

# Life in Christchurch 2017

## Communities and Neighbourhood Results

Produced by Monitoring and Research, May 2018



# Executive Summary

The 2017 Life in Christchurch survey was commissioned by the Christchurch City Council to gauge people's views about aspects of life in Christchurch. The survey comprises a series of targeted surveys aimed at providing the Council with in-depth information on how residents feel. The first survey's theme had a focus on Christchurch's Central City and the results were publically released in July 2017. This current survey focuses on communities and neighbourhoods in Christchurch (including Banks Peninsula) and was undertaken in October 2017 with around 2500 responses from a range of people and communities throughout the city.

The following is a summary of the results from the Life in Christchurch: Community and Neighbourhood survey; it outlines the results for each of the themes in the survey, as well as providing some context around what the results mean for the city, and where the Council is already working to make improvements.

The results indicate that although many respondents enjoy their neighbourhood and community, there are improvements that can be made. The main issues identified by respondents included the range of affordable and quality houses, the maintenance of neighbourhoods, crime and safety issues, and ongoing issues from the earthquakes. Many of the issues that were identified are already being addressed by Council initiatives or strategies, or there are plans to begin working on improvements in the near future.

# Introduction

First undertaken in 2016, the Life in Christchurch survey was a comprehensive survey of resident perceptions of various aspects of life in Christchurch. The survey covered a range of areas, including:

- Community and culture
- The central city and local neighbourhoods
- Moving around the city
- Leadership and decision making
- Our natural environment

From 2017 onward, the Life in Christchurch survey series will be comprised of shorter targeted surveys. The topics covered will be reviewed each year. The 2017 survey topics were:

- The central city
- Transport
- Communities and neighbourhoods

Life in Christchurch is a web based survey that uses a snowball method to reach respondents, using a "word of mouth" approach rather than a traditional random sample selection methodology. The advantages of this is that it enables targeting of specific groups of interest, such as people with disabilities, smaller ethnic groups or people who might not respond to traditional survey methods or forms of formal consultation – for example, young people. The disadvantage is that it does not provide results that are representative of the wider community; rather they are indicative. Because this approach is not limited to a particular survey size, this form of sampling could potentially result in much higher numbers of respondents participating in the survey.

The Life in Christchurch Communities and Neighbourhoods survey was undertaken in October 2017, and received around 2500 responses. Respondents were asked to give feedback on various aspects of their communities and neighbourhoods, including; their enjoyment of their neighbourhood and community, services and facilities, health and safety, and housing.

The results have been processed and summarised into high level monitoring data broken down into five key topic areas. These results will feed into the ongoing Community Outcomes monitoring programme and will be available to help inform Council decisions.

# Enjoyment of Neighbourhood

- 86% of participants agreed (86%, n=2199) that they enjoy living in their neighbourhood.
- The top THREE reasons participants enjoy living in their neighbourhood are:
  - The natural environment and open spaces (49%, n=1079)
  - Feeling at home in their neighbourhood (36%, n=787)
  - A sense of community (35%, n=763)
- The top THREE reasons participants do not enjoy living in their neighbourhood are:
  - Dirty or needs more maintenance (14%, n=50)
  - Crime and safety issues (13%, n=47)
  - Damage to the neighbourhood from the earthquakes (11%, n=38)

## What people said...

“In my neighbourhood we have a tradition of putting excess garden produce out on the berm. You get to meet all sorts of people in this way.”

“The area was much nicer prior to the earthquakes. It is frustrating to see the area getting older with nothing to do, no petrol station, no cafés, and some houses are looking increasingly unkempt...”

“Living in an area where there is many rental properties seems to mean that people move on pretty fast so you don't bother getting to know them. We own our home but no one in the surrounding houses does.”

“Have more natural wild spaces for my children to play would be great. Plastic playgrounds are actually really boring.”

“There is no community space where I can go and feel a sense of togetherness, a bit of a buzz. I'm in the older part of Casebrook and it's quite ugly really.”

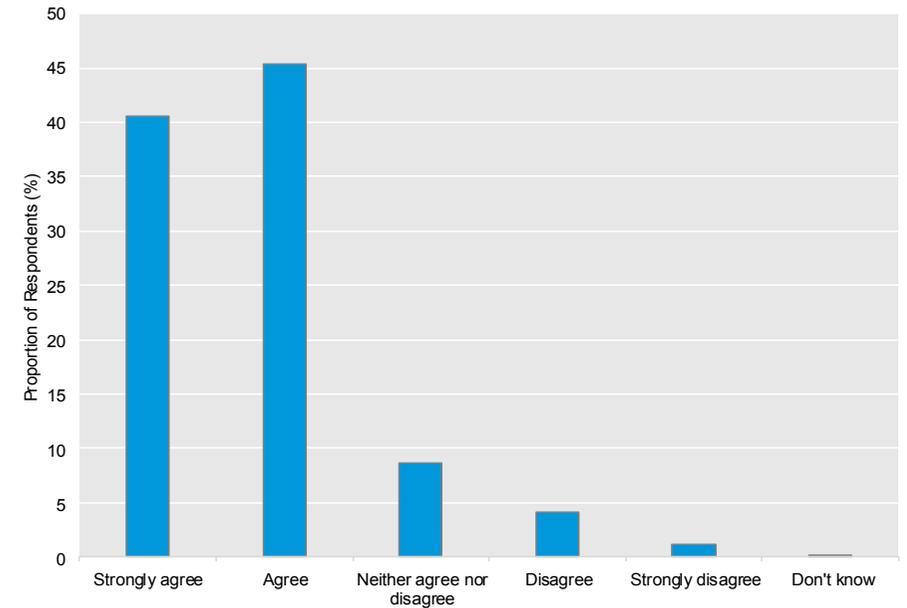


Figure 1: Thinking about your local area, how much do you agree that you enjoy living in your neighbourhood?

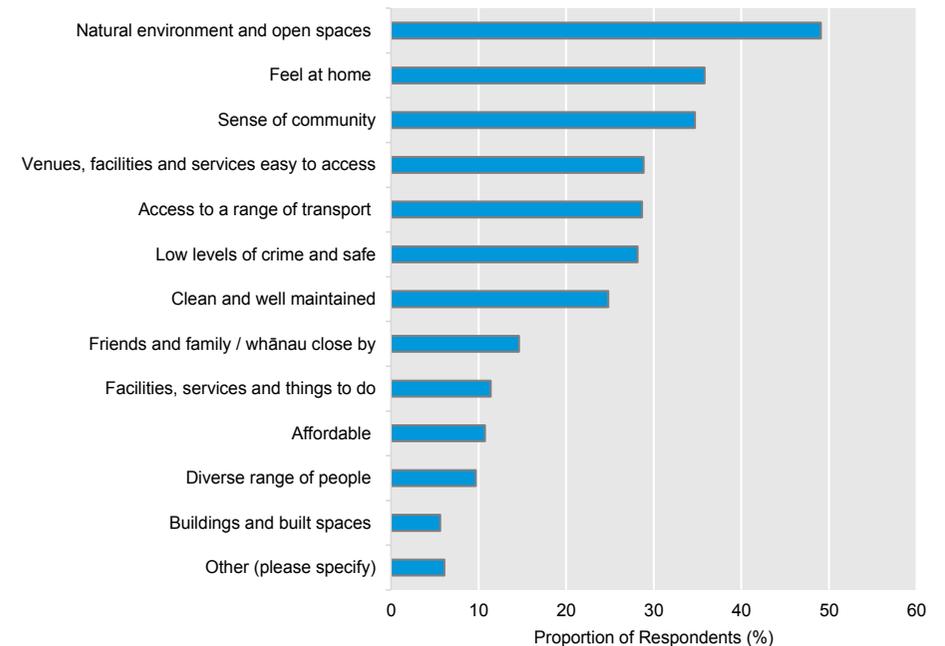


Figure 2: What are THREE MAIN reasons why you enjoy living in your neighbourhood?

