



QUALITY OF LIFE

n

QUALITY OF LIFE SURVEY 2018

TOPLINE REPORT



ACKNOWLEDGEMENTS

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

The members of the Quality of Life management group were:

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

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

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

Document referencing

ISBN 978-1-98-856446-3 (Print)

ISBN 978-1-98-856447-0 (PDF)

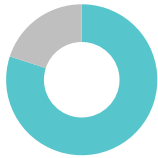
Recommended citation

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

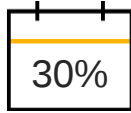
KEY HIGHLIGHTS



QUALITY OF LIFE



84%
RATE THEIR OVERALL
QUALITY OF LIFE
POSITIVELY



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

TOP 3 REASONS FOR QUALITY OF LIFE

POSITIVE

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

NEGATIVE

- 1 Poor financial situation
- 2 Poor health and wellbeing
- 3 Housing (e.g. quality, cost)



BUILT AND NATURAL ENVIRONMENT



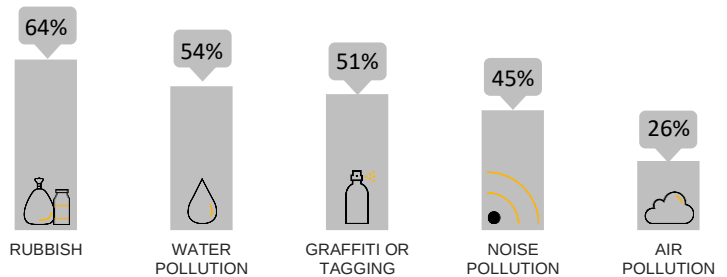
79%
THINK THEIR CITY OR
LOCAL AREA IS A
GREAT PLACE TO LIVE

60%

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

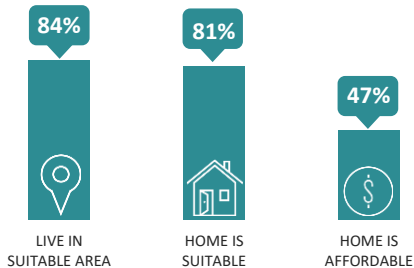


PERCEPTIONS OF ISSUES IN CITY / LOCAL AREA: % VIEW AS A PROBLEM IN LAST 12 MONTHS

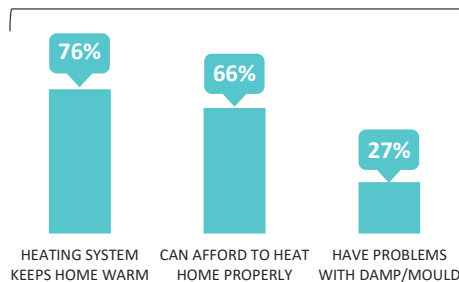


HOUSING

PERCEPTIONS OF HOUSING: % STRONGLY AGREE OR AGREE



HOUSING IN WINTER CONDITIONS:



TOP 3 REASONS HOME IS UNSUITABLE:

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



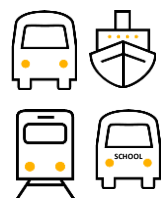
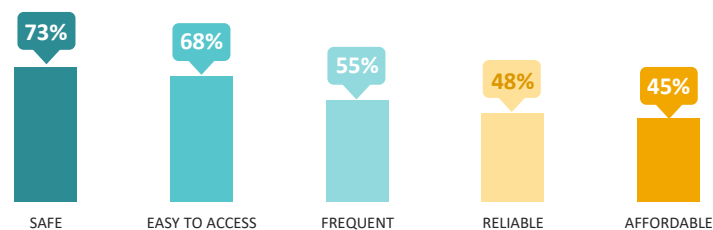
TRANSPORT

25%

USE PUBLIC
TRANSPORT WEEKLY
(OR MORE OFTEN)



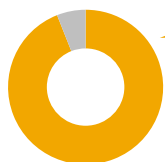
PERCEPTIONS OF PUBLIC TRANSPORT IN LOCAL AREA: % STRONGLY AGREE OR AGREE



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



HEALTH AND WELLBEING



94%

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



19%

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



30%

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



CRIME AND SAFETY

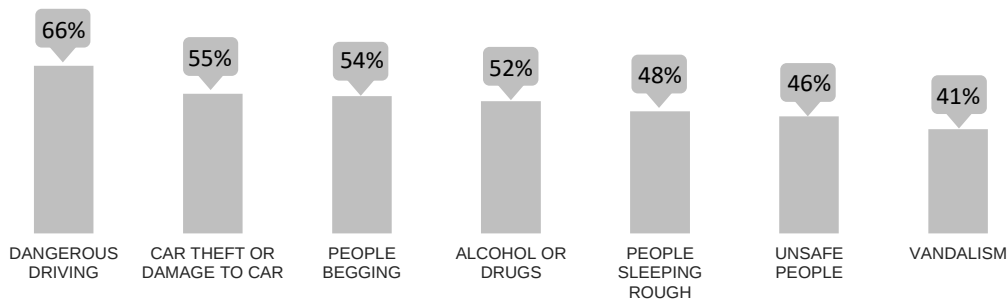
48%

FEEL SAFE IN THEIR CITY CENTRE AFTER DARK



PERCEPTIONS OF ISSUES IN CITY / LOCAL AREA:

% VIEW AS A PROBLEM IN LAST 12 MONTHS



COMMUNITY, CULTURE AND SOCIAL NETWORKS



71%

BELIEVE A SENSE OF COMMUNITY IN THEIR NEIGHBOURHOOD IS IMPORTANT

52%

FEEL A SENSE OF COMMUNITY IN THEIR NEIGHBOURHOOD



92%

HAD POSITIVE INTERACTIONS WITH NEIGHBOURS



65%

NEVER OR RARELY FEEL ISOLATED



57%

SAY CULTURAL DIVERSITY MAKES THEIR CITY A BETTER PLACE TO LIVE



ECONOMIC WELLBEING



71%

EMPLOYED (FULL OR PART TIME)



60%

SATISFIED WITH WORK/LIFE BALANCE



45%

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

ADDITIONAL

34% HAVE 'JUST ENOUGH'



COUNCIL PROCESSES

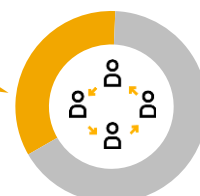


32%

ARE CONFIDENT IN THEIR LOCAL COUNCIL'S DECISION-MAKING

34%

BELIEVE THE PUBLIC HAS AN INFLUENCE ON COUNCIL DECISION-MAKING



AUCKLAND
HAMILTON
TAURANGA

PORIRUA
HUTT CITY
WELLINGTON

CHRISTCHURCH

DUNEDIN

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1 INTRODUCTION

1.1 Background

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

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

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

1.2 Council involvement

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

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

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

It should be noted that one of the councils listed above is a regional council. The Greater Wellington region includes the areas covered by Hutt City, Porirua City and Wellington City Councils. The regional council area also includes smaller towns as well as rural and semi-rural areas.

Throughout this report, the results for all nine council areas are reported on separately, and in addition to this, the aggregated results for the eight non-regional councils are provided (referred to throughout as the 'eight city total'). In light of the original reason for establishing the Quality of Life survey (discussed above), the focus of the text in this report is on the eight cities, as these are substantially urban areas.

Results for the Greater Wellington region include results for Hutt City, Porirua City and Wellington City areas, along with a booster sample from the remaining Territorial Authority areas in the region.

1.3 Project management

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

- Auckland Council¹
- Wellington City Council
- Christchurch City Council
- Dunedin City Council.

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

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

¹ The Auckland region also includes several smaller towns, rural and semi-rural areas. However, the majority (over 90%) of the Auckland population lives in the urban area.

1.4 Final sample

In 2018 a total of 7615 New Zealanders completed the Quality of Life survey – 6894 of whom were residents of the eight cities.

The table below shows the sample size that was achieved by participating council areas, and also shows the proportionate distribution of respondents within the eight cities.

Four in ten (42%) of the total eight city sample is based in Auckland. This is a reflection of population size and sampling design (refer to section 2 for more detail on sample design and Appendix 1 for a breakdown of demographic characteristics of the eight city sub-sample).

Council area	Number of residents surveyed	Proportion of 8-city total (n=6894)	Proportion of 8-city total (n=6894)
	Unweighted sample size	Unweighted %	Weighted %
Auckland	2864	41.5	58.0
Hamilton	572	8.3	5.7
Tauranga	562	8.2	4.6
Hutt	552	8.0	3.6
Porirua	583	8.5	1.9
Wellington	564	8.2	7.8
Christchurch	495	7.2	13.8
Dunedin	702	10.2	4.8
Eight city sub-total	6894	100	100
Greater Wellington Region (excluding Hutt, Porirua and Wellington city)	721	N/A*	N/A*
Total sample	7615	-	-

*Not included in 8-city total.

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

2 RESEARCH DESIGN

2.1 Methodology and sampling overview

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

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

Methodology

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

Similar to previous years, 62% of respondents completed the survey online and 38% completed it on paper.

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

Sampling frame and recruitment

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

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

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

2.2 Response rates

A total of 29,300 potential respondents were randomly selected from the Electoral Roll and invited to participate in the survey. A total of 7615 completed questionnaires resulted from this recruitment method. The overall response rate for the eight cities is 29% (excluding those who could not participate in the survey due to death / having moved residence / no such address). This response rate is similar to previous measures (31% for the electoral roll sample in 2016 and 30% in 2014).

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

2.3 Questionnaire design

There were some slight differences in question wording depending on individual council requirements and the size of the council jurisdiction. For example, the Christchurch survey asked residents about the impacts of the earthquakes, while others did not. It should also be noted that Auckland and the Greater Wellington region questionnaires referred to 'your local area' throughout the survey, whereas all other questionnaires referred to the specific city name (e.g. 'Hutt City'). The

respondents' address on the Electoral Roll was used to direct them to the appropriate survey for the council area they live in.

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

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

2.4 Notes about this report

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

As discussed in section 1.2 above, the analysis includes a specific focus on the results for the aggregated eight city sample. The results for all eight councils plus Wellington Regional Council are reported on separately, and in addition to this, the aggregated results for the eight non-regional councils are provided (referred to throughout as the 'eight city total' and excluding Wellington Regional Council) and the text discusses results for the eight city sample only.

Eight city and Council area results

The results for each council area are sampled and weighted to be representative by age within gender, ethnicity and ward / local board. It should be noted that within each council area, there are a range of results that may differ significantly (e.g. by ward or local board).

For the eight city total, the results of each city are post-weighted to their respective proportion of the eight city population to ensure results are representative. For example, Dunedin's sample of n=702 is 10% of the total sample size. However as their population is just 5% of the eight city combined population, their responses have been weighted so they represent 5% of the total eight city result.

Results for the Greater Wellington region include the results for Hutt City, Porirua City and Wellington City areas as well as a booster for the other locations within the region (e.g. Kapiti Coast, Wairarapa). The Wellington Regional results have a post-weight when regional results are analysed so that the regional results accurately reflect the regional population. For example, Wellington city results make up approximately 23% of the Greater Wellington region results, however the population (18 years and over) of Wellington city is 43% of the Greater Wellington regional population. The post-weighting process weights the Wellington city sample to the correct proportion of the Greater Wellington regional population.

Rounding

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

Net counts

The 'net' results (aggregated scores) have been calculated using the statistically correct method of adding together the number of respondents and creating a proportion of the total. This means results may differ slightly from the sum of the corresponding figures in the charts due to rounding.

Base sizes

All base sizes shown on charts and on tables (n=) are unweighted base sizes. Please note that any base size of under n=100 is considered small and under n=50 is considered extremely small. Results should be viewed with caution. The table detailing the reasons why respondents have a negative quality of life, broken down by city, has not been included in the appendix due to very small subsample sizes (i.e. below n=30).

Margin of error

All sample surveys are subject to sampling error. Based on a total sample size of 6894 respondents, the results shown in this survey for the eight city total are subject to a maximum sampling error of plus or minus 1.2% at the 95% confidence level. That is, there is a 95% chance that the true population value of a recorded figure of 50% actually lies between 48.8% and 51.2%. As the sample figure moves further away from 50%, so the error margin will decrease.

Location	Sample target	Sample achieved	Maximum margin of error (95% level of confidence)
Auckland	2500	2864	1.8%
Hamilton	500	572	4.1%
Tauranga	500	562	4.1%
Hutt	500	552	4.2%
Porirua	500	583	4.1%
Wellington	500	564	4.1%
Christchurch	500	495	4.4%
Dunedin	575	702	3.7%
8-city total	5575	6894	1.2%
Greater Wellington Region	2000	2420	2.0%

Note: Dunedin's target sample is higher than other cities due to a Māori booster.

Reporting on significant differences

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

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

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

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

Question numbering

Please note that the question numbering displayed in the notes underneath charts throughout this report do not always correlate with the question numbers as they appeared in the hard copy survey (see Appendix 3).



3 QUALITY OF LIFE

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

3.1 About quality of life measurement

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

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

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

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

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

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

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

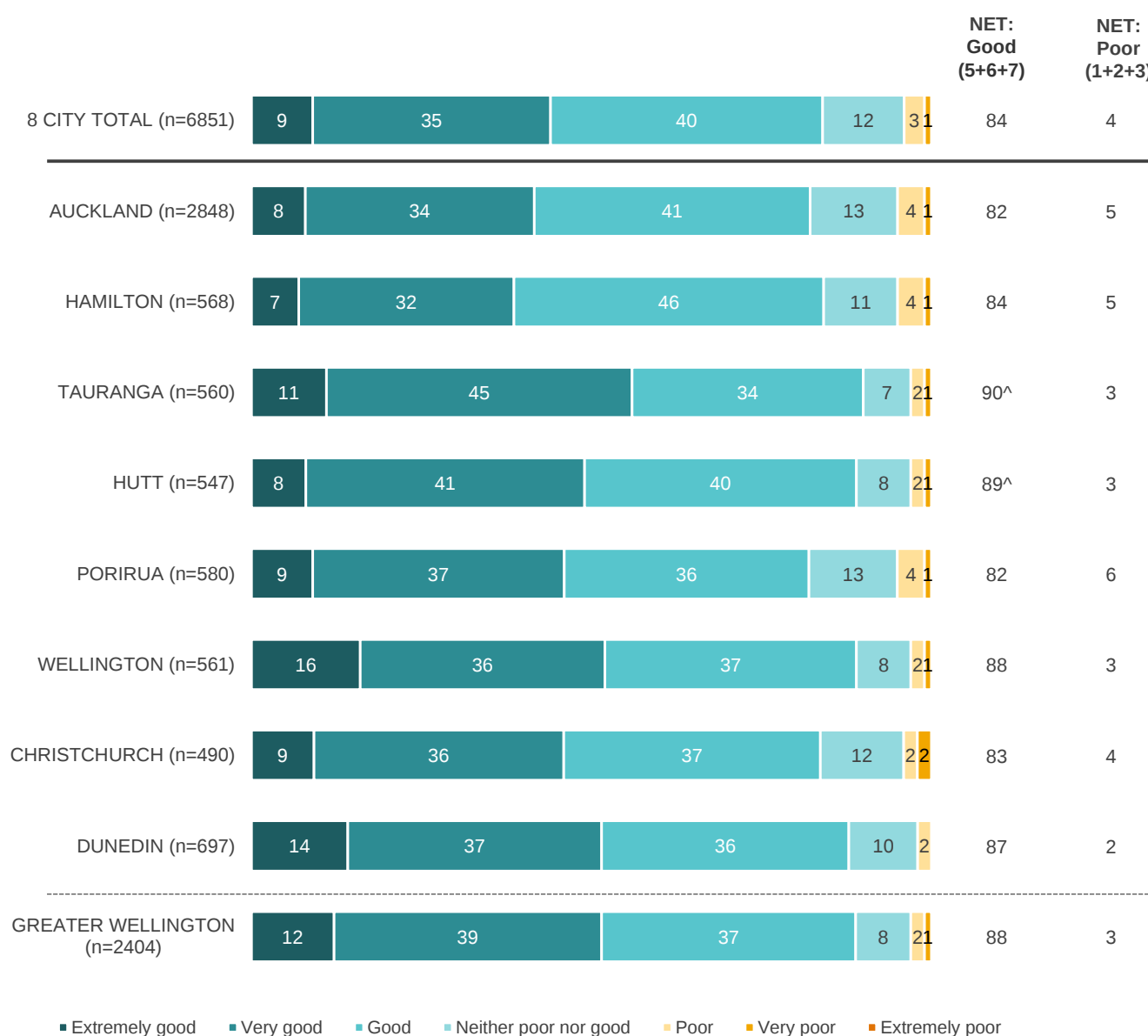
For consistency, results for the question asked towards the end of the survey are reported here.

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

3.2 Overall quality of life

A majority (84%) of respondents in the eight cities rate their overall quality of life positively, with 9% rating it as 'extremely good', 35% rating it as 'very good' and 40% as 'good'.

Figure 3.3.1 Overall quality of life (%)



Base: All Respondents (excluding not answered)

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

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

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

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



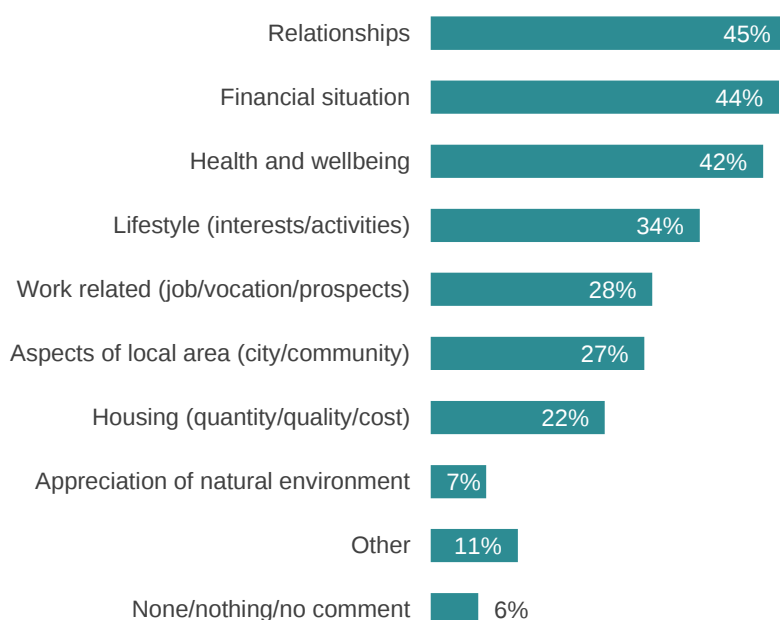
3.3 Reasons for quality of life response

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

Reasons for positive quality of life rating

Respondents' most common reasons for rating their quality of life as 'good', 'very good' or 'extremely good' relate to good relationships - including with family, friends, partners, neighbours and support people (45%), financial situation (44%) and physical and mental health and wellbeing (42%).

Figure 3.2 Reasons for positive quality of life rating – 8-city total (%)



Base: All respondents who rated their quality of life as 'extremely good', 'very good' or 'good' (n=5886)
Source: Q39. And why did you describe your overall quality of life in this way?

"Good home with lovely wife and 2 kids. Own our own home and I have a good job that I can support my family with."

"I have everything that I need to be healthy and live. I also have enough money to go out and enjoy myself with recreational activities while also having time to partake in my own personal hobbies. I also have a good social connection with friends and family so do not feel lonely."

"Warm dry home, healthy whanau, everyone has jobs, we can pay bills, we can make lifestyle choices, we have close connections with friends and family, belong to an iwi and hapu, good fish and chip shops."

"My quality of life is good, because I feel the health of myself and my family is good. That makes me happy."



Reasons for positive quality of life rating

Table 3.1 Reasons for positive quality of life rating – by council area (%)

Common themes mentioned among those who rate their quality of life positively (net categories)	8 CITY TOTAL (n=5886) %	AUCKLAND (n=2396) %	HAMILTON (n=482) %	TAURANGA (n=509) %	HUTT (n=491) %	PORIRUA (n=492) %	WELLINGTON (n=502) %	CHRIST-CHURCH (n=407) %	DUNEDIN (n=607) %	GREATER WELLINGTON (n=2131) %
Relationships	45	43	42	49	45	43	49	49	44	47
Financial situation	44	43	47	42	44	41	51^	42	42	45
Health and wellbeing	42	41	41	42	40	40	42	44	45	42
Lifestyle	34	32	31	38	33	31	35	40^	35	34
Work related	28	27	27	23*	25	25	36^	27	29	29
Aspects of local area	27	28	19*	28	24	21*	36^	22*	26	30
Housing	22	21	22	21	18	23	28^	22	22	23
Appreciation of natural environment	7	7	3	13^	5	7	7	4	8	7
Other	11	11	10	8	14	12	13	14	12	12
None/nothing/ no comment	6	7	8	6	7	8	4	4	6	7

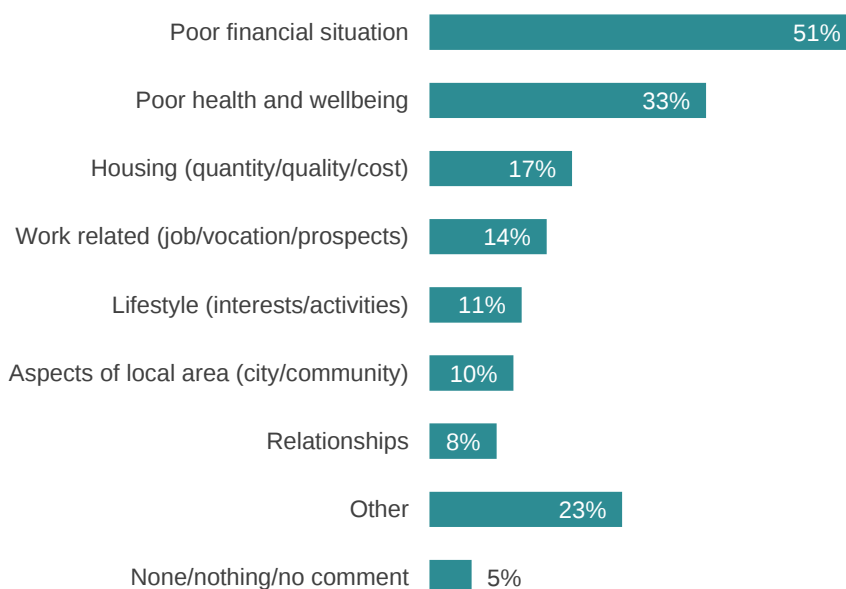
Base: All respondents who rated their quality of life as 'extremely good', 'very good' or 'good'
Source: Q39. And why did you describe your overall quality of life in this way?



Reasons for negative quality of life rating

Among the relatively small group who rate their quality of life as 'poor', 'very poor' or 'extremely poor', the most common reasons provided related to poor financial situations (not earning enough money / expensive cost of living; 51%) and poor physical or mental health (33%).

Figure 3.3 Reasons for negative quality of life rating – 8-city total (%)



Base: All respondents who rated their quality of life as 'extremely poor', 'very poor' or 'poor' (n=270)

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

Results for each council area are not provided due to extremely small sub-sample sizes.

"I am 76 years of age in poor health and living in a cold concrete block flat, as the rent is too expensive to afford anything else."

"Budgeting such a low weekly income under \$600 for two adults with two kids age 4 and 9yrs is so hard. Paying bills, rent, clothing, food, power, car, school cost, healthcare, etc...? it's a nightmare. So I choose to take the lowest quality of life style on family bases and everyday needs, which is the only option for us to survive. Hoping one day a miracle will help."

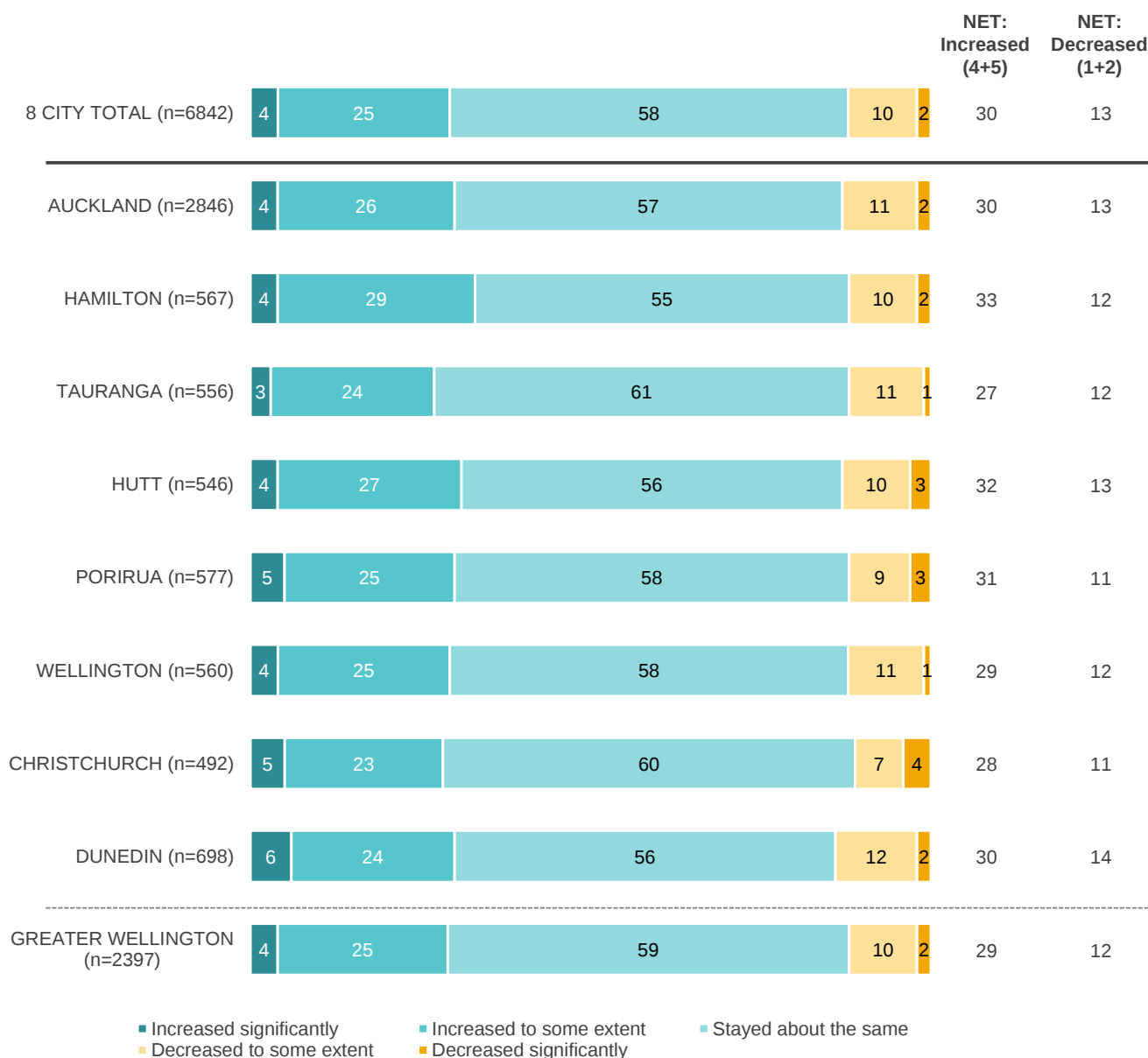
"Because I can't afford to live. I just barely get by. I haven't even able to afford new clothes in years. Food is expensive unless you buy unhealthy products. I try to live by the 5+ a day rule but it's really expensive. Power is unbelievable. Even if I had a heater I wouldn't be able to use it. Winter is a hard time because drying anything is almost impossible."

"This area is boring and unsafe. The only way to get anywhere decent in life is to leave."

3.4 Quality of life compared with 12 months prior

Just under a third (30%) of respondents living in the eight city areas feel their quality of life had increased over the past year compared with 13% who feel it has decreased.

Figure 3.4 Quality of life compared with 12 months earlier (%)



Base: All Respondents (excluding not answered)

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

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

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

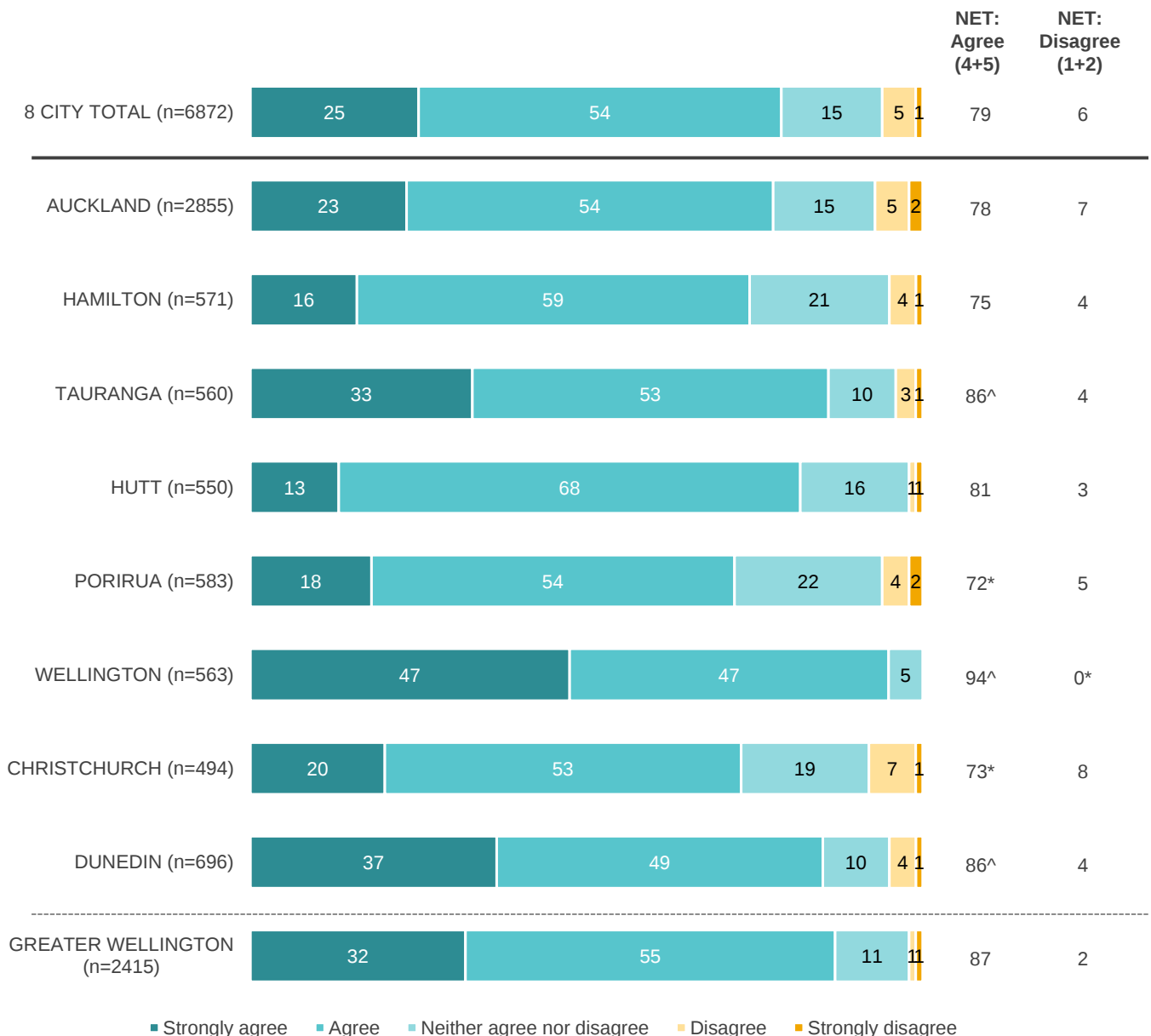
4 BUILT AND NATURAL ENVIRONMENT

This section reports on respondents' perceptions of their city – or in the case of respondents from Auckland, and Greater Wellington (other than those living in Wellington City, Hutt City and Porirua City), their 'local area' – as a place to live, including their sense of pride in their city or local area and prevalence of issues in the previous 12 months.

4.1 Perception of city/local area as a great place to live

Eight in ten (79%) respondents agree their city, or local area, is a great place to live, with a quarter (25%) who 'strongly agree' and over half (54%) who 'agree'.

Figure 4.1 Perception of city/local area as a great place to live (%)



Base: All Respondents (excluding not answered)

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

"<city/local area> is a great place to live"

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

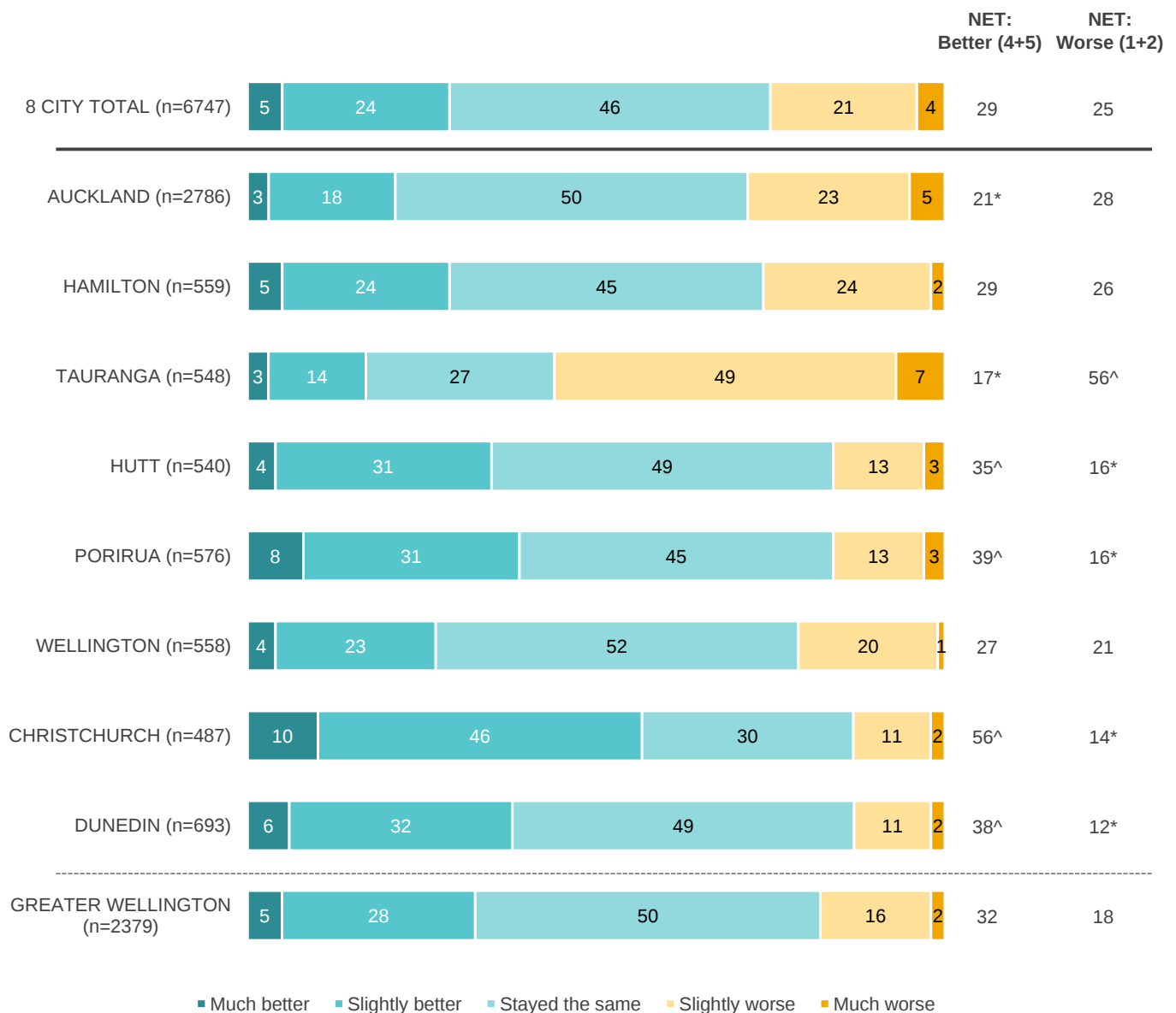
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

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

4.2 Perception of city/local area compared to 12 months earlier

Three in ten (29%) respondents say that their city or local area had become a better place to live in the previous 12 months, while a quarter (25%) felt it had become worse.

Figure 4.2 Perception of city/local area compared to 12 months earlier (%)



Base: All Respondents (excluding not answered)

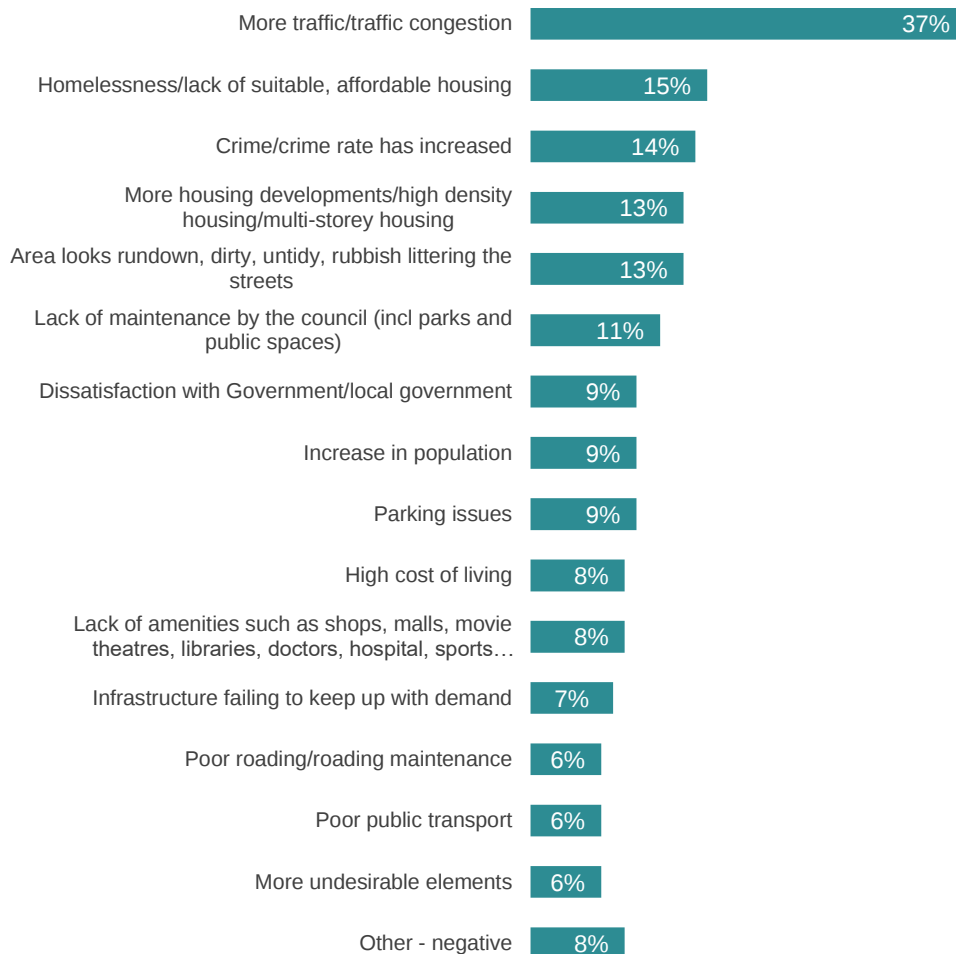
Source: Q71. And in the last 12 months, do you feel <city/local area> has got better, worse or stayed the same as a place to live? (1 – Much worse, 2 – Slightly worse, 3 – Stayed the same, 4 – Slightly better, 5 – Much better)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

4.3 Reasons for negative change

Traffic related issues were mentioned by over a third of those who felt their city or local area had become a worse place to live (37%), followed by issues related to housing and crime.

Figure 4.3 Reasons for negative change (%)



Base: Those who say their city/local area has got worse as a place to live (excluding not answered) (n=1731)
Source: Q72. And for what reasons do you say <city/local area> has changed as a place to live?

Table 4.1 Why worse as a place to live (%)

Common themes mentioned among those who say their area has got worse as a place to live (net categories)	8 CITY TOTAL (n=1731) %	AUCKLAND (n=827) %	HAMILTON (n=147) %	TAURANGA (n=311) %	HUTT (n=84) %	PORIRUA (n=86) %	WELLINGTON (n=112) %	CHRIST-CHURCH (n=70) %	DUNEDIN (n=94) %	GREATER WELLINGTON (n=387) %
More traffic/traffic congestion	37	36	31	82^	22*	11*	30	8*	19*	23
Homelessness/lack of suitable, affordable housing	15	12	20	20^	15	7	43^	9	12	27
Crime/crime rate has increased	14	17	34^	2*	15	26^	1*	12	0*	10
More housing developments/high density housing/multi-storey housing	13	19^	4*	8*	2*	5*	3*	2*	1*	3
Area looks rundown, dirty, untidy, rubbish littering the streets	13	18^	6*	3*	9	6	2*	4*	6	5
Lack of maintenance by the council (incl parks and public spaces)	11	15	4*	2*	7	6	1*	7	6	4
Dissatisfaction with Government/local government	9	6	18^	9	12	11	18^	23^	27^	15
Parking issues	9	10	3*	6	5	1*	10	12	12	7
Increase in population	9	9	4*	25^	2	2	1*	4	7	2
High cost of living	8	5	25^	11	8	19^	23^	10	11	18
Lack of amenities such as shops, malls, movie theatres, libraries, doctors, hospital, sports facilities, event venues	8	7	6	7	24^	11	7	8	18^	14
Infrastructure failing to keep up with demand	7	6	5	17^	2	4	5	2	8	4
Poor roading/roading maintenance	6	5	3	6	3	7	1*	20^	5	5
More undesirable elements (incl gangs/youths loitering)	6	7	8	0*	19^	17^	1*	2	3	8
Poor public transport	6	6	2	5	2	3	14^	5	4	9
Other	8	7	8	3*	9	4	3*	27^	12	5

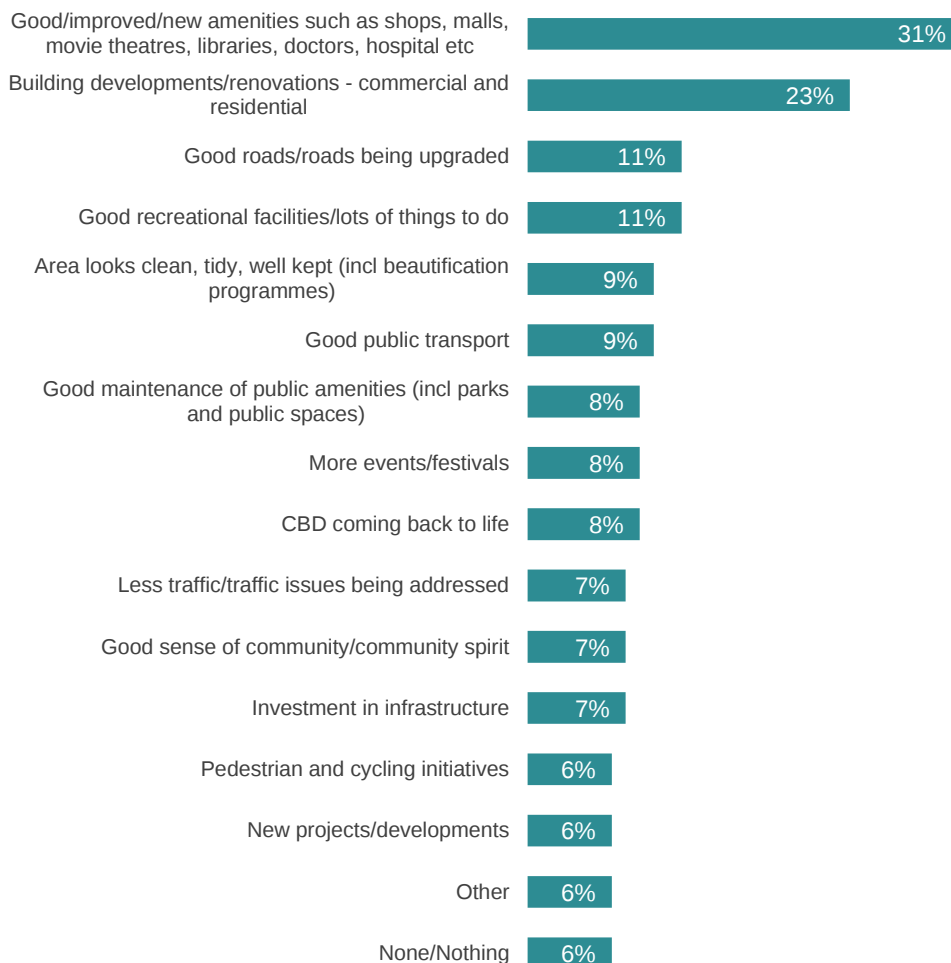
Base: Those who say their city/local area has got worse as a place to live (excluding not answered)

Source: Q72. And for what reasons do you say <city/local area> has changed as a place to live?

4.4 Reasons for positive change

The two most commonly cited reasons why people say that their city or local area had become a better place to live in the previous 12 months were that the area has good or improved amenities (such as shops, malls, movie theatres, libraries, doctors) (31%) and that there are commercial and / or residential building developments / renovations in the area (23%).

Figure 4.4 Reasons for positive change (%)



Base: Those who say their city/local area has got better as a place to live (excluding not answered) (n=1905)

Source: Q72. And for what reasons do you say <city/local area> has changed as a place to live?

