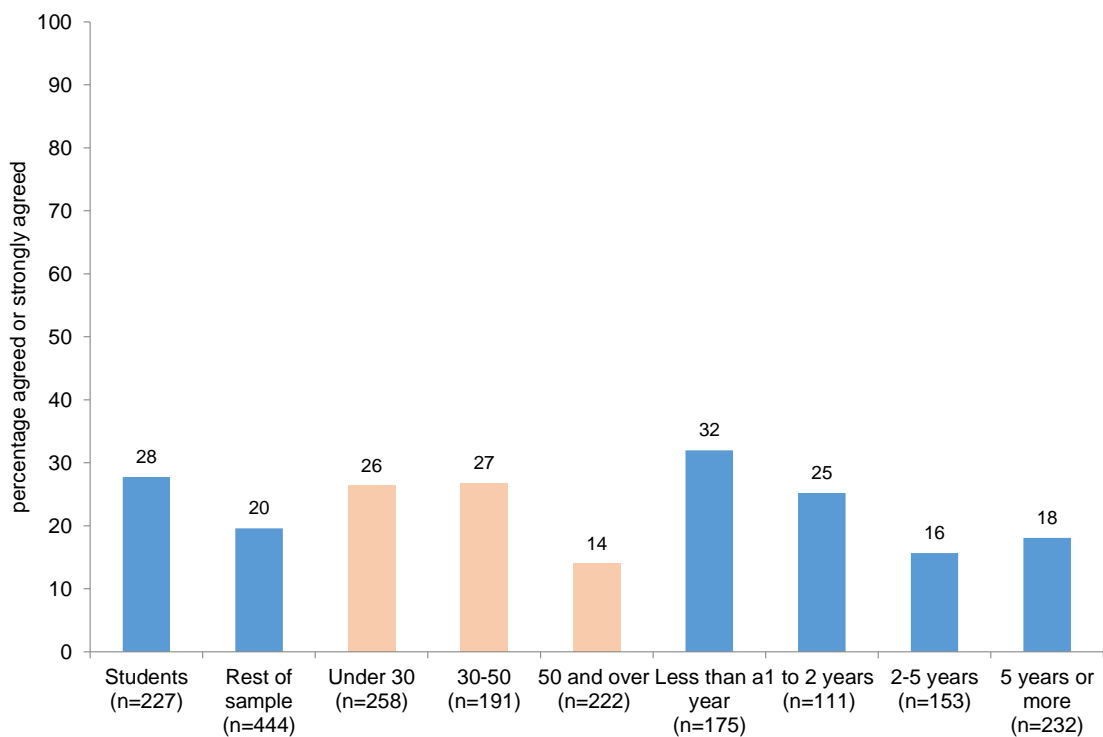
Figure 26: The inner city is a good place to bring up children, 2016 compared to 2013



### 6.7.1 Agreement that the inner city is a good place to bring up children, by sub-groups

As Figure 28 below shows, agreement with this statement was relatively low across all subgroups. In particular, a very small proportion of people aged 50 years and over agreed that the inner city was a good place to bring up children (14% compared with 22% overall). See Figure 27.

Figure 27: Proportion who agreed that the inner city is a good place to bring up children, by student status, age group, and length of time lived in inner city (%)



Respondents with children under 13 in their households were more likely than those without children to agree that the inner city was a good place to bring up children, at 40 per cent compared to 25 per cent.

## 6.7.2 Comments made about bringing up children in the inner city

The most frequent reason provided as to why the inner city is inappropriate for raising children is the lack of places for them to run and play:

...I have grandchildren and I can't take them to a lot of places to play. (Female, 60-69, NZ European)

The inner city isn't a place to bring up children-not enough green space for small children (Female, 70+, NZ European)

A few respondents commented that the inner city was most suitable for students and workers, and less so for families due to the lack of affordable housing:

...The affordability - we need to have a mix of housing, I don't know if there is affordable housing for families who want to live in the city. (Female, 40-49, NZ European)

Apartments are very unaffordable for young families. That's quite a disgrace. So you get large numbers of retirees in some areas rather than a mix of people... (Female, 70+, New Zealand European)

Some felt that the inner city is too noisy for children:

We have children and sometimes living in the city is too noisy (laughing, screaming, loud motorcycles), they can't sleep.' (Male, 20-29, Other European)

A large number of responses related to a desire for the city to better cater for children. This included numerous requests for more places for children to play. Respondents had other ideas on how to make the city more child-friendly, including small-scale events where children can engage in an unstructured way, a green space near the public library for reading books, as well as more facilities, services and leisure activities to meet the needs of families.

