

RESEARCH REPORT – OCTOBER 2013

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# Inner City Residents Survey Research report

Prepared for  
Auckland Council and Waitemata Local Board

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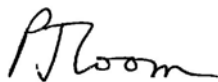
# Foreword

The Waitemata Local Board was pleased to support and help fund this survey of inner city residents. Auckland's city centre is at the heart of the Waitemata local board area and is a place where a large number of Aucklanders live, work, study and play. It is expected that the city centre population will double by 2032, and understanding residents' needs is imperative if we are to adequately plan for the future.

The Local Board places a high importance on understanding resident's concerns and specific issues and working alongside them to achieve their aspirations. We have undertaken a number of projects in the city centre to create a better place to live, for example: membership on the Mayoral Taskforce on Alcohol and Community Safety; improving walking and cycling connections; supporting events such the 'Living Room' and the Bledisloe Walkway Light Boxes; progressing the redevelopment of Myers Park and the historical Symonds Street Cemetery; and securing a budget for the upgrade of the Pioneer Women's Hall. We know there is more to be done, and the results of this survey will help shape future Auckland Council and Local Board initiatives, as well as identifying those issues in which we can continue to advocate for change.

This survey has identified a number of key themes which highlight the positives of inner city living and that it is a great place to live, such as the ease of getting around the city centre, relatively high satisfaction with amenities such as supermarkets and in general, residents were happy with the quality of their housing.

However, there are several areas which were highlighted as requiring improvement, for example the level of noise on the street, both during the day and at night. Those surveyed were also less happy with the lack of provision of open space and the levels of rent for apartments. Safety and security were also key concerns with residents wanting higher levels of police presence. These are areas of concern for the Local Board and issues we would like to address in the future.



Pippa Coom  
Deputy Chair, Waitemata Local Board  
September 2013



# Executive Summary

## Background

Auckland's city centre is a large, and growing, residential centre (home to 26,300 at the 2013 Census). It was identified in the Auckland Plan as one of two priority geographic locations for focused attention. To achieve the vision set out in the Auckland Plan, the City Centre Masterplan ('the masterplan') was released in August 2012. The masterplan outlines a vision and eight transformational moves for the area out to 2032. Along with the Waterfront Plan, it provides a blueprint for the future transformation of the city centre.

An important component of the masterplan is the monitoring framework, which aims to monitor the extent to which the masterplan is progressing towards its desired outcomes. The framework includes a set of 36 indicators against nine outcomes. The third outcome outlines a desire for the city centre to '.... meet the needs of a growing and changing residential population', and includes several indicators that focus on residents' perceptions of safety and community.

In June 2013, a survey was undertaken among residents of the inner city to gather baseline data around aspects of living in the inner city, in order to inform the monitoring framework. The survey was jointly funded by Auckland Council's Research, Investigations and Monitoring Unit, the City Centre Transformation team and the Waitemata Local Board.

This report presents the results of that survey.

Data was gathered through a combination of on-street intercept surveys, boosted by an online survey of residents. The total sample was n=886 (n=600 intercept interviews and n=286 online surveys). Three focus groups with inner city residents were also utilised to inform the questionnaire development.

## Motivations for, and attitudes towards, living in the inner city

The two main reasons that participants live in the inner city are because of proximity to their place of study (37%), or proximity to their place of work (31%). Significantly fewer said they live in the inner city for other lifestyle-related reasons such as the sense of energy/vibrancy, access to shops and restaurants and proximity to entertainment options.

Three quarters (72%) liked or really liked living in the inner city – only 6% said they did not. Participants who had lived in the inner city for two or more years were slightly more likely to say they liked or really liked living there, than those who had lived there less than two years (76% compared with 70%).

Two thirds (65%) of participants were likely or very likely to be living in the inner city in 12 months time – 16% said that this was unlikely. Participants who had lived in the inner city for two years or longer were more likely to be living there in 12 months time.

## **Safety**

Relatively high proportions of participants were satisfied with the feeling of security in the building they live in (85%), and the feeling of safety on the inner city streets during the day (83%). Participants were more concerned with their safety at night - just over half were satisfied with safety on the streets in the inner city (excluding Queen Street) at night (52%), and on Queen St at night (51%). Almost one in five (19%) were dissatisfied with the safety on Queen Street at night.

A lack of a visible police presence at night and on the weekend was a key theme in the comments made by participants. A number of participants also mentioned alcohol-related concerns during these times – in particular, safety and noise issues related to drunken people.

## **Getting around, and in and out of the inner city**

Participants were more satisfied overall with the ease of getting around the inner city (78%) than they were with the ease of getting in and out of the area to other parts of Auckland (56%). A key theme was a lack of frequent bus services – particularly late at night and during weekends.

Three quarters (72%) agree that the inner city is pedestrian-friendly, and only 9% disagreed.

## **Noise**

Two thirds (65%) of participants were very satisfied or satisfied with the level of noise from other apartments in the building in which they lived. Participants were less satisfied however with the noise from outside their building during the day (55%) and at night (53%).

Participants who were dissatisfied (eg gave a score of three or less) with the level of noise during the day or at night, were asked to indicate the main source of noise. Traffic was identified as the



main source of noise during the day (49%) and people as the main source of noise at night (55%).

## **Housing**

Two-thirds of participants were very satisfied or satisfied with the overall quality of the flat or apartment in which they lived (67%) and the building management of that flat or apartment (62%). Many participants mentioned concerns over the cost of living in the inner city, and particularly apartment rent levels.

Just over half (58%) of participants agreed that their flat or apartment was big enough for their needs – 22% disagree.

## **Amenities**

Whilst the range of amenities and entertainment options in the city centre was not identified as a key reason for living in the inner city, two thirds of participants were very satisfied or satisfied with the range and quality of grocery shops (63%) and other non-grocery shops (eg for clothing and non-food items) (65%).

A smaller proportion (56%) were satisfied with the range and affordability of entertainment and events in the inner city.

## **The look and feel of the inner city**

Almost two thirds (61%) were very satisfied or satisfied with the look and feel of buildings in the inner city from the outside (61%), and with the look and feel of retail shops from the outside (60%). A similar proportion (60%) was satisfied with the cleanliness on the streets while 57% were satisfied with the feeling of open space in the inner city.

## **Sense of community**

Two thirds (67%) strongly agreed or agreed that the inner city is a 'great place to live' and 64% agreed that it is a 'vibrant and exciting place to live'.

Two thirds (66%) agreed that a feeling of community was important to them, however only 33% agreed that there is a sense of community in the inner city. Fifty-nine percent agreed that the inner city has unique areas or precincts, each with their own sense of identity.

## **Green space**

Just over half (57%) agreed that there are enough plants, trees and green spaces in the inner city while 17% disagreed.

## **As a good place to bring up children**

Less than a third of participants (29%) agreed that the inner city is a good place to bring up children. Just under half (46%) disagreed with this statement.

# Project Background

## Introduction

Auckland's city centre is a large, and growing, residential centre (home to 26,300 people at the 2013 Census). It was identified in the Auckland Plan as one of two priority geographic locations for focused attention. To achieve the vision set out in the Auckland Plan, the City Centre Masterplan ('the masterplan') was released in August 2012. The masterplan outlines a vision and eight transformational moves for the area out to 2032. Along with the Waterfront Plan, it provides a blueprint for the future transformation of the city centre.

An important component of the masterplan is the monitoring framework, which aims to monitor the extent to which the masterplan is progressing on and achieving its desired outcomes. The framework includes a set of 36 indicators against nine outcomes. The third outcome outlines a desire for the city centre to '... meet the needs of a growing and changing residential population', and includes several indicators that focus on residents' perceptions of safety and community.

In June 2013, a survey was undertaken among residents of the inner city to gather baseline data around aspects of living in the inner city. The survey was jointly funded by Auckland Council's Research, Investigations and Monitoring Unit, the City Centre Transformation team and the Waitemata Local Board.

## Background to the research

The survey was conducted in mid-2013 and is, to some extent, a baseline measure of inner city resident's perceptions across a range of issues including:

- Noise – both from within and outside their dwelling, as well as during the day and at night
- Safety – both during the day, and at night on Queen Street and also in areas other than Queen Street
- The quality of housing and building management
- The ease of getting around the inner city along with getting in and out of the area
- The extent to which the inner city is pedestrian friendly
- The importance of, and the actual, sense of community
- The extent to which the inner city is a good place to bring up children
- The 'look and feel' of the built environment.

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

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



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

# Methodology

## Focus groups and survey development

Focus groups were held with inner city residents to inform the development of the questionnaire, and to build on the original list of questions that Auckland Council's project team had identified. The focus group discussions also informed the wording of the survey.

Three focus groups were conducted in May 2013 with 26 inner city residents. The groups were each two hours in duration and were held with residents who had lived in the inner city for at least six months. The three focus groups were as follows:

1. Inner city residents 20 to 25 years old and in paid employment
2. Inner city residents 30 years of age or older and in paid employment
3. Inner city residents studying part or full-time – a mix of ages.

Following the focus groups, a draft survey was developed for the input of the Auckland Council project team. A copy of the final survey can be found in Appendix 1 of this report.

## Data collection

The survey was administered as a combination of on-street intercept surveys with inner city residents (as the main part of the survey sample) boosted by an online survey of inner city residents. This was the best way in which to access this particular population group as there were known issues in access (e.g. predominantly young people, many with no landlines and mostly living in apartment buildings).

Intercept surveying can also be used to interview a large sample of residents – and a good range of residents in terms of age, ethnicity, where they live (within the area) and their occupation. The sampling approach is discussed in more depth later in this section of the report.

The following data collection approaches were considered but not utilised for the following reasons:

- CATI (telephone interviews / surveys) – it was considered that a relatively high number of residents in the area would not have a landline
- Mail / postal survey (or invitation sent by post to an online survey) –many inner city dwellings do not have easily accessible mail boxes. In addition, a single postal invitation would be unlikely to reach everyone in multiple person households.
- Online only –there are insufficient numbers of people aged 18 years and over on established research panels living in the area to achieve a statistically meaningful sample.

On-street intercept surveys were conducted with 600 inner city residents aged 18 years and over. The intercept surveys took an average of 11 minutes to complete.

To ensure that the sample included a wide range of inner city residents the intercept surveys were conducted:

- Across a range of days and times between 27 May and 21 June 2013
- Across a wide range of different locations within the inner city including on main street corners, in parks, at markets and other ‘public’ events, outside gymnasiums, main grocery outlets and outside the Auckland Central Library
- Across a mix of days and times in each of the seven ‘precinct’ areas surveyed
- No minimum or maximum time duration (in terms of having resided in the area) was applied as the intention was to explore the perceptions of all residents. The sample included students of tertiary institutions and private training establishments as they are a significant proportion of the inner city’s resident population
- Utilising a mix of intercept team members in terms of ethnicity and age. The intercept team had seven members ranging from one person aged in his twenties to one aged in his sixties. They also spoke a range of languages to assist in addressing any language issues that might arise – in addition to having good English communication skills

The use of intercept surveys ensured that a wide range of residents were invited to participate in the project across the various areas and locations within the inner city area. The main caveat with an intercept survey approach is that some people may not have the time to complete the survey when approached. This issue was mitigated by offering to send people an online survey invitation if they wanted to participate but did not have time to do so when approached on the street.

Another 286 inner city residents were surveyed online as a ‘booster’ sample to the intercept surveys. People on a research-only online survey panel (sourced from Research Now) that lived

in the Auckland 1010 postcode (e.g. the inner city area) were invited to complete the survey online.

The total number of people who completed the survey, either through an on-street intercept or online was n=886, giving a margin of error of +/- 3.3% at the 95% confidence level.

## **Sampling quotas and weighting of results**

A mix of residents across the inner city was invited to participate on a random sampling basis. Quotas were not set, as there was no recent or reliable data on the age/sex/ethnic composition of the inner city resident population, as a result of the cancellation of the 2011 Census and delay to 2013. The demographic characteristics of the inner city residential population are likely to have changed over the seven years since the 2006 census.<sup>1</sup>

The results for the project have not been weighted, as it is likely that any weighting based on 2006 Census statistics would not be representative of the area's current population and could possibly skew the results. Furthermore, weighting is likely to make little or no difference to the overall results. This is because when significance testing of the results was conducted there were no statistically significant differences in the results on key participant demographic variables.

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<sup>1</sup> The 2013 Census of Population and Dwellings was held in March 2013 however at the time of surveying the full results were not available.

# Participant Profile

This table below outlines the characteristics of the inner city residents who took part in this research.

Percentages only are shown in this table, and are as a proportion of all those who provided a response. That is, 'don't know' or blank responses have been removed from the base number, and the 'n=' may differ across the variables.

**Table 1: Respondent profile**

<b>Age</b>	<b>N=885</b>
	<b>%</b>
15-19	8
20-29	55
30-39	18
40-49	5
50-59	6
60-69	5
70+	3
<b>Ethnicity</b>	<b>N=886</b>
Note: this was a multiple response question.	<b>%</b>
NZ European/Pakeha	28
Maori	5
Pacific Peoples	3
Asian - Indian	22
Asian - Chinese	11
Asian- Other *	16
Other **	14
Would rather not say	1
<b>Gender</b>	<b>N=884</b>
	<b>%</b>
Male	52
Female	48
<b>Length of time living in the inner city</b>	<b>N=882</b>
	<b>%</b>
6 months or less	27
7-12 months	17
1 to 2 years	16
2 to 5 years	24
More than 5 years	16

\* Responses across the Asian-Other category included Korean (32), Filipino (n=27), Indonesian (8), Vietnamese (12), Japanese (11), Malaysian (8), Sri Lankan (9), and some others.

\*\* Responses across 'Other' included British (14), European including French and German (17), Russian (11), Latin American (9), New Zealander (3) and two Nepalese.



<b>Residential location</b>	<b>N=886</b> %
Wynyard Quarter/Viaduct	2
Quay St/Lower Queen St/Vector Stadium area	12
Freemans Bay	14
Shortland/Chancery/Auckland University	17
Central West/Hobson St	26
Central/AUT/Upper Symonds St	13
Greys Ave/Myers Park/Karangahape Road	16
<b>Number of people in the household (including participant)</b>	<b>N=883</b> %
One person	15
2	35
3	23
4	19
5 or more	5
Live in a student dormitory	3
<b>Children under 13 living in the household</b>	<b>N=722</b> %
Yes	7
No	74
Not answered	19
<b>Home ownership</b>	<b>N=883</b> %
Rent	85
Own	15
<b>Own a car</b>	<b>N=883</b> %
Yes	30
No	70
<b>Students</b>	<b>N=883</b> %
Student	44
Non-student	56
<b>Students - Location of study</b>	<b>N=387</b> %
In the inner city	91
Outside of the inner city area	7
A combination of both	2
<b>Students - Visa status</b>	<b>N=387</b> %
Student visa	62
No student visa	38
<b>In paid employment</b>	<b>N=883</b> %
Yes	62
No	38
<b>Location of work</b>	<b>N=387</b> %
In the inner city	70
Outside of the inner city area	30

# Reasons for Living in the Inner City

## Main reason for living in the inner city

The two main reasons that participants lived in the inner city were because of proximity to their place of study (37%) or proximity to their place of work (31%). Significantly fewer said they live in the area for other lifestyle-related reasons, such as the sense of energy/vibrancy, access to shops and restaurants and proximity to entertainment options.

Proximity as the key 'attractor' reflects what the focus group participants said. For many of the people in the focus groups, living in the inner city in close proximity to their place of work and/or study means that they save time through not having to commute into and out of the area. For some, this also translated into financial savings. Some focus group participants (often those who had come from large overseas cities) prefer to live in inner city areas as a result of their past experiences overseas while for others the inner city is attractive because it is centrally located – it's 'half way to anywhere in Auckland'.

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

Main reason	N=886 %
Close to place of study	37
Close to place of work	31
I prefer to live in Inner city areas	9
Accessibility to other parts of Auckland / Inner city as a central hub	7
The sense of energy / vibrancy	3
Time saved from not being in traffic	3
Access to shops and restaurants	2
So I don't need a car	2
Close to good entertainment options	1
Other	7

Other reasons for living in the inner city included:

- A mix of price, close to place of study, and living with people I know (female, 20-29, NZ European)
- Close to everything (female, 20-29, Korean)
- Combination of close to study, not having to be in traffic, rental cost, and flatting with people I know (female, 20-29, NZ European)
- Downsizing from house to apartment and we found a great option in the city and liked the central location (female, 50-59, NZ European)
- Easy to get places (male, 20-29, Indian)
- Everything I do is in the city - why not live there too! (female, 40-49, Canadian)
- History and legacy (male, 30-39, NZ European)

- Home stay. It was the only option (female, 20-29, Indian)
- Housing NZ apartment (male, 60-69, Pacific)
- I live in a recovery house (female, 20-29, NZ European and Maori)
- I was from CBD (male, 60-69, Pacific)
- Investment (male, 20-29, Singapore)
- Live with sea views (female, 60-69, NZ European)
- Looking for IT work (male, 20-29, Latino)
- Looking for job (male, 40-49, American)
- My work place gave me accommodation for my apartment - they pay (male, 30-39, Indian)
- Old family home (male, 50-59, NZ European)
- Peacefulness and the view (female, 60-69, NZ European)
- People – friends (male, 60-69, Pacific and Chinese)
- Semi retired, bought son's apartment (male, 60-69, NZ European)
- Sky City (male, 20-29, Asian- Uzbekistan)

## Attitude towards living in the inner city

Three quarters (72%) of participants **liked or really liked** living in the inner city while 6% did not.

