



**NH2018/1**

# **Applying the Neighbourhood Sustainability Residents' Questionnaire to Hobsonville Point, 2018**

**A report to HLC prepared by Beacon Pathway Incorporated  
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## About This Report

### Title

Applying the Neighbourhood Sustainability Residents' Questionnaire to Hobsonville Point, 2018

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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 June and July 2018. Results show that Hobsonville Point rates highly in terms of neighbourhood satisfaction, with 93% of respondents agreeing or strongly agreeing that Hobsonville Point is a great place to live. Consistent with the high level of neighbourhood satisfaction is a stable community, with 92% of households intending to stay in the community for at least the next year. 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 the Hobsonville Point development.

### Reference

Lock, G. and Blackmore, A. (2018). Applying the Neighbourhood Sustainability Residents' Questionnaire to Hobsonville Point, 2018 Report NH2018/1 by Beacon Pathway for HLC.

### Disclaimer

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## Contents

1	Executive summary .....	5
2	Introduction.....	7
3	Method.....	9
4	Results .....	10
4.1	Response rates .....	10
4.2	About the households and residents.....	11
4.3	Travel.....	15
4.4	The local neighbourhood .....	18
4.5	Local facilities .....	22
4.6	Safety perception .....	24
4.7	Local infrastructure.....	25
4.8	Household waste .....	26
4.9	Open ended questions .....	28
5	Conclusion .....	39
6	References.....	41

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## Tables

Table 1: Response rates for each of the six areas, Hobsonville Point, 2018 .....	10
Table 2: Perceptions of safety in local neighbourhood, Hobsonville 2018 vs 2016 .....	24
Table 3: Environmental interactions and disaster preparedness, Hobsonville 2018 vs 2016.....	26

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## Figures

Figure 1: Hobsonville Point Areas Surveyed, 2018 .....	7
Figure 2: Length of time living in this house, 2016 vs 2018.....	11
Figure 3: Length of time living in Hobsonville Point and in current home, 2018 .....	12
Figure 4: Number of household members, Hobsonville Point 2018 vs 2016 vs 2013 Census (Auckland).....	13
Figure 5: Age groups, Hobsonville Point 2018 vs 2016 vs 2013 Census (Auckland) .....	13
Figure 6: Ethnicity of residents, Hobsonville 2018 vs 2016 vs 2013 Census (Auckland) .....	14
Figure 7: Means of travel to work or study, Hobsonville Point 2018 vs 2016.....	15
Figure 8: Distance travelled to main place of work, Hobsonville 2018 vs 2016 .....	16
Figure 9: Number of motor vehicles owned per household, Hobsonville 2018 vs 2016 vs 2013 Census (Auckland) .....	17
Figure 10: Rating of Hobsonville Point as a great place to live, Hobsonville 2018 vs 2016 vs Quality of Life survey 2018 .....	18
Figure 11: Importance of a sense of community, Hobsonville 2018 vs 2016 vs Quality of Life survey 2018 .....	19
Figure 12: Perceived sense of community at Hobsonville, 2018 vs 2016 vs Quality of Life survey 2018 .....	20
Figure 13: Interactions with neighbours, Hobsonville 2018 vs 2016.....	21
Figure 14: Frequency of visiting or using local facilities, Hobsonville Point 2018 vs 2016 .....	22
Figure 15: Frequency of use of local facilities, Hobsonville 2018.....	23
Figure 16: Quality of infrastructure, Hobsonville 2018 vs 2016.....	25
Figure 17: Frequency of waste bin collection 2018 .....	26
Figure 18: Waste bin fullness at collection 2018 .....	27
Figure 19: Waste generated by Hobsonville Point residents (litres/person/year) .....	27

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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.

This survey of current residents conducted in June and July 2018 gathers information about their experiences, perceptions and behaviours while living at Hobsonville Point. The area surveyed included 1283 occupied residences (both owner occupied and rented) including the Waterford on Hobsonville Point retirement village and Brickworks apartments. The results are presented and, where appropriate, compared to the 2016 survey of Hobsonville Point<sup>1</sup>, 2013 census data for Auckland<sup>2</sup>, Auckland results from the Quality of Life Survey 2018<sup>3</sup> and Beacon's National Survey of Neighbourhood Experiences and Characteristics<sup>4</sup>.

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 assessment<sup>5</sup> 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 Point<sup>6</sup> developed by HLC 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 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 93% of respondents agreeing or strongly agreeing that Hobsonville Point is a great place to live. Sense of community also rates highly (71% of respondents strongly agreed or agreed that their community has a strong sense of community). This is a slight increase from the 70% in the



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1 Lock, G (2016)

2 Statistics NZ (2013)

3 AC Nielsen (2018)

4 Saville-Smith (2009)

5 Details of the Neighbourhood Sustainability Framework are available here:

<http://www.beaconpathway.co.nz/neighbourhoods>

6 Hobsonville Point Annual Sustainability Report 2016/17

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

2016 survey of Hobsonville Point and significantly higher than for Auckland (50%, 2018 Quality of Life survey).

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 (97%) and in their home after dark (96%). Perceptions of safety when out walking were also high, with 97% stating that it was fairly safe or very safe walking during the day and 78% walking alone after dark.

A noticeable change from previous survey results is the number of respondents with dislikes that focused on community behaviour. 104 respondents (19%) raised issues including poor driving, crime, noise, failure to clean up after animals, inconsiderate and unfriendly neighbours. Transport was another key focus of dislikes, with carparking (152 comments) the most commonly raised issue in the open-ended question. Comments included a perceived lack of parking, inconsiderate parking and people not using their garage for parking.

Overall, residents report feeling very contented living in their neighbourhood and very few have plans to move from their home or the area. 84% did not intend to move homes within the next year, while 8% intended moving homes within the neighbourhood over the next year.

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 June and July 2018. The assessment repeats the survey of residents conducted by Beacon Pathway for HLC in July 2013 and June-August 2016, and is for 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.

The questionnaire was delivered to 1283 residential properties in Areas 1 to 8. In addition, 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. This generated six responses from outside areas 1-8 but still within Hobsonville Point. These responses were included in the analysis.

**Figure 1: Hobsonville Point Areas Surveyed, 2018**



The survey was delivered to 1283 residential properties in Areas 1 to 8 (Figure 1), comprising:

- 1161 residential properties in Areas 1-4, 7-8 which were considered to be likely to be occupied
- 62 residential properties in Waterford on Hobsonville Point Retirement Village (Area 5)
- 60 residential apartments at the Brickworks (Area 6) – delivered Active Building Management, the property management company.



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.

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 assessment<sup>7</sup> 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 Point<sup>8</sup> developed by HLC 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 HLC to inform their development and as part of their sustainability reporting.

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<sup>7</sup> Details of the Neighbourhood Sustainability Framework are available here:

<http://www.beaconpathway.co.nz/neighbourhoods>

<sup>8</sup> Hobsonville Point Annual Sustainability Report 2016/17

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



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### 3 Method

The Residents' Questionnaire was delivered to 1283 residential properties in Hobsonville Point in June 2018. This included:

- 1161 residential properties in Areas 1-4, 7 and 8 which were considered likely to be occupied
- 62 residential properties in Waterford on Hobsonville Point Retirement Village (Area 5)
- 60 residential apartments at the Brickworks (Area 6).

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

- In Areas 1-4, 5, 7 and 8, questionnaires were delivered to residential properties between Friday 24th and Sunday 26th June. 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 1 July and 14 July 2016 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.
- Area 6 – questionnaires were delivered by the Body Corporate Management Company to the letterboxes of the 60 Brickworks apartments in a sealed envelope also containing a covering letter and a pre-paid return envelope. No personal follow-up was possible due to security 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 in the prepaid envelope or to complete the survey online.

The six-page survey (including 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 the 2016 Hobsonville Point Residents' Survey (268 responses), 2013 census data for Auckland, the 2018 Quality of Life Project data for Auckland and results from Beacon's own survey of over 1,600 individuals<sup>9</sup>.

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■ <sup>9</sup> Saville-Smith (2009). *This survey asked people living in a variety of urban environments across New Zealand about their behaviours, perceptions and experiences of their neighbourhoods.*

## 4 Results

### 4.1 Response rates

A total of 591 completed questionnaire forms were returned by the 1283 households that received hardcopy questionnaires or an electronic link. This gave an overall response rate of 46%. This compares to a 40% response rate achieved in 2016.

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 lowest from the Brickworks apartments where no follow-up of non-respondent residents was able to be made.

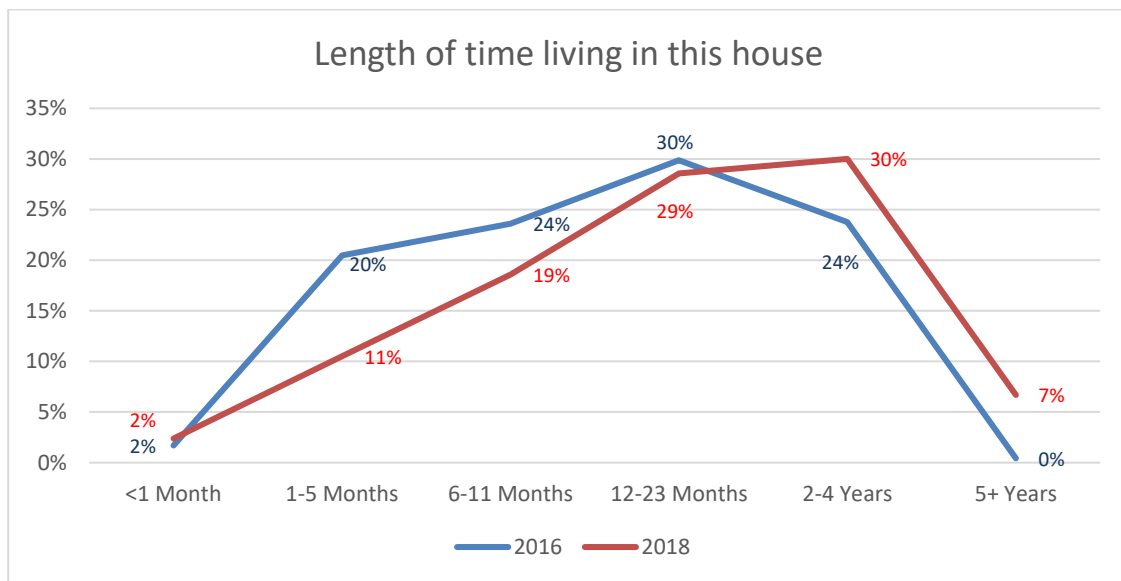
A few households expressed concern regarding the coding and were encouraged to remove the code and complete the questionnaire, rather than not participate.