# Sense of Community

- 85% (n=2094) of participants agreed it was important to feel a sense of community with people in their neighbourhood.
- When participants were asked whether they **actually** felt a sense of community in their neighbourhood, 61% (n=1490) of participants agreed that they felt a sense of community.
- There was a slight increase in participants who disagreed that they felt a sense of community with other people in **wider** Christchurch (21%, n=521), when compared to feeling a sense of community in their neighbourhood.
- The most frequent type of contact with neighbours was some positive contact which included a nod or saying hello. 57% (n=1358) of participants reported having this type of contact twice or more a week.

## What people said...

“We get a lot of positive feedback on our gardens and people walking by seem to like to stop and chat. Great!”

“Earthquake brought some people together with similar problems, but also caused new fractures between people / areas who had different experiences and don't empathise with others experiences.”

“I believe community is important, but don't know how to go about creating it.”

“One of the reasons I feel a strong sense of community in my neighbourhood is that is so easy and attractive to walk or cycle around... If people had no other transport choice but to drive, and if the environment was unpleasant for walking dogs etc, then I doubt there would be such a strong sense of community.”

“I feel it is extremely important to know and be part of community, however at present I know ONLY my immediate neighbours. Everyone is "too busy" or has high fences so do not feel involved with anyone in particular.”

“Reliance on cars means that it's less likely to meet / pass / introduce yourself to your neighbours as everyone drives to with and comes home.”

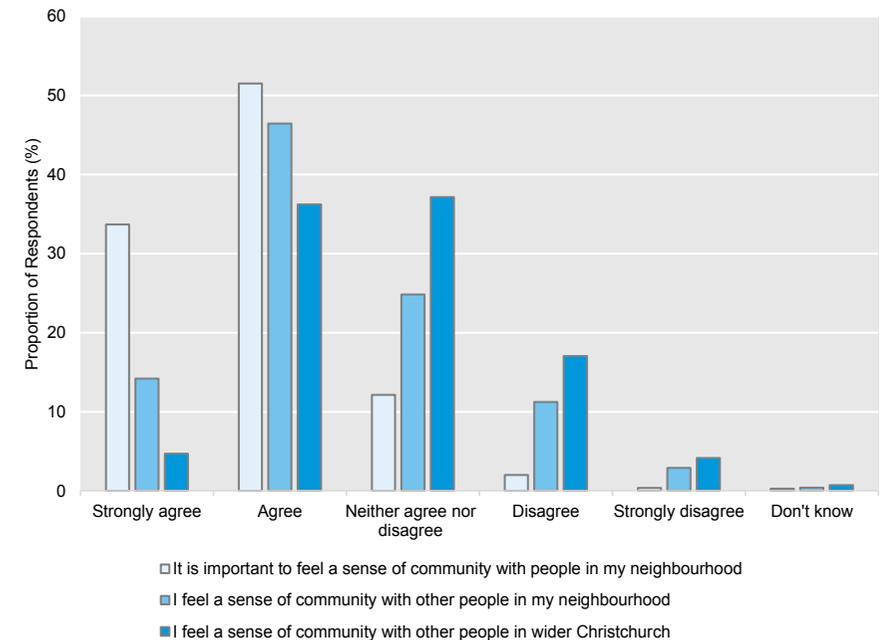


Figure 3: How much do you agree with the following statements?

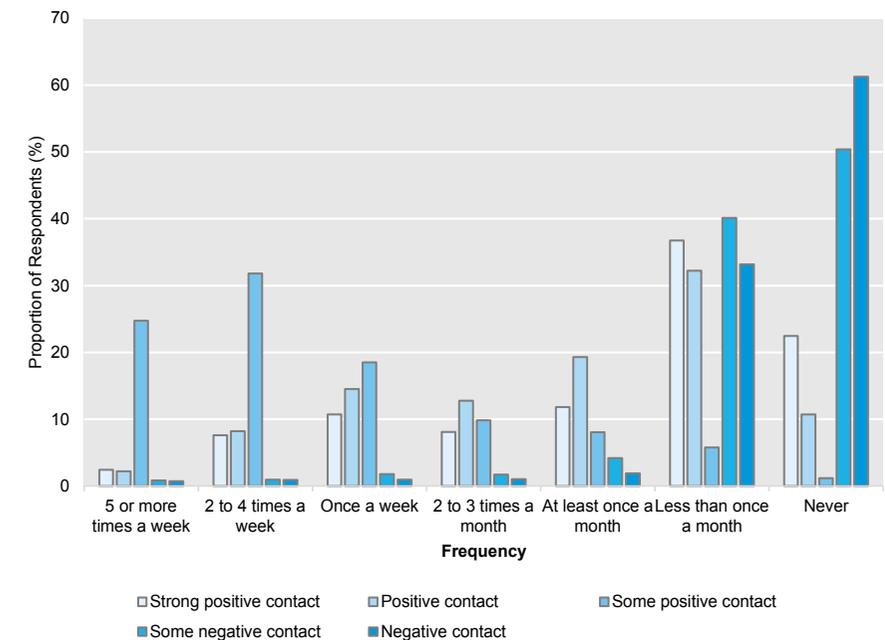


Figure 4: In the last 12 months, how often have you had the following types of contact with people in your neighbourhood?

## What does this mean?

The sense of community one feels can greatly influence the enjoyment of their neighbourhood. This was also found in the survey when people who reported a strong sense of community were more likely to report that they enjoyed living in their neighbourhood.

The informal caring and supportive networks at a neighbourhood level can have a large influence on the quality of life experienced by residents. Presenting opportunities where people can connect and create networks are important for strong communities and social cohesion. Respondents identified various aspects that influence their enjoyment of their neighbourhood and their sense of community.

The *natural environment and open spaces, feeling a sense of community, and feeling at home in their neighbourhood*, were all found to have the most influence on whether respondents enjoyed their neighbourhood.

Many respondents commented on how valuable the natural environment was to their community, especially when it came to facilitating interactions amongst neighbours. Having attractive open spaces and natural environments in a neighbourhood is likely to increase residents interaction with their environment and facilitate interaction among neighbours, leading to a strong sense of community.

Ongoing maintenance of neighbourhoods was an issue identified by respondents. Having an unkempt neighbourhood, or one that needs increased maintenance was the leading reason respondents did not enjoy living in their neighbourhood. Ensuring that neighbourhoods are well-maintained and clean will make a positive difference on residents perception of their area.

There are still ongoing affects from the Canterbury earthquakes, which residents are dealing with. Respondents reported that damage to their neighbourhood as a result of the earthquakes, was one of the main reasons they did not enjoy living in their area. Many respondents said that the earthquakes created a divide in their community, caused either by people moving away or increasing disparity between suburbs. Providing support for residents who are dealing with earthquake related issues is especially important.