**Table 3: Extent participants liked living in the inner city - overall**

	<b>N=886</b> %
1 = I don't like living in the inner city	2
2	4
3	22
4	36
5 = I really like living in the inner city	36
% Don't like living in the inner city	6
% Like living in the inner city	72

There was a positive relationship between the length of time participants had lived in the inner city and their 'likeability' rating. Participants were slightly more likely to 'like' living in the inner city the longer they have lived there – 68% of participants who had lived in the inner city for 6 months or less liked living there, compared with 81% who had lived in the inner city for more than 5 years.

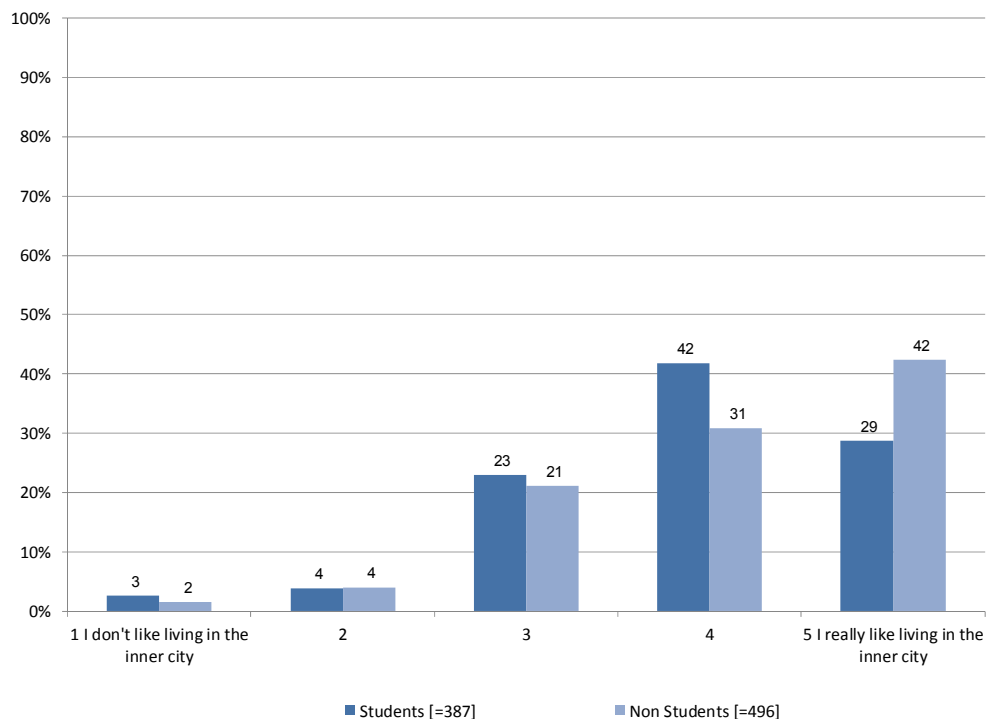
**Table 4: Extent participants liked living in the inner city - by time lived there**

	<b>6 months or less n=237 %</b>	<b>7 to 12 months n=149 %</b>	<b>1 to 2 years n=143 %</b>	<b>2 to 5 years n=213 %</b>	<b>More than 5 years n=140 %</b>
Don't like	8	9	4	4	4
Neutral	24	23	22	23	16
Like/really like	68	68	74	73	81

There were no strong differences between students and non-students in terms of 'liking' living in the inner city – 71% of students liked or really liked living in the inner city compared with 73% of non-students. A relatively small proportion of Asian–other participants said that they liked or really liked living in the inner city compared with other ethnic groups. This result is indicative however, as results were not tested for statistical significance.

Higher proportions of those who were not students 'really liked' living in the inner city. From both the focus groups and also some of the verbatim survey comments we found that some students find the inner city expensive to live in – especially with regards to housing costs.

**Figure 2: Extent participants liked living in the inner city – students and non students**



### Comments

A few positive comments were made about living in the city centre, for example

- CBD is an excellent place (female, 20-29, Chinese)
- It's a good place to be (male, 30-39, African)
- Wonderful place to live (female, 70+ NZ European)

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

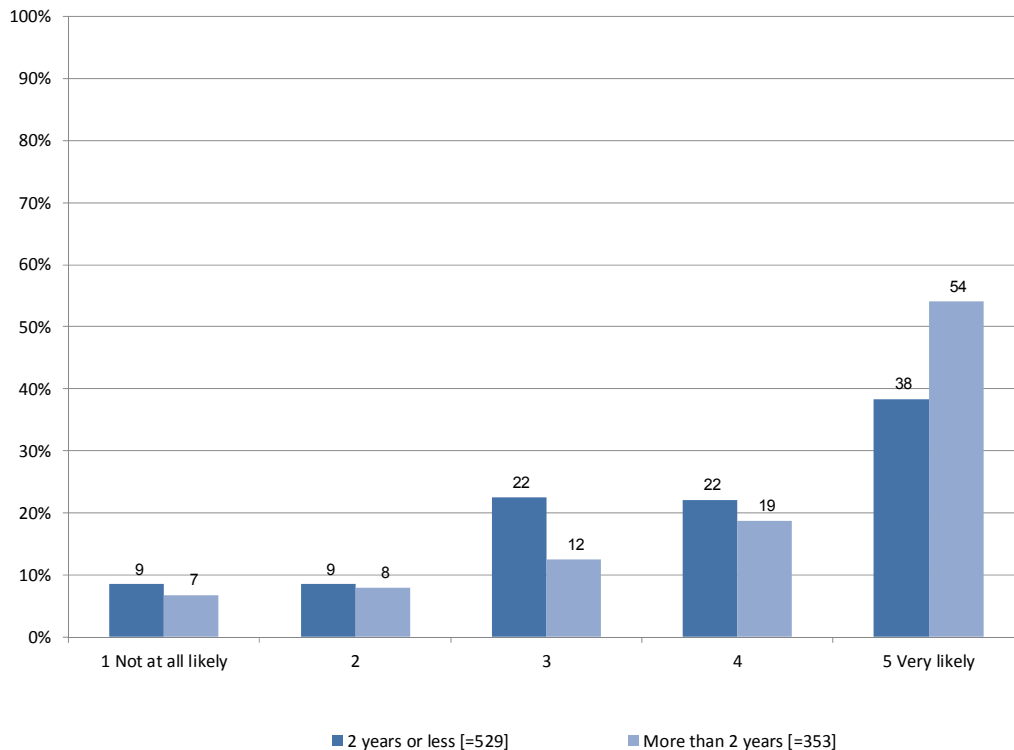
Two thirds (65%) of participants stated they were likely or very likely to be living in the inner city in 12 months time. Sixteen percent said they would be unlikely to be living in the inner city in 12 months time.

**Table 5: Likelihood of living in the inner city in 12 months**

	n=886 %
1 = Not at all likely	8
2	8
3	18
4	21
5 = Very likely	45
% Unlikely	16
% Neutral	18
% Likely	65

A relatively higher proportion of longer-term residents (defined here as those who had lived in the inner city for more than two years) stated they were very likely to be living in the inner city in 12 months time (54%), compared with the rest of the sample (38%)

**Figure 3: Likelihood of living in the inner city in 12 months time – by length of time**

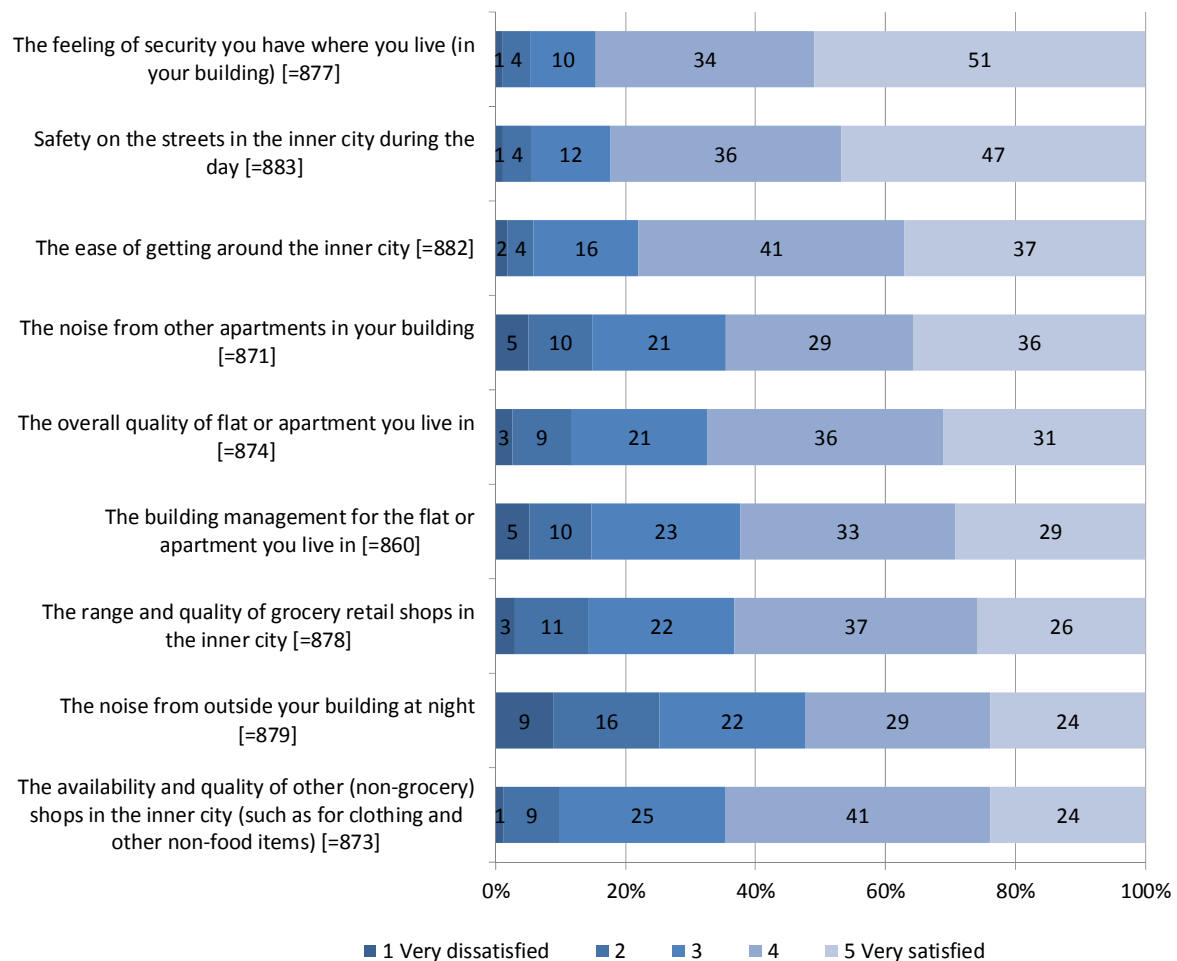


# Satisfaction Ratings

Participants were asked to rate their level of satisfaction with 18 aspects of living in the inner city, across six broad domains of safety, getting around, noise, housing, amenities and the look and feel of the inner city.

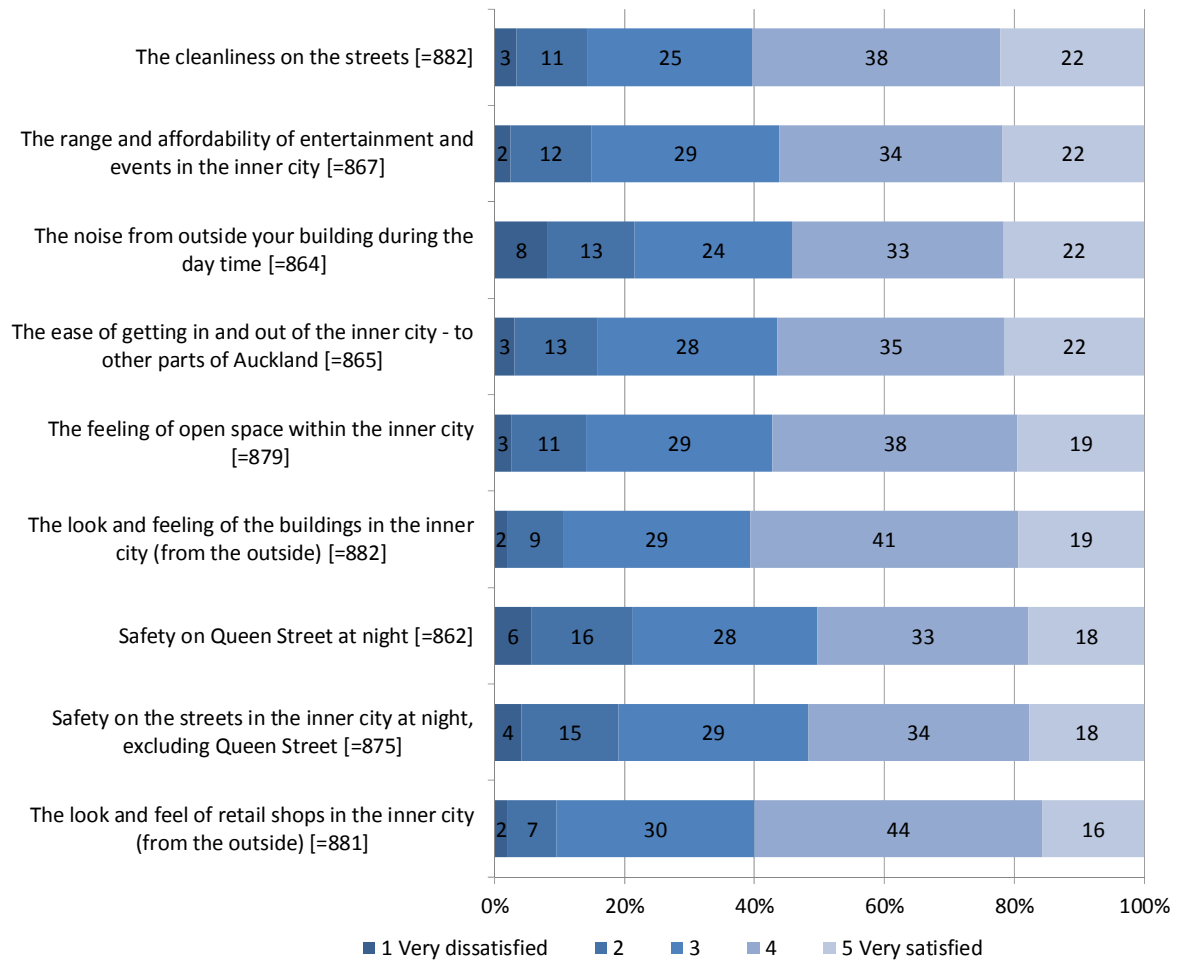
The overall results are presented in Figures 4 and 5, and are followed by a more detailed discussion of responses, including relevant findings from the three focus groups where applicable. Responses are provided below in order of those who were 'very satisfied'.

**Figure 4: Satisfaction measures – most to least 'very satisfied' (first 9 factors)**



Note: Percentages are calculated of those who provided a response to each question – i.e. 'don't know' response is not included.

**Figure 5: Satisfaction measures – most to least ‘very satisfied’ (second 9 factors)**

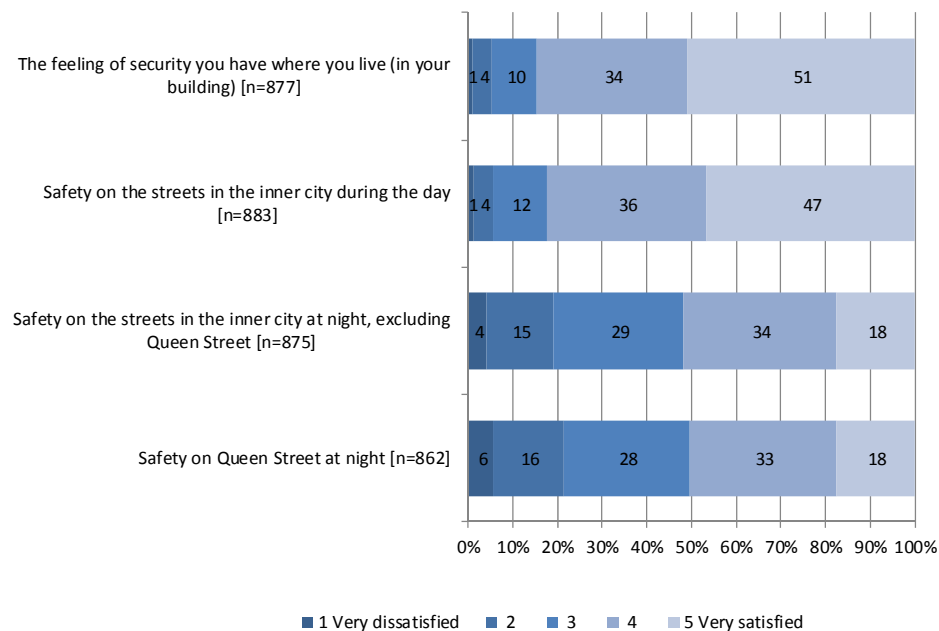


Note: Percentages are calculated of those who provided a response to each question – i.e. ‘don’t know’ response is not included.

## Safety

Relatively large proportions of participants were satisfied with the feeling of security in the building they live in (85% were very satisfied or satisfied) and the safety on the inner city streets during the day (83%). Participants were more concerned with their safety at night, with just over half stating they were very satisfied or satisfied with safety on the streets in the inner city at night (excluding Queen Street) (52%) and on Queen Street at night (51%). Almost one in five (19%) of participants were dissatisfied with the safety on Queen Street at night.