I think that if the council wants more families in the inner city there need[s] to be more green spaces, parks, and more facilities for them like day-care, schools, doctors, places to go and play, all the things families need and apartment buildings that are family friendly....(Female, 50-59, NZ European)

Others commented on the need for amenities to cater for teenagers or youth in the inner city:

There should be more things available for teenagers- sports groups, bowling alleys, bike parks should be extended, somewhere there should be a place where skateboarders can skate instead of going on footpaths and frightening the old ladies. (Female, 70+, NZ European and Other European)

We need to do something about schools- when my son gets to high school age he will have to go to Pt Chev which is quite a long way. (Male, 50-59, NZ European)

Stop closing down under aged venues. (Male, 20-29, NZ European)

## 7.0 Other Issues Raised

A number of issues emerged in the open-ended commentary that was not specific to questions asked in the survey. These are summarised below.

### 7.1.1 Homelessness and begging

A substantial volume of responses throughout this year's survey (a total of fifty written comments) related to the presence of homeless people on the streets, and people begging, even though there were no specific questions asking about these topics. Many felt this is a growing issue, for example:

Over the past 7 years of central city living - Queen Street has become worse and worse with the numbers of homeless people located sitting/sleeping continuously increasing. They are sometimes so out of their minds on whatever they take that they are threatening and intimidating - especially when in groups. They fight with each or anyone that is around. It's also becoming a place where rough kids hang out in groups after dark and intimidate most people walking around. It's not acceptable any longer. (Female, 40-49, NZ European)

It is not a safety and security issue but I am concerned with the increasing number of homeless beggars in the Inner City. It is becoming increasingly difficult to ignore. (Male, 50-59, NZ European and Other European)

There are a lot of homeless in street nowadays. Although they are not really harmful but I feel stressed that they are in the streets. (Female, 30-39, Filipino)

A number of respondents expressed a desire for homeless people to be removed from the streets and parks:

...get rid of homeless people or to fund more options to them so they are not sitting on the streets. (Male, 30-39, NZ European and Other European)

Although there are a few parks nearby, unfortunately these are the places where the homeless like to hang out, so not a very user friendly place for the rest of us. Also the inner city seats are occupied by these same people, scattering their belongings and rubbish around, so nobody else can, or would want to use these seats. The problem is getting worse, and so are the filthy streets. (Female, 60-69, NZ European)

A few respondents explained that they dislike seeing homeless people on the streets, even if they are not a threat and do not cause any harm. For some, it is distressing because they feel concerned for the plight of people less fortunate:

People begging in the streets - it's sad that they have to do that... (Female, 70+, NZ European)

For many others however, homeless people are viewed as a growing nuisance and tarnish the image of the area:

Move Auckland City Mission out of the city please. I know the people on dole are a part of the society but they need to [be] placed in a suburb. Their numbers have increased phenomenally in the city especially on Queen Street and portray a wrong picture to everyone on the streets with begging, urinating etc. (Male, 30-39, Indian)

There's lots of drunk homeless in the city, some streets have vomit and smell really bad because they go to the toilet in the pavement. Example Fort St or Victoria St., Freyberg Square in High St too, they brush their teeth in the fountains and chuck rubbish. There's not many policemen around and when alcohol or other substances are involved these people can be aggressive. (Female, 30-39, South American)

Queen Street is disgusting with homeless and bludgers begging and sprawled on the street. (Male, 60-69, NZ European)

A number of comments suggested that more action be taken on the part of council, the government and non-governmental organisations to assist homeless people. Respondents offered some suggestions of the kind of support they believe was required, including help securing housing, food, employment or income opportunities and social support:

Control the number of homeless (Male, 50-59, Korean)

I think the council needs to be a lot more active about homelessness and start looking at how people are housed, fed and looked after. They need to work with the government. (Female, 50-59, NZ European)

...We have 20-30 people living on Queen St, eating on there and leaving their litter on there, they are on drugs sleeping on benches- they need to help these people by some way and assign a special case manager to Queen St. The council is able to spend \$66 million on cycle ways and can't spend on rehabilitating these people living on Queen St. They are not good for anything- they have their stuff littered on street, they shouldn't be sleeping on benches at 10 o'clock in the morning, filthy footpath needs to be cleaned with water hoses and 20-30 people living they are begging all over the place- somebody somewhere need to solve this problem on Queen St with social service and government needs to take some strict measures. (Male, 60-69, Other European)