**Table 1: Response rates for each of the six areas, Hobsonville Point, 2018**

Area	Response rate	Total questionnaires delivered	Total questionnaires returned
Area 1	47%	129	60
Area 2	49%	217	106
Area 3	41%	256	105
Area 4	47%	148	69
Area 5 - Retirement Village	39%	62	24
Area 6 - Apartments	18%	60	11
Area 7	37%	355	133
Area 8	46%	56	26
Hobsonville Point but outside Areas 1-8			6
Code removed or not provided online			51
Total	46%	1283	591

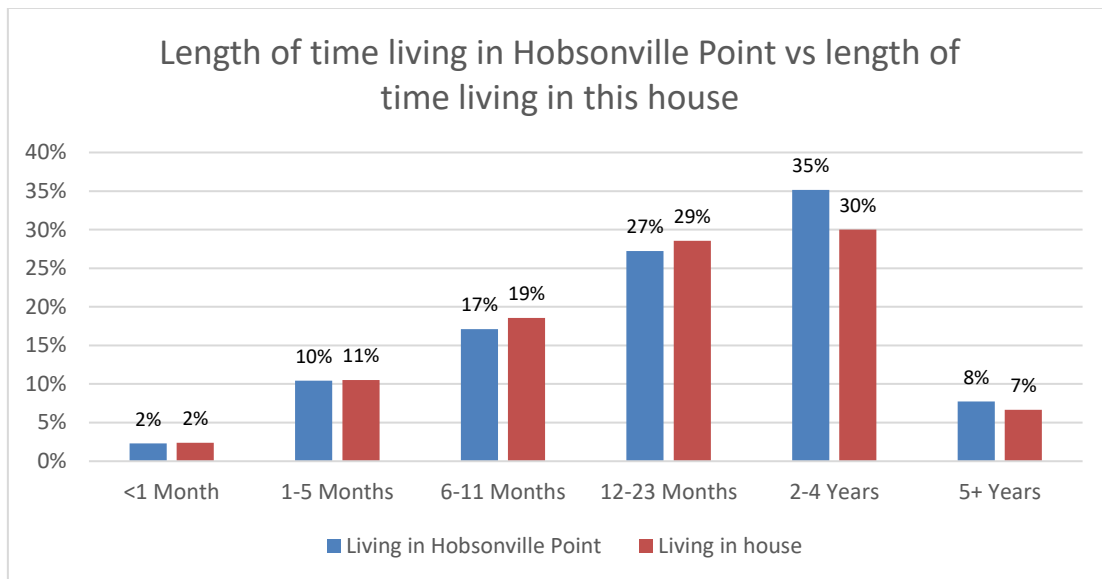
## 4.2 About the households and residents

As Hobsonville Point is becoming more established, there is a growing segment of longer term residents in the community. Whereas in 2016 only three people (two households) identified as having lived in the area for five or more years, now 117 households (8% of respondent households) have lived there for five or more years. While new residents (those who have lived in Hobsonville Point for less than one year) still form a large proportion of the community (30%), they are a smaller group than two years ago when they formed 41% of the community. The same trend is seen in how long people have lived in their current house; 37% have lived in their house for two years or more, compared to 24% in 2016.



**Figure 2: Length of time living in this house, 2016 vs 2018**

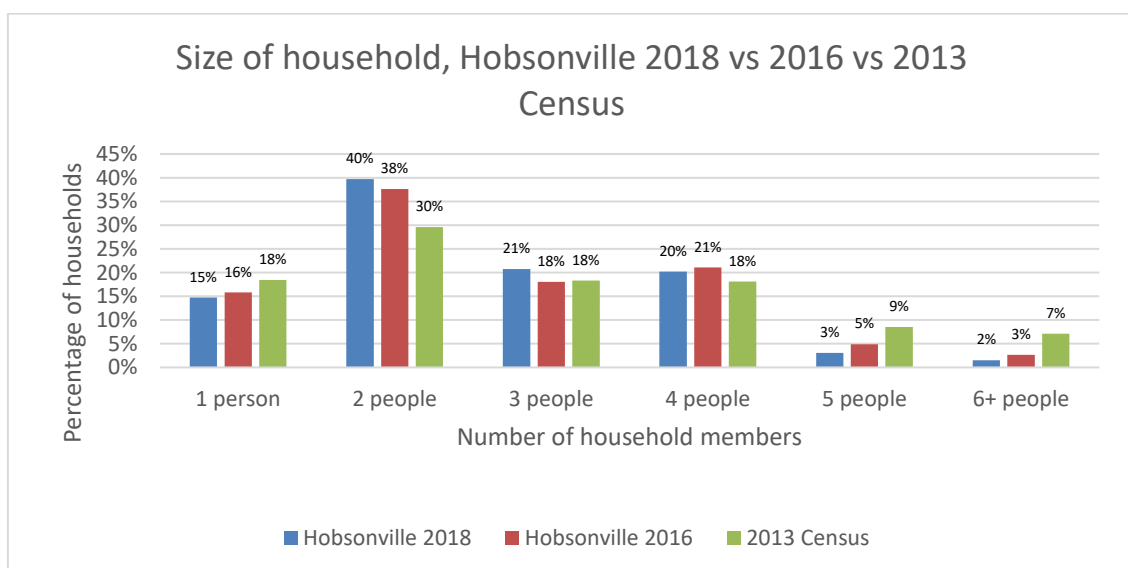
A comparison of how long people report living in Hobsonville Point against how long they have lived in their current house shows that there is again movement of residents within the community, with 30% of people having lived in their home for 2-4 years at that time, but 35% having lived in Hobsonville Point for that time. 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 3: Length of time living in Hobsonville Point and in current home, 2018**

The 591 household units accommodate 1531 people, with an average household size of 2.6 people, slightly less than the average for Auckland of 3.0 persons/household. Hobsonville Point continues to have a lower proportion of larger households, with 5% of households having five people or more people, compared to 8% in 2016, and 16% in Auckland (2013 census data). Standing out is the large proportion of two person households (40% at Hobsonville Point compared to 30% for Auckland (2013 census data)).

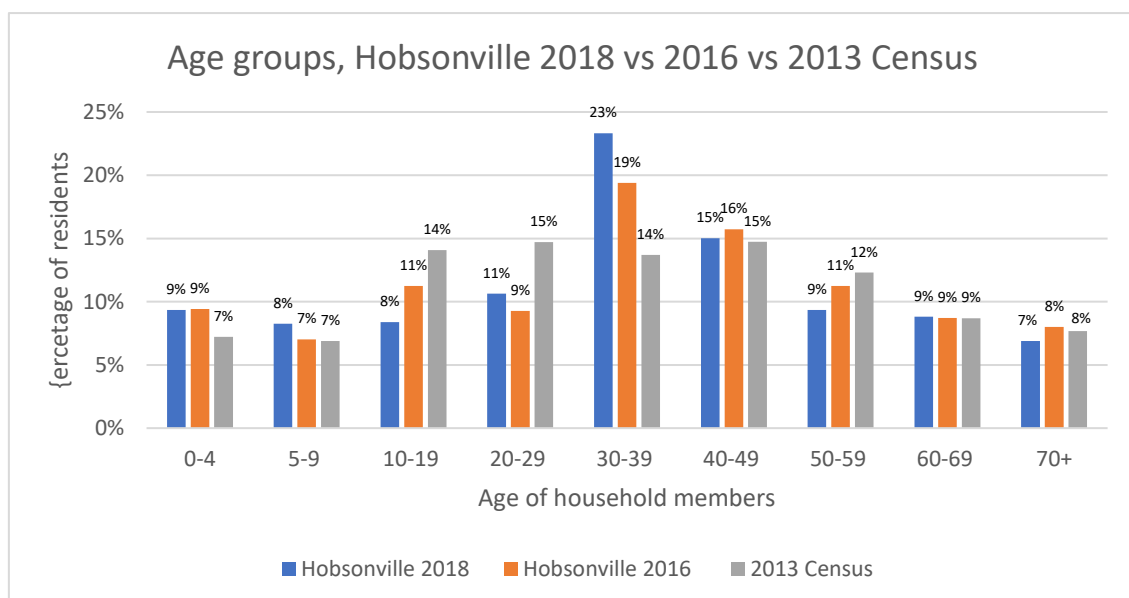
The most common housing types are terrace house (42%) and stand-alone homes (35%), followed by semi-detached homes (20%) and apartments (3%). There is no comparable earlier data give housing typology was not asked as part of the 2013 and 2016 Hobsonville Point surveys.



**Figure 4: Number of household members, Hobsonville Point 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 815 females (53% of sample) and 716 males (47% of sample) living in the households that responded to the survey. This is a slight increase in the proportion of females over 2016 where the distribution was even (51% females and 49% males).

Hobsonville Point continues to show a similar age distribution to Auckland as a whole (2013 Census), with an exception of a higher proportion of the population in the 30-39 years age group and lower proportions in the 10-19 years and 20-29 years age groups. There is a slightly higher proportion of children aged 0 to 9 years (17%) in Hobsonville Point compared to Auckland (14%).



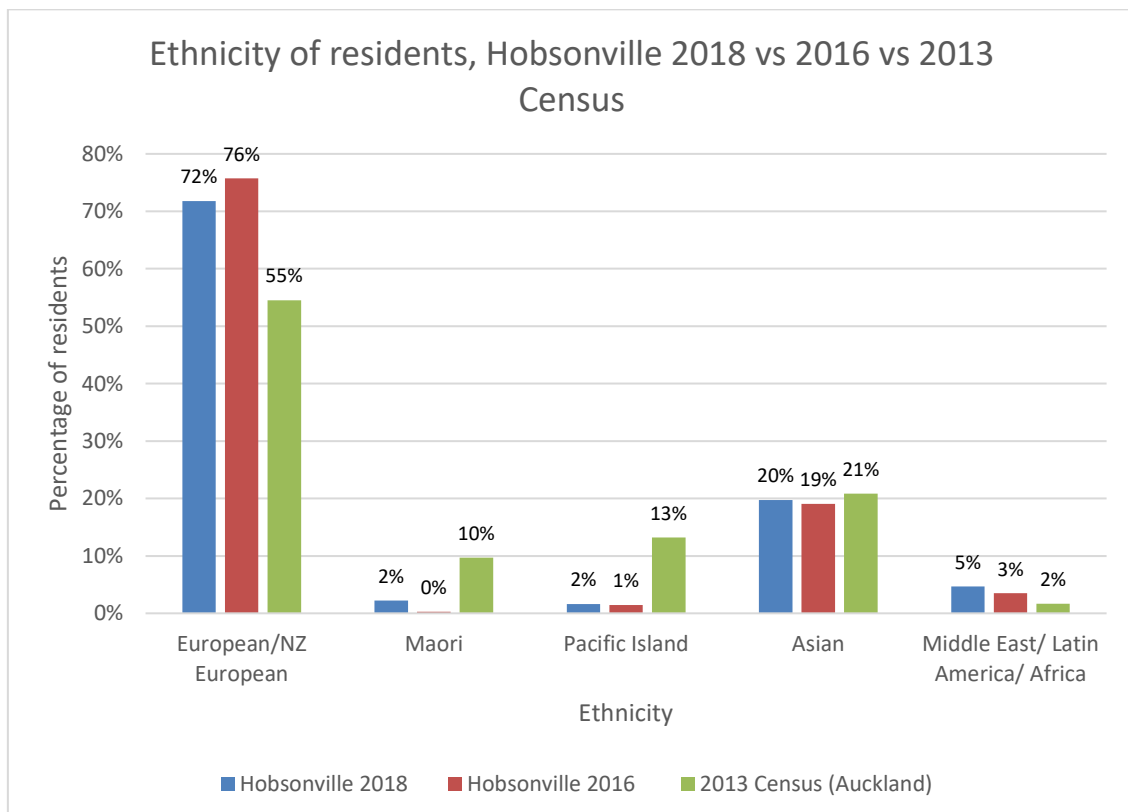
**Figure 5: Age groups, Hobsonville Point 2018 vs 2016 vs 2013 Census (Auckland)**

According to Beacon's national neighbourhood survey report<sup>10</sup>, 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 neighbourhood<sup>11</sup>. While the Hobsonville Point population is similar to the rest of Auckland in terms of these dependent age groups, it should be noted that this is approximately one-fifth of the Hobsonville Point population.