***Community Outcome: Strong sense of community***

## What is the council doing?

A key focus for the Council is to provide opportunities for communities to connect with each other and take part in local decision-making. Communities with residents that take part in social activities, connect with others and participate in local decision-making, are happier, healthier and more productive.

To encourage participation in community events and local decision-making, the Council must present residents with opportunities to become involved. The Shape Your Place Toolkit is a new way for groups or individuals to find the resources and inspiration they need to shape and enhance their neighbourhood through community-lead place-making.

To guide the regeneration of Christchurch, the Greater Christchurch Resilience Plan was developed to equip communities to face future challenges with confidence. Integrated into this plan is building strong communities which are involved in local projects to help create resilience throughout Greater Christchurch. This will be achieved through a variety of initiatives and monitoring systems.

To encourage communities to come together, and create public spaces which are attractive and engaging, the Enliven Places Projects Fund was introduced. The Project supports individuals, community groups and businesses who want to contribute to the regeneration of vacant spaces in Christchurch. Transitional projects recently completed include: picnic benches to support the New Brighton community BBQ; Tiny Huts Design Competition; Sydenham gateway artwork; Edgeware seating, planters and bike stands; and Woolston Voluntary Library and community meeting space. Designing and creating spaces together as a community is likely to increase their sense of pride for their area.

Streets for People is an initiative that makes getting neighbours together for a street party easy, with a step-by-step guide on how to organise a street party, along with ideas to make it a successful event. This encourages positive contact between neighbours, and helps to build a sense of belonging as neighbours get to know each other.

To assist in the management of maintenance around Greater Christchurch, an app called Snap, Send, Solve was developed to make the reporting of issues easier for residents. This gives residents the power to report an issue they see quickly and easily. This also means that the issue is solved in a timely manner.

# Community Participation

- 77% (n=1840) of participants had participated in voluntary / unpaid work in the last 12 months of the survey.
- The most common organisation participants volunteered or completed unpaid work for was for education / schools or research (21%, n=381). This was followed by sports or recreation (18%, n=333) and church, religious or spiritual organisations (18%, n= 328).
- 64% (n=675) of participants who had not volunteered or completed unpaid work in the last 12 months, said that they would be encouraged to take part if they had more free time, followed by if there was voluntary work that interested them (31%, n=31).
- The most common group, club or organisation participants were a member of was an online network or community (39%, n=988). This was followed by sports / recreation club or groups (28%, n=705) and a volunteer organisation or group (22%, n=562).

## What people said...

“As I work full time and lead a very busy life I am unable to volunteer, this is something I intend to do when I retire.”

“I am intellectually disabled, I would love a small job (voluntarily) in the community but the opportunity never arises.”

“I have volunteered my time in several community organizations for more than 20 years and I'm done now that I am in my 80th year.”

“If there was some voluntary work that I could get my children involved in or bring them along while I volunteered.”

“The use of Social Media will improve interest and participation. I would do more if I knew what was going on and needed, plus involved my children. The annual "Clean Up Australia Day" is hugely successful with a strong campaign behind it. Huge participation.”

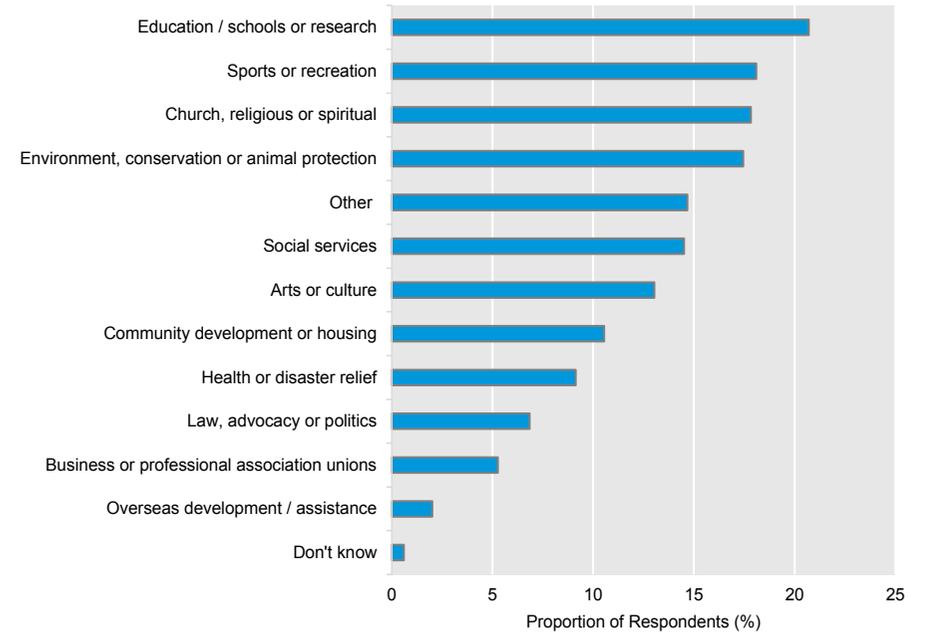


Figure 5: In the last 12 months, which types of organisations have you volunteered or completed unpaid work for?

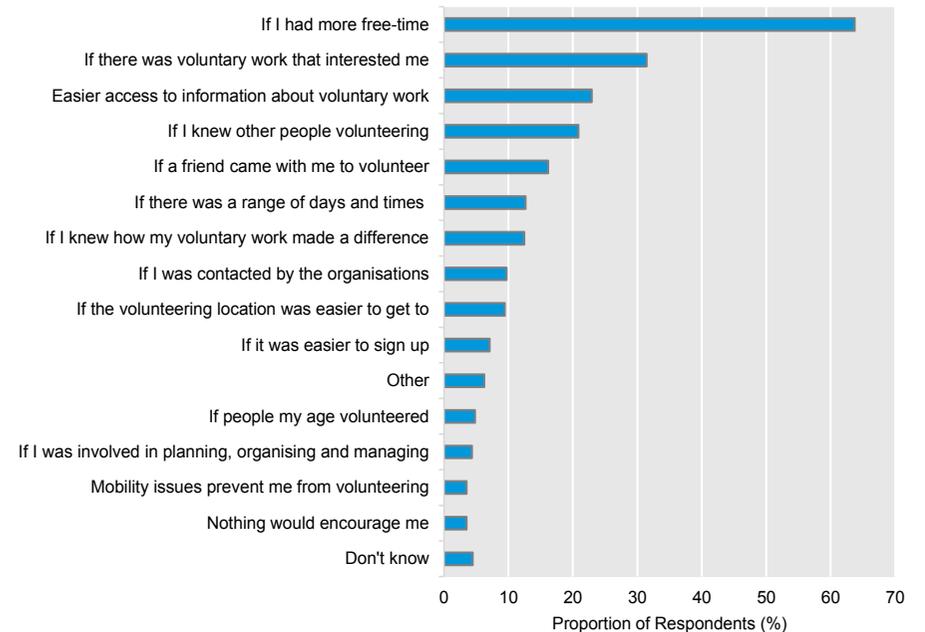


Figure 6: What would encourage you to participate in voluntary work?