**Figure 6: Rating of safety in the inner city**



These results reflect the key themes around safety across all three focus groups, namely:

- Most focus group participants felt very safe in their own dwelling during the day and at night, and some remarked that they do not lock their apartments when they go out as their buildings have good security systems.
- Some noted that while they felt safe living on their own in the city, they would feel less safe living alone in a house in the suburbs.
- Having a good building manager on site who can deal with unruly behaviour and ensure that the building was well maintained was identified as being an important aspect to feelings of safety and security in their building.
- Perceptions of safety in the inner city streets and parks were generally much lower. This varied across different parts of the city and was heightened at night.
- Queen St was identified by many focus group participants as a site for unruly drunken behaviour and was a place to avoid.
- Some younger students did not feel safe getting into taxis alone at night and nearly all would avoid Albert Park at night.
- Several wondered why there was not more of a Police presence on the streets.



## Comments

Participants were able to provide brief comments about any of the topics in the satisfaction section of the survey. The two key themes regarding safety were about:

1. Safety at night – particularly in certain parts of the inner city, and
2. A lack of a visible police presence – particularly at night and on the weekends

- There are certain places I just wouldn't go at night like certain areas around Karangahape Road because it is unsafe (female, 20-29, NZ European)
- The only time I feel unsafe is when I'm travelling alone on the city link bus. I've had occasions where I've been touched inappropriately and been spat at. Other than that I am grateful that this bus is free (female, 20-29, NZ European/Maori)
- No police here - Thursday, Friday and Saturday are noisy. Drunk, dangerous and crazy (male, 20-29, European)
- Need policemen on look in Queen Street in weekends (male, 20-29, Chinese)
- Some police force in sensitive areas especially on weekends (male, 20-29, Asian Indian)
- Sometimes in this area it's not quite safe, police station and lights in streets (male, 20-29, Asian Indian)
- More policing is required at Hopetoun Street at night. Nightclubs hours need investigation (male, 50-59, NZ European)
- General CBD areas need policing. It is dangerous at night especially on the weekend (male, 20-29, Asian Indian)
- Walking around at night, a female wouldn't want to go anywhere. Not safe. More lighting in other areas. Queen Street is ok (female, 15-19, NZ European)

A number of participants also mentioned problems with drunkenness.

- Too much drunk people at night outside (female, 20-29, Chinese)
- Too many people with alcohol problems, messy and vomits (male, 20-29, Asian Indian)
- Inner city lot of people at night drinking and throwing bottles at apartment building (female, 20-29, Chinese)
- Drunks on Queens Street and adjoining streets are a danger and very disturbing. Need policing (male, 60-69, NZ European)
- I find alcohol consumption and the violence and vandalism that it leads to the main drawbacks to inner city living. There are a plethora of liquor outlets and also supermarket sales, but street (and park) drinking has got to be curtailed (female, 50-59, NZ European)

While the majority of comments were about what needed to be remedied, a few people provided more positive comments:

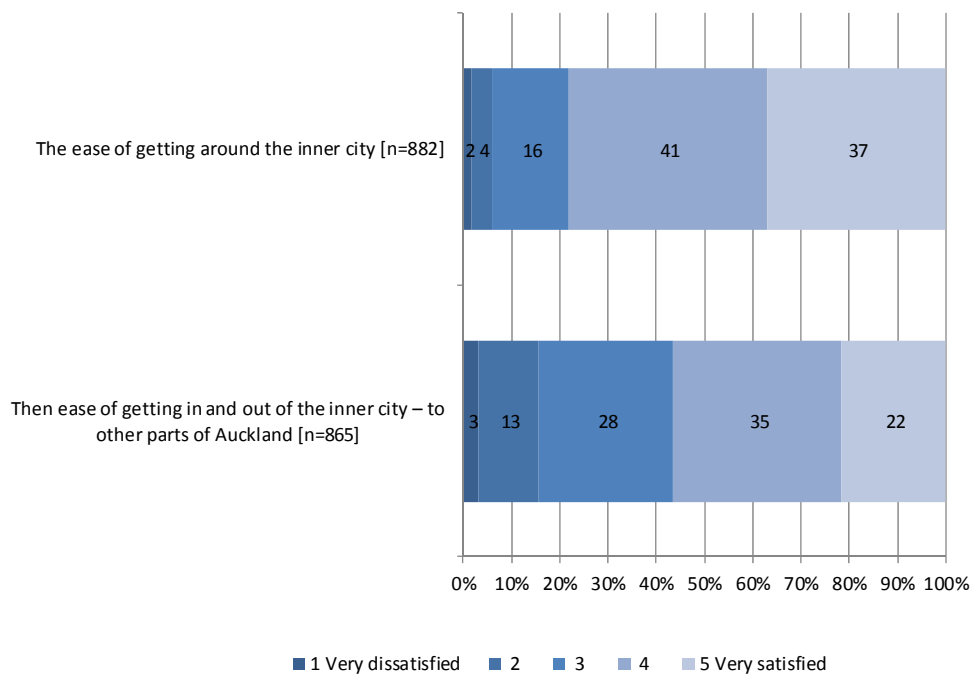
- My husband and I purchased this apartment in November 2002 and we considered it to be the best decision we had made. Sadly he died 4 years ago and I have felt perfectly safe living in the inner city. That would not be the case if I was still in South Auckland. I would not have been able to stay there on my own. We had been burgled 3 times twice while we were asleep in the house (female, 70+, NZ European)
- I've never been in a situation day or night either in the apartment or in the city streets where I've felt unsafe. People are generally very friendly and others have never bothered me. (female, 20-29, NZ European)
- I am quite satisfied and feel secure within the bounds of the inner city (female, 20-29, Asian (Filipino))

## Getting around, into and out of the inner city

Participants were more satisfied overall with the ease of getting around the inner city (78%) than they were with the ease of getting in and out of the area to other parts of Auckland (56%).

Given that the main reasons for living in the inner city were because of proximity to their place of work or study, satisfaction with the ease of getting around is an important measure. However, so is getting in and out of the area – one of the desired outcomes in the masterplan is that the inner city is “... well connected to its urban villages”.

**Figure 7: The ease of getting around, and into and out of the inner city**



The survey was not able to identify how often respondents left the inner city, but results from the focus groups would suggest that it varies. While some remarked that they work and live in the inner city and very rarely leave the area, others left to visit friends or family or for other reasons such as exercise or to shop at Sylvia Park for clothes approximately once a week.

Inner city residents walk around the city a lot. Many of the younger focus group participants (eg students) walked to their destinations across the inner city, and did not own a car, while car ownership was slightly higher among the older participants. Many remarked that it was quicker and more convenient to walk than trying to drive or to get public transport around the city (as mentioned before, one younger woman also mentioned that she felt it was not always safe to get in to a taxi on her own). In turn, this gave residents a heightened awareness of what was

happening on the streets and when asked what Auckland Council could do to improve the inner city two key themes were to improve street cleanliness, and to increase Police presence on the streets.

## Comments

A central theme in the survey comments around inner city access was about:

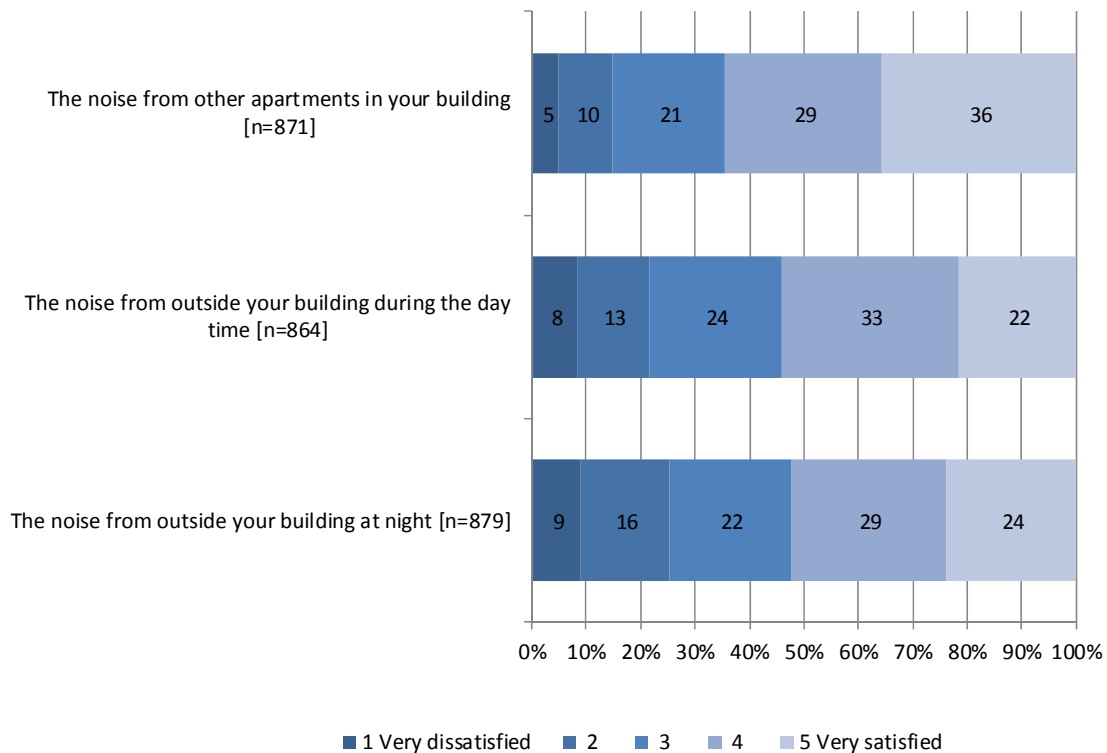
- Infrequent public transport (bus) services, especially after normal business hours (e.g. later at night and on the weekend).
- Ease and reliability of public transport is a big issue (female, 50-59, NZ European)
- Getting in and out of the inner city is difficult during rush hour only - it is fine at other times (female, 30-39, Maori)
- If the public transport is more efficient, that would be great. The train services are always replaced by rail buses, very inconvenient to the residents living in city (male, 20-29, Chinese)
- I almost never leave the inner city because it's so expensive and time consuming to catch buses anywhere. Auckland has the worst transportation in the country. Christchurch is falling apart and they STILL have better public transport (female, 20-29, NZ European)
- Buses to other parts of Auckland could be more frequent especially on Sundays (female, 15-19, NZ European/Pacific)
- Public transport needs improvement and parking hard to get and very expensive (female, 30-39, Asian Indian)
- Public transport too expensive and should run 24hrs a day (male, 20-29, Asian Indian)
- Increase frequency of public transport on weekends especially (female, 40-49, Asian Indian)
- Overall Auckland needs its public transport to improve especially in weekends and public holidays (female, 50-59, Maori)

## Noise

Two thirds (65%) of participants were satisfied with the level of noise from other apartments in the building they lived in. Participants were less satisfied overall with the noise from outside the building during the day (54%) and the noise outside their building at night (53%).

Where participants gave a score of three or less they were asked what the main source of noise was during the day and at night. Traffic was identified as the main source of noise during the day (49%) and people as the main source of noise at night (55%). Both traffic and people were identified as main sources of noise during the day and at night.

**Figure 8: Satisfaction with noise**



**Table 6: Main source of noise during the day**

	n=388 %
General traffic	49
Buses	9
People	19
Street cleaning/leaf blowers	5
Other	18

Findings were generally consistent across all seven survey areas, although relatively high proportions of participants living in Freemans Bay (63%), Central West/Hobson Street (55%) and Shortland/Chancery Street/University of Auckland area (53%) stated that the main noise was from traffic.

**Table 7: Main source of noise at night**

	n=407 %
General traffic	23
Buses	3
People	55
Street cleaning/leaf blowers	5
Other	14

Again findings were generally consistent across all seven survey areas, although relatively high proportions of participants living in Central/AUT/Upper Symonds St (67%), Shortland/Chancery/Auckland University (62%) and Quay St/Lower Queen St/Vector Stadium area (58%) stated that the main noise at night was from other people.

Noise was a hot topic in the focus group discussions. The main themes were as follows:

- Most focus group participants accepted that an inner city area will have a certain level and type of noise, with several stating that when they leave the area they find it too quiet to sleep.
- Some participants raised the issue of buses idling for considerable periods of time very early in the morning (possibly drivers keeping warm), and some specifically mentioned that they did not like the noise of street cleaning, especially the use of leaf blowers, very early in the morning.
- In line with the survey, the main sources of external noise were from traffic or from other people, and that varied across locations and times of day. The student group in particular recognised that the student accommodation area around Mount St was very noisy at night and some joked that they were at times contributing to that noise.
- The ability to block outside noise depended on the age and location of the building – some were more able to do this than others. It also depended on the location of the buildings, eg whether on a main road / freight route, the height of the apartment and whether it faced the road. One or two focus group participants stated that they lived in a 'quiet' part of town.
- Several mentioned that they live in buildings with very thin partitioning between units and can hear their neighbours, e.g. washing machine, flushing the toilet, walking in high heels. Contrary to a general acceptance that outside noises would be part of living in the inner city, none felt that this was acceptable.
- Again, building managers were mentioned by several as a pivotal contributor to managing noise within the building.

## Comments

Most comments around noise were negative and included comment about:

1. Noise from traffic/machinery - trucks (including rubbish trucks) and leaf blowers
2. Noise from people (who have been drinking or taking drugs) – mainly on the weekend.

- Rubbish truck comes so early in the morning 5am-6am (female, 30-39, Korean)
- The noise that the rubbish truck make is too large at 5-6am (female, 20-29, Chinese)
- Leaf blowers, drunk people, noise to wake people up (male, 50-59, NZ European)
- Fire trucks engine makes noise all night. Really loud, I can hear it from where I stay (female, 20-29, Chinese)
- Traffic noise has increased in last two years. Noise tunnel up from Anzac Ave (female, 70+, NZ European)
- Wednesday to Saturday loud shouting and fast car noises till the early hours of the morning at times. At times till 5am. Possibly from Britomart area (female, 70+, NZ European)
- Noise from outside my apartment building is ok during weekdays but terrible in the weekends (female, 15-19, NZ European)
- Trucks on Beach Road and Tangihua Street are excessive. They toot at 4am-5am and using airbrakes (female, 50-59, NZ European)
- The leaf blowers don't need to do it every day. They drive us nuts/excessive (female, 30-39, NZ European)
- There should be more policemen on the beat during the night to deal with the very loud drunks out on the streets (female, 70+, NZ European)
- Night clubs near apartments and vice versa was a very bad idea, as from Friday night to Sunday morning city is crowded with shouting drunk people, which makes it almost impossible to sleep (female, 30-39, NZ European)
- Too noisy, not clean (female, 20-29, Pacific)

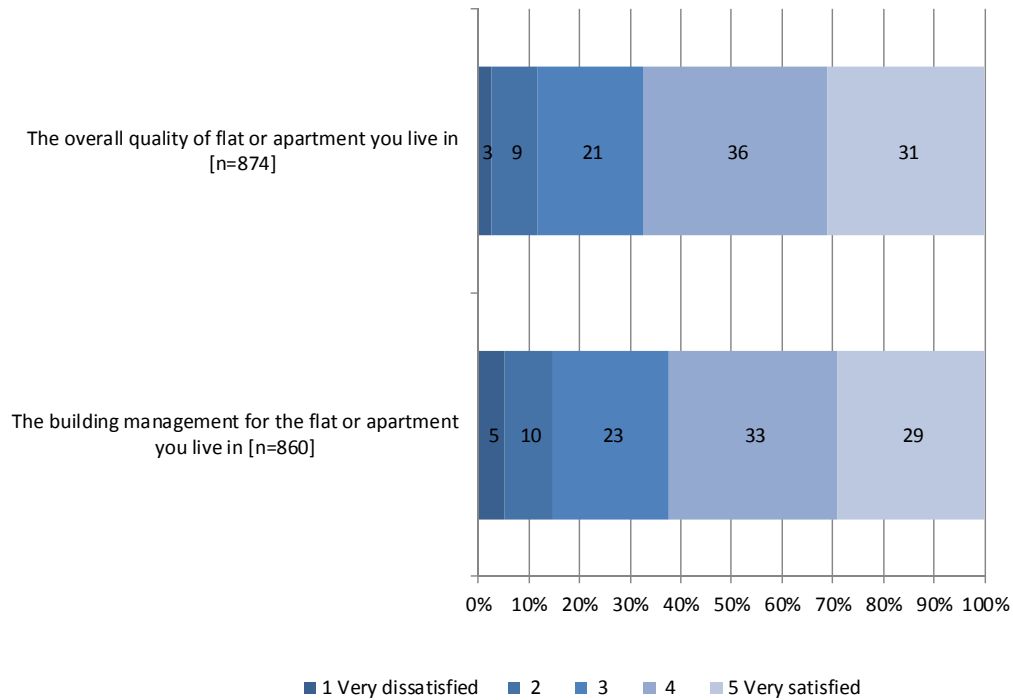
Some felt that there was a lack of adequate noise control enforcement.