<sup>10</sup> Saville-Smith (2009)

<sup>11</sup> Saville-Smith (2008)

The ethnic structure of the population living in Hobsonville Point 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. While the ethnic structure remains largely the same since the 2016 survey, there has been a slight increase (from a very low base) in the proportion of people identifying as Maori or Pacifica; 33 people identify as Maori (2%, 0.3% in 2016) and 24 identify as Pacifica (2%, 1% in 2016). Nearly three quarters (72%) of residents identify as New Zealand or European compared to 55% of the Auckland population. The proportion of people identifying as Asian (20%) is similar to Auckland as a whole (21%).



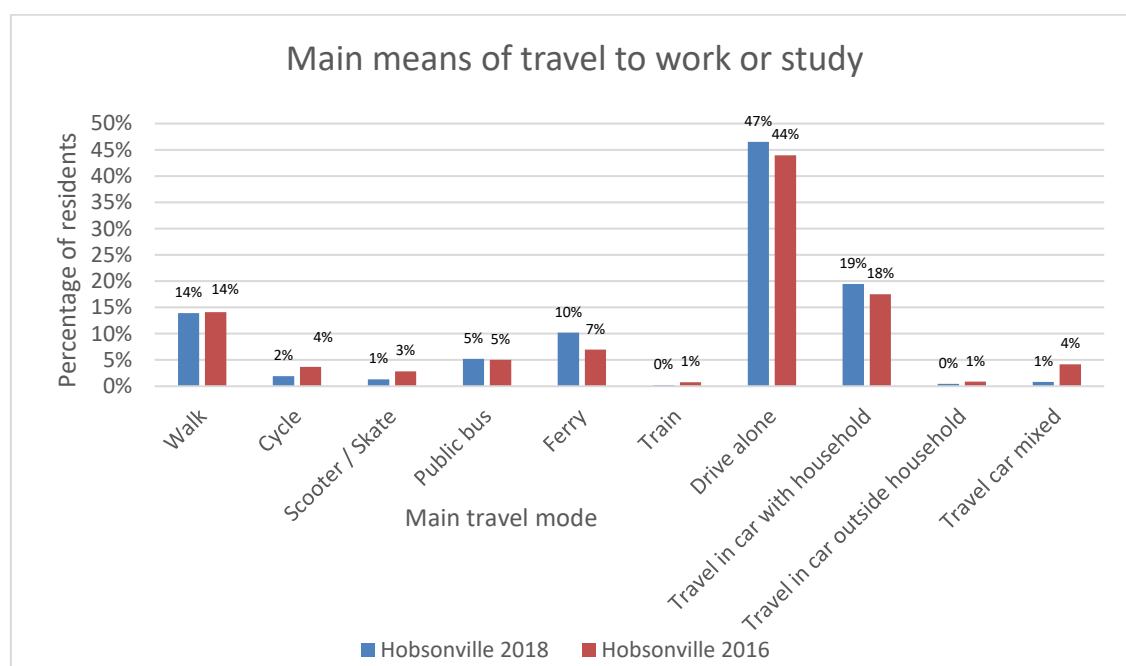
**Figure 6: Ethnicity of residents, Hobsonville 2018 vs 2016 vs 2013 Census (Auckland)**

### 4.3 Travel

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

Overall, the results show a community that is still dependent upon car-based transport, with 66% 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 stayed the same since 2016, at 67%, although the number travelling alone in a car has risen from 44% to 47%. The number travelling by car with other members of the household has also risen (19% in 2018 vs 17% in 2016), but the number sharing a ride with others has fallen to 1% compared to 4% in 2016. A rise has been seen in those taking the ferry to work or study; 10% reported taking the ferry, up from 7% in 2016. A further 14% walked to work or study (the same as 2016), 3% cycled, scooted or skated (down from 7%), and 5% travelled by bus (the same as 2016).

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. There were also 14 comments about the bus service including there being no express bus to the park and ride and no direct buses to the city centre. (See Passenger transport)

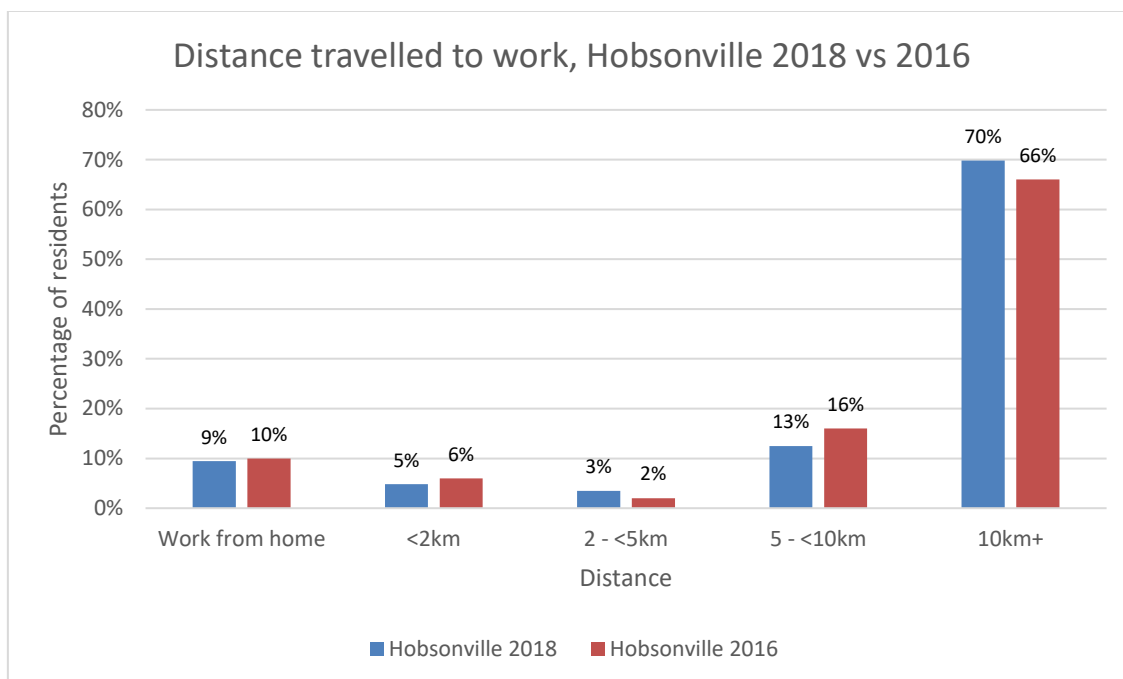


**Figure 7: Means of travel to work or study, Hobsonville Point 2018 vs 2016**

The survey respondent was asked how far their main place of work was from their home. Most respondents tend to work away from Hobsonville Point with 30% working less than ten kilometres away from their homes – down slightly on the 34% in 2016. The percentage of those working between five and ten kilometres from their homes had dropped from 16% to 13%. The



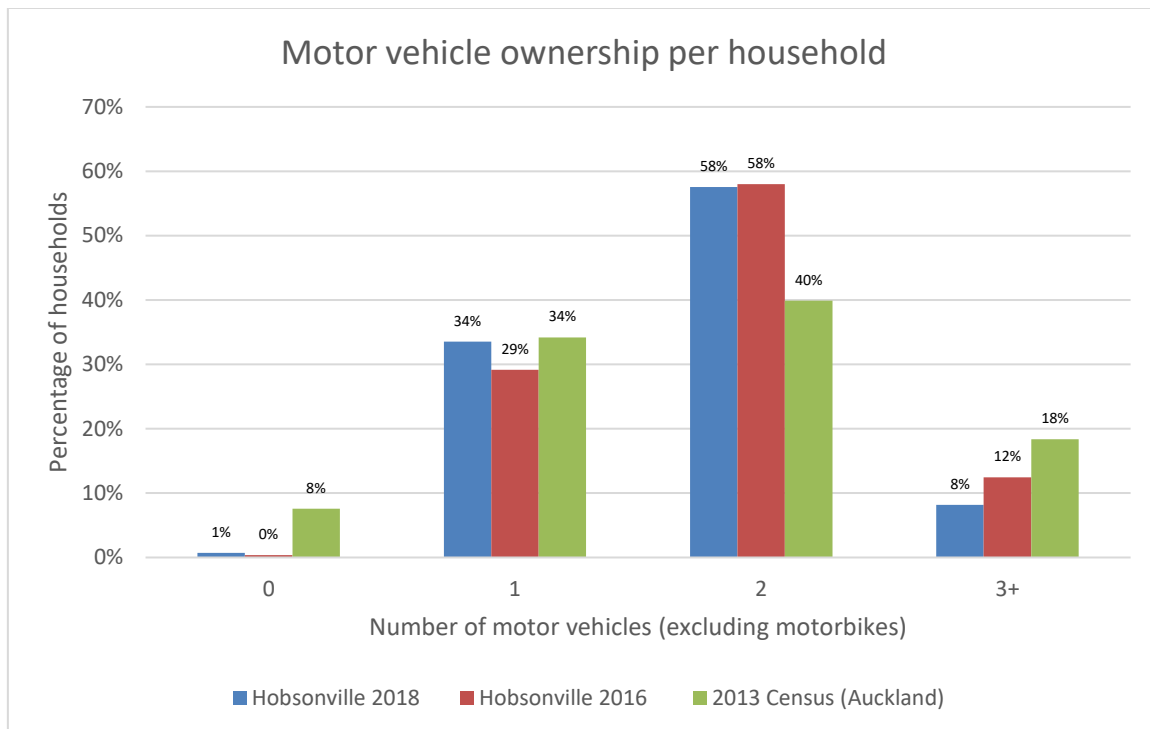
proportion of respondents working from home (9%, down from 10% in 2016) is still higher than the 7% of Auckland people working from home in the 2013 Census.



**Figure 8: Distance travelled to main place of work, Hobsonville 2018 vs 2016**

The number of cars available to households remains similar to 2016, with a slight rise in households without cars (1% compared to 0.4%) and in households with only one car (34% compared to 29% in 2016). The number of households with two or more cars has dropped from 70% in 2016 to 66% in 2018.

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. A higher proportion of Hobsonville Point households (58%) have two motor vehicles compared to Auckland (40%); however, fewer Hobsonville Point households have three or more vehicles (8% at Hobsonville compared to 16% across Auckland).