# Facilities and Services

- 45% (n=1048) of respondents were satisfied with the number of recreation, shopping, and socialising opportunities in their neighbourhood.
- The most frequently visited neighbourhood facility was neighbourhood parks and playgrounds, with 10% (n=227) of participants visiting them 5 or more times a week. This was followed by shopping centres (27%, n=617, visiting 2-4 times a week) and cafes / bars (25%, n= 583, visiting once a week).
- 73% (n=1873) of participants believed that neighbourhood parks were important in creating positive connections and interactions. This was followed by libraries (67%, n=1680) and cafes and bars (63%, n=1624).
- 31% (n=794) of participants believed their community or neighbourhood needed more community events , followed by community gardens (30%, n=780) and swimming pools (26%, n=673).

## What people said...

“Absolutely thrilled to have library and community centre in Sumner again!”

“Less formal places like parks engage neighbourhoods more. There is always a barrier to attending sports facilities where as parks are by in large free and multi use.”

“To have the current ones maintained would be a start, before making new parks etc.”

“We have lost shops, cafes and local facilities in the earthquakes and these have either not been replaced or replaced to a lesser standard than before.”

“Cafes rather than bars - we have enough bars and alcohol outlets round here - but open spaces with cafes would be great - or just better upkeep of streets and a standard that houses must be kept to - some student flats are an absolute tip!”

“I live in the 4 avenues and neighbourhood is transient, no community facilities nearby except good parks and rivers”.

“A lot of activities are designed for families with young children or for heavy drinkers. I attend community activities that are good, clean fun, and there aren't a lot of them!”

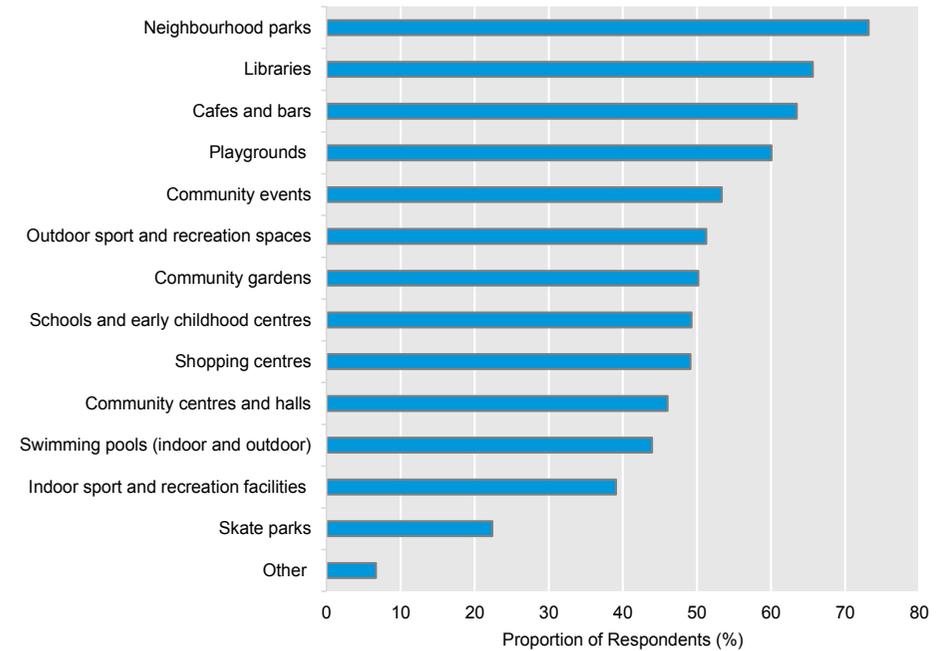


Figure 7: Which of the following spaces and places are important in creating positive connections and interactions in your community and neighbourhood?

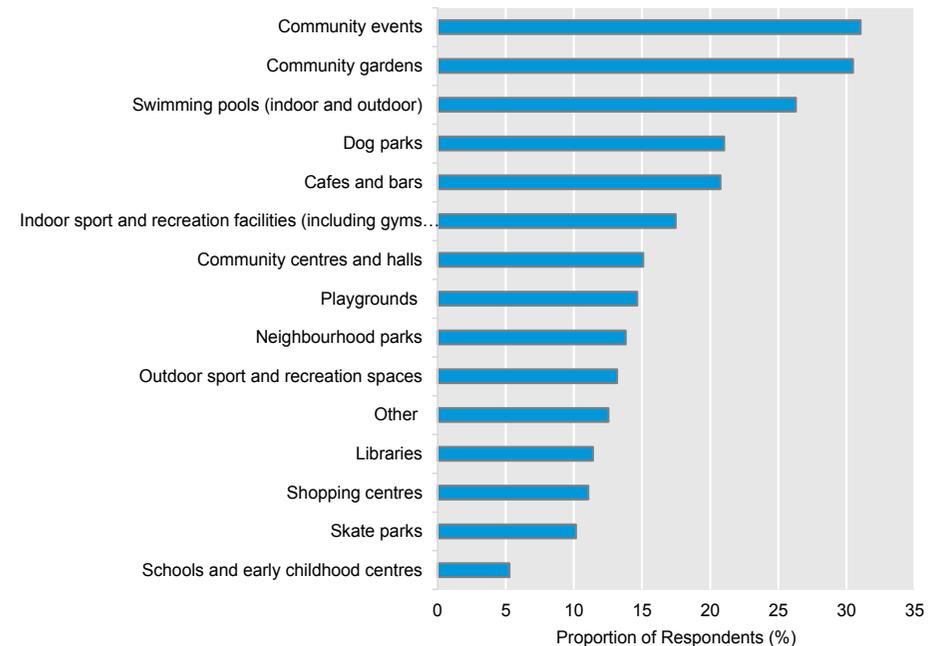


Figure 8: Which of the following does your community / neighbourhood need more of?

## What does this mean?

The services and facilities in a community are important for the social well-being and health of residents. Providing a wide-range of facilities and services to accommodate the diverse interests of communities will help people establish friendships and encourage active participation within their communities.

Volunteering can not only benefit communities, but also build positive connections and support a sense of belonging. Respondents said that they would volunteer more often if they had more free time, or if there were volunteering opportunities that interested them. Presenting residents with more volunteering opportunities, which are easy to access will encourage greater participation in voluntary activities.

Although many respondents believed *neighbourhood parks* and *libraries* were the most important facilities in their communities when it came to creating positive connections and interactions, *community events*, *community gardens* and *swimming pools* were the facilities that people believed their neighbourhood needed more of.

- Making information about events easily accessible and providing a diverse range of events for people in Christchurch is important to support community connections and well-being.
- Community gardens have been shown to increase people's health and well-being, while creating a place for community collaboration and interaction, and encouraging healthy eating and sustainability. Supporting communities that want to develop community gardens will assist with the overall health and well-being of residents, while also increasing the communities resilience.
- Following the Canterbury earthquakes, many communities lost facilities and services, such as local shops and local pools, which acted as focal points in their communities. Re-establishing these facilities and services will help give residents a greater sense of community as their local focal points are restored.

It is important to consider that as the population ages, the demand for different types of facilities may change. Providing facilities, services and opportunities that are accessible for people of all ages is crucial.

**Community Outcome: Enabling active citizenship and connected communities**

## What is the council doing?

Events which are free or low-cost are a great way to bring communities together. The development of the Chch Events app allows easy access to event information in Christchurch, allowing people to stay up-to-date with events that interest them.

The Healthy Food Action Plan 2017 incorporates community gardens to help achieve the overall goal of making healthy food choices easy. The Plan is supported by Community Boards, and the Council provides some financial support through community grants. Community gardens are a community lead initiative, supporting food resilience, and teaching communities to be self-sufficient, healthy and increase well-being.

