



NH2020/1

Applying the Neighbourhood Sustainability Residents' Questionnaire to Hobsonville Point, 2020

**A report to Kāinga Ora – Homes and Communities prepared by Beacon
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About This Report

Title

Applying the Neighbourhood Sustainability Residents' Questionnaire to Hobsonville Point, 2020

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Abstract

This report provides the results of an application of the Residents' Questionnaire from Beacon's Neighbourhood Sustainability Tools to Hobsonville Point in February 2020. Results show that Hobsonville Point rates highly in terms of neighbourhood satisfaction, with 96% of respondents agreeing or strongly agreeing that Hobsonville Point is a great place to live. Sense of community ratings are higher than reported in the Quality of Life Survey for Auckland, 2018. Respondents used the open-ended questions to reinforce their enjoyment of living in Hobsonville Point; however, they also identified areas where they would like to see improvements, particularly around passenger transport, parking and perceived crime.

Reference

Lock, G. and Blackmore, A. (2020). Applying the Neighbourhood Sustainability Residents' Questionnaire to Hobsonville Point, 2020 Report NH2020/1 by Beacon Pathway for Kāinga Ora – Homes and Communities.

Disclaimer

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1 Executive summary

This report provides the results of an application of the Beacon Neighbourhood Sustainability Residents' Questionnaire to Hobsonville Point, a multi-staged, master planned community that includes residential, educational, retail, and other non-residential activities within the overall area.

The survey of current residents conducted in February 2020 gathers information about their experiences, perceptions and behaviours while living at Hobsonville Point. The area surveyed included 2308 occupied residences, both owner occupied or rented. The results are presented and, where appropriate, compared to the 2018 and 2016 surveys of Hobsonville Point¹, census data for Auckland² and Auckland results from the Quality of Life Survey 2018³.

The questionnaire is part of Beacon Pathway's Neighbourhood Sustainability tools and is designed to inform further decision-making. It provides a point-in-time assessment that can be compared to the results of past and future applications of the same tool. The Neighbourhood Sustainability tool was selected as it provides a structured assessment⁴ of how well a defined neighbourhood is currently performing from residents' perspectives with regard to the goal of:

The neighbourhood built environment is designed, constructed and managed to generate neighbourhoods that are adaptive and resilient places that allow people to create rich and satisfying lives while respecting the limitations of the natural environment.

This goal is strongly aligned to the vision for Hobsonville Point⁵ developed by HLC (now Kāinga Ora – Homes and Communities) to guide the development.

To build a strong, vibrant community that sets new benchmarks for quality and accessible urban development with an environmentally responsible focus.

The results continue to show that overall, Hobsonville Point exhibits a high level of achievement with regard to the goal. It rates highly in terms of neighbourhood satisfaction, with 96% of respondents agreeing or strongly agreeing that Hobsonville Point is a great place to live, an increase from 93% in 2018. Sense of community also rates highly (75% of respondents strongly agreed or agreed that their community has a strong sense of community). This is a slight increase from the 71% in the 2018 survey of Hobsonville Point and significantly higher than for Auckland (50%, 2018 Quality of Life survey).

When asked what they liked most about living at Hobsonville Point, the most common responses were about the sense of community, community feel, friendliness of the community

1 Lock, G (2016); Lock, G and Blackmore, A (2018)

2 Statistics NZ (2013) Statistics NZ (2018)

3 AC Nielsen (2018)

4 Details of the Neighbourhood Sustainability Framework are available here: <http://www.beaconpathway.co.nz/neighbourhoods>

5 Hobsonville Point Annual Sustainability Report 2016/17

<https://hobsonvillepoint.co.nz/assets/Uploads/2016-17-Hobsonville-Point-Sustainability-Report-A3287194.pdf>

and neighbours, with 305 households identifying these as their most liked attribute of living at Hobsonville Point. Parks, reserves, green space, outdoors and water were also frequently mentioned as most liked, with 139 households identifying them.

Perceptions of safety in Hobsonville Point are much higher than for Auckland (Quality of Life Survey 2018), with most people feeling fairly or very safe in their home during the day (98%) and in their home after dark (96%). Perceptions of safety when out walking were also high, with 96% stating that it was fairly safe or very safe walking during the day and 72% walking alone after dark, a drop from 78% in 2018.

Safety, security and crime were also identified as key issues in questions about what people most liked and most disliked about living at Hobsonville Point, with 90 respondents identifying that they liked the feeling of safety and security and 62 identifying that they did not like issues relating to crime, safety and security.

Transport related issues continued to feature highly in the list of things that people most disliked about living at Hobsonville Point, with the most frequent comments being around carparking (219 comments). Comments included a perceived lack of parking, inconsiderate parking and people not using their garage for parking.

The results clearly identify areas of perceived strength as well as areas that could be further improved. Hobsonville Point neighbourhoods continue to set a high standard of sustainability in both the physical and social environments. Added to this residents' enthusiasm and appreciation of their neighbourhood, provides a strong base to continue to enhance, sustain, and grow Hobsonville Point.

2 Introduction

This report provides the results of an application of the Beacon Neighbourhood Sustainability Residents' Questionnaire in Hobsonville Point in February 2020. The assessment repeats the survey of residents conducted by Beacon Pathway in winters 2013, 2016 and 2018 and includes residents only (tenants and owner occupiers). Hobsonville Point is a multi-staged, master planned community that includes residential, educational, retail, and other non-residential activities within the overall area. On a 167-hectare development site, it is the largest master-planned residential greenfield development in New Zealand.⁶

The 2020 questionnaire was used to capture additional information for work being undertaken for Kāinga Ora and was therefore conducted earlier in the year, in February. The questionnaire was available both online and as a hard copy, with hard copies delivered to 2188 residential properties in Areas 1 to 11 and Area 13 (Figure 1). The hard copy questionnaire also contained a link and QR code for households wanting to complete the survey online.

Approximately a week after the questionnaire had been delivered to homes, a link to an online copy of the survey was emailed to the Hobsonville Point Residents Society members by Crockers Body Corporate Management (CBCM). The email included a request to forward the survey link to the tenant, where the property was rented.



Figure 1: Hobsonville Point Areas Surveyed, 2020

⁶ Boarin, P. et al., 2019

The survey was delivered to 2188 residential properties in Areas 1 to 11 and 13, comprising:

- 1992 residential properties in Areas 1-4, 7-11 which were considered to be likely to be occupied
- 61 residential properties in Waterford on Hobsonville Point Retirement Village (Area 5)
- 60 residential apartments at the Brickworks (Area 6)
- 75 occupied Kerepeti Apartments (Area 13)

The surveys were delivered to letterboxes of all properties except where the letterbox clearly identified that the survey should not be delivered e.g. posted mail only. Where residents were outside their home, the survey was delivered in person. Surveys were not delivered to properties considered vacant, or where there was no obvious residential component.

To deliver the questionnaires, access to apartment mailboxes for the Brickworks Apartments (Area 6) and Kerepeti Apartment blocks (Areas 12) was provided by the respective body corporate management companies. Access to Bernoulli Gardens mailboxes was not provided, therefore Bernoulli Gardens residents did not receive a hard copy questionnaire, however did receive an online link if they were the owner, or if the owner forwarded it to the tenant.

This questionnaire is part of Beacon Pathway's Neighbourhood Sustainability tools and is designed to inform further decision making and provides a point in time assessment that can be compared to the results of past and future applications of the same tool. The Neighbourhood Sustainability tool was selected as it provides a structured assessment⁷ of how well a defined neighbourhood is currently performing from residents' perspectives with regard to the goal of:

The neighbourhood built environment is designed, constructed and managed to generate neighbourhoods that are adaptive and resilient places that allow people to create rich and satisfying lives while respecting the limitations of the natural environment.

This goal is strongly aligned to the vision for Hobsonville Point⁸ developed by HLC⁹ to guide the development.

To build a strong, vibrant community that sets new benchmarks for quality and accessible urban development with an environmentally responsible focus.

The information is used by Kāinga Ora to inform their development and as part of their sustainability reporting.

■

⁷ Details of the Neighbourhood Sustainability Framework are available here: <http://www.beaconpathway.co.nz/neighbourhoods>

⁸ Hobsonville Point Annual Sustainability Report 2016/17
<https://hobsonvillepoint.co.nz/assets/Uploads/2016-17-Hobsonville-Point-Sustainability-Report-A3287194.pdf>

⁹ HLC (Homes. Land. Community) was a government agency (owned by Housing New Zealand) established to lead the development of Hobsonville Point. In 2019, HLC became part of the new Crown agency Kāinga Ora—Homes and Communities.

3 Method

The Residents' Questionnaire (Appendix One: Residents' Questionnaire) was delivered to 2188 residential properties in Hobsonville Point in February 2020. This included:

- 1992 residential properties in Areas 1 to 4, 7 to 11 which were considered likely to be occupied
- 61 residential properties in Waterford on Hobsonville Point Retirement Village (Area 5)
- 60 residential apartments at the Brickworks (Area 6).
- 75 occupied Kerepeti Apartments (Area 13)

They were unable to be delivered to the 120 Bernoulli Gardens residents.

Because of the different physical setups of each of the above three groups, the delivery and pickup methodology differed for each.

- In Areas 1-11 and 13, questionnaires were delivered to residential properties between 4th and 8th February. The questionnaires with a covering letter and a pre-paid return envelope were delivered in a sealed envelope addressed to the property number and street. Each home that had not returned a completed questionnaire or identified that they did not want to be involved in the research, was visited up to three times between 14th and 23rd February to collect questionnaires. When no-one was home, a note was left in the letterbox, stating that the surveyors had visited. If a household stated that they did not want to be involved, the home was not returned to.
- In Areas 6 and 13 access was provided to the mailboxes for delivery by the body corporate management company. A questionnaire was delivered to each of the letterboxes in a sealed envelope also containing a covering letter and a pre-paid return envelope. No personal follow-up was possible due to restricted access to the building.

Respondents were also able to return the questionnaire to the Hobsonville Point Information Centre during its opening hours (7 days/week), post it back in the prepaid envelope or to complete the survey online using the link or QR code provided for the survey.

The six-page questionnaire (plus covering letter) collected some information about all household members and some only for the person completing the form. This differing information is clearly identified in the results section. The questionnaire included a variety of question types including open-ended questions that enabled people to address any topic of interest.

Where relevant, results for the Residents' Survey are compared to previous Hobsonville Point Residents' Survey (2018, 2016, 2013), census data for Auckland, the 2018 Quality of Life Project data for Auckland. The data from the 2018 Census has only been partially released, with limited household data currently available. Therefore, for some household data comparisons, 2013 Census data has been used.

4 Results

4.1 Response rates

A total of 935 completed questionnaire forms were returned by the 2308 households that received hardcopy questionnaires or an electronic link (this assumes that all Bernoulli Gardens residents received a link to the online questionnaire). This gave an overall response rate of 41%, compared to a 46% in 2018 and 40% response rate achieved in 2016. The questionnaire was increased significantly in length between 2018 and 2020, approximately doubling in the amount of data gathered, therefore the drop-in response rate was expected.

Response rates varied between the areas, as shown in Table 1 below. These likely reflect the methodology and amount of follow-up per area. Response rates were lower from the apartment block at Brickworks and Kerepeti apartments where no follow-up of non-respondent residents was able to be made. The lowest response rate was for Bernoulli Gardens where hard copy surveys were not provided, nor was there any follow-up with residents.

A small number of households expressed concern regarding the coding and were provided with surveys that were coded to the broader area rather than their home, to encourage them to complete the questionnaire. Two hard copy surveys and 149 online surveys were returned without codes.

Table 1: Response rates for each of the areas of Hobsonville Point, 2020

Area	Response rate	Total questionnaires delivered	Total questionnaires returned
Area 1	44%	133	58
Area 2	35%	237	84
Area 3	32%	287	92
Area 4	42%	171	71
Area 5 Retirement Village	34%	61	21
Area 6 Brickworks Apartments	27%	60	16
Area 7	33%	690	226
Area 8	37%	112	41
Area 9	40%	58	23
Area 10	41%	211	87
Area 11	35%	93	33
Area 12 – Bernoulli Gardens	14%	120	17
Area 13 – Kerepeti Apartments	20%	75	15
Code not provided – hard copy			2
Code not provided – online			149
Total	41%	2308	935

4.2 About the households and residents

Most households continue to live in terrace houses or stand-alone houses; however, there has been an increase in the proportion of respondents living in apartments. Reflecting the number of apartments recently built and occupied at Hobsonville Point, the proportion of respondents living in apartments increased from 3% in the 2018 survey to 12% in the 2020 survey. Terrace housing remained the most common housing types, with 43% of respondents living in this housing typology in 2020 and 42% in 2018. The proportion of respondents living in stand-alone homes dropped from 35% in 2018 to 29% in 2020 with semi-detached homes dropping from 20% in 2018 to 16% in 2020 (Figure 2). Housing typology was not asked as part of the 2013 and 2016 Hobsonville Point surveys.

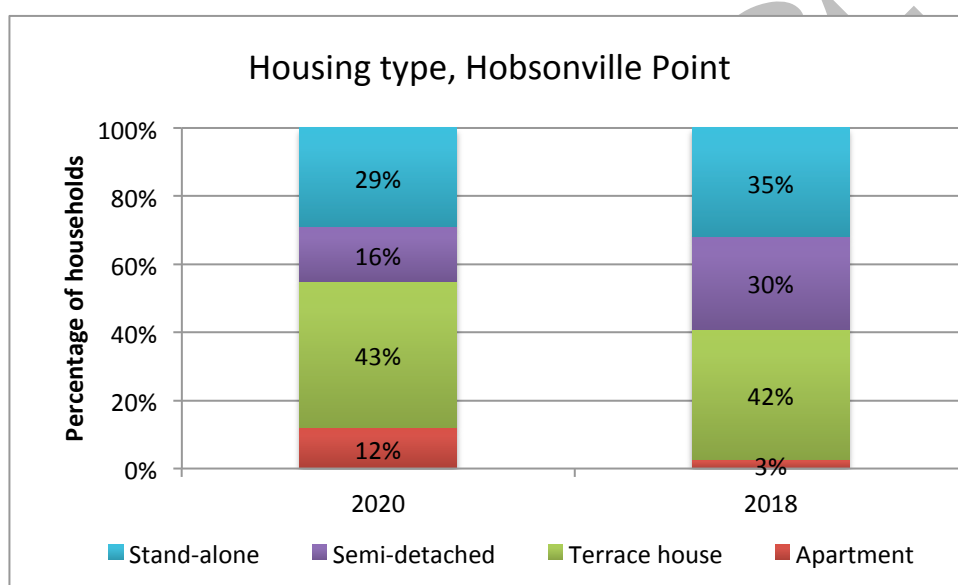


Figure 2: Housing type, Hobsonville Point 2020, 2018

As Hobsonville Point is becoming more established, there is a growing segment of longer term residents in the community. Whereas in 2018 54 households (117 residents) had lived at Hobsonville Point for five or more years, now 120 households (262 residents and 11% of population) have lived there for five or more years. New residents (those who have lived in Hobsonville Point for less than one year) still form a large proportion of the community (30%), the same as in 2018, but less than in 2016 when they formed 41% of the community (Figure 3).