**Figure 9: Number of motor vehicles owned per household, Hobsonville 2018 vs 2016 vs 2013 Census (Auckland)**

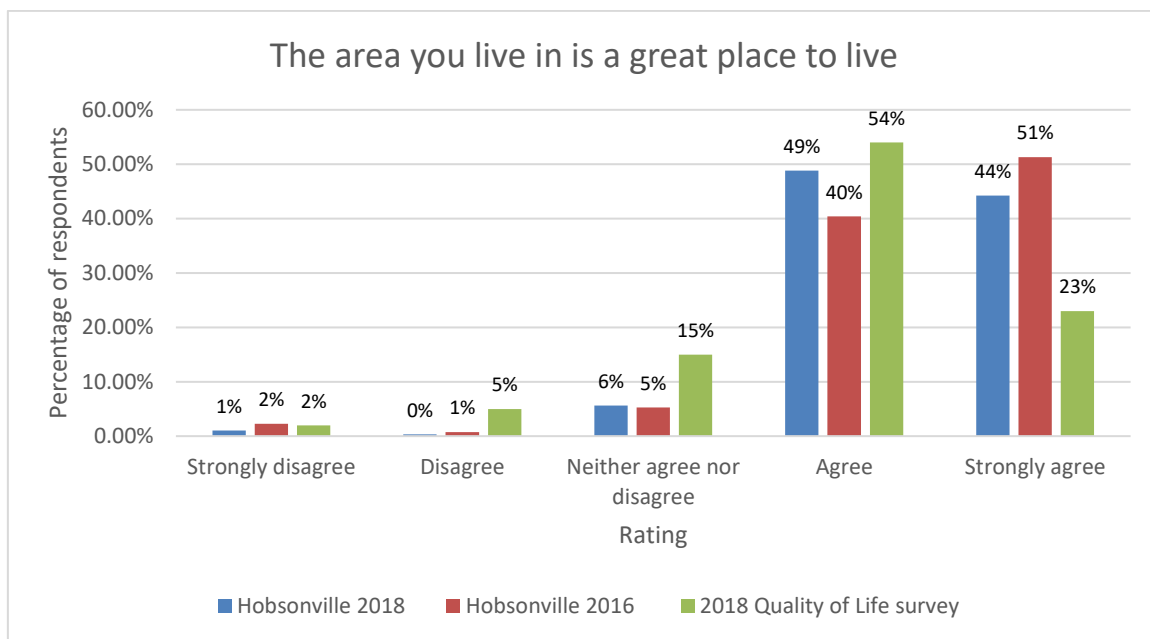
The dependence on motor vehicles and importance of transport was also raised strongly in the open-ended questions where transport was the dominant issue raised (see section 4.9.1.2 Transport issues). 8% (47 households) made positive comments about transport, particularly about the access to the motorway and availability of the ferry service. However, transport dislikes were frequently raised with:

- Parking (152 comments)
- Passenger transport (95 comments)
- Transport infrastructure – street design (23 comments)
- Speed (13 comments)

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 2016, there was concern that residents used their garages as storage for general household goods and not for cars. (See Carparking)

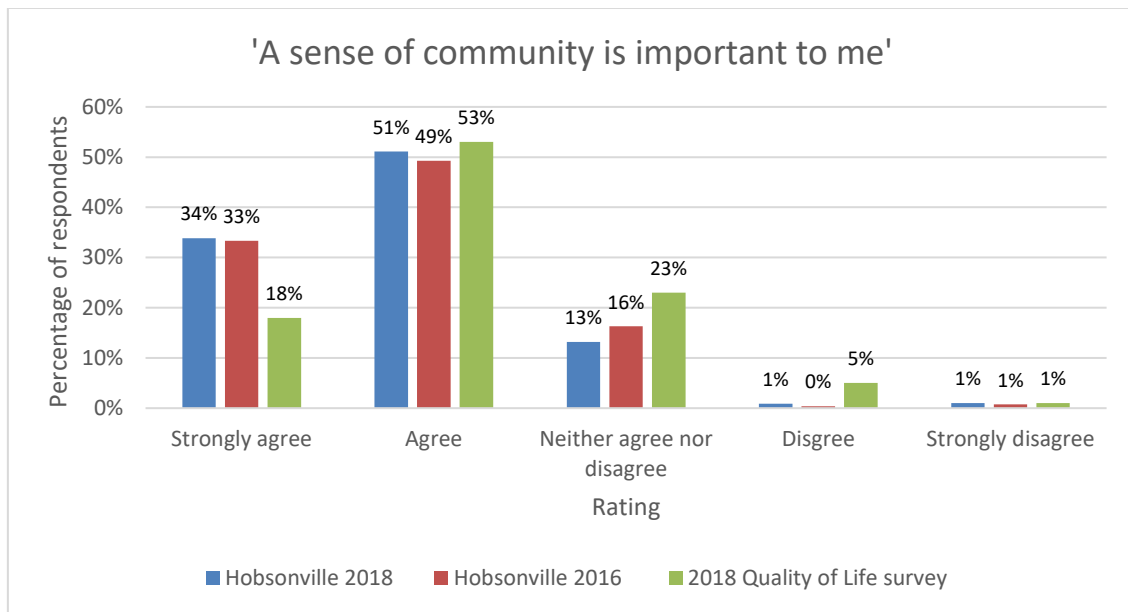
## 4.4 The local neighbourhood

Hobsonville Point rates highly in terms of neighbourhood satisfaction, with 93% of respondents agreeing or strongly agreeing with the statement “the area that you live in is a great place to live” (up from 91% in 2016). The number who strong agreed (44%) has dropped from the 51% in 2016, while the number who agreed (49%) was up from 40% in 2016. Fewer people disagreed or strongly disagreed with the statement, down to 1% from 3% (Figure 10). 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.



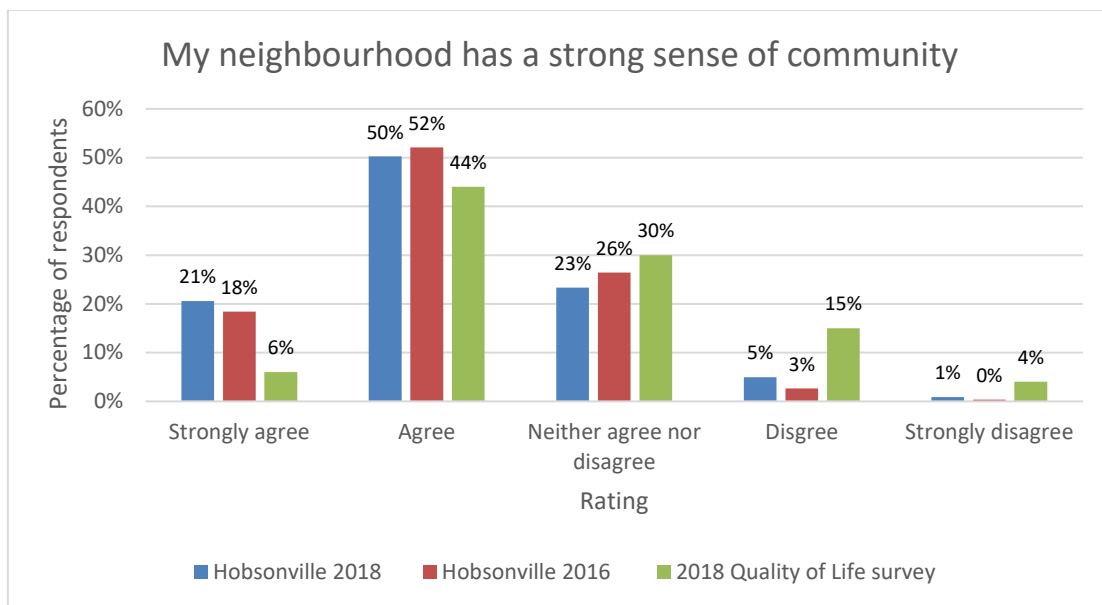
**Figure 10: Rating of Hobsonville Point as a great place to live, Hobsonville 2018 vs 2016 vs Quality of Life survey 2018**

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, compared to 82% in 2016 and 71% of 2018 Quality of Life respondents in Auckland.



**Figure 11: Importance of a sense of community, Hobsonville 2018 vs 2016 vs Quality of Life survey 2018**

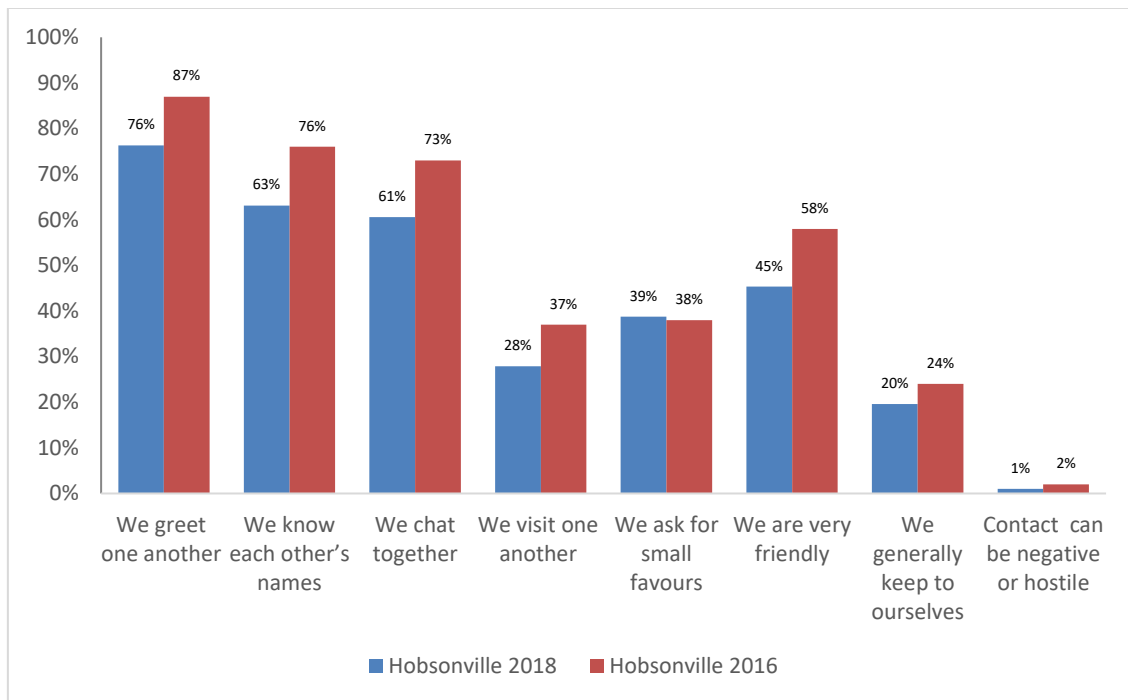
Consistent with valuing a sense of community, respondents' perception of the sense of community in Hobsonville Point remains high, with nearly three quarters (71%) of Hobsonville Point residents agreeing or strongly agreeing with the statement that their neighbourhood has a strong sense of community (compared to 70% in 2016, and 50% for Auckland). Interestingly, while the proportion of people strongly agreeing increased from 18% to 21%, the proportion disagreeing or strongly disagreeing also increased. (6%, up from 3% in 2016). This is low compared to Auckland Quality of Life Survey 2018 where 19% of respondents strongly disagreed or disagreed with the statement. 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 (9 comments), some people in the community being negative (5 comments) and concerns about the density of the development (4 comments).



**Figure 12: Perceived sense of community at Hobsonville, 2018 vs 2016 vs Quality of Life survey 2018**

While most households (95%) knew at least one other household and 77% knew 3 or more other households, 31 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 dropped from 25% to 16%.