Facilities and services are often the focal point of a community, where people can meet and interact in a safe space. The Suburban Centre Master Programme is working to restore or enhance centres across the city. This is especially a priority for centres that have suffered earthquake damage.

Libraries are used by a diverse range of people and can accommodate a range of activities. Libraries around the city are becoming more accessible as more open:

- Te Hapua: Halswell Centre opened in November 2015
- Sumner and Bishopdale libraries which re-opened in 2017
- The completion of Tūranaga (New Central City Library) due in mid-2018.

Increasing accessibility to and participation in recreation and sporting activities is part of the outcomes for the Council. The completion of QEII and the Metro Sports Facility will provide residents with much needed access to swimming facilities, while the completion of stage one of Ngā Puna Wai will provide access to international standard sports facilities and community playing fields, to be completed later in 2018.

One of the initiatives in the Greater Christchurch Resilience Plan aims to increase funding for the voluntary sector, providing longer-term investment in staff, assets and resources. LinC (Leadership in Communities) is an example of a voluntary organisation which the Council is currently supporting. LinC provides community leaders with the knowledge needed to guide and support their community to achieve great things.

# Disability

- 38% (n=190) of participants with a disability agreed that their disability makes engaging with and interacting with people in their neighbourhood difficult at times.
- 35% (n=177) of participants with a disability agreed that their disability made accessing local facilities and services difficult at times.
- 57% (n=261) of respondents with a disability were satisfied with the number of recreation, shopping and socialising opportunities in their neighbourhood, while 18% (n=83) were dissatisfied.

## What people said...

“Sometimes it's because other people feel uncomfortable and see my disability first. I am judged on what they think I can't do. Sometimes it's because I feel uncomfortable in a situation, or don't have the required information or resources or opportunities to volunteer or participate successfully.”

“Very little disability parking in the area.”

“Going to places that require me using stairs is almost impossible due to arthritis in my knees, plus walking on uneven ground is difficult.”

“There are no dropped kerbs that line up to be able to cross the street to the supermarket with a walker, wheelchair or pram.”

“Very hard in public noisy environments.”

“Our local library and parks are awesome and The Palms has great access to the movie theatre.”

“Loud spaces with too much background noise is very challenging. That's why I avoid cafes which play loud music.”

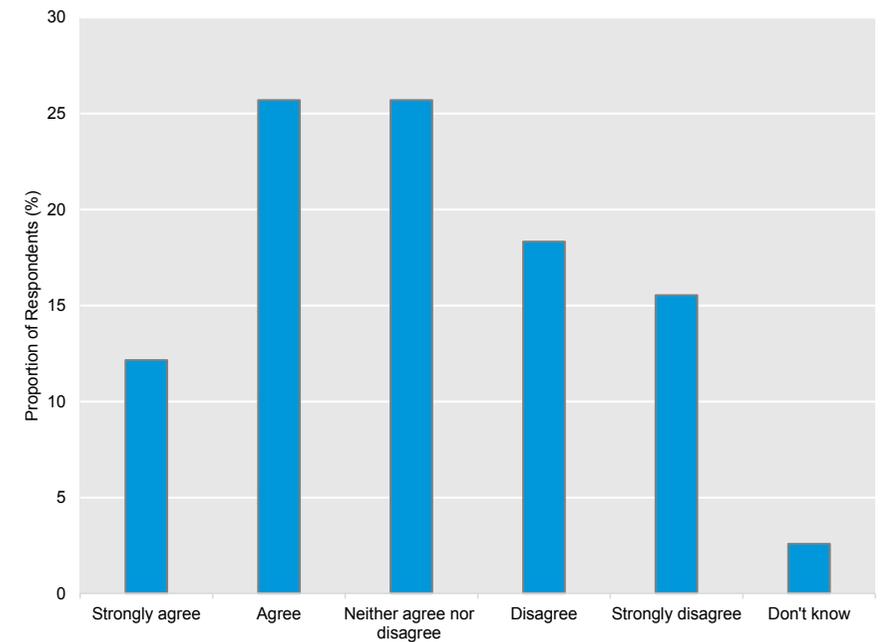


Figure 9: How much do you agree or disagree that your disability makes engaging and interacting with others in your neighbourhood difficult at times?

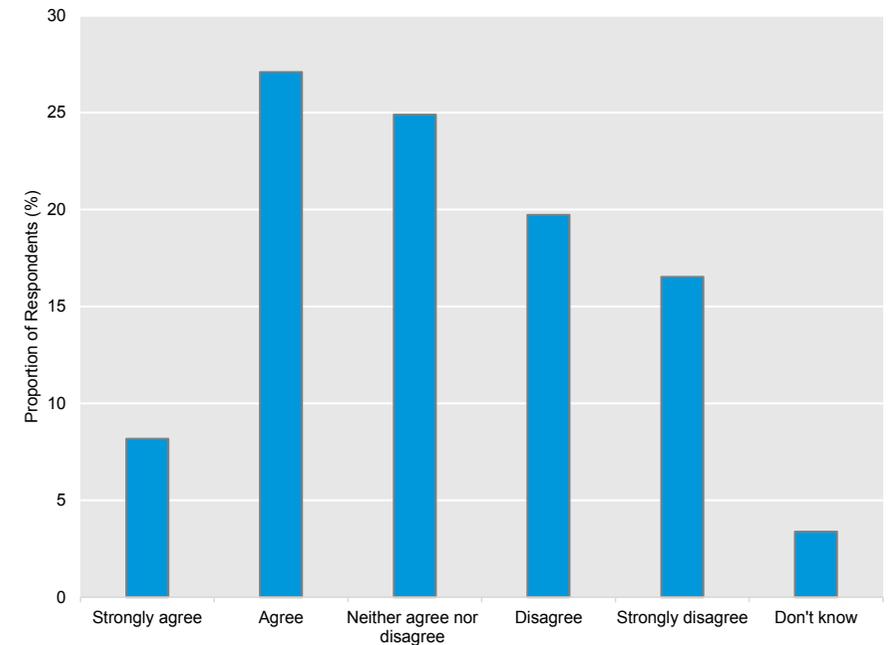


Figure 10: How much do you agree or disagree that your disability makes accessing local facilities and services difficult at times?

### **What does this mean?**

Making sure that all residents have access to facilities and services, and are able to participate and interact in their community is an important consideration when the Council is making decisions.

Many respondents with a disability reported that it was difficult to interact with people in their neighbourhood and access facilities and services in their neighbourhood. This was largely due to the design of features, making accessibility harder for those with disabilities, for example heavy doors, uneven footpaths and carparks. To ensure the inclusion of all people in a community, facilities and services must be designed to maximise accessibility and usability.

*Community Outcome: Safe and healthy communities*

### **What is the council doing?**

Creating spaces that are easily accessible for people with disabilities is likely to facilitate interaction with communities, facilities and services.

An Accessible City is part of the Christchurch Central Recovery Plan, and aims to create a city which is accessible to everyone. Compliance with the New Zealand Standard 4121:20-01 Design for Access and Mobility—Buildings and Associated Facilities, is encouraged in the Central City. This includes features such as accessible disabled car parks, safe walking routes for blind or vision impaired residents, and wayfinding information that is relevant for those with a disability. The Council will also ensure that accessibility checks are incorporated into master planning and building consents.