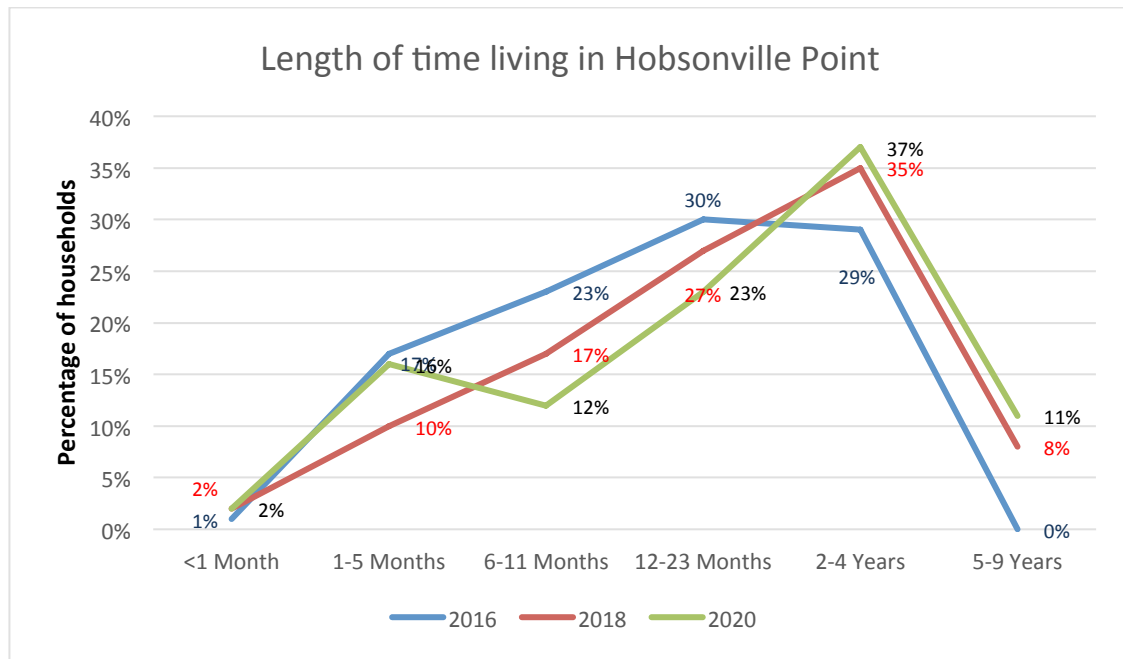


Figure 3: Length of time living in Hobsonville Point, 2016, 2018, 2020

The same trend is seen in how long people have lived in their current house; 43% have lived in their house for two years or more in 2020, compared to 37% in 2018 and 24% in 2016 (Figure 4)

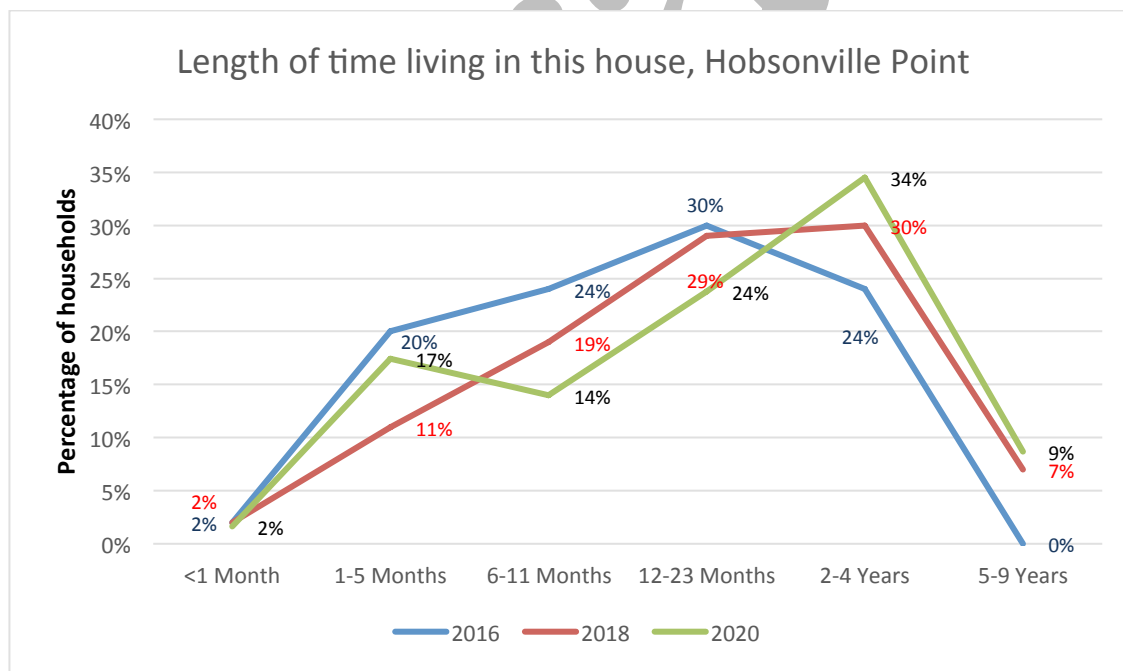


Figure 4: Length of time living in this house, 2016, 2018, 2020

A comparison of how long people report living in Hobsonville Point against how long they have lived in their current house shows that there is movement of residents within the community, with 43% of people having lived in their home for 2-4 years at that time, but 48% having lived in Hobsonville Point for that time (Figure 5)

This is consistent with anecdotal evidence that households are renting at Hobsonville Point while they wait for their new homes to be built, although could also be a result of changing life circumstances resulting in existing residents moving to a different housing type or size within Hobsonville Point.

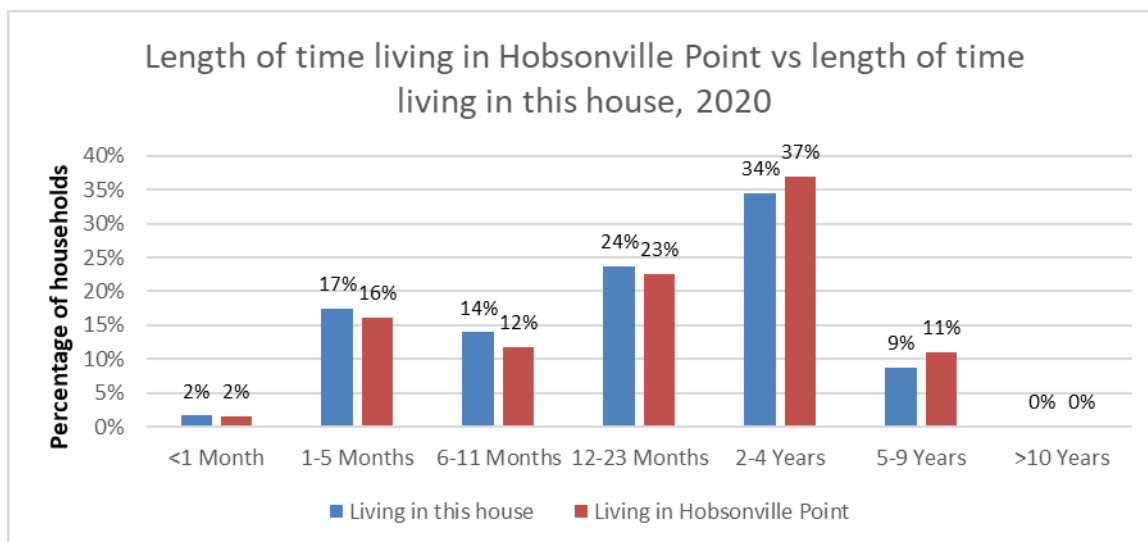


Figure 5: Length of time living in Hobsonville Point and in current home, 2020

The average household size of 2.6 people/household was the same as in 2018, slightly less than the average for Auckland of 3.0 persons/household. Hobsonville Point continues to have a lower proportion of larger households, with 6% of households having five people or more people, compared to 16% in Auckland (2013 census data). Standing out is the large proportion of two person households (38% at Hobsonville Point compared to 30% for Auckland (2013 census data))(Figure 6).

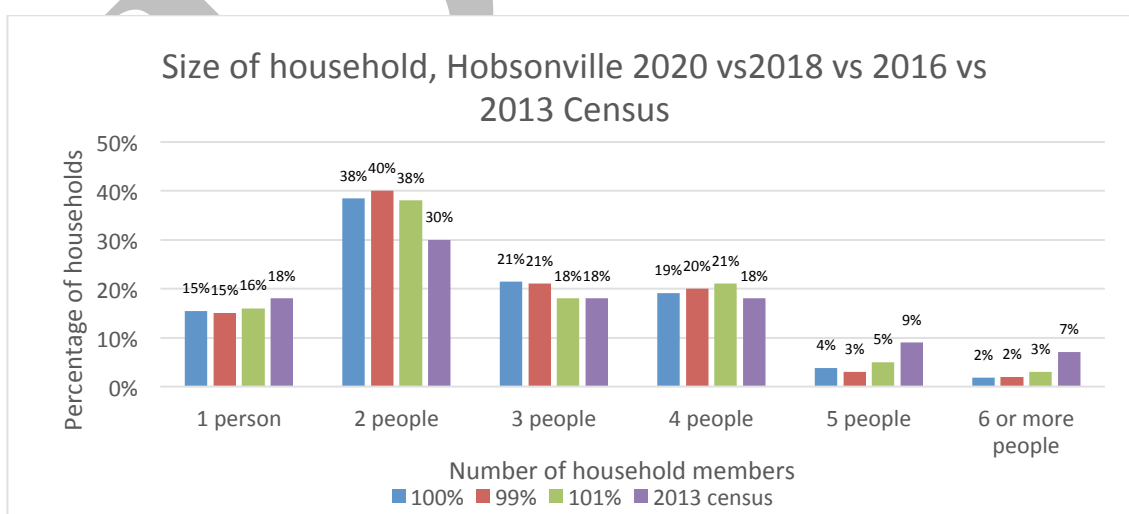


Figure 6: Number of household members, Hobsonville Point 2020 vs 2018 vs 2016 vs 2013 Census (Auckland)

Data was collected on the gender, age and ethnicity of all residents in the households which responded to the survey. Gender distribution was slightly weighted toward females, with 1249 females (52% of sample) and 1148 males (48% of sample) living in the households that responded to the survey. Five respondents identified as gender diverse.

There was a far higher proportion of respondents aged 30 to 39 (24% of sample) compared to Auckland as a whole (2018 Census), with the proportion of respondents in this age group increasing each survey time since 2016 where this age group comprised 19% of the sample. There is a slightly lower proportion of older people; however, it should be noted that the Waterford apartments were not included in the survey sample and residents would not have received the Residents Association email.

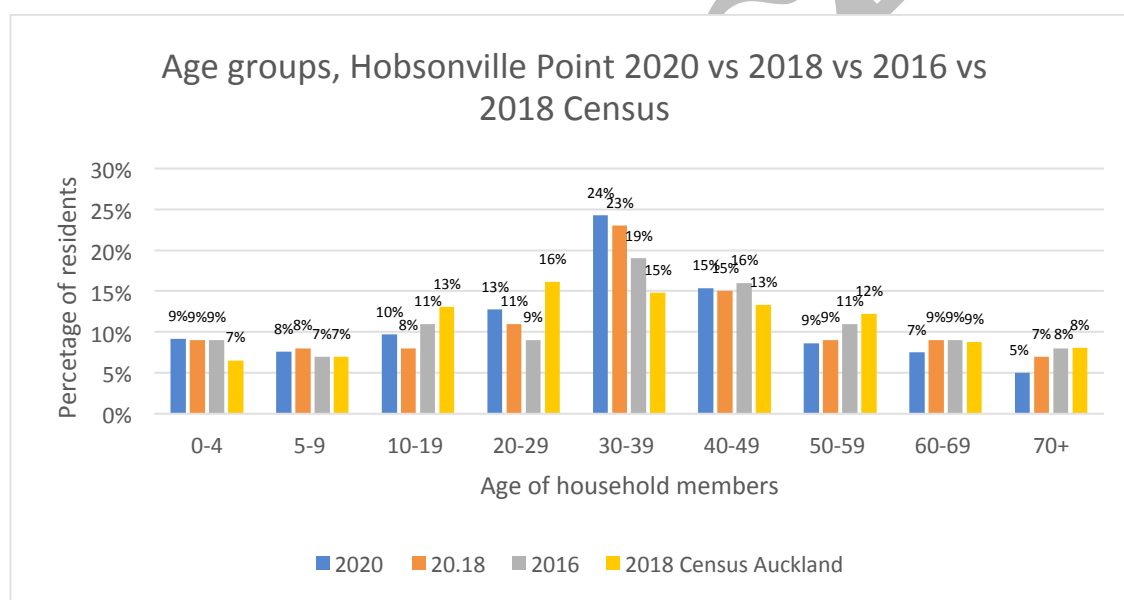


Figure 7: Age groups, Hobsonville Point 2020 vs 2018 vs 2016 vs 2018 Census (Auckland)

According to Beacon's national neighbourhood survey report¹⁰, the presence of dependent household members has a profound impact on the services and amenities required by households. Both children under five years old and people 65 years of age and older tend to spend considerable time both in their dwellings and in their neighbourhoods. It is, therefore, desirable for older people and children to live in walkable neighbourhoods well serviced by public transport with public amenities such as schools, shops, public space and services to be located within or near the neighbourhood¹¹. The walkability and ease of getting to places at Hobsonville Point was commonly identified as the thing that respondents most liked about living at Hobsonville Point.

¹⁰ Saville-Smith (2009)

¹¹ Saville-Smith (2008)

The ethnic structure of the population living in Hobsonville Point (Figure 8 continues to be quite different from the Auckland region as a whole, particularly in the low number of people who identify as Maori or Pacifica. There has been a slight increase (from a very low base) in the proportion of people identifying as Maori; 85 people identify as Maori (4%, 2% in 2018). Hobsonville Point continues to have a higher proportion of the population who identify as European or NZ European (66%) compared to the Auckland population (54%); however, the proportion of the Hobsonville Point population who identify as European/NZ European is decreasing. The proportion of people identifying as Asian (26%) is similar to Auckland as a whole (28%) and increased from 20% in the 2018 survey.¹²

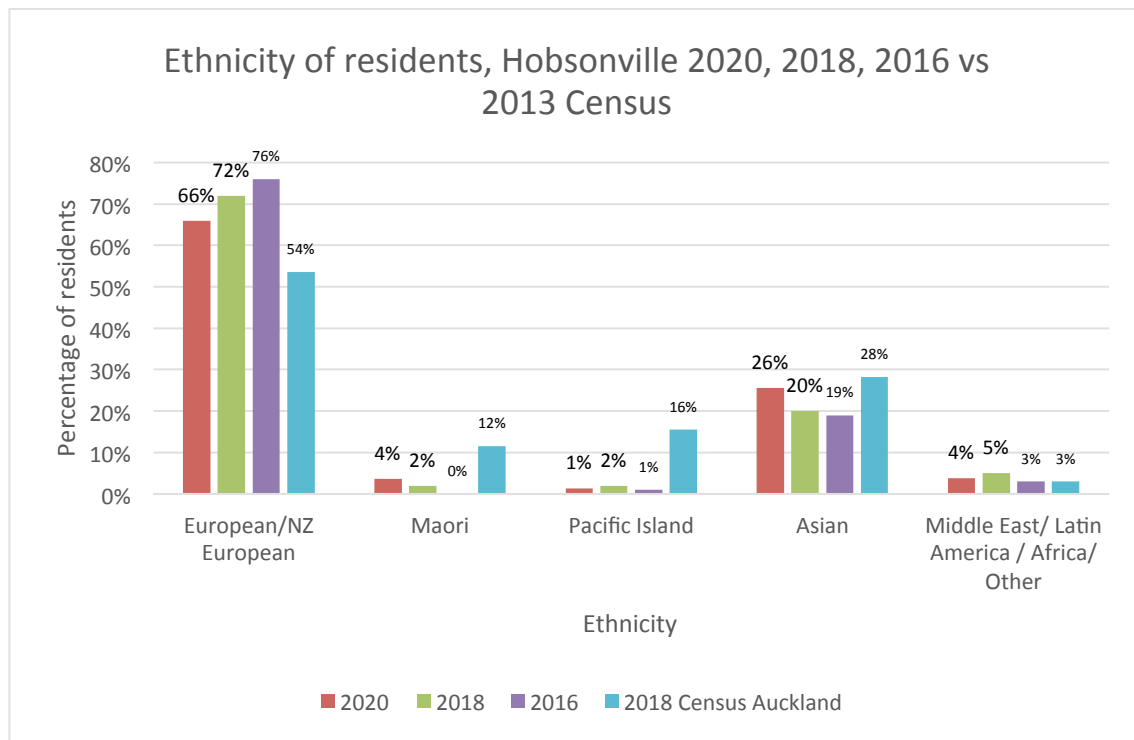


Figure 8: Ethnicity of residents, Hobsonville 2020 vs 2018 vs 2016 vs 2013 Census (Auckland)

¹² Census 2018 data allowed respondents to choose more than one ethnicity, therefore totals add to 112%

4.3 Travel

Information was collected for each person in the household with regard to means of travel to work or education¹³, distance to work (not education) and household vehicle ownership.