- Council Noise Control - waste of time. Drink Free zone totally ignored. Drugs commonly seen in use. Vagrants ruin the inner city (male, 50-59, NZ European)
- Noise control at the Council refuses to help me in regards to noise from people in other apartment buildings at night - which they should be able to go in as they would if it was in my building. Perhaps they could work with police (female, 30-39, NZ European)

# Housing

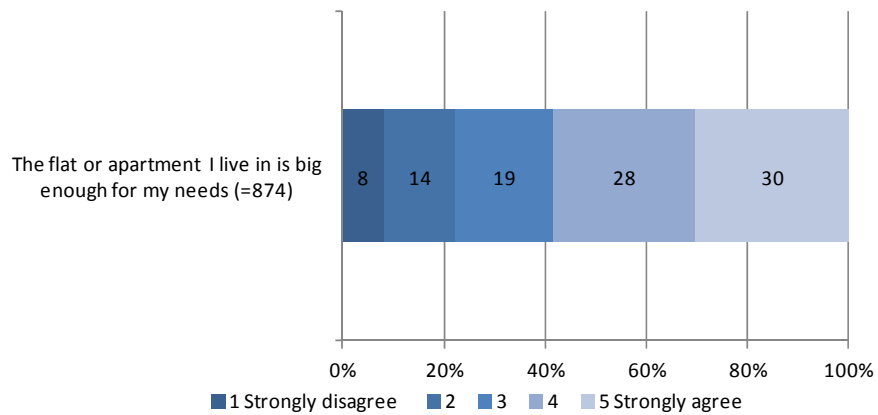
Approximately two-thirds of participants were satisfied with the overall quality of the flat or apartment they lived in (67%) and the building management of that flat or apartment (62%). Twelve percent and 15% respectively, were dissatisfied.

**Figure 9: Satisfaction with flat/apartment**



In addition, survey participants were asked to rate how much they agreed or disagreed that the flat or apartment that they lived in was big enough for their needs. Over half (58%) agreed with this, but one in five (22%) disagreed.

**Figure 10: Agreement that flat or apartment is big enough**



Almost all of the focus group participants lived in an apartment – one person lived in a house. Their addresses included high rise buildings that also functioned as hotels such as the Metropolis building and Stamford Plaza, to apartment buildings of various heights around town – including in the Viaduct, on Queen St, Karangahape Rd, Greys Avenue, Cook St, Eden Crescent, Mount St, Federal St, Nelson St and Symonds St as well as other areas. Participants lived in a variety of situations with some living on their own, some as a couple, or with flatmates. When asked how big their apartment was, responses ranged from small to ‘quite spacious’. Amenities available also varied dependent on the building, for example the Stamford Plaza offers a gym and swimming pool.

Focus group discussions around housing identified that

- Building managers play a pivotal role in establishing a sense of community and security as well as attending to ongoing maintenance issues in a timely fashion.
- There was a general perception of a continuing trend for new residential developments in the inner city to be of a relatively low build quality (‘flimsy builds’), be visually unattractive, to be too close to each other and for apartments to be too small.
- As discussed in the section on noise, several mentioned that they live in buildings, or have friends living in buildings, with very thin partitioning between units and they can hear their neighbours e.g. washing machine, flushing the toilet, walking in high heels. Contrary to acceptance that outside noises would be part of living in the inner city, they did not feel that this was acceptable. A few of the younger participants mentioned that they did not get a lot of daylight in their units due to buildings being too close to them and they also felt that was not desirable.

Another issue that emerged clearly in both in the focus groups and the survey was that inner city accommodation is often perceived as expensive and not good value for what one pays.

## Comments

Most survey comments made about housing in the inner city were negative, and were general comments about the size of accommodation and the relative costs.

- Rental is very high compared to rooms in apartments (male, 30-39, Taiwanese)
- Horrible, tiny, expensive apartments with high bills, and having to pay for water? I really miss Wellington (female, 30-39, NZ European)
- Almost all the apartments have very bad sound insulation system. You can hear your housemates walking, cooking, watching TV and talking whole day (female, 20-29, Malaysian)
- Apartment is built very small in CBD (male, 20-29, Asian Indian)
- The city (and its apartments) is pokey and claustrophobic and expensive. Apartments are small. Parking is minimal (female 30-39, NZ European)
- Apartments rooms are too small for family and also very expensive (female, 30-39, Iran)
- When you build apartments you need to not make them tiny jail size blocks (female, 30-39, Cambodian)
- My current apartment is big enough but it is only for today. If I start my family, I will require bigger place (male, 30-39, Asian Indian)
- Our apartment is cramped, rents are very high and the price doesn't justify my wages. The size of the apartment is too small (male, 30-39, Indian)

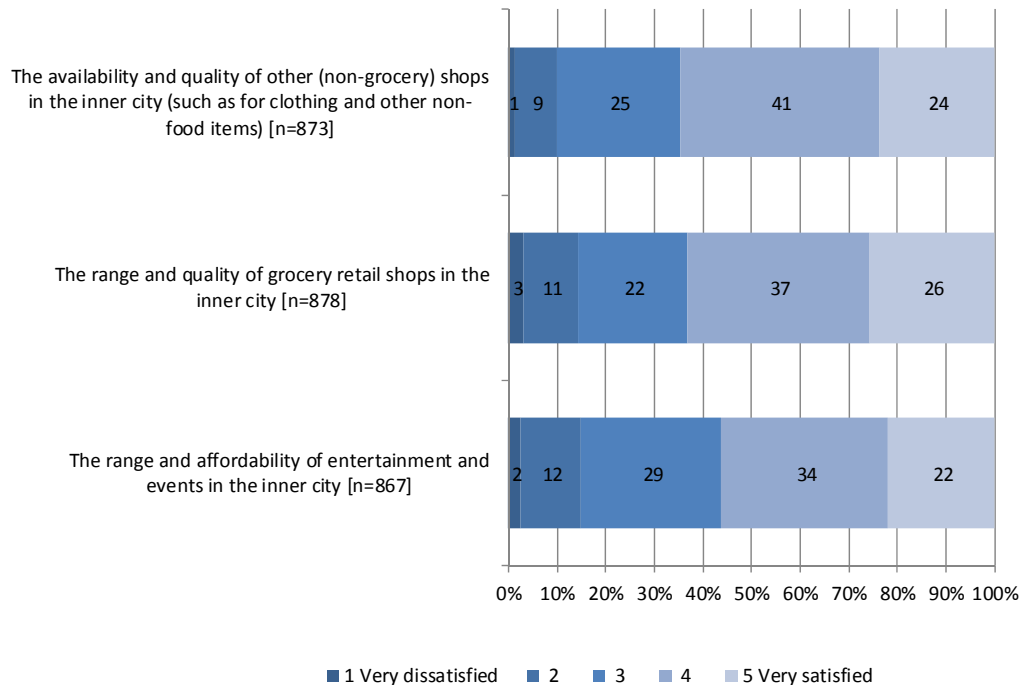


## Satisfaction with amenities

Whilst the range of amenities and entertainment options was not identified as a key reason for living in the inner city, two thirds of participants were satisfied with the range and quality of grocery shops (63%) and other (non-grocery) shops (65%). Fewer participants (56%) were satisfied with the range and affordability of entertainment and events in the inner city.

Some students in the focus groups felt that many events in the inner city are too expensive. Furthermore many of the focus group participants were unaware of where/how to find out what events and activities are on in the area. Although this is not a key driver for choosing to live in the inner city at present, improved range and affordability of entertainment and events may become important in the future.

**Figure 11: Satisfaction with retail shops and entertainment options**



Some key themes from the focus groups included:

- A perception that local dairies were expensive.
- While grocery shopping in the inner city was improved with the introduction of the mid-town supermarkets and generally meets the needs of local residents, other retail shopping was often done out of the inner city as the current choices were not appropriate. Some specifically mentioned that they travel to Sylvia Park for retail shopping they sought out the mall experience.
- Some of the Asian participants who had previously lived in big cities overseas expressed a desire for larger shopping malls and noticed that Auckland did not offer 24 hour shopping.

- Many felt that Queen St was no longer a place to be proud of or to shop at, and that it had too many people asking for money / begging.
- Students in particular find local events too expensive and many participants felt that they were not aware of upcoming events.

## Comments

There were several survey comments about shopping in the inner city:

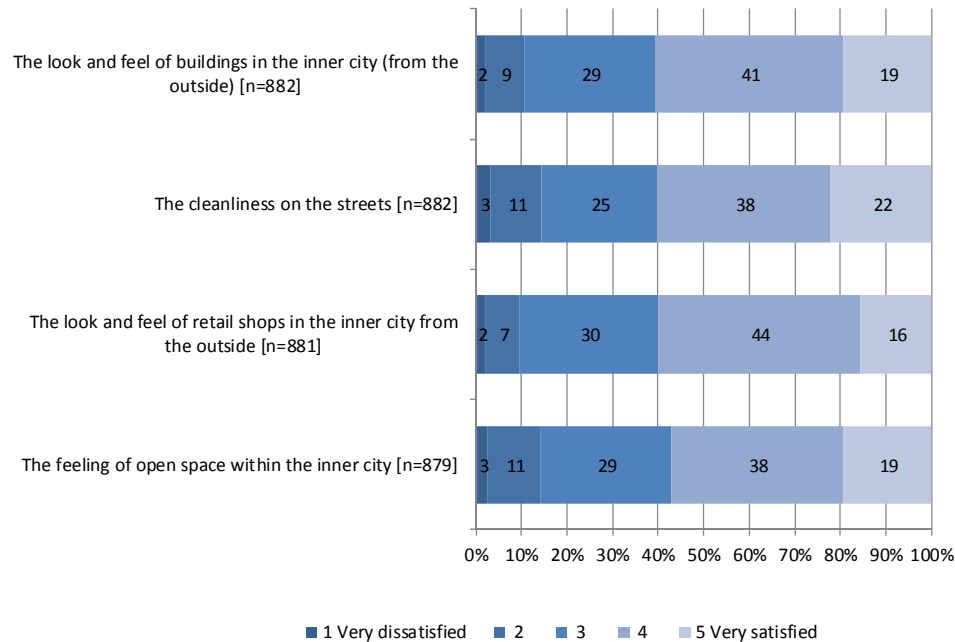
- I live very close to a 24 hour supermarket and am very satisfied with the quality and variety of goods I can get there (female, 30-39, Maori)
- Buying mid week top ups of things like milk and bread is very expensive because the nearest supermarket to me is at the other end of Queen street and all the dairies/convenience stores around me are paid by Anchor to only stock Anchor (female, 20-29, NZ European)
- It much better if in the city has big shopping mall like Singapore. It's show that to tourism as well we can provide range of activities like shopping (female, 20-29, Filipino)
- There is no butcher or grocer in the city that is properly affordable e.g. boutique butchers are stupid for inner cities as the only option (female, 30-39, NZ European/Maori)
- They shouldn't have the same kind of shops on Queen Street. There needs to be more variety and be picky with shops they choose to allow with variety. What are you doing with the St James? (female, 30-39, Cambodian)
- Inner city supermarkets are hideous and expensive compared to local dairy (male, 50-59, NZ European)
- Would just like to see a few more shops open for 24 hours or more/second hand shops/pawn shops. Price of food is too high (male, 30-39, Maori)
- It's easier to do grocery shopping in the suburbs (e.g. Ponsonby) and retail shopping at malls in the suburbs (e.g. St Lukes, Botany, Albany) because there is more choice, e.g. departments stores and smaller stores in one location (female, 20-29, NZ European)

Comments about the range and affordability of entertainment and events tended to focus on the effects of pubs and clubs in the city, e.g. noise, disorderly behaviour and pollution, rather than on their own attendance and awareness of events.

## Look and feel of the inner city

Less than two thirds of participants (61%) were satisfied with the look and feel of the exterior of buildings and with the look and feel of the exterior of retail shops (60%). Sixty percent were satisfied with the cleanliness on the streets, and 57% were satisfied with the feeling of open space in the inner city.

**Figure 12: Satisfaction with the look and feel**



Improving the cleanliness of the streets was a key discussion point in all three focus groups and was one of the top items when participants were asked to name the three things that Auckland Council could do to improve the inner city (the other two were to provide more car parks and to curb late night anti-social behaviour by closing night clubs earlier, increasing Police presence and enforcing alcohol laws properly).

With regard to the look and feel of buildings and retail shops, there was not a great sense of pride in the look and feel of retail and several commented that they left the area for retail shopping other than groceries. Queen St in particular was singled out by some as having too many cheap and tacky stores.

Some focus group participants highlighted a sense of change in the inner city – especially with regards to the creation of ‘shared spaces’, which they saw as positive. Some felt that the use of these spaces makes the area feel more pedestrian friendly, more about people and less about cars.

## Comments

A central theme in the comments around the look and feel of the inner city was about the amount of rubbish around the inner city and general dirtiness.

- The streets are very unclean, but I love the parks (female, 30-39, Maori)
- The edges of inner city streets and near walkways or spaces where rubbish can blow off the street are disgusting and I find it extremely disappointing that people are not employed to maintain these. The Housing New Zealand building at 44 Symonds St is a disgrace with rubbish piled up at the back, huge amounts of disturbance from noise and violence, and all their neighbours pay huge amounts of rent for the privilege of living in the area while some of the HNZ occupants are disrespectful and create an unpleasant living environment for their local community (female, 30-39, NZ European)
- The city council management for the Auckland inner city area is appalling, considering it is one of the tourist/visitors attractions. I have a family member visiting from overseas recently and one of the comment they felt unsafe and city and attractions in Auckland is dirty unlike how New Zealand represents itself (male, 30-39, Thai)
- Streets are polluted, gross and messy. I am always picking up rubbish (female, 30-39, Maori)
- Streets are not clean as it is CBD, does not meet the standard of cities as compared to other parts of world (male, 20-29, Filipino)
- I'd like to see more recycling bins. I don't like seeing smokers outside public areas. Not enough toilets (male, 30-39, Maori)
- Drains should be cleaned more frequently and tree roots. One man in "k-road" do the cleaning more effective then machinery and on Queen Street (female, 70+, NZ European)

Other comments concerned with the general look and feel of the city included the following:

- The buildings look a bit dirty and they need renovation to look fresh (male, 20-29, Chinese)
- Inner city now seems very cheap, lots of Asian stores and souvenir shops, doesn't really feel like you're in New Zealand (female, 20-29, NZ European)
- The inner city is noisy, polluted, scungy and not a nice environment to live in. Feels very un-environmentally friendly and public transport is not good (female, 20-29, NZ European)
- Many years ago, I had no issues with the inner city but now it looks old and tired .... It's nicer where the renovations have occurred, like around the BNZ building on Queen Street. The shopping and cafes are nice around Britomart and it's been a nice change to watch happen. It's encouraging and I hope the rest of the inner city continues down that same track (female, 40-49, American)
- No combined effort to really pretty up the streets inner city at Christmas time... a shame because they could really get a lot going for the retailers in the city (female, 30-39, NZ European/Maori)
- Put more flowers and colours into Auckland (male, 50-59, NZ European)
- Buildings are not attractive in CBD (male, 30-39, Taiwanese)
- Lots of homeless people in Hobson Street. City Mission should move them somewhere else (male, 30-39, Pacific)

There were relatively few comments about open space in the inner city.

- Should be more open spaces in CBD area (female, 40-49, Maori)
- I think the open walkways at Fort Street and Elliot Street are a great idea (female, 30-39, NZ European)

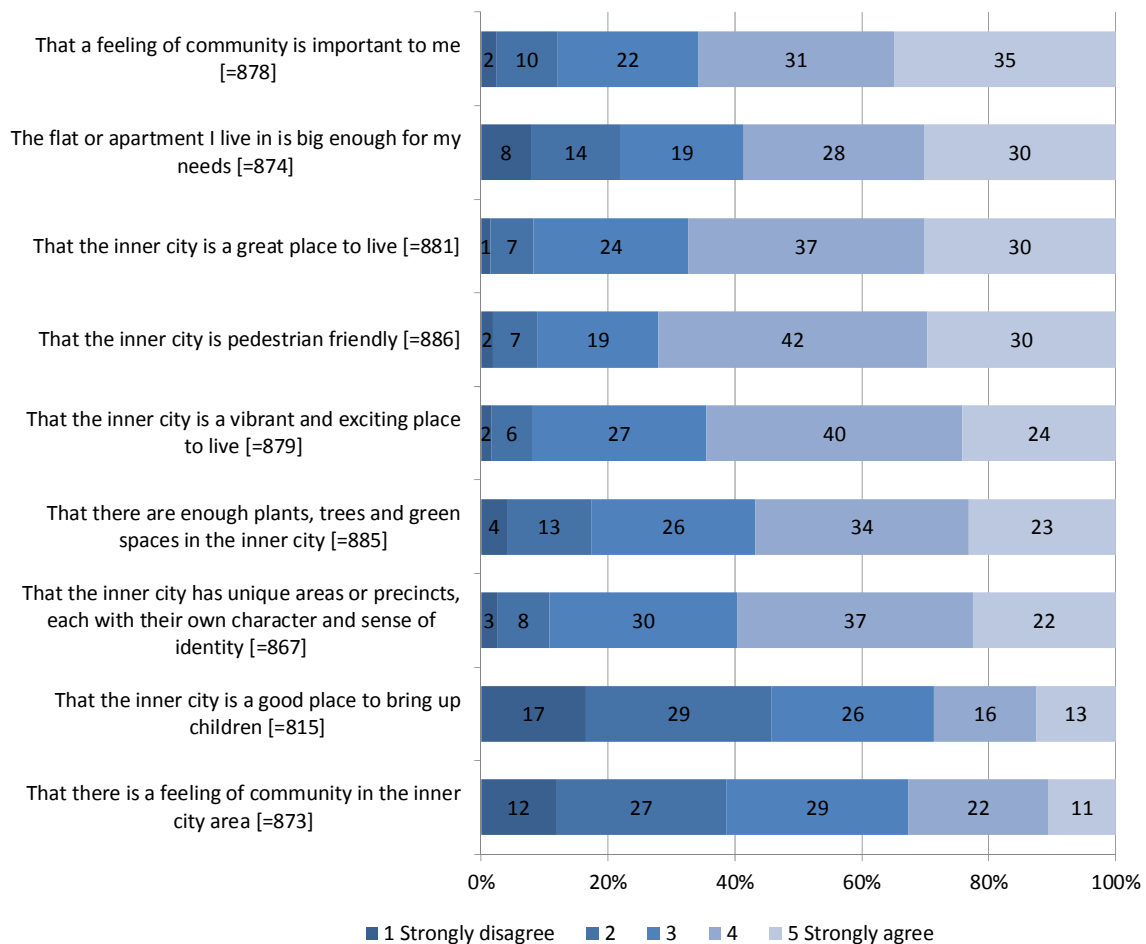
# Agreement with Statements about the Inner City

## Summary

Participants were asked to rate the extent to which they agreed or disagreed with nine statements about living in the inner city.