The Disability Advisory Group (DAG) is a forum which allows people with disabilities to participate in the planning of Council services, projects, and activities to ensure that the wider disability community has their needs accounted for.

# Discrimination

- 18% (n=392) of participants reported that they had been discriminated against in the past 12 months. 73% (n=288) of these people were females.
- Of those who were discriminated against, 50% (n=196) said that it was because of their gender; 88% were females (n=174).
- 43% (n=170) said they were discriminated against due to their age; 39% were aged 50-64 years old.
- Participants who were discriminated against, most commonly experienced it on the street or in a public space (42%, n=166), at work (41%, n=160) or in a shop or restaurant (29%, n=112).
- 86% (32%, n=698 easy, 54%, n=1178 very easy) of participants reported that they could be themselves in their neighbourhood.
- Of the 2% (n=44) of participants who said it was difficult to be themselves in their neighbourhood, 66% (n=29) said this was due to the attitudes of others.

## What people said...

“I sometimes face sexism due to being a young female. I am also often treated differently because I have an accent and thus people assume I am a traveller or recent immigrant when in reality I have been in NZ most of my life.”

“I am autistic. My behaviour is difficult for others to understand, and this leads to discrimination.”

“At 64, I find when applying for jobs, that my age is definitely a barrier.”

“My family set up is not traditional - I work and my husband stays home. Its amazing how many people have a problem with that or actually just make assumptions and treat you differently.”

“Contractors, service providers etc mansplain, patronise, talk down and can provide lesser service. On occasions I have had to get my sons to speak on my behalf to get things done.”

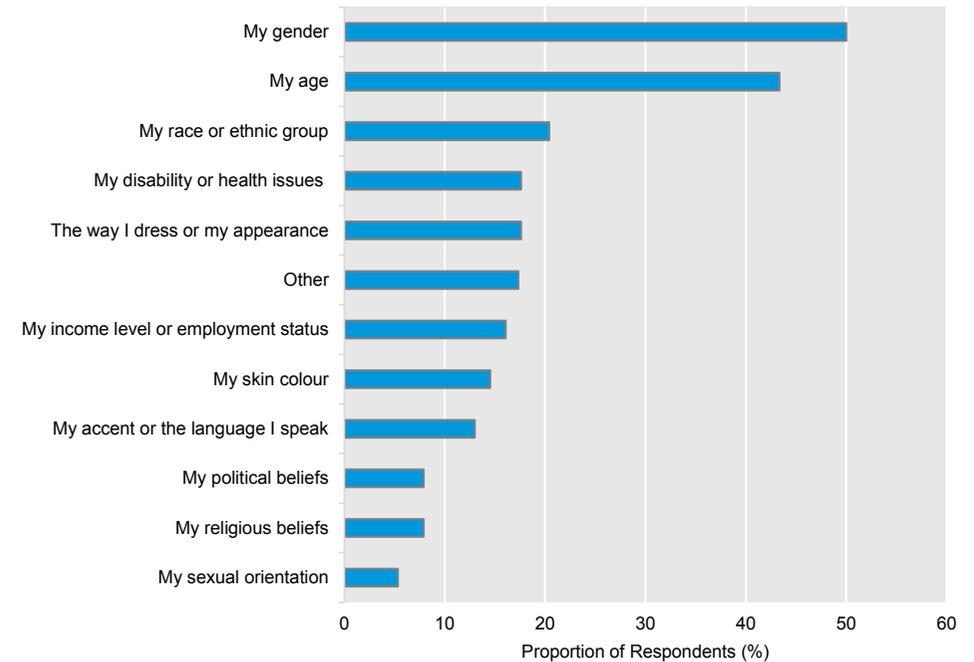


Figure 13: Why do you think you were discriminated against?

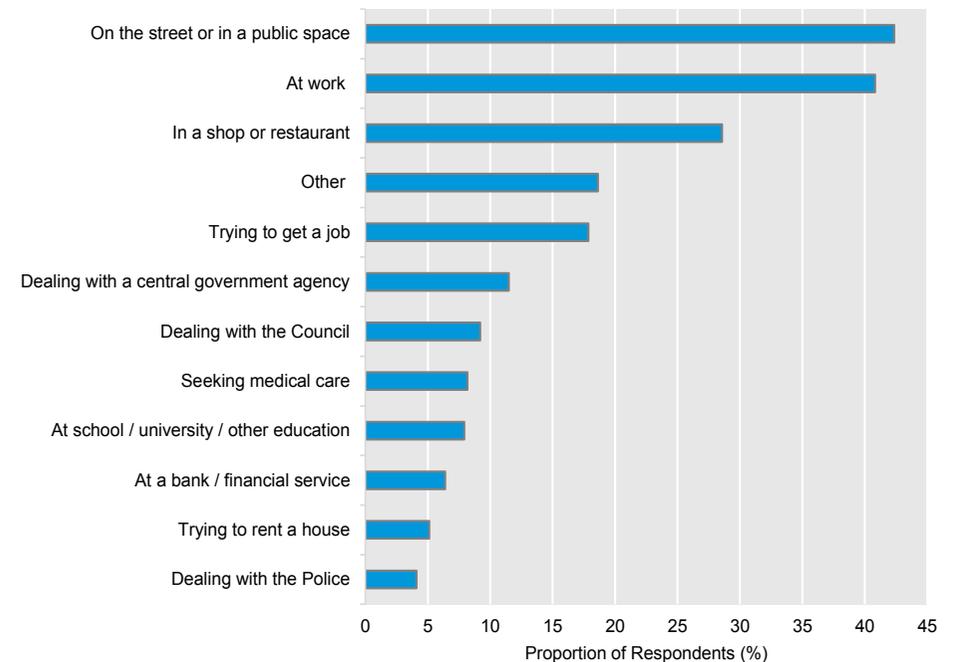


Figure 14: What situation or situations were you in when you were discriminated against?

# Safety

- Participants felt the safest when walking in their neighbourhood during the day (59%, n=1306 felt very safe).
- 23% of participants did not feel safe when walking alone in their neighbourhood after dark (16%, n=364 felt unsafe, 6%, n=135 felt very unsafe). Of those participants who did not feel safe when walking alone after dark, 82% (n=298) were female.
- The neighbourhood problem that was most commonly reported by participants, was noise, with 45% (n=1160) considering it an issue. This was followed by:
  - Dangerous driving (28%, n=729)
  - Boy racers (28%, n=728)
  - Burglary / break-ins (27%, n=698)
- The most common noise issues were identified as; road noise (40%, n=460), noise from neighbours (34%, n=390) and construction noise (29%, n=342).
- A high percentage of participants from Phillipstown, Linwood and New Brighton identified multiple problems in their neighbourhood.

## What people said...

“I avoid walking through our local park at night but doubt there would be a problem if I did. Just don't take the risk.”

“Some streets are a little dark, especially if one light bulb is a bit dim or out. I'd like more lights that have a solar hood to provide power and to direct the light downwards.”

“I only feel safe in my home because of my large dog. It is not necessarily just my neighbourhood though as I've felt like that in other areas I lived in too.”

“Even in a quiet suburb of Avonhead we have people speeding own the streets, even when kids are playing - very dangerous .”