Respondents were asked to select the statements that described their relationship with their neighbours. This question was answered by 99% of households, with 60% selecting between three and six of the eight provided options. Positive neighbourhood interactions had reduced in almost all areas compared to the 2016 survey, although on the plus side, reports of hostile or negative interactions have reduced from 2% in 2016 to 1% in 2018, and the number of people who report keeping to themselves has reduced from 24% in 2016 to 20%.

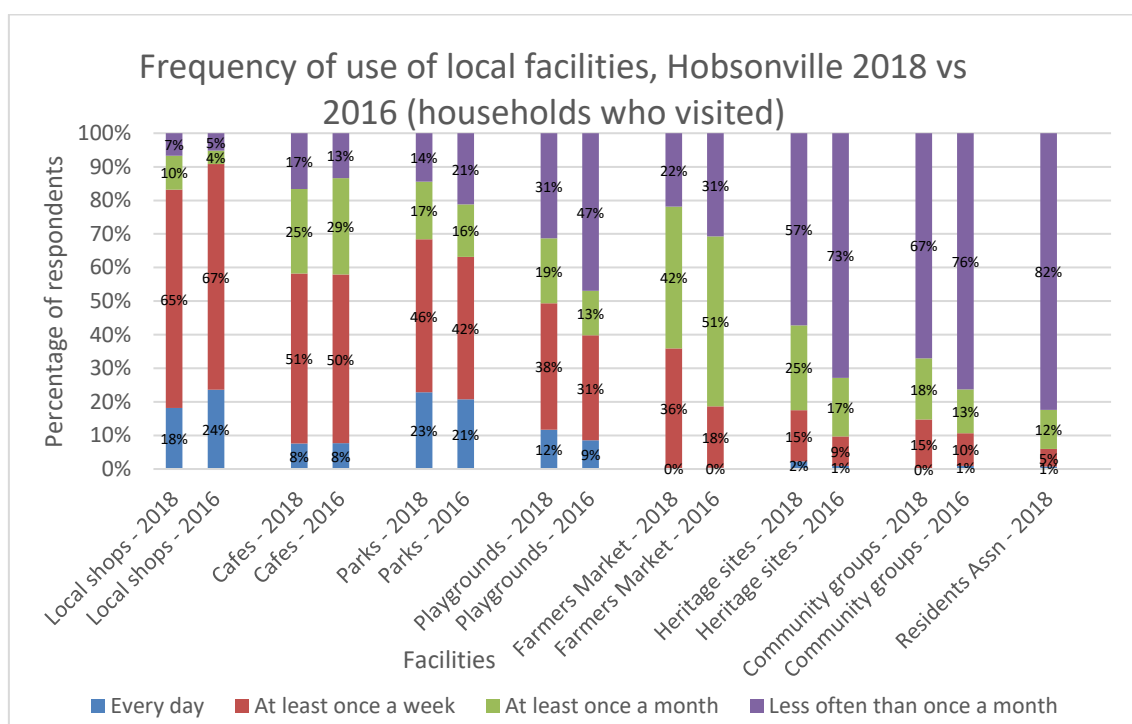


**Figure 13: Interactions with neighbours, Hobsonville 2018 vs 2016**

The intentions of households to move homes within the next year remain very similar to 2016. Most households (84%, up from 82%) did not intend to move homes within the next year, while 8% (down from 11%) intended moving homes within the neighbourhood over the next year. Of those who tended to move out of the neighbourhood, most were because of work or family reasons. Only 1% (seven households) identified that they intended to move out of the neighbourhood in the next year because of the neighbourhood.

## 4.5 Local facilities

Of those who have visited the local facilities<sup>12</sup>, use remains high, with increases in the number of households visiting parks at least weekly (69% up from 63% in 2016), cafes (59% up from 58%), playgrounds (50% up from 40%) and the Farmers Market (36% up from 19%). The only local facility that showed a drop in patronage at least weekly were the local shops (83% down from 91%). Use of heritage sites and community groups is slowly rising, although still lower than other facilities. 42% of households visit a heritage site at least once a month, up from 27% in 2016, and 33% participate in a community group at least once a month, up from 24% in 2016. 22% of households participate in or visit the local residents' association or community body activities at least once a month.

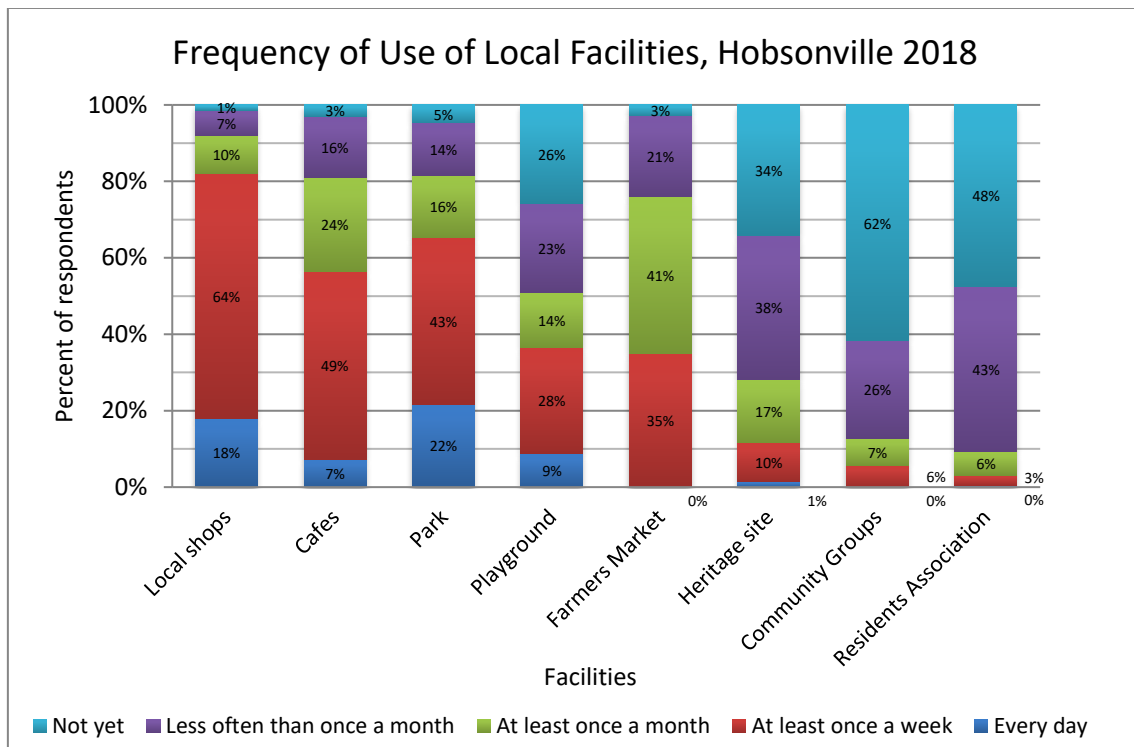


**Figure 14: Frequency of visiting or using local facilities, Hobsonville Point 2018 vs 2016**

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.

<sup>12</sup> Local is not defined in the survey, so perceptions may vary between respondents.





**Figure 15: Frequency of use of local facilities, Hobsonville 2018**

Responses in the open-ended questions largely focused on the facilities that respondents would like to see at Hobsonville Point (see section 4.9.1.3 Community and recreational facilities and section 4.9.1.4 Commercial facilities)

## 4.6 Safety perception

Most people continued to feel fairly or very safe in their home during the day (97%) and in their home after dark (96%). Perceptions of safety when out walking were also high, with 97% stating that it was fairly safe or very safe walking during the day (the same as 2016) and 78% as fairly safe or very safe walking alone after dark (up from 75% in 2016). As with the 2016 survey, 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 90% 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 78% of those living in Hobsonville Point.

**Table 2: Perceptions of safety in local neighbourhood, Hobsonville 2018 vs2016**

Activity	Year	Perception of Safety				
		Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know / Not Applicable
Cycling in my neighbourhood	2018	44%	21%	5%	2%	28%
	2016	45%	20%	4%	2%	29%
Walking in my neighbourhood during the day	2018	89%	8%	1%	3%	0%
	2016	87%	10%	0%	2%	0%
Walking alone after dark	2018	30%	48%	13%	2%	7%
	2016	30%	46%	12%	3%	10%
In my home during the day	2018	90%	7%	0%	2%	0%
	2016	89%	8%	0%	2%	0%
In my home after dark	2018	80%	16%	2%	2%	1%
	2016	80%	16%	1%	2%	1%
14 years to play outside during the day	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 both likes and dislikes in the open-ended questions. Concern about safety largely related to increased crime in the area (see section 4.9.1.1 Community feel)

## 4.7 Local infrastructure

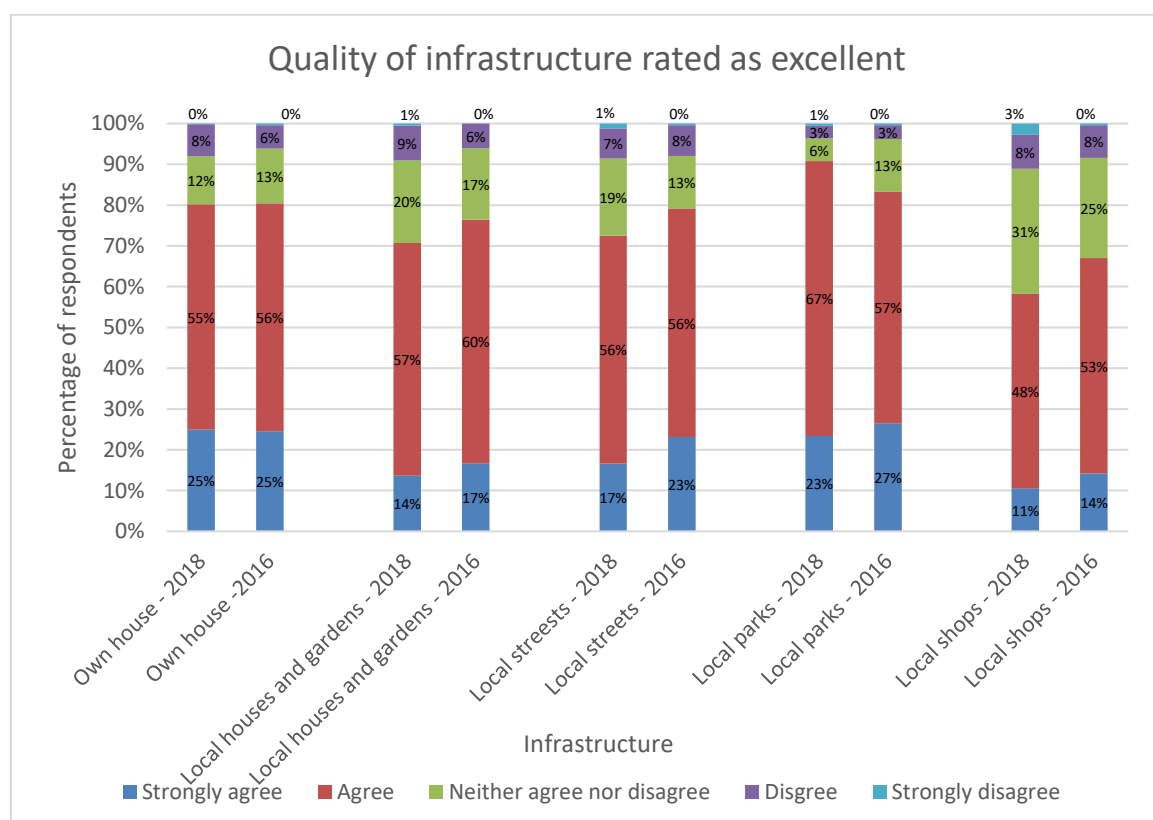
Most households (97%) agreed that their homes were warm and comfortable, in line with the 2016 results of 98%. The majority of respondents agreed or strongly agreed that the quality of the following infrastructure was excellent (Figure 16):

- Local parks and reserves in their neighbourhood (90%, up from 83% in 2016)
- Their house (80%, the same as in 2016)
- Streets in their neighbourhood (73%, a drop from 79% in 2016)
- Houses and gardens in their neighbourhood (71%, up from 76% in 2016)
- Local shops (59%, down from 67% in 2016)

Local shops were rated lower with 67% agreeing or strongly agreeing that the local shops were excellent.