Overall, the results show a community that is still dependent upon car-based transport, with nearly two-thirds (62%) of households owning two or more cars, and travel by private vehicle being by far the most common mode of transport to work or study. The proportion of residents travelling to work or study by car has dropped to 60% from 67% in 2018 and 2016 although the proportion of people travelling alone in a car has risen from 44% to 47%. Travel by ferry has remained popular with 11% taking the ferry to work or study; 10% reported taking the ferry in 2018 and 7% in 2016. A further 17% walked to work or study (compared to 14% in 2018 and 2016), 4% cycled, 3% travelled by bus (down from 5% in 2018 and 2016). Six percent took other modes.

The ferry service continued to be a frequently commented topic in the open-ended questions with most comments relating to wanting more ferry services including increased frequency, and running more off-peak and weekend services.

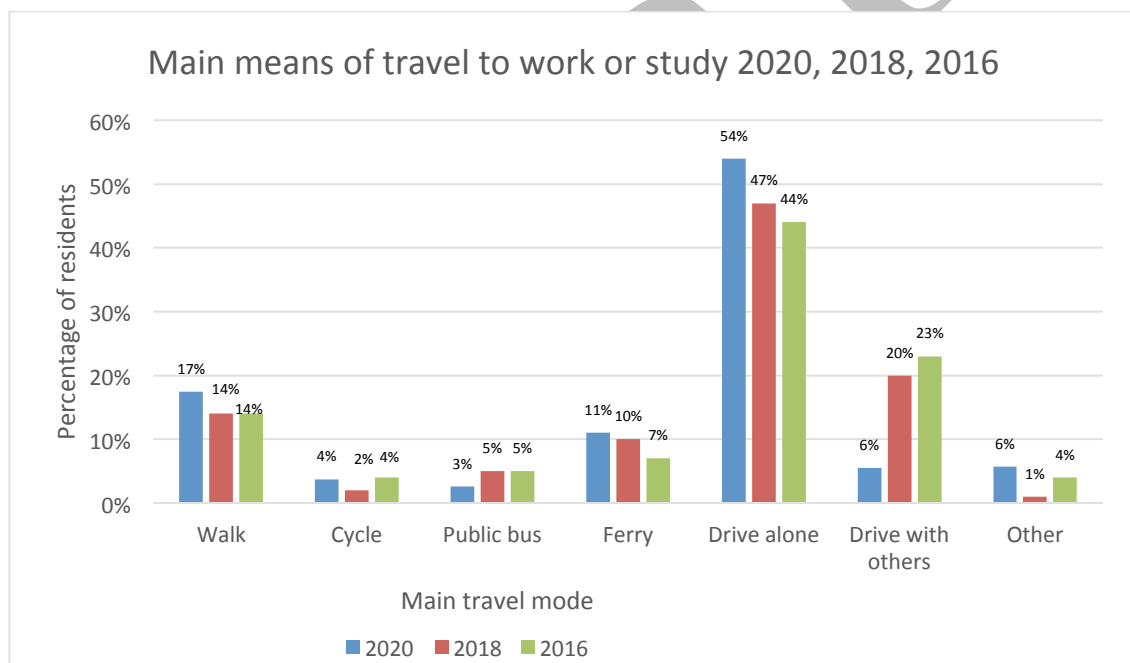


Figure 9: Means of travel to work or study, Hobsonville Point 2020 vs 2018 vs 2016

The survey respondent was asked how far their main place of work was from their home (Figure 10). Most respondents tend to work away from Hobsonville Point with 28% working less than ten kilometres away from their homes – down slightly on the 30% in 2018 and 34% in 2016.

¹³ Due to the length of the questionnaire, the travel to work or education question was changed to group some of the response categories between 2018 and 2020.

The proportion of respondents working from home (10%) has remained consistent since 2016 and is still higher than the 7% of Auckland people working from home in the 2013 Census.

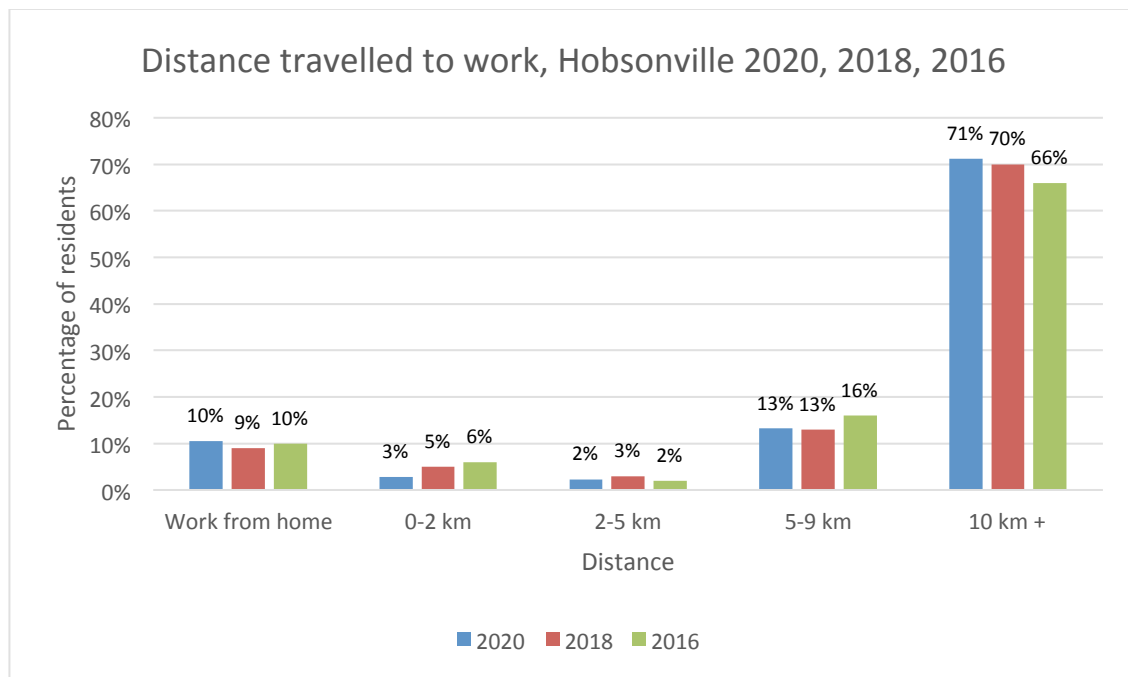


Figure 10: Distance travelled to main place of work, Hobsonville 2020 vs 2018 vs 2016

The number of cars available to households remains similar to 2018, with a slight rise in households with only one car households (36% compared to 34% in 2018 and 29% in 2016). The number of households with two or more cars continues to drop, with 62% of households owning two or more cars compared to 66% in 2018 and 70% in 2016.

The number of households reporting not having a motor vehicle (motorbikes were not included in the count) is very low at 1%; this compares to 8% of Auckland households.

Respondents were asked if they owned an electric vehicle, with 46 households recorded owning an electric vehicle, of which five households reported owning two or three electric vehicles and 41 owning one. In the open-ended question about their home, several people commented about electric vehicles, mostly about issues with charging their vehicles.

“There are no electric car charging facilities set up, I was quoted \$6,000 to install one but I don’t own this property and also my car park is outside. I rely on charging at work.”

“The garage is our main storage area and we cannot park the car in it. We have had to add a faster charger for our electric cars.”

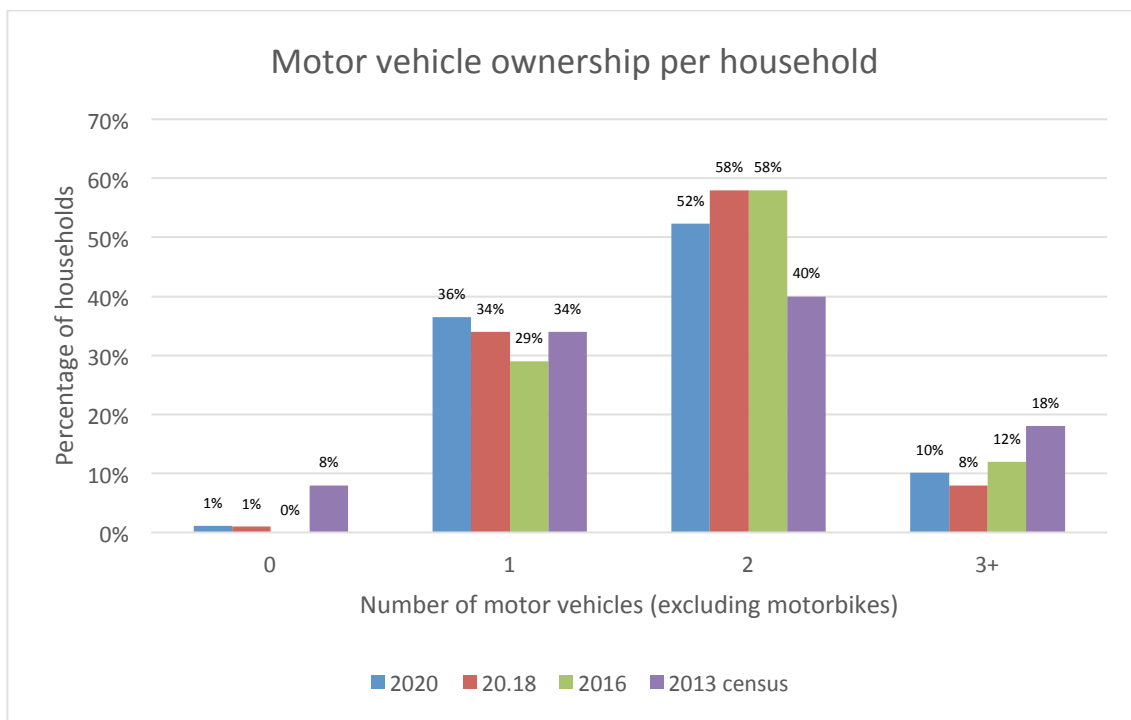


Figure 11: Number of motor vehicles owned per household, Hobsonville 2020 vs 2018 vs 2016 vs 2013 Census (Auckland)

The dependence on motor vehicles and importance of transport was also raised strongly in the open-ended questions where transport was the dominant issue raised (Section 4.10.2.1 Transport comments)

The ease of getting around was identified as one of the key things Hobsonville Point residents liked, with the following likes being commonly raised

- Walking and cycling activities and infrastructure (126 comments)
- Ease of getting to places and activities in Hobsonville Point (77 comments)
- Ease of access to other places outside Hobsonville Point (35 comments)
- Passenger transport (35 comments including 25 comment about the ferry service)

Transport-related issues were also commonly raised as things that people disliked about living at Hobsonville Point, with the following most frequently raised as dislikes:

- Parking (219 comments)
- Rooding and traffic issues (79 comments)
- Passenger transport (68 comments including 39 comments about the ferry service)

Nearly all the comments about carparking related to a lack of available carparks, particularly for visitors, and about the consequent inconsiderate parking which was leading to some frustration over parking issues and behaviour. Some respondents raised the concern about the parking situation worsening as the development grows denser. Similarly to 2018 and 2016 comments, there was concern that residents used their garages as storage for general household goods and not for cars. (Section 4.5.1.5 Parking issues)

4.4 The local neighbourhood

Hobsonville Point rates highly in terms of neighbourhood satisfaction, with 96% of respondents agreeing or strongly agreeing with the statement “the area that you live in is a great place to live” (up from 93% in 2018 and 91% in 2016). The number who strongly agreed (48%) increased slightly from 44% in 2018. Few people (1%) disagreed or strongly disagreed with the statement, with 3% neither agreeing nor disagreeing (Figure 12). Neighbourhood satisfaction rates remain significantly higher in Hobsonville Point than in Auckland (Quality of Life, 2018) especially in terms of respondents who are very happy with their neighbourhood.

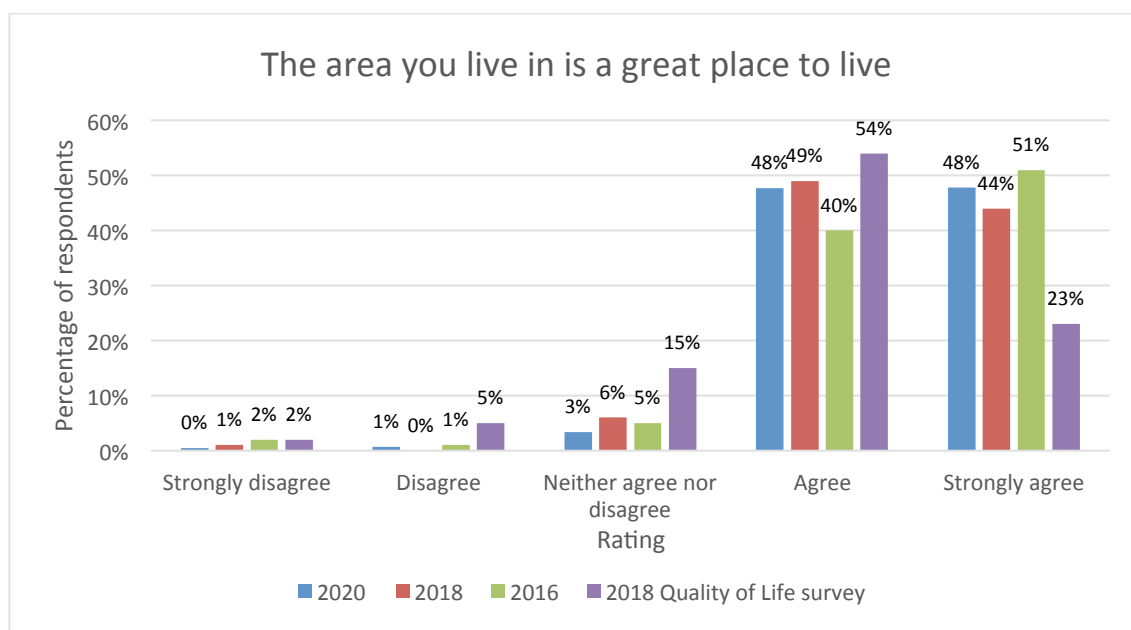


Figure 12: Rating of Hobsonville Point as a great place to live, Hobsonville 2020 vs 2018 vs 2016 vs Quality of Life survey 2018

Sense of community continues to be seen as important by Hobsonville Point residents, with 85% of residents agreeing or strongly agreeing that it was important, the same as in 2018 and compared to 71% of 2018 Quality of Life respondents in Auckland.