Table 4.2 Why better as a place to live (%)

Common themes mentioned among those who say their area has got better as a place to live (net categories)	8 CITY TOTAL (n=1905) %	AUCKLAND (n=584) %	HAMILTON (n=161) %	TAURANGA (n=88) %	HUTT (n=186) %	PORIRUA (n=207) %	WELLINGTON (n=149) %	CHRIST-CHURCH (n=273) %	DUNEDIN (n=257) %	GREATER WELLINGTON (n=798) %
Good/improved/new amenities such as shops, malls, movie theatres, libraries, doctors, hospital etc	31	37^	20*	30	35	19*	23*	25*	31	25
Building developments/renovations	23	15*	10*	13*	16*	17	9*	49^	13*	12
Good roads/roads being upgraded	11	10	10	13	8	4*	6	16^	3*	7
Good recreational facilities/lots of things to do	11	10	15	11	26^	13	15	11	9	15
Area looks clean, tidy, well kept (incl beautification programmes)	9	11	11	2*	9	13	6	7	6	8
Good public transport	9	15^	8	3	4*	2*	16^	0*	4*	9
Good maintenance of public amenities (incl parks and public spaces)	8	12	10	3	14^	8	5	2*	5	8
More events/festivals	8	2*	12	9	7	9	24^	5	38^	13
CBD coming back to life	8	1*	7	8	4	11	3*	22^	2*	4
Less traffic/traffic issues being addressed	7	8	11	12	2*	7	7	5	1*	12
Good sense of community/community spirit	7	8	5	5	16^	16^	8	4	8	11
Investment in infrastructure	7	6	10	10	8	5	4	8	7	4
Pedestrian and cycling initiatives	6	6	3*	1	5	1*	10	6	16^	6
New projects/developments	6	3	10	11^	8	7	6	5	14^	6
Other	6	4	7	11	6	8	10	8	10	7
None/nothing	6	7	7	8	9	4	4	3	6	6

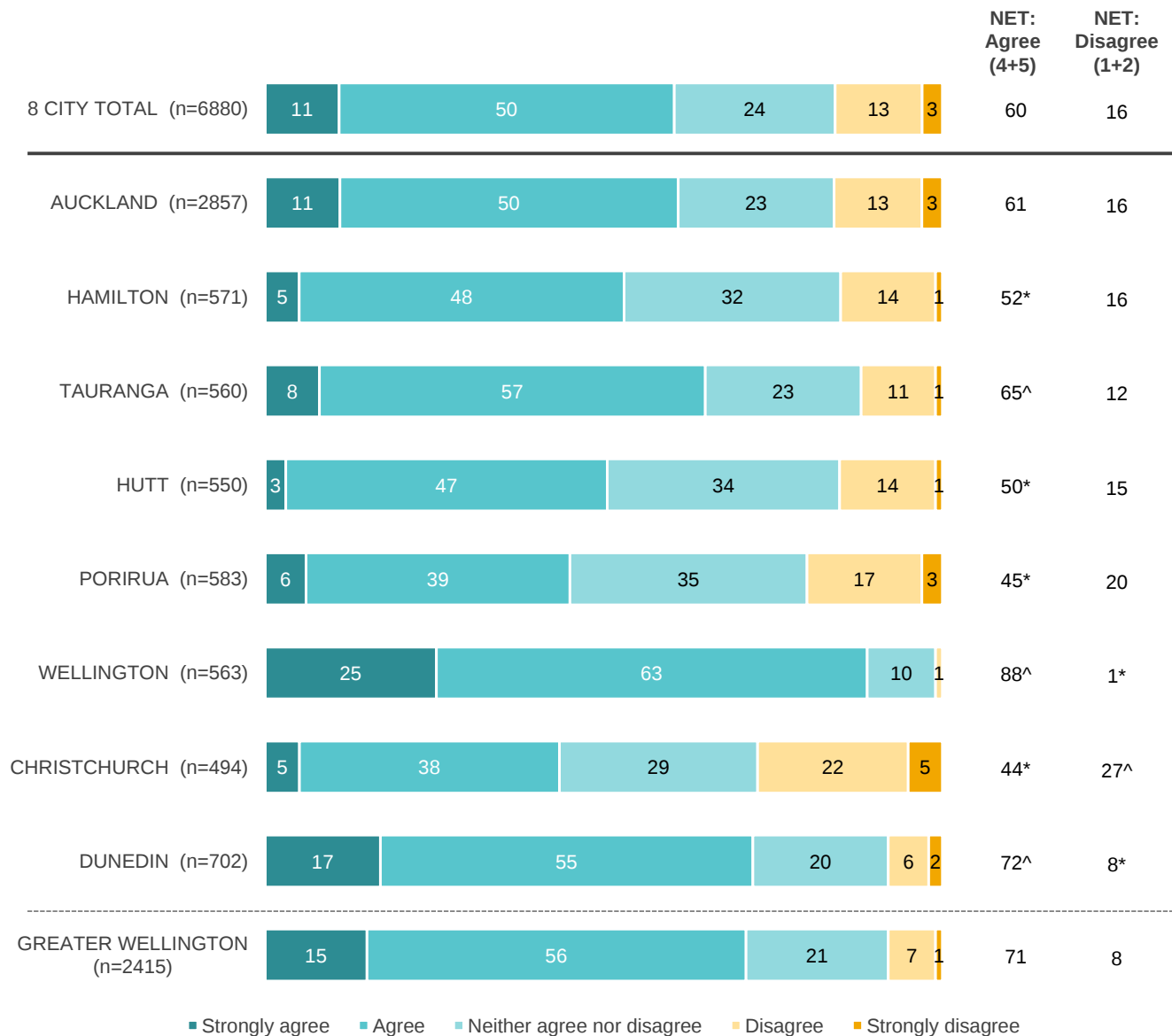
Base: Those who say their city/local area has got better as a place to live (excluding not answered) (n=1905)

Source: Q72. And for what reasons do you say <city/local area> has changed as a place to live?

4.5 Pride in look and feel of city/local area

Across the eight city areas, six in ten (60%) respondents agree they feel a sense of pride in the way their city or local area looks and feels.

Figure 4.5 Pride in look and feel of city/local area (%)



Base: All Respondents (excluding not answered)

Source: Q3. How much do you agree or disagree with the following statement: "I feel a sense of pride in the way <city/local area> looks and feels?"
 (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

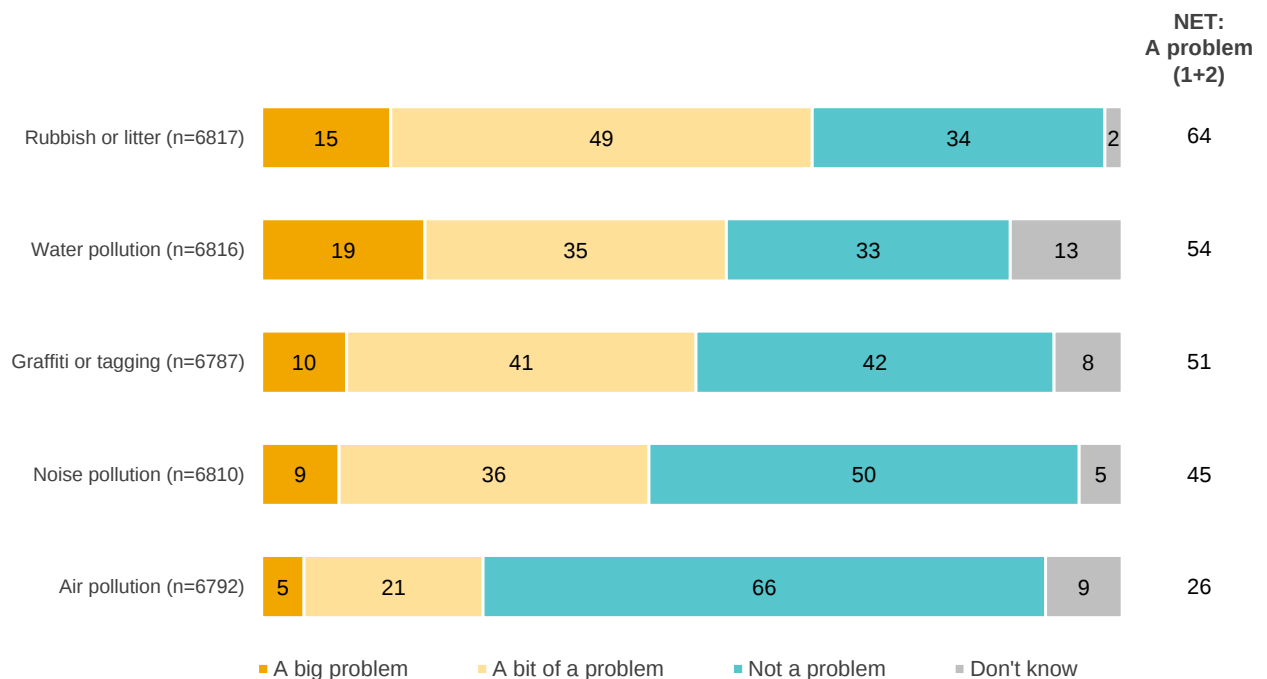
4.6 Perceived environmental problems in city/local area

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

The table below shows overall results for the eight cities combined. It is important to remember when considering these results that respondents in the Auckland and Greater Wellington samples were asked to consider issues in their local area, rather than their city.

Across the eight cities, rubbish or litter is identified as 'a big problem' or 'a bit of a problem' in their city or local area by almost two-thirds of residents (64%). Water pollution is also considered to be a city or local area problem by more than half of respondents (54%), while only a quarter of respondents in the eight city areas consider air pollution to be an issue (26%).

Figure 4.6 Rating of issues as problem in city/local area (summary) – 8-city total (%)



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

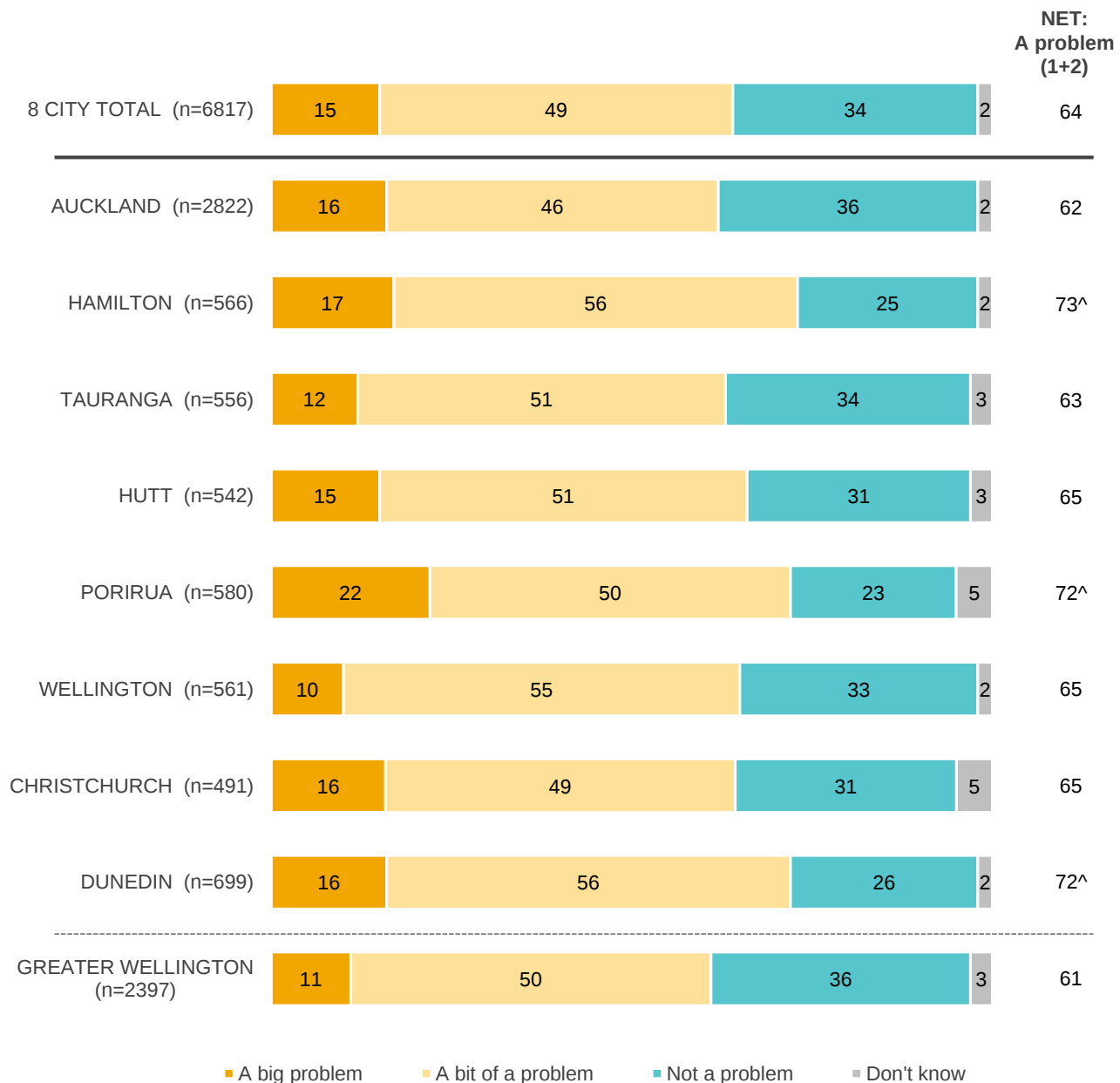
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

Rubbish or litter on streets

Almost two-thirds (64%) of respondents say that rubbish or litter on streets had been a problem in their city or local area in the previous 12 months.

Figure 4.7 Rubbish or litter on streets perceived as problem in city/local area (%)



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

Rubbish or litter lying on the streets

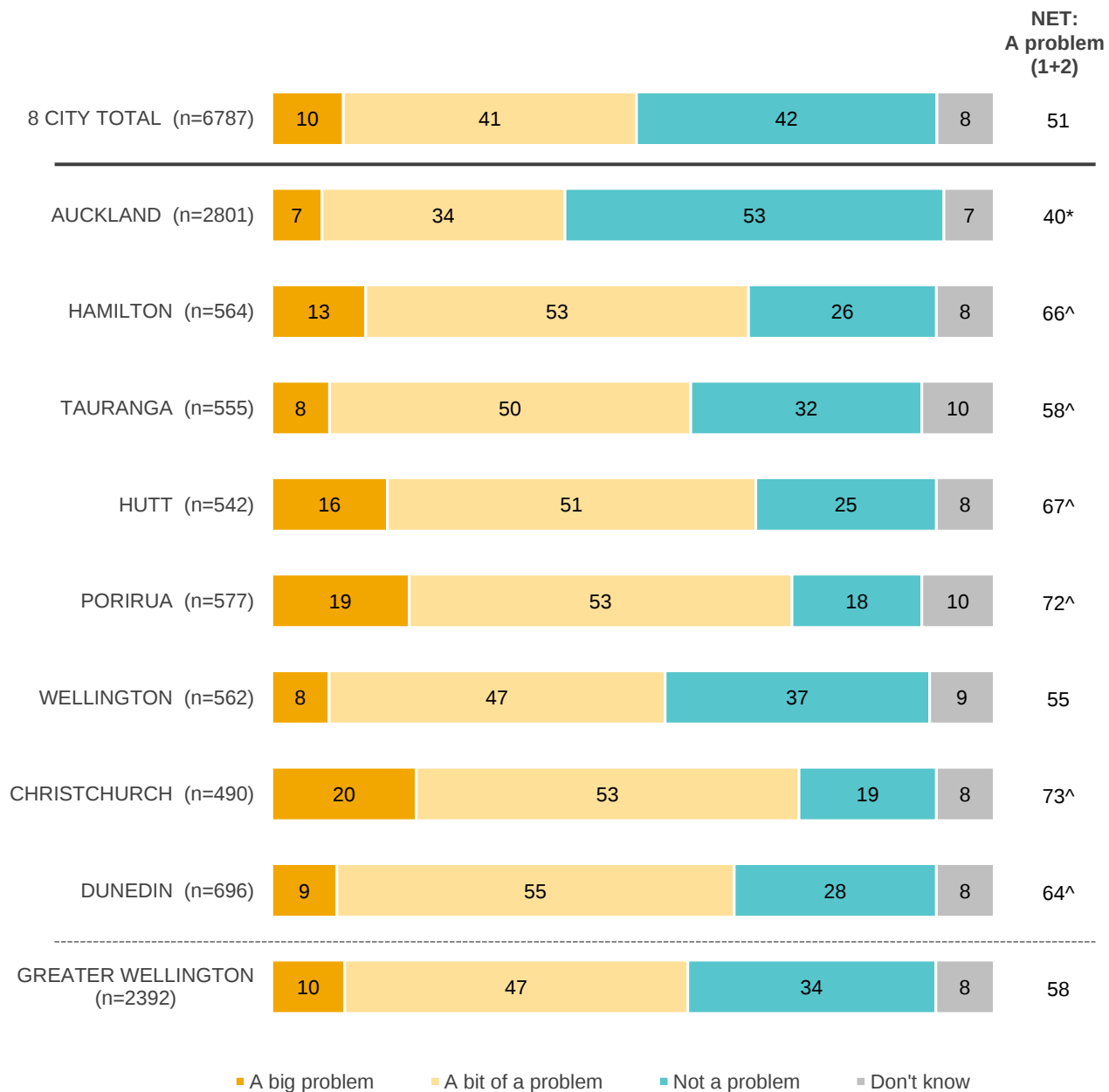
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

Graffiti or tagging

Half (51%) of respondents say that graffiti or tagging had been a problem in their city or local area in the previous 12 months.

Figure 4.8 Graffiti or tagging perceived as problem in city/local area (%)



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

Graffiti or tagging

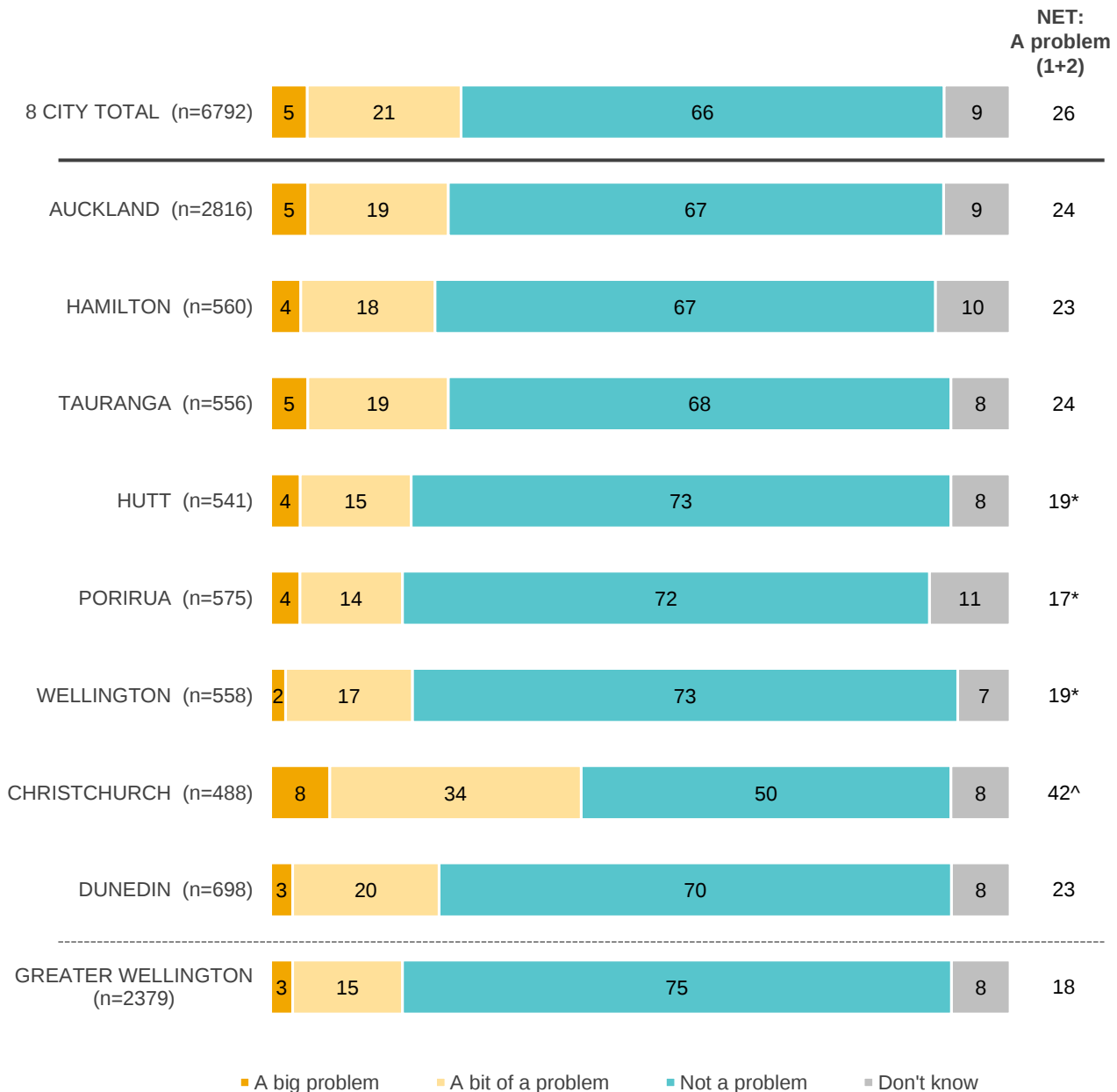
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

Air pollution

A quarter (26%) of respondents felt that air pollution had been a problem in their city or local area in the previous 12 months.

Figure 4.9 Air pollution perceived as problem in city/local area (%)



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

Air pollution

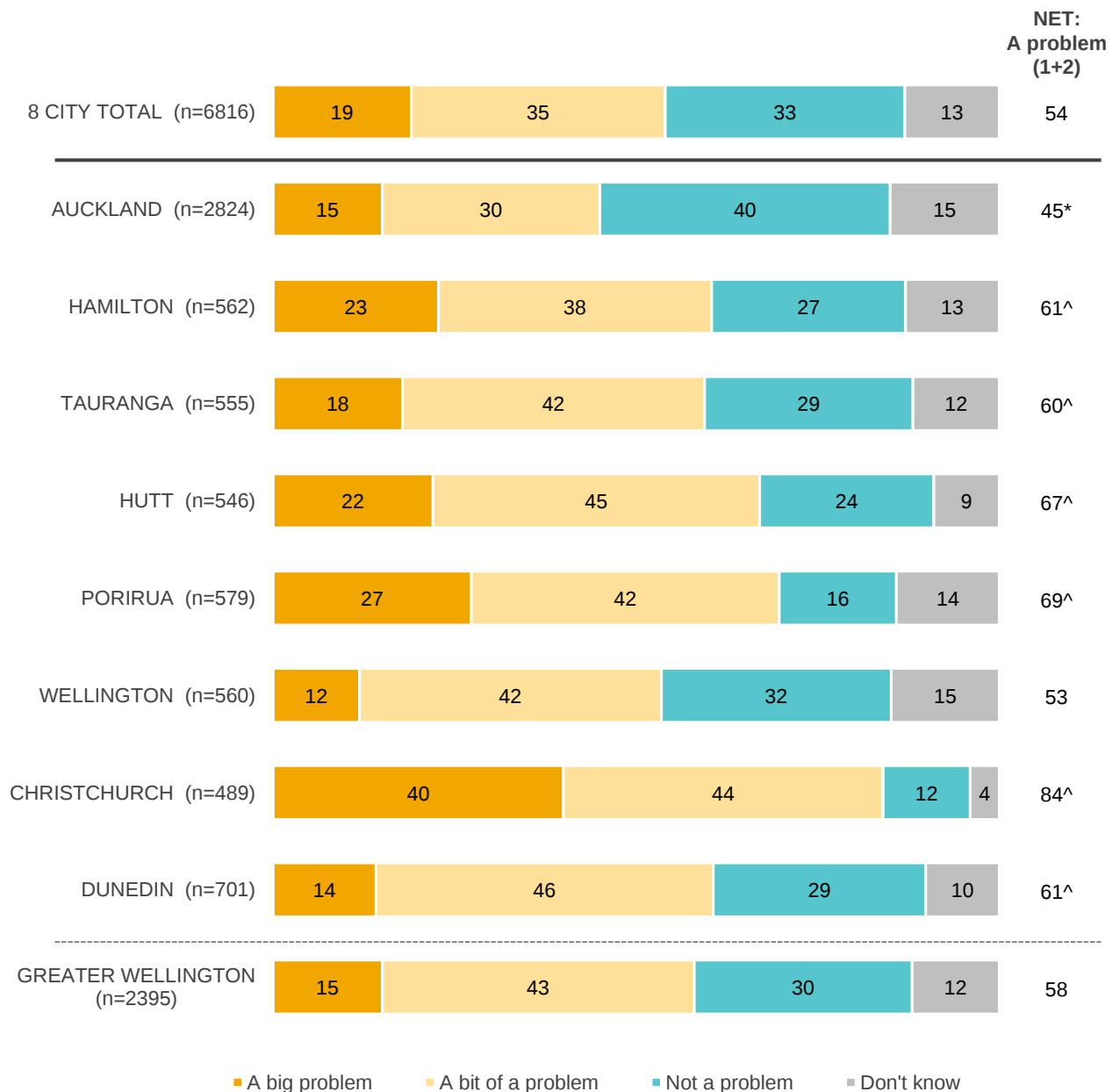
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

Water pollution

More than half (54%) of respondents felt that water pollution had been a problem in their city or local area in the previous 12 months.

Figure 4.10 Water pollution perceived as problem in city/local area (%)



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

Water pollution, including pollution in streams, rivers, lakes and in the sea

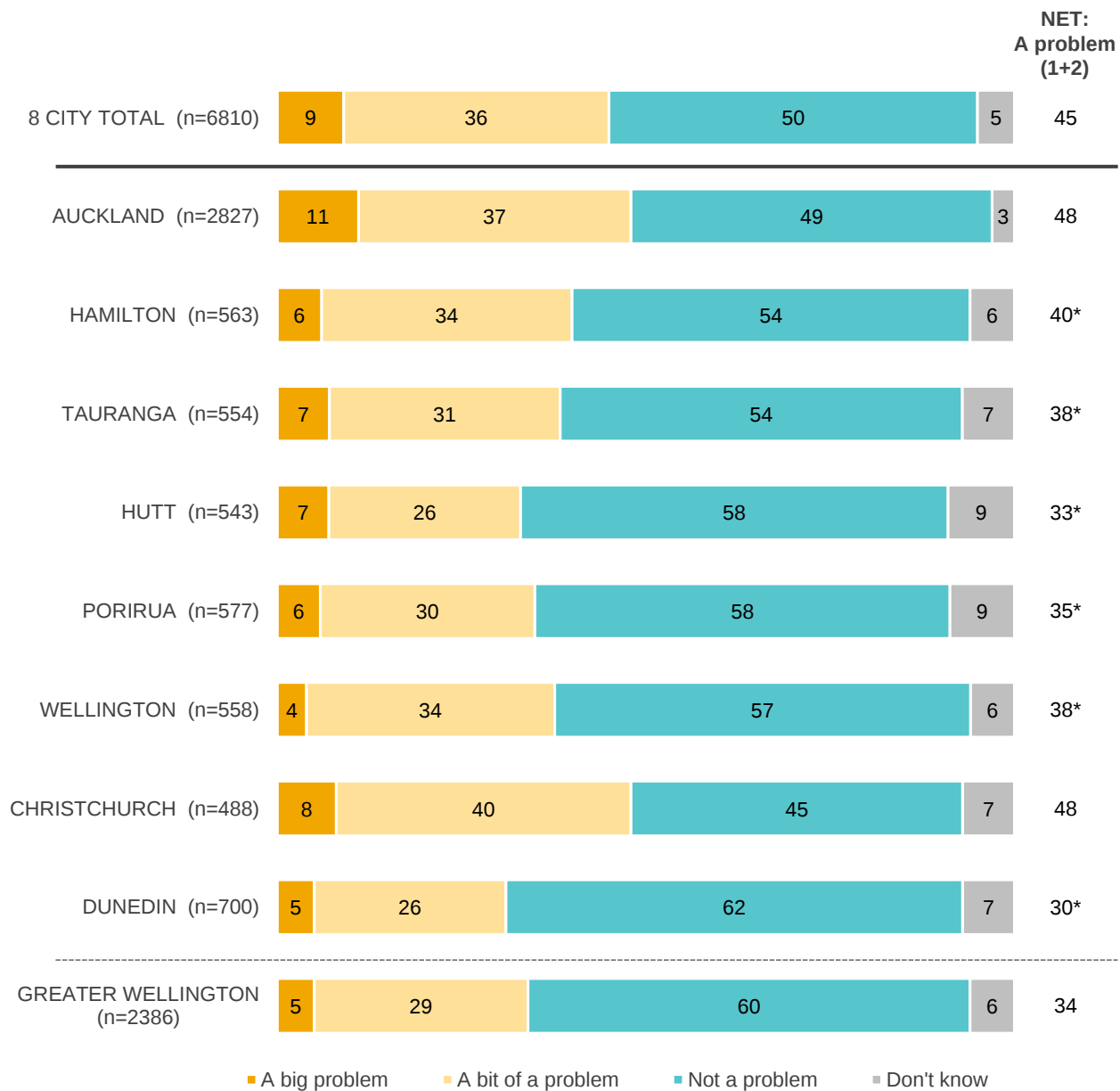
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

Noise pollution

Almost half (45%) of respondents say noise pollution has been a problem in their city or local area in the previous 12 months.

Figure 4.11 Noise pollution perceived as problem in city/local area (%)



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

Noise pollution

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

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.



5 HOUSING

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

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

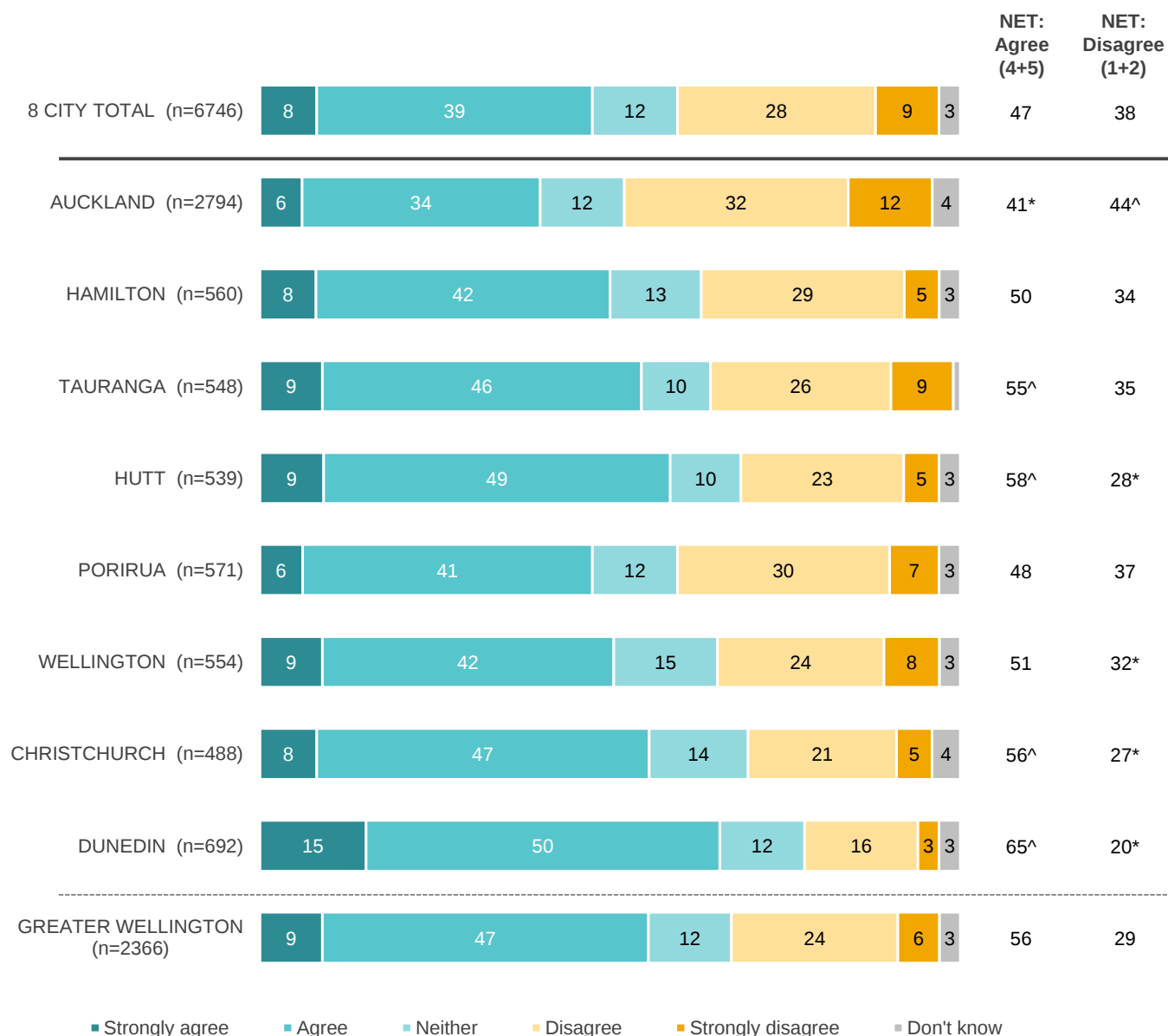


5.1 Affordability of housing costs

Just under half (47%) of respondents agree that their current housing costs are affordable (housing costs included things like rent or mortgage, rates, house insurance and house maintenance).

Those living in Auckland are less likely to agree that housing costs are affordable (41% compared with 55% of those who don't live in Auckland). The cities most likely to agree their housing is affordable are Dunedin (65%), Hutt City (58%), Christchurch (56%) and Tauranga (55%).

Figure 5.1 Affordability of housing costs (%)



Base: All Respondents (excluding not answered)

Source: Q8. This question is about the home that you currently live in. How much do you agree or disagree that: Your housing costs are affordable (by housing costs we mean things like rent or mortgage, rates, house insurance and house maintenance)
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

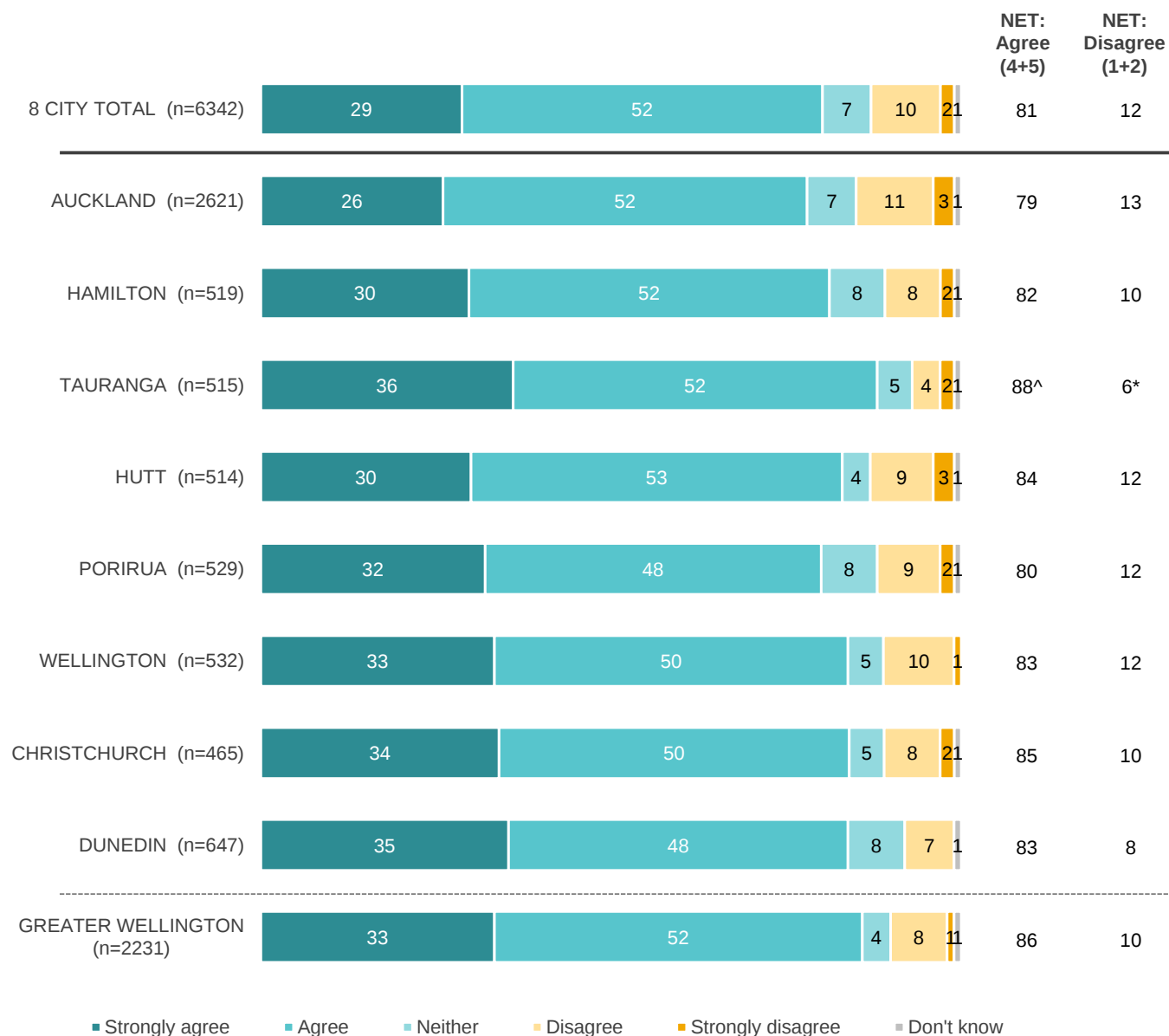
^ Significantly higher than rest of the sample, * Significantly lower than rest of the sample



5.2 Suitability of home type

A large proportion (81%) of respondents agree that the type of home they live in suits their needs and the needs of others in their household. Residents in Tauranga are more likely to agree that the type of home they live in suits their needs (88%).

Figure 5.2 Suitability of home type (%)



Base: All Respondents (excluding not answered)

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

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

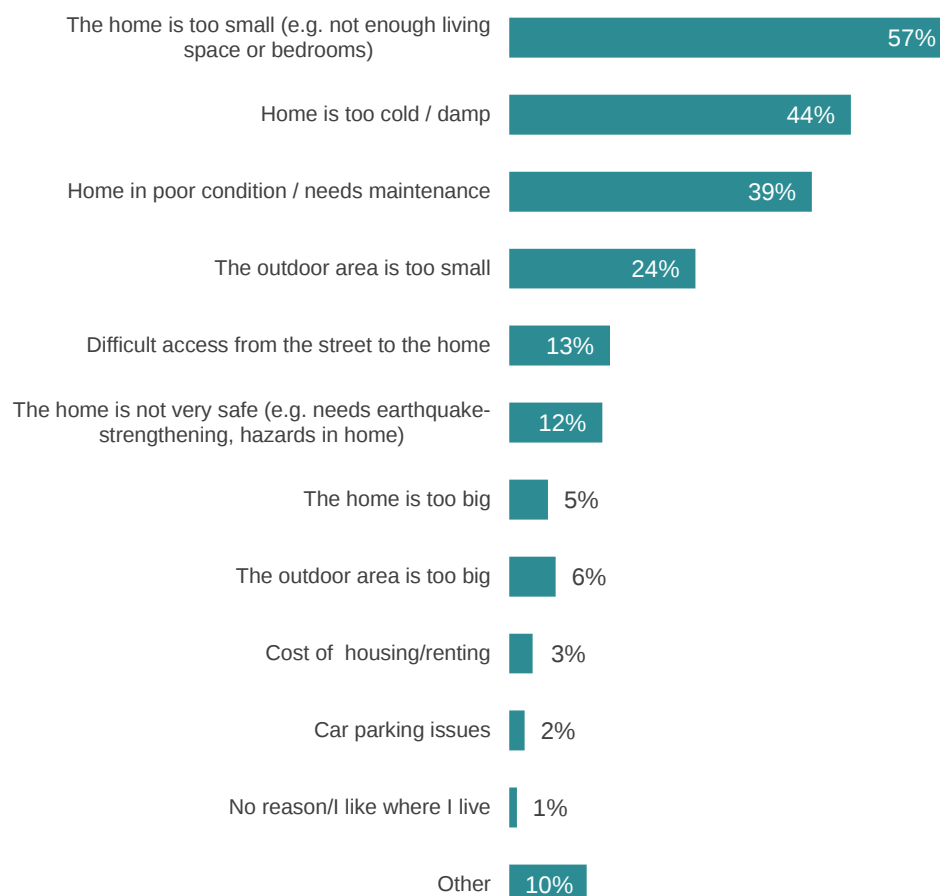
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.



Reason why home not suitable

The most commonly cited reasons for people saying their home is not suitable are that it is too small (57%), is too cold / damp (44%) and in poor condition / needs maintenance (39%).

Figure 5.3 Why disagree or neutral regarding suitability of home (%)



Base: Those who disagree that their home suits their needs (excluding not answered) (n=1047)

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

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

	8 CITY TOTAL (n=1047) %	AUCKLAND (n=507) %	HAMILTON (n=89) %	TAURANGA (n=53) %	HUTT (n=75) %	PORIRUA (n=87) %	WELLINGT ON (n=81) %	CHRIST- CHURCH (n=62) %	DUNEDIN (n=93) %	GREATER WELLINGT ON (n=286) %
The home is too small (e.g. not enough living space or bedrooms)	57	57	58	49	64	56	56	58	42*	56
Home is too cold / damp	44	41	43	34	43	52	54	50	54	48
Home in poor condition / needs maintenance	39	38	36	31	49	44	40	41	42	42
The outdoor area is too small	24	23	28	36^	22	11*	35^	15	27	25
Difficult access from the street to the home	13	14	5*	1*	8	9	21^	16	9	16
The home is not very safe (e.g. needs earthquake-strengthening, hazards in home)	12	12	5*	11	8	19	11	19	13	11
The home is too big	5	4	4	10	8	9	6	8	11^	9
The outdoor area is too big	6	6	1*	10	8	9	5	8	12^	8
Cost of housing/renting	3	2	2	17^	3	1	4	2	1	3
Car parking issues	2	1	4	3	5	0	1	2	6	2
No reason/I like where I live	1	1	0	2	0	0	0	1	0	0
Other	10	11	11	4	8	16	5	6	11	8

Base: Those who disagree that their home suits their needs (excluding not answered) (n=1047)

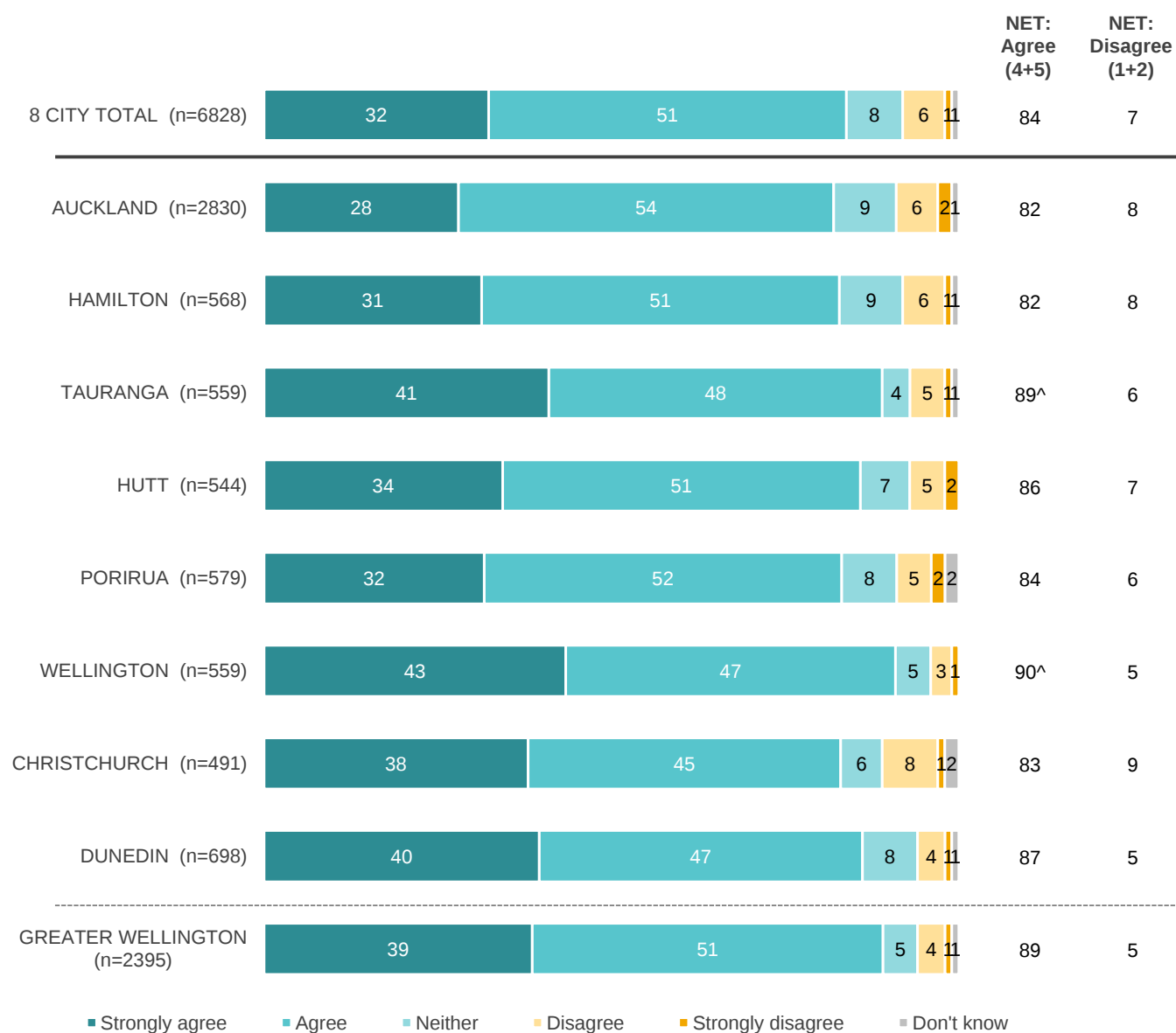
Source: Q73. For what reasons do you <strongly disagree/disagree/neither agree or disagree> that the type of home you live in suits your needs and the needs of others in your household?



5.3 Suitability of location of home

A large proportion (84%) of respondents agree that the general area, or neighbourhood, they live in suits their needs and the needs of others in their household.

Figure 5.4 Suitability of location of home (%)



Base: All Respondents (excluding not answered)

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

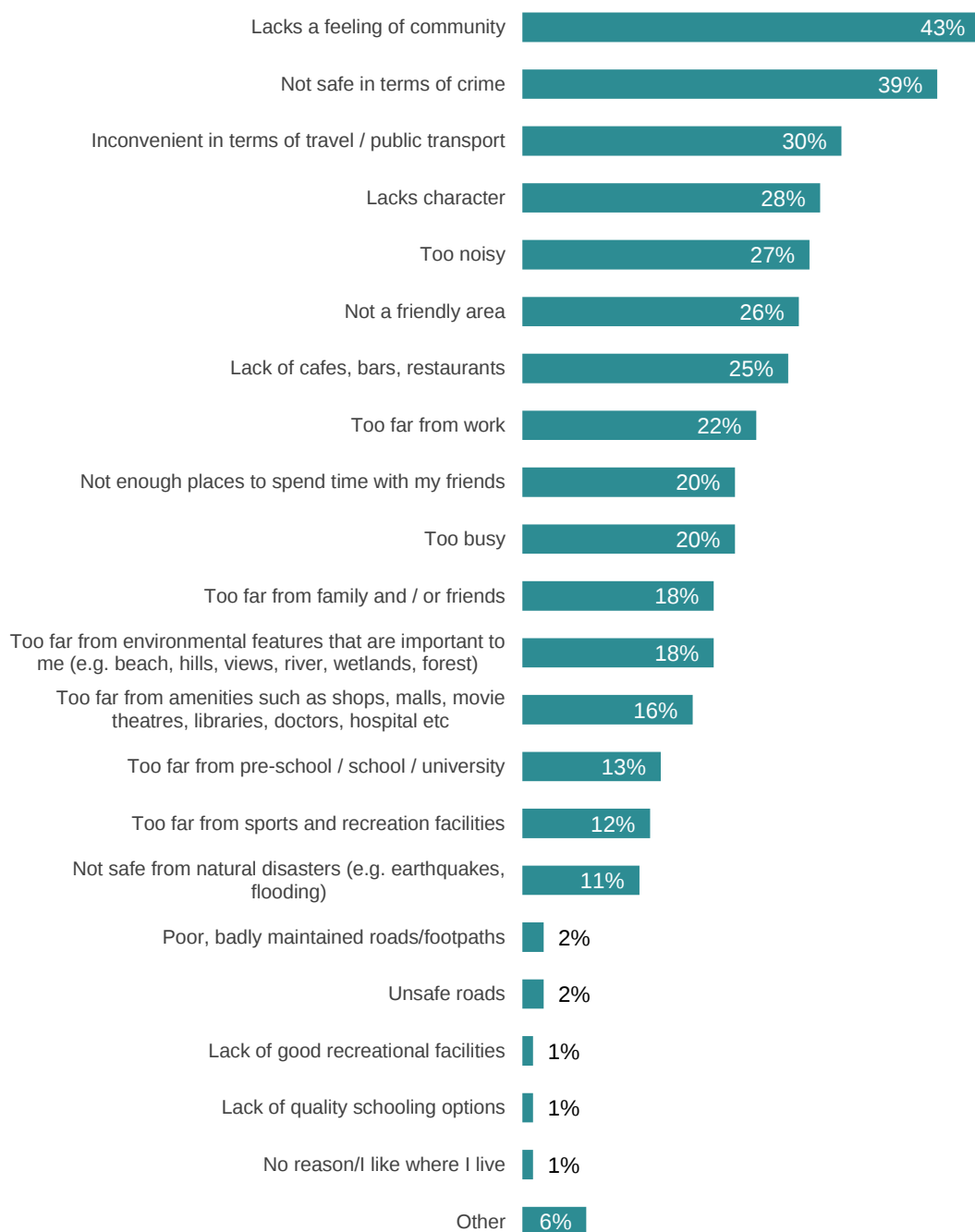
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.



Reason why area / neighbourhood not suitable

The most commonly cited reasons for people saying their area / neighbourhood is not suitable are that it lacks a feeling of community (43%), is not safe (39%) and that travel is inconvenient (30%).