Deal with the homeless in a much better way, e.g. collaboration of the Auckland Council with NGOs helping homeless people. (Male, 20-29, Indian)

Tackle homeless issue - try and expand the city mission so we have more beds for them. (Male, 20-29, NZ European and Māori)

Some proper policy decisions for tak[ing] care of homeless people. (Female, 30-39, Sri Lankan)

The homeless in the inner city is hard to deal with at night, there is clearly alcohol and drug use to add complications to the problem. I do try to think of how to tackle this problem but myself struggle to think of a practical solution. I do think a discussion needs to take place, as to how to better serve the inner city residents and the homeless. (Female, 50-59, NZ European)

### **7.1.2 Council spending and development priorities**

A few people felt that Auckland Council was not prioritising the right kind of investments and development projects and had some suggestions in this area.

Why are there posts where banners can be hung in Symonds Street? We have not seen one banner since the new posts were put up. Another waste of money if they are not going to be used. (Female, 60-69, NZ European)

Everything seems to be centralised, some should be decentralised to support the outer areas. (Male, 60-69, NZ European)



Council spent \$40m on the footpaths in the CBD but they haven't been maintained. The proposed \$4m upgrade of Freyberg Sq is a waste of money. All it needs is repaving. The new layout will be windy and have no shade of the present trees are replaced with native trees. (Male, 60-69, NZ European)

Some comments related to the Wynyard Quarter/Port/Waterfront areas.

Beach Road area needs some serious sprucing up. (Female, 40-49, NZ European)

Aesthetics and environment need to be considered in the Wynyard area. The way it is heading it will be a concrete jungle with giant buildings filling the sky space and current open areas. The Hyatt will dwarf the Viaduct events centre which is a shame as that is such an interesting building. There needs to be more work done around that area in respect to green and environment and safety in the future - or it will just become another Queen St. (Female, 40-49, NZ European)

The parklands - I don't think that the parklands in the Wynyard Quarter are viable and they should do the parklands before they do the streets (Female, 50-59, NZ European and Māori)

In addition, in section 6.4 respondents expressed the desire for more green space near the waterfront.

Some of the comments focussed on the desire to remove the port from the inner city:

I love all the changes made to Auckland's inner city (particularly along the waterfront) in the past 15 years. However, I think that it will never be a truly great space while an enormous, busy port takes up prime waterfront acreage. The location of the port makes it a visual eyesore and it prevents further expansion of the entertainment facilities and walkways/cycle-ways that have made the other waterfront areas so appealing to visitors and city dwellers. Worse yet, it forces a huge number of trucks into the inner city each day, which creates noise, traffic congestion and air thick with traffic fumes. (Female, 40-49, NZ European)

The main issue I have is the port. It should be shifted to somewhere else. It shouldn't be where it is now, because it congestion the motor way. (Male, 60-69, NZ European)

The future use of the Ports as a public space should be considered. A long term location for the Ports of Auckland Container terminal out of the inner city should be found. I appreciate the cost and logistical issues associated with this, but most other major cities have now relocated their port areas (almost completely other than cruise) to outside of the CBD. This should be a 20 year objective. The Port should NOT be allowed to expand further into the harbour. When the Port is relocated the land should be used as open public space rather than commercial / apartment development. (Male, 60-69, NZ European)

### **7.1.3 Planning-related comments**

Some of the feedback related to the Proposed Auckland Unitary Plan, and general planning and building consents issues also came up in the feedback provided by inner city residents.

Realize urban villages concept, e.g. apartments around street or shopping areas. (Male, 50-59, NZ European)

Council District Plan should have greater controls on development of small apartments. The previous trend of small student style apartments is not good for the future vibrancy of the city. (It is OK around the University / AUT precinct however). (Male, 50-59, NZ European)

There are too many high rises going up too quickly. I'm not against high density, but i think it's badly planned. It shouldn't be up to whoever wants to build. It's over loaded especially on Whitaker Place. There's is only one exit on the street and so traffic is a nightmare - stop giving building consent to people, stop building. (Male, 50-59, Other European)

There needs to be more consideration given for existing buildings when giving resource consent to build a building next door, specifically views and lights don't get blocked by the new building. (Male, 50-59, NZ European)

A number of comments relayed the need to preserve heritage buildings in the area and to take due consideration to aesthetics in development to ensure the inner city is an attractive urban space.