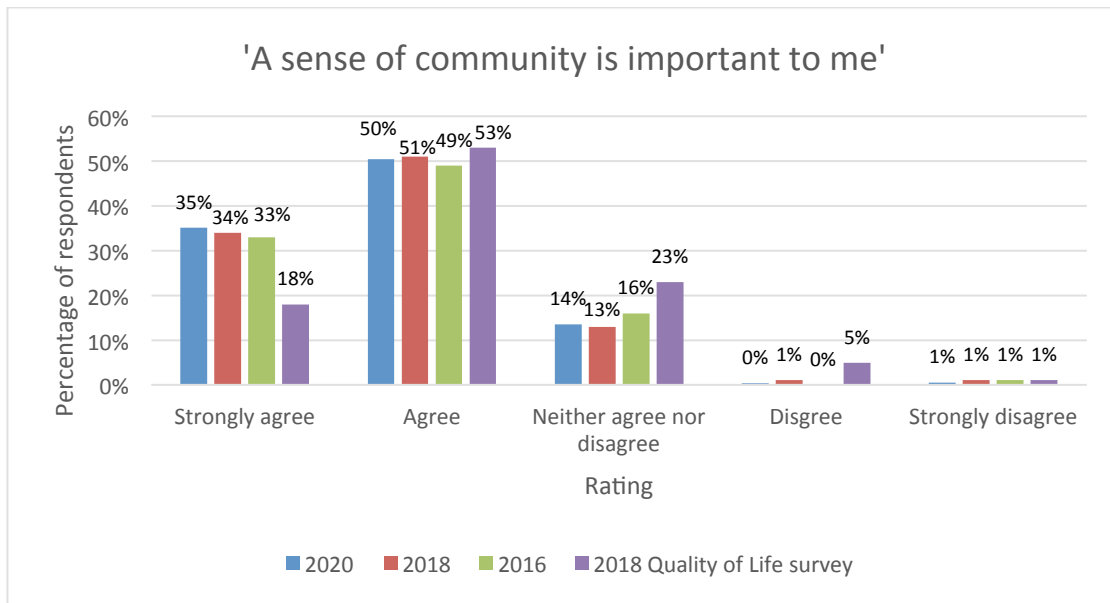


Figure 13: Importance of a sense of community, Hobsonville 2020 vs 2018 vs 2016 vs Quality of Life survey 2018

Consistent with valuing a sense of community, respondents' perception of the sense of community in Hobsonville Point (Figure 14) remains high, with three quarters (75%) of Hobsonville Point residents agreeing or strongly agreeing with the statement that their neighbourhood has a strong sense of community (compared to 71% in 2018, and 50% for Auckland). The proportion disagreeing or strongly disagreeing remained the same as in 2018, at 6%. Those disagreeing or strongly disagreeing with Hobsonville Point having a strong sense of community raised a broad range of dislikes in the open-ended questions, with the most commonly raised comments being about parking (11 comments), the behaviour of some people in the community (5 comments), difficulty with the Hobsonville Point Residents' Society and its rules (5 comments), traffic issues (3 comments) and crime (3 comments).

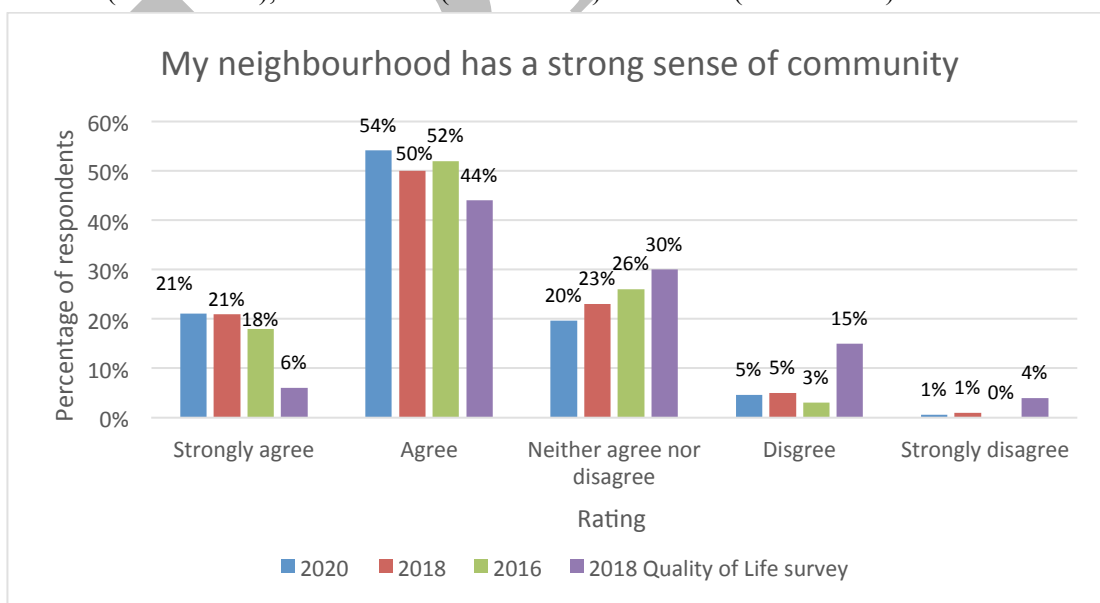


Figure 14: Perceived sense of community at Hobsonville, 2020 vs 2018 vs 2016 vs Quality of Life survey 2018

While most households (95%) knew at least one other household and 69% knew 3 or more other households (down from 77% in 2018), 47 households (5%) did not know any other households in their neighbourhood. The number of households knowing more than ten other households in their neighbourhood has continued to drop (from 25% in 2016 to 16% in 2018 to 14% in 2020).

Respondents were asked to select the statements that described their relationship with their neighbours (Figure 15). This question was answered by 96% of households, with 56% selecting between three and six of the positive options provided options. Positive neighbourhood interactions had reduced in all areas compared to the 2018 survey; however, reports of hostile or negative interactions remains low at 1%, the same as in 2018. The number of people who report keeping to themselves reduced slightly from 24% in 2016 to 20% in 2018 to 19% in 2020. It is interesting to note that of the 13 households that reported hostile relationships, only 3 recorded no positive relationships and 6 reported 4 or more positive relationships in addition to the hostile relationship.

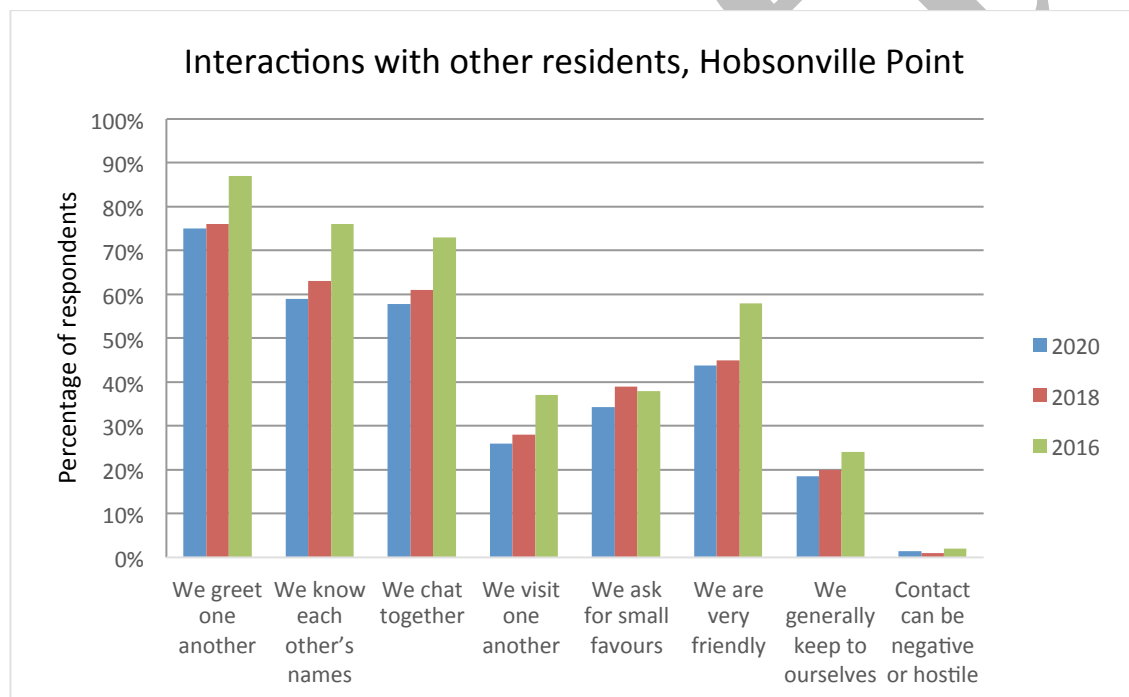


Figure 15: Interactions with other residents, Hobsonville 2020 vs 2018 vs 2016

4.5 Housing

Respondents were asked a number of questions about the perceived quality and liveability of their houses.

Over three quarters (77%) of respondents agreed or strongly agreed with the statement “The quality of my house is excellent”, a slight drop from 80% in 2018. The proportion of household disagreeing or strongly disagreeing with the statement (7%) remained similar to 2018 (8%), with 57 households disagreeing and 12 households strongly disagreeing in 2020.

Most households (96%) agreed or strongly agreed with the statement “My house is generally warm and comfortable” with 3% neither agreeing nor disagreeing and 1% (12 households) disagreeing or strongly disagreeing.

Storage was identified as a problem by more than a quarter (26%) of households who disagreed or strongly disagreed with the statement “My house has enough storage for our needs”. Comments in the open-ended questions provided more specifics about storage problems.

For most households, sunlight (90%) was not a problem; however, 7% of households disagreed or strongly disagreed with the statement “There is enough sunlight coming in to my house.”

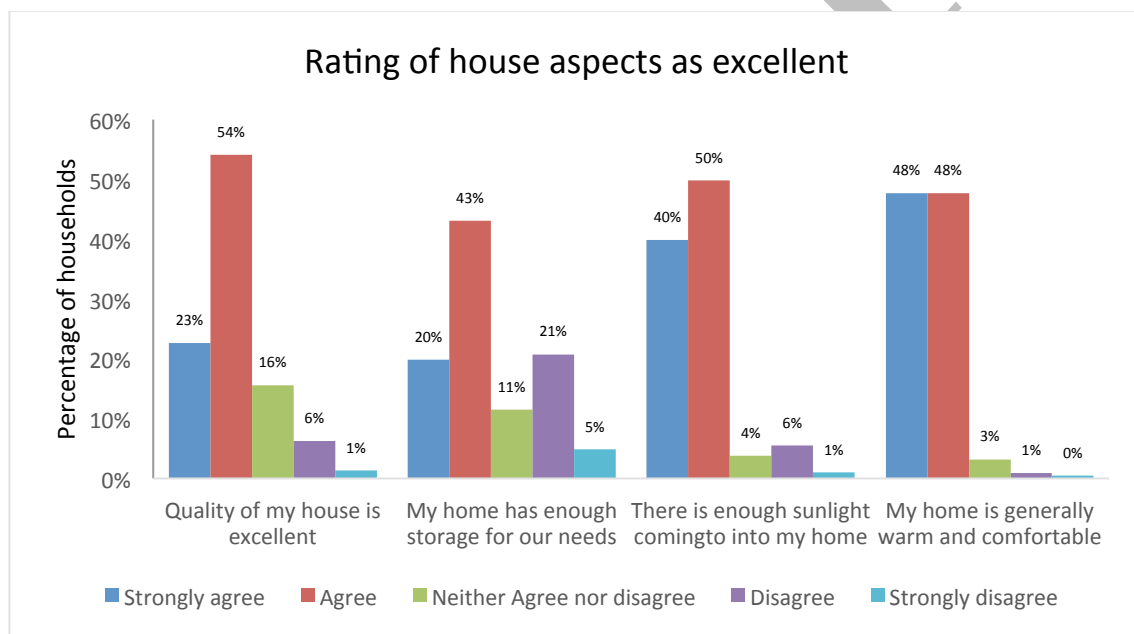


Figure 16: Rating of housing aspects as excellent, Hobsonville Point 2020

Households were asked the ease of undertaking certain aspects in their home (Figure 17). Most households (72%) found it easy or very easy to heat their home in winter and to keep it dry and free from mould (78%).

Cooling their home in summer was difficult for nearly a third of households with 30% reporting it to be hard or very hard to ‘cool their home in summer’ (Figure 18). A higher proportion of households living in terrace (34%) and stand-alone (35%) housing reported it as hard or very hard to cool their home in summer, when compared to those living in apartments (22%) or semi-

detached homes (25%). Overheating and difficulty cooling the home were commonly raised as an issue with 104 households commenting that their home overheated or got very hot.

Drying their clothes outside was reported as hard or very hard by 17% of households, while 7% of households indicated that maintaining their home and outdoor spaces was hard or very hard. Over a third of households (36%) recorded it as being hard or very hard to modify their home. A range of comments were made including difficulties with the design (multi-storey buildings), building materials and obtaining permissions to undertake the modifications they were wanting to do.

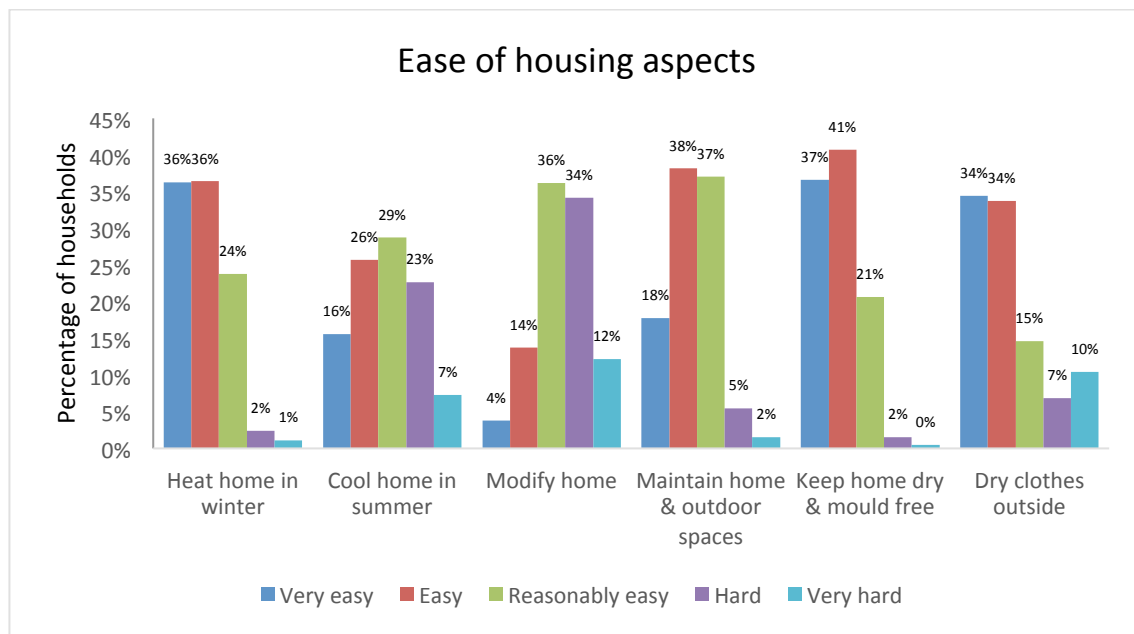


Figure 17: Ease of undertaking housing aspects, Hobsonville Point 2020

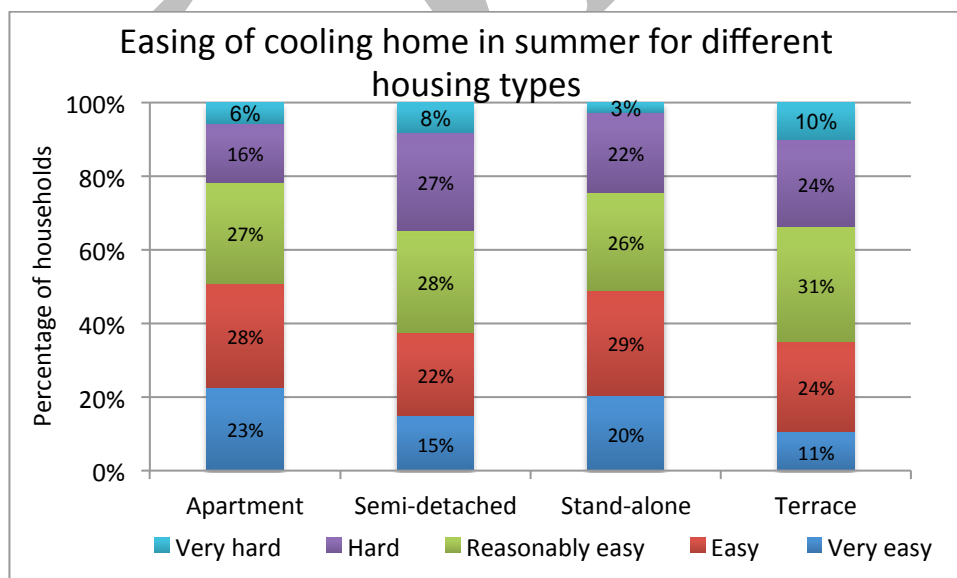


Figure 18: Ease of cooling home for different housing typologies, Hobsonville Point 2020

The higher level of difficulty around sustainability aspects should be noted (Figure 19, with 10% or more respondents rating each of the areas hard or very hard to do. Of particular note is composting food waste and gardening, which each had more than half of households rating as hard or very hard to do.