The ratings are shown in more detail in Figure 13. Each of these items is then discussed in more detail, with the exception of the question around the suitability of housing size, which is included in the previous section (refer to page 27).

**Figure 13: Living in the inner city – ratings**

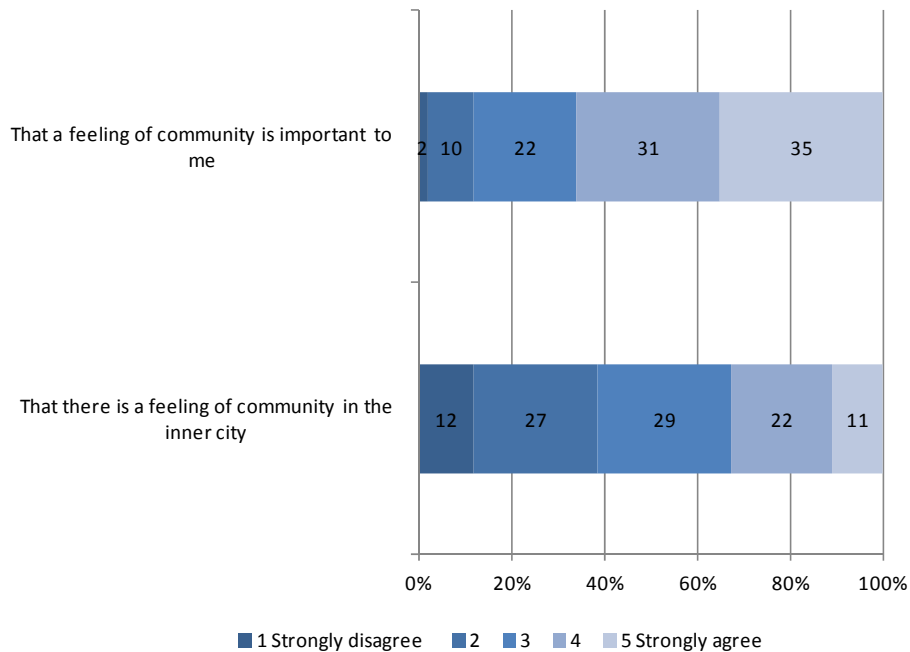


Note: Percentages are calculated of those who provided a response to each question – i.e. 'don't know' response is not included.

## Sense of community

While two thirds of participants (66%) agreed that a feeling of community is important to them, a considerably lower proportion agreed that they actually felt a sense of community in the inner city (33%).

**Figure 14: Rating of a sense of community in the inner city**



The topic of community was discussed in all focus groups.

- Most participants did not feel that there was a sense of community in the inner city, and they had mixed responses about its importance. One person suggested that there are too many people living in the city for that to occur, and others stated that it was not important to them as they felt a sense of community with others at their place of work or study, or in their circle of friends who lived outside of the inner city.
- Quite a few participants noted however that they felt a sense of familiarity with people who worked in their local area and with whom they engaged regularly, e.g. at the local kebab store or coffee shop.
- Very few focus group participants knew their neighbours or engaged with them further than an occasional hello, and for most this was not an issue. Several remarked that they had initially found the lack of social interaction with others in their building off-putting, but that they grew used to it.
- Some participants lived in buildings in which residents would regularly gather together socially eg. for dinner, however, this was not widespread. It tended to be in situations in which there were high levels of owner/occupiers rather than renters and was usually instigated by someone, often the building manager.
- One person suggested that the inner city should be conceived of as a 'function' rather than being a neighbourhood.

## Comments:

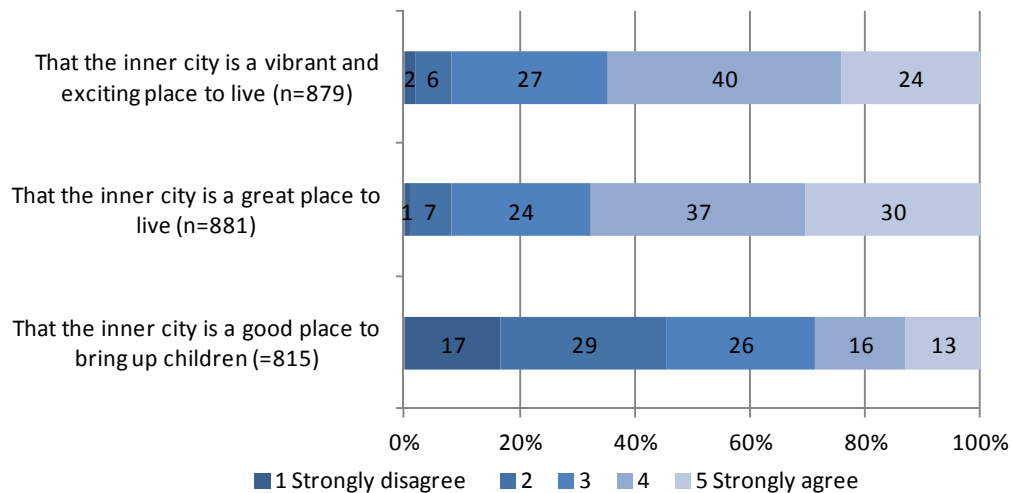
Survey comments reflected this feeling of a lack of a sense of general 'inner city' community.

- I don't feel that to have a sense of community in a large city space - not necessary to have one (male, 15-19, Filipino)
- Feeling of community is important especially for Chinese people (female, 50-59, Chinese)
- The need for community is paramount for a safer environment as I've encountered when living in the suburbs both here and overseas where there is community interaction etc. (male, 60-60, Pacific)
- It doesn't have much community in city so I choose to be part of Girl Guides for extra community. To get a sense belonging (female, 30-39, NZ European)
- Auckland is a terrible place to live. Nobody talks to each other; everyone thinks they are more important than everybody else. There is no feeling of community in the inner city area. (female, 20-29, NZ European)
- We could use more areas like Silo Park - these have a greater community feel and would encourage more dog walking etc. like Mission Bay (female, 30-39, NZ European)
- Although there is community stuff available in the city it's not explicit, thereby it's not recognised by residents (male.15-19, Sri Lankan)

## Perceptions of inner city as a place to live

Two thirds of participants felt that Auckland’s inner city is a ‘great place to live’ (67%), and a similar proportion rated it ‘a vibrant and exciting place to live’ (64%). However, substantially lower proportions agreed that it was a great place to bring up children (29%).

**Figure 15: Rating of the inner city as a place to live**



Most focus groups participants could not see themselves raising children in the inner city, and one pregnant woman was planning to move to a suburb when the baby was born. Some remarked that it might be alright initially when the children were babies and unable to walk around but they considered that the inner city environment would pose too many health hazards from traffic facilities and facilities for older children were missing, such as playgrounds or a local primary school (particularly for those living in the downtown area of the inner city).

### Survey comments

Although relatively high proportions of respondents rated the inner city as a great place to live they tended to focus on more specific, and often negative, aspects in their comments – these are discussed in other parts of this report. Specific comments on raising children in the inner city are shown below.

- Need more shops for baby things, it’s so hard to get their items (female, 30-39, Asian Indian)
- Not really but I feel it is not the right place to bring up children (male, 30-39, NZ European)
- The inner city would be a TERRIBLE place to bring up children (female, 30-39, NZ European)
- My son is 9 months old so we are looking to move out of the city area as when he walks we would like to have a garden - which isn’t possible in the inner city area (female, 30-39, NZ European)
- Need more green spaces for children. Friendly environment (male, 60-69, Pacific)
- We need more places for children to play (male, 30-39, Saudi)

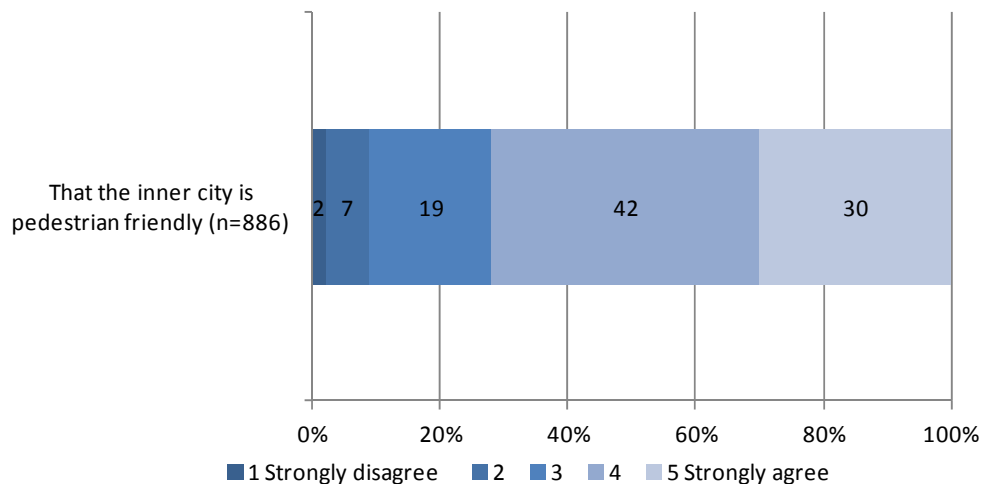


## Perceptions of inner city as being pedestrian friendly

As mentioned earlier in this report, many of the focus group participants choose to walk around the inner city as they found it quicker and easier than driving or getting public transport.

Overall, a large proportion (72%) of survey respondents agreed that the inner city was pedestrian friendly, although in the focus groups and survey comments many felt more work on improving the pedestrian experience should be done.

**Figure 16: Rating of the inner city as being pedestrian friendly**



### Comments

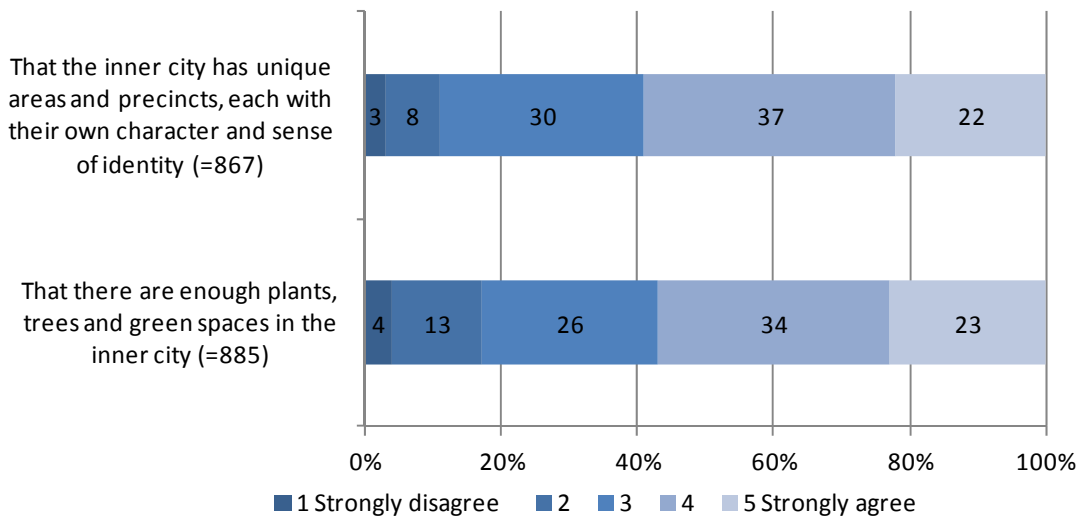
A mix of comments were received from survey participants.

- I hate the way cyclists ignore all the rules and are the biggest danger to urban pedestrians - they never get charged for breaking traffic or road rules (male, 60-69, NZ European)
- Make inner city more pedestrian friendly and make more motorcycle parking (male, 60-69, NZ European)
- Sometimes cars lurch out of side streets having no concern for pedestrians and cyclists. These side streets should be made pedestrian/cycle only for loading vans only (female, 30-39, Maori)
- Inner city is not pedestrian friendly (male, 30-39, NZ European)

## Perceptions of inner city - other

The remaining two questions in this section related to the extent to which participants felt that Auckland's inner city had unique areas and precincts and that there was enough green space. Results were similar overall for these two issues, as shown below in Figure 17.

**Figure 17: Rating of the inner city for sense of identity and greenery**



### Comments

Very few people commented on the first question above, but there were several comments relating to the second question concerning the amount of plants, trees and green spaces.

- Just like to have more vegetation plant. Bit like Britomart pots with plants, it's 10/10. Needs more plants (female, 60-69, NZ European)
- More lawns and green around buildings (male, 40-49, NZ European)
- More planting would be great, Queen Street seems bare and Anzac Ave and lower town, deserted and lonely (female, 30-39, Maori)
- Plant more trees and some grass, it looks kind of a bit dull (male, 20-29, Chinese)
- Plant more trees and more green public places (female, 40-49, Maori)
- We could do with more green spaces in the city (female, 20-29, NZ European)
- Some nice parks in the inner city, but main streets still lacking greenery (compared to other cities visited) (male, 50-59, NZ European)
- I would love to see more resources put into looking after the existing green spaces in the city -e.g. removal of rubbish, planting of trees especially for birds, predator protection for birds. It is amazing to be able to see Tui and Fantails for example living on Symonds Street and this is something that should be embraced (female, 30-39, New Zealander)

# Other comments

Two issues emerged during the research that were not specific questions, but were mentioned a lot in the focus groups or in survey comments. These are outlined briefly below.

Firstly, car parking. Problems with parking (and the cost of parking) was also identified by many focus group and survey participants as an issue in the inner city. When focus group participants were asked to name the three things that Auckland Council could do to improve the inner city, providing more parking was one of the most frequently mentioned items. Other survey comments are provided below.

- Carparking hard to find (female, 20-29, Egyptian)
- Cost of car parking is too high and there is not enough available (female, 20-29, British)
- Parking is far too expensive in the inner city and detracts from visitors calling (female, 60-69, NZ European)
- Parking in Auckland is very expensive (male, 20-29, Sri Lanka)
- Parking fees changed a few months ago on our street and it's just impossible with the prices to afford parking on the street if one doesn't have underground parking/garage (female, 30-39, NZ European)
- Business owners with cars are having issues with space for parking (male, 60-69, NZ European)
- ... it's not easy for cars to navigate or park, and it's very expensive, too. There needs to be a balance so that people don't feel like they're being price gouged to come to concerts and other events in the inner city and if they can find parking, it's way too expensive, adding to the cost of coming to the city for events (female, 40-49, American)

Secondly, there were many comments in the focus groups and by survey participants around what they perceived as unacceptable levels of anti-social behaviour, including intoxicated people in the streets and in parks, as well as homeless people acting aggressively and begging for money. A feeling among the focus group participants was that begging and homelessness had become more pronounced in recent years and they felt less tolerant towards it. This was reflected in survey comments:

- I find alcohol consumption and the violence and vandalism that it leads to the main drawbacks to inner city living. There are a plethora of liquor outlets and also supermarket sales, but street (and park) drinking has got to be curtailed.(female, 50-59, NZ European)
- Too many people with alcohol problem, messy and vomits (male, 20-29, Indian)
- The Council needs to clear the streets of beggars (male, 60-69, NZ European)
- Noise and languages used in park at night needs policing again as has been done before (male, 70 +, NZ European)
- Drunks on Queen Street and adjoining streets are a danger and very disturbing. Need policing (male, 60-69, NZ European)
- The biggest problem is the drunk people at night screaming, other than that its fine. But also many homeless (female, 20-29, Korean)
- Ok, apart from beggars, charity fund raisers (male, 50-59, NZ European)

# Conclusion

The results of this survey indicate that residents feel positive about many aspects of living in the inner city, but there are also several opportunities to improve the quality of their experience.

While convenience is currently a key motivator for living in the inner city, many residents also agree that it is a vibrant and exciting place to live. Getting around the inner city is generally easy for residents and the area is seen by most as pedestrian friendly. As a place to live however, there are opportunities to enhance the feeling of community, which many residents said is important to them. One aspect of this may be through the creation of more unique areas or precincts, each with their own character and sense of identity.

There are aspects of the look and feel of the inner city that offer opportunities for enhancement. This includes the look and feel of buildings, including retail and apartments, and by creating more green spaces.

While approximately half of residents consider the apartments they live in to be too small, most agree that their apartments are well managed and that their buildings feel safe from a personal security perspective. Noise can be a problem for residents however, from other apartments in the building and from outside. Noise during the day was identified as being mainly caused by traffic, while noise at night was identified as mainly being caused by other people. There were more issues raised regarding noise at night during the latter part of the week and on weekends. It is at these times that residents also feel less safe, although safety at night overall, including on Queen Street is a key area of concern. A lack of a visible police presence and drunkenness are considered to be the main impacts on how residents feel about their personal safety.