Better preservation of historic buildings. (Male, 40-49, Other European and NZ European)

If any other future buildings are built for people, the council should make better designs- some buildings are pretty basic, they could have better designs- they should be made more attractive, some of the buildings in inner city look like Russian communal block, earlier buildings were much more architecturally pleasing. (Female, 70+, NZ European and Other European)

#### **7.1.4 Noise**

A small number of comments related to noise levels caused by other people and/or the construction projects going on in the city. The construction in the inner city also led to a few complaints about the inconvenience of blocked access points. Noise was an issue in the 2013 survey; however the 2016 survey did not ask specific questions about it, so these comments as well as others concerning noise were unsolicited.

If they can just fix the noise and drinking by my apartment on the weekend I'd be a happy man. We live in a dry zone so there's not supposed to be any drinking but we got a bit of antisocial behaviour around that. (Male, 60-69, NZ European)

So many drunk young kiwis yelling at night in inner city, some robbery concerns as well, wish police service would improve (Male, 30-39, Chinese)

We have unnecessary noise issues late at night and we also have unnecessary noise issues early in the morning with utility pickups, rubbish collection (private collection companies coming at 5am) it's a nuisance. Noise is an issue. The real problem is late night helicopters and noisy people on the streets who are coming up from parties and yelling or street yelling with passer by - I don't understand why utilities have to pick up rubbish early in the morning. Anytime in the day except for 5am in the morning is good. I think the council could put a stop to it. (Male, 40-49, NZ European)

Don't forget the people who live in the inner city- eg. work gets done in city at night because its busy during the day, this means lot of people don't get sleep and when it goes for too long, it makes it not a liveable city just because you decide to live downtown in middle of city doesn't mean you accept there should be super loud noise of construction or reconstruction day after day after day- its being assault by noise on weeks on end, it should be stopped at 1am or something and not carried out so it's painful. (Male, 60-69, NZ European)

Better responses from police, re: noise levels as noise abatement do not respond to calls at night. (Female, 50-59, Other European)

Nightclub noise!!!! Nightclubs should be in set areas like K'Road or Fort Street. Council do not allow them in neighbourhoods with hotels/accommodation residences. You are promoting inner city living

and then you allow nightclubs to thump out music from Thurs to Sat nights until 4am with people trying to sleep in their homes. Residents ring noise control but nothing happens and same continues next night [new nightclub in Chancery Sq. You want to promote inner city living but we can't sleep with nightclub noise and 'you' Council issue the permits. Please fix and as stated only approve nightclubs away from accommodation sites (Female, 50-59, NZ European)

We live in Halsey St. It is a nightmare due to the constant noise and disruption. In 2013 the street was closed for more than a year and it has closed again. The noise from the construction around us is unbearable not to mention there is no parking for guests etc etc. Whilst we are not against progress - there should be planning around how this construction affects residents currently residing in the area. Maybe a rates rebate? Something would be better as it directly affects living for years - not just in the short term. (Female, 40-49, NZ European)

### **7.1.5 Other issues**

A few respondents requested that the inner city address sustainability and environmental concerns. The issues raised included the need for recycling and composting already discussed in section 5.4 and the following concerns and suggestions about air quality.

Remove wood smoke burners in around apartment areas. Inspect dirty bus diesel emissions in inner city areas. (The questions) The[y]'re good but they don't go far enough especially with regards to air pollution. The dirty diesel bus problem is really serious. And one has to hold one's breath when you walk pass. There should be a follow up to the smoky exhaust campaign of some years ago. (Male, 60-69, NZ European)

More reporting on how they are monitoring the air quality- on some days its bad, and I don't know whether the air I am breathing is good or not. (Male, 50-59, NZ European)

A small number of comments concerned the disaster preparedness of community buildings:

If there are emergency or disaster that will happen in the city, there's no plan. People (especially a dense population of students and migrants) won't know what to do. (Female, 40-49, Filipino)

A number of comments related to the desire for more parking for residents and their guests in the inner city area.

Decrease the parking costs, optimize the planning of the parking, in some places parking lots are full in others empty. (Male, 20-29, Indian)

More parking areas. (Female, 20-29, Filipino)

Some preferential parking for residents to use for [when] people come and visit. (Female, 40-49, NZ European)

## 8.0 Conclusion

The results of this year's survey of inner city residents are mixed, and raise a number of issues that challenge the objective outlined in the City Centre Masterplan for Auckland city centre to be 'an exemplar of urban living'.