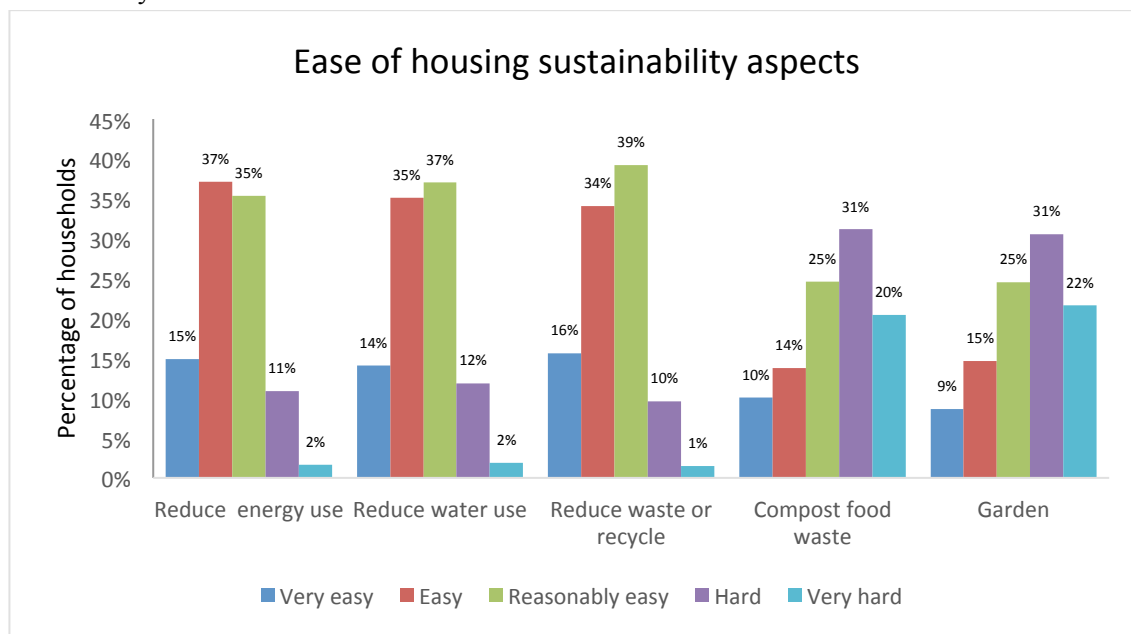


Figure 19: Ease of housing sustainability aspects, Hobsonville Point 2020

The respondents were asked ‘is there anything else that you would like to tell us about your house? e.g. about the quality, durability, ease of heating or cooling, storage etc. Half of households (469 households, 50%) responded to this question, although 104 comments were to say that they had no comments (-/no/none/nothing/no thanks/nil/NA). A further 16 comments were non-sensical. Key areas of comment are detailed below.

4.5.1.1 General positive comments

General positive comments about their home were made by 18 households.

“Wonderful place to live”

“... I'm very happy here.”

“... Happy. Love it here.”

“... I still love this house - is safe for a single mum with [...] kids.”

4.5.1.2 Overheating of home

104 comments related to the house being too hot or overheating

“A little scorching in the apartment without an AC”

“Because the house is very warm we need to run a cooling system all night to allow us to sleep.”

“Cooling in summer is our biggest challenge, particularly upstairs”

“House is great, so so hot during summer though”

“Heat pump/AC unit is on ground floor. Level 3 gets uncomfortably hot”

A number of these respondents identified problems with getting heat pumps or air conditioning installed, either as part of the build process or the difficulties and expense of installing once the house was already built. Difficulties in obtaining approval from Societies and a perception that these rules resulted in sub-optimal installations were frequently raised comments.

"Can't cool my house because the Laneway and HPRS have strict rules about Heat pumps and can't agree!"

"I had requested [...] to put a heat pump in at my own cost during construction, my home is an axis home, they declined so I have just put one in, before this I could barely go upstairs during the arvo in peak summer"

"I live in a 3-storey townhouse, cooling on third floor is hard. It's hard to get approval from HPS."

"It was too hot to live upstairs during summer. we had to put a second aircon unit in which meant having to deal with the [...] visual rules of HP"

"All our building apartments were plumbed for a heat pump except Axis series homes meaning when we tried to add a heat pump it proved far too expensive to install as it would going to add an extra 1,300 more than any other building resident because the builder chose not to plum[b] the apartment which would have been a far cheaper thing to do at the build stage."

"Cooling would be easier if we could put the heat pump in an appropriate location but can't as this would then show from the street, so the heat pump is not in the best location."

Build issues

After overheating, issues with the build or quality of the home were the next most commonly commented on issues, with 85 respondents identifying issues with the quality of the building of their home.

"Much of the workmanship on our ... house was poor, and remedial work continues 2 1/2 years after completion."

"Only 'issue' was very poor exterior paint job. Rather than make a fuss we repainted ourselves"

"...Noticed cracks on corners specifically e.g doors, windows and ceiling corners. Even though I take very good care of my property...."

"Was an expensive purchase but the quality of fittings and paint etc quite low"

"I think the construction building used cheap material to build the apartments, the pipes are always blocking, the marble in the kitchen is too thin...."

"The house has been fairly poorly constructed with many issues that needed to be rectified. There were significant problems having air conditioning installed and configured properly."

"The quality is terrible, we have been fixing things since day 1 (first owners)."

4.5.1.3 Design issues

Issues with the design of their home were commented on by 31 respondents, covering a wide range of areas, some fundamental such as a perception that there was no thought about solar orientation through to smaller design issues which could likely be remedied. Storage issues (56 comments) are reported separately in the next section.

“Poorly designed without any thought to maximise its heating efficiencies or maximise the impact of sunshine for electricity generation”

“...Have a balcony which has no roof. I am not protected from sun, rain, wind at all. Who would design a balcony with no roof”

“ I have a walk-in wardrobe with a door which open against the bathroom door. I have about 20cm to squeeze in to fit in the wardrobe - who will fit? I need to open the toilet door... go in the toilet then close the wardrobe door to get in there. A sliding door more convenient”

“This house is build with no window or door eves whatsoever so no protections from sun when it is out and if raining can not open windows or doors to cool or vent house due to water coming in. Absolutely stupid design and thought here”

“Poor design. Neighbours pump is right next to my bedroom wall. Very noisy.”

“Also, hard to mow the lawn, when there is no outside access to the garden, but only through the living area”

4.5.1.4 Storage issues

Comments on storage issues were made by 56 households, with a number being specific about the types of issues or what could be done to remedy these.

“Kitchen storage”

“Lack of storage space means that only one car fits into our twin garage”

“More storage needed, however given the size it is not very possible”

“Not enough storage”

“All apartments should be planned to include storage lockers for all residents, not just a privileged selection.”

“All homes in HP have NO storage. Building companies and architects should factor attic storage into all homes”

“... Have down sized to suit accommodation. Storage would be an issue with multi-person owner”

4.5.1.5 Parking issues

26 households commented on carparking issues. A number of the comments tied a lack of storage in the houses with parking issues.

“...It [more storage] would save people using their garages as storage and have the added benefit to alleviate the issue of people parking over pavements!”

“Due to size, storage and carparking is a huge issue.”

“Extra parking within walking distance of home for visitors/tradies.”

“Finding parking is hard”

"I imagine the average Kiwi family is fairly "extra curricular savvy" [...] and the only place to store this is the garage which means we can't fit a car in our already tight garage. In turn this creates parking restraints and due to apartment buildings being fairly close in proximity and they too suffering the same constraints. the outcome is not enough parking in the area. most homes in the area have 1 park but 2-3 cars."

"I wish I have considered additional parking space."

4.5.1.6 Garden and gardening issues

21 households raised a range of issues about their gardens and gardening issues. While these were predominantly about the quality of the soil, there were also comments on other areas including sunlight and types of plantings.

"Ground for gardens is solid clay, covered up with bark, doesn't enable easy growing of plants or weed removal in the summer when it is rock hard."

"Landscaping is pretty poor - grass wasn't sown properly with good soil so has all died. Gresilinas haven't taken! Have died also"

"Growing anything in the property is extremely difficult due to the lack of quality soil and abundance of concrete and rubble wherever one tries to dig a hole"

"Bigger garden would be nice"

"Garden was done very badly. "

"Hard to grow my own food due to the lack of sunlight hours in the patio where the garden is."

"Trees planted next to drive way get in the way, horrible impractical place to put trees, everyone has just gotten rid of the trees. Trees in front die off like there's poison in the soil."

4.5.1.7 Retrofit and maintenance issues

Retrofit and maintenance issues were identified by 20 households, with the most common comments being about the difficulty in installing a heat pump after the home was built and the difficulty in maintaining some of the exterior claddings used.

"3 story exterior very hard and expensive to maintain - can't check our own gutters for example."

"... Made it nearly impossible to afford by slapping us with a \$1000 [heat pump] cover requirement for the outside unit!..."

"Cedar is very hard to maintain have to paint it very second year otherwise colour will be failing and looks very horrible."

".. Water or heating (insulation) savings are negated by hot water and cold rainwater tanks requiring regular (annual) services. Also the cedar parts of house need staining approx every 3 years."

"Maintaining my court yard is easy as is the ground level of my home. However, due to the design (2 storey) it is very difficult to clean the outside of top level and will require scaffolding when exterior painting is needed. To clean windows I have to climb out a window onto my garage roof."

“... They select lots of cedar with dark stain. So I have to paint every two years which cost 7k each time and now some cedar are cupping, I am not quite happy for it. Too much maintenance and cost too much.”

“The builder has been slow & difficult in fixing maintenance items”.

4.5.1.8 Noise

Seventeen households made comments about noise, the most common being about house soundproofing between homes and the effectiveness of double glazing.

“I wonder about the quality of the double glazed windows. I hear quite a lot of outside noise even when all windows are closed.”

“Noise from upstairs is quite bad (walking, banging etc)”

“Poor sound insulation within the apartment, but excellent between apartments.”

“Sound insulation between properties is insufficient and I can daily hear noise and music from either side.”

“The roof (floor of apartment above) is not dense enough and we hear every step they make and every time they move something or vacuum”

External non-residential noise was commented on by 7 households, predominantly about construction noise and traffic noise

“Houses situated on Hobsonville Point Road are exposed to the noise of driving trucks, busses, and boy racers which, with an open window, make it sound like those vehicles are right beside you”

“Traffic is very noisy from motorway.”

“Very noisy street due to heavy construction traffic”

“Ongoing construction in the area very early on the weekends. Wakes us up.”

4.5.1.9 Lack of windows or ventilation

Lack of or poorly designed windows and ventilation were commented on by 14 households.

“Lack of ventilation i.e. no windows in main bedroom only sliding door. Other windows in house are restricted in how far they will open. Main bathroom had no opening window which has been corrected now.”

“If [...] had built windows that open fully, instead of shutters, it may be easier to cool down my home in summer”

“The inability to open the second floor windows wider means there is little air flow and it has been unbearably hot. Downstairs is better, being able to open the front and back doors but you don't get the air flow on the upper storey at all.”

4.5.1.10 Difficult to heat in winter

Twelve households raised issues about difficulties heating in winter. These were also mostly alongside comments about difficulties around cooling in summer.

"Heat pump only downstairs - hard to heat/cool upstairs"

"Lots of windows so amazing sunlight, but gets very hot and very cold easily, should have put in heat pumps in all bedrooms. west facing bedrooms terribly hot in summer and ocean facing west bedrooms very cold in winter"

"No heating installed for winter and hard to keep cool at night in summer"

"Open plan layouts with stairwells can make heating a challenge"

"Our house is a cold hole in the winter. In the summer it is too hot upstairs"

"Sometimes I do wonder if we got enough insulation put in as the house isn't as easy to heat as I'd imagined?!"

"The house has a vast expanse of concrete floor. Freezing cold in winter. Almost impossible to heat the house as it is very open plan."

4.5.1.11 Difficult to dry clothes outside

Ten households commented about issues with drying clothes outside

"First things what is not likeable living in this tiny apartment is that you can't put clothes outside on the balcony to dry them, I would say this is more aesthetic reason, not the safety that they tell us. Anyway if they decided not to let clothes lines outside they should provide a room where people can dry clothes safely, a shared room like backroom we have."

"Bad sunlight coverage, back of the house is cold front of the house is hot. Can't dry clothes effectively at the back of the house"

"Cannot dry clothes outside as it is against the residents' society rules and body corporate rules"

"No good for drying washing unless using a dryer."

"Hobsonville Point is intended to be made very sustainable. Not being able to dry my clothes in the sunlight on my balcony and having to use the dryer does not match that. [...] Maybe a dedicated communal drying area / room is a suitable solution?"

4.5.1.12 Waste issues

Ten households made comments about waste, the most common being around wanting to compost (5 comments) and bins storage (3 comments)

"I don't compost but I could bring my food waste to a central compost site in the neighbourhood. Currently it goes into the waste bin."

"I would love to compost and save so much going to landfill but don't know how. Any tips or community compost would be amazing"

"Would like green waste collection place & a plot in community garden"

"No place for rubbish bins. Unfortunately, it has to be in place in the garage."

"Also, a fair amount of rubbish blows onto our property from construction site."

"There is nowhere to store our bins other than by our front door."

4.5.1.13 Other comments

Other issues with four or more comments were issues to do the Laneway organisation of Hobsonville Point Residents' Society (9 comments), dampness or mould in the home issues (9 comments), the home is warm in winter (8 comments), lack of sunlight (7 comments), need for more outdoor space (6 comments), animal issues (5 comments) and sustainability issues (4 comments). Fourteen households raised community issues, predominantly around the state of gardens, both in public space and other people's gardens.

4.6 Local facilities

Of those who have visited local outdoor facilities¹⁴, use remains high and increasing, with the proportion of households visiting a park at least weekly increasing to 83% (from 69% in 2018), and the proportion visiting playgrounds at least weekly increasing to 52% (from 50% in 2018). The proportion of households who visited local shops and cafes at least weekly decreased - cafes (55%, down from 59% in 2018) and local shops (68% down from 83% in 2018).

A third (33%) of households visiting the Farmers Market visited at least monthly (down from 36% in 2018), while 37% of respondents reporting being involved with a community group or organisation at least once month (up from 33% in 2018).

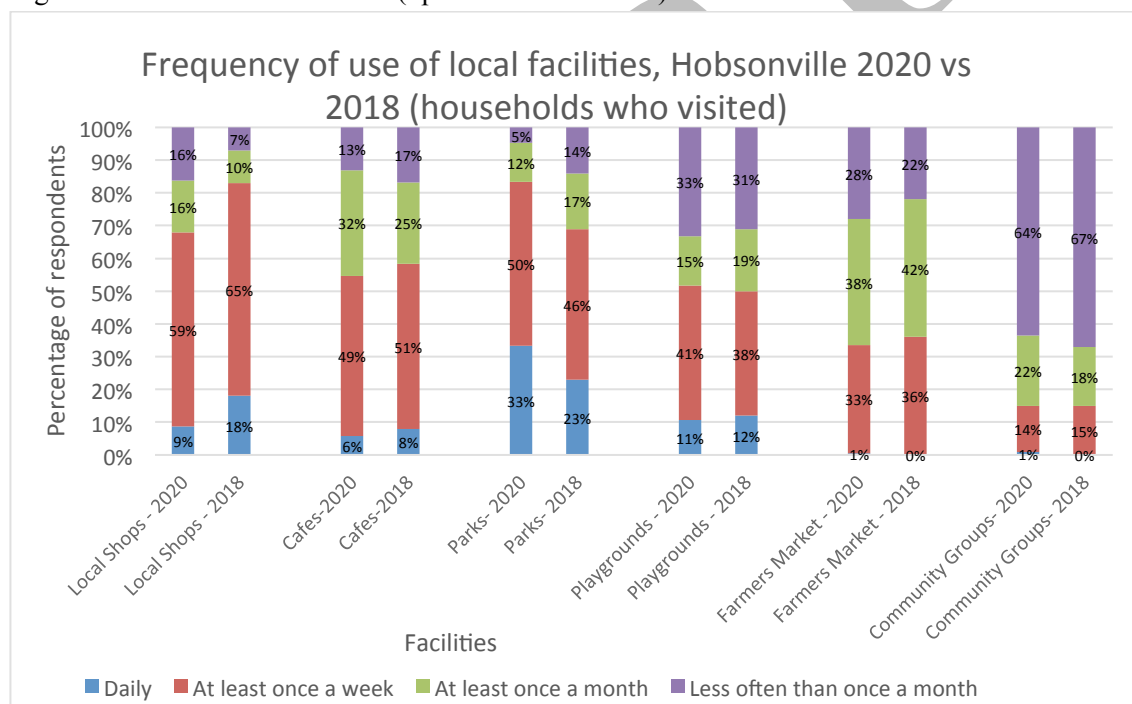


Figure 20: Frequency of visiting or using local facilities, Hobsonville Point 2020 vs 2018

The question on use of local facilities was altered in the 2018 survey to allow respondents to select that they hadn't yet visited the site, rather than leaving the response blank. Playgrounds, heritage site, community groups and residents' associations were the organisations which people were less likely to have been involved with or visited yet.