Overall, even though residents currently cite convenience as a key driver for choosing the inner city as a place to live, the inner city is also delivering a range of other lifestyle related benefits. In the future, with increased focus on addressing the areas of concern, that detract from these lifestyle benefits, the attractiveness of the inner city as a place for a wide variety of people to live can only be enhanced.

# Appendix 1: Questionnaire

## Auckland Council Survey of Inner City Residents

June 2013  
Final Questions

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

*(Shown map)*

1. Wynyard Quarter / Viaduct
2. Quay St / Lower Queen St / Vector Stadium area
3. Freeman's Bay
4. Shortland / Chancery / Auckland University
5. Central West / Hobson St
6. Central / AUT / Upper Symonds St
7. Greys Ave / Myers Park / K'Road

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

*(Don't read out)*

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

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

*On a scale of 1 to 5, where 1 means you don't like living in the inner city at all and 5 means you really like living in the inner city.*

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

*On a scale of 1 to 5, where 1 means very dissatisfied and 5 means very satisfied + N/A + unsure.*

- The overall quality of the flat or apartment you live in
- The building management for the flat or apartment you live in

- The noise from other apartments in your building
- The noise from outside your building during the day time
  - (If a score of 3 or less is given ask 'what is the ONE main source of noise?')
  - General traffic
  - Buses
  - People
  - Street cleaning/leaf blowers
  - Other – specify
- The noise from outside your building at night
  - (If a score of 3 or less is given ask what is the ONE main source of noise?)
  - General traffic
  - Buses
  - People
  - Street cleaning/leaf blowers
  - Other – specify
- The feeling of security you have where live (in your building)
- Safety on the streets in the inner city during the day
- Safety on the streets in the inner city at night, excluding Queen Street
- Safety on Queen Street at night
- The cleanliness on the streets
- The ease of getting around in the inner city
- The ease of getting in and out of the inner city – to other parts of Auckland
- The range and affordability of entertainment and events in the inner city
- The range and quality of grocery retail shops in the inner city
- The availability and quality of other (non grocery) shops in the inner city (such as clothing and other non-food items)
- The feeling of open space within the inner city area
- The look and feel of the buildings in the inner city (from the outside)
- The look and feel of retail shops in the inner city (from the outside)

Q.4a Do you have any other comments about any of the topics I have just mentioned?

Q5. How strongly do you agree or disagree with the following statements?  
*On a scale of 1 to 5, where 1 means strongly disagree and 5 means strongly agree + N/A + unsure*

- That the inner city is pedestrian friendly
- That the inner is a good place to bring up children
- That there is a feeling of community in the inner city area
- That a feeling of community is important to me
- That the inner city has unique areas or precincts, each with their own character and sense of identity
- That the inner city is a great place to live
- That there are enough plants, trees and green spaces in the inner city
- That the inner city is a vibrant and exciting place to live
- The flat or apartment I live in is big enough for my needs

Q.5a Do you have any other comments about any of these topics?

Q6. How likely is it that you will still be living in the inner city in the next 12 months?  
*On a scale of 1 to 5, where 1 means not at all likely and 5 means very likely.*

## Demographics

Q.7 Record gender (question not asked)

Q8. Which of the following best describes your age group?

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

Q9. Which of the following best describes your ethnicity?  
*Respondents could choose more than one.*

- NZ European/Pākehā
- Maori
- Pacific Peoples
- Asian – specify Chinese, Indian or other
- Other – specify

Q10. How long have you lived in the inner city?

- 6 months or less
- 6-12 months
- Up to 2 years
- 2-5 years
- More than 5 years

Q11. Are you a student?

- Yes
- No – go to 'paid employment' question

Q12: (If answered yes to Q13 ask) 'Are you':

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

Q13. Are you on a student visa?

- Yes
- No

Q14. Are you currently in paid employment?

- Yes
- No

Q15. Do you work?

- In the inner city area
- Outside the inner city

Q16. How many people (including you) live in your household?

- Only me
- 2 (me and one other)
- 3
- 4
- 5 or more

Q17. Do you have children aged 13 or under living in your household?

- Yes – specify how many
- No

Q18: Do you rent or own the flat or apartment you live in?

- Rent
- Own

Q19: Do you own a car that you park in the inner city?

- Yes
- No

Q20. Finally, is there any other comment you would like to make about any of the topics in this survey, or about living in the inner city? (open ended)

THANK and END



# Appendix 2: All Comments

**Question 5: Satisfaction ratings – do you have any other comments about any of the topics I have just mentioned? Responses sorted by age.**

Question 5: Satisfaction ratings – all comments			
Appearance of building is ugly.	Female	15-19	NZ European
I would say I'm enjoying this more because parents are supporting me financially. So my living standards are higher than most students.	Male	15-19	Sri Lankan
Buses to other parts of Auckland could be more frequent especially on Sundays.	Female	15-19	NZ European / Pacific
I don't like the look of Queen Street shops.	Male	15-19	Chinese
Lighting should be more in evenings.	Female	15-19	Chinese
Like new signage, Billboards, bustops, just all signage in general.	Female	15-19	NZ European
Noise from outside my apartment building is ok during weekdays but terrible in the weekends	Female	15-19	NZ European
Really like living in the city.	Female	15-19	Indonesian
There are lots of homeless people on Grafton bridge.	Male	15-19	NZ European
Walking around at night, a female wouldn't want to go any where. Not safe. More lighting in other areas.	Female	15-19	NZ European
I live near Beach Rd/ Anzac street and feel unsafe mostly on Anzac.	Female	20-29	NZ European
I really love the city. Bus noise is a big problem.	Male	20-29	Chinese
Like it easy to walk. Everything, walking distance.	Male	20-29	NZ European
Buses are sometimes unreliable.	Female	20-29	British
I almost never leave the inner city because it's so expensive and time consuming to catch buses anywhere. Auckland has the worst transportation in the country. Christchurch is falling apart and they STILL have better public transport.  Buying mid week top ups of things like milk and bread is very expensive because the nearest supermarket to me is at the other end of Queen street and all the dairies/convenience stores around me are paid by Anchor to only stock Anchor.	Female	20-29	NZ European
If the public transport is more efficient, that would be great. The train services are always replaced by rail buses, very inconvenient to the residents living in city.	Male	20-29	Chinese
I've never been in a situation day or night either in the apartment or in the city streets where I've felt unsafe. People are generally very friendly and others have never bothered me. Everything is close. It makes it more expensive to live here because of this convenience, but getting to other places such as North Shore etc. can be time consuming.	Female	20-29	NZ European
Fire trucks engine makes noise all night. Really loud, I can hear it from where I stay.	Female	20-29	Chinese
Drunks behaviour on the weekend needs policing (Use the noise bylaw legislation)	Male	20-29	British

### Question 5: Satisfaction ratings – all comments

I want "Pak n Sav" supermarket in the city because I like shopping in that supermarket.	Male	20-29	Maori
No police here - Thursday, Friday and Saturday are noisy. Drunk, dangerous and crazy.	Male	20-29	Gypsy, European
The building look a bit dirty and they need done renovation to look fresh.	Male	20-29	Chinese
Too many people with alcohol problems, messy and vomits.	Male	20-29	Indian
There should be more security in "K Road" at night.	Female	20-29	Korean
Inner city lot of people at night drinking and throwing bottles at apartment building.	Female	20-29	Chinese
Too much drunk people at night outside.	Female	20-29	Chinese
The prices of transport are way too expensive. Why can't we use the same HOP card with trains, ferry and buses ?! Why owning a HOP card does not allow you to get cheaper fares?	Female	20-29	NZ European
There should be at least 8-9 branded malls like MYERS, David Jones, etc.....so I can find all best brands of the world.	Male	20-29	Indian
Increase safety of people at night in every street. Transport system is not good and should be cheaper. There should be buses every 10 mins.	Male	20-29	Indian
Auckland is getting too expensive to live.	Male	20-29	Chinese
Satisfied with what I have.	Male	20-29	Russian
There are certain places I just wouldn't go at night like certain areas around K Rd because it is unsafe.	Female	20-29	NZ European
Public transport system inefficient. Bus is expensive, hard to know how to get where you want to. Easier if you have every schedule of every bus.	Female	20-29	American
I don't like high prices in retail shops and the quality is the same as the suburbs.	Female	20-29	-
Living in CBD is quite expensive.	Male	20-29	Irish
Need more policemen on streets at night.	Male	20-29	Sri Lankan
Transport should be good and cleanliness of streets.	Male	20-29	Indian
I think the Council have been trying to do their best. However, there is much more room for improvement.	Female	20-29	Indian
The inner city is noisy, polluted, scungy and not a nice environment to live in. Feels very un-environmentally friendly and public transport is not good	Female	20-29	NZ European
Need policemen on look in Queen Street in weekends.	Male	20-29	Chinese
I don't often shop in the inner city - I prefer to drive to Ponsonby to do grocery shopping, and to drive to shopping malls (e.g. St Lukes, Botany, Albany) to do other shopping because it's easier to access lots of shops in the same place. They also usually have bigger department stores and a bigger range of stock than I can find in the city. However, I do enjoy the range of concerts on offer at the Town Hall, Civic Theatre & Aotea Centre.	Female	20-29	NZ European
Between buildings, too close distance.	Male	20-29	Chinese
Bus connections not enough frequency.	Female	20-29	Spanish

### Question 5: Satisfaction ratings – all comments

Cameras in every street please	Female	20-29	Indian
CBD is an excellent place.	Female	20-29	Chinese
Cost of living in CBD is very expensive. Job are hard to find.	Male	20-29	Sri Lanka
Free parking (very expensive)	Male	20-29	Indian
General CBD areas need policing. It is dangerous at night especially on the weekend.	Male	20-29	Indian
good place	Female	20-29	Indian
Hobson Street and Nelson Street is not as clean as Queen Street.	Male	20-29	Latin American European
It much better if in the city has big shopping mall like Singapore. Its show that to tourism as well we can provide range of activities like shopping.	Female	20-29	Filipino
It's easier to do grocery shopping in the suburbs (e.g. Ponsonby) and retail shopping at malls in the suburbs (e.g. St Lukes, Botany, Albany) because there is more choice, e.g. departments stores and smaller stores in one location.	Female	20-29	NZ European
Just love the city.	Female	20-29	Indian
Lot of drunk people around the city.	Male	20-29	Filipino
Lots of good food places.	Male	20-29	NZ European
Love to live here, very comfortable.	Female	20-29	Indian
More plants	Female	20-29	Swiss
Need more upkeep in "K Road".	Male	20-29	Maori
No just outside noise and from people.	Female	20-29	European
Public transport too expensive and should run 24hrs a day.	Male	20-29	Indian
Queen Street is getting worse with people's behaviour at night.	Male	20-29	British
Security is must, medical facilities should be there on weekends.	Female	20-29	
Some police force in sensitive areas especially on weekends.	Male	20-29	Indian
Sometimes in this area it's not quite safe, police station and lights in streets.	Male	20-29	Indian
Streets are not clean as it is CBD, does not meet the standard of cities as compared to other parts of world.	Male	20-29	Filipino
The city is so expensive to live, especially apartments.	Female	20-29	NZ European
The only time I feel unsafe is when I'm travelling alone on the city link bus. I've had occasions where I've been touched inappropriately and been spat at. Other than that I am grateful that this bus is free.	Female	20-29	NZ European / Maori
The place is very clean. Building area also very good to see.	Female	20-29	Indian
They should make city more comfortable and safe at night, it's getting expensive.	Male	20-29	-
Too noisy, not clean.	Female	20-29	Pacific
Transport - difficult to get to other parts of city when you are only here one year and don't get car, also cost for students.	Female	20-29	Japanese
Transport system at night.	Male	20-29	Indian

<b>Question 5: Satisfaction ratings – all comments</b>			
Work on safety issues more. A lot of violence on streets.	Female	20-29	Maori
The leaf blowers don't need to do it every day. They drive us nuts/excessive.	Female	30-39	NZ European
Great place to live	Male	30-39	Maori
Should have more buses in Nelson Street, no buses there. Lots of homeless people in Hobson Street. City Mission should move them somewhere else.	Male	30-39	Pacific
Businesses should open up to 9:00pm at nights.	Male	30-39	Sri Lankan
The streets are very unclean, but I love the parks. Sometimes feel unsafe at night when drunks are out but my building is safe. More vegie shops in the city would be great, and preserve the older buildings.	Female	30-39	Maori
If it is about clothing stores compared to my country the quality is not good enough. Some clothes you just can't find (It also includes shoes etc). It would be better to clean Queen St as sometimes I find it very unclean.	Male	30-39	Russian
I'd like to see more recycling bins. I don't like seeing smokers outside public areas. Not enough toilets.	Male	30-39	Maori / NZ European
Like to see noise management has upheld.	Female	30-39	U.S.A
They shouldn't have the same kind of shops on queen street. There needs to be more variety and be picky with shops they choose to allow with variety. What are you doing with the St James?	Female	30-39	Cambodian
Night clubs near apartments and vice versa was a very bad idea, as from Friday night to Sunday morning city is crowded with shouting drunk people, which makes it almost impossible to sleep.	Female	30-39	NZ European
I found food, movies, clothing are very expensive. Alcohol is cheap but I don't drink. Even Coke is very expensive here. Even boarding is very expensive	Male	30-39	Indian
Rubbish truck comes so early in the morning 5am -6am.	Female	30-39	Korean
The edges of inner city streets and near walkways or spaces where rubbish can blow off the street are disgusting and I find it extremely disappointing that people are not employed to maintain these.  Noise control at the Council refuses to help me in regards to noise from people in other apartment buildings at night - which they should be able to go in as they would if it was in my building. Perhaps they could work with police. The Housing NZ building at 44 Symonds St is a disgrace with rubbish piled up at the back, huge amounts of disturbance from noise and violence, and all their neighbours pay huge amounts of rent for the privilege of living in the area while some of the HNZ occupants are disrespectful and create an unpleasant living environment for their local community.	Female	30-39	New Zealander
Would just like to see a few more shops open for 24 hrs or more/ Second hand shops/ Pawn shops. Price of food is too high.	Male	30-39	Maori
I love living in Auckland city. Only concern is the drunken people on weekend nights.	Male	30-39	Indian
Renting is so expensive in city	Female	30-39	Indian
More security at night. On K-Road.	Female	30-39	Indian
I feel it's too much smoking in the city, dangerous for little ones.	Female	30-39	Japanese

<b>Question 5: Satisfaction ratings – all comments</b>			
Public transport needs to light its act up. Buildings are not attractive in CBD.	Male	30-39	Taiwanese
The safety that includes pedestrian traffic is a concern with the ease of mobility around the city centre. There is adequate lighting on the main roads as well as security.	Male	30-39	NZ European/Maori
Cleanliness is not good as compared to other countries like Australia, England.	Male	30-39	Singapore
I think the open walkways at Fort St and Elliot St are a great idea	Female	30-39	NZ European
Always construction upgrades, never ending.	Male	30-39	NZ European
Auckland Council should improve transport system.	Female	30-39	Pacific
Baby safety is a big issue, with a small one and walking with a little one. Fact that my parents will be travelling here from overseas and don't feel good - lots of beggars etc should have a different feel.	Female	30-39	Hungary
I live very close to a 24 hour supermarket and am with the quality and variety of goods I can get there. Getting in and out of the inner city is difficult during rush hour only - it is fine at other times	Female	30-39	Maori
I love CBD (Auckland). I lived here 20 years ago and come back to a remarkably better place.	Male	30-39	NZ European
If you don't have a car it is hard to get around. The buses are slow.	Male	30-39	American Latino
Places like McDonald's need to provide more support to the city in regards to better bins outside their sites and more regular cleaning	Male	30-39	NZ European
Poorly made buildings in Auckland especially apartments e.g. no sound proofing like other countries. Lived in apartments in Melbourne and Parma-Italy.  The street cleaners are noisy like tractors and they clean the street a couple of times in the night, so more noise and just doubling up.  There is no butcher or grocer in the city that is properly affordable e.g. boutique butchers are stupid for inner cities as the only option.  No combined effort to really pretty up the streets inner city at Christmas time.. a shame because they could really get a lot going for the retailers in the city.	Female	30-39	NZ European/ Maori
Stop allowing unpretty looking apartments in the city. If have to build make it beautiful. Beautify our city not uglify it.	Female	30-39	Chinese
The city council management for the Auckland inner city area is appalling, considering it is one of the tourist/visitors attractions. I have a family member visiting from overseas recently and one of the comment they felt unsafe and city and attractions in Auckland is dirty unlike how NZ represent itself.	Male	30-39	Thai
The cost of renting in the CBD is higher.	Male	30-39	NZ European
There should be good numbers of playgrounds.	Male	30-39	Indian
In my 15 minute walk to work I get on average 6 different charity organisations asking me for money every day. Add into that the panhandlers and buskers and it is like running a gauntlet of money grubbers at times!	Female	40-49	Canadian
An elevated walk way and cycle way around CBD area (only part way) would free up traffic.	Male	40-49	NZ European