Figure 5.5 Why disagree or neutral regarding suitability of area/neighbourhood (%)



Base: Those who disagree or are neutral that their area/neighbourhood suits needs (excluding not answered) (n=904)

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

**Table 5.2 Why disagree or neutral regarding suitability of area/neighbourhood (%)**

	8 CITY TOTAL (n=904) %	AUCKLAND (n=430) %	HAMILTON (n=91) %	TAURANGA (n=52) %	HUTT (n=68) %	PORIRUA (n=71) %	WELLING TON (n=48) %	CHRIST- CHURCH (n=67) %	DUNEDIN (n=77) %	GREATER WELLING TON (n=233) %
Lacks a feeling of community	43	42	54^	44	52	36	30	43	48	37
Not safe in terms of crime	39	41	47	15*	38	45	17*	41	27*	28
Inconvenient in terms of travel / public transport	30	36^	12*	39	23	23	19	15*	30	23
Lacks character	28	25	32	32	30	21	18	41^	28	23
Too noisy	27	28	32	25	22	19	25	23	22	23
Not a friendly area	26	26	32	21	31	31	10*	28	29	22
Lack of cafes, bars, restaurants	25	25	25	29	35	25	28	17	41^	29
Too far from work	22	24	11*	15	23	27	11	20	18	21
Not enough places to spend time with my friends	20	19	21	24	18	10*	26	22	36^	19
Too busy	20	22	13	18	11	4*	11	21	13	9
Too far from family and / or friends	18	19	9*	16	20	11	31^	14	25	22
Too far from environmental features that are important to me (e.g. beach, hills, views, river, wetlands, forest)	18	18	21	21	15	7*	18	21	16	13
Too far from amenities such as shops, malls, movie theatres, libraries, doctors, hospital etc	16	15	10	22	27^	19	24	11	24	24
Too far from pre-school / school / university	13	15	9	8	11	11	9	13	8	12
Too far from sports and recreation facilities	12	13	4*	15	10	12	13	11	18	11
Not safe from natural disasters (e.g. earthquakes, flooding)	11	7	4*	9	19	7	16	28^	15	15
Poor, badly maintained roads/footpaths	2	2	0	0	0	2	0	3	3	1
Unsafe roads	2	3	2	4	3	1	0	0	4	1
Lack of good recreational facilities	1	1	1	1	0	0	0	0	4	0
Lack of quality schooling options	1	2	0	0	3	0	0	1	0	1
No reason/I like where I live	1	0	2	4	0	1	0	4	0	0
Other	6	6	5	17^	7	12	9	6	12	9

Base: Those who disagree or are neutral that their area/neighbourhood suits needs (excluding not answered) (n=904)

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

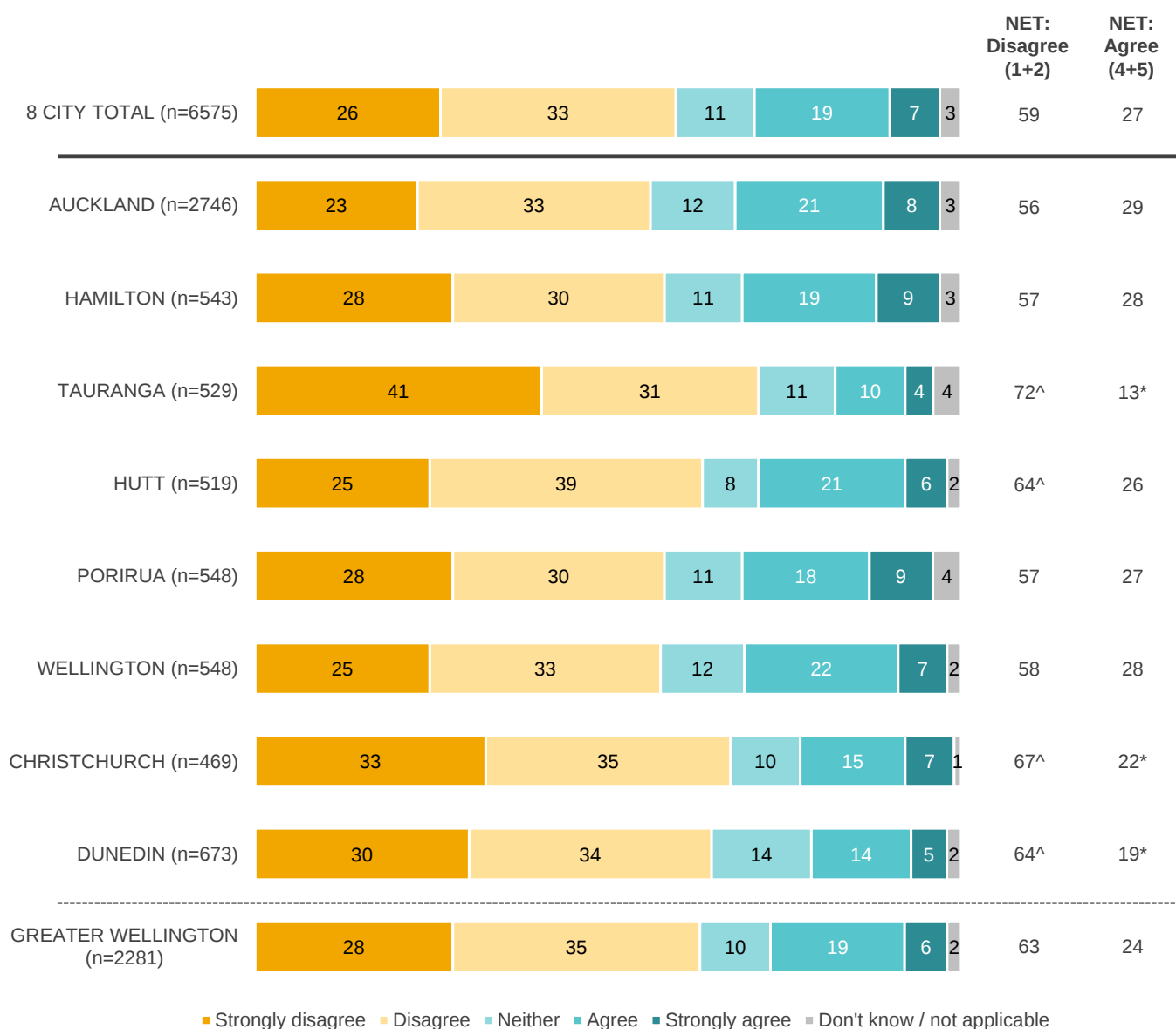


5.4 Home has a problem with damp or mould

Just over a quarter (27%) of respondents agreed that they had experienced problems with damp or mould in their home during winter.

Residents in Tauranga (13%), Dunedin (19%) and Christchurch (22%) are all less likely to say that their home has a problem with damp or mould.

Figure 5.6 Home has a problem with damp or mould (%)



Base: All Respondents (excluding not answered)

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

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

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

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

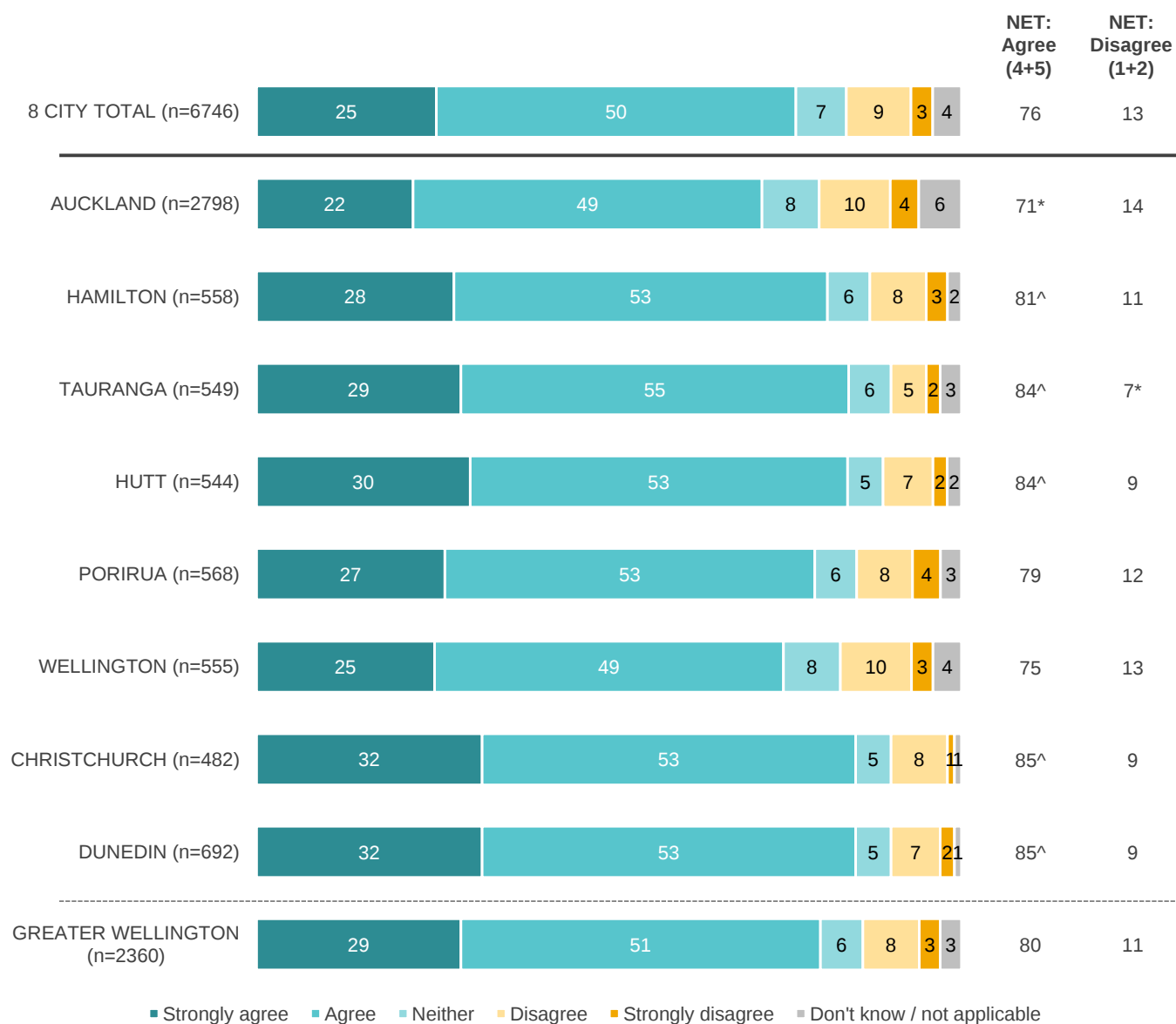
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.



5.5 Heating system keeps home warm when used

Three-quarters (76%) of respondents agree that their heating system keeps their home warm when it is in use during winter. Those in Dunedin (85%), Christchurch (85%), Tauranga (84%), Hutt City (84%) and Hamilton (81%) are all more likely to say their heating system keeps their home warm.

Figure 5.7 Heating system keeps home warm when used (%)



Base: All Respondents (excluding not answered)

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

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

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

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

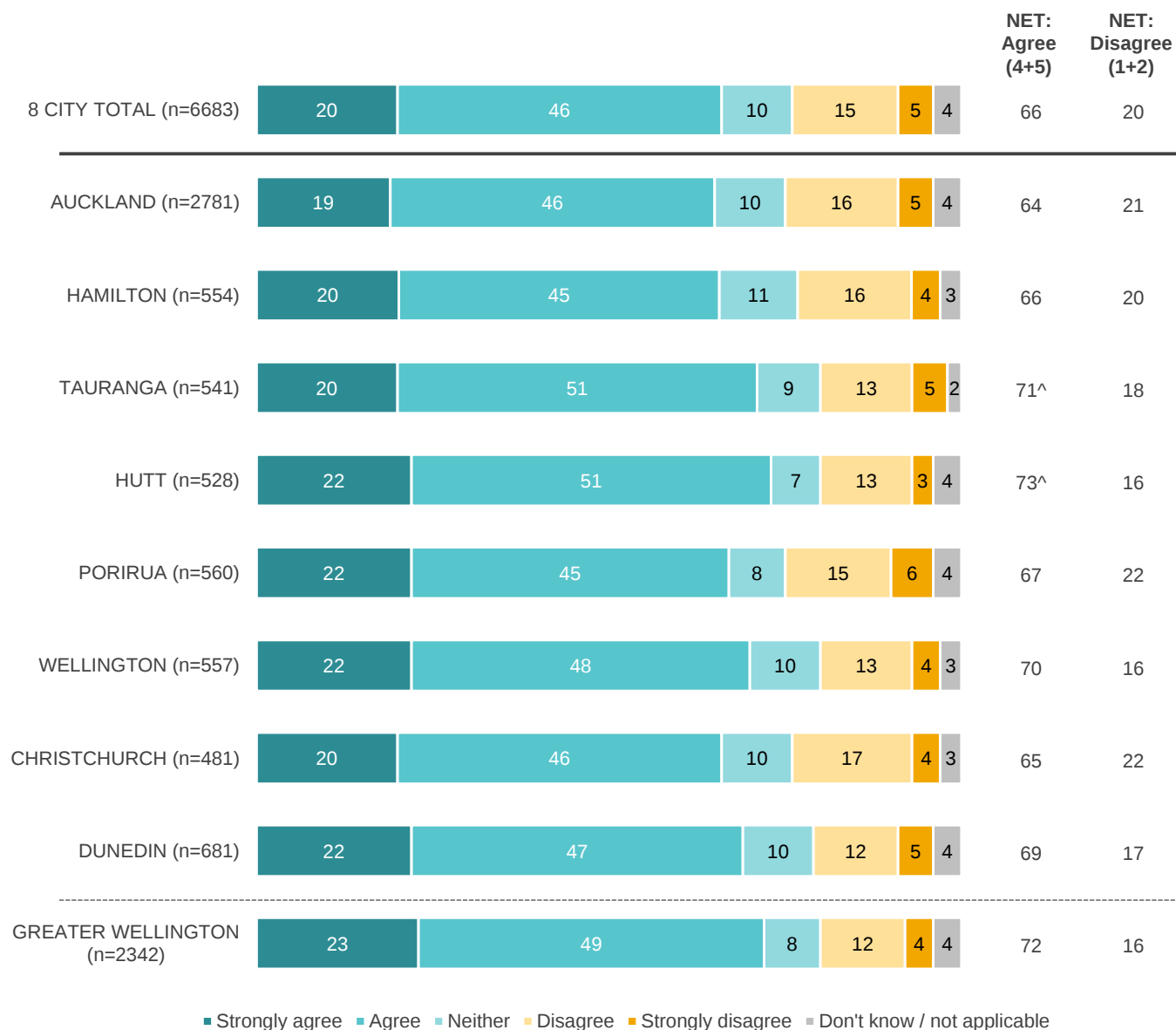
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.



5.6 Can afford to heat home properly

Two-thirds (66%) of respondents agree that they can afford to heat their home properly during winter. Those who live in Hutt City (73%) and Tauranga (71%) are more likely to say they can afford to heat their home properly.

Figure 5.8 Can afford to heat home properly (%)



Base: All Respondents (excluding not answered)

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

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

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

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

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.



A SPOTLIGHT ON HOUSING

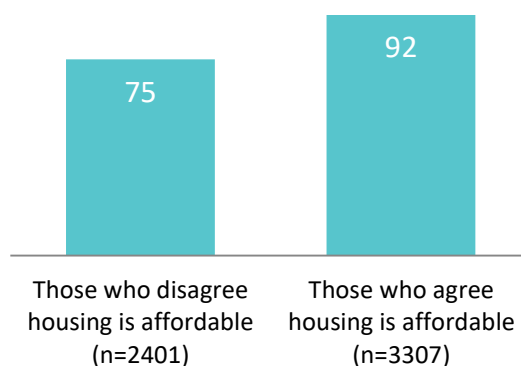
Housing is a key national and local concern in New Zealand, particularly issues of housing affordability and quality. Nielsen and the Quality of Life management team worked together to agree on a series of additional cross tabulations related to housing. Several key themes in the findings are outlined below.

Individual councils may conduct further analysis of their housing and other relevant data.

KEY FINDINGS

- HOUSING AND QUALITY OF LIFE** – There is a strong relationship between the housing aspects covered in this survey and respondents' perceptions of their quality of life. Those who were more likely to disagree with questions related to their housing situation are more likely to rate their quality of life poorly, and vice versa. For example, the majority (92%) of those who agree their housing costs are affordable state their quality of life is positive (good, very good or extremely good), compared with 75% of those who disagree their housing costs are affordable.

Figure 5.9 Proportion who rated their Quality of Life positively (%)

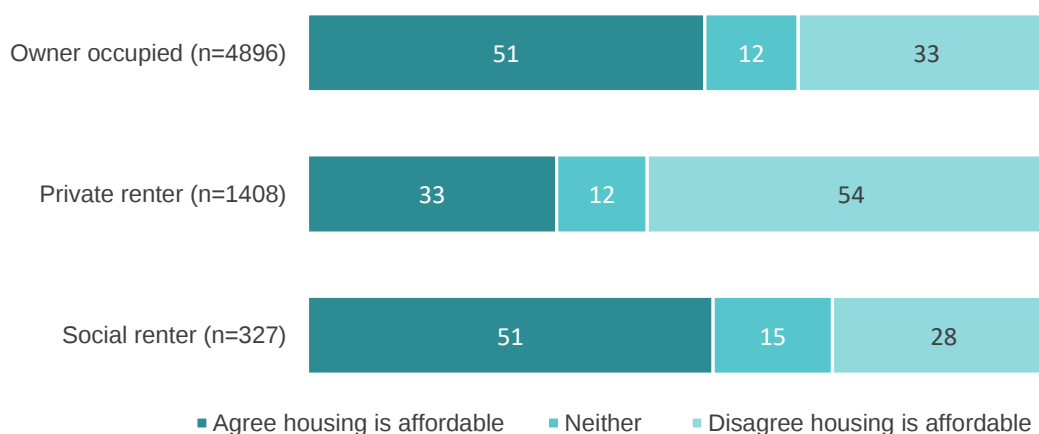


- HOUSING AFFORDABILITY** – A significantly smaller proportion of those living in Auckland agreed that their housing costs are affordable, compared with those living in other areas – 41% compared with 55% in all other cities. The largest proportions of respondents who agreed their housing costs were affordable were living in Dunedin (65%), Hutt City (58%), Christchurch (56%) and Tauranga (55%).

Housing costs were generally rated less affordable among those who are younger, have children living at home, have lower incomes, have larger households or are born overseas. Housing is also perceived as less affordable among those who rent privately compared with those who live in their own homes, and among those of Māori, Pacific, Asian / Indian ethnic identity. These findings are discussed in more detail in the rest of this section.



Figure 5.10 Perceptions of housing affordability (by tenure) (%)

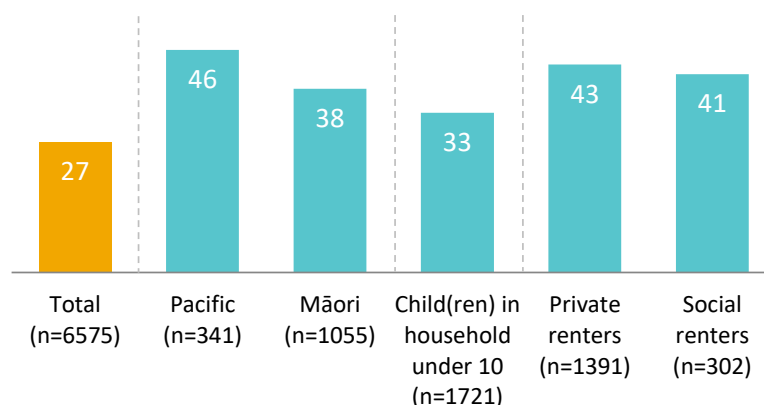


- **RENTING** – Those who rent from private landlords are less likely than those who own their own home to agree their housing costs are affordable (33% of renters compared with 51% who own their home). They are also more likely than others to state that the reason they disagreed that the type of home they live in suits their needs and the needs of others is because the home is too cold / damp (54% compared with 44% overall) or in poor condition (45% compared with 32% who own their home).

Those who rent (either privately or from state landlords) are significantly less likely than home owners to agree that the type of home they live in, and the general area or neighbourhood, suits their needs and the needs of others in their household. Both private (58%) and social (52%) renters are also less likely than home owners (84%) to say that their heating system keeps their home warm during the winter months.

- **DAMP AND MOULD** – Overall a quarter (27%) of respondents agreed that their home has a problem with damp or mould. Proportions were significantly higher among Pacific respondents (46%), Māori respondents (38%) and households with children under the age of 10 (33%). Those who rent privately (43%) or from social agencies (41%) are much more likely to have damp or mould issues in their home than those who live in their own home (20%).

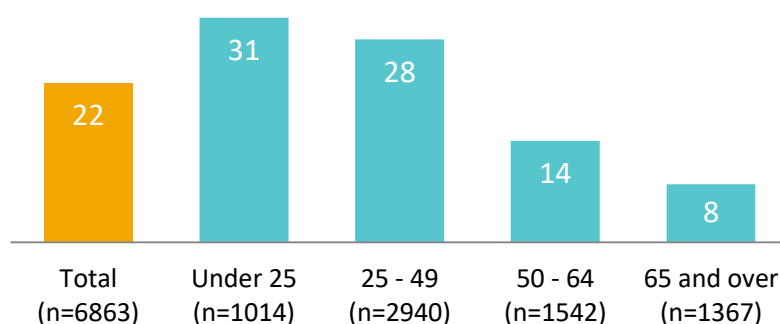
Figure 5.11 Proportion who agree their home has a problem with damp and mould (by subgroups who are significantly more likely to agree) (%)





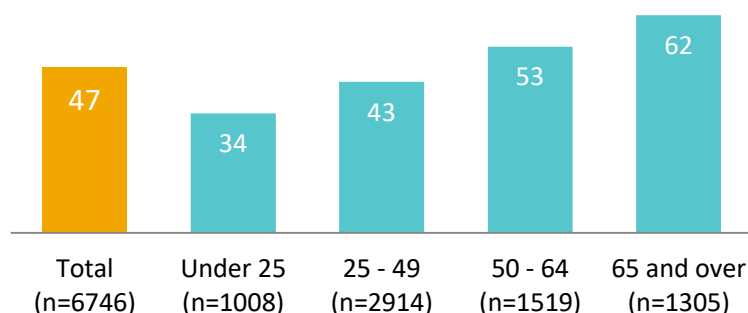
- **HOUSING ACROSS AGE GROUPS** – The survey results highlight strong relationships between respondents' age and many of the housing measures. This is likely to be related to the relationship between age and likelihood to rent (see chart below).

Figure 5.12 Proportion of population who rent privately (by age group) (%)



Younger respondents were significantly less likely than older respondents to agree that their costs of housing were affordable, for example 34% of those aged under 24 years agreed, compared with 53% of those aged 50 to 64 years (see chart below).

Figure 5.13 Proportion who agree housing costs are affordable (by age group) (%)



Younger respondents are also less likely to agree that the general area or neighbourhood their home is in suits the needs of themselves and other members of their household, more likely to agree that their home has a problem with damp and mould, and less likely to agree that their heating system keeps their home warm during winter months.



- **HOUSEHOLD SIZE AND CHILDREN** – Those with larger households (four or more people) were less likely than smaller households to agree that their housing was affordable and suitable. For example, three quarters (76%) of respondents with four or more people in their household agreed that the type of home they live in was suitable for their needs and the needs of others in their household, while 84% of one person households and 87% of two person households agreed with this. Those who have children aged under 10 living in the home were also less likely to find their home suitable (75% compared with 83% who don't have any children in their home).

Damp and mould and ability to afford heating are also more likely to be issues for those who have four or more people in their household than households with one or two people.

- **HOUSING AND ETHNICITY** – Those of NZ European ethnicity (49%) are more likely to agree their housing costs are affordable compared with those of Pacific (36%), Asian / Indian (40%) or Māori (40%) ethnicity. Respondents of these ethnic groups are also less likely to agree their home is suitable for the needs of themselves and members of their household and that the heating system keeps their home warm during winter months.

Māori and Pacific respondents are more likely than others to agree their home has problems with damp and mould, and less likely to agree they are able to afford to heat their homes properly during the winter months.

Those of Pacific and Asian / Indian ethnicities are less likely than others to agree that the general area or neighbourhood their home is in suits the needs of themselves and others of their household.



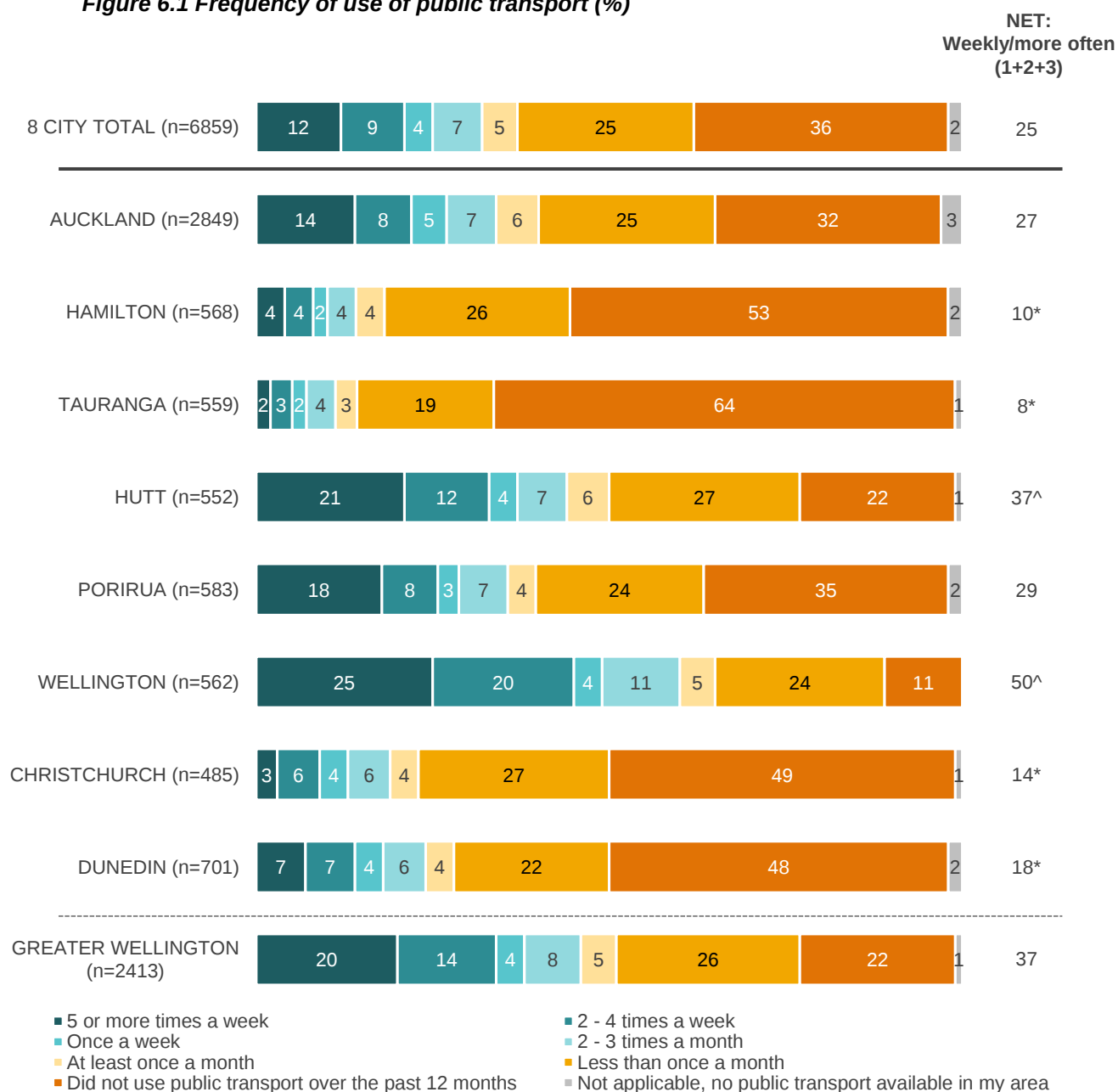
6 PUBLIC TRANSPORT

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

6.1 Frequency of use of public transport

A quarter (25%) of respondents in the eight city areas had used public transport weekly or more often over the previous 12 months. More than a third (36%) of respondents had not used public transport in the last 12 months.

Figure 6.1 Frequency of use of public transport (%)



Base: All Respondents (excluding not answered)

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

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

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



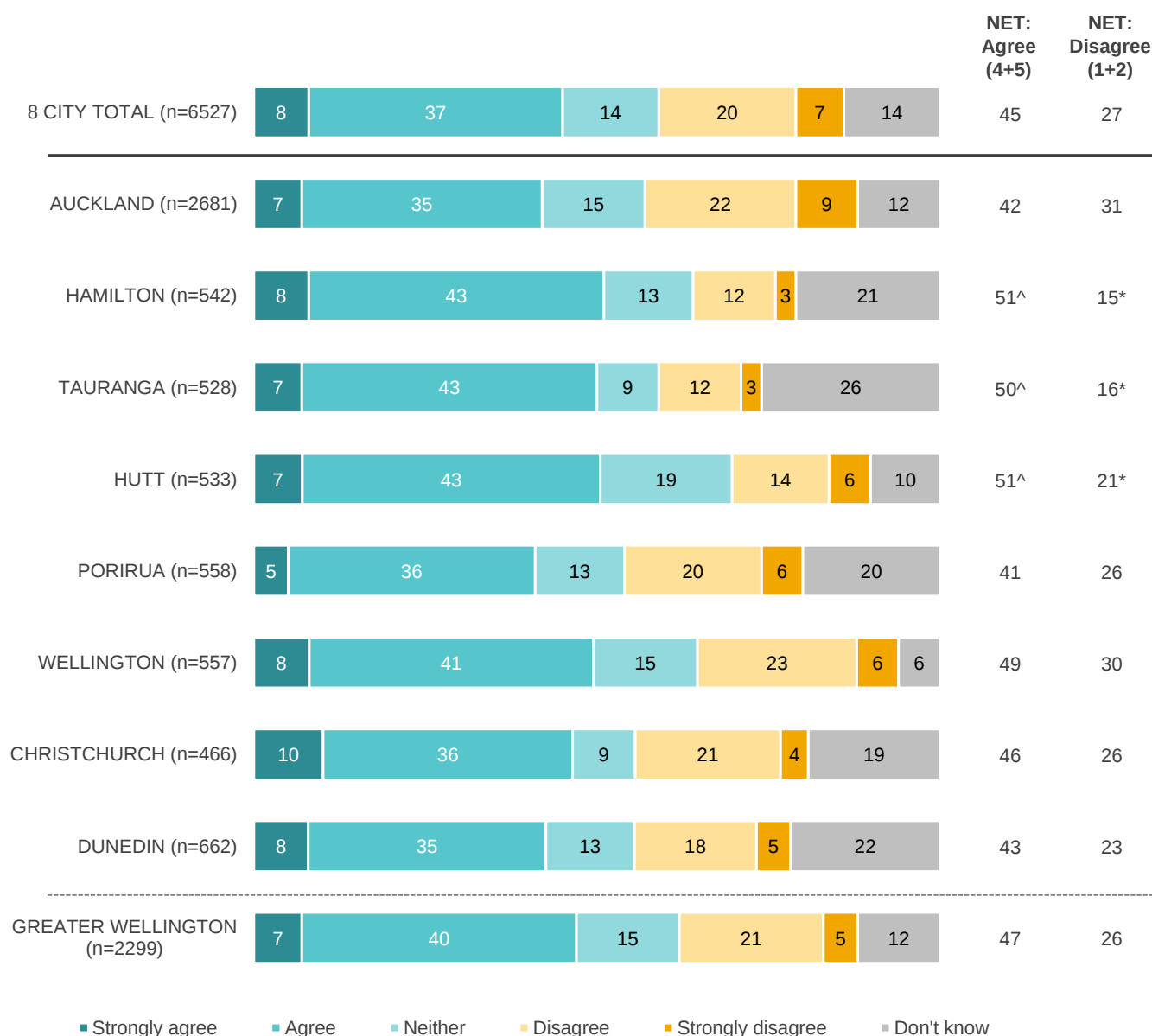
6.2 Perceptions of public transport

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

Affordability

Fewer than half (45%) of respondents agree that public transport is affordable.

Figure 6.2 Affordability of public transport (%)



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

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

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

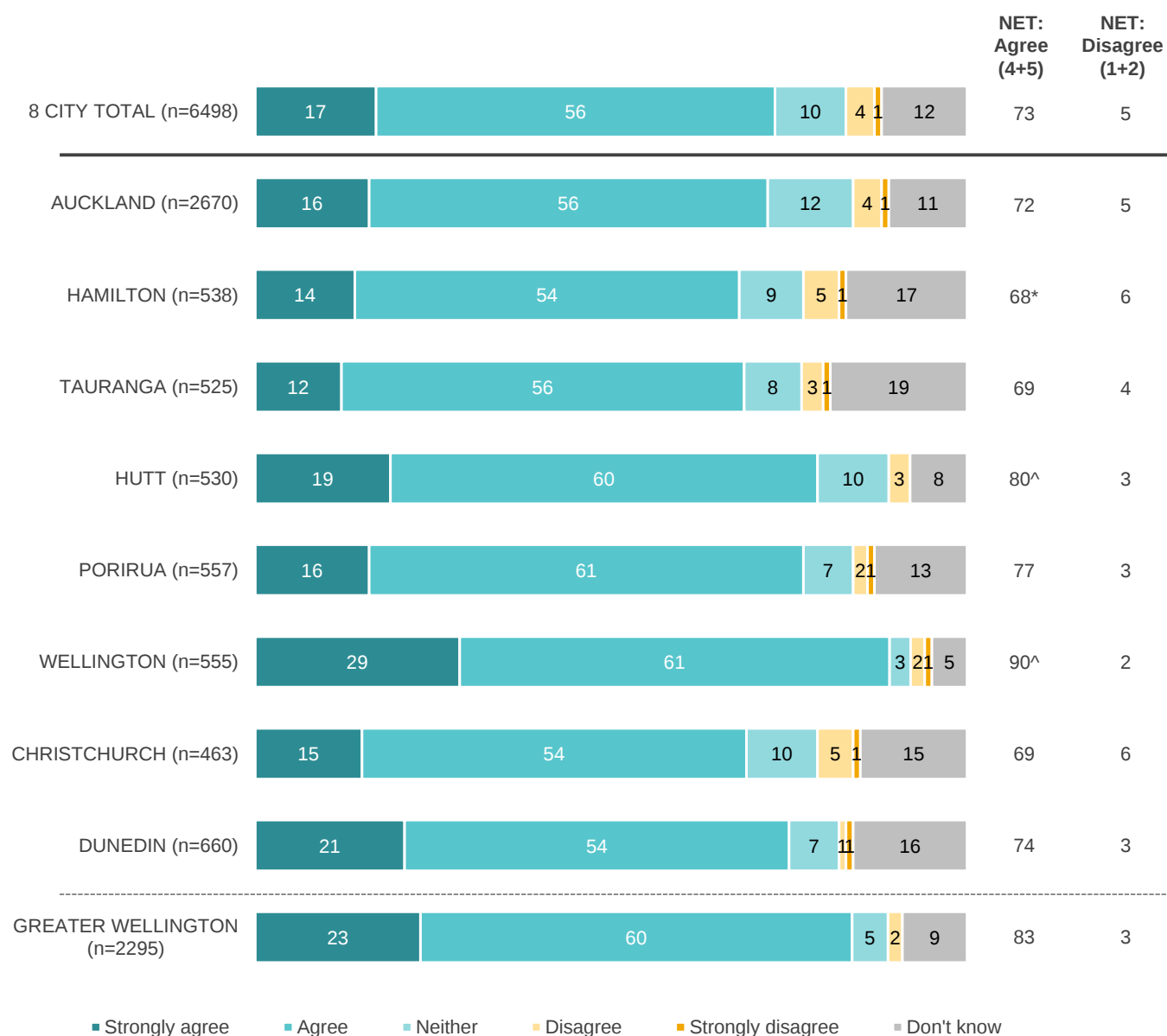
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.



Safety

Three-quarters (73%) of respondents agree that public transport is safe.

Figure 6.3 Safety of public transport (%)



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

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

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

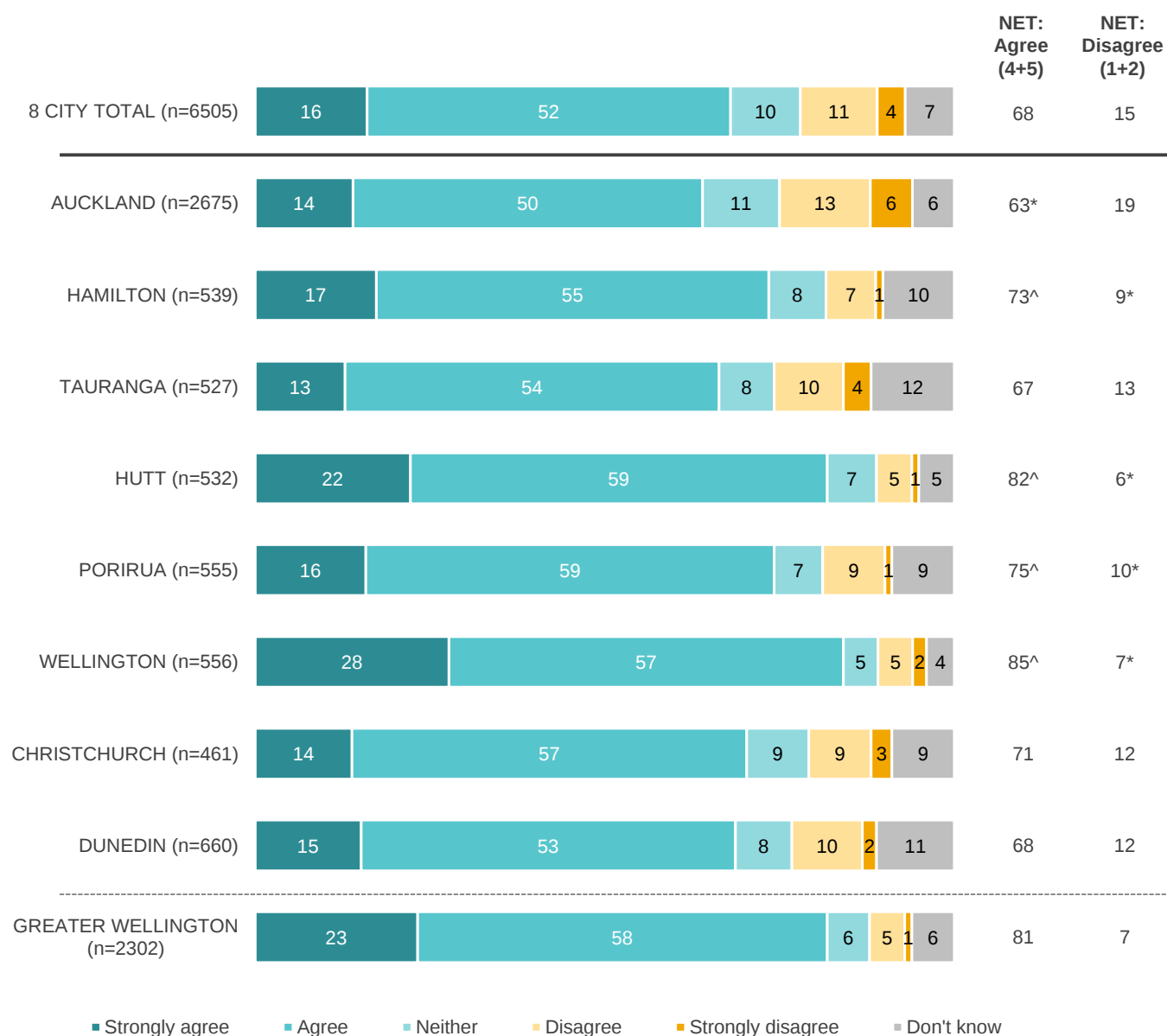
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.



Ease of access

Seven in ten (68%) respondents agree that public transport is easy to get to.

Figure 6.4 Ease of access to public transport (%)



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

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

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

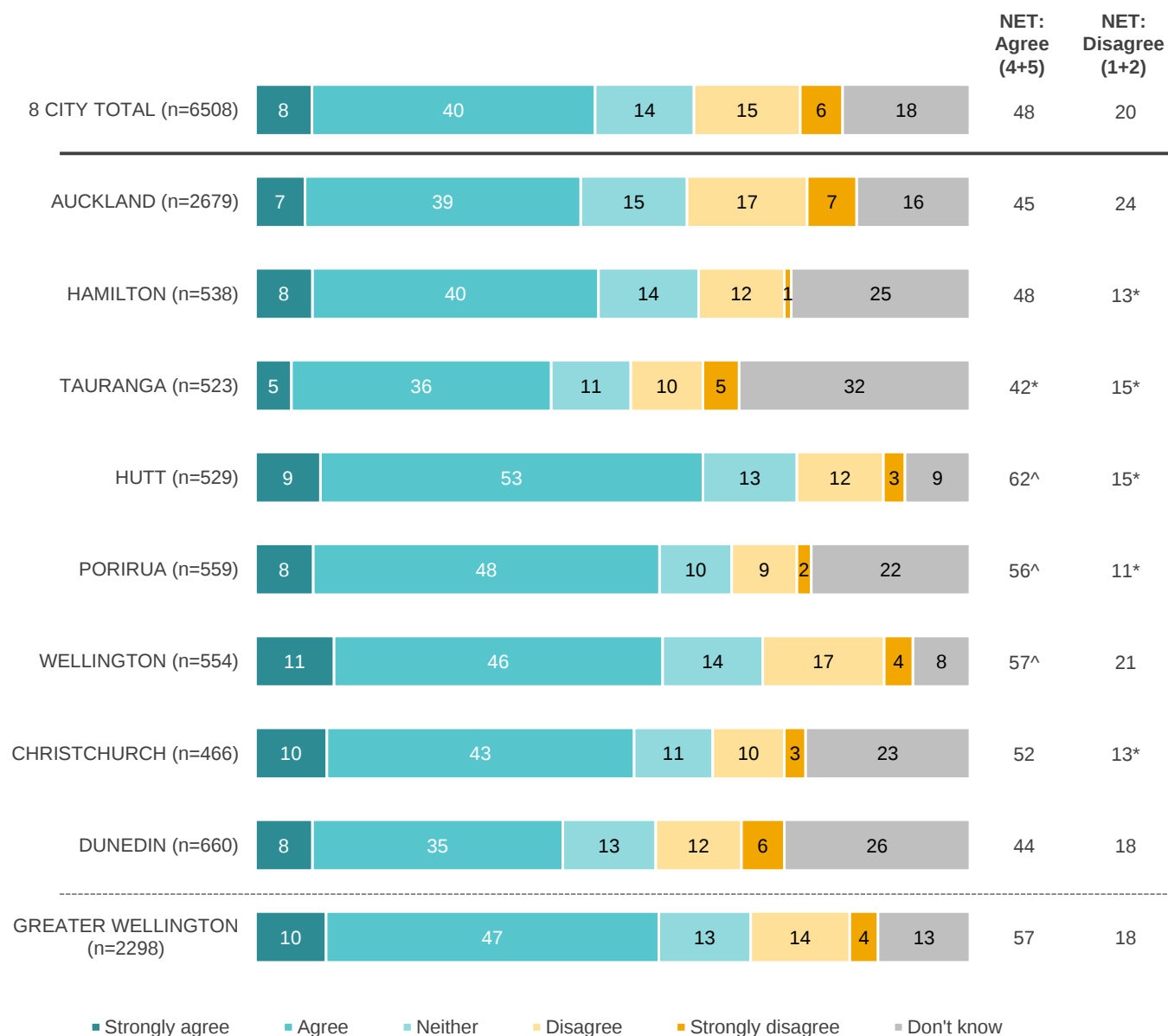
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.



Reliability

Half (48%) of respondents in the eight cities agree that public transport is reliable (i.e. comes on time).

Figure 6.5 Reliability of public transport (%)



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

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

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

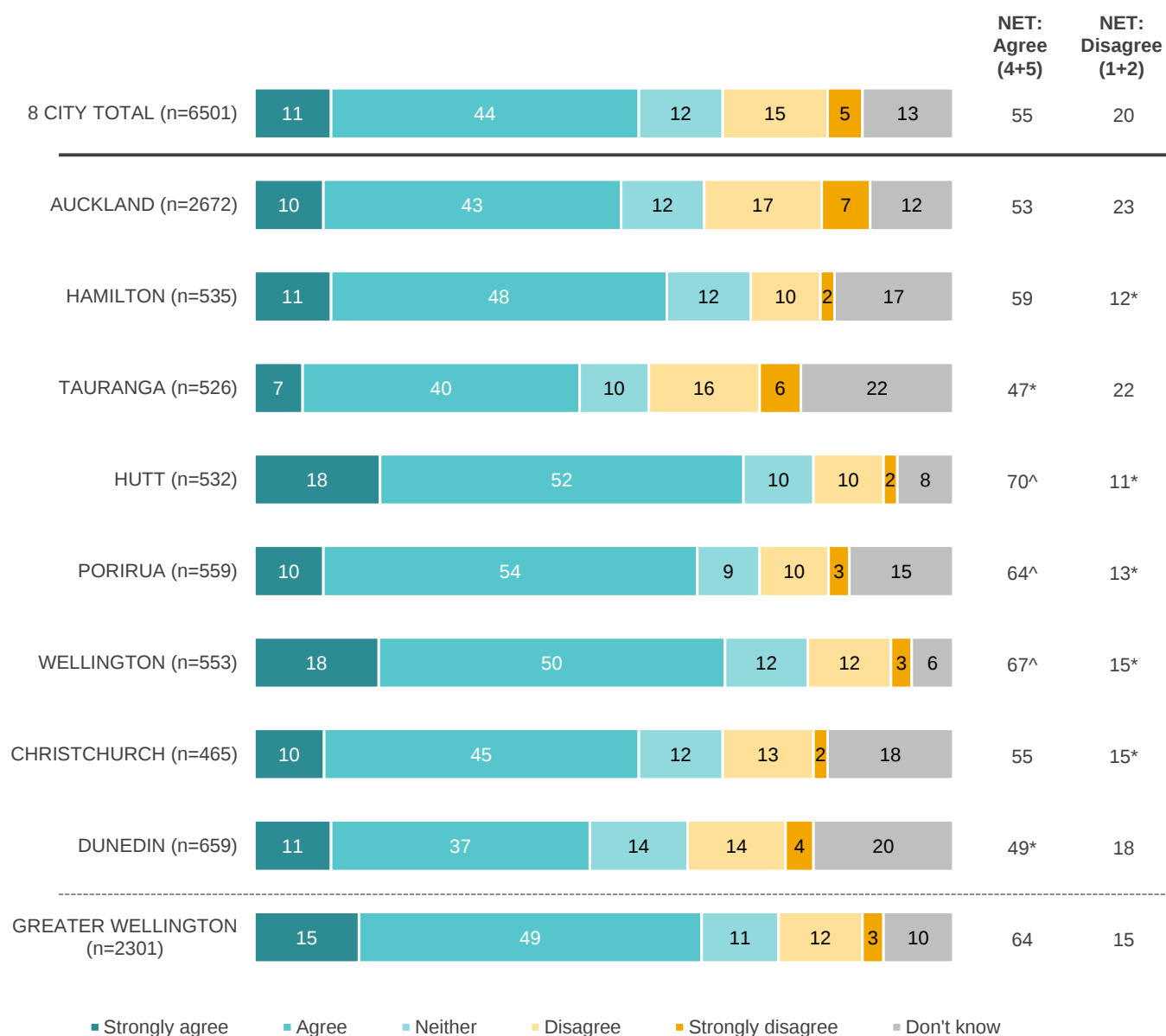
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.