¹⁴ Local is not defined in the survey, so perceptions may vary between respondents.

The 2020 question was amended to be more specific about different local facilities. Parks and reserves (Bomb Point Reserve, Coastal walkway, other parks and reserves) were the facilities that were most visited on a daily basis. They were also the facilities that were most highly valued by households.

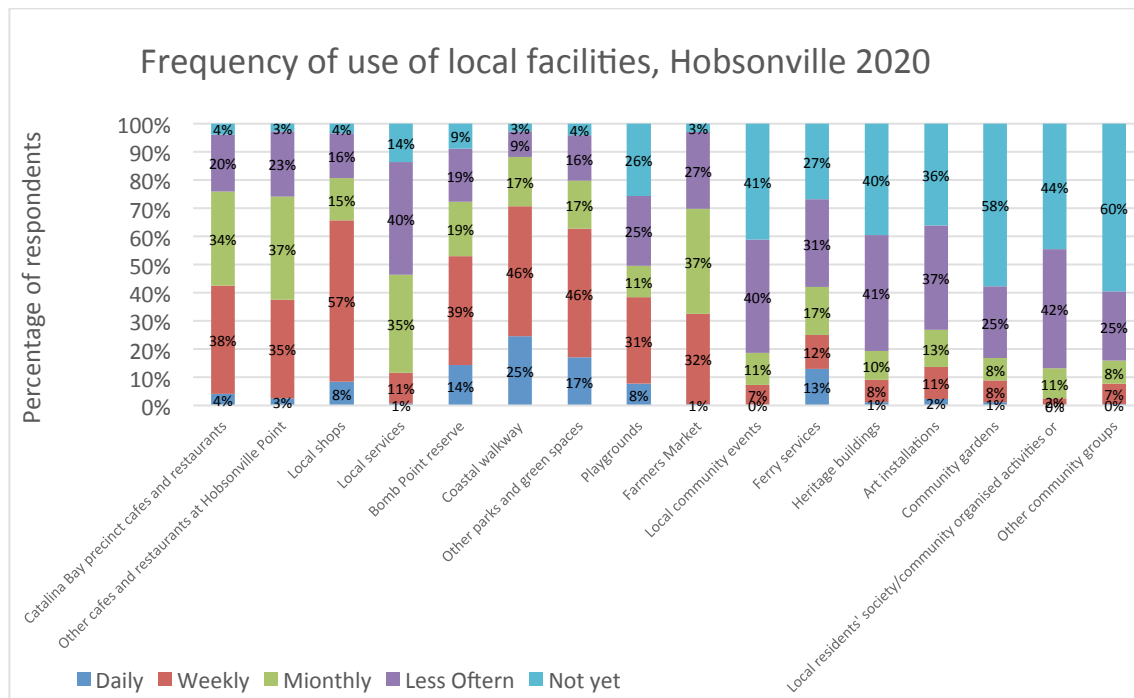


Figure 21: Frequency of visiting of local facilities, Hobsonville 2020

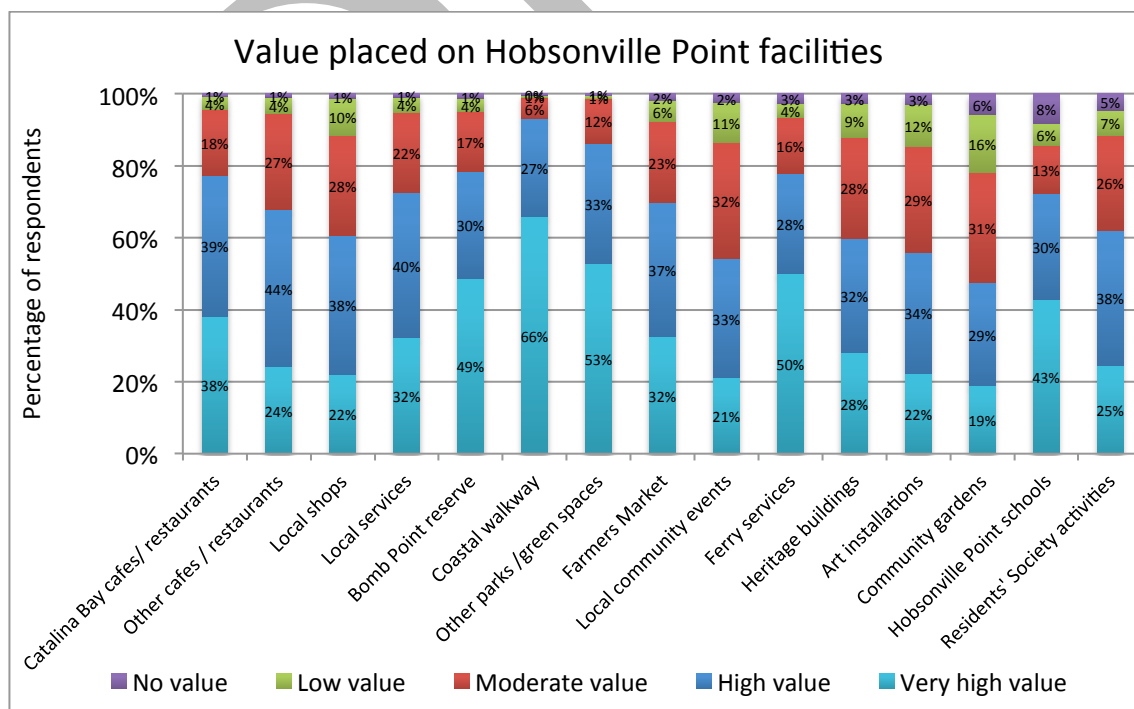


Figure 22: Frequency of visiting of local facilities, Hobsonville 2020

Households were asked if there *Are there any other features that you value at Hobsonville Point?* 379 responses were made to the question, with 113 responses indicating that there were no other features, 48 responding with other features that they would like to see at Hobsonville Point and 46 referring to the features that had already been identified in the previous question asking for ratings.

The community was the most identified other feature (38 responses), including the community feel/sense of community (13 comments), diversity in terms of age groups, ethnicities and household types (8 comments), and the friendliness of people and good friends and neighbours (5 comments).

“...Strong sense of community”

“Friendly people”

“Interesting community withy people from many countries. Good community spirit in general. “

“Good neighbours”

“It has a great community spirit”

“The community vibe is noticeable and positive”

Easy access to other areas was a feature valued by 26 people, with ease of access to the motorway (16 comments) and ease of access to other areas outside Hobsonville Point (12 comments) also being valued.

“Access is one thing that we value, sort of isolated but still very close to everything because of the motorway, bus and ferry service”

“Being so close to both motorways and Northwest shopping centre”

“I value the central location of it, being in the middle between CBD, the west coast beaches and the north shore beaches. If Auckland CBD could be just a bit better accessible during rush hour that would be fantastic”

“Proximity to motorway”

Being able to walk and cycle, and the walking and cycling infrastructure provided, were identified as another feature valued by 22 households.

“Being able to walk and bicycle around, shopping and visiting friends and activities”

“Connectivity to walkways etc”

“Cycle lanes”

“Cycling infrastructure”

“Everything within walking distance”

“Wide footpaths that are lit”

Other areas to receive more than 10 comments were the environment and topography (16 comments), proximity to water (15 comments), design of Hobsonville Point (12 comments), the dog park (12 comments), playgrounds (11 comments) the feeling of safety (11 comments), liking the gardens and plantings (11 comments) and the feeling of peacefulness (10 comments).

4.7 Safety perception

Most people continued to feel fairly or very safe in their home during the day (98%) and in their home after dark (96%). Perceptions of safety when out walking were also high, with 96% stating that it was fairly safe or very safe walking during the day and 72% as fairly safe or very safe walking alone after dark (down from 78% in 2018). As with the 2018 and 2016 surveys, a large proportion of people didn't know whether it was safe for cycling and under 14s to play outside, possibly reflecting that these activities are not ones their household undertakes. If the 'don't know' responses are removed, perceived safety of cycling and children playing outside was high, with approximately 91% of respondents considering these to be safe or very safe.

Perceptions of safety in Hobsonville Point are much higher than for Auckland (Quality of Life Survey 2018), where walking alone at night was seen as safe or very safe by 62% of the population surveyed for the Quality of Life Project, compared to 72% of those living in Hobsonville Point.

Table 2: Perceptions of safety in local neighbourhood, Hobsonville 2020 vs 2018 vs 2016

Activity	Year	Perception of Safety				
		Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know / Not Applicable
Cycling in my neighbourhood	2020	41%	22%	4%	2%	30%
	2018	44%	21%	5%	2%	28%
	2016	45%	20%	4%	2%	29%
Walking in my neighbourhood during the day	2020	83%	13%	1%	2%	0%
	2018	89%	8%	1%	3%	0%
	2016	87%	10%	0%	2%	0%
Walking alone after dark	2020	29%	43%	19%	3%	6%
	2018	30%	48%	13%	2%	7%
	2016	30%	46%	12%	3%	10%
In my home during the day	2020	88%	10%	1%	2%	0%
	2018	90%	7%	0%	2%	0%
	2016	89%	8%	0%	2%	0%
In my home after dark	2020	76%	20%	2%	2%	0%
	2018	80%	16%	2%	2%	1%
	2016	80%	16%	1%	2%	1%
14 years to play outside during the day	2020	30%	31%	5%	1%	33%
	2018	30%	29%	6%	1%	34%
	2016	30%	35%	2%	1%	32%

While respondents were positive about their perceptions of safety in this part of the questionnaire, safety and security were raised as a dislike in the open-ended questions. Concern about safety largely related to increased crime in the area.

4.8 Local infrastructure

The majority of respondents agreed or strongly agreed that the quality of the following local infrastructure was excellent (Figure 23):

- Local parks and reserves in their neighbourhood (86%, compared to 90% in 2018 and , 83% in 2016)
- Streets in their neighbourhood (78%, compared to 73% in 2018 and, 79% in 2016)
- Houses and gardens in their neighbourhood (72%, compared to 71% in 2018 and 76% in 2016)
- Local shops (57% compared to 59% in 2018 and 67% in 2016)

The importance of greenspace was also raised strongly in the open-ended responses, both in terms of the importance and use of the space and the .quality and maintenance of both public and private gardens.

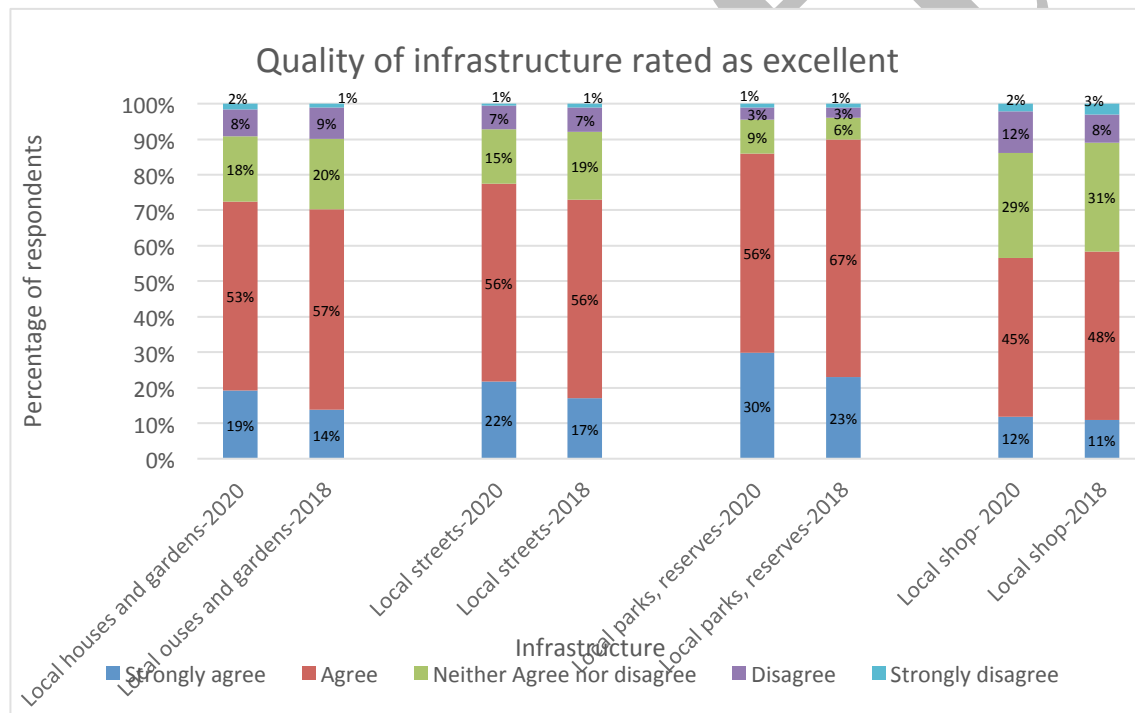


Figure 23: Quality of infrastructure, Hobsonville 2020 vs 2018

Residents were asked about their environmental interactions and disaster preparedness. More than half (56%) said they could get by without outside help for a couple of days in a natural disaster, compared to 62% in 2018. On the plus side, the households which have seen tui or fantails in their garden or neighbourhood has gone up to 41% and the households that had taken action to improve the natural environment increased to 71%

Table 3: Environmental interactions and disaster preparedness, Hobsonville 2018 vs 2016

	% Yes 2020	% Yes 2018	% Yes 2016
In the last year, I have taken action to improve the natural environment.	71%	67%	58%
During the last month, I have seen tui or fantail in my garden or neighbourhood.	41%	35%	21%
I regularly use composting facilities in my garden or nearby.		21%	20%
If there was a natural disaster and my home lost electricity, water and telecommunication services for a couple of days I would get by reasonably well without outside help.	56%	62%	64%

4.9 Household waste

Respondent were asked about their household waste generation. Most households (81%) had a small bin (approx 120-140 litre). A majority of households (45%) put their rubbish out weekly, with 29% of households putting their bin out fortnightly.

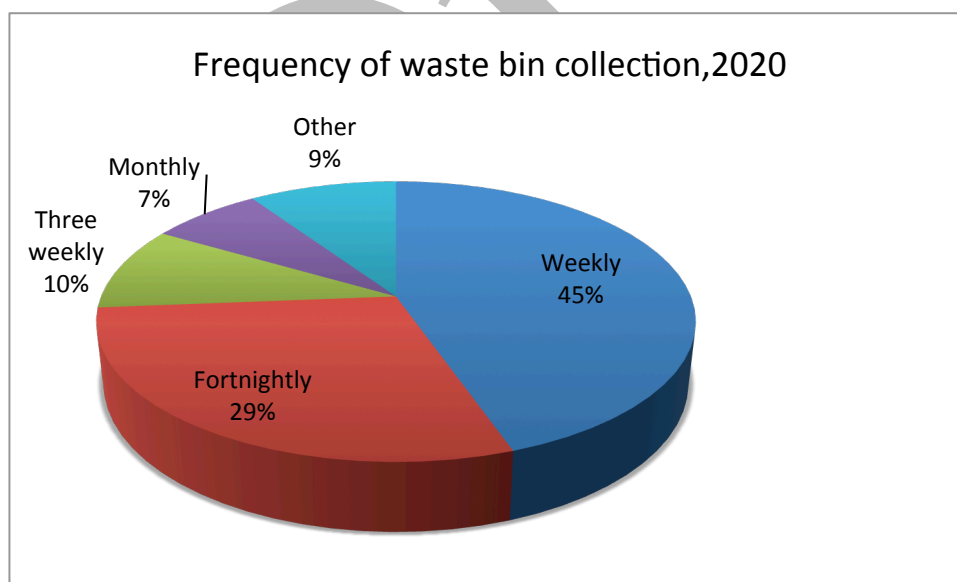


Figure 24: Frequency of waste bin collection 2020

The majority of respondents (46%) reported their bin was full at collection, closely followed by 34% who reported their bins were three quarters full. 20% had bins that were half full or less.