“Although only a recent arrival, belonging to the community helps to make the area a safer environment”

“Significant increase in minor crime in the area - cars being broken into, graffiti, broken bottles and glass, some houses broken into as well recently”

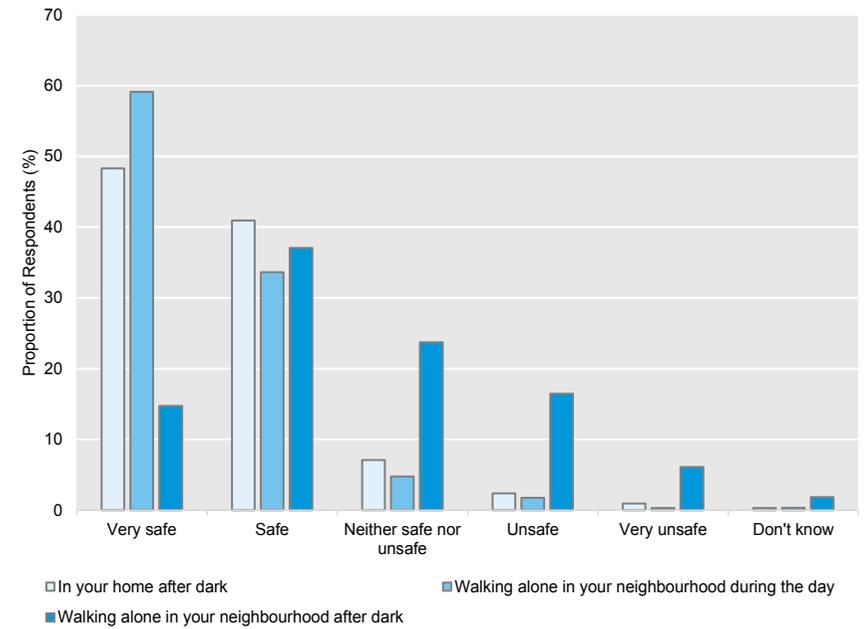


Figure 11: In general how safe do you feel in these situations?

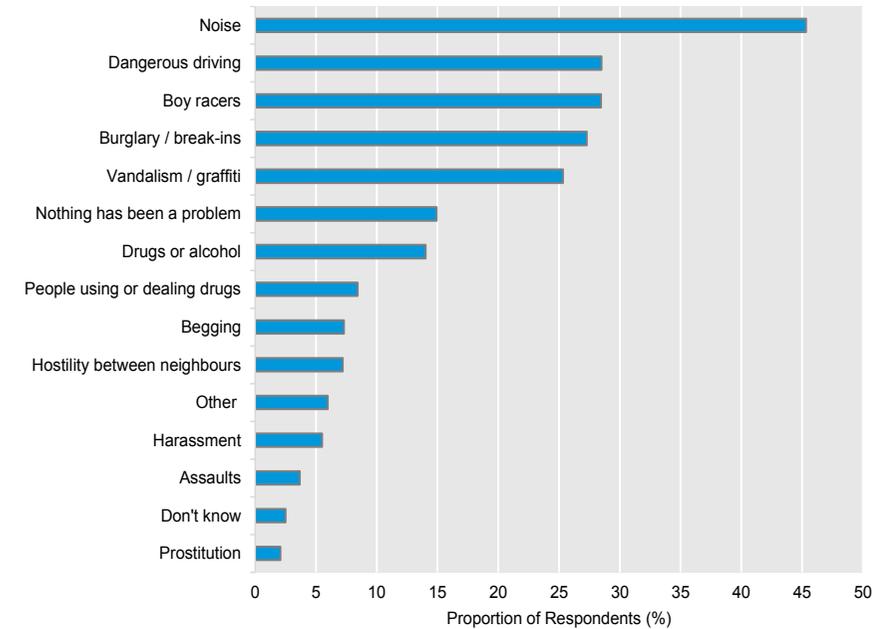


Figure 12: Thinking about the last 12 months, have any of these things been a problem in your neighbourhood?

### What does this mean?

Feeling safe and accepted in ones community will increase their sense of belonging and well-being. There are numerous factors which influence ones perception of safety and belonging in their community, all of which must be considered when creating a safe and welcoming environment.

Feeling safe and welcome in ones neighbourhood encourages positive interactions with, and involvement in communities. It was found that although most respondents felt safe during the day, many respondents did not feel safe walking in their neighbourhood after dark, commenting that more lighting was needed. Issues in neighbourhoods that were identified by respondents were *dangerous driving, boy racers* and *burglaries/ break-ins*. These issues all contribute to the overall perception of safety in a neighbourhood.

Being discriminated against can make people feel unwelcome and unsafe in a community. The leading reasons participants believed they were discriminated against was due to their gender or age. Discrimination was said to have occurred mainly in a public place or their work place, which is consistent with the Statistics NZ Wellbeing Survey in 2016. Diversity in a community should be embraced, and welcomed to help create a sense of belonging and safety.

**Community Outcome: Safe and healthy communities**

### What is the council doing?

Guiding safety planning is the Safer Christchurch Strategy (2016—2021), which brings together key groups to form the Safer Christchurch Strategic Group. This Group meets quarterly to share information, evaluate plans and guide progress, to ensure that steps are being taken to establish safety across all areas in Christchurch.

Identifying and implementing road features that discourage dangerous driving in neighbourhoods will assist in creating a safe environment for residents. High risk areas for road safety include intersections, young drivers, cyclists and pedestrians. The Council is committed to working with road safety partners, including New Zealand Transport Agency and NZ Police, to address these areas.

Younger drivers are seven times more likely to be involved in a serious or fatal crash compared to any other driver. This is usually because they are less experienced drivers. Crash Bash is a stage production organised by the Council to educate young drivers on the different risks that can present themselves while driving. Addressing this issue with young people will help them make better decisions when driving and assist in creating safer roads.

To help combat crime, the Council aims to integrate Crime Prevention Through Environmental Design (CPTED) into the designs of major buildings and built environments. CPTED identifies opportunities to integrate safety measures such as lighting, clear lines of sight on routes, and building designs that overlook public spaces. This will help minimise opportunities for crime and antisocial behaviour.

To create safe environments for communities, SafeGrowth was piloted in neighbourhoods, such as Phillipstown and Riccarton West (in 2015), where safety and crime is particularly prevalent. SafeGrowth works to provide communities with the skills and resources needed to create and maintain a safe environment. It is expected that it will take up to three years for quantifiable impacts to be noticed in neighbourhoods.

To support and embrace diversity in Christchurch, a Multi-Cultural Strategy was developed and adopted in 2017. In the Strategy the Council commits to promoting and celebrating diversity, providing funds to support diverse communities, embracing diversity in the workplace and empowering communities through community development work. This will assist in making all people feel welcome and accepted in their community.

# Housing

- When asked about the Christchurch housing stock:
  - 41% (n=896) of participants agreed that there was a range of housing in Christchurch.
  - 32% (n=698) of participants disagreed that there was enough affordable housing in Christchurch.
  - 28% (n=616) of participants disagreed that there was well-designed housing in Christchurch.
- 53% (n=195) of participants living in single person households strongly disagreed that there were enough affordable households.
- 63% (n=222) of respondents who did not own the house they were currently living in, disagreed that there was enough affordable housing in Christchurch.

## What people said...

“Too many as is where is and supposedly repaired quake houses. Too little insulation/sealing, poor quality windows/doors. We need affordable housing mixed into all areas.”

“Still too many cold, damp, low grade houses that low income people are forced to use - including students etc.”