### Question 5: Satisfaction ratings – all comments

Should be more open spaces in CBD area.	Female	40-49	Maori
<p>Many years ago, I had no issues with the inner city but now it looks old and tired and I don't feel very safe at all, especially on my own walking in the inner city after dark. I would take public transport but it's inconvenient - isn't easy to get around, and very expensive too. I ride a bike but I'm afraid in the traffic.</p> <p>However, last Saturday night, Queen Street was really busy and it was nice to see! I wish the stores would stay open later at night, too. It might encourage more people to shop and stay in the city, and spend more money which would allow the stores to upscale the shops' looks, especially the tired old buildings.</p> <p>It's nicer where the renovations have occurred, like around the BNZ building on Queen Street. The shopping and cafes are nice around Britomart and it's been a nice change to watch happen. It's encouraging and I hope the rest of the inner city continues down that same track.</p>	Female	40-49	American
Bad problem with young people drinking	Male	40-49	NZ European
Apartments and cost of living in CBD are very expensive.	Female	40-49	NZ European
I'm happy with the parks. Doing a great job.	Female	40-49	NZ European
Increase frequency of public transport on weekends especially.	Female	40-49	Indian
We live in a built up area, intensive, population where are the facilities for us? The rich people on the waterfront got everything we say from here!	Male	40-49	Maori
Council Noise Control - waste of time. Drink Free zone totally ignored. Drugs commonly seen in use. Vagrants ruin the inner city	Male	50-59	NZ European
Auckland has lost a lot of its heritage building, and streets like Shortland Street are wind tunnels due to the congregation of 26 storey buildings. The real planning crime is the development of the Scene apartments which preclude a long aspect to the harbour and wharves, and are being deserted now due to the review of the leasehold levies. This area, adjacent to Britomart, needs markets, free bicycles, street vendors, musicians, art, etc. to add charm, as the scant vegetation is battling monolithic architecture with little to recommend it.	Female	50-59	NZ European
Security drunk people.	Male	50-59	Maori
Shut down 24hrs bars and more police walk around at night.	Male	50-59	NZ European
More popular transportation, easier to go anywhere. Prices of living houses are too high.	Female	50-59	Taiwanese
Pavements and walkways are not only dirty but also dangerous poor maintenance.	Female	50-59	NZ European
Ease and reliability of public transport is a big issue.	Female	50-59	NZ European
More policing is required at Hopetoun Street at night time. Night clubs hours need in investigation.	Male	50-59	NZ European
Some apartment buildings look very cheap and tacky. Washing should never be allowed on balconies.	Female	50-59	NZ European
Street cleaners are too early with blowers and other machinery.	Male	50-59	American European
Trucks on Beach Road and Tangihua Street are excessive. They toot at 4am-5am and using airbrakes. Cafe tables encroaching on footpath and blocking footpath when raining.	Female	50-59	NZ European

### Question 5: Satisfaction ratings – all comments

The need for more community development, interaction. Vertical cities need as much community facilities etc if not more so than the sprawling suburbs	Male	60-69	Pacific
League of Akld City Council & developers have in the past allowed future slums to be built - "shoeboxes" all in the name of rates income & profit. No coordination existed other than to block views AFTER you have purchased by construction of the next monstrosity. WELL overdue for a thought out approach.	Male	60-69	NZ European
The overall tidiness of the city needs to be improved.	Male	60-69	NZ European
Live alone in a 39sq m apartment--No problem buying it--130k--Love it--couldn't be better	Male	60-69	NZ European
Drunks on Queens Street and adjoining streets are a danger and very disturbing. Need policing.	Male	60-69	NZ European
If you're going to have a vertical city, you need to develop community environment.	Male	60-69	Pacific
There are far too many vacant commercial spaces on Princes Wharf and throughout the entire city, even Newmarket.	Female	60-69	NZ European
Business owners with cars are having issues with space for parking.	Male	60-69	NZ European
City needs to be more pedestrian friendly with more green spaces.	Male	60-69	NZ European
Like the new development downtown. Like Wynyard Quater and Viaduct.	Male	60-69	NZ European
More police presence in the area at Greys Ave at night. Not a safe area.	Male	60-69	NZ European
Put the bus back on to the top of Queen Street.	Female	60-69	Maori
The Council needs to clear the streets of beggars.	Male	60-69	NZ European / Maori
Keep what we have and be care in our development which take away our heritage.	Male	70+	NZ European
Noise and languages used in park at night needs policing again as has been done before.	Male	70+	NZ European
Wednesday to Saturday loud shouting and fast car noises till the early hours of the morning at times. At times till 5am. Possibly from Britomart area.	Female	70+	NZ European
There should be more policemen on the beat during the night to deal with the very loud drunks out on the streets.	Female	70+	NZ European
Parking is a big issue in CBD, not only very expensive but also lacking.	Male	70+	NZ European
Clubs and bars can be very noisy late at night. Do something about your by law noise control.	Female	70+	NZ European
Drains should be cleaned more frequently and tree roots. One man in K-road does the cleaning more effective than machinery and on Queen Street.	Female	70+	NZ European
Lots of noise at night from drunken people.	Male	70+	Australian
Need more grass and green in CBD, less concrete. The Victorians had it right.	Female	70+	NZ European
Worry about people building high rise and taking my light and views.	Female	70+	NZ European
Keep the open space that we still have now.	Female	n/a	NZ European

**Question 7: Agree to disagree ratings – do you have any other comments about any of these topics? Responses sorted by age**

<b>Question 7: Agree to disagree ratings – all comments</b>			
Although there is community stuff available in the city its not explicit, thereby it's not recognised by residents.	Male	15-19	Sir Lankan
CBD is exciting place to live, and people are friendly.	Male	15-19	Indian
Maybe more parks would be good.	Male	15-19	NZ European
Need more space to live.	Female	15-19	Maori
There were lots of pedestrians and I had lots of luggage and some one helped me. I thought this was good.	Female	15-19	Chinese
Room of apartments in Auckland is too small compare to cost.	Female	20-29	Thailand
I live in good apartment block, big rooms.	Female	20-29	South Korean
Keep the spaces as they are.	Female	20-29	British
Auckland is a terrible place to live. Nobody talks to each other; everyone thinks they are more important than everybody else. There is no feeling of community in the inner city area.  Most people aren't lucky enough to find an apartment like mine where I have lots of windows, good insulation and cheap air con.	Female	20-29	NZ European
No it's a nice city. Never any trouble during night walks and there's only two supermarkets.	Male	20-29	South African, Indian
Currently looking to buy apartments. I'd like to see interior structure. Needs to be slightly wider so it feels more secure. Want a different layout.	Female	20-29	Chinese
I like it a lot.	Female	20-29	Indian
Rental is too high for the size of room given.	Female	20-29	Chinese
Security in building should be more light.	Male	20-29	Indian
I think its ok. A lot of parks, I don't feel the spirit of NZ in the city.	Male	20-29	Gypsy, European
Plant more trees and some grass, it looks kinda bit dull.	Male	20-29	Chinese
Apartments are small. Parking is minimal.	Female	20-29	NZ European
Apartment rooms are quite small. Bus signage and more renters inform.	Male	20-29	NZ European
I think there's good spaces and apartments in the city but very small and expensive.	Female	20-29	Korean
Food items needs to be cheaper every one can afford it especially students. Overseas students.	Male	20-29	Indian
Rooms of tenants are very small but rent too high.	Male	20-29	Chinese
To live somewhere big enough it would cost too much.	Female	20-29	NZ European
Rooms in CBD are very expensive in comparison to wages.	Male	20-29	Indian
Accommodation cost are to high for the size of space available.	Male	20-29	Sri Lankan
Apart from small rooms in apartments, Auckland is OK to live in.	Male	20-29	Arabian
Apartment is built very small in CBD.	Male	20-29	Indian
Apartments are very small. Feel people are pressured and not relaxed	Male	20-29	Pakistan



### Question 7: Agree to disagree ratings – all comments

because the price is too high and parking as well.			
Availability of apartments is limited and expensive.	Female	20-29	Vietnamese
Cool, multicultural benefits are good.	Female	20-29	NZ European
Cost of living compared to wages higher.	Male	20-29	British
Feels like there are a lot of cars. Myers Park is really nice.	Female	20-29	American
Free parking.	Male	20-29	Pakistani
From outside country, feeling good about the area.	Male	20-29	Indian
High rental prices soaring day by day. This makes me concerned.	Female	20-29	Indian
I think the city should have more infrastructure/ entertainment for the common people. Wants more basketball courts and more gyms.	Male	20-29	Chinese
In general apartments are very small.	Male	20-29	Irish
Lower rent of apartments, free car parking.	Male	20-29	Indian
Lower the rent, especially for students.	Female	20-29	Filipino
More security needed on Queen Street and K Road.	Male	20-29	Indian
Most flats are like shoe boxes.	Male	20-29	Irish
Need a cycle lane in CBD.	Male	20-29	NZ European
Nothing specifically, only that it's hard to afford an apartment with more space	Male	20-29	NZ European
Overall good experience.	Female	20-29	Pacific
Parking is expensive and traffic noise.	Male	20-29	Indian
People of Auckland need to be more friendly. And the rooms in apartments need to be bigger to match the rental. Parking in Auckland is very expensive.	Male	20-29	Sri Lanka
Prices of rent in the inner city are quite expensive.	Female	20-29	filipino
Rent is expensive for the size of the apartment.	Male	20-29	NZ European
Rent is expensive for the students	Male	20-29	Indian
Rent is very expensive especially for the students. Buses are not reliable.	Male	20-29	Indian
Rent of apartment should be low.	Male	20-29	Indian
Rental, water, electricity and parking are very expensive in CBD.	Male	20-29	Sri Lanka
Rooms are very small and very costly and people cannot control their behaviour/need police on foot.	Male	20-29	Indian
Rooms in CBD are very small and very expensive.	Male	20-29	Indian
The apartment are small	Female	20-29	
The city definitely needs more plants or trees.	Female	20-29	Indian
The inner city would be a TERRIBLE place to bring up children. I am from Hamilton originally and cannot stand how disconnected and unfriendly Auckland central is in comparison. It is a dreary inner city with ugly grey tacky buildings, and a lot of litter and pollution	Female	20-29	NZ European

### Question 7: Agree to disagree ratings – all comments

The price of apartments is too high and as a student it is hard for me to pay. The price increases every month or two. The size of the apartment is not big enough	Male	20-29	Vietnamese
Transport in CBD is expensive especially for students.	Male	20-29	Chinese
Very happy but apartments is not a good place.	Female	20-29	Nepal
We could do with more green spaces in the city.	Female	20-29	NZ European
It doesn't have much community in city so I choose to be part of Girl Guides for extra community. To get a sense of belonging.	Female	30-39	NZ European
Could do something to move out homeless and drug addicts. Build a shelter elsewhere.	Male	30-39	Pacific
More planting would be great; Queen Street seems bare and Anzac Ave and lower town, deserted and lonely. My apartment is beautiful, big and old, but it cost my partner a fortune. Sometimes cars lurch out of side streets having no concern for pedestrians and cyclists. These side streets should be made pedestrian/cycle only for loading vans only. Streets are polluted, gross and messy. I am always picking up rubbish.	Female	30-39	Maori
I like not standing in traffic to get to work - I can cycle. Bus traffic is too noisy and stinky exhaust fumes are annoying though. Too many Asians in the city, no white people	Female	30-39	NZ European
Car parking, rent, building management is not good.	Female	30-39	Filipino
Apartment's rooms are too small for family and also very expensive.	Female	30-39	Iran
I think compared to all other places in the Auckland region, there are no local rate payers and residents associations to voice concerns.	Male	30-39	NZ European / Maori
Quality of apartments has been built on profit. Not ease of living.	Female	30-39	NZ European
When you build apartments you need to not make them tiny jail size blocks.	Female	30-39	Cambodian
No playgrounds - shame!!!	Female	30-39	European
Rooms of apartments in Auckland are very small and expensive.	Female	30-39	Indian
Many apartments in general were built for super little sized people, very uncomfortable to live. Many people/students call them shoe boxes.	Female	30-39	NZ European
Our apartments are cramped, rents are very high and the price doesn't justify my wages. The size of the apartment is too small.	Male	30-39	Indian
Most of the apartments are too small. Needs to be little bit bigger and more options with furnished apartments as mostly professionals live in inner city.	Male	30-39	-
Public transport need more frequent.	Female	30-39	Indian
Like Aotea Square brings entertainment and things to do. Last summer had plays and shows. Was great.	Female	30-39	Indian
The worse thing for me is drunken people on the streets.	Female	30-39	NZ European
I would love to see more resources put into looking after the existing green spaces in the city - eg removal of rubbish, planting of trees esp for birds, predator protection for birds. It is amazing to be able to see Tui and Fantails for example living on Symonds St and this is something that should be embraced.	Female	30-39	New Zealander

### Question 7: Agree to disagree ratings – all comments

Get real and make it more loving. Bring the vibe into the city.	Female	30-39	Maori
Liquor store and pubs close early. I want them to stay open longer	Male	30-39	Maori
Bring CBD Auckland up to Wellington CBD standard.	Male	30-39	Indian
Inner City is not pedestrian friendly.	Male	30-39	NZ European
Lower rent, more parking.	Female	30-39	Filipino
My current apartment is big enough but it is only for Today. If I start my family, I will require bigger place.	Male	30-39	Indian
Need more shops for baby things .its so hard to get their items	Female	30-39	Indian
Rent is expensive of the Flats.	Female	30-39	Indian
Rent is too expensive.	Male	30-39	Malaysian
Rent is very high.	Female	30-39	Japanese
Rental is very high compare to rooms in apartments.	Male	30-39	Taiwanese
The city (and its apartments) are pokey and claustrophobic and expensive.	Female	30-39	NZ European
The spatial aspect of the Queen Street vicinity, while in separate zones or scenery the space is easily identifiable.	Male	30-39	NZ European / Maori
They build the rooms too small in Auckland, very expensive.	Male	30-39	Indian
Wage rate is not good and so do not meet the living expensive eg: Australia got good wages and living is also cheaper and also transport system.	Male	30-39	Singapore
We could use more areas like Silo park - these have a greater community feel and would encourage more dog walking etc. like Mission Bay.	Female	30-39	NZ European
Why don't we plant vegetables and fruit trees instead and allow residents to tend to them?	Female	30-39	Chinese
More police on the beat in CBD area.	Male	40-49	NZ European
Plant more trees and more green public places.	Female	40-49	Maori
The inner city is more pedestrian friendly but it's not easy for cars to navigate or park, and it's very expensive, too. There needs to be a balance so that people don't feel like they're being price gouged to come to concerts and other events in the inner city and if they can find parking, it's way too expensive, adding to the cost of coming to the city for events.	Female	40-49	American
More lawns and green around buildings.	Male	40-49	NZ European
Some nice parks in the inner city, but main streets still lacking greenery (compared to other cities visited)	Male	50-59	NZ European
Albert Park and Emily Place Park are delightful and historic amenities, but often when I walk through during the daytime on the weekend there are congregations of youths drinking and behaving aggressively which make the experience unpleasant. Who enforces the liquor ban in the inner city? It is not well publicised how to combat this problem and claim the city back from non-residents who want to cause trouble.	Female	50-59	NZ European
Housing building to be renovated. Need drug and alcohol tested for Housing NZ.	Male	50-59	Maori

<b>Question 7: Agree to disagree ratings – all comments</b>			
Develop the water trend more and more containers some where else. Utilise the city on public holidays.	Male	50-59	NZ European
More security cameras.	Female	50-59	NZ European
Feeling of community is important especially for Chinese people.	Female	50-59	Chinese
Easy to work. No parking, cheap enough.	Female	50-59	Chinese
Flat is large, lucky older apartments here are shoeboxes.	Male	50-59	NZ European
Have more activities and entertainments and have sports outdoor areas.	Female	50-59	Taiwanese
Inconsiderate drivers of the rights of pedestrians.	Female	50-59	NZ European
Rent is high.	Female	50-59	Chinese
Rooms are very small in apartments in CBD area.	Male	50-59	NZ European
Maintain the level, the upkeep of the city.	Male	60-69	NZ European
the need for community is paramount for a safer environment as I've encountered when living in the suburbs both here and overseas where there is community interaction etc.	Male	60-69	Pacific
Keep the city as it is but improve what Auckland have now.	Male	60-69	American
Well past time to get the beggars & homeless off the streets!	Male	60-69	NZ European
People skateboarding are a danger to others, signs barring them. Too many drunks.	Male	60-69	Pacific
The city needs more flower gardens (colours). Buses travel far too fast around Britomart area.	Male	60-69	NZ European
Traffic parking is not available freely to residents which should be.	Male	60-69	Pacific / Chinese
Rubbish removal can sometimes be noisy--5-6am--use your earplugs! Some folk have no idea about noise--12midnight-5am-"talking"to each other like one is here and one is in Taipei	Male	60-69	NZ European
I hate the way cyclists ignore all the rules and are the biggest danger to urban pedestrians - they never get charged for breaking traffic or road rules.	Male	60-69	NZ European
Just like to have more vegetation plant. Bit like Britomart pots with plants its 10/10. Needs more plants.	Female	60-69	NZ European
Make Inner City more pedestrian friendly and make more motor cycles parking.	Male	60-69	NZ European
Need more green spaces for children. Friendly environment.	Male	60-69	Pacific
Parking is far too expensive in the inner city and detracts from visitors calling	Female	60-69	NZ European
Too many vacant shops/business space	Female	60-69	NZ European
The apartment I live in has 3 bedrooms and two bathrooms and excellent building management. There are some which are too small.	Female	70+	NZ European
Don't fill up any more green space.	Female	70+	NZ European