Frequency

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

Figure 6.6 Frequency of public transport (%)



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

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

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

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

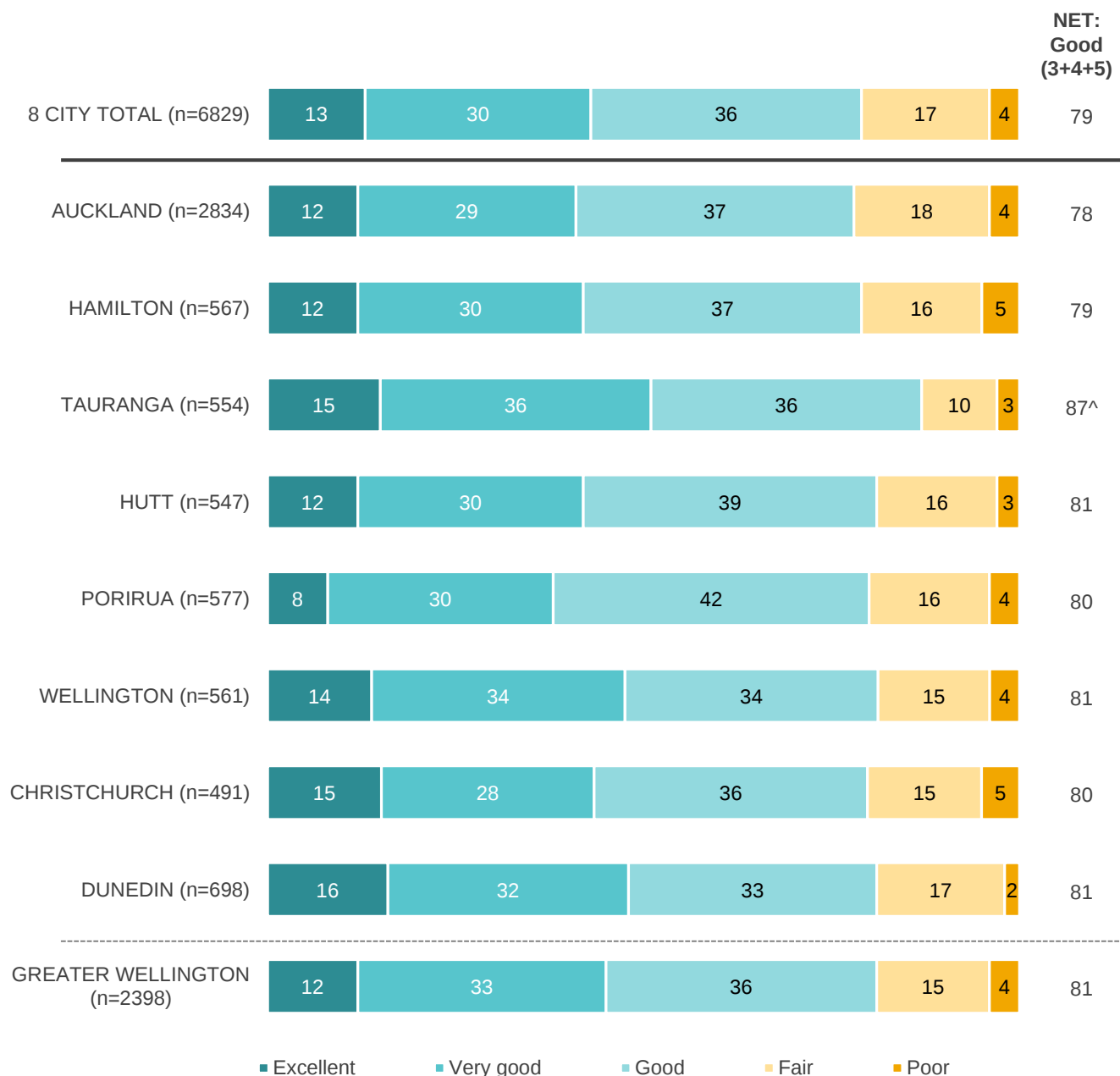
7 HEALTH AND WELLBEING

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

7.1 Overall health

Across the eight cities, four in five (79%) respondents rate their health positively; 13% rate their health as 'excellent', 30% as 'very good', and 36% as 'good'.

Figure 7.1 Overall health (%)



Base: All Respondents (excluding not answered)

Source: Q21. In general how would you rate your health?

(1 – Poor, 2 – Fair, 3 – Good, 4 – Very good, 5 – Excellent)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

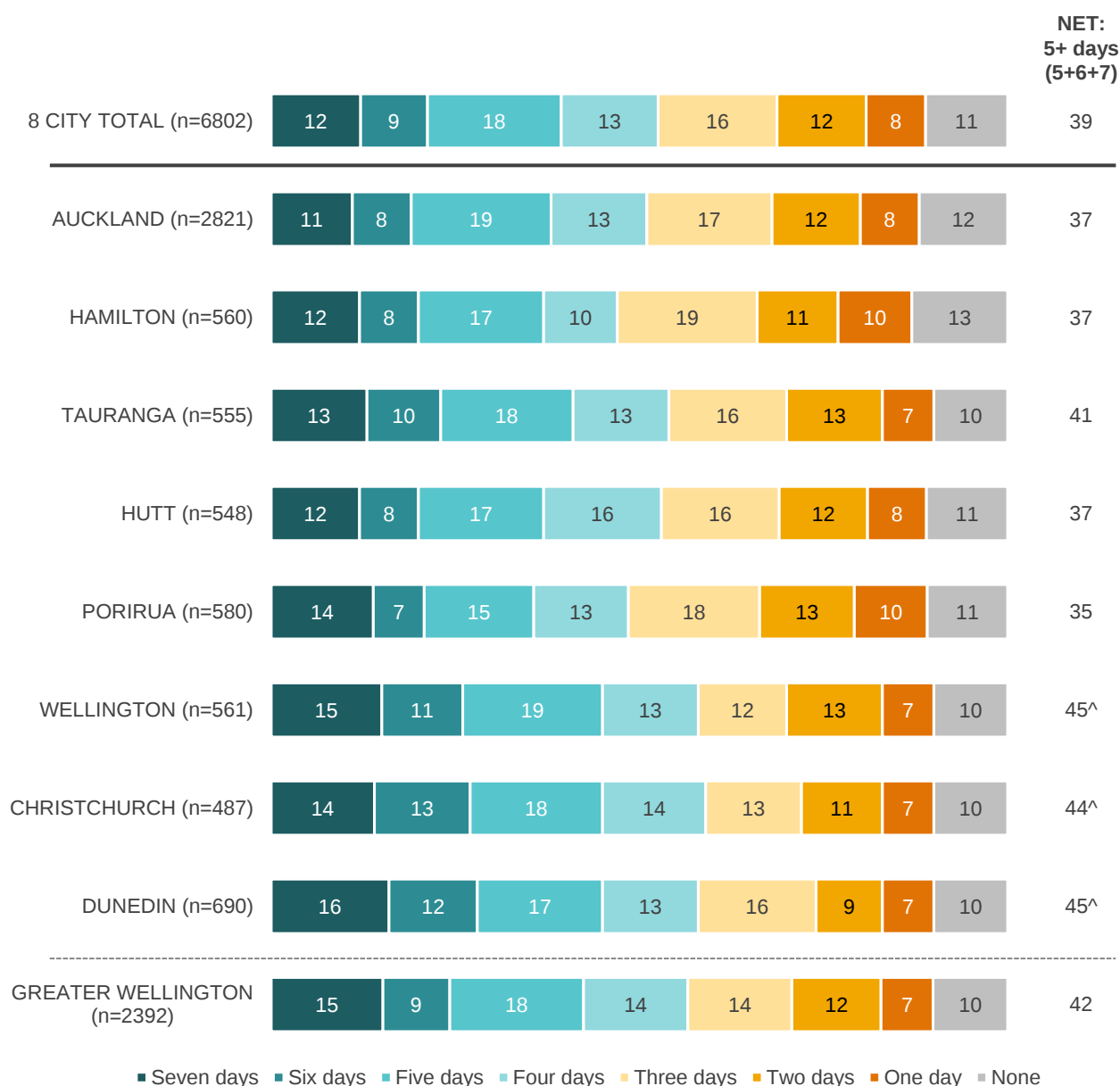
^ Significantly higher than rest of the sample, * Significantly lower than rest of the sample



7.2 Frequency of doing physical activity in previous week

When respondents were asked how many days in the previous seven days they had been physically active, 39% said they had been active five or more days. For the purpose of this survey, 'active' was defined as 15 minutes or more of vigorous activity (an activity which made it a lot harder to breathe than normal, such as running), or 30+ minutes of moderate exercise (an activity that makes you breathe harder than normal, such as brisk walking).

Figure 7.2 Frequency of doing physical activity (%)



Base: All Respondents (excluding not answered)

Source: Q22. Thinking about all your physical activity over the last 7 days (not including today), on how many days did you engage in....? Please note the question wording has changed slightly from the 2016 Quality of Life survey, see the Quality of Life Survey 2018 Technical Report for further details

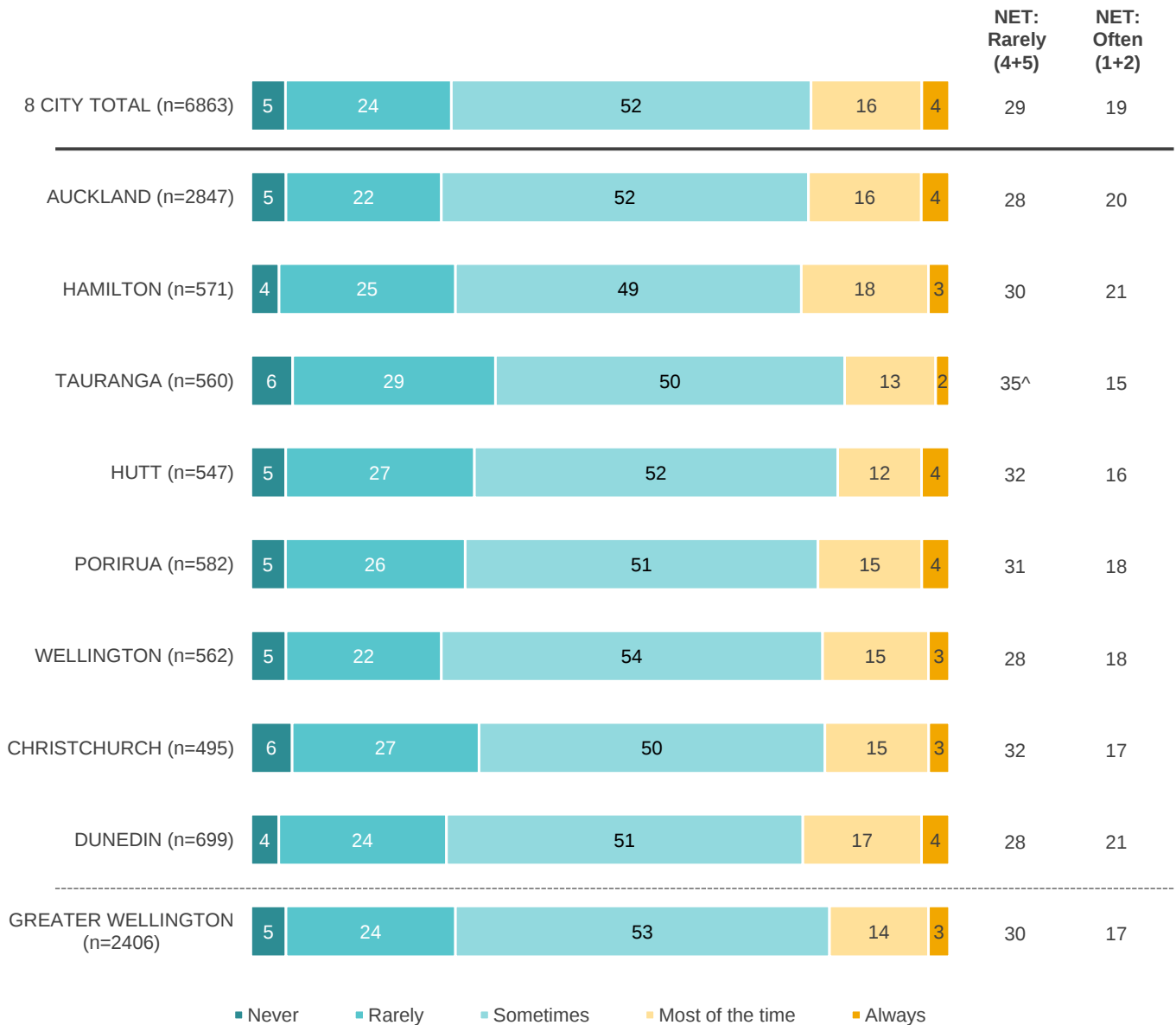
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

7.3 Stress

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

While two in ten (19%) respondents had often experienced stress that had a negative impact on them, almost three in ten (29%) rarely or never experienced this.

Figure 7.3 Stress (%)



Base: All Respondents (excluding not answered)

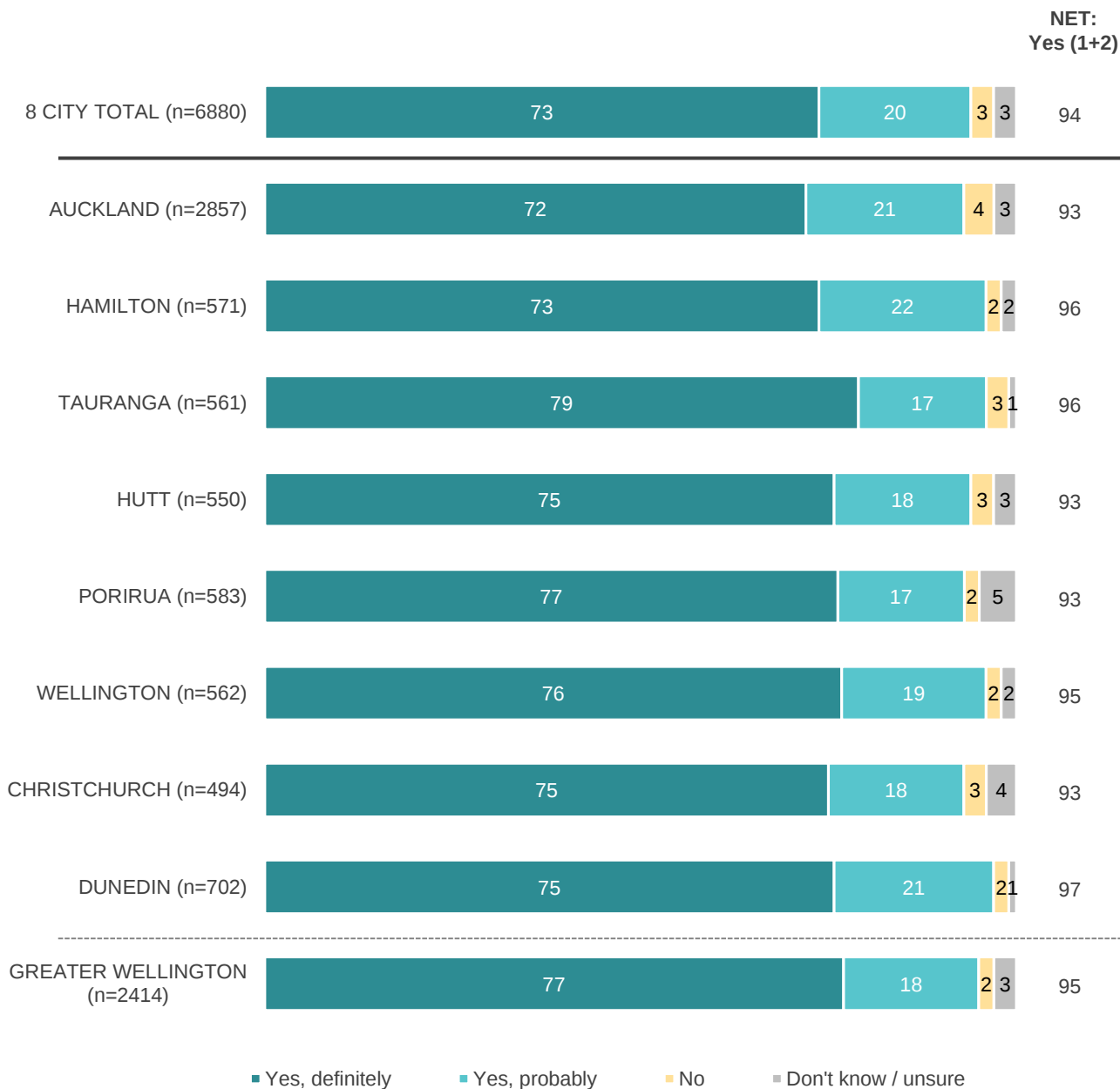
Source: Q33. Which statement below best applies to how often, if ever, over the past 12 months you have experienced stress that has had a negative effect on you?

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

7.4 Availability of support

Nine in ten (94%) respondents feel they have someone to rely on for help if faced with physical injury or illness, or if in need of support during an emotionally difficult time.

Figure 7.4 Availability of support (%)



Base: All Respondents (excluding not answered)

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

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

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

7.5 WHO 5 wellbeing index

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

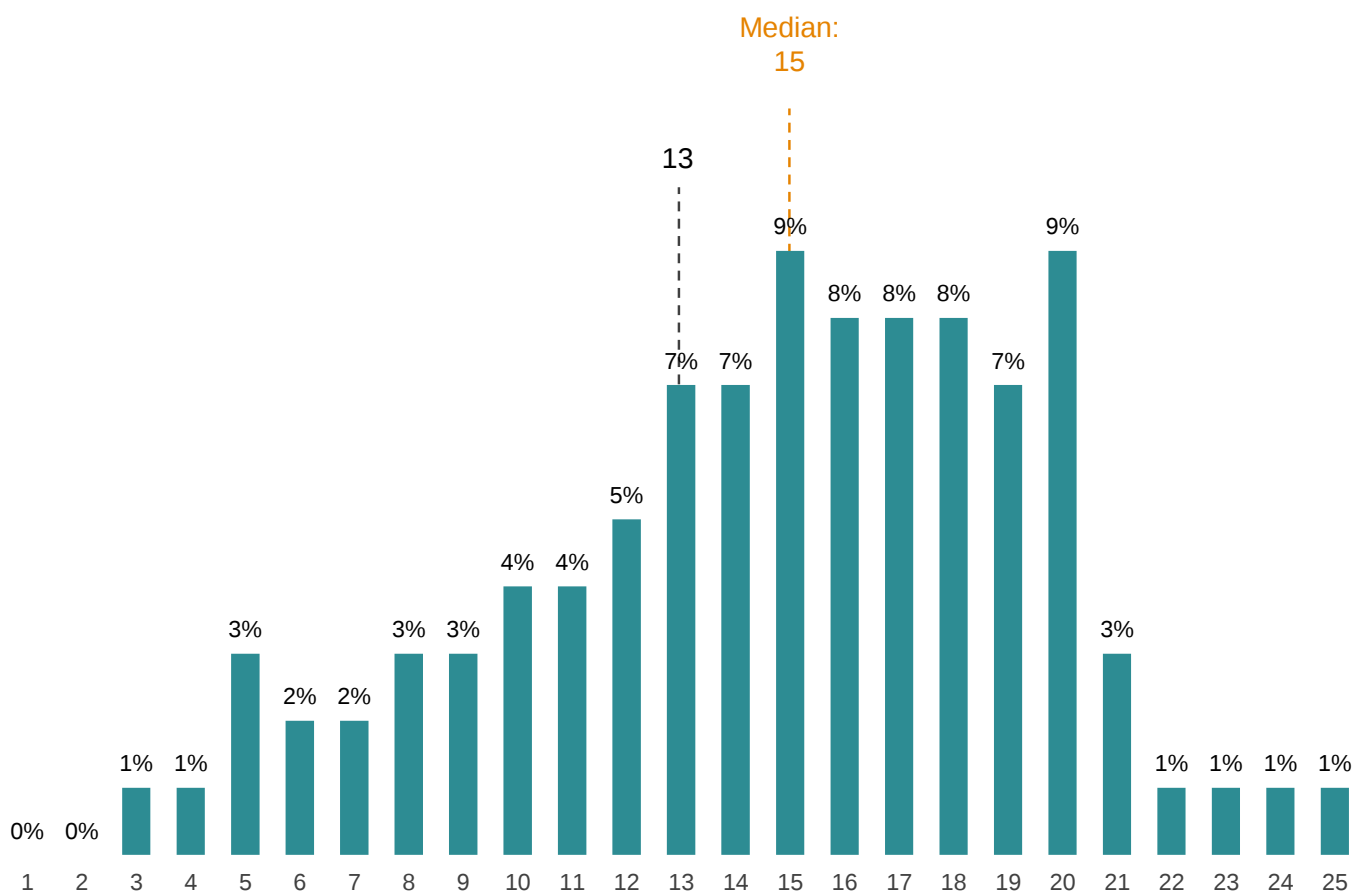
- I have felt cheerful and in good spirits
- I have felt calm and relaxed
- I have felt active and vigorous
- I woke up feeling fresh and rested
- My daily life has been filled with things that interest me.

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

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

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

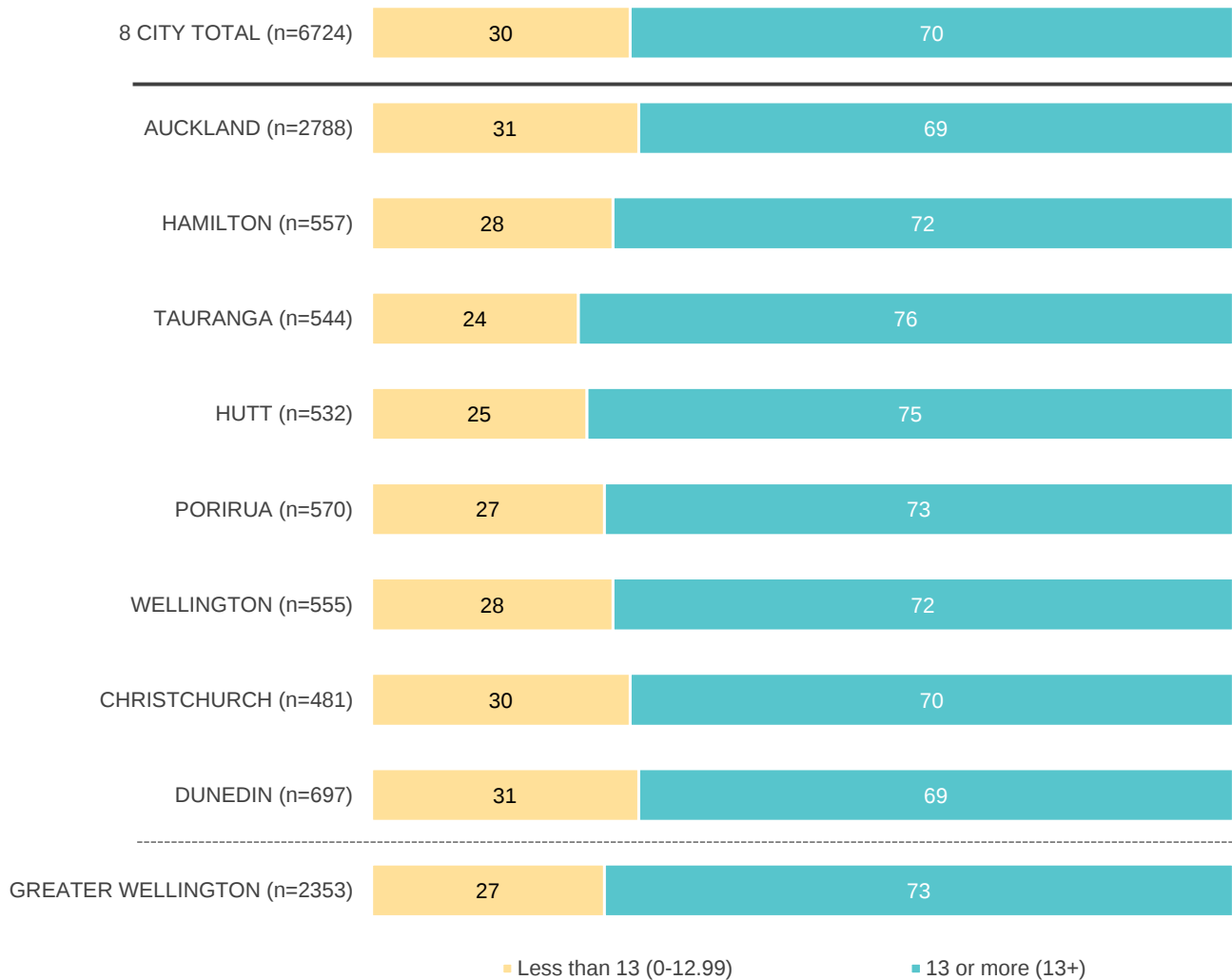
Figure 7.5 WHO 5 Wellbeing Index – 8-city total (%)



Base: All Respondents (excluding not answered) (n=6724)

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

Figure 7.6 WHO 5 Wellbeing Index (%)



Base: All Respondents (excluding not answered)

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

For further information about the WHO-5 Wellbeing Index, please see:

- The Quality of Life Survey 2018 Technical Report
- The WHO-5 website <https://www.psykiatri-regionh.dk/who-5>
- The paper by Bech, Gudex and Johansen. (Bech P, Gudex C, Johansen KS. The WHO (Ten) Well-Being Index: Validation in diabetes. *Psychotherapy and psychosomatics*. 1996;65(4):183-90. PubMed PMID: 8843498.)



8 CRIME AND SAFETY

This section reports on respondents' perceptions of problems in their city – or in the case of respondents from Auckland, and Greater Wellington (other than those living in Wellington City, Hutt City and Porirua City), their 'local area' – in the last 12 months, as well as their sense of safety in their homes, neighbourhoods and city centres.

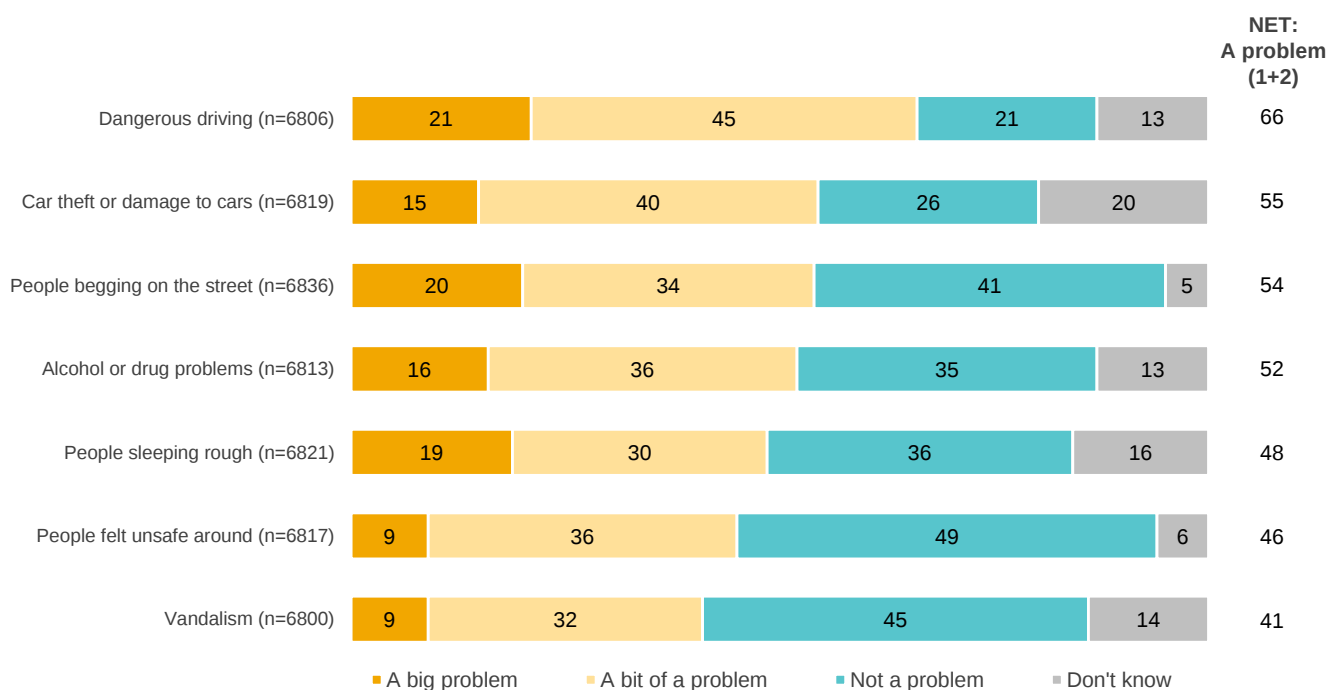
Respondents were asked to indicate the extent to which they perceived 12 possible issues had been a problem in their city or local area in the previous year. Results for seven issues relating to crime and safety are reported in this section (vandalism, dangerous driving, car theft and damage, alcohol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

8.1 Rating of issues as problem in city/local area

The table below shows overall results for the eight cities combined. Results across all nine participating councils for each issue are outlined on the following pages.

Two-thirds (66%) of respondents in the eight cities perceive dangerous driving as a '*big problem*' or a '*bit of a problem*' in their city or local area in the previous 12 months, followed by car theft, damage to cars or theft from cars (55%) and people begging on the street (54%).

Figure 8.1 Rating of issues as problem in city/local area (summary) – 8-city total (%)



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

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

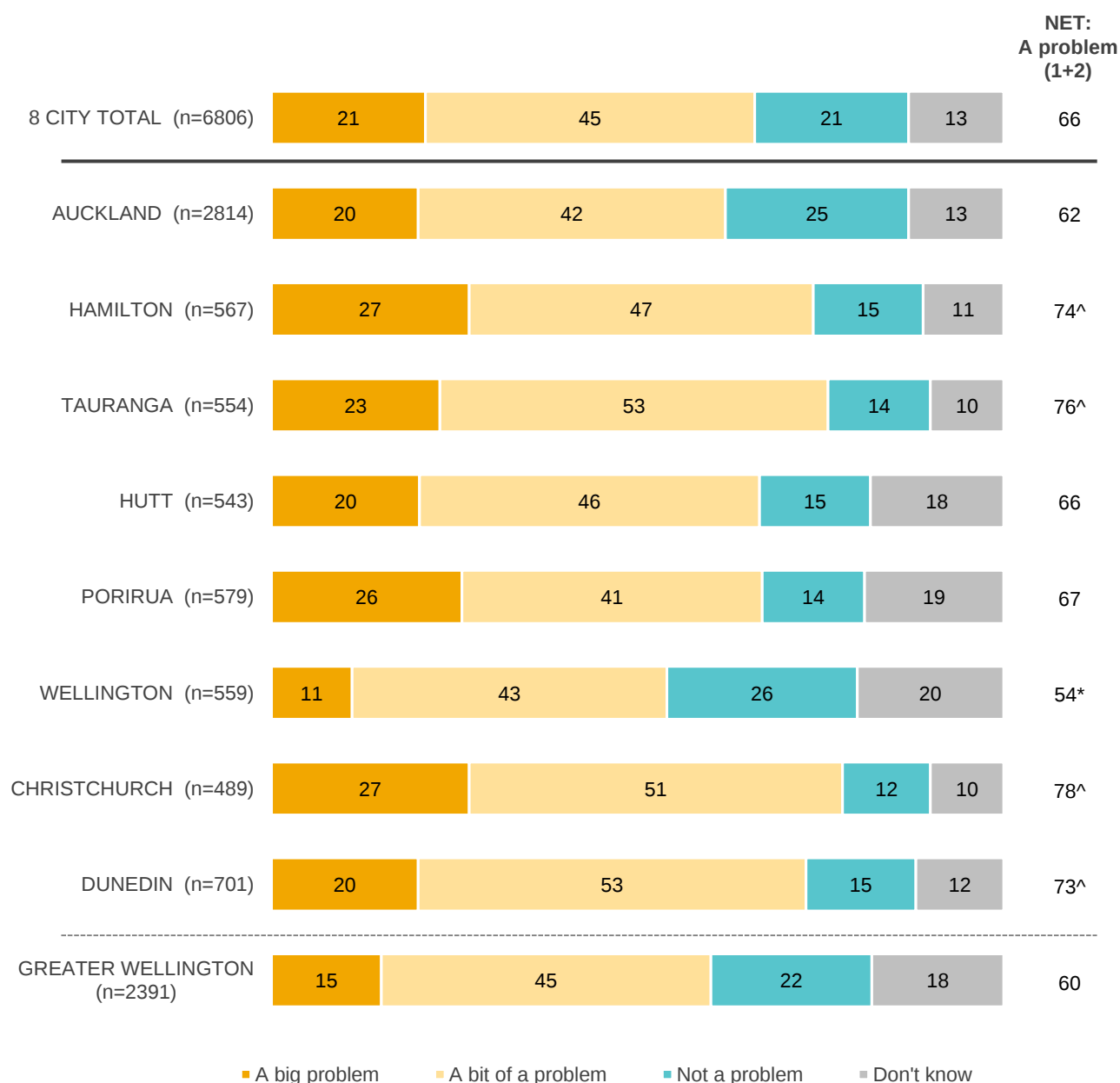
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.



Dangerous driving, including drink driving and speeding

Two-thirds (66%) of respondents in the eight city areas perceive dangerous driving (including drink driving and speeding) to have been a problem in their city or local area over the past year. Two in ten (21%) perceive it to be 'a big problem' in their local area and a further four in ten (45%) perceive it to be 'a bit of a problem'.

Figure 8.2 Perception of dangerous driving as problem in city/local area (%)



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

Dangerous driving, including drink driving and speeding

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

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

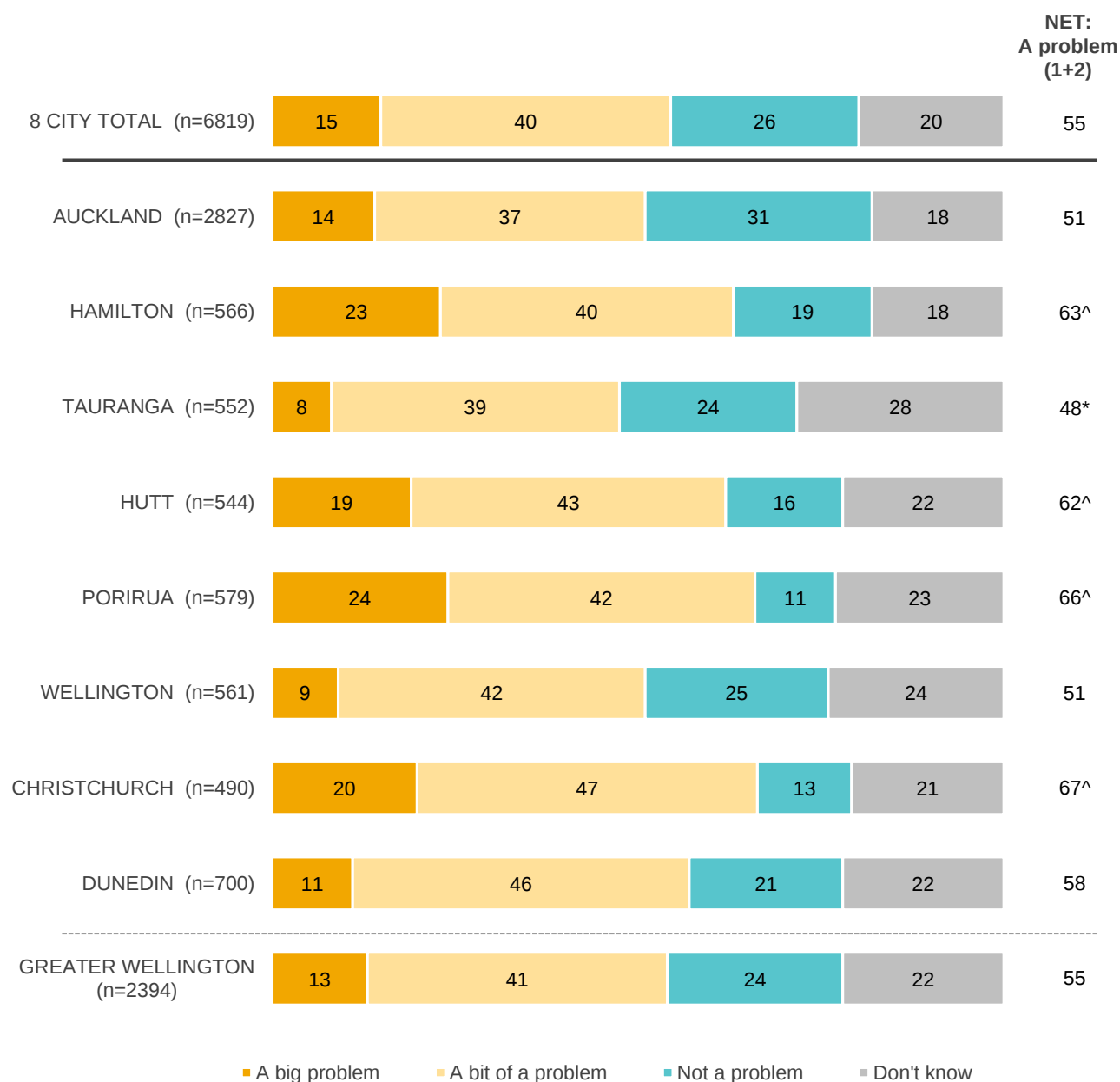
^ Significantly higher than rest of the sample, * Significantly lower than rest of the sample



Car theft, damage to cars or theft from cars

Just over half (55%) of respondents perceive car theft and damage to have been a problem in their local area over the past 12 months, with 15% rating it 'a big problem' and 40% 'a bit of a problem'.

Figure 8.3 Car theft, damage to cars or theft from cars (%)



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

Car theft, damage to cars or theft from cars

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

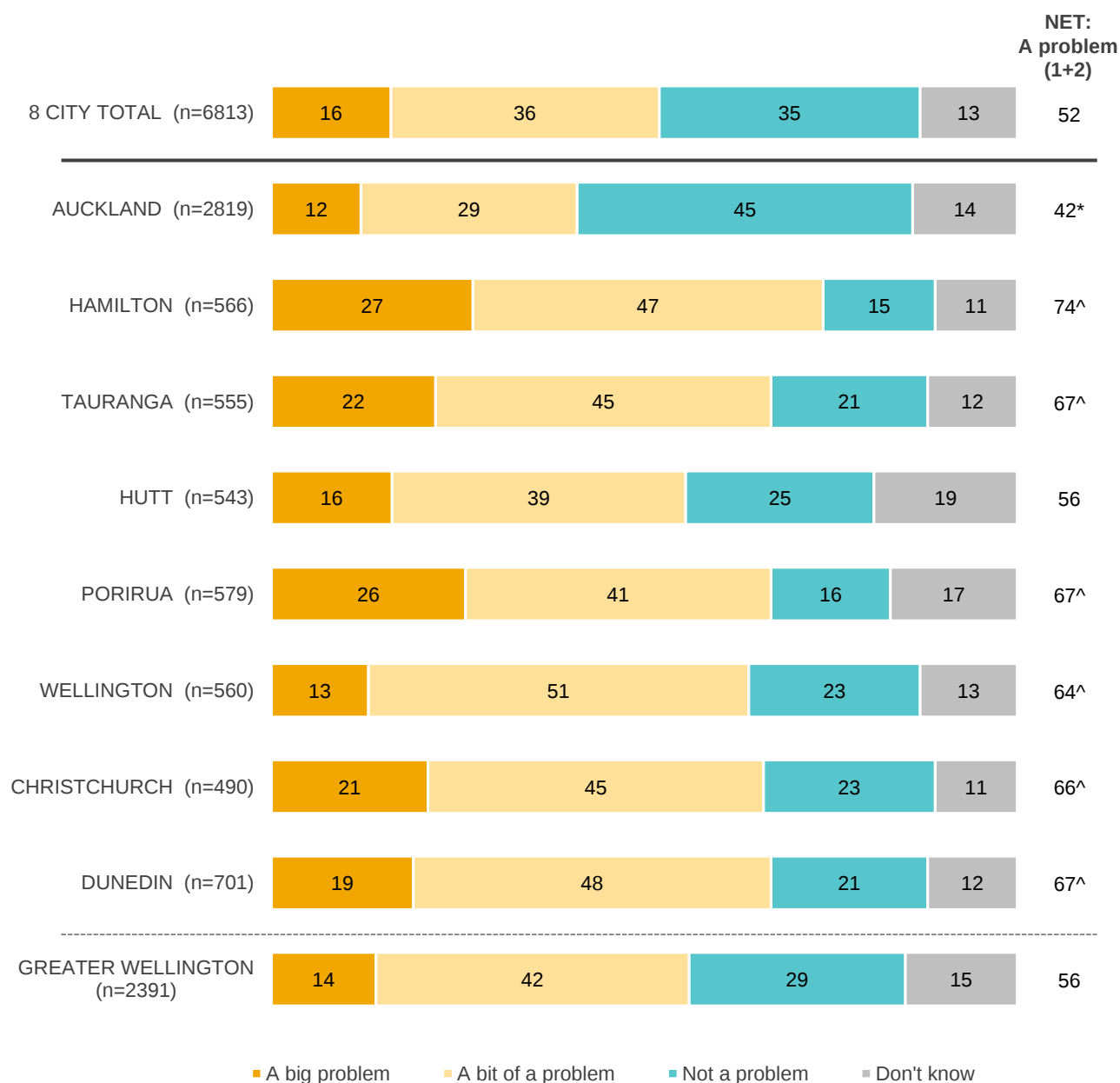
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.



Alcohol or drug problems

Half (52%) of respondents in the eight city areas perceive alcohol or drugs problems, or anti-social behaviour associated with the use of alcohol or drugs, to be a problem in their city or local area, with 16% rating it 'a big problem' and 36% 'a bit of a problem'.

Figure 8.4 Perception of alcohol or drug problems as issue in city/local area (%)



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

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

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

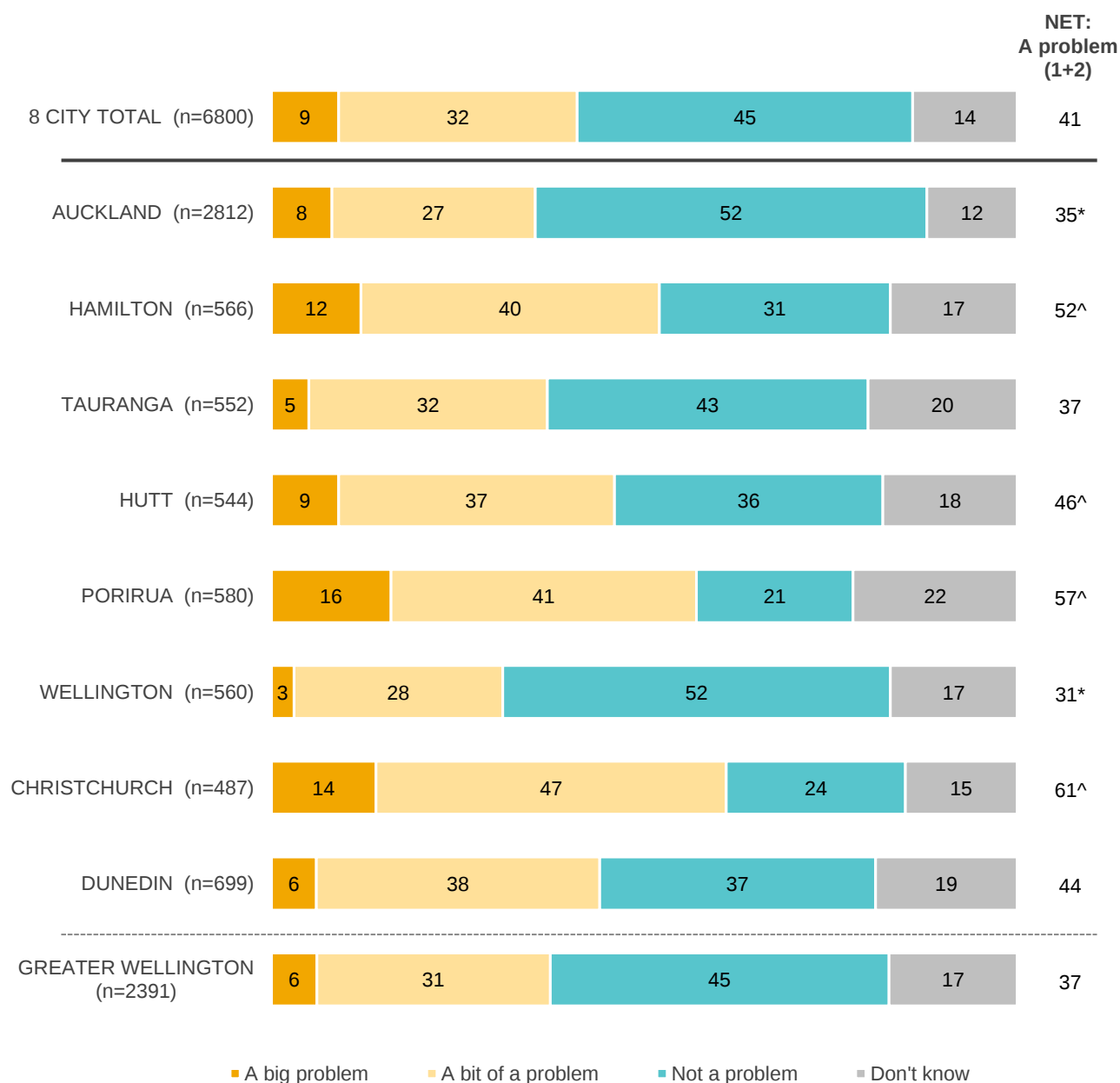
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.



Vandalism

Four in ten (41%) respondents in the eight cities perceive vandalism to have been a problem in their city or local area over the past 12 months. One in ten (9%) say it has been 'a big problem' and a third (32%) say it has been 'a bit of a problem'.

Figure 8.5 Perception of vandalism as problem in city/local area (%)



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

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

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

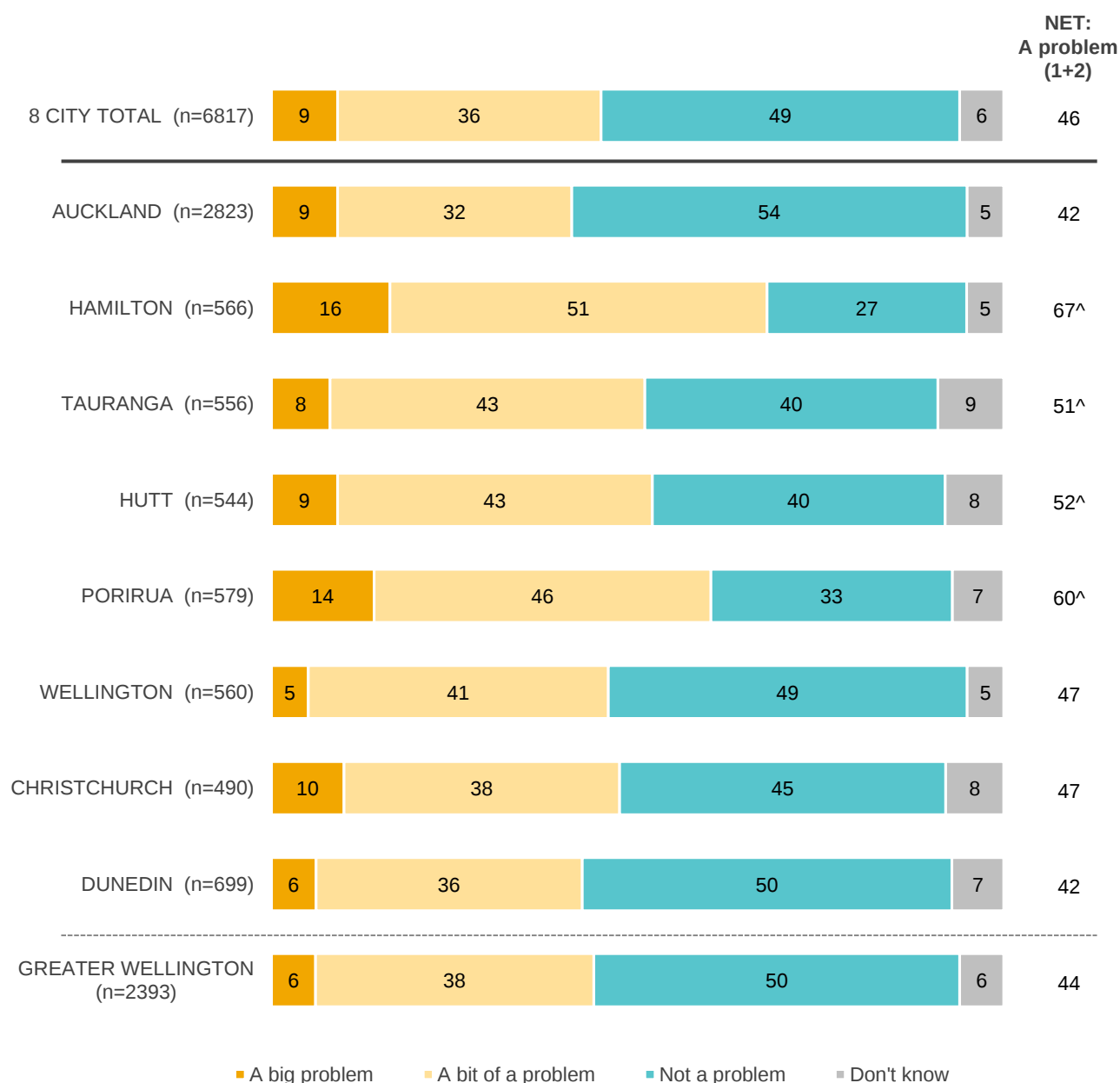
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.