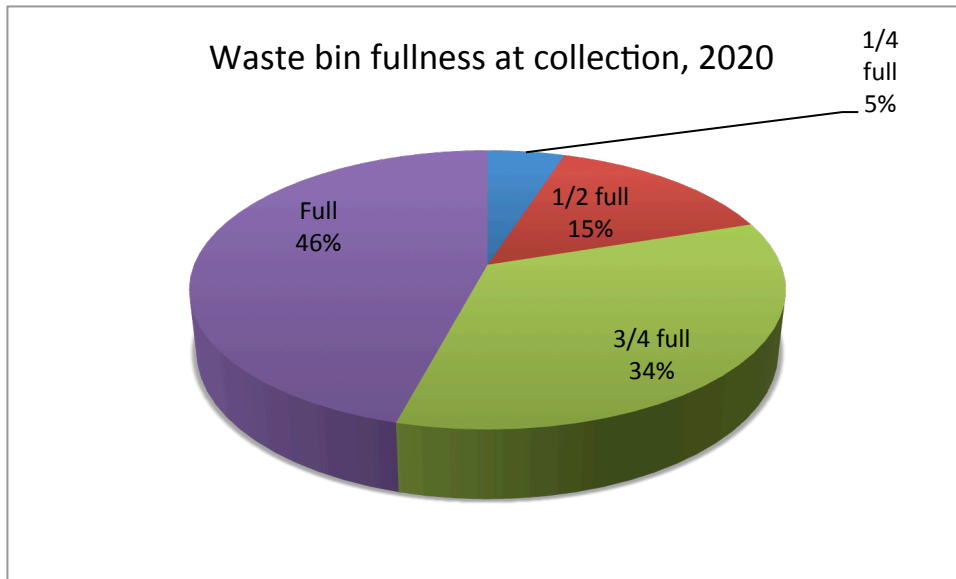


Figure 25: Waste bin fullness at collection 2020

Waste generation per person in 2020 had increased slightly from 2018, with an average of . 1860 litres/person/year generated (2018 was 1740 litres/person/year). The range was from 70 litres/person/year (equivalent to a two person household putting out a ¼ full small bin every 3 months) to over 9360 litres/person/year (the equivalent of a single person putting out a large bin ¾ full every week). This equates to an average of 241kg/person/year, with 12% of people generating 100 kg or less of waste per year¹⁵.

¹⁵ A conversion factor of 130kg/tonne is used based on the Ministry for the Environment conversion factor for waste or material carried in rubbish bags or in cars. <http://www.mfe.govt.nz/publications/waste/calculation-and-payment-waste-disposal-levy-guidance-waste-disposal-facility-2>

Waste generated by Hobsonville Point residents (litres/person/year), 2020

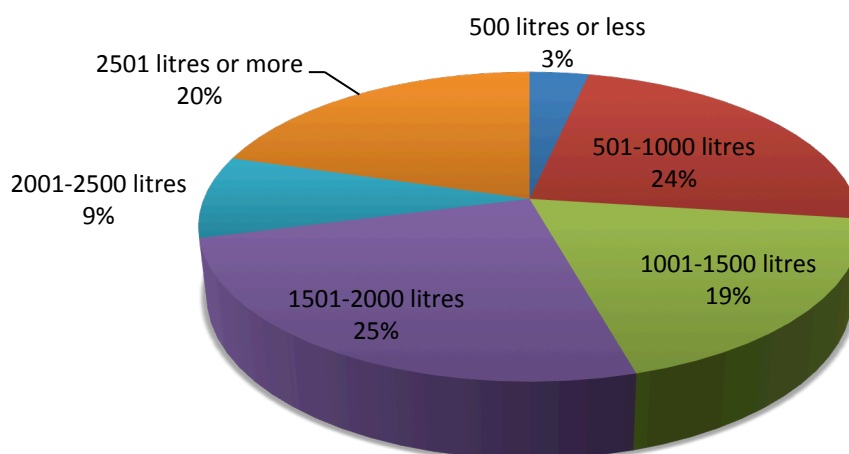


Figure 26: Waste generated by Hobsonville Point residents (litres/person/year)

4.10 Likes and dislikes - open-ended questions

4.10.1 Likes

Households were asked ‘Thinking about living in Hobsonville Point, what is the one things that you like the most?’ There were 769 responses to the question with 11 responses being about what the respondent disliked. A wide range of likes were identified, with some people identifying multiple likes.

4.10.1.1 Community

- Over 40% of respondents (305 people) rated the sense of community, community feel, the friendliness of the community and neighbours as a key thing they liked about living at Hobsonville Point:

“I like being able to connect with people we know neighbours/community gardens and feeling part of a community”

“A feeling of a connected community”

“A real sense of community”

“It really makes the difference in peace of mind and knowing who my neighbours are is something that can make the world a better place”

“My lovely neighbours”

- Feeling of safety and security (90 comments):

“Feeling safe always”

“The clean, safe area and sense of community”

“The community is safe for my children”

"The friendliness of neighbours. Feeling safe in the neighbourhood"

"I feel very secure in my home, the Point feels like a safe & friendly place to live"

"I live on the second floor of a three story apartment complex and feel absolutely safe living there on my own. I can free leave the windows and door open during the day and night regardless if I'm at home or out"

- Peaceful, quiet, calm - words which were commonly used to describe Hobsonville Point were 'peaceful', 'quiet' and 'calm' (34 comments):

"Modern, quiet, aesthetically pleasing"

"New area and safe, clean and quiet"

"Nice and quiet place"

"Peace and quiet"

"Peaceful environment. Convenient location. Friendly neighbourhood"

"Peaceful neighbourhood"

"Calm and quiet"

- Clean, tidy and new environment (57 comments)

"Clean, organised, safe, flat"

"clean, safe neighbourhood"

"Clean, safe, friendly"

"Cleanliness, new area, community feel"

"convenience + clean neighbourhood"

"Everything is new"

"General community, near, clean with good garden / public spaces"

- Beauty/look (19 comments)

"It is beautiful area to live"

"Picturesque"

"Beauty to enjoy"

"The house outlook"

"The overall appearance of the area"

4.10.1.2 Facilities and services

- Parks, reserves, green space, outdoors, water (139 comments)

"Green, having good parks"

"Living close to the park and water"

"Lots of greenery/trees etc even though it is medium density housing - it's lovely!"

"Natural environmental and great neighbourhood"

"Nice environment, nice neighbourhood, ability to walk/cycle to exercise (bomb point/coastal walkway)"

"Open spaces, trees and greenery around streets"

"Outdoor spaces, coastal walkway"

- Schools (31 comments), most frequently identifying the quality of the school and convenience of the location:

"Great and convenient schools"

"Hobsonville Point schools - primary & secondary community - safe & friendly, cleaner & greener roads"

"Hobsonville Primary and Secondary Schools are great... Almost everything is walking distance."

■ General facilities in Hobsonville Point (52 comments)

"Availability of communal facilities and shared spaces"

"Being in walking distance to so many amenities"

"Community facilities and green spaces (transport)"

"Facilities great"

"My home and how close I am to all the amazing facilities. I live close to a coastal walkway and love seeing everyone enjoy it on their bikes, scooters or walking. Love the playgrounds."

■ Shops and services (31 comments)

"Close to shops medical etc should I need them"

"My local community - that includes neighbours / shops / cafes"

"New homes, close to work, close to public transport services, have our very own brewery around the corner and a coastal walk. Far far away from the busy city life, the people and the list could go on..."

"Proximity to cafes & shops"

"Proximity to local shops and West Harbour ferry. New housing and style of area"

4.10.1.3 Getting around

A number of aspects relating to getting around were identified as being liked.

■ Ease and convenience of getting to things on Hobsonville Point (77 comments):

"Everything you need is within walking distance"

"Great safe community with everything needed at hand"

"Having everything we need within walking distance and the great community family feel"

■ Ease of access to other areas (35 comments):

"It is placed an equal distance from most places, close to a motorway"

"Proximity to motorways"

"Proximity to work and local supermarket"

"The location is perfect - close to motorways, North Shore, Albany' proximity to Muriwai and Riverhead"

■ Passenger transport (35 comments) including 25 comments about the ferry service

"ferrying to work to the city daily"

"Good infrastructure including public transport"

"Hard to name just one thing as I love living in the area, but walking to + catching the ferry to work is much less stress inducing than driving for long periods in traffic"

"its unique, in that you can live a "world away", but stress-free travel to work and to the city without using a car."

"... close to work, close to public transport services"

- Walking and cycling at Hobsonville Point (126 comments), with an additional 11 comments about liking that the topography was flat:

"Kids walking or cycling to school on reasonably safe paths"

"Lots of walking areas".

"My home and how close I am to all the amazing facilities. I live close to a coastal walkway and love seeing everyone enjoy it on their bikes, scooters or walking. Love the playgrounds"

"New roads/pavement that are clean and relatively flat for walking/cycling"

4.10.1.4 House

Comments about liking their house was made by 55 households, with the most frequent comments being around the house being new.

"A new house, new facilities"

"Brand new home, beautifully designed, comfortable, less outside maintenance"

"Having a new home"

"Having a quality new and dry home"

"Modern homes which are easy to maintain"

"Nice new home"

"Quality of my home - lock up and leave"

"high quality houses"

"Tidy modern houses"

4.10.1.5 Hobsonville Point design

A variety of comments were made about liking the design of Hobsonville Point (78 comments)

"The design and planning of the community of this neighbourhood that give me the sense of safety and make me feel like home"

"The integrated urban development; design, green, community"

"village like planning from the ground up"

"Walking access to many facilities. Well planned community. Community feel. Public space rather than private space. More like European cities & towns."

"Well-planned neighbourhood."

4.10.2 Dislikes

Respondents were asked 'thinking about living in Hobsonville Point, what is the one thing you like least? Most households commented (773 comments), however 29 households responded that they had nothing that they disliked or that the question was not applicable, and 6 households responded with things that they liked about Hobsonville Point.

4.10.2.1 Transport comments

Transport related issues were the most commonly reported dislikes, covering an array of areas including parking, passenger transport, roading and road layout both internal and external to Hobsonville Point, congestion, driver behaviour and a number of other areas.

- Parking (219 comments), with most comments relating to the lack of parking available
 - “car parking is headache”*
 - “The car parking situation. There are far too many trees and concreted areas which could have been used for car parks instead”*
 - “Lack of parking on street.”*
 - “All the Residents cars taking up on street parking so no visitors can park. Cars double parking and blocking access. Cars parking on bike paths and footpaths.”*
 - “The planning was not done properly. Too many houses and small areas to park.”*
- Roothing and traffic (79 comments) including a variety of areas including comments around poor driver behaviour, narrow streets, noise and other aspects of road design:
 - “Bad & inconsiderate driving and parking and not enough yellow, no parking lines on the narrow roads”*
 - “Distance from city etc - traffic jams on motorways”*
 - “Fast travelling traffic at night (especially buses in the evenings along Hobsonville Point Road); Street lights on all night along Hobsonville Point Road - even black out curtains don't shut it out completely when trying to sleep...”*
 - “Narrow streets”*
 - “No motorway off-ramp from the West”*
 - “Parking and traffic light signals. To get off the main road they take long even if there are no other cars in sight. Having arrows that turn off meaning you can turn when safe to do so, would keep traffic flowing faster and keeping off the main road.”*
- Passenger transport (68 comments) including 39 comments about the ferry service and 17 comments about the bus service:
 - “.... Would consider moving towards to a one car household but the ferry times are ridiculous - Auckland transport should be putting on more ferries during commute times and over weekends”*
 - “Ferry is very expensive”*
 - “Bus services to North Shore - a bus stop for North Shore Buses in the Catalina/Bomb Point Drive vicinity would be a useful addition”*
 - “I have to take two buses to get out of Hobsonville to any other suburb (except Westgate) and to the city. Always have to connect at Constellation. Would be great to have a direct bus to the city, Albany etc.”*
 - “Lack of connection between public transport services (bus & ferry), the high cost of commuting to the CBD daily”*

4.10.2.2 Community, people and behaviours

- General dislike of behaviours (33 comments) including not liking people who were perceived as overly opinionated, entitled or complaining (11 comments), specific

behaviours that respondents didn't like (15 comments), and two comments each about anti-social behaviour, unfriendly people and a lack of community spirit:

"graffiti, boy racers, crime"

"Inconsiderate people"

"Its selfish people"

"Lack of respect of others with Noise from the parks in the evenings when trying to put children to sleep"

"People moaning about car parking. This place was designed to be less car-friendly! Why the hell did you move here if you're a 3-car + household??? Do your research and leave the rest of us in peace."

■ Facebook page and social media (25 comments)

"Negativity on social media"

"People are a little bit over the top about minor issues on facebook pages"

"People complain too much on the FB page"

■ Crime, safety and security (62 comments). It should be noted that only 3 referenced having been subject to a crime themselves, and a number were about the crimes that they had 'heard about'. Most common comments were around car theft (41 comments).

"All the car thefts recently, need a community patrol"

"Amount of crime that seems to occur"

"Amount of theft / breakins"

"Hearing about all the car break-ins maybe we do need security cameras to defer these people"

"Feeling unsafe with recent crime"

4.10.2.3 Facilities

■ Facilities (37 comments) including 11 comments on no pool and 10 comments about playgrounds

"Lack of facilities such as libraries and pools"

"Lack of shade over main playground"

"Lack of swimming facilities, eg could do with a leisure centre, swimming pool, tennis courts. Playgrounds also desperately need shade sails, playgrounds are too hot to use during summer day"

"Poor use of the Hobsonville Point Reserve and lack of facilities, especially for kids"

"There is so much room for skate/bike parks, gym/swimming pools, better equipped dog parks, etc. Where are the plans for these?"

"That the playgrounds have metal which make them unusable in summer and lack of shade at parks"

■ Retail/cafes

"Access to good supermarket that's close (Countdown is terrible)"

"Lack of local shops and variety of cafes. Wharf is over-used"

"Lack of vegan cafes and restaurants"

"less cafe or restaurant near my place"

"We hope more retail services will come as the population grows and more commercial spaces so people can stay in The Point rather than go to Auckland City for work".

"Would love to have more restaurant choices available at lower price spectrum. Was spoilt for choice living in city centre before"

4.10.2.4 Design

- Design (45 comments) including 35 comments about not liking the density

"Limited section size. Too intensive - they have increased density a lot since inception"

"The layout is too crowded"

"The planning of the whole suburb wasn't future proofed. Eg.... not making a school big enough"

"The push for higher density apartment living with no car parks provided"

4.10.2.5 House

- House (37 comments) covering a variety of areas including overheating, lack of privacy, size of section, build quality, lack of storage and difficulties in drying clothes:

"Being unable to cool home properly in summer"

"Build quality of houses"

"Difficult (if not impossible) to do minor changes to your home if they are street facing. So many hoops to jump through, hate it - unnecessary bureaucracy!"

"House prices to move somewhere bigger, and lack of car parking spaces"

"Lack of storage in our house"

"land is too small"

"Laundry drying"

"Less private space"

"Maintenance costs"

4.10.2.6 Other

Other comments include:

- Garden spaces, both public and private (66 comments), including 56 comments around the maintenance of sections, street planting and parks:

"Areas in streets where weeds grow, very little care given to these areas. Looks very untidy and detracts from the homes. This is my only grumble"

"Maintenance of public areas is lacking"

"How people neglect the weeding outside of their homes"

"Lack of weeding of front yards /council berms/Landscaped beds on walkways and footpaths"

"Parks and reserves staff - trees outside my house have just been turned into topiaries - no consultation"

"People not looking and caring for the garden areas some places are just over grown with weeds"

- Animals (29 comments)

“At the moment the amount of dogs in Hobsonville Pt. Our cat just got killed by one”

“Barking dogs next door. It's relentless.”