**Question 22: Any final comments?  
Responses sorted by age.**

<b>Question 22: all final comments</b>			
A little bit noisy.	Female	15-19	Chinese
Better cleanliness of streets and more apartments for Students.	Female	15-19	NZ European
City car parking is expensive	Male	15-19	Indian
I don't feel secure in inner city after 11pm	Female	15-19	Vietnamese
I like Auckland to keep as it is.	Female	15-19	Maori
If you have a car in the inner city it's really expensive to park it and rent out car parks.	Female	15-19	NZ European
It's very nice for people who like the noise. Otherwise people should be in the suburbs.	Female	15-19	Russian
Parking expensive but good.	Female	15-19	NZ European
Parking is also very expensive	Female	15-19	NZ European
Public transport, not too convenient.	Male	15-19	Chinese
A rail loop would be handy.	Female	20-29	British
All windows/doors should be double glazed and noise restrictions in place for trucks, busses, motorbikes.	Female	20-29	NZ European
Almost all the apartment have very bad sound insulation system. You can hear your housemates walking, cooking, watching TV and talking whole day.	Female	20-29	Malaysian
Auckland CBD is not a friendly car parking city.	Male	20-29	Indian
Auckland water front needs developing.	Female	20-29	Thailand
Better bus services to University.	Female	20-29	Filipino
Car parking in CBD is very expensive.	Male	20-29	Chinese
Car parking, housing rent - expensive.	Male	20-29	Indian
Carpark, I pay too much. It's expensive.	Male	20-29	Chinese
Carparking hard to find.	Female	20-29	Egyptian
Cars are a hassle.	Male	20-29	NZ European
CBD is very expensive to have a car especially parking and storage.	Male	20-29	Indian
Convenient for students but noisy at night.	Female	20-29	South Korean
Cost of car parking is too high and there is not enough available.	Female	20-29	British
Cost of living in CBD is very high.	Male	20-29	Indian
Enjoy lots of food places. Things are close and compact.	Female	20-29	NZ European
Everything is good, except rents are very high.	Male	20-29	Indian
Far too expensive	Female	20-29	NZ European
Free parking should be improved.	Male	20-29	Indian
Given the choice, I would live almost anywhere else in the country, but as my degree is only offered by AUT I have to live in Auckland to study there. Auckland is elitist, expensive, self interested and not a nice place to live.	Female	20-29	NZ European

### Question 22: all final comments

Good place, easily get to restaurants, Sky City.	Male	20-29	Chinese
Great place to live.	Male	20-29	Indian
Great place to live.	Male	20-29	British
Hope its more natural, more trees.	Male	20-29	Middle east
Hope the public transport system would improve, thanks.	Male	20-29	Chinese
I am quite happy with the buses.	Female	20-29	Chinese
I find the idea of owning a car and having to pay for parking and petrol to get around the city a daunting idea. The public transport is great here, but driving a car in all the way seems a nightmare for most people who seem to just park and ride anyway.	Female	20-29	NZ European
I like everything	Male	20-29	Middle eastern
I noticed there's a need for more street lighting especially near Britomart on way to Quay Street. Because sometimes its pitch black at night and i tripped.	Male	20-29	South African, Indian
I Think car parking is costly inside the city and also some what problematic	Male	20-29	Indian
I think it's good now.	Female	20-29	Chinese
I want a car but parking and garaging is very expensive in Auckland.	Male	20-29	Nepalese
I would like to improve carparking here, it's too expensive. \$250 a month.	Female	20-29	Chinese
I'm pretty satisfied.	Male	20-29	Korean
It is very difficult to get a carpark in city, very expensive.	Male	20-29	Indian
It should be 1 carpark for 1 person.	Female	20-29	Indian
It's a beautiful city, best in the whole world.	Male	20-29	Indian
It's a great city.	Female	20-29	Pacific
It's a nice quiet place. Europe is more vibrant and more people.	Female	20-29	Russia
It is an exciting place to live. But it's too expensive.	Male	20-29	Indian
It's noisy, the fire engines, very noisy all night.	Female	20-29	Chinese
It's very convenient but the parking fees are very expensive	Male	20-29	Chinese
Just 1 thing, doesn't feel like much on.	Female	20-29	Scottish
Keep Auckland as it is. Don't change.	Male	20-29	Frenchman
Lack of community, living expensive is very high.	Male	20-29	Latin American
Like it as it's busier, more people.	Female	20-29	Filipino
Living in the inner city is very convenient when you don't have a car & work in the inner city, however in terms of sizing of housing it would be cheaper to live out of the city. This is something we are considering possibly next year.	Female	20-29	Filipino
Love to have a car but costing for park and garaging is very high	Male	20-29	British
Love to have a car but parking and lack of space doesn't help plus coast of parking and garaging is too expensive.	Male	20-29	Indian
Love to own a car but costing for parking is too high.	Female	20-29	Chinese
Lower parking fee (too expensive) clear sign of Tow Areas.	Male	20-29	Indian

### Question 22: all final comments

Maybe the security at night time could be better.	Female	20-29	Indonesian
More carpark needed.	Male	20-29	Maori
More carparking for free.	Male	20-29	Gypsy, European
More safe than my country.	Male	20-29	Latino
Need more car parking and also cheaper price.	Male	20-29	Asian-Other
Need more parking spaces and cheaper parking fee.	Female	20-29	Thai
No comment except public transport is very poor on public holidays.	Male	20-29	Indian
No just don't like Auckland. Wellington is better.	Male	20-29	Germany
Overall good experience just needs a little bit improvement.	Male	20-29	Chinese
Parking for residents needs to be a priority. .. and events in the domain need to have much more security on the surrounding streets I should not have to be the one to go and ask a group of drunk teenagers to stop drinking and defecating on my property	Female	20-29	NZ European
Parking in the city is expensive.	Male	20-29	Indian
Parking is very expensive.	Female	20-29	Fijian
Parking problems, too expensive.	Male	20-29	Indian
Parking should be cheap.	Male	20-29	Indian
Plant more trees along the Road.	Male	20-29	Indian
Prices of rent are too high. It keeps going up.	Female	20-29	korean
Public transport needs to be improved immensely.	Male	20-29	NZ European
Rent is too high.	Female	20-29	Sri Lankan
Rental is quite high.	Male	20-29	Indian
Security cameras in streets, Apartments especially in Cook Street.	Male	20-29	Chinese
Shops should be open till late evenings.	Female	20-29	Indian
Should be a lot of Job opportunity	Female	20-29	Korean
Should create more car parking.	99	20-29	Indian
Sometimes feel about housing conditions and mental health. Small apartments. High rent, smaller than jail cells, why does such small rooms when impacts on mental health.	Female	20-29	Pakistan
The biggest problem is the drunk people at night screaming, other than that its fine. But also many homeless.	Female	20-29	Korean
The city is very noisy and dangerous. Crazy people.	Female	20-29	Chinese
The noise of buses is loud, fire station, police station where i live, very loud.	Male	20-29	Middle Eastern
The noise that the rubbish truck make is too large at 5-6am	Female	20-29	Chinese
The prices of public transports are a problem for me. In most cities I have been visiting they are trying to offer cheap journeys / cards in order to reduce the amount of car use (which brings noise and pollution).	Female	20-29	European
The rent is very expensive in the city compared to other parts of New Zealand and also many other cities in other countries	Female	20-29	Chinese
The traffic lights need to be improved. The time phasing is a bit too slow	Male	20-29	Chinese

### Question 22: all final comments

for the amount of traffic.			
There are some dodgy areas in the city, I think these could be improved.	Female	20-29	Korean
There is a lack of free government transport in a area like Auckland's CBD.....it need to give a gift a free touring at least a shopping malls and main street connectivity	Male	20-29	Indian
They have to develop many facilities like cheap price electricity, internet, lower rent and these should be more jobs for everyone.	Male	20-29	Indian
Transport facilities are very poor. Auckland council should improve the transport system.	Male	20-29	Chinese
Transport facility at night as bad as in the early morning.	Male	20-29	Indian
Transport needs to improve vastly and to bring down the rental cost.	Male	20-29	Chinese
Very convenient in inner city. Feel secure as lives near Police Station.	Male	20-29	Chinese
Very good at weekends.	Male	20-29	Indian
Very small carpark in the city area.	Female	20-29	Vietnam
Way too expensive parking in the inner city.	Male	20-29	Russian
We do have a car but don't park in the city, i park at my boyfriends in North Shore.	Female	20-29	Korean
We rent a carpark, that is not in our building. Its very expensive.	Female	20-29	NZ European
Best thing living in the city is the library, merging made a real difference because more resources available. More lights needed by ANZ building.	Female	30-39	NZ European
Better walk place in the Hobson Street.	Male	30-39	Maori
Bus should do a loop around another street like Albert Street besides Queen Street.	Male	30-39	Pacific
Car parking is not affordable.	Male	30-39	English
Cleanliness, lower rent, noise.	Female	30-39	Indian
Everything is very clear and good managed in city area	Male	30-39	Indian
Free parking.	Male	30-39	British
Garaging and parking my car in CBD is very expensive. Council should have space for our cars but we pay tax on petrol and registration.	Male	30-39	Sri Lankan
Generally absolutely fantastic. Good main resources compared to other cities.	Male	30-39	NZ European
Hospital is expensive even with insurance.	Female	30-39	Maori
i enjoy living in inner city	Male	30-39	Indian
I like city very much.	Female	30-39	Russian
I live with my boyfriend in his apartment. I still have a mortgage on my family home but he owns the apartment (to explain above). I love the bustle and convenience of the city and am lucky to live in a heritage apartment. The new apartments are generally pokey and hideous boxes & more should be spent designing nicer apartments.	Female	30-39	Maori
I think the cost of rent is not fair compared to quality of accommodation.	Male	30-39	Russian
Inner city living is good, but too expensive, and too much traffic of buses makes it noisy and stinky. Would be good if the buses were	Female	30-39	NZ European



### Question 22: all final comments

electric			
It is expensive, wages or pay doesn't match with living standards.	Female	30-39	Filipino
It's a good place to be.	Male	30-39	African
Just the noise at night especially weekends. No good space for children.	Male	30-39	Middle Eastern
Just want more accurate timetable for buses. not working at moment.	Male	30-39	Persian
Living in the city is very vibrant and exciting, its close to work.	Male	30-39	Nepalese
Love to have a car but parking is too expensive in CBD	Female	30-39	Iran
Management of apartments seem to prefer students to families	Female	30-39	NZ European
Maybe about the noise level. My window is not very strong and I can hear neighbours.	Female	30-39	Russian
Maybe Auckland Council should encourage buses that go to supermarkets from city and back.	Male	30-39	NZ European
More control. Unacceptable behaviours of others (more police in weekends).	Female	30-39	U.S.A
More visitor parking. After hours parking is now charged.	Female	30-39	NZ European
My son is 9 months old so we are looking to move out of the city area as when he walks we would like to have a garden - which isn't possible in the inner city area	Female	30-39	NZ European
Need to make events more reasonably priced.	Female	30-39	Cambodian
Not enough parking on street.	Female	30-39	Taiwanese
Not family friendly place	Female	30-39	European
Not many 3 or 4 bedroom cheaper apartments in inner city.	Female	30-39	European Irish
Not really, car getting pinched in broad daylight was a downer otherwise great.	Male	30-39	NZ European
Overall Auckland is a good space to live inside the cost of renting is very high.	Female	30-39	Indian
Parking fees changed a few months ago on our street and its just impossible with this prices to afford parking on the street if one doesn't have underground parking/garage.	Female	30-39	NZ European
Parking is a bit of a problem, so it is better to lease it when needed. It's getting too crowded.	Male	30-39	Indian
Rent and car parking is very expensive.	Male	30-39	Indian
Rent in inner city going up and up. Need to have some measures to control it up to acceptable level. And definitely public transport issue needs a major overhaul. Using bus is very expensive and time wasting comparing to having a car. Unless the ticket prices for bus going down and punctuality improves anyone would likely be using them.	Male	30-39	Would rather not say
Rooms in apartments in CBD area are very small.	Female	30-39	Indian
Should be clean, more entertainment options.	Female	30-39	NZ European
Small space at Inner city, needs more events in Albert Park.	Female	30-39	Indian
So cramped and small. Not enough space for children and rent is so high. Problems in apartments with maintenance etc.	Female	30-39	Persian

### Question 22: all final comments

Tepid baths very good - cheap.	Female	30-39	Korean
The rush hour is too busy.	Male	30-39	Middle Eastern
There could be cheaper events in city.	Female	30-39	NZ European
There needs to be investment in the inner city to increase more New Zealanders of all types to live in the inner city. Increased density rather than increasing the spread of cities is incredibly important so that agricultural land is used for agriculture. We need land to be productive not covered in houses and lawns. But to encourage people away from owning a free-standing house there needs to be more work in the inner city to provide communal areas (like vege gardens, BBQ space, play areas, relaxation areas) which are well maintained, beautiful, accessible etc. The inner city needs to have the same feeling of community that any smaller area would have. The benefits of inner city living need to encourage all NZers to be willing to live in increased density rather than wasting resources and land on large un-economical and un-ecologically friendly large sprawling homes and sections.	Female	30-39	New Zealander
Try and make the cultures come together as one.	Female	30-39	Maori
We need more places for children to play.	Male	30-39	Saudi Arabian
Yes, just hopefully the price of accommodation comes down a little bit, it is already high at the moment	Male	30-39	Maori
If only Auckland had a decent public transportation system, living in the inner city would be even more convenient	Female	40-49	Canadian
Just expensive for rent especially studio apartment.	Male	40-49	American
parking costs are beyond ridiculously expensive	Male	40-49	Indian
Pollution is getting worse in CBD and Auckland in general. Electric buses should be brought in.	Male	40-49	NZ European
Public parking is very expensive in CBD area.	Female	40-49	Maori
Public transport needs to organise better. Signage and ticketing system.	Male	40-49	Filipino
Thanks for asking for opinions.	Female	40-49	American
Used to own a car - but no car park space attached to my apartment block. So gave it up. Found I was using the car on average only once a week. So not really worth it.	Male	40-49	NZ European
yes rates are too much for leasehold property and drink outlets are too many for areas with residence living in apartment blocks	Male	40-49	NZ European
Car parking is a huge problem in CBD.	Male	50-59	British
Construction noise, nightclubs and pubs noise excessive. Eating places not touched on in survey - but they are varied and excellent value. Several areas run down and needs cleaning up (Albert St). Footpaths dangerous to walk on (potholes etc). Parking hard to find.	Male	50-59	NZ European
I find alcohol consumption and the violence and vandalism that it leads to the main drawbacks to inner city living. There are a plethora of liquor outlets and also supermarket sales, but street (and park) drinking has got to be curtailed.	Female	50-59	NZ European
Ok, apart from beggars, charity fund raisers	Male	50-59	NZ European
Overall Auckland needs its public transport to improve especially in weekends and public holidays.	Female	50-59	Maori
People who have apartments should have permit to park on their street.	Male	50-59	Maori

### Question 22: all final comments

Put more flowers and colours into Auckland.	Male	50-59	NZ European
Ruthless on carparking, charge fees and fines. \$40 fine even though street empty in the morning and car left there from night before. For Auckland to be cosmopolitan city should let people live on boats. Adults should be allowed in bars after 1am.	Male	50-59	NZ European
Should be stricter control of how buildings look by laws about laundry on balcony.	Female	50-59	NZ European
This has been an easy survey to complete, and the choices are well thought out.	Female	50-59	Chinese
Weekends is busy in city, but it's good for me.	Female	50-59	Chinese
Auckland is good on its own, don't copy others. Create our own style.	Male	60-69	NZ European
CBD living is great but need for community interaction is very vital to make Auckland City a liveable city.	Male	60-69	Pacific
Don't build the subway (rail). Auckland has not got the money or people.	Male	60-69	American
Light rail needed ASAP. No more uncoordinated, unnotified leaky buildings. Abandon rates & institute a POLL TAX!!!	Male	60-69	NZ European
More enforcement of rules and regulations.	Male	60-69	Pacific
Need more police walk in the city at night.	Male	60-69	NZ European
No car parking in Inner City.	Male	60-69	Pacific / Chinese
Parking issues, no visitors can come due to lack of parking.	Female	60-69	Indian
Think you should stay overnight before committing to buy. If you look carefully, there are excellent opportunities for single/couple or small families to find quality places to buy economically in the CBD.	Male	60-69	NZ European
We moved back after 20 years commuting from Waiheke where we had a great new house and section, but it became too much. Central city apartment is great.	Male	60-69	NZ European
I think the noise of people screaming and loud car noises in the inner city is annoying when it is still going up to 5 30am often from Wednesday until Saturday nights.	Female	70+	NZ European
I think the streets and footpaths are very dirty in the city, I feel ashamed of them when I walk around with visitors to the city. also there are very few quality shops, mostly Asian ones	Female	70+	NZ European
Inner city transport is very good but getting out of town needs some serious thinking.	Male	70+	NZ European
Make Queen Street pedestrian only and fewer 24 hours convenience stores. There is room for better stores in Queen Street.	Male	70+	NZ European
My husband and I purchased this apartment in November 2002 and we considered it to be the best decision we had made. Sadly he died 4 years ago and I have felt perfectly safe living in the inner city. That would not be the case if I was still in South Auckland. I would not have been able to stay there on my own. We had been burgled 3 times twice while we were asleep in the house.	Female	70+	NZ European
My pet hate is the number of buskers who are way way too loud to be playing outside apartment buildings.	Female	70+	NZ European
Parking is very expensive.	Male	70+	NZ European
Wonderful place to live.	Female	70+	NZ European