Presence of people you feel unsafe around

Just under half (46%) of respondents in the eight cities say they had felt unsafe around people in their area in the last 12 months due to their behaviour, attitude or appearance, and considered it to be a problem. One in ten (9%) consider it 'a big problem' and more than a third (36%) 'a bit of a problem'.

Figure 8.6 Perception of the presence of people you feel unsafe around as problem in city/local area (%)



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

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

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

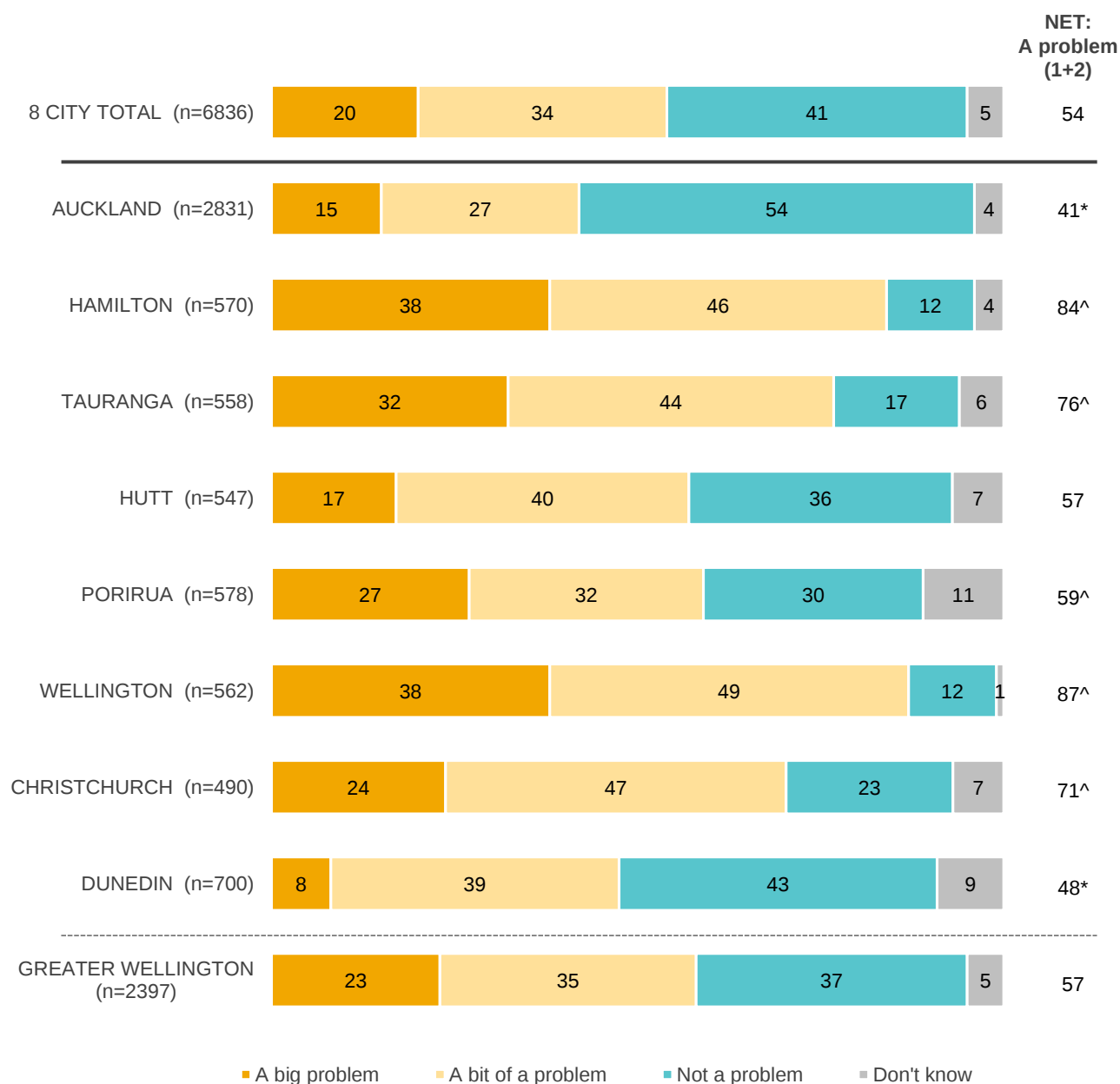
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.



People begging in the street

Over half (54%) of respondents in the eight city areas consider people begging on the street to have been a problem in their local area during the last 12 months. Two in ten (20%) consider it 'a big problem' and a third (34%) 'a bit of a problem'.

Figure 8.7 Perception of people begging on the street as problem in city/local area (%)



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

People begging on the street

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

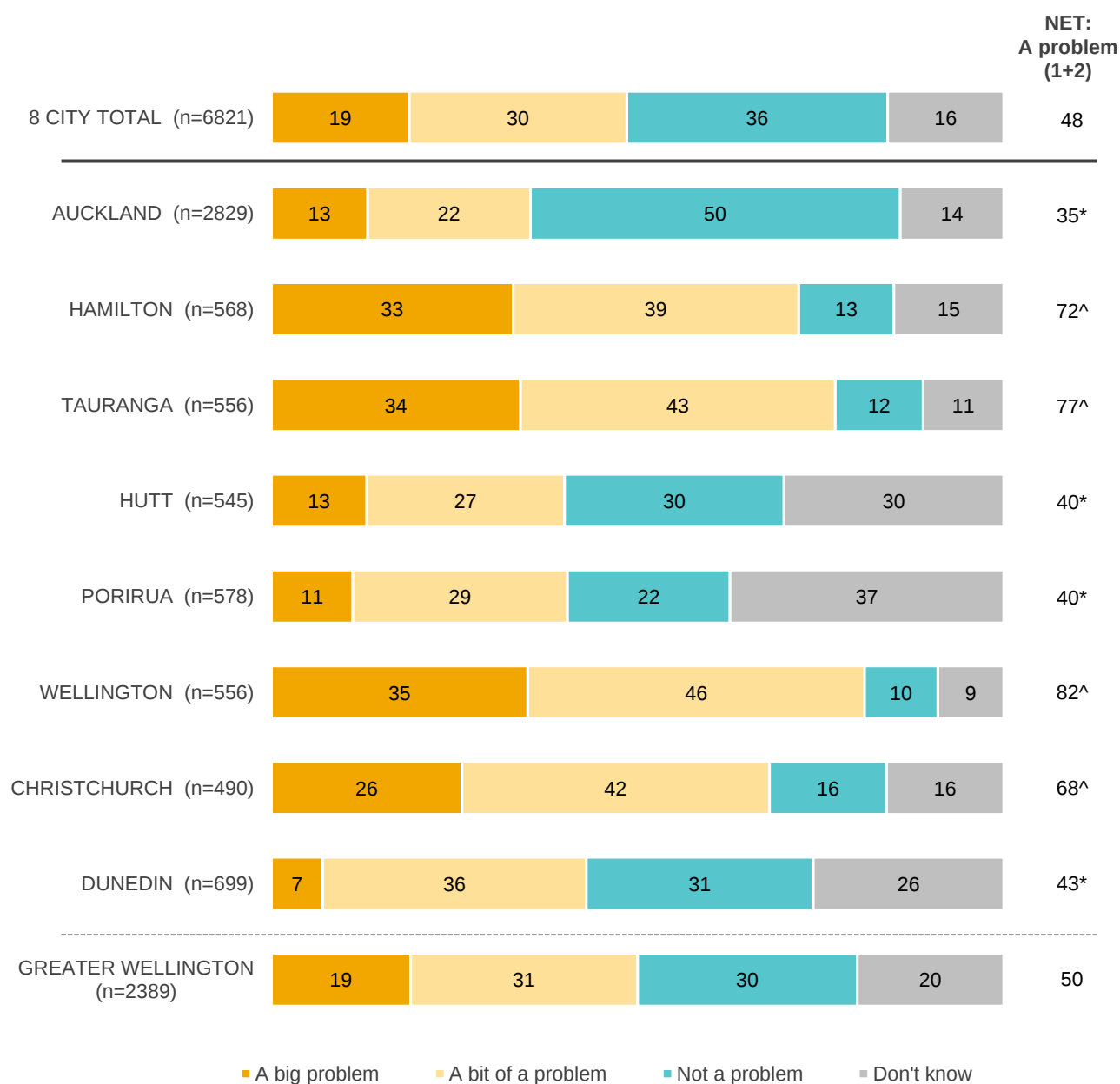
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.



People sleeping rough in the street/ in vehicles

Just under half (48%) of respondents in the eight city areas consider people sleeping rough on the streets or in vehicles to have been a problem in their local area during the last 12 months. Almost two in ten (19%) consider it 'a big problem' and three in ten (30%) 'a bit of a problem'.

Figure 8.8 Perception of people sleeping rough in the street/ in vehicles as problem in city/local area (%)



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

People sleeping rough on the streets / in vehicles

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

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

8.2 Sense of safety

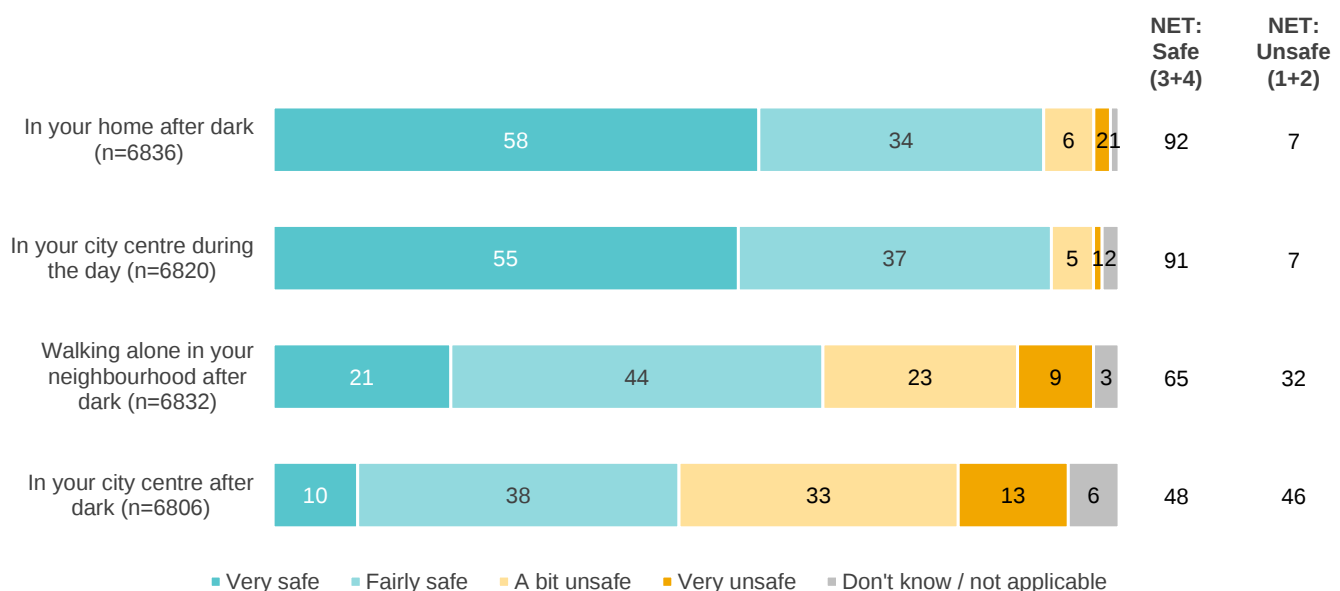
Respondents were asked to rate their general feelings of safety when considering four different circumstances: in their own home after dark; walking alone in their neighbourhood after dark; in their city centre during the day; and in their city centre after dark. Respondents were also asked to note in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

Perceived safety in various circumstances (summary chart)

The table below shows overall results for the eight cities combined. Results across all nine participating councils for each circumstance are outlined on the following pages.

While the majority of respondents in the eight cities feel safe in their city centre during the day and in their homes after dark (91% and 92% respectively), two-thirds (65%) feel safe walking alone in their neighbourhood after dark and only half (48%) feel safe in their city centre after dark.

Figure 8.9 Perceived safety in various circumstances (summary) – 8-city total (%)



Base: All Respondents (excluding not answered)

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

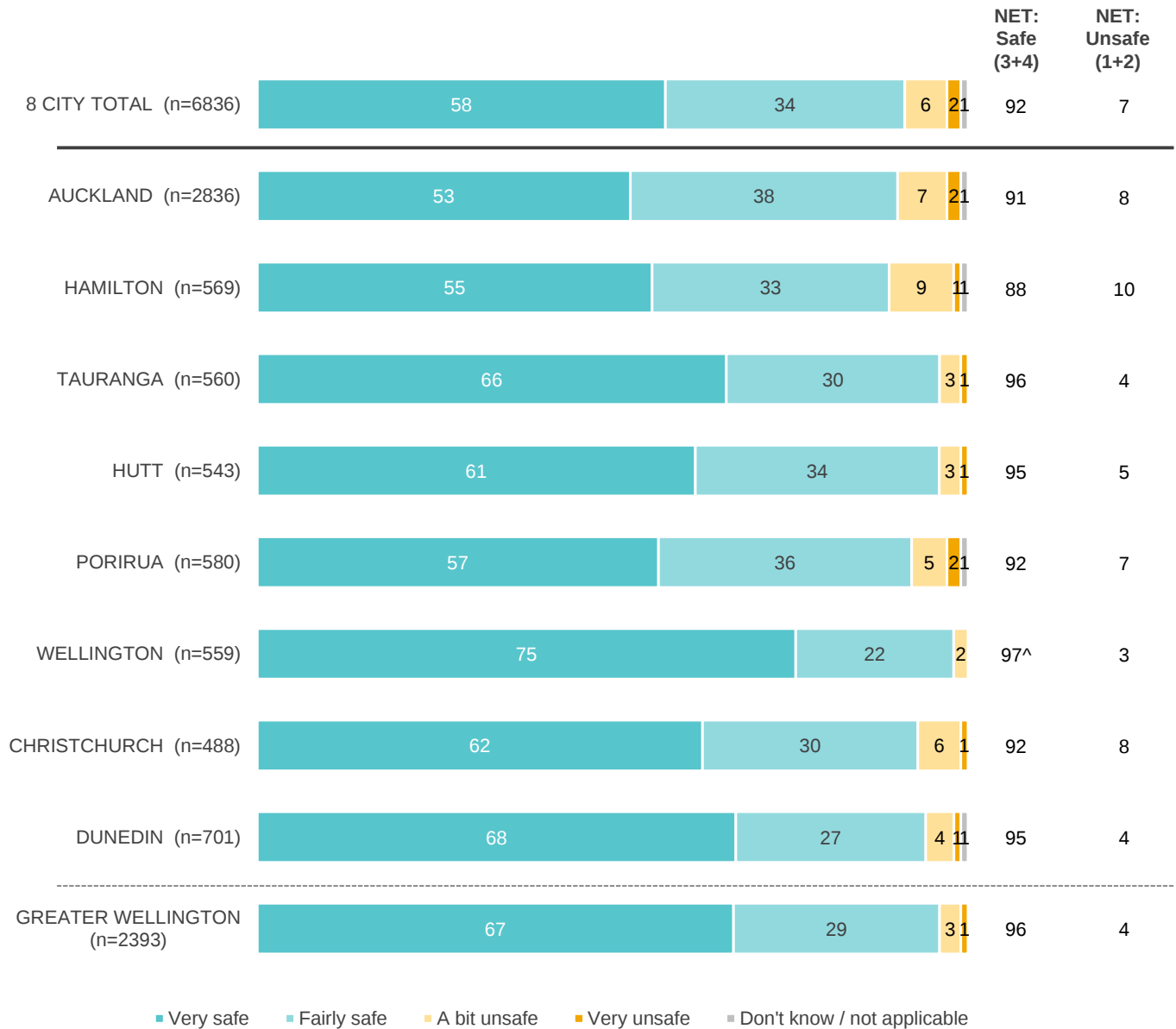
(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

Perceived safety in own home after dark

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

Figure 8.10 Perceived safety – In own home after dark (%)



Base: All Respondents (excluding not answered)

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

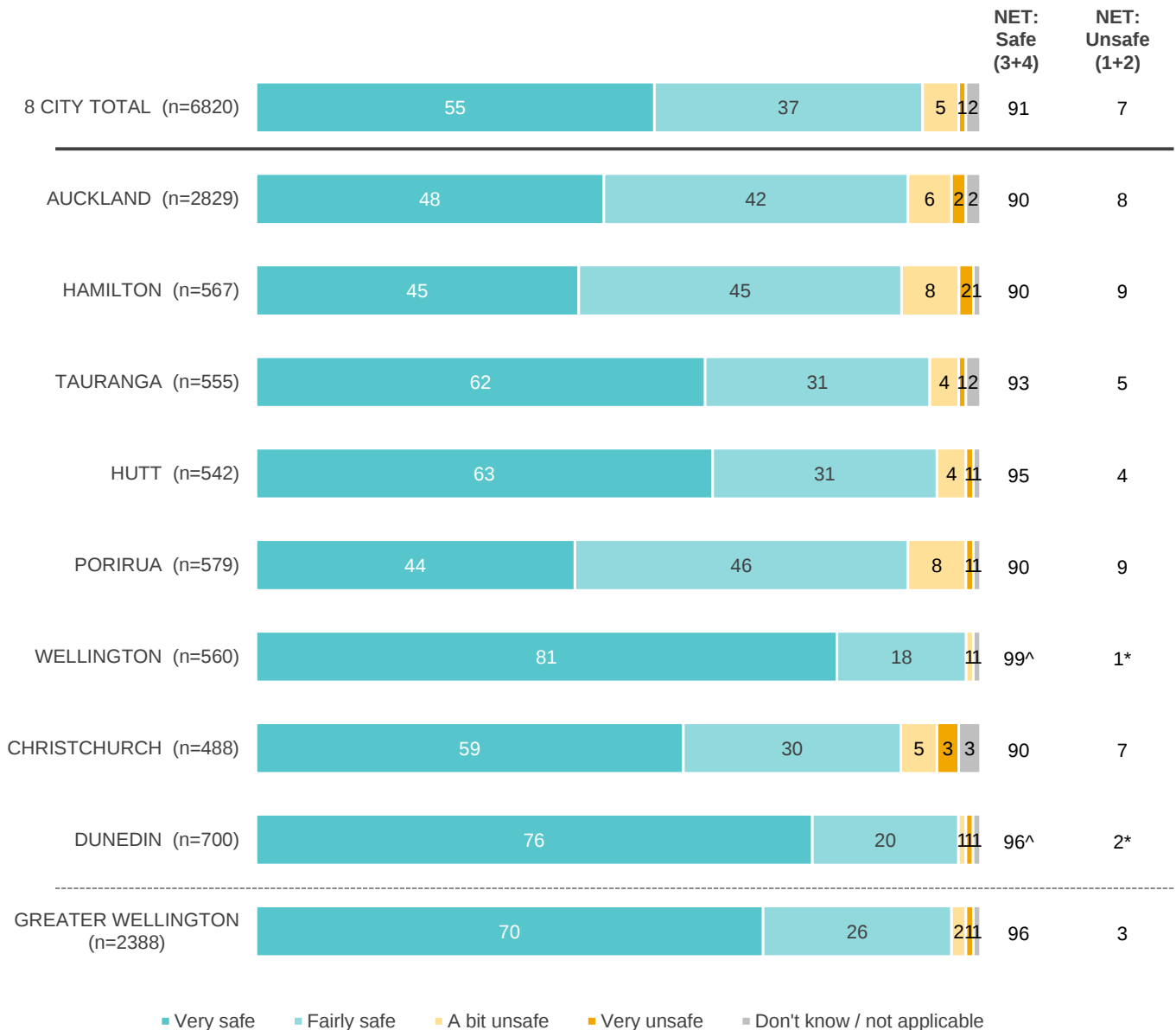
(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

Perceived safety in city centre during the day

Nine in ten (91%) respondents across the eight cities feel safe in their city centre during the day.

Figure 8.11 Perceived safety – In city centre during the day (%)



Base: All Respondents (excluding not answered)

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

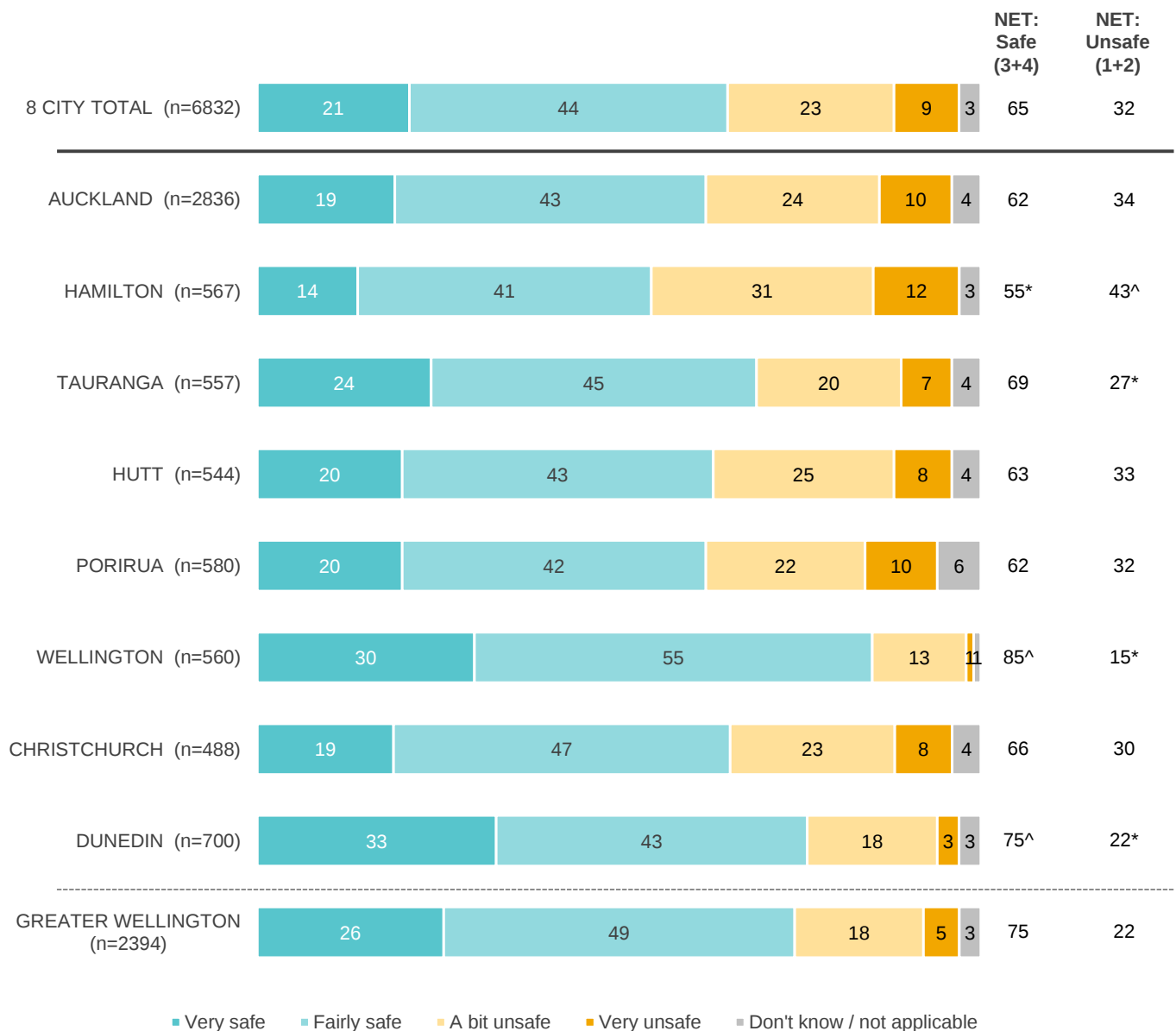
(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

Perceived safety walking alone in neighbourhood after dark

Two-thirds (65%) of respondents feel safe walking alone in their neighbourhood after dark.

Figure 8.12 Perceived safety –Walking alone in neighbourhood after dark (%)



Base: All Respondents (excluding not answered)

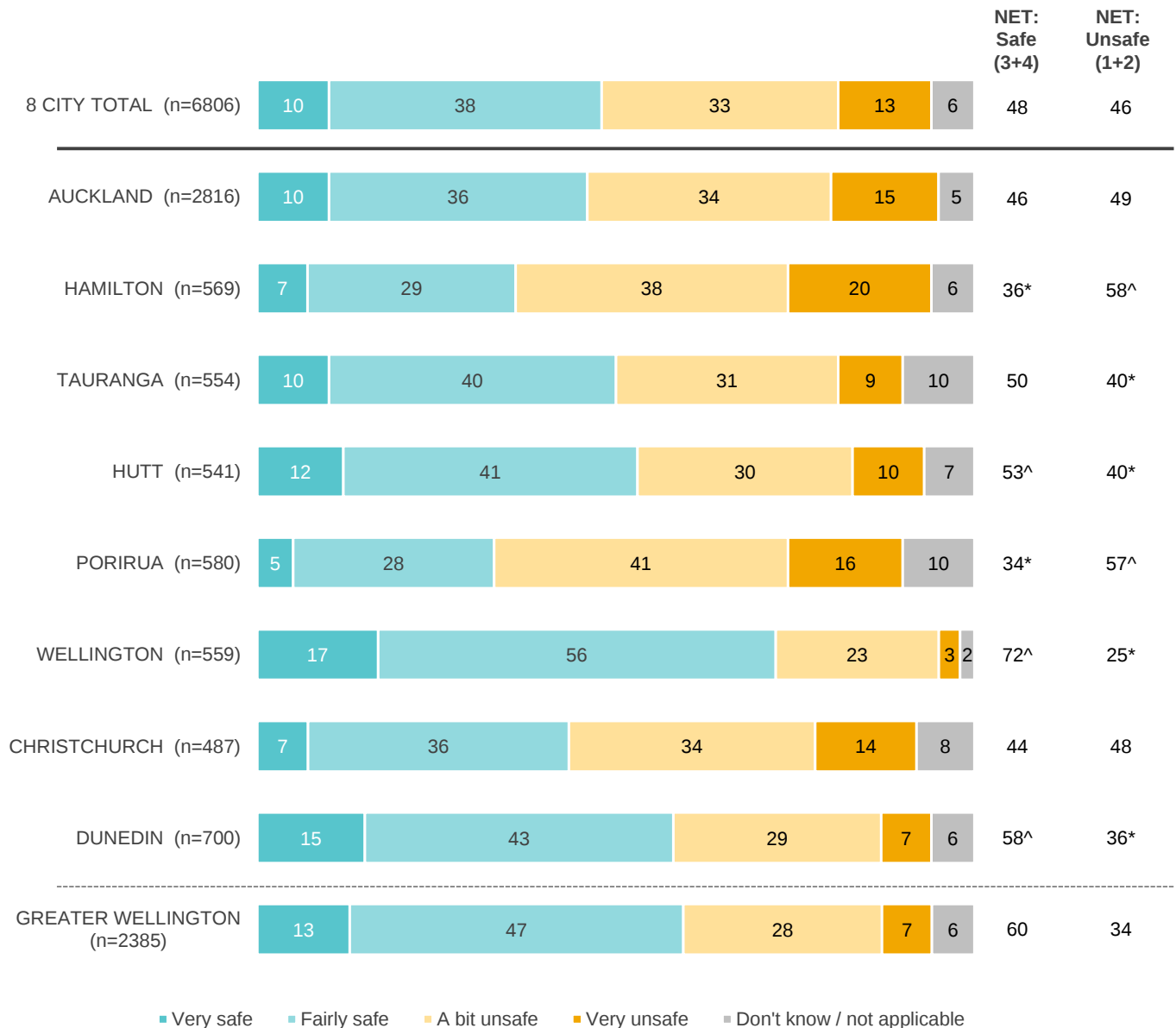
Source: Q9. In general how safe or unsafe do you feel in the following situations... Walking alone in your neighbourhood after dark (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

Perceived safety in city centre after dark

Almost half (48%) of respondents across the eight cities feel safe in their city centre after dark.

Figure 8.13 Perceived safety – In city centre after dark (%)



Base: All Respondents (excluding not answered)

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

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

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

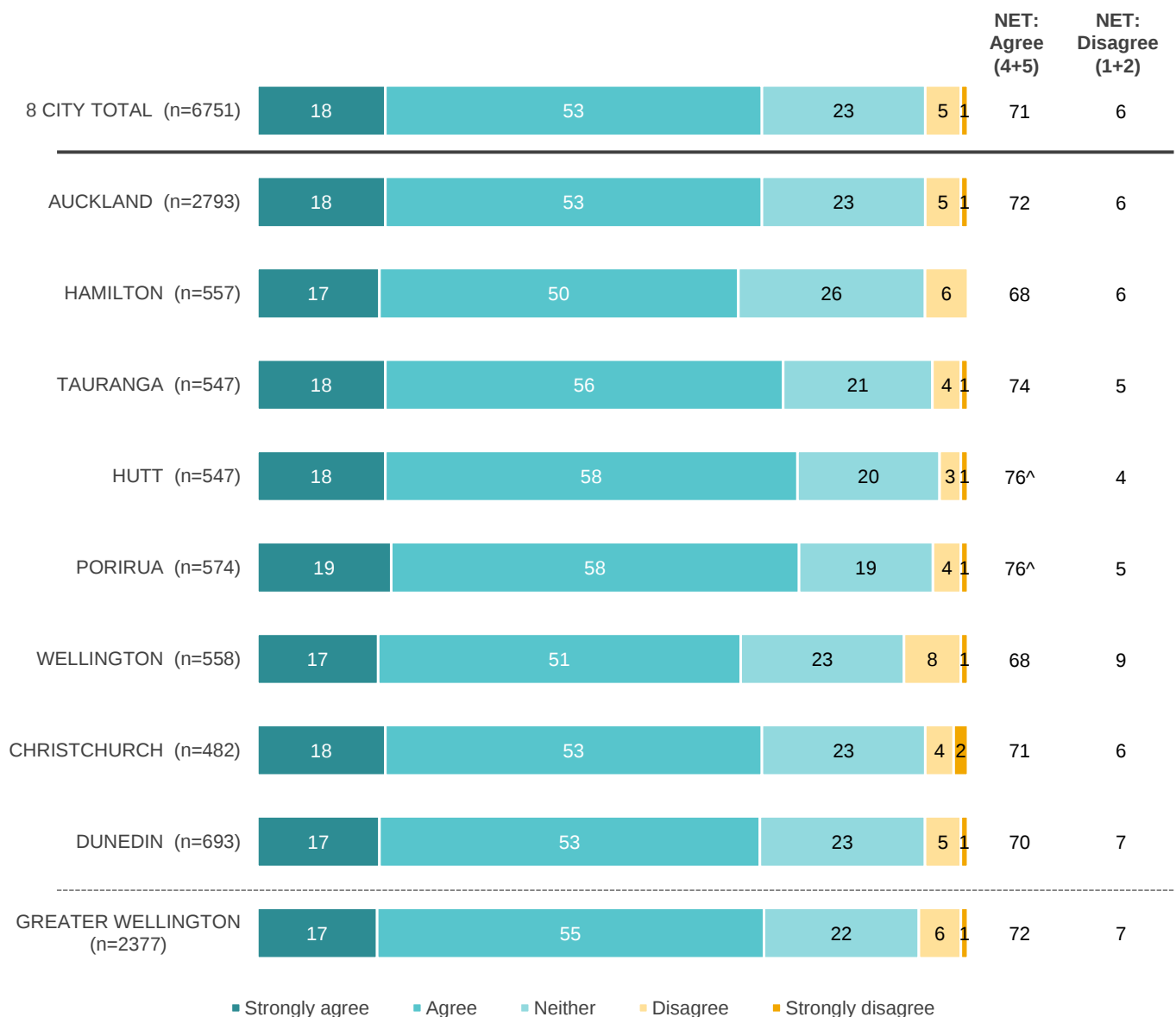
9 COMMUNITY, CULTURE AND SOCIAL NETWORKS

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

9.1 Importance of sense of community

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

Figure 9.1 Importance of sense of community (%)



Base: All Respondents (excluding not answered)

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

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

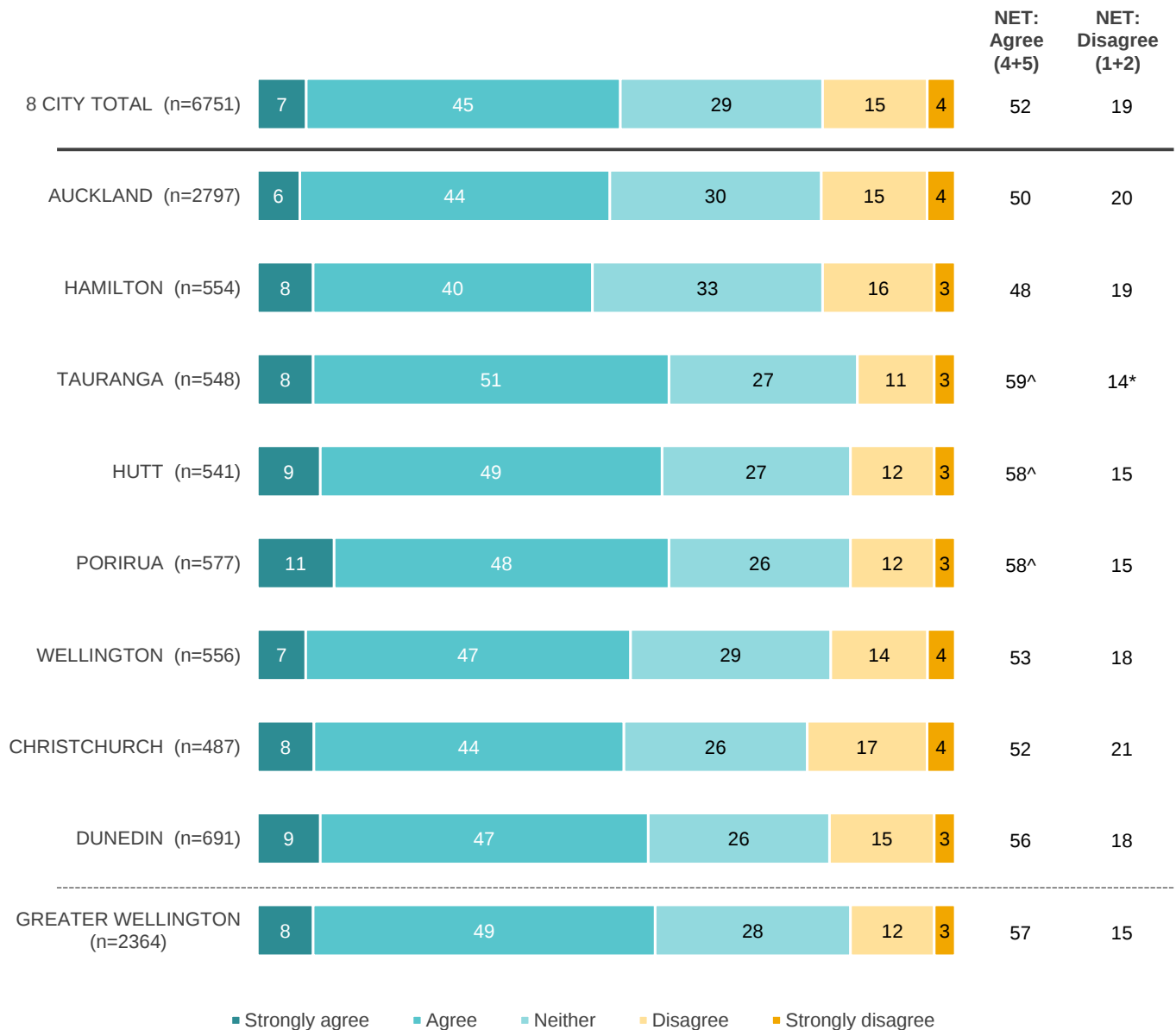
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

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

9.2 Sense of community experienced

Half (52%) of respondents in the eight cities agree that they feel a sense of community with others in their neighbourhood.

Figure 9.2 Sense of community experienced (%)



Base: All Respondents (excluding not answered)

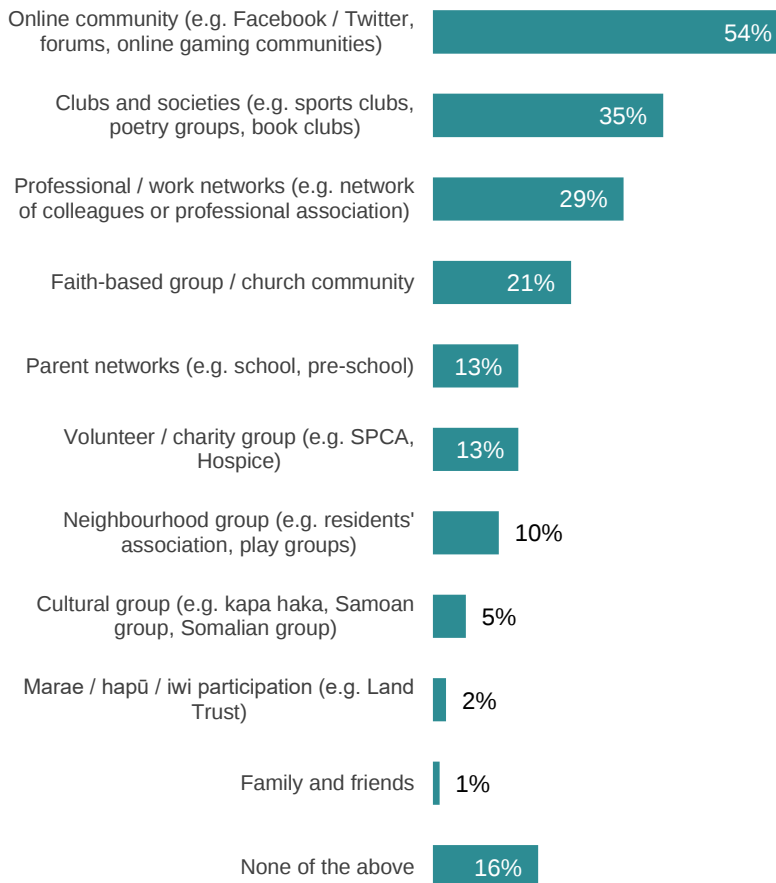
Source: Q24. How much do you agree or disagree with the following statements? I feel a sense of community with others in my neighbourhood (1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

9.3 Participation in social networks and groups

As the chart below shows, online networks (e.g. websites such as Facebook/Twitter, online gaming communities and forums) are the most common social networks (54%) that respondents in the eight cities feel part of, followed by clubs and societies (e.g. sports clubs, poetry groups, book clubs) (35%).

Figure 9.3 Participation in social networks and groups – 8-city total (%)



Base: All Respondents (excluding not answered) (n=6806)

Source: Q76. Thinking now about the social networks and groups you may be part of, do you belong to any of the following?

Results across all nine participating councils are shown in the table on the following page.

Table 9.1 Participation in social networks and groups (results by council)

Common themes mentioned (net categories)	8 CITY TOTAL (n=6806) %	AUCKLAND (n=2818) %	HAMILTON (n=561) %	TAURANGA (n=556) %	HUTT (n=545) %	PORIRUA (n=577) %	WELLINGTON (n=559) %	CHRIST- CHURCH (n=495) %	DUNEDIN (n=695) %	GREATER WELLINGTON (n=2398) %
Online community (e.g. Facebook / Twitter, forums, online gaming communities)	54	53	56	49*	54	57	59^	54	52	56
Clubs and societies (e.g. sports clubs, poetry groups, book clubs)	35	33	37	42^	42^	35	37	35	43^	40
Professional / work networks (e.g. network of colleagues or professional association)	29	28	27	28	30	25	39^	28	27	33
Faith-based group / church community	21	22	23	21	21	23	15*	20	16*	17
Parent networks (e.g. school, pre-school)	13	14	13	11	17	15	11	15	10	13
Volunteer / charity group (e.g. SPCA, Hospice)	13	12	13	16	15	11	15	14	17	15
Neighbourhood group (e.g. residents' association, play groups)	10	10	11	11	8	11	13	11	5*	11
Cultural group (e.g. kapa haka, Samoan group, Somalian group)	5	5	7	2	6	9	3	2	5	4
Marae / hapū / iwi participation (e.g. Land Trust)	2	2	6	4	5	5	1	2	1	3
Family and friends	1	1	1	2	1	0	1	0	1	1
None of the above	16	17	14	15	12	15	12	16	16	13

Base: All Respondents (excluding not answered) (n=6806)

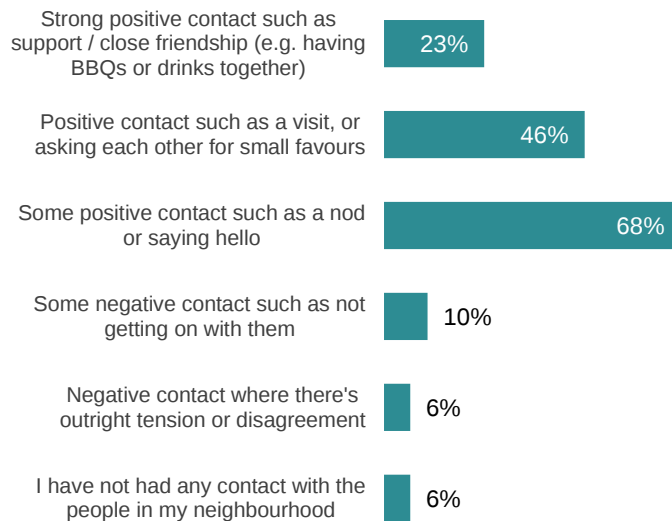
Source: Q76. Thinking now about the social networks and groups you may be part of, do you belong to any of the following?

9.4 Contact with people in the neighbourhood

The majority (92%) of respondents in the eight cities say they had some kind of positive contact with people in their neighbourhood in the previous 12 months, with the largest group stating they had some positive contact such as a nod or a hello (68%).

Please note that as respondents could choose more than one option, percentages in the chart below will not add to 100.

Figure 9.4 Positivity of contact with people in the neighbourhood – 8-city total (%)



Base: All Respondents (excluding not answered) (n=6825)

Source: Q26. In the last 12 months, which, if any, of the following types of contact have you had with people in your neighbourhood?

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

Results across all nine participating councils are shown in the table on the following page.

Table 9.2 Contact with people in the neighbourhood (results by council)

	8 CITY TOTAL (n=6825) %	AUCKLAND (n=2828) %	HAMILTON (n=562) %	TAURANGA (n=559) %	HUTT (n=549) %	PORIRUA (n=579) %	WELLINGTON (n=562) %	CHRIST- CHURCH (n=490) %	DUNEDIN (n=696) %	GREATER WELLINGTON (n=2397) %
Strong positive contact such as support / close friendship (e.g. having BBQs or drinks together)	23	22	20	31^	25	26	26	23	25	27
Positive contact such as a visit, or asking each other for small favours	46	43	47	55^	52^	47	47	51^	49	49
Some positive contact such as a nod or saying hello	68	68	69	63*	68	64	69	69	68	67
Some negative contact such as not getting on with them	10	10	10	6	10	8	11	10	10	10
Negative contact where there's outright tension or disagreement	6	6	6	5	7	7	5	5	6	5
I have not had any contact with the people in my neighbourhood	6	7	5	3	4	7	7	5	5	5

Base: All Respondents (excluding not answered) (n=6825)

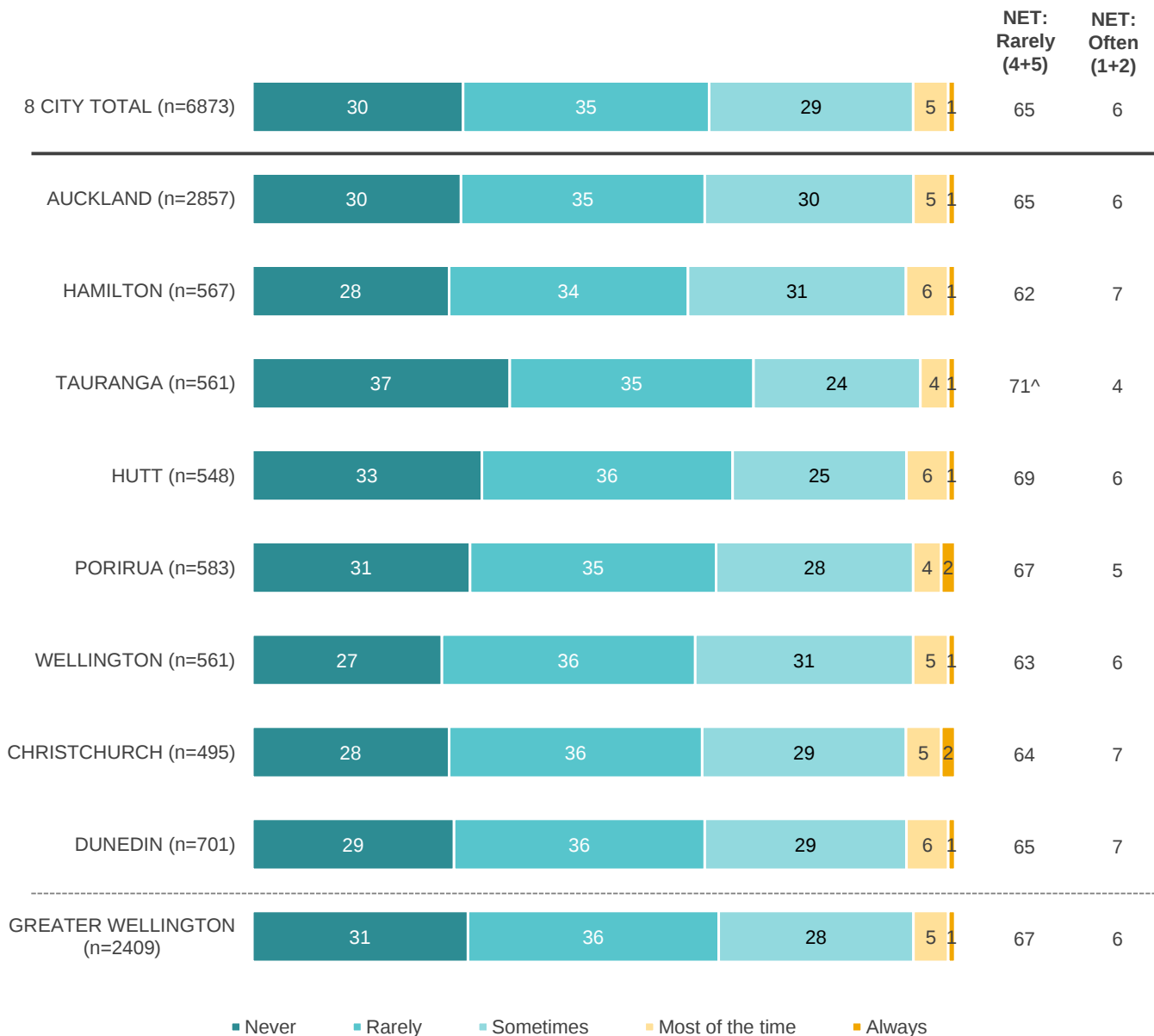
Source: Q26. In the last 12 months, which, if any, of the following types of contact have you had with people in your neighbourhood?