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 ensuring greenspace is retained in future. 13% of respondents identified greenspaces as an aspect of Hobsonville Point that they most liked. The value of the Coastal Walkway also was frequently raised. (See Greenspace)

The quality and maintenance of both public and private gardens was raised 32 times in the open-ended responses, most commenting on maintenance needs (see Gardens and planting - quality and maintenance).



**Figure 16: Quality of infrastructure, Hobsonville 2018 vs 2016**

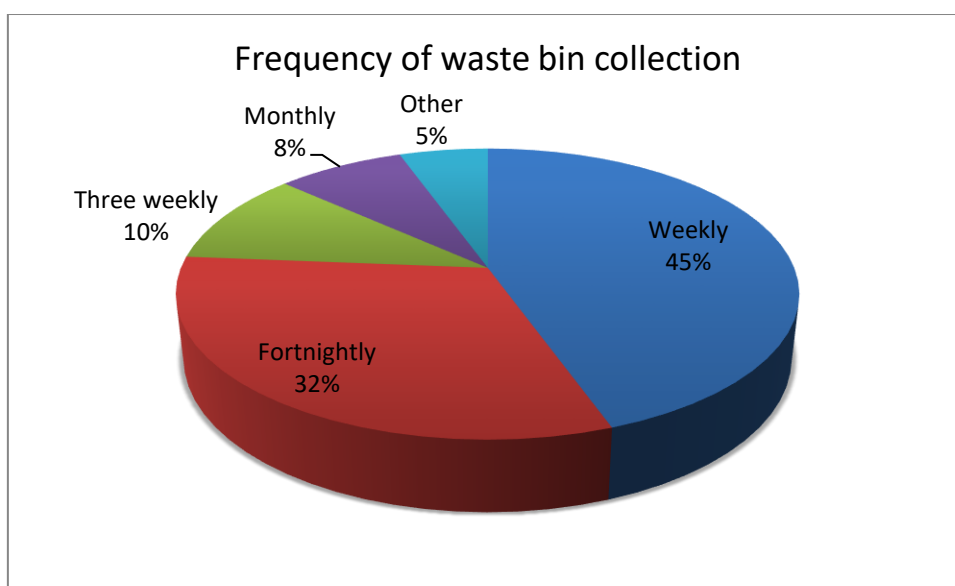
Residents were asked about their environmental interactions and disaster preparedness. Nearly two-third (62%) said they could get by without outside help for a couple of days in a natural disaster, compared to 64% in 2016. Composting remains low at 21%, however two-thirds of respondents had acted to improve the environment in the past year. On the plus side, the households which have seen tui or fantails in their garden or neighbourhood has gone up from 21% to 35%.

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

	<b>% Yes 2018</b>	<b>% Yes 2016</b>
In the last year, I have taken action to improve the natural environment.	67%	58%
During the last month, I have seen tui or fantail in my garden or neighbourhood.	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.	62%	64%

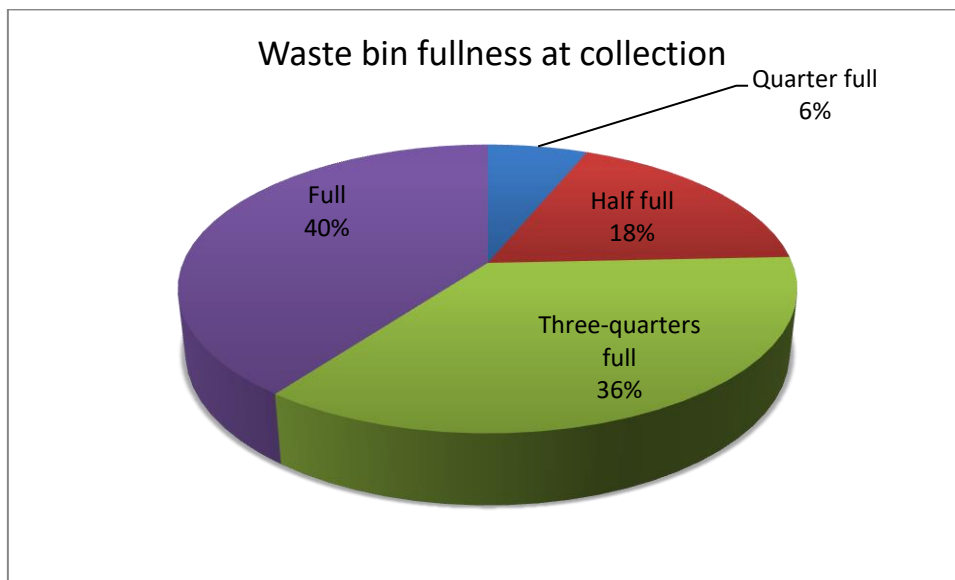
## 4.8 Household waste

Respondent were asked about their household waste generation. Most households (85%) had a small bin (approx 120-140 litre). A majority of households (45%) put their rubbish out weekly, with 32% of households putting their bin out fortnightly.



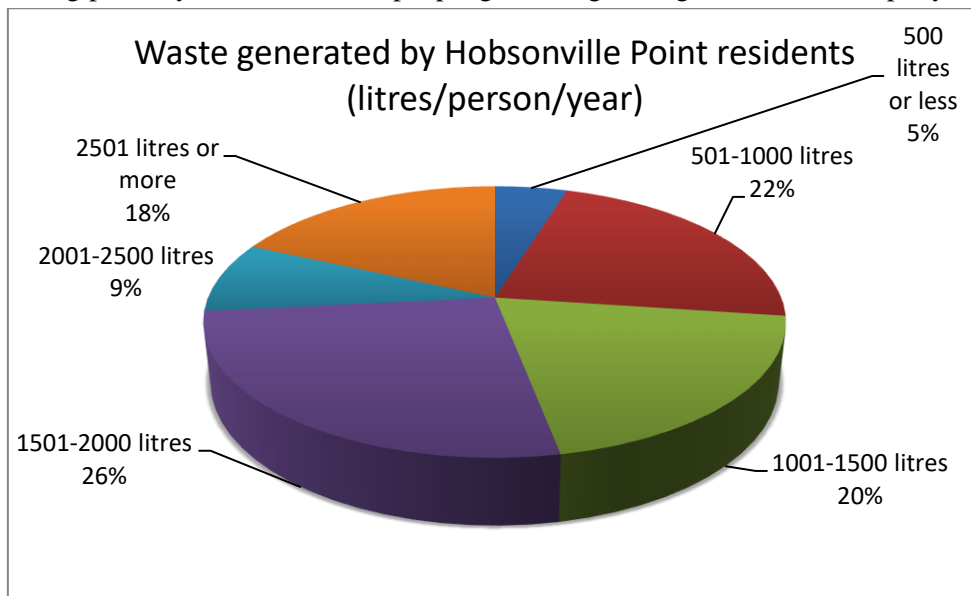
**Figure 17: Frequency of waste bin collection 2018**

The majority of respondents (40%) reported their bin was full at collection, closely followed by 36% who reported their bins were three quarters full. 24% had bins that were half full or less.



**Figure 18: Waste bin fullness at collection 2018**

Waste generated (litres/person/year) averaged 1737 litres/person/year, with a range from 140 litres/person/year to over 7000 litres/person/year. This equates to an average of 226kg/person/year, with 13% of people generating 100 kg or less of waste per year<sup>13</sup>.



**Figure 19: Waste generated by Hobsonville Point residents (litres/person/year)**

<sup>13</sup> 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>

## 4.9 Open ended questions

### 4.9.1 Likes, dislikes and hopes for Hobsonville Point

Respondents were asked if there was anything else they would like to say about living in Hobsonville Point e.g. likes, dislikes, hopes for the area over the next year. Most (95%) of households made comment.

#### 4.9.1.1 Community feel

Nearly a third of respondents (28%, 156 people) rated the sense of community or community feel as a key thing they liked about living at Hobsonville Point. Respondents said they liked:

*"Sense of community and knowing our neighbours more than we have in other places we have lived."*

*"Sense of community - everyone is friendly and greeting each other."*

*"It's a safe friendly and well organised community. We really enjoy living at Hobsonville Point."*

Respondents also liked the feeling of safety and security they enjoyed at Hobsonville Point, with 75 (14%) of respondents liking:

*"A sense of security as houses are closer."*

*"Safe environment for me and my kids."*

*"Ability to lock up property and leave (travel) without concern."*

Words which were commonly used to describe Hobsonville Point were 'peaceful', 'quiet' and 'clean'. Respondents said they liked:

*"Private, quiet."*

*"New fresh clean community."*

*"Very safe. Clean and relaxing to live in Hobsonville Point."*

*"Beautiful and quiet."*

It was noticeable that the number of respondents with dislikes that focused on community behaviour had risen this year. 104 respondents (19%) were unhappy about behaviours that were impacting their lives. These included:

- Poor driving, inconsiderate parking (8 comments). Some respondents were particularly concerned about neighbours using the parking in front of their house, or about neighbours parking on the street while they used their garage for storage.

*"Cars not following traffic rule; I have observed a lot using their mobile phones while driving. Not slowing down on intersections, always assuming no one will cross."*

*"People using their garages as another room instead of using them for their cars."*

- Crime – graffiti, breaking into cars, theft (29 comments, 5%)

*"The fact that my car has been broken into twice in the past 13 months...."*

*"Hooligans coming to smash car windows and petty theft at night."*

*“There have been some instances of car thefts and car break ins. Security to help prevent these types of things would be good.”*

- Noise, particularly given the close proximity of houses. Respondents (18, 3%) were unhappy about the inconsiderateness of neighbours, construction noise, motorway noise, and noise from the Whenuapai Air Base (1 respondent).

*“People tend to come with a 1/4 acre mentality. Does not work when you share a wall as not very sound proof. And people tend to be oblivious about peaceful enjoyment.”*

*“Noisy construction especially in the evenings and weekends.”*

*“Barking dogs in adjacent properties.”*

- Failure to pick up dog or cat poo, or to control dogs (13 comments).

*“Dogs in playground when children are there, and dogs not on leash on walk way.”*

- Inconsiderate or unfriendly neighbours (12 comments).