Most survey respondents like living in the inner city and plan to remain in the area for the next year. There are relatively high levels of satisfaction among respondents with regard to their sense of security in their building where they live, and in the inner city streets during the day. In addition, most respondents find it easy to get around the inner city and are satisfied with the quality of their housing.

However, the survey has highlighted several issues for residents including relatively low perceptions of safety at night, particularly on Queen St, the costs of living in the city, general cleanliness of the area, and the presence of homeless people and people begging. These issues are of some concern, and they will impact not only on inner city residents but also on visitors to the area, and those who work in and around the inner city.

Only a quarter of respondents agreed that living in the area was affordable, and this topic elicited a large volume of written feedback including a number of comments on the high costs of housing in the area and the perception that salaries and wages were not keeping up with living costs. The affordability of the inner city was also discussed as a challenge for many students.

There have been declines in the levels of satisfaction with safety on Queen Street as well as other inner city streets at night and with the cleanliness of the streets since the 2013 survey. There has also been a decline in the proportion of respondents who feel a sense of community in the inner city, and those who perceive the inner city to be child-friendly.

Although there were no specific questions about homeless people in the inner city, this has emerged as a key area of concern for inner city residents through their open-ended comments. The survey indicates that the presence of homeless people and people who are begging is a big issue for many residents in the inner city and many feel that it is a growing issue. It is linked to perceptions of safety, cleanliness, and the inner city image to visitors and tourists, and is an issue that people would like to see Auckland Council and other agencies address.

It is recommended that a follow-up survey of inner city residents be undertaken in 2018 or 2019. Since this survey was completed, a substantial multi-year programme of road works and building construction has commenced in the downtown area of the inner city, with the development of the City Rail Link, the International Convention Centre and numerous office and apartment towers. It is anticipated that this will have a disruptive effect on the lived experience of many inner city residents, with regard to noise, cleanliness and getting around, and it will be important that Auckland Council continues to measure the perceptions of living in the inner city throughout.

## Appendix 1: Student profile

	Students (n=227) (%)	Rest of the sample (n=444) (%)
<b>Residential location</b>		
Wynyard Quarter / Viaduct	1	5
Quay St / Lower Queen St / Vector Arena	11	14
Freemans Bay	4	6
Shortland / Chancery / Auckland University	14	23
Central West / Hobson St	26	22
Central / AUT / Upper Symonds St	25	11
Greys Ave / Myers Park / K'Road	19	19
Total	100	100
<b>Age</b>		
15-19	19	0
20-29	58	19
30-39	17	19
40-49	3	14
50-59	2	19
60-69	1	17
70 and over	1	12
Total	100	100
<b>Ethnicity*</b>		
NZ European	19	62
Māori	5	6
Pacific peoples	3	2
Indian	15	9
Chinese	21	7
Filipino	7	3
Korean	10	2
Other Asian	18	6
<b>Number of people in household</b>		
1	16	29
2	25	45

3	25	15
4	18	7
5	16	3
Total	100	100
<b>Length of time lived in inner city</b>		
6 months or less	33	6
6-12 months	22	5
1-2 years	22	14
2-5 years	17	26
More than 5 years	6	49
Total	100	100

Notes: \* People could choose more than one ethnicity so percentages will not add to 100.

## Appendix 2: Survey sample profile and 2013 Census

	2013 Census population aged 15 years and over * (%)	2016 survey sample (%)
<b>Age</b>		
15-19	10	6
20-29	49	32
30-39	20	18
40-49	8	10
50-59	7	13
60-69	4	12
70 and over	2	9
<b>Ethnicity (Level 1) **</b>		
European	39	47
Māori	4	6
Pacific peoples	2	2
Asian	53	40
MELAA***	5	3

Notes: \* The data for 2013 Census includes the area bound by the three Census Area Units of Auckland Harbourside, Auckland Central West and Auckland Central East. It therefore excludes a small part of the survey zone south of Karangahape Road and east of Symonds St.

\*\* People could choose more than one ethnicity so percentages will not add to 100.

\*\*\*MELAA stands for Middle Eastern, South American and African.

## Appendix 3: Inner city residents survey questionnaire 2016

Hi, my name is ..... from Gravitass Research. We are conducting research on behalf of Auckland Council with people who live in the inner city. Do you live in the inner city?

**If yes, continue. If yes, but are in a hurry/ busy, “we are also conducting this research over the phone and by email. Could I please have your phone number or email address and we will call or email you with more information about the survey in the next couple of days?” If no, thank and close.**

Could you answer some questions for me please?