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

9.5 Frequency of feeling isolated

Just under two-thirds (65%) of respondents in the eight cities say they had never or rarely felt isolated in the last year.

Figure 9.5 Frequency of feeling isolated (%)



Base: All Respondents (excluding not answered)

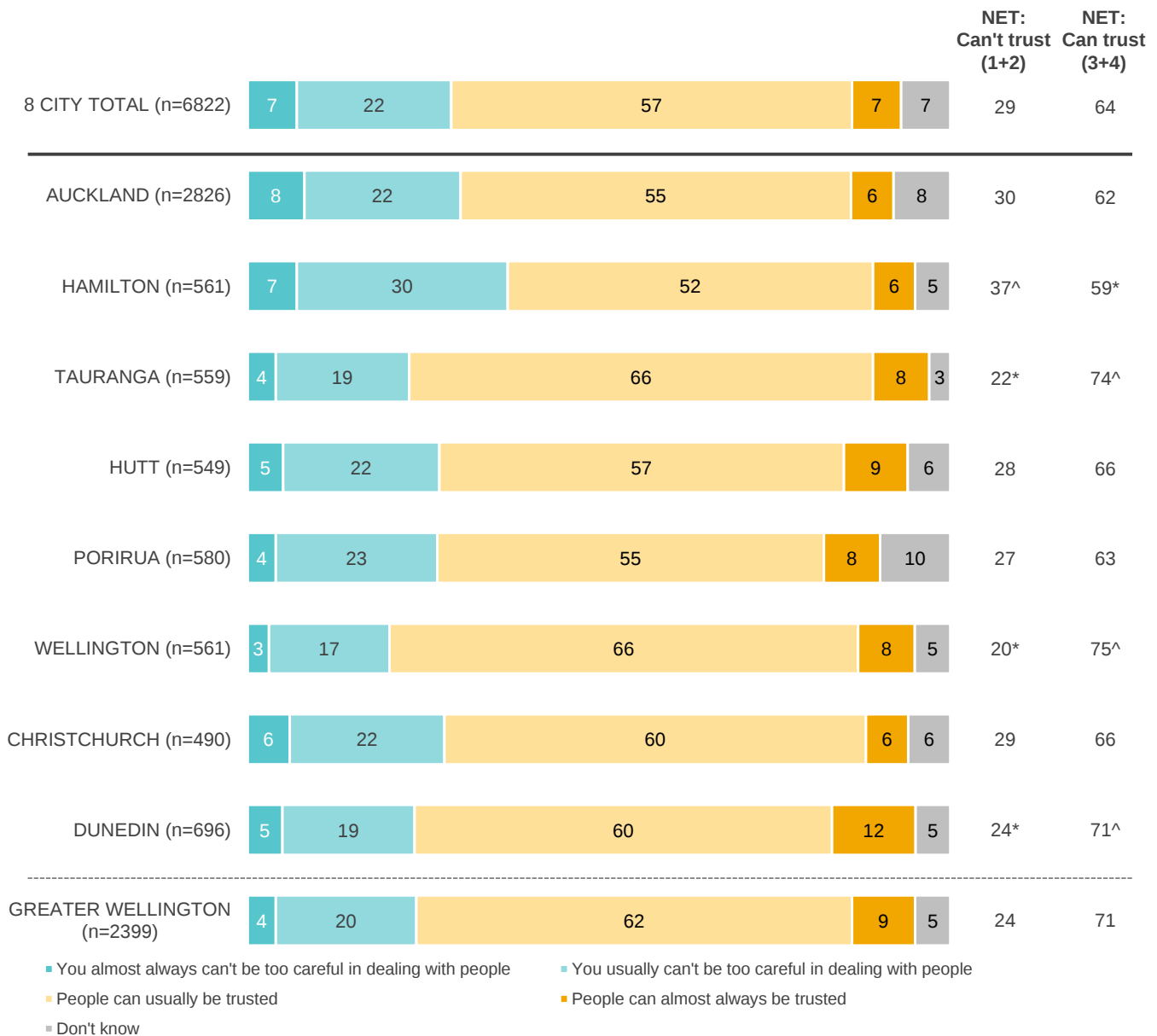
Source: Q29. Over the past 12 months how often, if ever, have you felt lonely or isolated?

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

9.6 Trust

Nearly two-thirds (64%) of respondents say you can trust people, with 7% saying people can almost always be trusted and 57% saying people can usually be trusted.

Figure 9.6 Trust (%)



Base: All Respondents (excluding not answered)

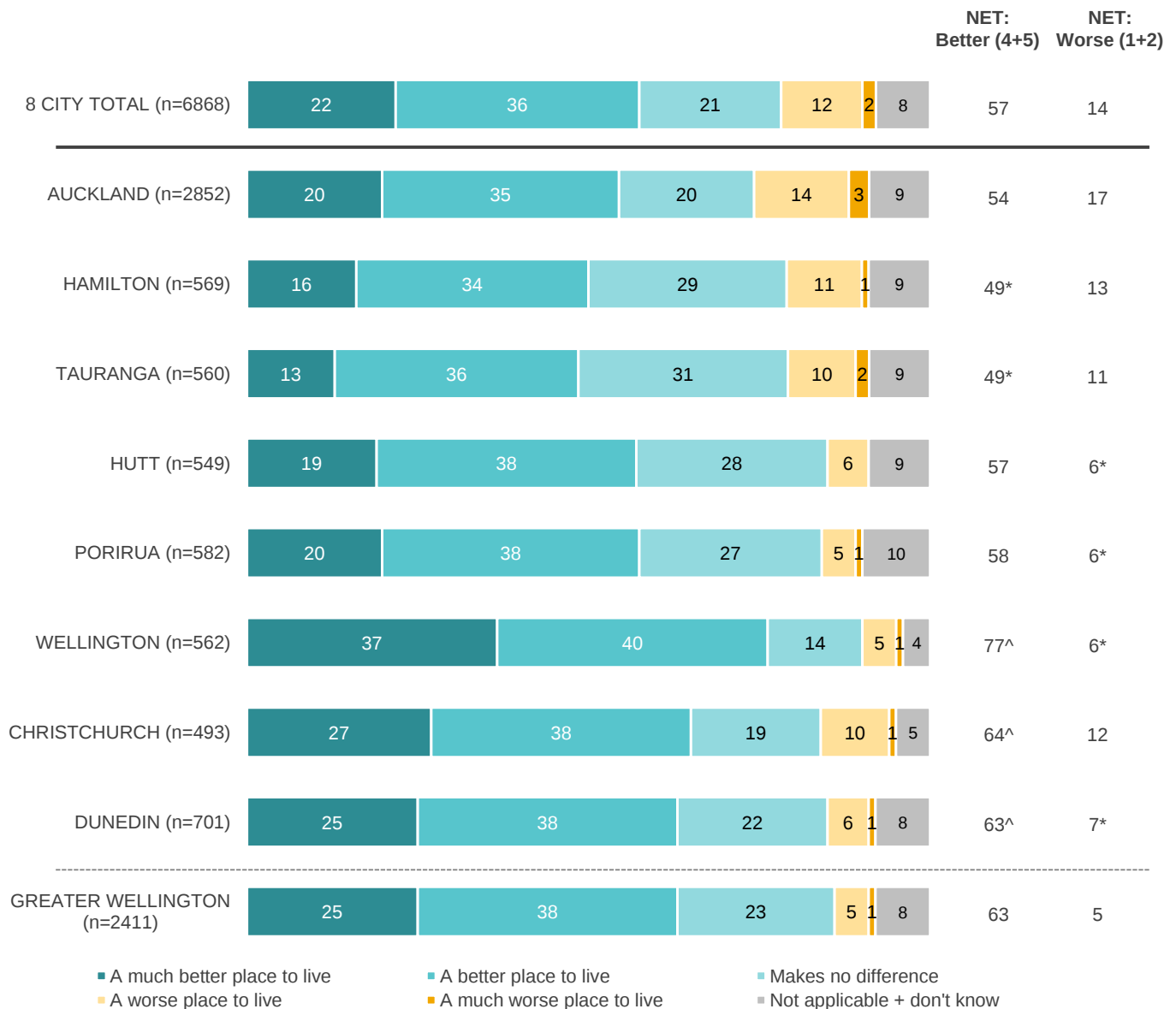
Source: Q75. Which of the following statements about trust do you agree with the most?

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

9.7 Impact of greater cultural diversity

Almost six in ten (57%) respondents across the eight cities consider that New Zealand becoming home for an increasing number of people with different lifestyles and cultures from different countries makes their city a better place to live.

Figure 9.7 Impact of greater cultural diversity (%)



Base: All Respondents (excluding not answered)

Source: Q35. New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries. Overall, do you think this makes <city/local area>...

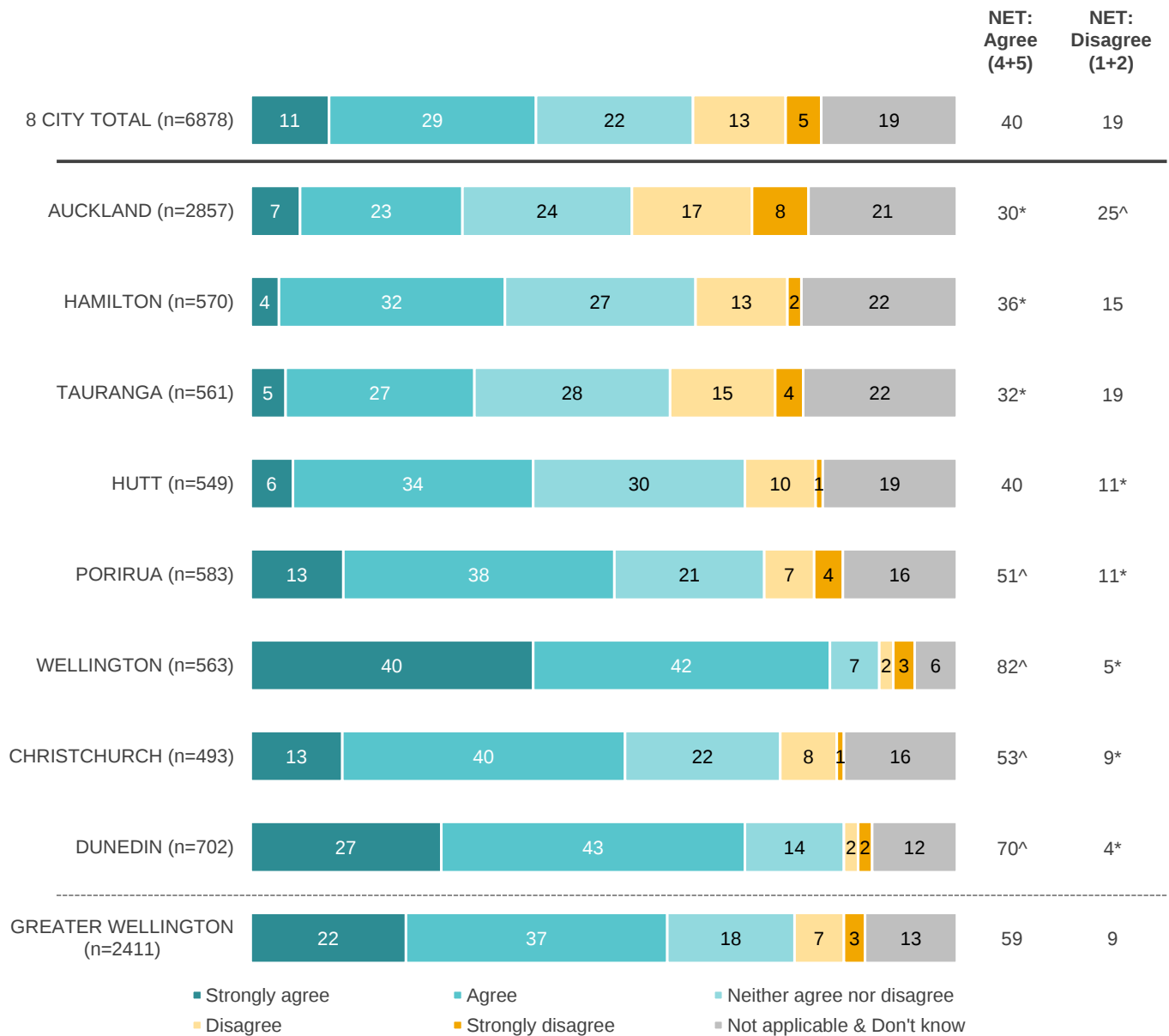
(1 – A much worse place to live, 2 – A worse place to live, 3 – Makes no difference, 4 – A better place to live, 5 – A much better place to live)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

9.8 Rich and diverse arts scene

Four in ten (40%) respondents consider their city or local area to have a diverse and rich arts scene.

Figure 9.8 Rich and diverse arts scene (%)



Base: All Respondents (excluding not answered)

Source: Q34. How much do you agree or disagree with the following? "<city/local area> has a rich and diverse arts scene"

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

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

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

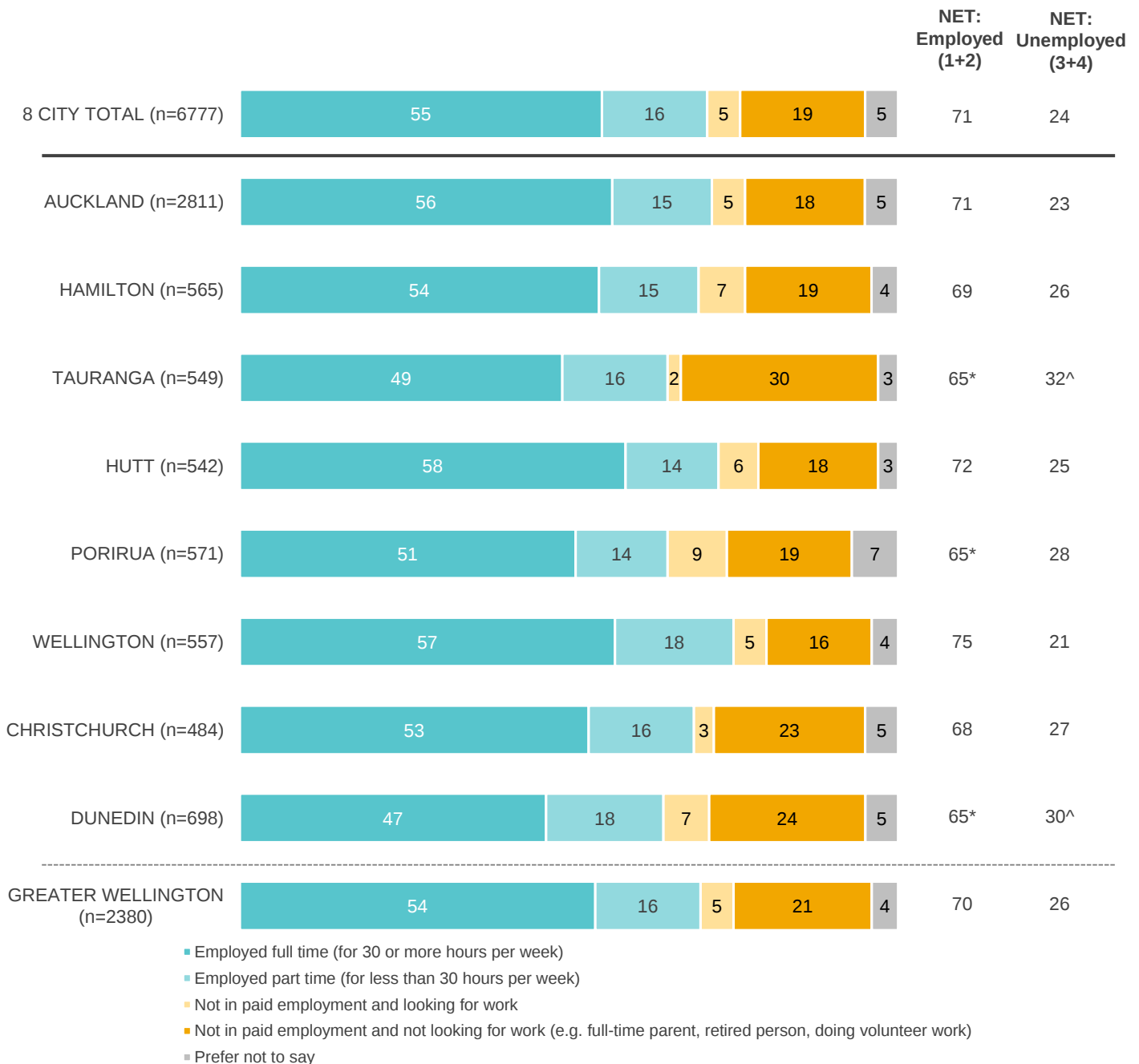
10 ECONOMIC WELLBEING

This section reports on respondents' employment status, perceptions of their work/life balance and their ability to cover costs of everyday needs.

10.1 Employment status

Seven in ten (71%) respondents are employed in either full time (55%) or part time (16%) work and a further 5% are currently seeking work.

Figure 10.1 Employment status (%)



Base: All Respondents (excluding not answered)

Source: Q19. Which of the following best describes your current employment status?

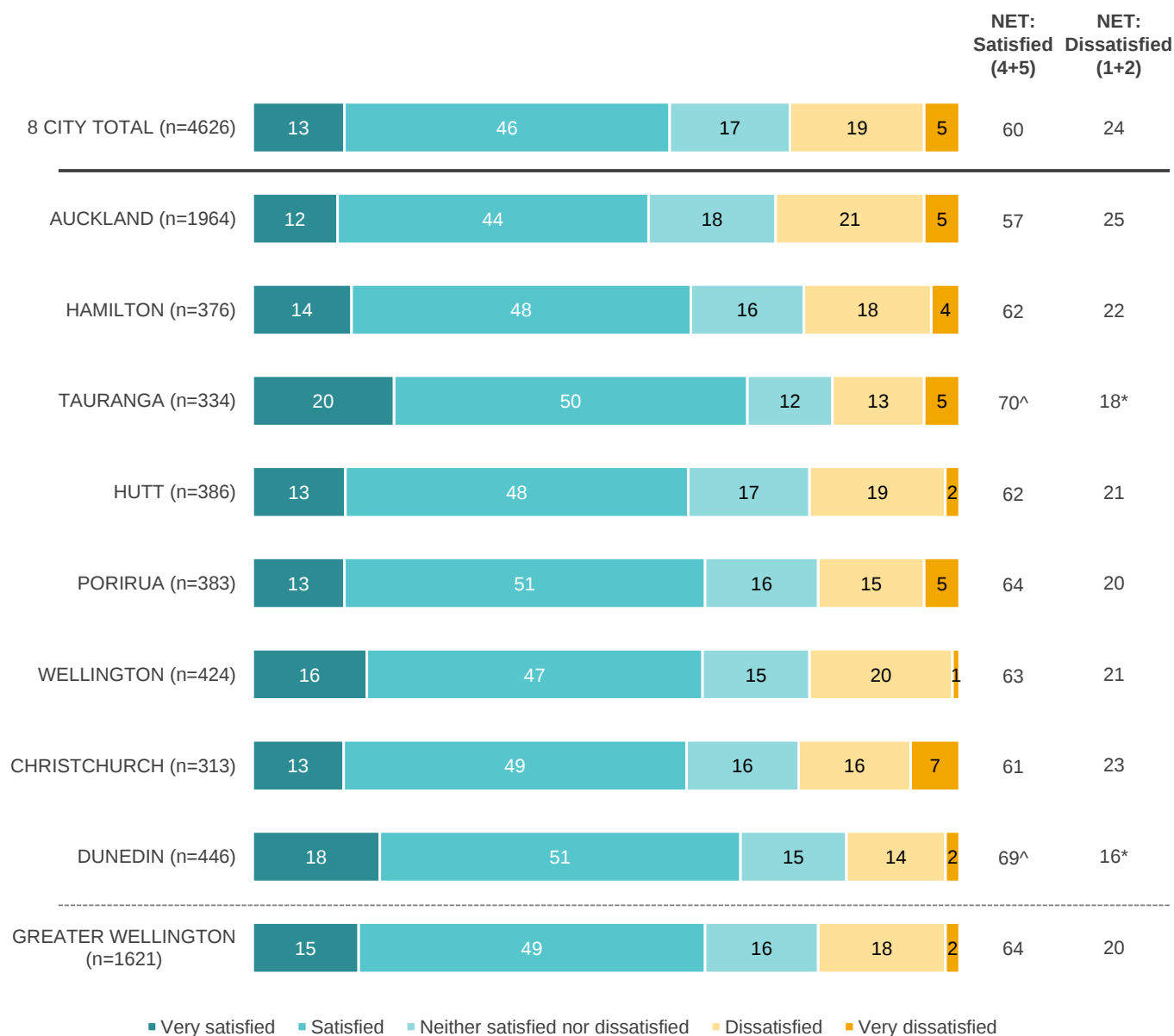
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

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

10.2 Balance between work and other aspects of life

Six in ten (60%) employed respondents are satisfied with the balance of work and other aspects of their life, with 13% being very satisfied.

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



Base: Those in paid employment (excluding not answered)

Source: Q20. Overall how satisfied or dissatisfied are you with the balance between your work and other aspects of your life such as time with your family or for leisure?

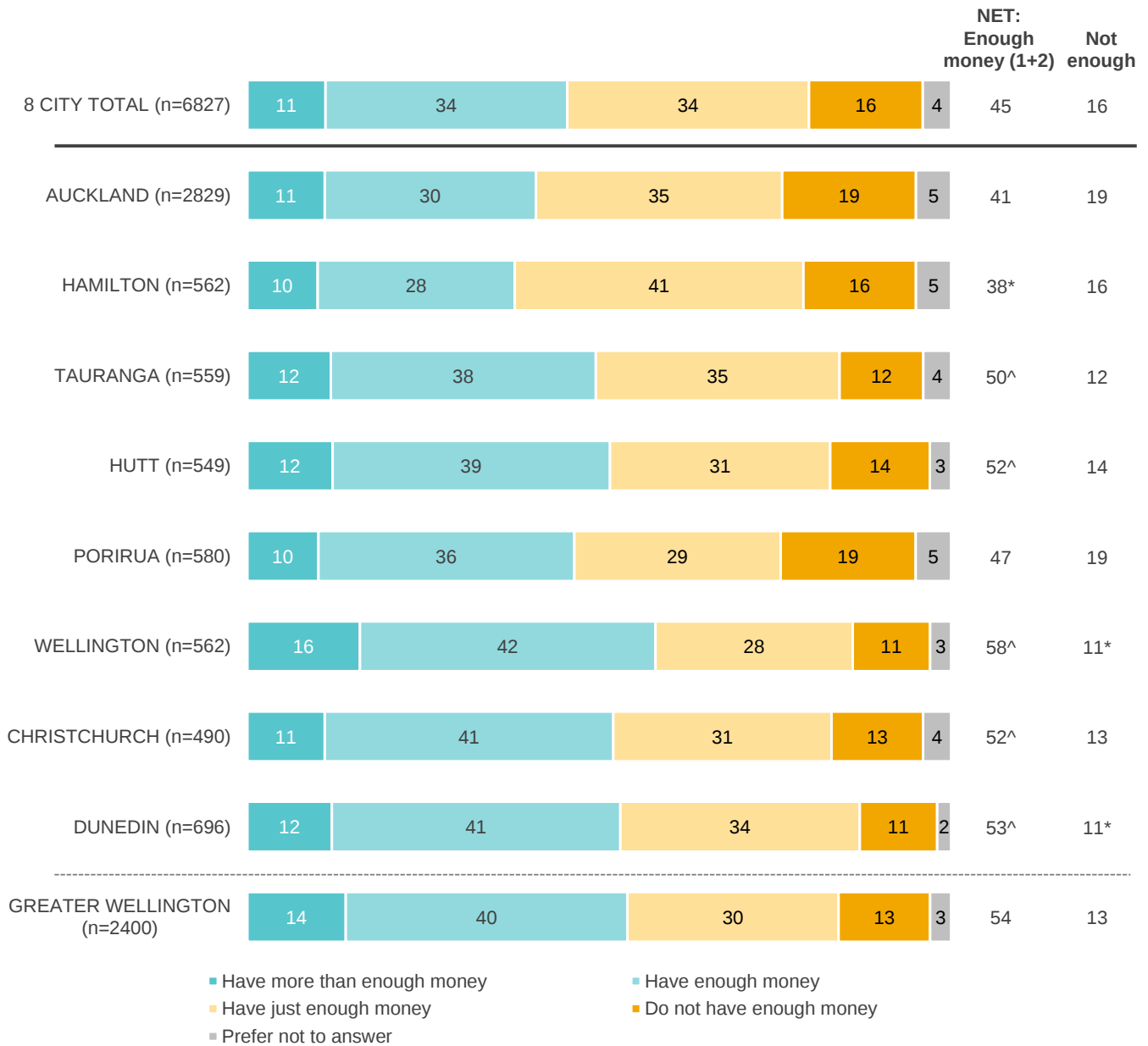
(1 – Very dissatisfied, 2 – Dissatisfied, 3 – Neither satisfied nor dissatisfied, 4 – Satisfied, 5 – Very satisfied)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

10.3 Ability to cover costs of everyday needs

Just under half (45%) of respondents in the eight cities say that they have more than enough or enough money to meet their everyday needs for things such as accommodation, food, clothing and other necessities. Almost one in five (16%) say they do not have enough money.

Figure 10.3 Ability to cover costs of everyday needs (%)



Base: All Respondents (excluding not answered)

Source: Q23. Which of the following best describes how well your total income meets your everyday needs for things such as accommodation, food, clothing and other necessities?

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

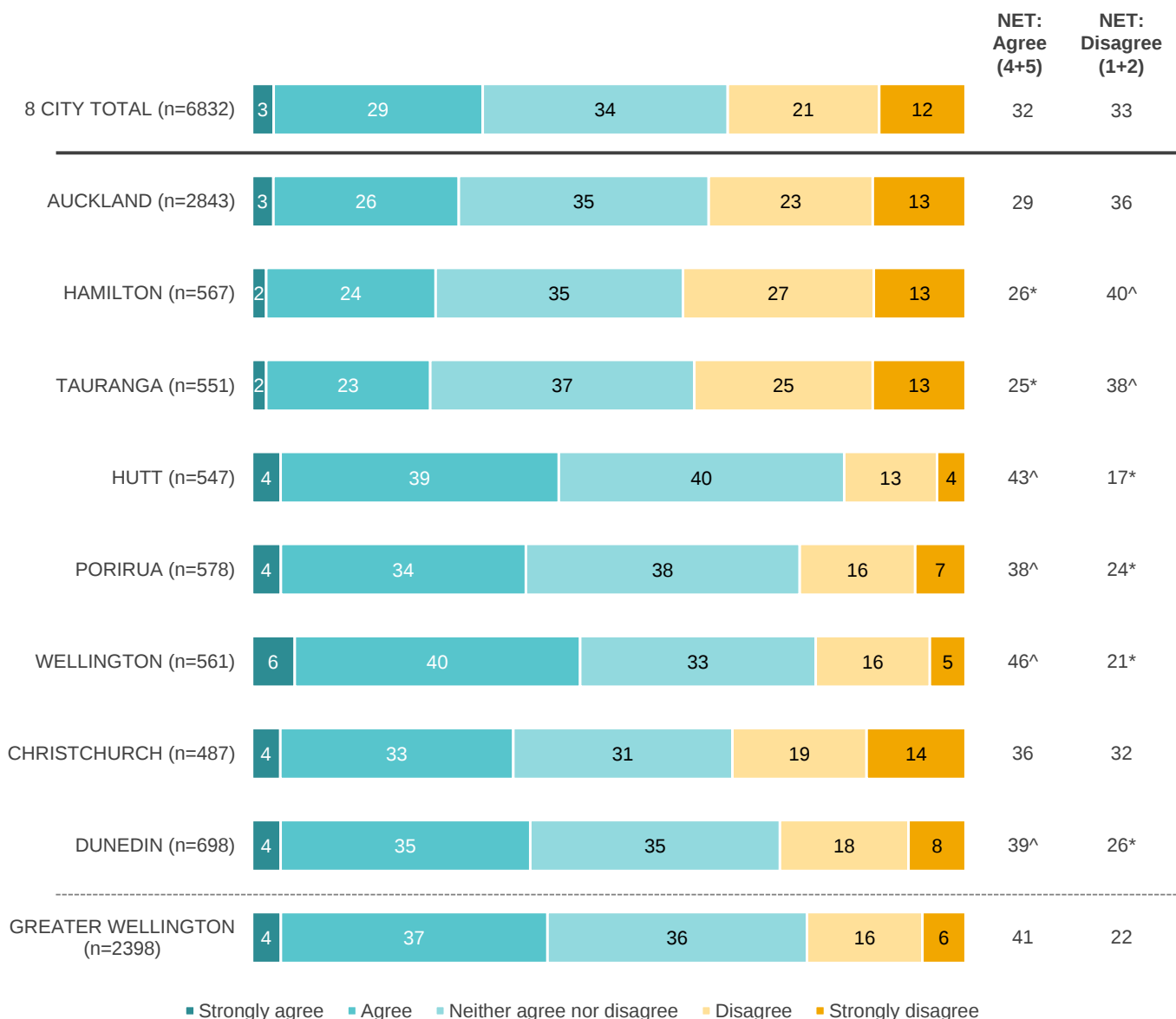
11 COUNCIL PROCESSES

This section reports on respondents' perceptions of their local council, including their confidence in council decision-making and their perception of how much influence the public has on council decision-making.

11.1 Confidence in council decision-making

Three in ten (32%) respondents have confidence that their local council makes decisions in the best interests of their city or area, another third (33%) do not.

Figure 11.1 Confidence in council decision-making (%)



Base: All Respondents (excluding not answered)

Source: Q16a. How much do you agree or disagree with the following statement? Overall, I have confidence that the Council makes decisions that are in the best interests of my <city/area/district>

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

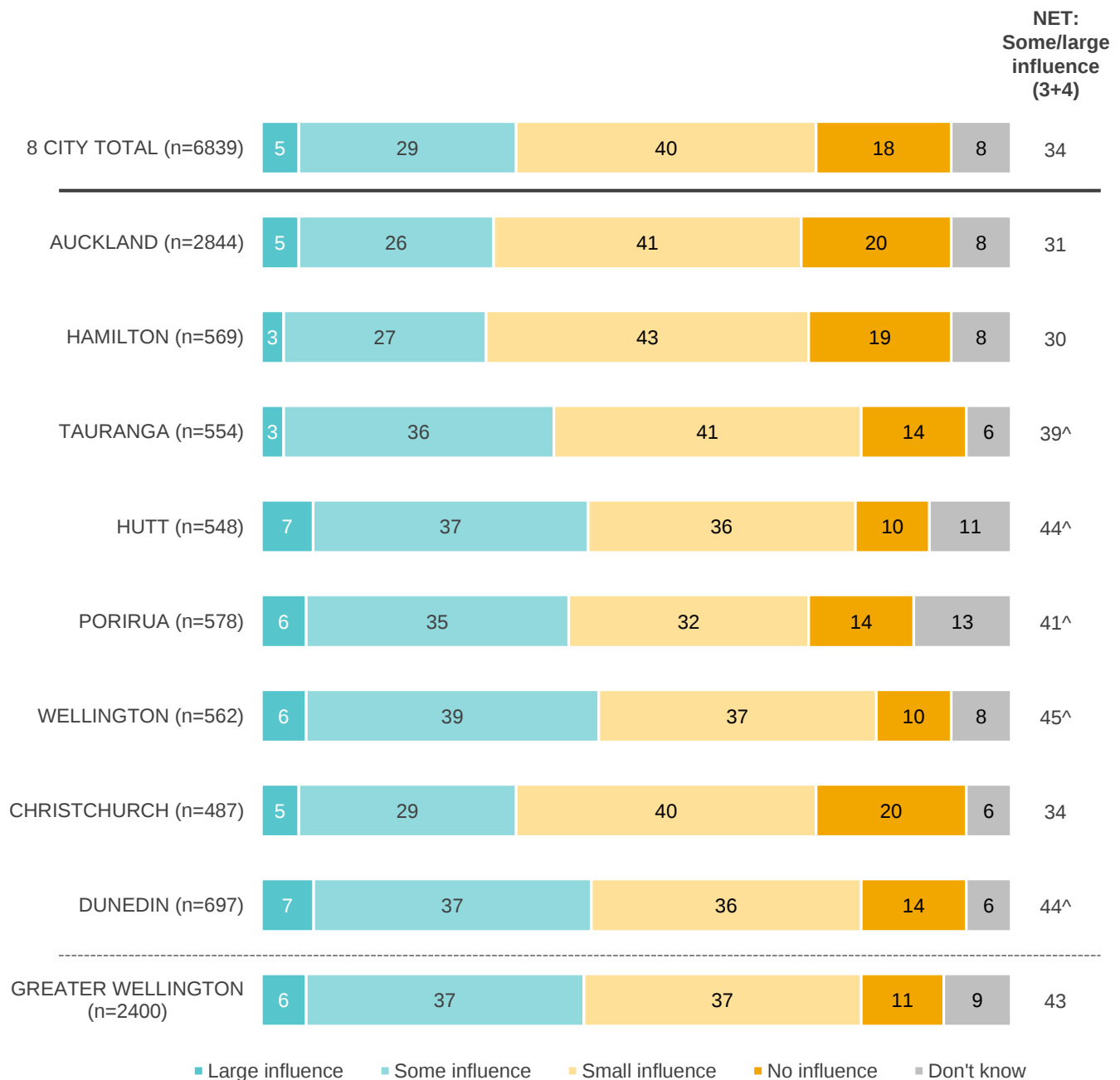
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

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

11.2 Perception of public's influence on council decision-making

A third (34%) of respondents perceive the public have 'large' or 'some' influence over the decisions that their local council makes.

Figure 11.2 Perception of public's influence on council decision-making (%)



Base: All Respondents (excluding not answered)

Source: Q18. Overall, how much influence do you feel the public has on the decisions the Council makes?

(1 – No influence, 2 – Small influence, 3 – Some influence, 4 – Large influence)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

12 COMPARISONS WITH PREVIOUS YEARS

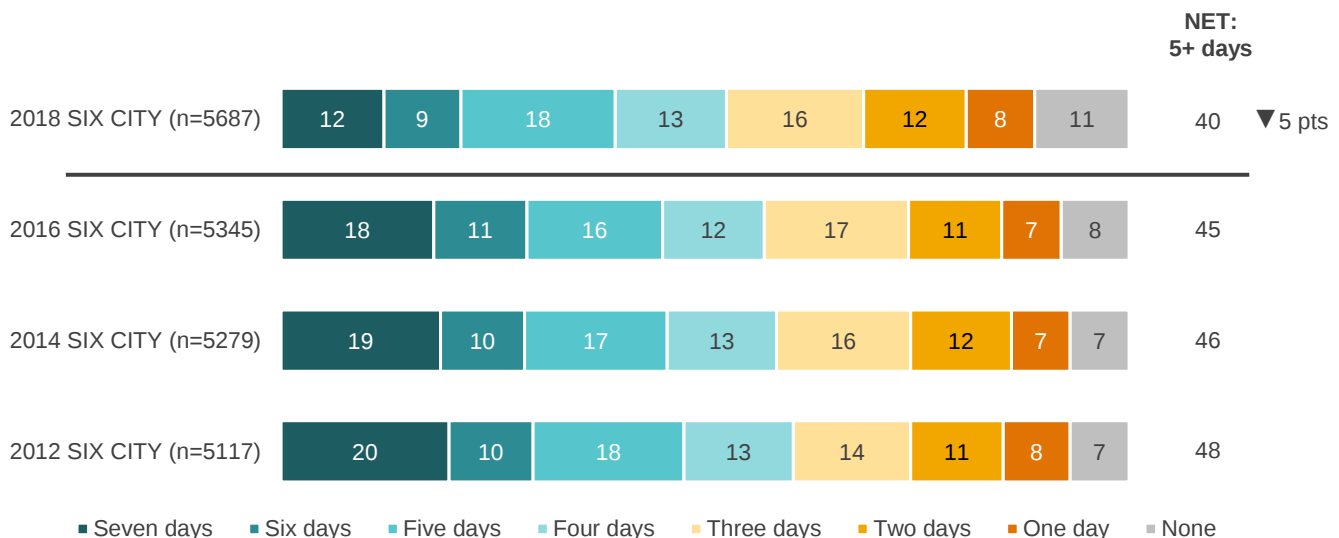
The following charts show the results of questions that are significantly different when compared with the 2016 results. Questions that were not asked in both years have not been included.

The 2018 results are based on the six cities that have been involved in the survey since 2012 (that is Auckland, Wellington, Hutt, Porirua, Christchurch and Dunedin).

12.1 Frequency of doing physical activity

There has been a significant *decrease* since 2016 in the percentage of respondents who were active five or more days. This result is trending down over time. The wording for this question was updated with new definitions for physical activity, so this may have impacted the change in result.

Figure 12.1 Frequency of doing physical activity – over time (%)



Base: All Respondents (excluding not answered)

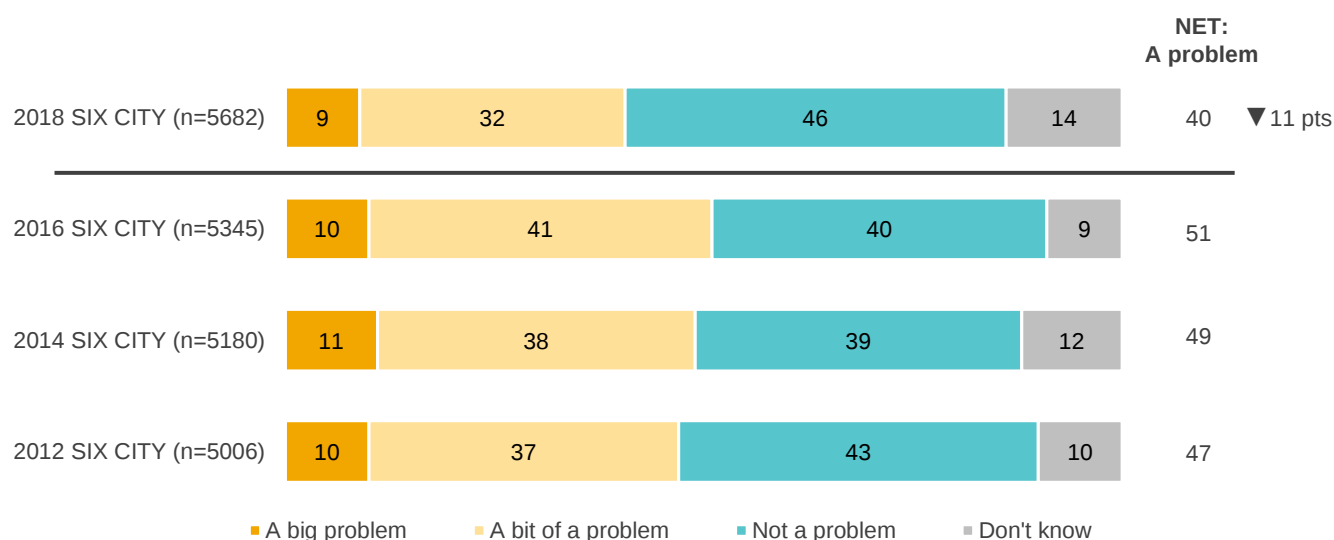
Source: Q22. Thinking about all your physical activity over the last 7 days (not including today), on how many days did you engage in....? The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

12.2 Perceived problems in local area in previous 12 months

Vandalism

There has been a significant *decrease* since 2016 in the percentage of respondents who perceive vandalism to be a problem in their city or local area in the previous 12 months.

Figure 12.2 Vandalism as perceived problem in local area – over time (%)



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

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

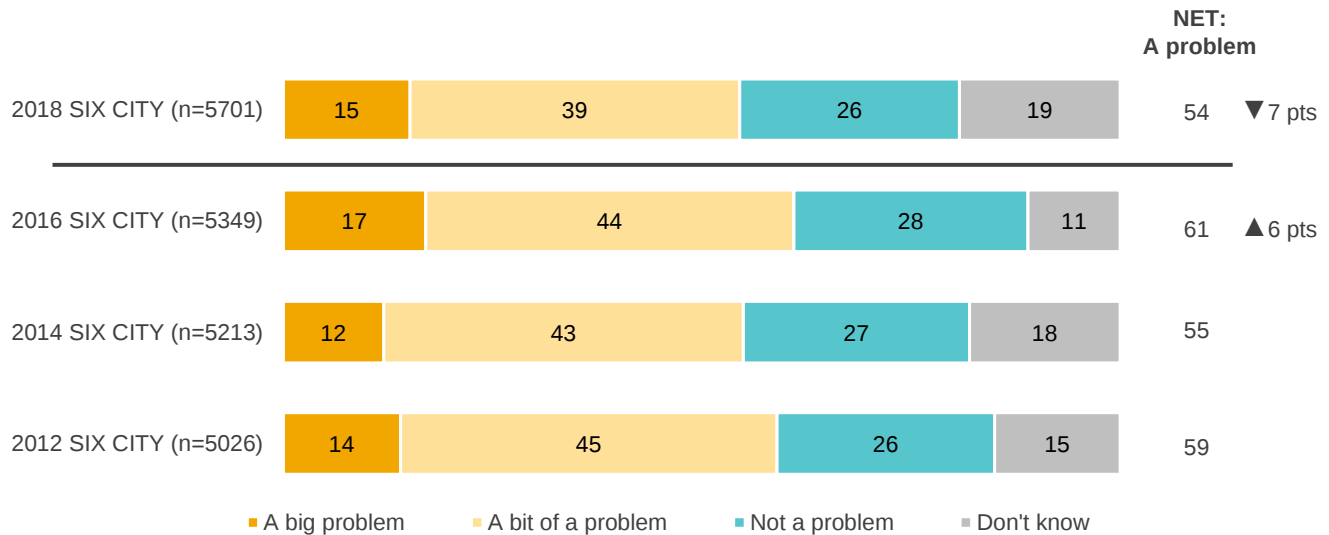
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

Car theft, damage to cars or theft from cars

There has been a significant *decrease* since 2016 in the percentage of respondents who perceive car theft and damage to be a problem in their city or local area in the previous 12 months.

Figure 12.3 Car theft, damage to cars or theft from cars as perceived problem in local area – over time (%)



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

Car theft, damage to cars or theft from cars

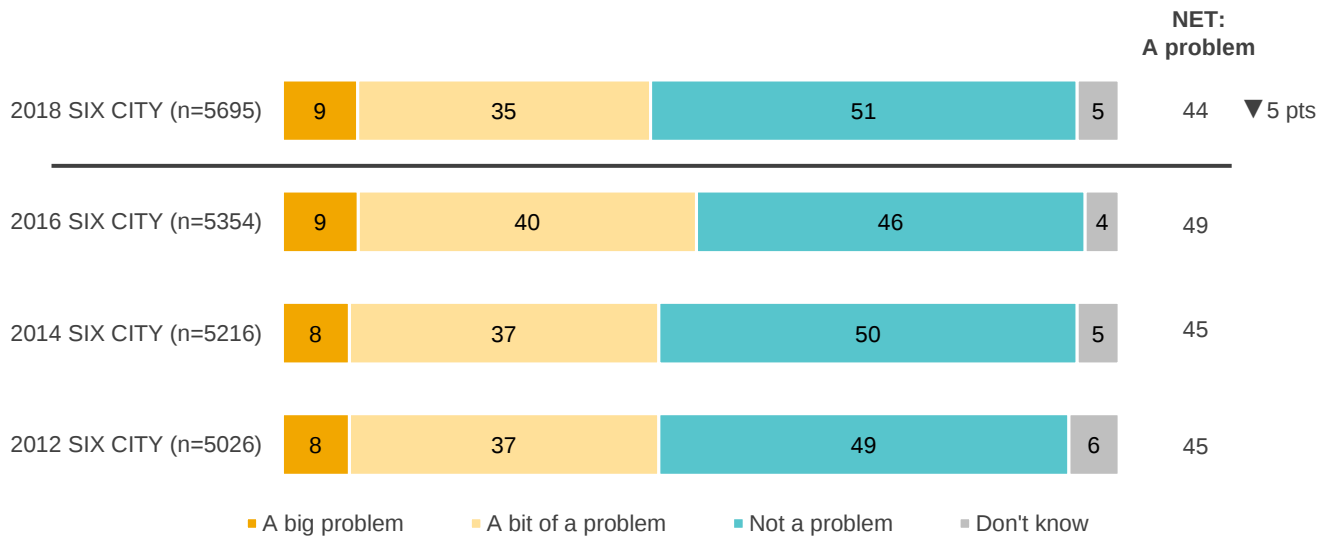
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

Presence of people you feel unsafe around

There has been a significant *decrease* since 2016 in the percentage of respondents who perceive people they feel unsafe around to be a problem in their city or local area in the previous 12 months.

Figure 12.4 Presence of people you feel unsafe around as perceived problem in local area – over time (%)



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

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

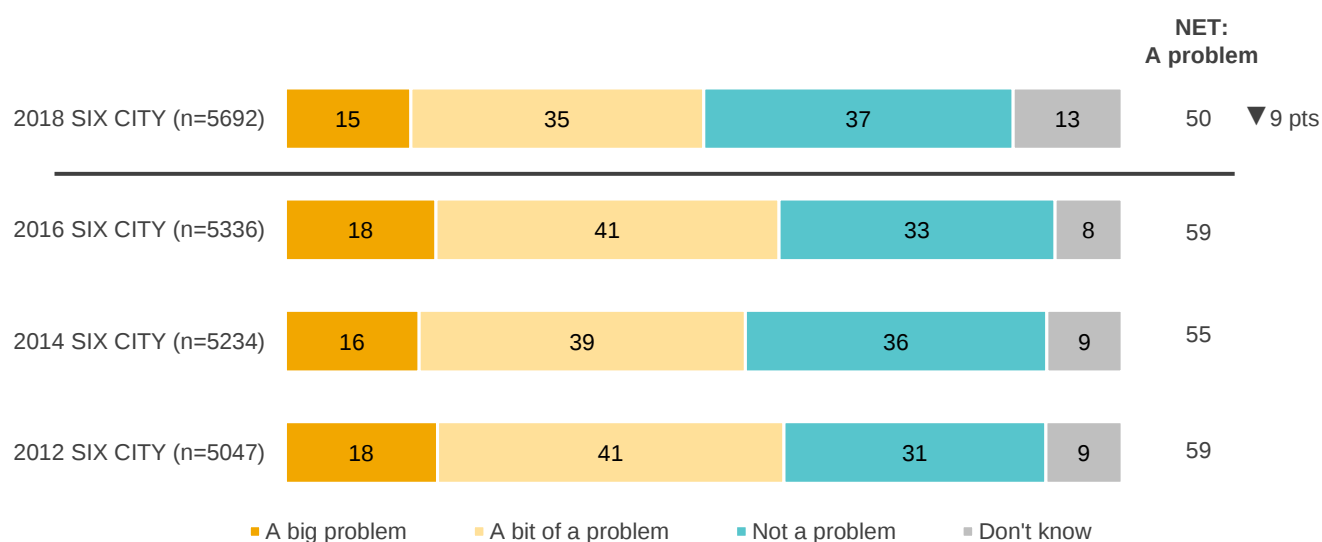
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

Alcohol or drug problems

There has been a significant *decrease* since 2016 in the percentage of respondents who perceive alcohol or drug problems to be a problem in their city or local area in the previous 12 months.