*“When others aren't conscious of actions affecting neighbours, e.g. leaving bins in front of our house for 5-7 days.”*

*“People who do not bother to say hello.”*

*“Not all households of the community participate in community activities or get together or meetings.”*

As in 2016, there were different views on the exclusivity of Hobsonville Point. Some people believed this to be a positive thing, but others criticised what they perceived as a snobby attitude. Others were concerned about other people coming into ‘their area’ either bringing crime or using what they pay for.

*“The small minded whinging complaining people who expect the earth when really HP is just another overpriced suburb of Auckland.”*

*“Like I do in other communities...I would be happy to be involved in anything that involves diversity, advocacy or charity though not likely in such a “precious, look at me” suburb.”*

The negativity on the Community Facebook page continues to concern respondents, identified as a dislike in 20 comments (up from 7 in 2016). However, there was one respondent who believed it was improving.

*“Negative unnecessary commentary on the community Facebook pages...”*

*“Initially there was a strong sense of Hobsonville Point self righteousness with the use of the Hobsonville Point Facebook/complaints page. Now it is more of a community page like it should be. The Hobsonville Point Residents Society page is also very useful as an electronic notice board.”*

Eight people commented on the society rules: three that the rules were too restrictive and two about having to contribute to residents’ societies/body corporates, and one that people do not adhere to them. One respondent wanted more input into decisions, and one wanted spending to be more inclusive.

*“Having to be part of the HRS and being dictated to if you want to repaint or even if you wish to replant”*

*“Lack of community involvement in big decisions i.e. toilet and lack of parking.”*



*“Residents society funds to go to projects that are better for the wider community, not small facilities that affect a minority such as Chichester Cottage.”*

#### **4.9.1.2 Transport issues**

8% (47 people) of respondents made positive comments about transport, particularly about accessibility to motorways and the availability of the ferry service.

*“I use the ferry to commute to work in city which is fantastic.”*

*“There aren't traffic problems and it's close to the motorway.”*

However, transport related issues were a key area of focus of respondents' dislikes, particularly relating to carparking and public transport.

##### **Carparking**

152 people commented about parking as something they disliked about Hobsonville Point. 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 2016, there was concern that residents used their garages as storage for general household goods and not for cars.

*“People parking their cars on the street and not in their garage so when my visitors come there is nowhere to park.”*

*“No carparking provided in increasingly large apartment complexes will lead to even more parking conflict.”*

*“Lack of enforcement on parking issues (major ones like parking over driveways, inconsiderate parking; tradesmen parking on footpaths around retail shops.”*

*“The kerbs are confusing as people don't realise they have parked over a driveway.”*

Respondents made some suggestions for parking improvements:

*“Lack of parking outside local shops.”*

*“I'm concerned about the lack of parking at the boat ramp. I have a canoe but can never find a park during the day so drive to west harbour instead...”*

*“Lack of 'area overflow parking' - similar to the parking in Toheroa St. There are opportunities for this kind of parking along, or e.g. Bomb Pt Drive.”*

*“Enforce no parking in laneways.”*

##### **Passenger transport**

95 comments were made about public transport, most of which were about the Hobsonville Point ferry. As with 2016, most related to wanting increased services – both in terms of improved frequency, and services running off peak and in the weekend. Unlike 2016, there was only one comment that the cost of ferry trips was high.

*“Lack of public transport options. No ferry at night or at weekends and no direct buses to the city.”*

*“Travel in traffic to city, limited public transport that suits my schedule”*

*“Lack of public transport that don’t run at rush hour times. If you try and go out on a Friday night for a drink, the last ferry is at 7.15pm which defeats the purpose of having public transport.”*

While most dislikes were focused on the ferry, 14 respondents commented on the bus services, particularly the lack of a service to get directly into the city or to the Park and Ride. A number of comments disliking traffic were linked to the lack of suitable public transport options.

*“Peak hour traffic to drive in to town and lack of buses directly into the city.”*

*“No express bus from the park n ride.”*

#### **Transport infrastructure**

Other transport related dislikes concerned infrastructure. 23 respondents raised narrow streets, particularly in relation to manoeuvring and difficulties with parking. Other concerns were around street design and street bumps.

*“Narrow roads so that if cars are parked on both sides it's difficult to get through.”*

*“Silly speed bump in front of our house that sounds like a bomb exploding every time a truck and trailer goes over it.”*

*“Building trucks damaging the roads”*

*“No off ramp or on ramp at Squadron Drive going towards North-West.”*

#### **Transport behaviour**

Speeding was identified as a concern, including concern over construction traffic, but also of boy racers and 13 other respondents identified speeding in general.

*“Currently too many speeding tradesmen cars”*

*“The speeding cars are a worry. Small children are at risk and drivers don't take enough care.”*

*“Speed limit on all side roads should be 30kph.”*

#### **4.9.1.3 Community and recreational facilities**

41% of respondents (255) commented positively about facilities at Hobsonville Point. Of these, the most common comments were about the walkability of the development, with 20% of respondents appreciating both the ability to walk to amenities and the walking tracks in the area. The coastal walkway, Bomb Point and the flatness of the area were particularly appreciated.

*“I love being able to walk to friends’ houses, walk to the ferry (would be used much more if was frequent), walk to grab coffee.”*

*“That we can safely walk to nice parks/playgrounds and the markets & cafes with our daughter.”*

*“That the schools, parks, cafes, farmers market and other facilities are all walkable/rideable and along the way I often bump into neighbours and friends in the neighbourhood.”*

*“The beauty of the coastal walks.”*

There were 15 (3%) adverse comments about local community and recreational facilities. Many of these issues raised were similar to those raised in 2016, although the number of comments was fewer, particularly proportionally to the size of the sample. Most comments focused on facilities that the respondent believed were needed at Hobsonville Point.

- Community facilities – library, community centre (4 comments)

*“No real Village, no library, no community centre.”*

- Recreational facilities, particularly a pool (6 comments – down from 16 comments in 2016) but also basketball court, indoor stadium, sports fields, tennis courts, skate park. Two respondents wanted more playgrounds and more interesting playgrounds. Three respondents were concerned that there were not suitable recreational facilities for teenagers

*“There is a lack of facilities/entertainment spots for children as they get past the current playground age.”*

*“Not enough thought being given to more green open spaces for the future teenagers.”*

Other comments were about Two respondents raised the need for more community events (2 comments), more facilities for dogs (2 comments) and issues with lighting and safety (1 comment).

#### 4.9.1.4 Commercial facilities

Respondents (43, 8%) appreciated the convenience of having commercial facilities available.

*“We have made relationships with local businesses and want to stay local.”*

*“Livelihood of the community based residential.”*

*“Convenience - Shops close by.”*

There were 24 (4%) comments focused on the commercial facilities that people would like to see at Hobsonville Point. This is a significant decrease from the 52 comments received to the much smaller 2016 survey, where 24 people wanting more cafes/bars/restaurants, and 11 households wanting a petrol station<sup>14</sup>. 2018 comments included:

- A petrol station (4 comments)

- More shopping options (10 comments)

*“The lack of local shops, e.g. dry cleaner, hardware, small electrical goods and repairs.”*

*“A permanent butcher and greengrocer.”*

*“Supermarket”*

- More food options (12 comments) including a local pub, Britomart style cafes and bars, and a Chinese or Asian restaurant.

- One respondent raised the need for daycare, and two respondents raised the need for more choice in schooling.

*“Not enough space for daycare. Can't get a place for my baby to enrol. Waiting list is 2 years!”*

- One respondent was critical of local shop advertising

■

<sup>14</sup> 268 responses were received in the 2016 survey and 591 in the 2018 survey.

#### 4.9.1.5 Hobsonville Point development

A range of comments were made about the Hobsonville Point development. These should be viewed alongside earlier comments about liking living in the area and valuing the community feel.

##### Development

115 respondents (21%) made positive comments about the development and design of Hobsonville Point. Aspects specifically mentioned included that it was new and modern, the variety of house designs, and a well-planned neighbourhood. Respondents liked:

*“The planned approach to the area with great infrastructure with parks and mixture of heritage and new builds. I am surprised by the high density how quiet it is. I think Hobsonville is a great place to live.”*

*“Beautiful surroundings. Neat and tidy and orderly.”*

*“The way it suits all ages. We are a 3 generation household and find all our needs met here.”*

*“Diverse community, good mix of age groups, excellent use of space, well developed public space.”*

*“The ideal of trying to make/create a vision for a positive neighbourhood with a sense of community spirit.”*

However, 99 respondents made negative comments about the design. These mainly fell into two categories:

- Density - concern over whether infrastructure would cater for the extra density, and concern over quality of life with growing density. This was particularly voiced as apartment buildings are constructed in the area. There appeared to be some uncertainty about the level of density and apartments planned for the area.

*“We are concerned that long term the area cannot sustain the intensive development without further development of roads etc.”*

*“How crowded it will feel when building has reached capacity”.*

*“Hard to know what is going to be built next. Apartment blocks are too high.”*

- Privacy and the closeness of houses

*“Closeness of the homes, privacy is limited.”*

*“I do not like how close the houses are and how many houses are in a small area. I feel it will turn to a slum.”*

##### House design and quality

62 (11%) of respondents said their house was what they like the most; specifically, that it was warm and dry, plus new and not requiring maintenance. Five respondents mentioned the ability to own an affordable home.

*“Living in a nice new home, that is dry, warm and low maintenance.”*

*“Warm, dry, new build with the opportunity to enter (and in our case, win) an affordable housing ballot.”*

*“Savings on electricity costs etc. due to better insulation.”*

Nineteen respondents were unhappy about some aspects of their houses or the look of houses in the area. These covered the quality of houses, size, and colour, as well as the size and quality of garden spaces

*"I feel that the concept and design have been compromised in parts of the Bomb Point area where there is some very cheap looking houses that have little or no aesthetics,"*

*"Quality of finishing on our house"*

*"The soil quality in backyard - so boggy, soggy, hard to manage and grow plants."*

There were four comments about the cost of housing, compared to nine in 2016. Unlike 2016, there were no comments about delays in build time.

#### **Gardens and planting - quality and maintenance**

The quality and maintenance of gardens - both public and private (15 comments) - were raised 32 times, compared to 23 times in 2016.

*"The flexi bin idea was great! Good to see the money we pay to the community goes towards something useful."*

*"The roadside gardens, Council planting that is not maintained. Almost 5 years ago when we moved in the gardens were very attractive, now they are an unkempt embarrassment..."*

*"Lack of adherence to requirements for garden maintenance from some neighbours."*

#### **Greenspace**

The greenspaces were specifically mentioned as the aspect of Hobsonville Point they most liked by 72 (13%) of respondents. Respondents liked:

*"The walkways, parks and access to the waterfront."*

*"Green spaces, greenery. Bomb Point"*

*"Access to parks and playgrounds. Doesn't matter that my backyard is so small as there is lots for the kids to explore. "*

*"The coastal walkways/cycling routes, and the improved facilities of Catalina bay, including the farmers market. Open spaces with a sense of freedom."*

There were few comments critical of the greenspace. Four respondents were concerned about disappearing greenspace.

*"The lack of care to surrounding bush and trees, eg gorse and other weeds."*

*"The way housing is encroaching on green belts e.g. around Bomb Point"*

*"Environmental/greening - more large native tree planting. Too many small 'street trees' and not enough biodiversity."*

Other comments around a desire for more playgrounds have been reported under recreational facilities. As with 2016, one respondent requested a public toilet facility.