“Dog poo when walking on footpaths!”

“Also we had started to see a number of native birds and skinks in our established garden, however there is now a large population of roaming cats that have been killing and destroying them, which is sad.”

“The amount of people that let cats wander at night. I used to see fantails every time I went to Bomb Point when I first moved here. In the last few months I haven't seen any”

■ Body Corporates (25 comments)

“Difficult (if not impossible) to do minor changes to your home if they are street facing. So many hoops to jump through, hate it - unnecessary bureaucracy!”

“Car break-ins that HPRS seem to not care about”

“People not understanding how a body corporate/ HPRS works”

“The residents society. I HATE that its not optional and the amount of paper waste is appalling”

“Three different society fees I have to pay to live here”

Other commonly commented on areas were dislike of construction (11 comments), issues with building companies (10 comments) dislike of groups at Hobsonville Point (12 comments), issues with the schools (14 comments including 7 about change in school zone), noise (27 comments) privacy 13 comments.

4.10.3 Current involvement in activities

Respondents were asked *‘What groups or activities (e.g. social groups, sports) are you involved in at Hobsonville Point, if any? What else would you like to be involved in at Hobsonville Point?’*

Activities involved in

While 486 people responded to the question, 178 of these responses related to not being involved in anything. Of those identifying activities, these most commonly related to:

- Walking and running (52 responses)
- Fitness activities/groups including zumba, yoga, pilates, gym (45 responses)
- Sports activities (42 responses)
- Indoor groups including book clubs, choir, photography (42 responses)
- Social groups, both formal and informal (29 responses)
- Residents Society and Laneway Society activities (27 responses)
- Gardening and/or community gardening activities (22 responses)
- School and preschool groups and activities (10 responses)
- Environmental activities (10 responses)
- Service clubs (12 responses))

Possible future activities and involvement

Respondents were asked what else they would like to be involved in at Hobsonville Point, with 112 households responding to the question, with the responses most commonly related to:

- Community infrastructure including suggesting a swimming pool would be good (20 comments), suggesting a tennis court (10 comments) and suggesting a library (5 comments)
- Groups (39 comments)
- Sports activities (18 comments)
- Yoga /pilates/zumba/gym exercise gentle exercise (16 comments)
- Local events (10 comments)

Several respondents made comments about wanting activities for certain segments of the community, with 6 responses indicating that they wanted kids activities and 4 responses indicating they wanted non-child activities. There were also several comments that activities needed to be scheduled on “*evenings and weekends for those who can't attend day time activities*”.

Some respondents (6 comments) indicated that they were unsure of what was available, suggesting that communication of local groups and events could be improved.

“Would like a card listing various groups and activities, with details, not just a phone no., of interest to residents, such as book groups, various types of age-suitable exercise, etc that a based right here at HP.”

“To be honest, have not really seen which ones there are available. Might be great to have a central spot where one can see which are available”

5 Conclusion

The results from the 2020 application of the Residents' Questionnaire show that Hobsonville Point continues to rate highly in terms of neighbourhood satisfaction. Most residents (96%) agreed or strongly agreed that Hobsonville Point is a great place to live, up from 93% in 2018 and 91% in 2016, with 1% disagreeing or strongly disagreeing with this statement. Over recent years, the local liveability has been enhanced with further development to parks and walkways and by the addition of local shops, service providers and more people living in the area. This was recognised in the open ended questions, with a high number of people commenting particularly on the open space, parks and natural environment.

The community is becoming more established with nearly half (48%) of households having lived at Hobsonville Point for two or more years. Of particular note is the movement of households within the community. While 48% of households have lived in Hobsonville Point for two years or more, only 43% of households have lived in their current homes for two or more years. This is consistent with anecdotal evidence that people are renting at Hobsonville Point while they wait for homes to be built.

Sense of community is both valued and rated highly, with 75% of households agreeing or strongly agreeing that their neighbourhood had a strong sense of community. Responses to the

open-ended questions also strongly focused on the sense of community, with 40% of responses identifying sense of community, community feel, friendliness and good neighbours as the key thing they liked about living in Hobsonville Point. Despite rating community feel high, the number of other households that people said they know has dropped, with 69% of respondents knowing three or more other households compared to 77% in 2018.

Perceptions of housing quality have also dropped slightly, with 77% of households of households agreeing or strongly agreeing that the quality of their home is excellent, down from 80% in 2018. Again this was supported by open-ended comments, with 85 comments about the build quality. Many of the build quality issues had been resolved, although there were a number of comments about how long this had taken or smaller. However there were also a number of more fundamental housing quality issues identified by respondents.

Other key housing issues included overheating with 30% of respondents reporting that it was hard or very hard to cool their home in summer and 104 open ended comments relating to their home overheating. Storage was also identified as an issue with 26% of respondents disagreeing or strongly disagreeing with the statement “My house has enough storage for our needs” and 56 comments about storage issues. Most (96%) respondents said that their home was generally warm and comfortable.

Local facilities are rated highly with 86% of respondents agreeing or strongly agreeing that the quality of the local parks and reserves are excellent. This is reinforced by the open-ended questions where 139 positive comments were made about the parks, reserves and natural environment. There was also a strong focus on the walkability of the development (126 comments about most liking walking and cycling) and 77 comments about the most liking the ease of getting around Hobsonville Point.

Travel by car to work or study remained the predominant mode, however public transport frequency and route options remain an important issue for local residents in the open ended questions. Continuing to work with Auckland Transport to improve public transport services, building on the high interest in public transport may contribute to reduced use of private motor vehicles and contribute positively to local economic and social aspects of liveability. The dependence on motor vehicles and importance of transport was also raised strongly in the open-ended questions where transport was the dominant issue raised. Transport dislikes were frequently raised about:

- Parking (219 comments)
- Rooding and traffic issues (79 comments)
- Passenger transport (68 comments) including 39 comments about the ferry service, particularly around frequency of service

As in previous surveys, nearly all the comments about carparking related to a lack of available carparks, particularly for visitors, and about the consequent inconsiderate parking which was leading to some frustration over parking issues and behaviour. Concern that residents used their garages as storage for general household goods and not for cars continues to be raised.

Overall, Hobsonville Point exhibits a high level of achievement with regard to the goal:

To build a strong, vibrant community that sets new benchmarks for a quality and accessible urban development with an environmentally responsible focus.

The results clearly identify areas of perceived strength as well as areas that could be improved and in conjunction with the wider master-plan, Hobsonville Point neighbourhoods are setting a high standard of sustainability in both the physical and social environments. Residents continue to rate the liveability of Hobsonville Point highly, and are enthusiastic and appreciative of their neighbourhood. This provides the basis to develop relevant and long-lasting local initiatives that can help to enhance, sustain and grow local connections and neighbourliness, some of which have been suggested as part of the survey responses. This is likely to be most successful if residents are engaged in the activities themselves.

Draft

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7 Appendix One: Residents' Questionnaire

YOUR SURVEY CODE IS

Hobsonville Point Residents' Survey

Kāinga Ora - Homes and Communities (previously HLC) has asked Beacon Pathway to regularly survey Hobsonville Point residents. The feedback will be used for the Hobsonville Point annual sustainability report and other neighbourhood research.

The sustainability report (published online at www.hobsonvillepoint.co.nz) covers a wide range of aspects of living at Hobsonville Point. Residents' answers have helped Kāinga Ora - Homes and Communities to better understand the views and experiences of those who live here, and what changes need to be made or advocated for, in order to achieve the strong and vibrant community envisaged for Hobsonville Point. You are welcome to contact Kāinga Ora - Homes and Communities to request this report, which will be available later this year.

Confidentiality:

All data collected in this survey is confidential. Any individual comments used in reports or summaries will be anonymous. Only unidentified summary data will be provided to Kāinga Ora and no individual details will be released to any other persons or organisations other than those involved in the survey process.

How to complete the survey

This survey should be completed by a homeowner or someone who holds the tenancy agreement. Your views are important and we thank you for your time.

You can complete the survey by:

1

answering the questions
paper copy

OR



2

answering the questions online at
www.surveymonkey.com/r/HVILLE2020

OR

3

scanning this QR code to
go to the online version



To be in the draw for one of eight \$50 vouchers to a Hobsonville Point establishment, please return your completed survey by 26 February 2020.

You can complete the survey online (as above)

OR

- Post the survey form back to us using the freepost envelope

OR

- Drop it at the Hobsonville Point Information Centre – 1 Hastings Street

OR

- We will collect it from you. We will be in your street over the next two weekends.



If you have any questions or need help to complete the survey, please ring Glenda Lock, from Beacon Pathway, on 021 0821 3976.

YOUR SURVEY CODE IS

Hobsonville Point Residents' Survey questions

1. Please tell us a little about yourself and the other people who live in your household.

	Gender	Age	Ethnicity	Length of time living in Hobsonville Point (months or years)	Length of time living in this house (months or years)
Yourself					
Person 2					
Person 3					
Person 4					
Person 5					
Person 6					
Person 7					

Thinking about your household:

2. What is the main way each person in your household travels to work or education? Choose the one you use for the longest part of the journey. *Please tick one box for each person.*

	You	2	3	4	5	6	7
Walk							
Cycle							
Public bus							
Ferry							
Drive alone							
Drive with others							
Other							

3. How many motor vehicles (e.g. cars or trucks - but not motorbikes or scooters) does your household have available for their use?

a. How many motor vehicles in total? _____

b. How many electric vehicles (not counting electric bicycles)? _____

4. My home is: *Please circle one answer.*

- a. A standalone house
- b. Semi-detached – joined to one other house, with a common wall
- c. A terrace home – part of a row of joined houses
- d. An apartment

5. My waste (rubbish) bin size is: *Please circle one answer.*

- a. Small (approx.. 140l)
- b. Large (approx.. 240l)

6. I put my waste bin out for collection: *Please circle one answer.*

- a. Weekly
- b. Fortnightly
- c. Every three weeks
- d. Monthly
- e. Other (please specify) _____

7. On average, my waste bin when I put it out, is: *Please circle one answer.*

- a. 1/4 full
- b. 1/2 full
- c. 3/4 full
- d. Full

Thinking about yourself:

8. How far is it from your home to your main place of work (one way)? *Please circle one answer.*

- a. Work from home
- b. Less than 2 km
- c. 2 km but less than 5 km
- d. 5 km but less than 10 km
- e. 10 km or more

9. In general, how safe or unsafe do you feel in the following situations? *Please put one tick in each line.*

	Very unsafe	A bit unsafe	Fairly safe	Very safe	Don't know/not applicable
Cycling in my neighbourhood					
Walking in my neighbourhood during the day					
Walking alone in my neighbourhood after dark					
In my home during the day					
In my home after dark					
For children under 14 years to play outside in the neighbourhood during the day					

10. How many other households do you know in your neighbourhood? _____

11. Which of the following statements describe your relationships with your neighbours? *Please tick all that apply.*

We greet one another	
We know each other's names	
We chat together	
We visit one another	
We ask for small favours	
We are very friendly	
We generally keep to ourselves	
Contact with our neighbours is negative or hostile	

12. How much do you agree or disagree with the following statements? *Please put one tick in each line.*

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
A sense of community in my neighbourhood is very important to me					
My neighbourhood has a strong sense of community					
My local area is a great place to live					
The quality of houses and gardens in my neighbourhood is excellent					
The quality of streets in my neighbourhood is excellent					
The quality of local parks is excellent					
The quality of local retail shops is excellent					

13. How much do you agree or disagree with the following statements? *Please put one tick in each line.*

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
The quality of my house is excellent					
My home has enough storage for our needs					
There is enough sunlight coming into my home					
My home is generally warm and comfortable					

14. Thinking about your home, how easy is it to do the following?

	Very hard	Hard	Reasonably easy	Easy	Very easy
Heat your home in winter					
Cool your home in summer					
Modify your home as your needs change					
Maintain your home and outside spaces					
Keep your home dry and free from mould					
Dry your clothes outside					
Reduce your energy use					
Reduce your water use					
Reduce waste or recycle					
Compost food waste					
Garden or grow your own food					

15. Is there anything else that you would like to tell us about your house? e.g. about the quality, durability, ease of heating or cooling, storage etc.

16. Please tell us whether you agree or disagree with these statements. *Please tick one answer for each statement.*

	Disagree	Agree
In the last year, I have taken action to improve the natural environment.		
During the last month, I have seen tui or fantails in my garden or neighbourhood.		
If there was a natural disaster and my home lost electricity, water and telecommunication services for a couple of days, I would get by reasonably well without outside help.		



Thinking about local Hobsonville Point features and amenities:

17. How much do you personally value the following features at Hobsonville Point? *Please put one tick in each line:*

	No value	Low value	Moderate value	High value	Very high value
Catalina Bay precinct cafes and restaurants					
Other cafes and restaurants at Hobsonville Point					
Local shops					
Local services e.g. medical centre, pharmacy					
Bomb Point reserve					
Coastal walkway					
Other parks and green spaces					
Farmers Market					
Local community events e.g. openings, park run, Runway Challenge					
Ferry service, incl. additional weekend sailings					
Heritage buildings					
Art installations					
Community garden					
Hobsonville Point schools					
Hobsonville Point Residents' Society					

18. Are there any other features that you value at Hobsonville Point?

19. What groups or activities (e.g. social groups, sports) are you involved in at Hobsonville Point, if any?
What else would you like to be involved in at Hobsonville Point?

20. How long does it take to walk from your house to these features? *Please put one tick in each line.*

	Less than 5 minutes	5-9 minutes	10-14 minutes	15 minutes or more
Catalina Bay precinct cafes and restaurants				
Other cafes and restaurants at Hobsonville Point				
Local shops				
Local services e.g. medical centre, pharmacy				
Bomb Point reserve				
Coastal walkway				
Other parks and green spaces				
Farmers Market				
Local community events e.g. openings, park run, Runway Challenge				
Ferry service, incl. additional weekend sailings				
Heritage buildings				
Art installations				
Community garden				

21. How do you most frequently travel to visit these features? *Please put one tick in each line.*

	Walk	Cycle	Public transport	Drive	Do not visit
Catalina Bay precinct cafes and restaurants					
Other cafes and restaurants at Hobsonville Point					
Local shops					
Local services e.g. medical centre, pharmacy					
Bomb Point reserve					
Coastal walkway					
Other parks and green spaces					
Farmers Market					
Local community events e.g. openings, park run, Runway Challenge					
Ferry service, incl. additional weekend sailings					
Heritage buildings					
Art installations					
Community garden					

22. How often do you personally visit or use the following features, or participate in local groups?

	Daily	Weekly	Monthly	Less often	Not yet
Catalina Bay precinct cafes and restaurants					
Other cafes and restaurants at Hobsonville Point					
Local shops					
Local services e.g. medical centre, pharmacy					
Bomb Point reserve					
Coastal walkway					
Other parks and green spaces					
Playgrounds					
Farmers Market					
Local community events e.g. openings, park run, Runway Challenge					
Ferry service, incl. additional weekend sailings					
Heritage buildings					
Art installations					
Community garden					
Local residents' society/community-organised activities or meetings					
Other community groups					

23. Would you personally use any of the following features more frequently if you lived closer to them?

	Yes	No	Maybe/Don't know
Catalina Bay precinct cafes and restaurants			
Other cafes and restaurants at Hobsonville Point			
Local shops			
Local services e.g. medical centre, pharmacy			
Bomb Point reserve			
Coastal walkway			
Other parks and green spaces			
Farmers Market			
Local community events e.g. openings, park run, Runway Challenge			
Ferry service, incl. additional weekend sailings			
Heritage buildings			
Art installations			
Community garden			

Final thoughts

24. Thinking about living at Hobsonville Point, what is the one thing that you like most?

25. Thinking about living at Hobsonville Point, what is the one thing that you like least?

Thank you for your responses