Figure 12.5 Alcohol or drug problems as perceived problem in local area – over time (%)



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

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

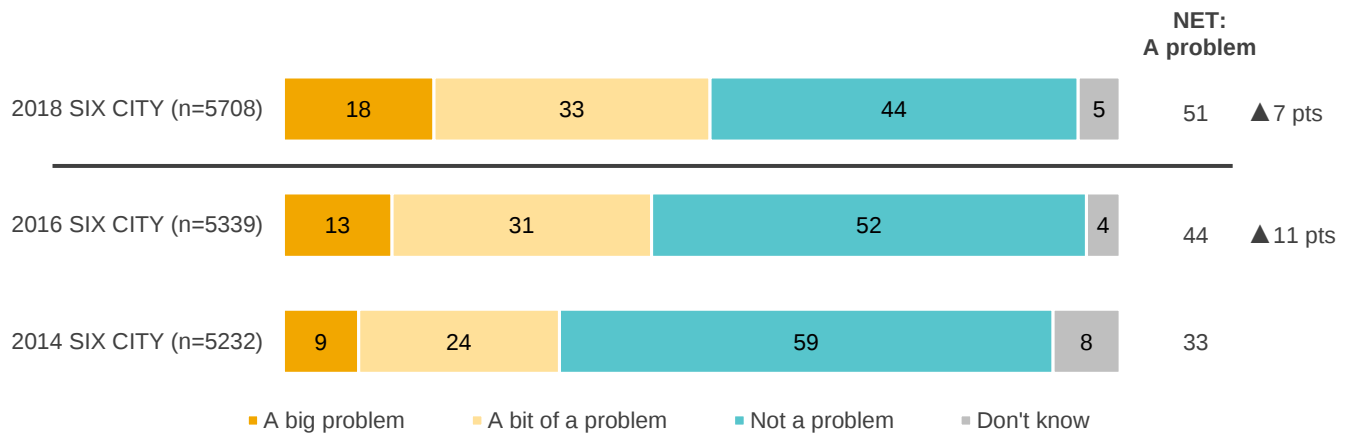
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

People begging on the street

There has been a significant *increase* since 2016 in the percentage of respondents who perceive people begging on the street to be a problem in their city or local area in the previous 12 months. This result is trending up over time. Please note this was added in 2014, so there is no 2012 result.

Figure 12.6 People begging on the street as perceived problem in local area – over time (%)



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

People begging on the street

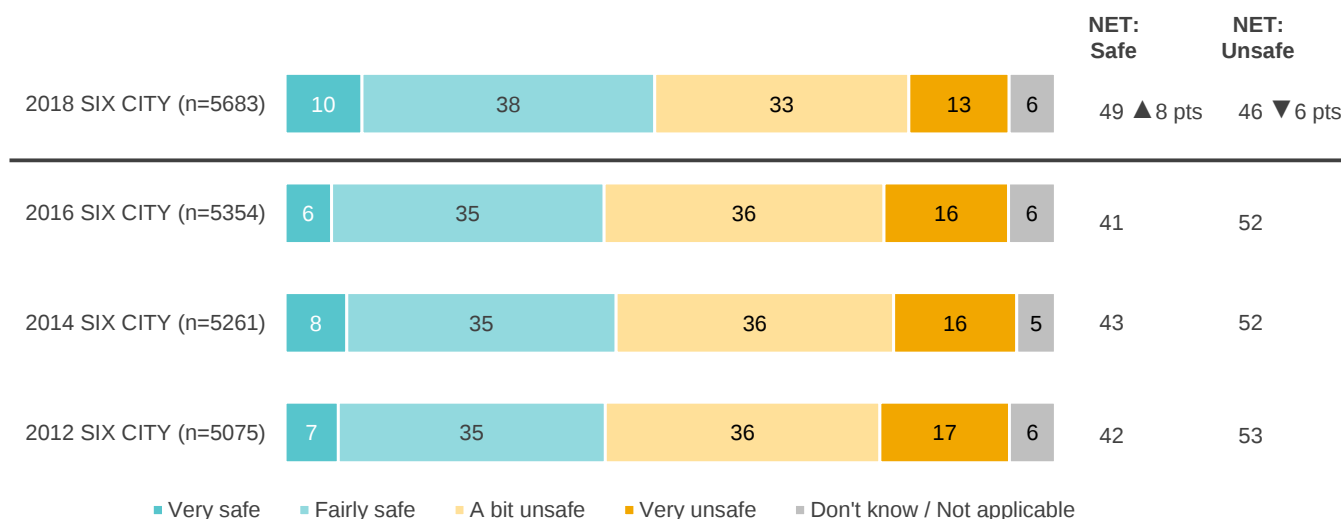
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

12.3 Perceived safety in city centre after dark

There has been a significant *increase* since 2016 in the percentage of respondents who feel safe in their city centre after dark in the previous 12 months. There has also been a significant *decrease* since 2016 in the percentage of respondents who feel unsafe in their city centre after dark in the previous 12 months.

Figure 12.7 Perceived safety in city centre after dark – over time (%)



Base: All Respondents (excluding not answered)

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

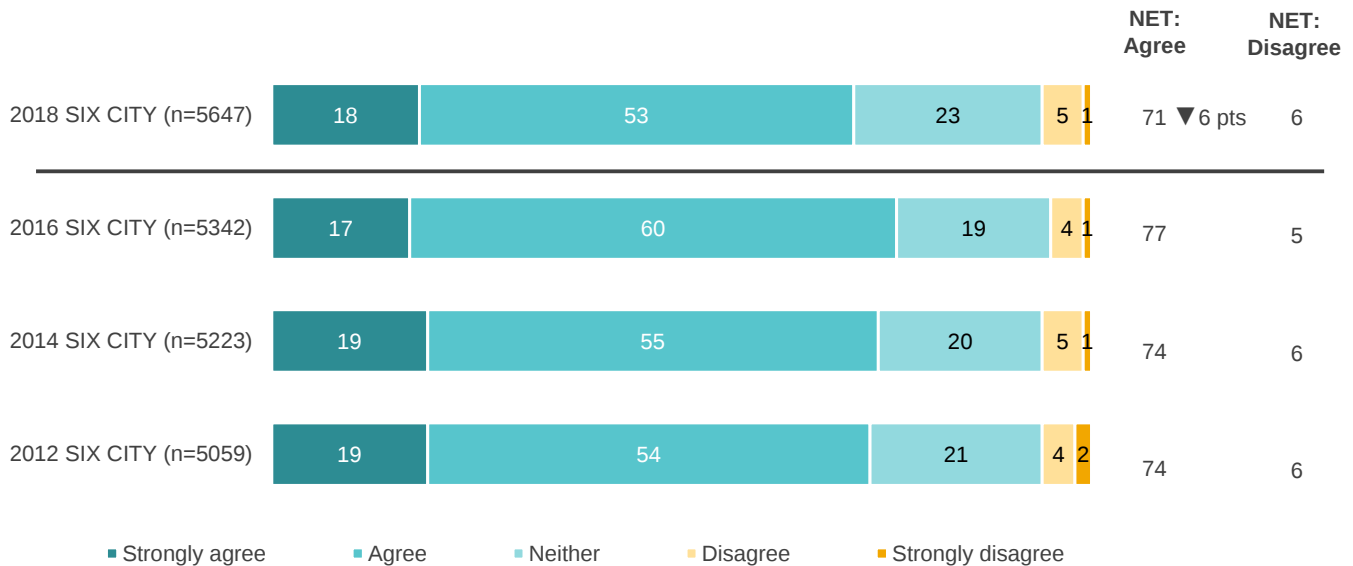
(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

12.4 Importance of sense of community

There has been a significant *decrease* since 2016 in the percentage of respondents who agree it is important to feel a sense of community with others in their neighbourhood.

Figure 12.8 Importance of sense of community– over time (%)



Base: All Respondents (excluding not answered)

Source: Q24. How much do you agree or disagree with the following: Its important to me to feel a sense of community with people in my neighborhood

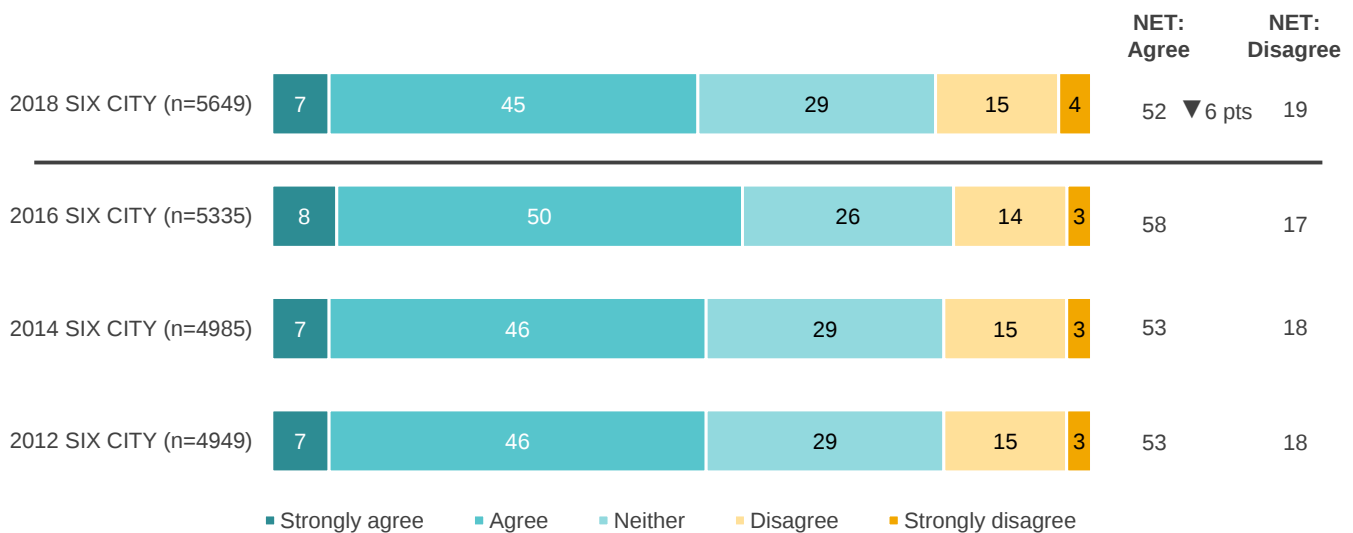
(1 – Strongly disagree , 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

12.5 Sense of community experienced

There has been a significant *decrease* since 2016 in the percentage of respondents who agree they feel a sense of community with others in their neighbourhood.

Figure 12.9 Sense of community experienced – over time (%)



Base: All Respondents (excluding not answered)

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

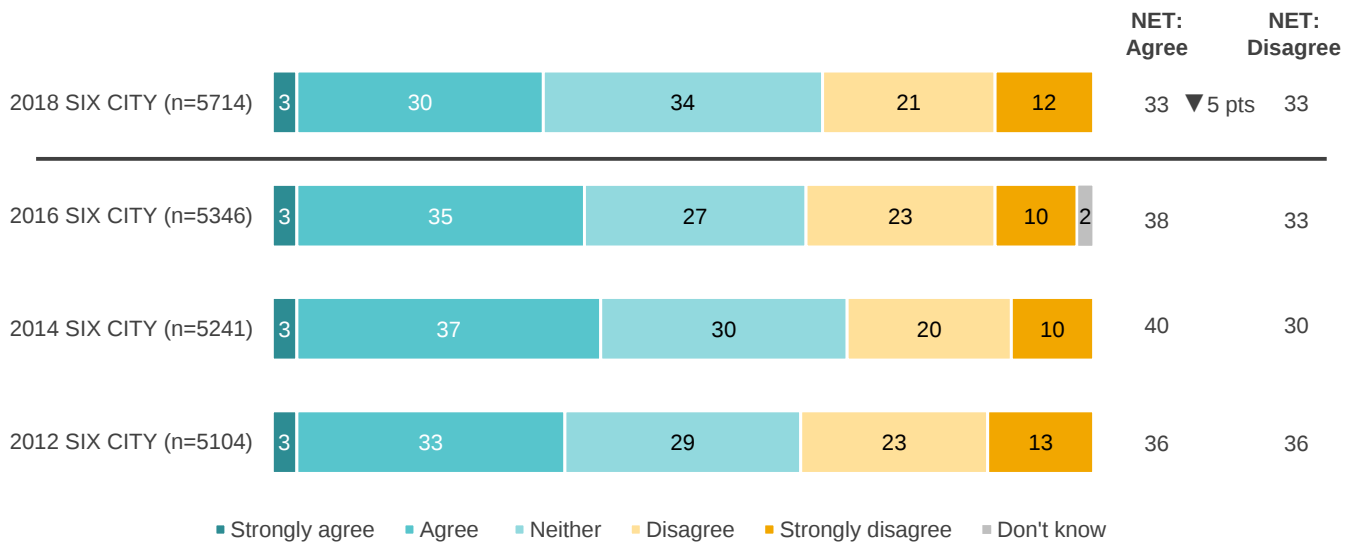
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

12.6 Confidence in council decision-making

There has been a significant *decrease* since 2016 in the percentage of respondents who agree they have confidence that the Council makes decisions that are in the best interests of their city or local area.

Figure 12.10 Confidence in Council decision-making – over time (%)



Base: All Respondents (excluding not answered)

Source: Q16a. How much do you agree or disagree with the following statement? Overall, I have confidence that the Council makes decisions that are in the best interests of my <city/area/district>

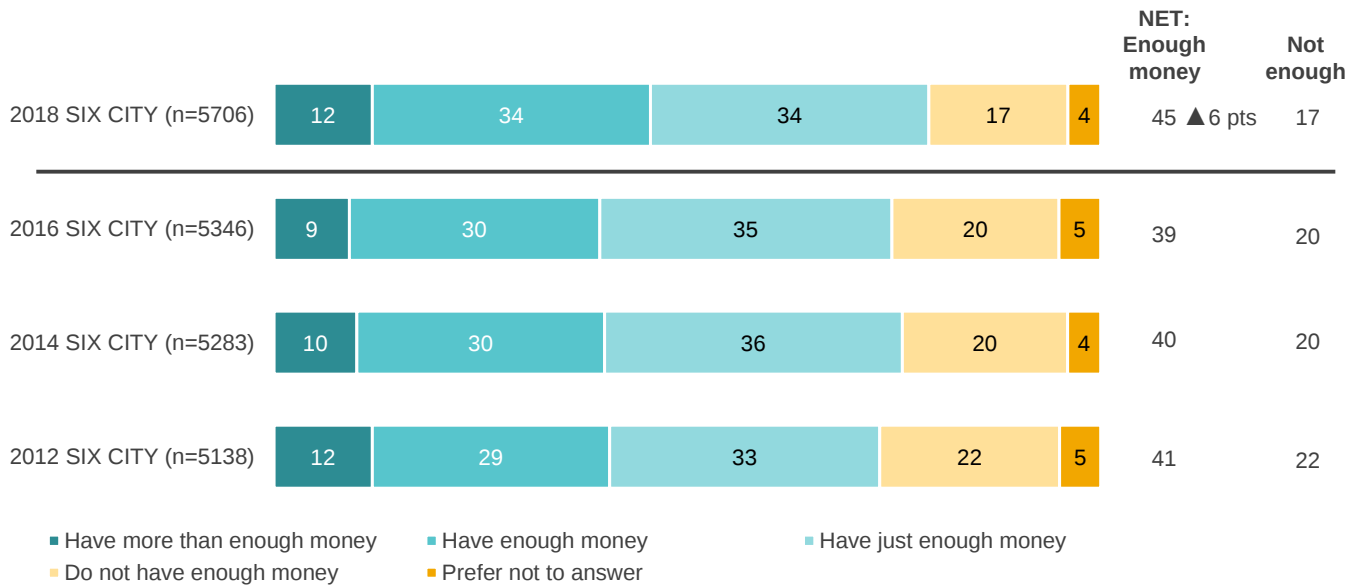
(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

12.7 Ability to cover costs of everyday needs

There has been a significant *increase* since 2016 in the percentage of respondents who feel they have enough money to meet their everyday needs.

Figure 12.11 Ability to cover costs of everyday needs – over time (%)



Base: All Respondents (excluding not answered)

Source: Q23. Which of the following best describes how well your total income meets your everyday needs for things such as accommodation, food, clothing and other necessities?

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. This result may differ slightly from the sum of the corresponding figures in the chart due to rounding.

APPENDIX 1: SAMPLE PROFILE

The demographic profile shown below relates to the residents of the eight city areas.

Table 1 Gender

	8 CITY TOTAL (n=6894) Unweighted %	8 CITY TOTAL (n=6894) Weighted %
Male	44	49
Female	55	51
Gender diverse	0	0

Base: All Respondents

Source: Q43. Are you...

Table 2 Age

	8 CITY TOTAL (n=6894) Unweighted %	8 CITY TOTAL (n=6894) Weighted %
Under 25 years	15	15
25-49 years	43	46
50-64 years	22	22
65+ years	20	17

Base: All Respondents

Source: Q44. In which of the following age groups do you belong?

Table 3 Ethnicity

	8 CITY TOTAL (n=6894) Unweighted %	8 CITY TOTAL (n=6894) Weighted %
Māori	16	9
Pacific	5	8
Asian	11	17
Other	81	73

Base: All Respondents

Source: Q42. Which ethnic group, or groups, do you belong to?

Table 4 Council area

	8 CITY TOTAL (n=6607) Unweighted %	8 CITY TOTAL (n=6607) Weighted %
Auckland	41	58
Dunedin	10	5
Hutt City	8	4
Porirua	8	2
Wellington	8	8
Hamilton	8	6
Tauranga	8	5
Christchurch	7	14

Base: All Respondents (excluding not answered)
Source: Q1. Do you currently live in <city/area>?

Table 5 Birthplace

	8 CITY TOTAL (n=6811) Unweighted %	8 CITY TOTAL (n=6811) Weighted %
Born in New Zealand	73	65
Born outside of New Zealand	27	35

Base: All Respondents (excluding not answered)
Source: Q45. Were you born in New Zealand?

Table 6 Length of time lived in NZ

	8 CITY TOTAL (n=1864) Unweighted %	8 CITY TOTAL (n=1864) Weighted %
Less than 1 year	0	0
1 year to just under 2 years	1	1
2 years to just under 5 years	7	8
5 years to just under 10 years	15	16
10 years or more	76	75

Base: Those who weren't born in NZ (excluding not answered)
Source: Q46. How many years have you lived in New Zealand?

Table 7 Number of people in household

	8 CITY TOTAL (n=6887) Unweighted %	8 CITY TOTAL (n=6887) Weighted %
1	11	10
2	31	28
3	19	19
4	21	22
5	10	11
6+	8	10

Base: All Respondents (excluding not answered)

Source: Q47. Currently, how many people live in your household, including yourself?

Table 8 Home ownership

	8 CITY TOTAL (n=6863) Unweighted %	8 CITY TOTAL (n=6863) Weighted %
I personally or jointly own it with a mortgage	29	29
A private landlord who is NOT related to me owns it	21	22
I personally or jointly own it without a mortgage	19	17
Parents / other family members or partner own it	14	15
A family trust owns it	11	10
Housing New Zealand owns it	4	4
A local authority or city council owns it	1	1
Don't know	1	2

Base: All Respondents (excluding not answered)

Source: Q48. Who owns the home you live in?

Table 9 Type of dwelling

	8 CITY TOTAL (n=6872) Unweighted %	8 CITY TOTAL (n=6872) Weighted %
Stand alone house on a section	75	74
Town house or unit	12	13
Low rise apartment block (2-7 storeys)	4	4
Terraced house (houses side by side)	3	3
Lifestyle block or farm homestead	3	3
High rise apartment block (over 7 storeys)	1	1
Other	2	2

Base: All Respondents (excluding not answered)

Source: Q80. What type of home do you currently live in?

Table 10 Time spent in local area

	8 CITY TOTAL (n=6871) Unweighted %	8 CITY TOTAL (n=6871) Weighted %
Less than 1 year	2	2
1 year to just under 2 years	5	4
2 years to just under 5 years	12	12
5 years to just under 10 years	13	13
10 years or more	68	68

Base: All Respondents (excluding not answered)

Source: Q2. And how long have you lived in <city/local area>?

Table 11 Highest education qualification

	8 CITY TOTAL (n=6830) Unweighted %	8 CITY TOTAL (n=6830) Weighted %
Bachelor's degree	23	25
Post-graduate degree / diploma / certificate or higher (e.g. Masters or Doctorate)	20	20
No formal qualification	14	14
NZQF Level 4, 5 or 6 - a trade or polytechnic qualification	14	12
NCEA Level Three or bursary or scholarship	9	9
NCEA Level Two or Sixth form Certificate / University Entrance	8	8
NCEA Level One or School Certificate	7	7
Other (e.g. overseas qualification)	6	6

Base: All Respondents (excluding not answered)

Source: Q81. What is the highest qualification that you have completed that took longer than three months to finish?

Table 12 Household annual income distribution

	8 CITY TOTAL (n=6823) Unweighted %	8 CITY TOTAL (n=6823) Weighted %
\$20,000 or less	6	7
\$20,001 - \$40,000	11	10
\$40,001 - \$60,000	10	10
\$60,001 - \$80,000	10	10
\$80,001 - \$100,000	10	10
\$100,001 - \$150,000	15	14
\$150,001 or more	16	16
Unknown	23	24

Base: All Respondents (excluding not answered)

Source: Q51. Which best describes your household's annual income before tax?

Table 13 Age of children living in home (at least some of the time in the last 4 weeks)

	8 CITY TOTAL (n=6738) Unweighted %	8 CITY TOTAL (n=6738) Weighted %
0 - 5 years old	18	19
6 - 9 years old	14	15
10 - 14 years old	15	15
15 - 17 years old	10	10
18 years old or over	16	16
Not applicable - no children	51	49

Base: All Respondents (excluding not answered)

Source: Q78. In the last 4 weeks, were there any children (excluding visitors) in the following age groups living in your home at least some of the time?

Table 14 Children live in another home some of the time

	8 CITY TOTAL (n=3306) Unweighted %	8 CITY TOTAL (n=3306) Weighted %
Yes	29	27
No	71	73

Base: If children have been living in home in the last 4 weeks (excluding not answered)

Source: Q79. And do any of these children live in another home some of the time?

APPENDIX 2: SURVEY COMMUNICATIONS

This appendix contains a copy of the invitation letter, first reminder postcard and second reminder postcard that was mailed out to residents of the participating councils.

Invitation letter



QUALITY OF LIFE PROJECT





<Addressee's Name>
<Address Line 1>
<Address Line 2>
<City>, <postcode>

Dear <respondent>

HELP SHAPE YOUR COMMUNITY

We invite you to take part in an important local government survey. We want to hear your opinions on the area where you live, including your views on things like safety, transport and health and your quality of life.

The information you provide will be combined with other responses and used by [Council] to inform decisions that enhance quality of life in your area. This is a way for you to help shape those decisions. You can view findings from previous surveys here: <http://www.qualityoflifeproject.govt.nz/>

Why me?
You and other residents have been selected at random from the Electoral Roll to take part in the survey. It is important to us that you complete the survey to ensure it accurately reflects the different views of people in your area.

How long will it take?
The survey will take approximately 15-20 minutes to complete depending on your answers.

Is my information private?
Your answers will be confidential and results will not be reported in a way that will allow you to be identified.

Any questions?
If you have any questions, please contact Nielsen on 0800 400 402 or adrienne.pointer@nielsen.com

Yours sincerely,



Kath Jamieson
Project Sponsor, Quality of Life Survey

HOW TO COMPLETE THE SURVEY AND ENTER THE DRAW TO WIN

Completing the survey online is secure, quick and easy.

- Go to: www.acnonline.com/life
- Enter the user name and survey code:
User name: <user name>
Survey code: <survey code>
- Or scan the QR code



Your chance to win \$1,000
Everyone who completes the survey and provides contact details will be entered into a prize draw for a Prezzy card or, if they prefer, to make a donation to a charity of their choice. There are five chances to win. There is a top prize of \$1,000 and a further four prizes of \$250.



Auckland Council
Te Kaunihanga o Tāmaki Makaurau



HUTT CITY
TE ANA KAIHANGI



Tauranga City Council



Christchurch City Council



porirua city



greater WELLINGTON
REGIONAL COUNCIL
Te Pane Matua Taiao



DUNEDIN CITY
COUNCIL
Kaunihanga a-rake o Otago



Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke



Hamilton City Council
Te Kaunihanga o Kiriikiriroa

FREQUENTLY ASKED QUESTIONS

Why was I invited to take part in the survey?

You are one of hundreds of people in your area randomly selected from the Electoral Roll which contains the names and addresses of all New Zealanders registered to vote. Your council has been given permission to use the Electoral Roll for the purpose of this research.

To make sure we hear the views of a cross-section of the population, it is important that you **personally**, rather than anyone else in your household, fill in the survey.

How many people are taking part in the survey?

Approximately 6,500 residents across New Zealand will take part in this survey.

Do I have to complete the survey?

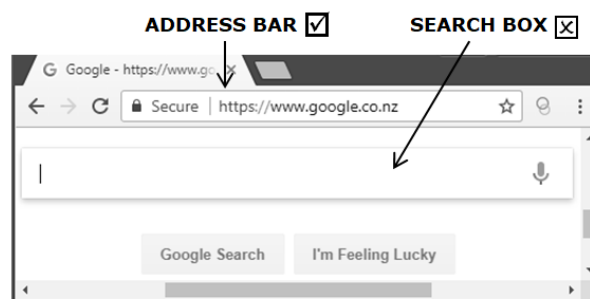
To make sure results accurately reflect the views of people in New Zealand, it is very important that all those selected to complete this survey do so.

The survey is voluntary. If you cannot take part or if you have any questions, please call Nielsen on 0800 400 402.

Why does the website address provided on the first page of this letter not take me to the correct web page?

You may have incorrectly typed in the address which is: www.acnonline.com/life (with the letter 'n' included after 'ac').

Or, you may have inserted the link into the search box rather than the address bar on the website browser. Using the **address bar** works better.



If you continue to have difficulties then please call 0800 400 402.

What do I do if the survey stops or the site crashes before I've had time to complete the survey?

Until you submit the questionnaire, you can re-open it and you should find that it will take you back to the last question you completed. All of your answers will have been saved as you progress.

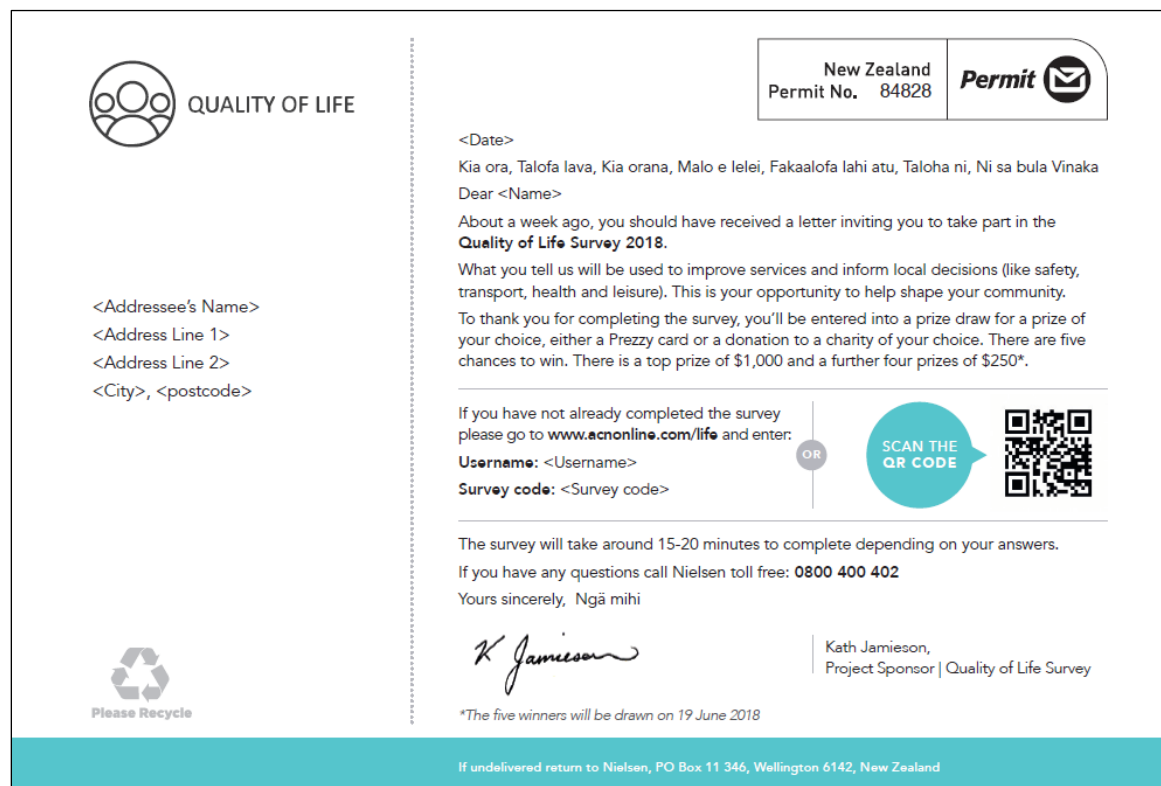
Can I change my response?

If you would like to change one of your responses please call 0800 400 402.

When will prize draw winners be drawn?

Once you have completed the survey, you will have five chances to win. The five winners of the prize draw will be drawn on 19 June 2018.

First reminder postcard



Second reminder postcard



 QUALITY OF LIFE <Addressee's Name> <Address Line 1> <Address Line 2> <City>, <postcode>  Please Recycle	New Zealand Permit No. 84828 Permit 
	<Date> Kia ora, Talofa lava, Kia orana, Malo e lelei, Fakaalofa lahi atu, Taloha ni, Ni sa bula Vinaka Dear <Name> You still have the opportunity to have a say and make a difference. By now you should have received your questionnaire for the Quality of Life Survey 2018. What you tell us will be used to improve services and inform local decisions. This is your opportunity to help shape your community. You need to complete it and send it back by 1 June 2018 to ensure your thoughts and opinions count. To thank you for completing the survey, you'll be entered into a prize draw for a prize of your choice, either a Prezzy card or a donation to a charity of your choice. There are five chances to win: A top prize of \$1,000 and a further four prizes of \$250*. If you did not receive a questionnaire or you need a replacement, call Nielsen toll free: 0800 400 402 If you would like to complete online please go to www.acnonline.com/life and enter: Username: <Username> Survey code: <Survey code> OR SCAN THE QR CODE  Yours sincerely, Ngā mihi  Kath Jamieson, Project Sponsor Quality of Life Survey *The five winners will be drawn on 19 June 2018 If undelivered return to Nielsen, PO Box 11 346, Wellington 6142, New Zealand

APPENDIX 3: QUESTIONNAIRE

This appendix contains a copy of the paper questionnaire that was mailed out to residents of Wellington City. Survey questions were largely the same regardless of council area. For further details on the slight wording differences between questionnaires and all changes made to the questionnaire from the 2016 version, please refer to the Quality of Life Survey 2018 Technical Report.

Q2

And how long have you lived in Wellington?

Please circle **one** answer

Less than 1 year	1
1 year to just under 2 years	2
2 years to just under 5 years	3
5 years to just under 10 years	4
10 years or more	5

Q3

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

Extremely poor	1
Very poor	2
Poor	3
Neither poor nor good	4
Good	5
Very good	6
Extremely good	7

Q4

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

*"I feel a sense of pride in the way Wellington looks and feels".*Please circle **one** answer

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5

Q5

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

*"Wellington is a great place to live".*Please circle **one** answer

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5

Q6

And in the last 12 months, do you feel Wellington has got better, worse or stayed the same as a place to live?

Please circle **one** answer

Much worse	1
Slightly worse	2
Stayed the same	3
Slightly better	4
Much better	5

Go to Q8

Q7

And for what reasons do you say Wellington has changed as a place to live?

Please be as detailed as possible

Q8

This question is about the home you currently live in.

How much do you agree or disagree that:

Please circle **one** answer for each statement

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Don't know
Your housing costs are affordable (<i>by housing costs we mean things like rent or mortgage, rates, house insurance and house maintenance</i>)	1	2	3	4	5	6
The type of home you live in suits your needs and the needs of others in your household	1 2 3			4 5 6		
	↓ Go to Q9			↓ Go to Q10		

Q9

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

Please circle **all** that apply

The home is too small (e.g. not enough living space or bedrooms)	1
The home is too big	2
The outdoor area is too small	3
The outdoor area is too big	4
Difficult access from the street to the home	5
Home is too cold / damp	6
Home in poor condition / needs maintenance	7
The home is not very safe (e.g needs earthquake-strengthening, hazards in home)	8
Other (please specify)	9

Q10 This question is about the home you currently live in.
How much do you agree or disagree that:

Please circle **one** answer

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Don't know
The general area or neighbourhood your home is in suits your needs and the needs of others in your household	1	2	3	4	5	6
	↓ Go to Q11			↓ Go to Q12		

Q11 Why do you disagree (or neither agree nor disagree) that the area or neighbourhood you live in suits your needs and the needs of others in your household?

Please circle **all** that apply

Not enough places to spend time with my friends	1
Lacks a feeling of community	2
Not a friendly area	3
Lacks character	4
Lack of cafes, bars, restaurants	5
Inconvenient in terms of travel / public transport	6
Not safe in terms of crime	7
Not safe from natural disasters (e.g. earthquakes, flooding)	8
Too far from family and / or friends	9
Too far from work	10
Too far from pre-school / school / university	11
Too far from amenities such as shops, malls, movie theatres, libraries, doctors, hospital etc	12
Too far from sports and recreation facilities	13
Too far from environmental features that are important to me (e.g. beach, hills, views, river, wetlands, forest)	14
Too busy	15
Too noisy	16
Other (please specify)	17

- Q12** The following question asks about heating your home during the winter months.
How much do you agree or disagree that:

Please circle **one** answer for each statement

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Don't know / not applicable
My home has a problem with damp or mould	1	2	3	4	5	6
The heating system keeps my home warm when it is in use	1	2	3	4	5	6
I can afford to heat my home properly	1	2	3	4	5	6

CRIME AND SAFETY

- Q13** In general how safe or unsafe do you feel in the following situations...

Please circle **one** answer for each situation

	Very unsafe	A bit unsafe	Fairly safe	Very safe	Don't know / not applicable
In your home after dark	1	2	3	4	5
Walking alone in your neighbourhood after dark	1	2	3	4	5
In your city centre during the day	1	2	3	4	5
In your city centre after dark	1	2	3	4	5

- Q14** What area do you regard as your 'city centre'?
Please write in below

Q15

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

Please circle **one** answer for each problem

	A big problem	A bit of a problem	Not a problem	Don't know
Rubbish or litter lying on the streets	1	2	3	4
Graffiti or tagging	1	2	3	4
Vandalism, other than graffiti or tagging, including broken windows in shops and public buildings	1	2	3	4
Car theft, damage to cars or theft from cars	1	2	3	4
Dangerous driving, including drink driving and speeding	1	2	3	4
People you feel unsafe around because of their behaviour, attitude or appearance	1	2	3	4
Air pollution	1	2	3	4
Water pollution, including pollution in streams, rivers, lakes and in the sea	1	2	3	4
Noise pollution	1	2	3	4
Alcohol or drug problems or anti-social behaviour associated with the use of alcohol or drugs	1	2	3	4
People begging on the street	1	2	3	4
People sleeping rough on the streets / in vehicles	1	2	3	4

TRANSPORT

Q16

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

*For public transport, please include cable cars, ferries, trains and buses, including school buses. Taxis / Uber are **not** included as public transport.*

If your usage changes on a weekly basis, please provide an average.

Please circle **one** answer

5 or more times a week	1
2 - 4 times a week	2
Once a week	3
2 - 3 times a month	4
At least once a month	5
Less than once a month	6
Did not use public transport over the past 12 months	7
Not applicable, no public transport available in my area	8

→ Go to Q18

Q17

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

Please circle **one** answer for each aspect

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Don't know
Affordable	1	2	3	4	5	6
Safe	1	2	3	4	5	6
Easy to get to	1	2	3	4	5	6
Frequent (comes often)	1	2	3	4	5	6
Reliable (comes on time)	1	2	3	4	5	6

COUNCIL DECISION MAKING

Q18

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

“Overall, I have confidence that the Council makes decisions that are in the best interests of my city”.

Please circle **one** answer

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5

Q19

Overall, how much influence do you feel the public has on the decisions the Council makes?
Would you say the public has...

Please circle **one** answer

No influence	1
Small influence	2
Some influence	3
Large influence	4
Don't know	5

ASPECTS OF YOUR LIFE AND YOUR LIFESTYLE

Q20

Which of the following best describes your current employment status?

Employed means you undertake work for pay, profit or other income, or do any work in a family business without pay.

Please circle **one** answer

Employed full time (for 30 or more hours per week)	1	→ Go to Q21
Employed part time (for less than 30 hours per week)	2	
Not in paid employment and looking for work	3	→ Go to Q22
Not in paid employment and not looking for work (e.g. full-time parent, retired person, doing volunteer work)	4	
Prefer not to say	5	

Q21

Overall how satisfied or dissatisfied are you with the balance between your work and other aspects of your life such as time with your family or for leisure?

Please circle **one** answer

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

Q22

In general how would you rate your health?

Please circle **one** answer

Poor	1
Fair	2
Good	3
Very good	4
Excellent	5

Q23

This question is about the physical activity you have done in the last **7 days** (not including today). By physical activity we mean doing anything using your muscles. Please think about activities at work, school or home, getting from place to place, and any activities you did for exercise, sport, recreation or leisure.

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

a) At least **30 minutes** of **moderate** activity - 'moderate' activities might make you breathe harder than normal, but only a little - like brisk walking, carrying light loads, cycling at a regular pace, or other activities like table tennis.

OR

b) At least **15 minutes** of **vigorous** activity - 'vigorous' activities make you breathe a lot harder than normal ('huff and puff') - like running, heavy lifting, digging, aerobics, fast cycling, or other activities like rugby or netball.

Please circle **one** answer

None	0
One day	1
Two days	2
Three days	3
Four days	4
Five days	5
Six days	6
Seven days	7

Q24

Which of the following best describes how well your total income meets your everyday needs for things such as accommodation, food, clothing and other necessities?

Please circle **one** answer

Have more than enough money	1
Have enough money	2
Have just enough money	3
Do not have enough money	4
Prefer not to answer	5

Q25

How much do you agree or disagree with the following statements?

Please circle **one** answer for each statement

	Strongly disagree	Disagree	Neither	Agree	Strongly agree
It's important to me to feel a sense of community with people in my neighbourhood	1	2	3	4	5
I feel a sense of community with others in my neighbourhood	1	2	3	4	5

Q26

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

Please circle **all** that apply

Negative contact where there's outright tension or disagreement	1
Some negative contact such as not getting on with them	2
Some positive contact such as a nod or saying hello	3
Positive contact such as a visit, or asking each other for small favours	4
Strong positive contact such as support / close friendship (e.g. having BBQs or drinks together)	5
I have not had any contact with the people in my neighbourhood	6

Q27

Which of the following statements about trust do you agree with the most?

Please circle **one** answer

You almost always can't be too careful in dealing with people	1
You usually can't be too careful in dealing with people	2
People can usually be trusted	3
People can almost always be trusted	4
Don't know	5

Q28

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

Please circle **all** that apply

Faith-based group / church community	1
Cultural group (e.g. kapa haka, Samoan group, Somalian group)	2
Marae / hapū / iwi participation (e.g. Land Trust)	3
Neighbourhood group (e.g. residents' association, play groups)	4
Clubs and societies (e.g. sports clubs, poetry groups, book clubs)	5
Volunteer / charity group (e.g. SPCA, Hospice)	6
Parent networks (e.g. school, pre-school)	7
Professional / work networks (e.g. network of colleagues or professional association)	8
Online community (e.g. Facebook / Twitter, forums, online gaming communities)	9
Other social network or group (please specify)	10

None of the above	11

Q29

Over the past 12 months how often, if ever, have you felt lonely or isolated?

Please circle **one** answer

Always	1
Most of the time	2
Sometimes	3
Rarely	4
Never	5

Q30

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

Please circle **one** answer

Yes, definitely	1
Yes, probably	2
No	3
Don't know / unsure	4

Q31

At some time in their lives, most people experience stress.

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

Stress refers to things that negatively affect different aspects of people's lives, including work and home life, making important life decisions, their routines for taking care of household chores, leisure time and other activities.

Please circle **one** answer

Always	1
Most of the time	2
Sometimes	3
Rarely	4
Never	5

Q32

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

Notice that higher numbers mean better well-being (example: If you have felt cheerful and in good spirits more than half of the time during the last two weeks, please circle the number 3 below).

Please circle **one** answer for each aspect

	All of the time	Most of the time	More than half of the time	Less than half of the time	Some of the time	At no time
I have felt cheerful and in good spirits	5	4	3	2	1	0
I have felt calm and relaxed	5	4	3	2	1	0
I have felt active and vigorous	5	4	3	2	1	0
I woke up feeling fresh and rested	5	4	3	2	1	0
My daily life has been filled with things that interest me	5	4	3	2	1	0

CULTURE AND IDENTITY

Q33

How much do you agree or disagree with the following?

"Wellington has a rich and diverse arts scene".

Please circle **one** answer

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5
Not applicable - no arts scene	6
Don't know	7

Q34

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

Overall, do you think this makes Wellington ...

Please circle **one** answer

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

OVERALL QUALITY OF LIFE

Q35

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

Please circle **one** answer

Extremely poor	1
Very poor	2
Poor	3
Neither poor nor good	4
Good	5
Very good	6
Extremely good	7

Q36

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

Please be as detailed as possible in your response

Q37

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

Please circle **one** answer

Decreased significantly	1
Decreased to some extent	2
Stayed about the same	3
Increased to some extent	4
Increased significantly	5

DEMOGRAPHICS

Lastly, a few questions about you. This is so we can compare the opinions of different types of people who live in New Zealand.

Q38

Which ethnic group, or groups, do you belong to?

Please circle **all** that apply

New Zealand European	1
Māori	2
Samoan	3
Cook Island Māori	4
Tongan	5
Niuean	6
Chinese	7
Indian	8
Other (please specify)	9

Prefer not to say	10
Don't know	11

Q39

In which of the following age groups do you belong?

Please circle **one** answer

Less than 18 years	1
18-19 years	2
20-24 years	3
25-29 years	4
30-34 years	5
35-39 years	6
40-44 years	7
45-49 years	8
50-54 years	9
55-59 years	10
60-64 years	11
65-69 years	12
70-74 years	13
75+ years	14

Q40

Are you...

Please circle **one** answer

Male	1
Female	2
Gender diverse	3

Q41

Were you born in New Zealand?

Please circle **one** answer

Yes	1	→ Go to Q43
No	2	→ Go to Q42

If you were not born in New Zealand, please answer Q42

Q42 How many years have you lived in New Zealand?

Please circle **one** answer

Less than 1 year	1
1 year to just under 2 years	2
2 years to just under 5 years	3
5 years to just under 10 years	4
10 years or more	5

Q43 Currently, how many people live in your household, including yourself?

By live in your household we mean anyone who lives in your house, or in sleep-outs, Granny flats etc. on the same property. If you live in a retirement village, apartment building or hostel, please answer for how many people live in your unit only.

Please write the number in the box below.

Q44 In the last 4 weeks, were there any children (excluding visitors) in the following age groups living in your home at least some of the time?

Please circle **all** the apply

0 – 5 years old	1
6 – 9 years old	2
10 – 14 years old	3
15 – 17 years old	4
18 years old or over	5
Not applicable - no children	6

→ Go to Q46

Q45 And do any of these children live in another home some of the time?

Please circle **one** answer

Yes	1
No	2

Q46

Who owns the home that you live in?Please circle one answer

I personally or jointly own it with a mortgage	1
I personally or jointly own it without a mortgage	2
A family trust owns it	3
Parents / other family members or partner own it	4
A private landlord who is NOT related to me owns it	5
A local authority or city council owns it	6
Housing New Zealand owns it	7
Other State landlord (such as Department of Conservation, Ministry of Education) owns it	8
A social service agency or community housing provider (e.g. the Salvation Army, New Zealand Housing Foundation) owns it	9
Don't know	10

Q47

What type of home do you currently live in?

Please circle one answer

Stand alone house on a section	1
Town house or unit	2
Terraced house (houses side by side)	3
Low rise apartment block (2-7 storeys)	4
High rise apartment block (over 7 storeys)	5
Lifestyle block or farm homestead	6
Other (please specify)	7

Q48

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

Please circle one answer

No formal qualification	1
NCEA Level One or School Certificate	2
NCEA Level Two or Sixth form Certificate / University Entrance	3
NCEA Level Three or bursary or scholarship	4
NZQF Level 4, 5 or 6 – a trade or polytechnic qualification	5
Bachelor's degree	6
Post-graduate degree / diploma / certificate or higher (e.g. Masters or Doctorate)	7
Other (e.g. overseas qualification) (please specify)	8

Q49

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

Please circle **one** answer

Loss	1
No income	2
Less than \$10,000	3
\$10,001 - \$20,000	4
\$20,001 - \$30,000	5
\$30,001 - \$40,000	6
\$40,001 - \$50,000	7
\$50,001 - \$60,000	8
\$60,001 - \$70,000	9
\$70,001 - \$80,000	10
\$80,001 - \$90,000	11
\$90,001 - \$100,000	12
\$100,001 - \$150,000	13
\$150,001 - \$200,000	14
More than \$200,000	15
Prefer not to say	16
Don't know	17

Q50

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

Name:

Phone number:

Email address:

Q51

It is likely that more research about Wellington will be carried out in the near future.

Are you willing to provide your contact details so that we are able to contact you and invite you to take part in further research?

Please note: providing your contact details does not put you under any obligation to participate.

Please circle **one** answer

Yes	1
No	2

**We really appreciate that you have taken time to complete this survey.
Thank you!**

PLEASE CHECK THAT YOU HAVE COMPLETED ALL PAGES OF THE QUESTIONNAIRE.

Please put the completed questionnaire in the FreePost envelope provided or any envelope
(no stamp required) and post it to:

FreePost Authority Number 196397
Survey Returns Team
Nielsen
PO Box 33819
Takapuna
Auckland 0740
New Zealand

If you have any questions please contact Nielsen during office hours on **0800 400 402** toll free.