#### 4.9.2 Current involvement in activities

Respondents were asked what are you already involved in at Hobsonville Point? e.g. social groups, sports activities. While 426 people responded to the question, 232 of these responses related to not being involved in anything. Of the 194 responses identifying activities, these most commonly related to:

- Fitness activities/groups including yoga, pilates, gym (23 responses)
- School/preschool groups and activities (70 responses) including 11 involved in Mums groups
- Gardening and/ or community gardening (43 responses) with 9 people involved in EcoPoint
- Social groups - formal and informal (30 responses) including 7 people involved in RSA
- Locality based committees (55 responses) with 7 involved in the Facebook community
- Church/faith groups (8 responses)
- Retirement home activities (6 responses)
- Activity groups (42 responses) including U3A, book clubs, knitting groups, choir, dog owner groups, volunteering, scouts, line dancing

#### 4.9.3 Possible future involvement

Respondents were asked what else they would like to be involved in at Hobsonville Point. While 103 people responded to the question, 20 of these responses related to not wanting to be involved in anything. Of the 83 responses identifying activities that people would like to be involved in, these most commonly related to:

- Sports activities (51 responses) including a bowling team, summer frisbee, fitness classes or bootcamps, social football, tai chi, cycling group, tennis club, local touch rugby competition.
- Yoga /pilates/gentle exercise (17 responses)
- Walking group (9 responses)
- Activity based groups (46 responses) including music, drama, dance, film society, writing group, book or reading club (7), photography club, home brewers, bridge, cooking, wine club, board games.

*“Some kind of art group would be good. Why not dedicate one of the abandoned munition huts to an art group.”*

- Community events (25 responses) including outdoor movies or summer concerts at the Rifle Range, quiz nights, Xmas parade, fireworks, ‘dog in the park’, poetry slam or art trails.
- Community and neighbourhood organisations (18 responses)
- Volunteering (14 responses) including local clean ups, planting, police liaison, neighbourhood watch – *“I would like there to be a group that walks around picking up rubbish so that Hobsonville Point is rubbish free on the streets and surrounding areas.”*
- Community gardening/gardening / planting (13 responses) including ‘gardening club for families’
- Classes (7 responses) including Te Reo Maori, cooking, dance, weaving, art
- Activities for specific categories – 5 responses wanted activities for children e.g. Scouts, *“a group that isn't just focused on families but also on couples and singles in the area”*, 2



responses for activities for men e.g. Menz Sheds, and 3 responses for more activities for seniors.

- Environmental/EcoGroup (5 responses)
- Religious groups (2 responses) – one for Christian group activity and one for the Islamic community.

Several respondents made the point that activities needed to be scheduled on “*evenings and weekends for those who can't attend day time activities*”.

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

*“Not sure what's available.”*

*“Is there a mother and baby group?”*

*“I find it more difficult than anticipated to meet people through school as I work full-time and hardly see any other parents when I drop off/pick up my son.”*

One respondent indicated that they felt that the sense of community from earlier community events has been lost.

*“When we first moved there was a real sense of community. We had bbqs, french bowling and fireworks displays. That has been lost.”*

#### **4.9.4 Further comments**

Respondents were asked if they had any further comments. 243 respondents provided comment. In general, the comments reflected those provided in other open-ended questions:

- Respondents liked living in Hobsonville Point (80 comments)
  - “It's a great place to live and with more people moving here the facilities will only get better.”*
  - “Hobsonville Point is a great place to live! As more and more people move in it will be interesting to see if it can maintain the friendly, safe community feel it currently has.”*
- The desire for more extensive ferry services or bus services (36 comments)
  - “Would be great to improve ferry services (more often/cheaper). I love catching the ferry, but often it isn't economic especially when carpooling. Additionally, there aren't any late sailings back to HBP, which would be nice to have dinner in the city and catch one back later. Also a Fast Electric Vehicle charger (even if paid) would be great.”*
  - “More ferry services...”*
  - “There needs to be a local shuttle bus to Constellation Station. A small reliable mini bus would do it. Every 15 mins. Those large buses from Westgate often don't come so you give up and use your car.”*
  - “Would like a bus route along Buckley Ave.”*
- More extensive carparking or more considerate carparking (22 comments)
  - “Parking on the street randomly is a big problem, blocking the road hard to get through, caused by people not parking at the parking space.”*



*"If only we could utilize the cul-de sac with yellow broken lines into extra parking at my street..."*

*"The design of parking bays needs to be reconsidered as many people park in driveways by mistake - there needs to be more of a distinction between driveways and parking bays."*

■ Concerns about traffic or road safety (17 comments)

*"Buckley Ave needs a white line down the middle as some people have lost their spatial abilities. Very dangerous."*

*"Traffic light phasing is starting to cause problems between High School and shops (near Countdown) (3 sets of lights)."*

*"On and off ramps in both directions at Squadron Drive would improve access/egress to HB Pt."*

*"Very unhappy about median barriers not allowing basic access to HP Road from side streets."*

*"There is a need for pedestrian crossings and speed limit signs on roads."*

■ Improved maintenance (31 comments)

*"I love living here, but feel that HLC has not been very practical with street design and planting. Lots of planted verges are not maintained. People were not aware that they would be responsible for gardens outside their gate."*

*"The bins around the community don't appear to be emptied regularly enough. Can this be addressed?"*

*"The boardwalk over the mud flats is brilliant and will be a big asset when finished, however there is a tremendous amount of rubbish left in the mangroves which spoil the whole appearance of it."*

■ Improved facilities (36 comments)

*"A 'locals' card for local restaurants and bars would be awesome, eg for the new Little Creatures bar - 20% discount for locals in Hobsonville Point?"*

*"Would like to see coastal walkway 100% complete - have been waiting 5 years - moved here as this was an attractive feature."*

*"The HP secondary school should let local basketball group use the gymnasium once a week in winter."*

■ Concerns about crime (20 comments)

*"Would love cctv installed in streets since more crimes are happening. This will deter people from targeting Hobsonville which was one of the reasons we lived here."*

■ Concerns about the development of the area (17 responses)

*"Yes I love living at Hobsonville Point but 44 months ago it was the government's baby with a future of 3,000 houses, then Nick Smith made it 4,000 houses and now I hear 5,000 houses, where will we be in 30 years, hopefully not an overcrowded slum, with far too little parking. Hobsonville Point community and rightly proud of where we live. Please don't let land development spoil our future and please no high rises higher than what we already have."*

*"Concerned about lack of lighting in parks and walkways for early morning/late night walking. Real concerns about the increasing heights of apartment buildings, which has*

*changed since we bought here. Strain on facilities. Future of Bomb Point land unresolved."*

■ Concerns about the community (17 comments)

*"Need HLC/council attention refocused and strengthened on community development as the community grows."*

*"A better controlled forum to access resident/community information. The FB pages are a real drag - to read that you'd think everything in HP is a chore. something like a HP society intranet would be good."*

■ Concerns about quality or design of houses (8 comments)

*"Great area just disheartened by house issues after number of short cuts, broken fittings"*

*"The lack of skilled trades people vs housing demand has created a lack of quality control in the built process."*

*"I don't know if you have any communications with the building companies about when they create properties but none of the gardens on our shared lane grew well because the plants were planted in clay under bark. A lot of them died. We had to dig out the clay, concrete and other building waste to make enough space to put in soil so plants would actually grow."*

■ Concerns about impact of construction (5 comments)

*"The substation construction has some impact on my daily life. Hope it will be completed soon."*

*"I've just had to pay for a nail to be pulled out my tyre for the fourth time since moving in. Construction mess needs to be kept tidy."*

*"Tradies ... throw their lunch and other rubbish straight on the ground along with food scraps..."*

One respondent said they *"would love Hobsonville Point to make an effort at being plastic bag fee countdown, shops, cafes etc. Takeaway shops doing byo container instead of plastic."*

There were a handful of very unhappy respondents

*"I was really looking forward to living at HP. Hasn't been the experience I was hoping for. I think that's more about my superlot. There has been crime. Noisy neighbours. Huge apartment block built that dominates its surrounds."*

*"The marketing promoting the great public transport is not aligned with the true experience...."*

*"A real lack of shops, facilities and having to drive to NorWest is a pain."*

A number of respondents made comments about the survey, five positive comments, one negative, one pointing out an issue with the survey questions, and one respondent asking where the results would be.

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## 5 Conclusion

The results from the 2018 application of the Residents' Questionnaire show that Hobsonville Point continues to rate highly in terms of neighbourhood satisfaction. Most residents (93%) agreed or strongly agreed that Hobsonville Point is a great place to live, up from 91% in 2016, with 1% disagreeing or strongly disagreeing with this statement. Consistent with this is that 92% of households intend to stay within the community for the next year.

Over recent years, the local liveability has been enhanced by the addition of local shops, service providers and more people living in the area. This is particularly noted in the reduction in the number of people commenting on a lack of commercial facilities in Hobsonville, with a drop from 52 comments in 2016 to 24 comments in 2018.

Of particular note is the movement of households within the community. While 43% of households have lived in Hobsonville Point for two years or more, only 37% 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 71% 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 28% of respondents identifying sense of community or community feel as a key thing they liked about living in Hobsonville Point. Despite rating community feel high, there is a noticeable increase in respondents expressing dislikes focussed on community behaviours than in previous surveys. These include issues such as poor driving, crime, noise, failure to pick up dog and cat poo, and inconsiderate neighbours.

Local facilities are rated highly with 86% of respondents agreeing or strongly agreeing that the local parks and reserves are excellent. This is reinforced by the open-ended questions where 255 positive comments were made about the Hobsonville Point facilities. In particular, there was a strong focus on the walkability of the development. Fewer comments were made about lack of facilities in Hobsonville Point than in 2016, despite more than double the responses to the survey.

Most (96%) respondents said that their home was generally warm and comfortable. Again this was supported by open-ended comments, with 62 respondents listing their house as what they like most; however, 19 comments were about concerns with some aspect of their home or other homes in the neighbourhood. There were mixed comments about the design of the overall development – 115 respondents made positive comments while 99 respondents made negative comments, mostly around concerns with the density and the ability of infrastructure to support this, and privacy and closeness of the houses.

Travel by car to work or study remains the predominant mode. Of note is a rise in proportions of people taking ferry (10% vs 7% in 2016). Public transport frequency and route options remain an important issue for local residents, particularly in linking to the wider Auckland settlement. While 9% of people worked from home, 83% lived five or more km from work. Working 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. 8% (47 households) made positive comments about transport, particularly about the access to the motorway and availability of the ferry service. However, transport dislikes were frequently raised about:

- Parking (152 comments)
- Passenger transport (95 comments)
- Transport infrastructure – street design (23 comments)
- Speed (13 comments)

Nearly all the comments about carparking related to a lack of available car parks, 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 2016, there was concern that residents used their garages as storage for general household goods and not for cars.

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.

Along the same lines, building on residents' enthusiasm of, and appreciation for, their neighbourhood, can help to develop relevant and long-lasting local initiatives that can help to enhance, sustain and grow local connections and neighbourliness. This is likely to be most successful if residents are engaged in the activities themselves and several suggestions are described in the survey.

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