**If needed:**

This research is for Auckland Council and is about how inner city residents feel about living in the inner city. Your feedback will help Auckland Council to understand inner city residents and is your chance to say what you do or don't like about living in the inner city, as well as a chance to suggest any improvements you would like to be made.

### Q.1. What part of the inner city area do you live in?

*Refer to map. (For CATI survey, asked to nominate which street they live in)*

- Wynyard Quarter/Viaduct
- Quay St/Lower Queen St/Vector Stadium area
- Freemans Bay
- Shortland St/Chancery/Auckland University
- Central West/Hobson St
- Central/AUT/Upper Symonds St
- Greys Ave/Myers Park/K Road

### Q.2. What is the ONE main reason you live in the inner city area?

*Multiple response. Don't read out*

- Close to place of work
- Close to place of study
- Time saved from not being in traffic
- Access to shops and restaurants
- Accessibility to other parts of Auckland/inner city as a central hub
- I prefer to live in inner city areas
- The sense of energy/vibrancy
- Close to good entertainment options
- So I don't need a car
- Other (specify)



**Q.3. How much do you like or dislike living in the inner city?**

- 1 - I don't like living in the inner city at all
- 2
- 3
- 4
- 5 – I really like living in the inner city.

**Q.4. Please tell me how satisfied or dissatisfied you are with the following aspects of living in the inner city.**

*On a scale of 1 to 5 where 1 = very dissatisfied and 5 = very satisfied*

- The overall quality of the flat or apartment you live in
- The feeling of security you have where you live (in your building)
- Safety on the streets in the inner city during the day
- Safety on the streets in the inner city at night, excluding Queen Street
- Safety on Queen Street at night
- The cleanliness on the streets
- The ease of getting around the inner city.

**Q.5. What comments do you have about any of the topics I have just mentioned?**

*Open ended.*

**Q.6. How strongly do you agree or disagree with the following statements?**

*On a scale of 1 to 5 where 1 = strongly disagree and 5 = strongly agree*

- The inner city is pedestrian friendly
- The inner city is a good place to bring up children
- There is a feeling of community in the inner city area
- A feeling of community is important to me
- The inner city is a great place to live
- There are enough plants, trees and green spaces in the inner city
- It is affordable to live in the inner city.

**Q.7. What comments do you have about any of these topics?**

*Open ended.*

**Q.8. How likely is it that you will still be living in the Auckland inner city in the next 12 months?**

- 1 – Not at all likely
- 2
- 3
- 4
- 5 – Very likely.

**Q.9. Gender**

*(Not asked in intercept or CATI survey, asked in online survey only).*

- Male
- Female

**Q.10. Which of the following age groups do you belong to?**

*Single response.*

- 15-19
- 20-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70+

**Q.11. Which ethnic group, or groups, do you belong to?**

*Multiple response. Read out if necessary.*

*Intercept and CATI probe: And apart from XXXX what other ethnic group or groups do you belong to?*

- NZ European/Pākehā
- Māori
- Other European
- Pacific Peoples
- Indian
- Chinese
- Filipino
- Korean
- Other Asian (specify)
- Other (specify)

**Q.12. How long have you lived in the inner city?**

*Single response.*

- 6 months or less
- 6-12 months
- 1- 2 years
- 2-5 years
- More than 5 years

**Q.13. Are you a student? If needed: This includes full time and part time study**

- Yes.
- No (*Skip to Q. 16*).

**Q.14. Are you...**

- Studying in the inner city
- Studying outside the inner city

**Q.15. Are you on a student visa?**

- Yes
- No

**Q.16. Are you currently in paid employment?**

- Yes
- No (*skip to Q.18*).

**Q.17. Do you work...**

- In the inner city area
- Outside the inner city

**Q.18. How many people (including you) live in your household?**

- Only me (*skip to Q.20*).
- 2 (me and one other)
- 3
- 4
- 5 or more

**Q.19. Do you have children aged 13 or under living in your household?**

- Yes (If so, specify how many)
- No

**Q.20. Do you rent or own the flat or apartment you live in?**

- Rent
- Own

**Q.21. Do you own a car that you park in the inner city?**

- Yes
- No

**Q.22. Finally, do you have any comments or suggestions about ways in which the inner city can be improved for residents, or any other comments at all?**

- Yes (*please specify*)
- Nothing/don't know
- No improvements

Thank you for your time and help with this survey. In case you missed it, my name is .....from Gravitas Research. END.



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