Quality of Life 2018 – Prize Draw Terms and Conditions of Entry

1. Information on how to enter the promotion forms part of these Terms and Conditions of Entry. Entry into the promotion is deemed acceptance of the following terms and conditions.
2. The promotion commences on 10 April 2018 and closes on 3 June 2018 ("Promotional Period").
3. To enter Eligible Respondents must complete and submit the Survey of New Zealanders within the Promotional Period by:
 - a. filling out the online survey at www.acnonline.com/life (using your personalised username and password, provided in the letter sent to you informing you of the survey) including your contact details, or
 - b. returning a completed hard copy of the survey (if this has been provided) with your contact details to the Promoter.
4. Entry is only open to "Eligible Respondents", being individuals who: (i) are residents of New Zealand aged 18 years or older; and (ii) are not employees of the Promoter or the Wellington City Council, Auckland City Council, Dunedin City Council, Christchurch City Council, Tauranga City Council, Hamilton City Council, Greater Wellington Regional Council, Porirua City Council, Hutt City Council; and (iii) are not a spouse, de facto partner, parent, child, sibling (whether natural or by adoption) or household member of such an employee; and (iv) are not professionally connected with the promotion.
5. Each completed survey with accompanying contact details, submitted in accordance with paragraph 3, above, will automatically receive one entry into the prize draw. There is a limit of one entry per Eligible Respondent.
6. The Promoter reserves the right, at any time, to verify the validity of the entry and Eligible Respondent (including a respondent's identity, age and place of residence) and to disqualify any respondent who submits a response that is not in accordance with these Terms and Conditions of Entry. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.
7. The prize draw will take place on 19 June 2018. The winners will be notified within 10 working days of the draw by telephone or email.
8. The first five (5) valid entries drawn at random will be deemed the winners. The top prize is \$1,000 with a further four prizes of \$250, which can be redeemed as a Prezzy card or a donation to a registered charity of the winner's choice. The winners are responsible for any tax associated with the prize.
9. The prize is not transferable or exchangeable. No responsibility is accepted for late, lost, misdirected or illegible entries.
10. The Promoter's decision is final and no correspondence will be entered into.
11. If after 10 working days following the Promoter attempting to contact a winner at the contact details provided the Promoter has been unable to make contact with the winner, that winner will automatically forfeit the prize, and the Promoter will randomly select one further entry who will be contacted by the Promoter by telephone or email and will be the winner of the prize.
12. The winner permits the Quality of Life Survey Team, the Promoter and their affiliates to use the winner's name and biographical information for advertising and promotional purposes, without any compensation.
13. All personal details of the respondents will be stored securely at the office of the Promoter and used to operate and administer the prize draw or to contact the respondent, if necessary, to clarify responses to questions in any hard copy of the survey. A request to access, update or correct any personal information should be directed to the Promoter.
14. The Promoter is ACNielsen (NZ) ULC, L5 150 Willis Street, Te Aro, Wellington, 6011, New Zealand. Phone 0800 400 402.
15. The Promoter reserves the right to amend or modify these Terms and Conditions of Entry at any time.
16. The Promoter will not be liable for any loss or damage whatsoever which is suffered (including but not limited to indirect or consequential loss) or sustained as a consequence of participation in the promotion or as a consequence of the use and enjoyment of the prize.
17. The promotion is governed by New Zealand law and all respondents agree to submit to the exclusive jurisdiction of the Courts of New Zealand with respect to any claim or matter arising out of or in connection with this promotion.

APPENDIX 4: DETAILED REASONS FOR QUALITY OF LIFE RATING

Table 1 Reasons for positive quality of life rating (by council area)

(1/4 pages)	8 CITY TOTAL (n=5886) %	AUCKLAND (n=2396) %	HAMILTON (n=482) %	TAURANGA (n=509) %	HUTT (n=491) %	PORIRUA (n=492) %	WELLINGT ON (n=502) %	CHRISTCH URCH (n=407) %	DUNEDIN (n=607) %	GREATER WELLINGT ON (n=2131) %
Relationships	45	43	42	49	45	43	49	49	44	47
Family/family support/children	34	34	33	35	35	35	34	37	31	35
Friends/social network	22	20	18	26	19	20	28^	26	25	24
Happy marriage/supportive spouse/partner	7	6	6	9	7	6	7	9	7	8
Good neighbours	2	2	2	2	4	2	3	2	2	3
Have support (no further information provided)	2	2	2	3	1	1	3	1	3	2
Financial situation	44	43	47	42	44	41	51^	42	42	45
No financial worries	15	15	15	13	17	15	19	16	13	17
Have enough food/enough to eat/clothes/enough for the basics	13	13	14	13	14	11	13	12	12	13
Have everything I need	12	11	15	11	11	12	14	12	13	12
Own my own home	5	5	5	6	7	5	5	4	4	6
Not earning enough/not enough money/low wages	3	3	2	3	3	3	3	3	3	3
Expensive cost of living e.g. food, bills	3	4	2	2	3	3	3	2	2	2
I have a car/transport/driver's licence	2	2	2	3	2	2	2	1	3	2

Base: All respondents who rated their quality of life as 'extremely good', 'very good' or 'good'

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

(2/4 pages)	8 CITY TOTAL (n=5886) %	AUCKLAND (n=2396) %	HAMILTON (n=482) %	TAURANGA (n=509) %	HUTT (n=491) %	PORIRUA (n=492) %	WELLINGT ON (n=502) %	CHRISTCH URCH (n=407) %	DUNEDIN (n=607) %	GREATER WELLINGT ON (n=2131) %
Health and wellbeing	42	41	41	42	40	40	42	44	45	42
I am happy/content/enjoy life/everything is good/fine	20	21	22	17	19	19	19	20	22	19
Healthy	20	18	19	24	21	22	21	24	21	21
Free medical care/good healthcare	2	3	2	1	1	1	2	1	2	2
Stress/pressure	3	3	3	2	2	2	3	2	3	2
Declining health/poor health	2	2	2	4	2	2	3	3	5	3
Lifestyle	34	32	31	38	33	31	35	40^	35	34
Good balance/balanced life/work life balance	6	5	6	8	9	6	7	7	5	6
Good lifestyle	5	5	3	4	4	6	6	5	4	5
Hobbies/interests	5	4	7	6	6	6	7	7	8	6
Lots of things to do/many activities/events	7	6	6	7	6	4	8	12^	9	7
Sport/regular exercise/fit/active	7	7	7	9	7	6	7	8	6	7
Freedom/independent	3	3	2	4	4	3	4	2	3	4
Able to take holidays/travel	4	4	4	4	4	3	4	4	3	4
Faith/belief in God/church	3	3	2	3	3	3	1	2	2	2
Garden/like gardening	1	1	1	1	2	2	1	2	3	2
Enjoying retirement/retired	1	1	1	3	2	1	1	2	2	1
Pet owner dog/cats etc.	1	2	1	1	1	2	1	1	2	1
No work life balance/not much time for family, leisure, social life	2	3	2	1	1	1	1	2	1	1
Have to work long hours/too much	2	2	1	1	1	1	1	2	0	1

Base: All respondents who rated their quality of life as 'extremely good', 'very good' or 'good'

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

(3/4 pages)	8 CITY TOTAL (n=5886) %	AUCKLAND (n=2396) %	HAMILTON (n=482) %	TAURANGA (n=509) %	HUTT (n=491) %	PORIRUA (n=492) %	WELLING TON (n=502) %	CHRISTCH URCH (n=407) %	DUNEDIN (n=607) %	GREATER WELLING TON (n=2131) %
Work related	28	27	27	23	25	25	36^	27	29	29
Rewarding/good job/have work	25	25	22	21	23	23	33^	23	23	27
Opportunities available	2	2	2	1	2	2	3	3	3	2
Future looks good/studying for the future	3	2	4	1	1	2	3	3	4	2
Aspects of local area	27	28	19	28	24	21	36	22	26	30
I like the area where I live/great location	13	12	7	17	10	11	21	11	16	16
Safe area/country e.g. no war/terrorism/police brutality	5	6	6	5	5	3	6	4	5	5
Great community/neighbourhood	5	6	4	4	5	7	5	6	5	5
Good facilities/amenities	6	6	5	5	4	6	7	5	7	6
Schools nearby/good schools/education	4	4	3	1	3	3	4	2	4	3
Friendly people	2	2	1	1	2	2	3	1	3	2
Enjoy the cultural diversity	1	1	1	1	1	1	2	1	1	1
Good public transport	2	2	1	1	2	1	3	1	1	2
Quiet/quiet neighbourhood/peaceful	1	2	1	1	0	0	2	0	1	1
Negative comments about Government/local government	1	1	1	0	1	0	1	1	1	0
Poor public transport/expensive public transport	1	1	0	1	1	0	1	0	0	1
Bad traffic/congestion/long commute to work	1	2	0	1	1	0	0	0	0	1
Crime/violence	0	0	0	0	1	0	0	0	0	0
Overcrowding/not enough infrastructure	0	1	0	0	0	0	0	0	0	0

Base: All respondents who rated their quality of life as 'extremely good', 'very good' or 'good'

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

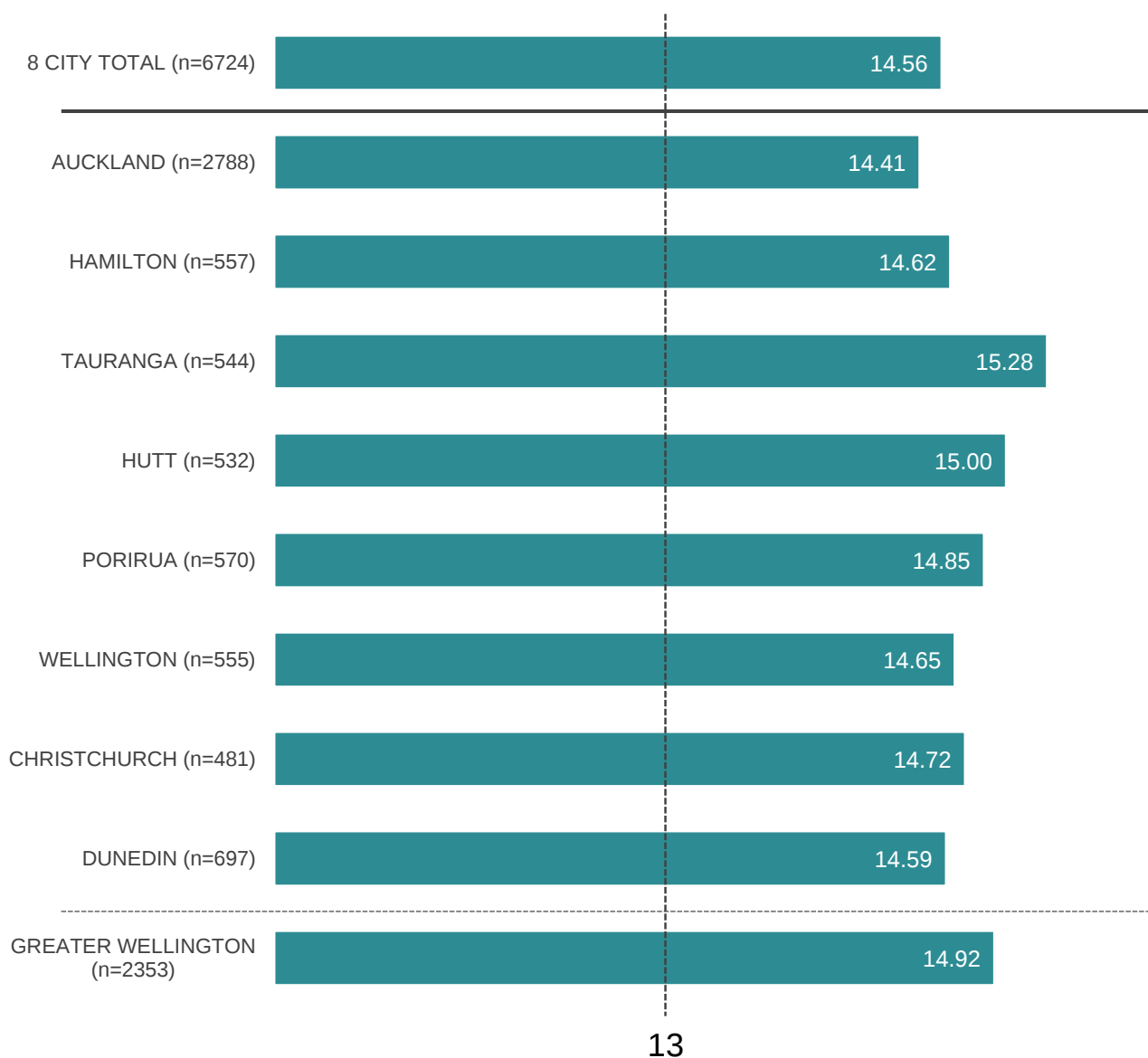
(4/4 pages)	8 CITY TOTAL (n=5886) %	AUCKLAND (n=2396) %	HAMILTON (n=482) %	TAURANGA (n=509) %	HUTT (n=491) %	PORIRUA (n=492) %	WELLINGT ON (n=502) %	CHRISTCH URCH (n=407) %	DUNEDIN (n=607) %	GREATER WELLINGT ON (n=2131) %
Housing	22	21	22	21	18	23	28^	22	22	23
Comfortable home/roof over my head	19	18	20	19	16	22	25^	21	20	21
Housing expensive/not affordable (rents and house prices)	2	3	1	2	2	0	3	1	1	2
Affordable housing/cost of living	1	0	0	0	1	1	0	1	1	1
Appreciation of natural environment	7	7	3	13^	5	7	7	4	8	7
Good environment (no mention of beauty or nature)	2	3	1	2	2	2	2	1	2	2
Beautiful natural environment	4	4	1	10^	3	5	5	3	5	5
Good climate	1	1	0	3	1	1	0	0	1	0
Other	11	11	10	8	14	12	13	14	12	12
That's what I think/believe/feel/ because it is	2	2	1	1	3	3	1	3	2	2
Just average/quality of life just average	1	1	1	1	1	0	2	1	1	2
Room for improvement	2	2	2	2	2	2	1	2	1	2
Other – positive	7	6	6	4	8	6	9	8	8	8
None/nothing/no comment	6	7	8	6	7	8	4	4	6	7

Base: All respondents who rated their quality of life as 'extremely good', 'very good' or good'
Source: Q39. And why did you describe your overall quality of life in this way?

APPENDIX 5: WHO 5 WELLBEING INDEX

The chart below shows the mean result by city. The mean across the eight city total is 14.56. All cities' means are above the 13 (scores below 13 are considered indicative of poor emotional wellbeing and may indicate risk of poor mental health).

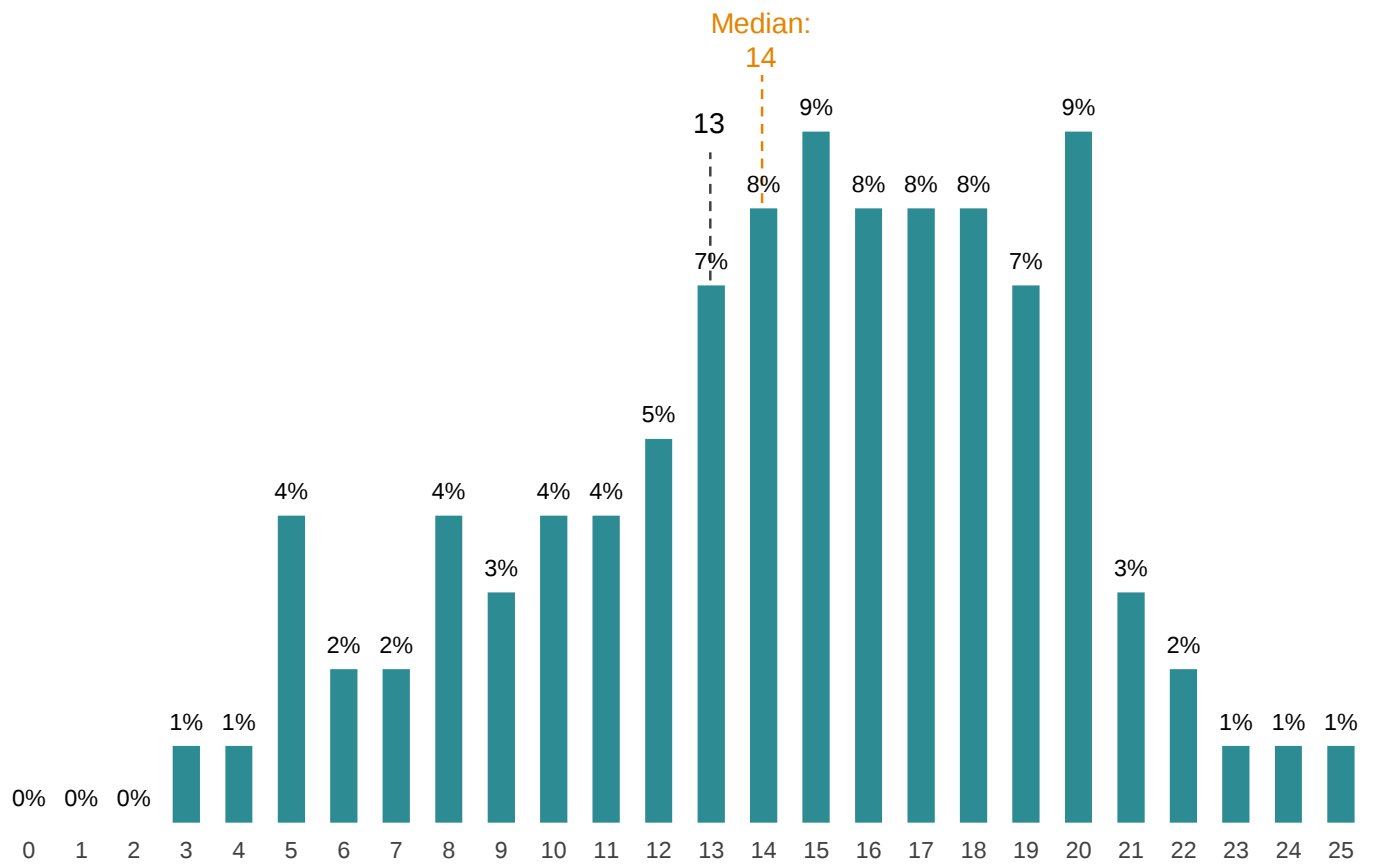
Figure 1 WHO 5 raw score (mean)



Base: All Respondents (excluding not answered)

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

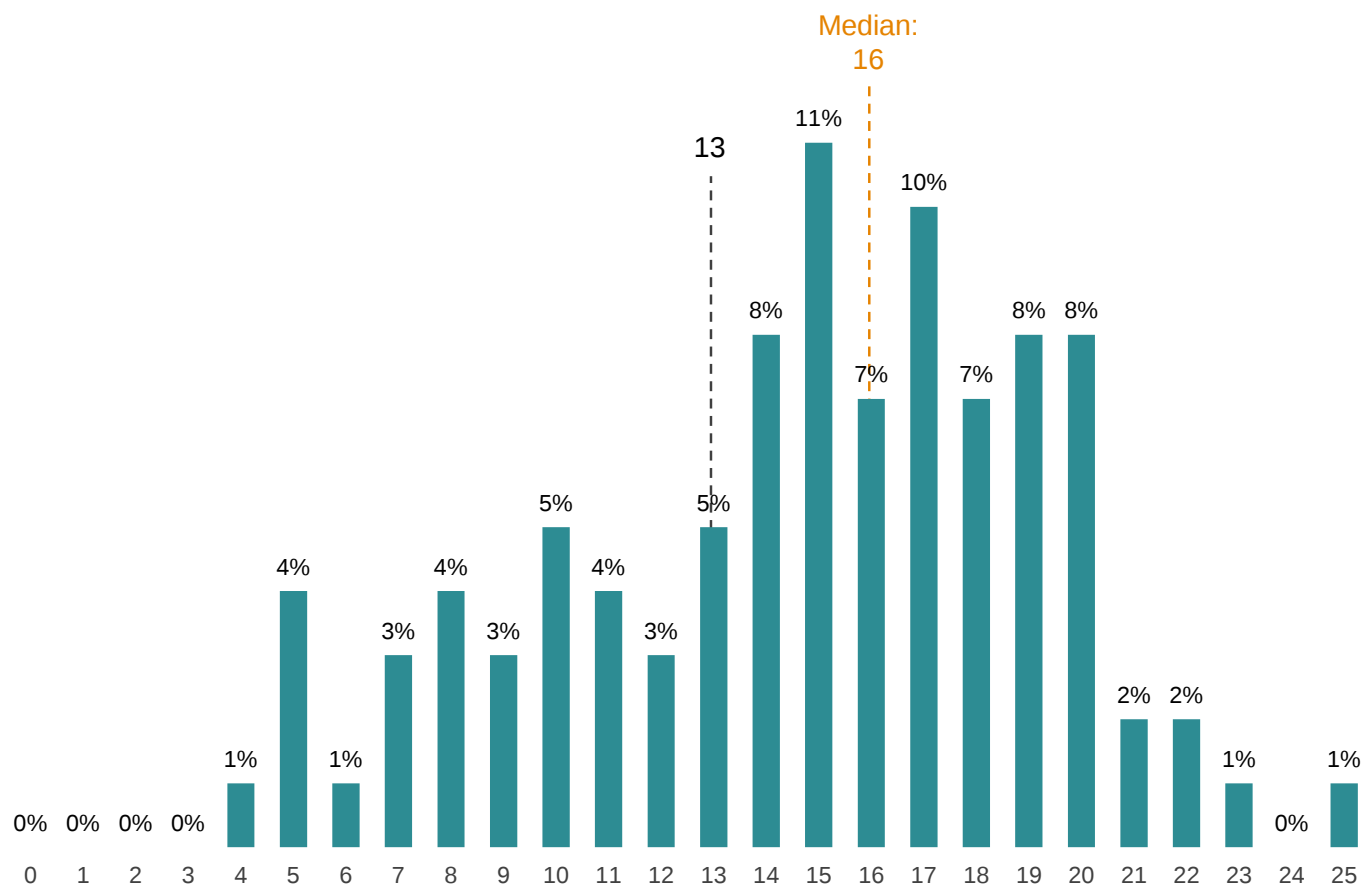
Figure 2 WHO 5 raw score distribution for Auckland (%)



Base: All Respondents (excluding not answered), Auckland (n=2788)

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

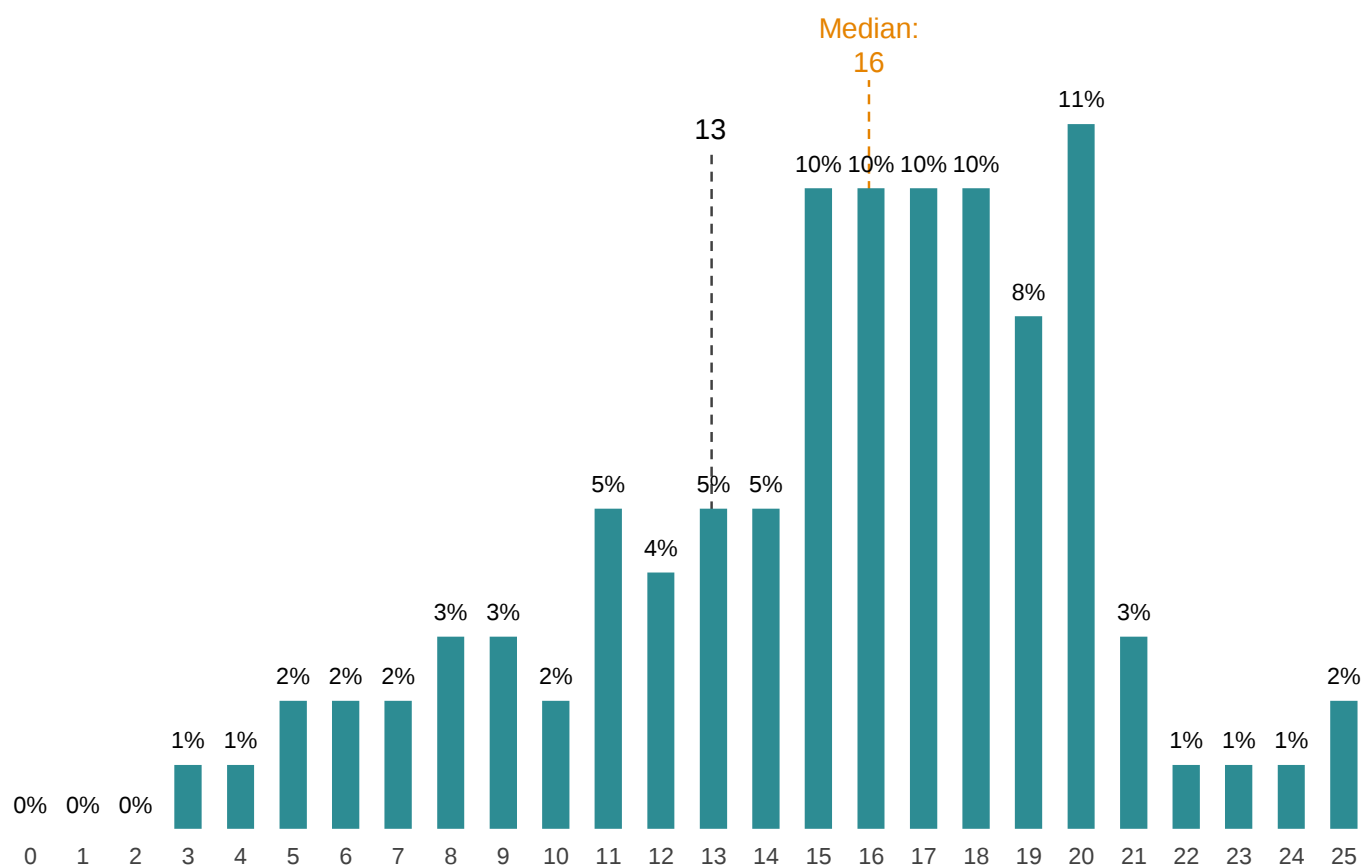
Figure 3 WHO 5 raw score distribution for Hamilton (%)



Base: All Respondents (excluding not answered), Hamilton (n=557)

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

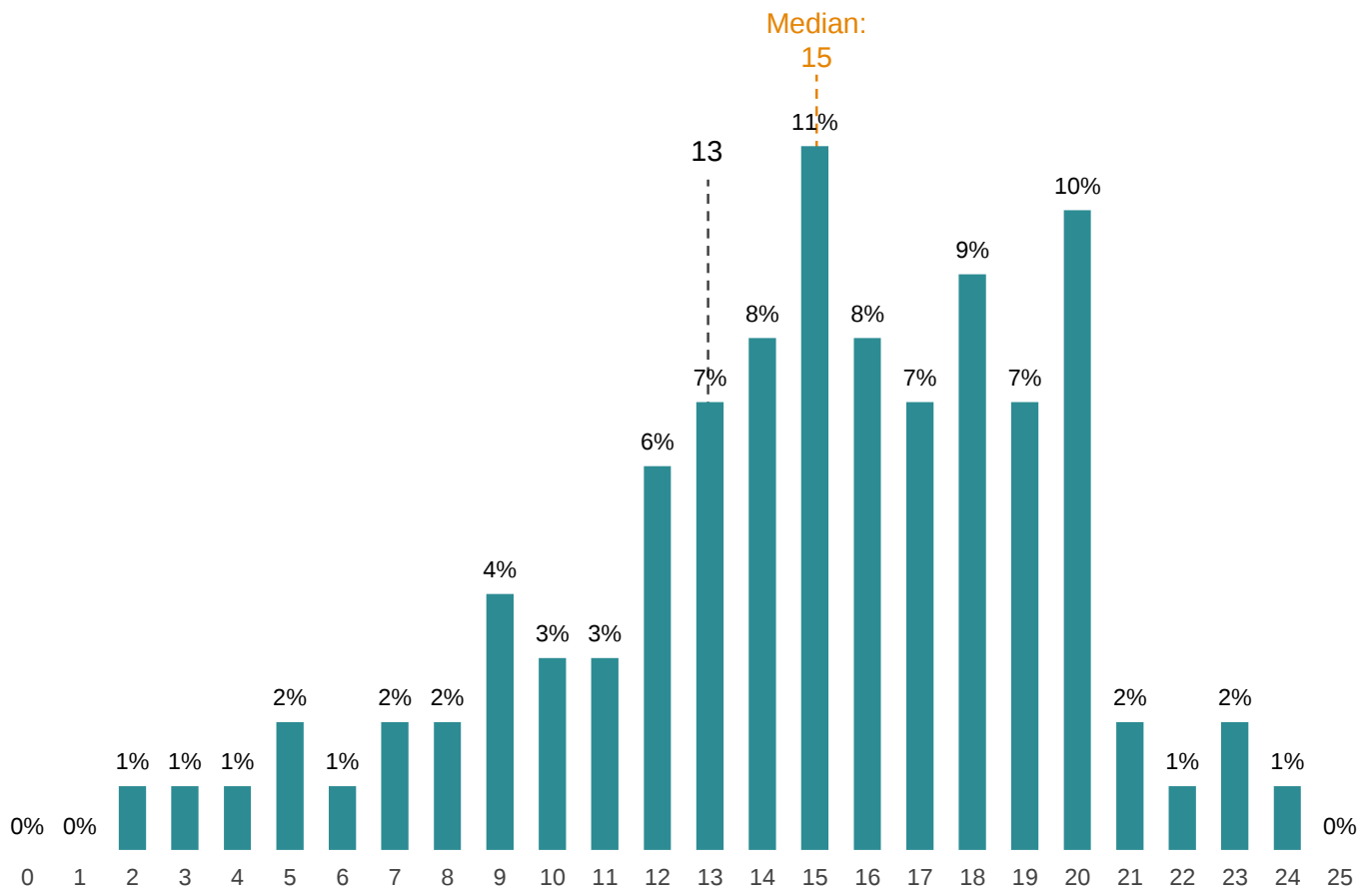
Figure 4 WHO 5 raw score distribution for Tauranga (%)



Base: All Respondents (excluding not answered), Tauranga (n=544)

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

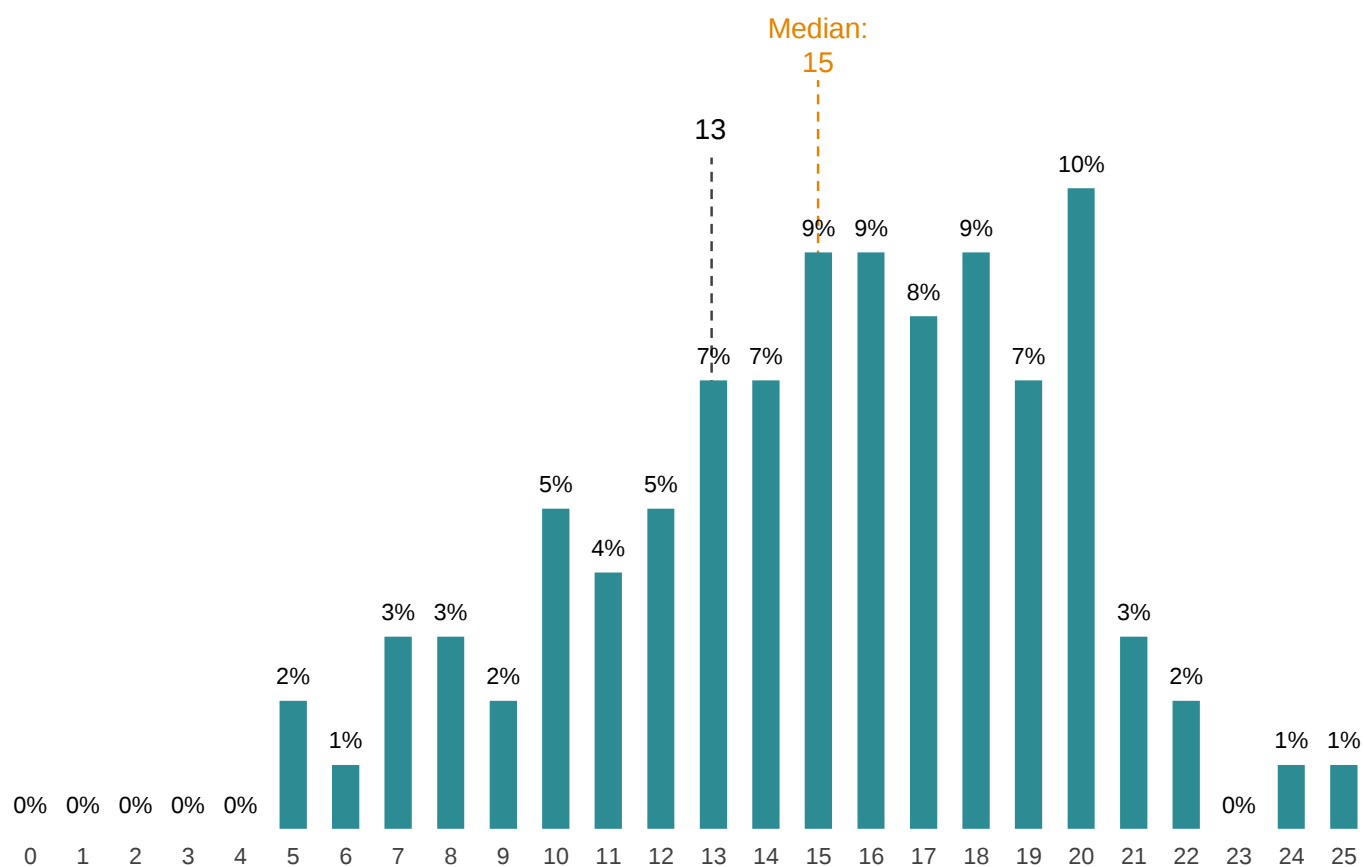
Figure 5 WHO 5 raw score distribution for Hutt (%)



Base: All Respondents (excluding not answered), Hutt (n=532)

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

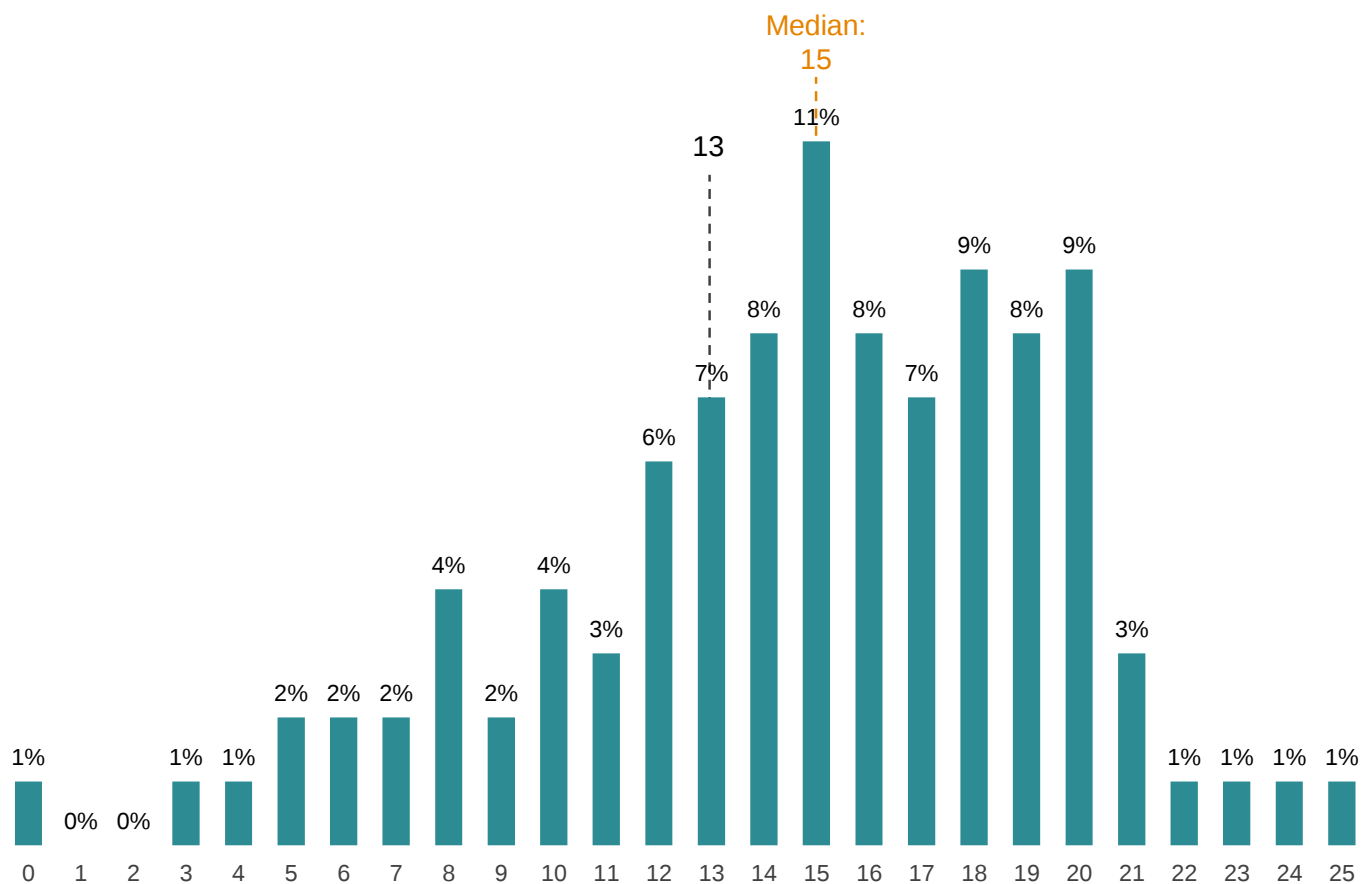
Figure 6 WHO 5 raw score distribution for Porirua (%)



Base: All Respondents (excluding not answered), Porirua (n=570)

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

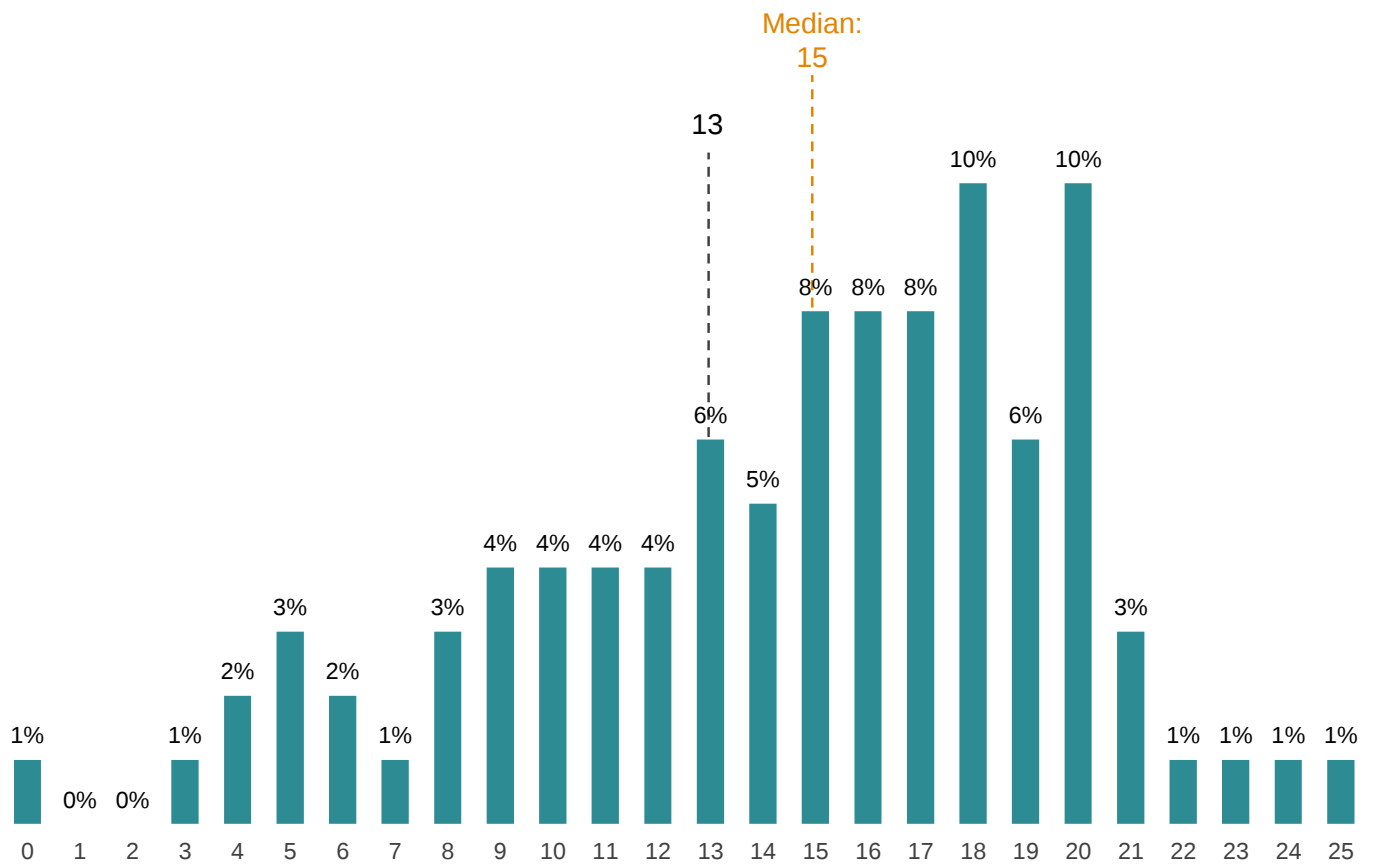
Figure 7 WHO 5 raw score distribution for Wellington (%)



Base: All Respondents (excluding not answered), Wellington (n=555)

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

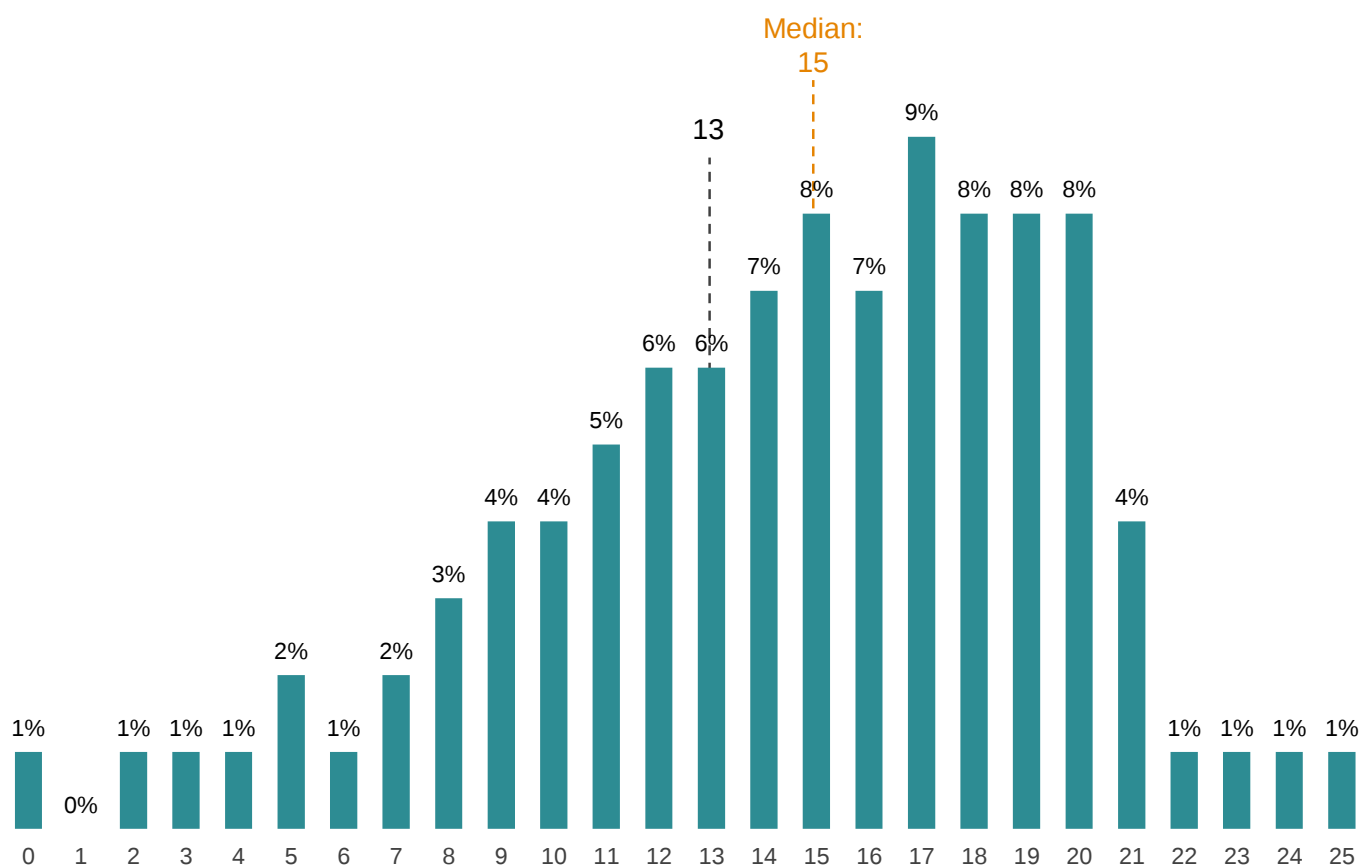
Figure 8 WHO 5 raw score distribution for Christchurch (%)



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

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

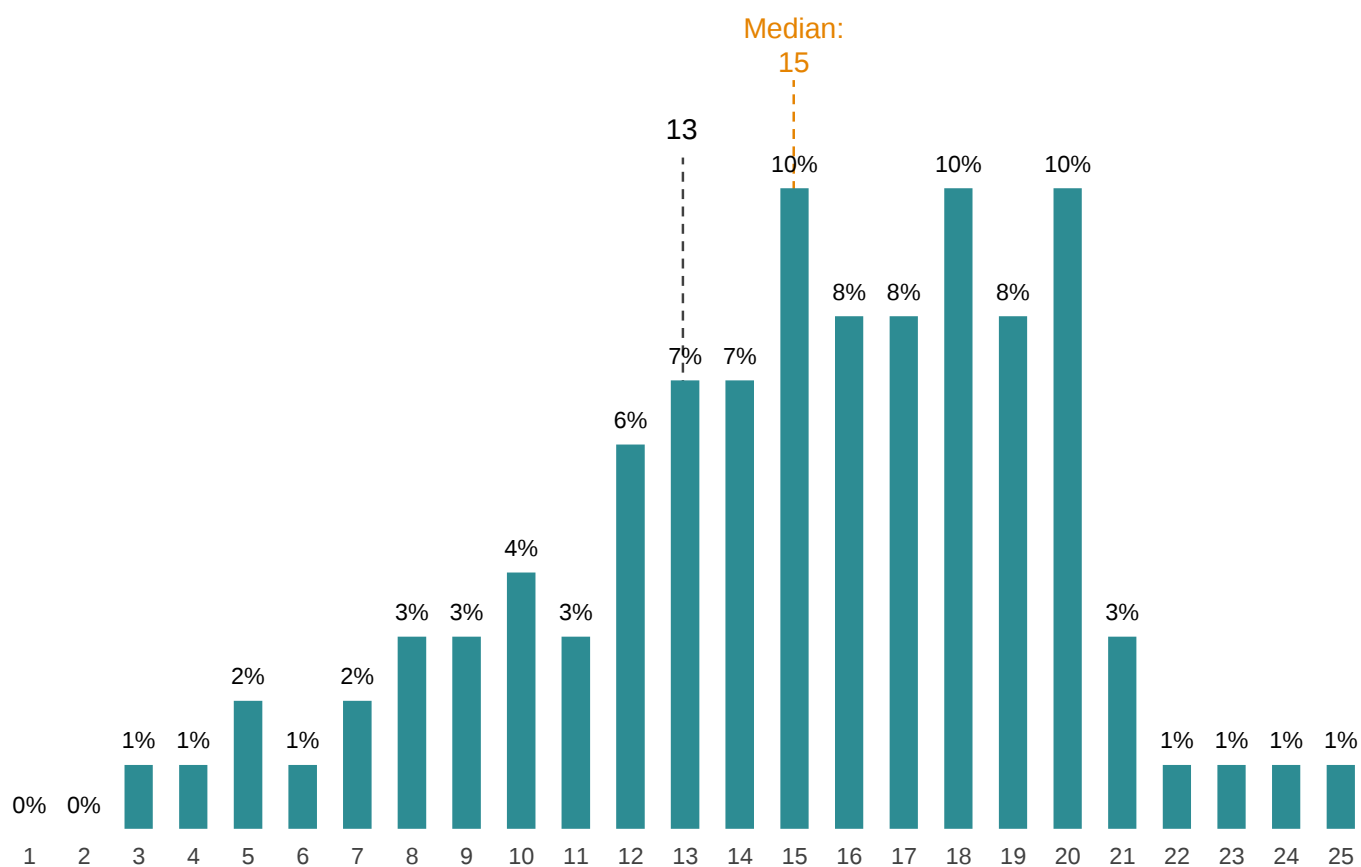
Figure 9 WHO 5 raw score distribution for Dunedin (%)



Base: All Respondents (excluding not answered), Dunedin (n=697)

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

Figure 10 WHO 5 raw score distribution for Greater Wellington (%)



Base: All Respondents (excluding not answered), Greater Wellington (n=2353)

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