“‘Affordable’ to me means something that most people can afford. As a purchase price this needs to be well under \$300000; as a rent, less than \$1000/mth. Even modern houses have pretty minimal insulation by international standards, and moisture control seems inadequate in just about every house.”

“Having to build a tiny house to live in to make finances work - we really need flexible rules to support and facilitate Tiny House living - thanks.”

“I believe there needs to be more higher density housing located close to major shopping areas, public transport hubs, and the central city.”

“We need greater diversity of housing, especially within the central city and surrounding areas, improved quality of housing and more affordable housing including more social housing as well as housing the homeless.”

“I am lucky to have all I do, but I am aware not all people and families are lucky enough to have safe and warm homes.”

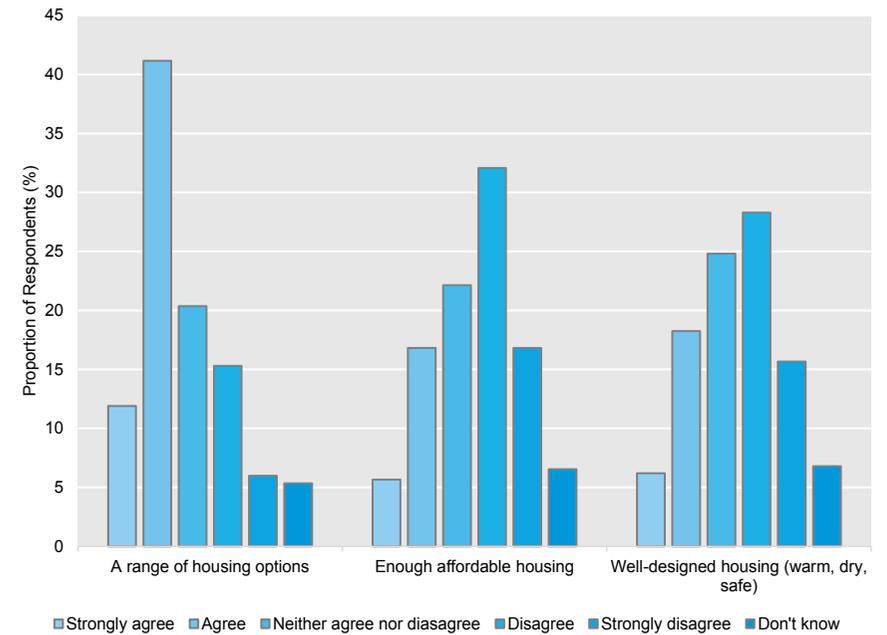


Figure 15: Considering your CURRENT housing needs, how much do you agree or disagree that Christchurch provides:

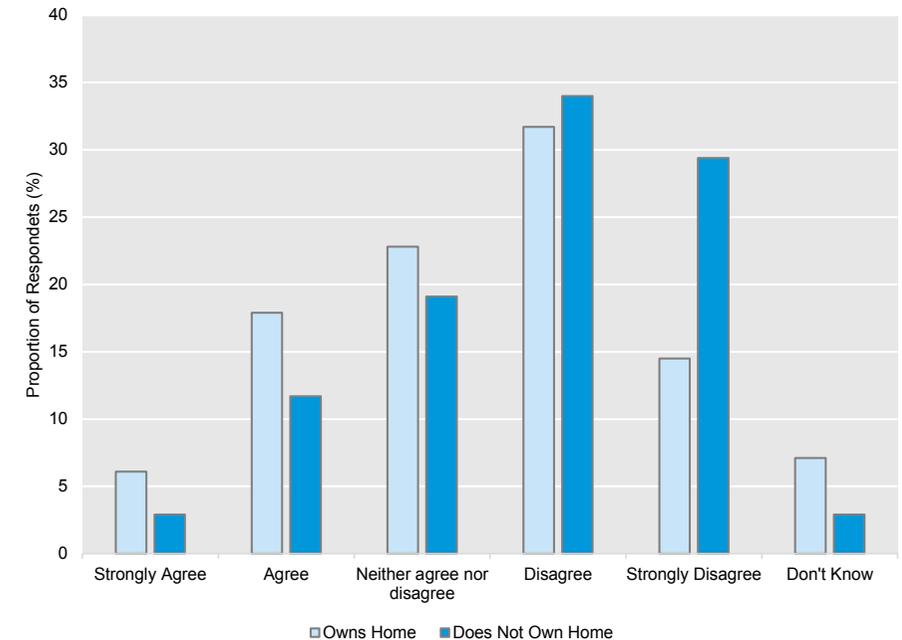


Figure 16: Considering your CURRENT housing needs, how much do you agree or disagree that Christchurch provides: enough affordable housing?

### **What does this mean?**

Affordable homes that are of a high quality is still an ongoing issue in Christchurch. Key issues remain around the price, location and availability of quality affordable housing. The demand for smaller housing is also increasing as the population ages.

A large proportion of housing stock in New Zealand is of poor quality. This problem is particularly prominent in rental and social housing. Many comments from respondents addressed the poor quality of housing, particularly concerning the lack of insulation and poor heating leading to cold homes.

The earthquake reduced a large portion of the available social and community housing in Christchurch, which meant a decrease in affordable housing for many residents. According to the 2017 Residents Survey (Point of Contact), there was an increase in dissatisfaction of Council Social Housing compared to previous years. It is important for the growing population of Christchurch to have access to a diverse range of affordable, quality housing.

Although over half of the respondents believed there was a range of housing, many did not agree that houses were affordable, or well-designed. There is still a lot of work to be done to meet the demand of housing in Christchurch. It is expected that the demand for smaller homes will remain unmet for some time, as the greatest increase in housing between 2001 and 2013 was four-bedroom houses. This places the greatest amount of housing pressure on retirees, one person and single parent households.

The rebuild of the Central City will likely meet some of the demand for smaller houses that are closer to facilities and public transport. Many developers are buying land in the Central City, and adopting innovative and sustainable designs to deliver high density, quality housing options for residents.

***Community Outcome: Sufficient supply of, and access to, a range of housing.***

### **What is the council doing?**

To help address the issue of housing access and affordability in Christchurch, the Council developed a Housing Policy, including how it can support developers and community housing providers. The Council works with Community Housing Aotearoa and continues to support Te Waipounamu Community Housing Providers Network.

The Housing Accord, supported by the Housing Policy, was developed to assist in the supply of affordable housing in Christchurch. Under this Accord, developments will be built in Awatea, Welles, and Colombo Street, delivering 420 homes which are relatively affordable and close to facilities. In 2017 there was 2087 net new homes consented to in Christchurch, with a total of 2028 residential homes completed; 43% were rebuilds.

Many existing homes in Christchurch are of a poor standard. The Build Back Smarter scheme provides free advice to homeowners and landlords on how to make their homes warmer, drier and more energy efficient. This is especially relevant for homes that need earthquake repairs.

The Council established the Ōtautahi Community Housing Trust to lease Council housing stock and operate it as social housing. This will help increase the amount of social housing in Christchurch with the support of government funding.

Providing further guidance is the Urban Development Strategy. Part of the Strategy is to identify where a variety of homes will be best located to ensure access to facilities and services, a range of transport options and jobs. As well as this, they want to ensure housing quality and affordability. This will be achieved through ongoing monitoring and revision of processes and mechanisms that provide for intensification and affordable housing options.

In an effort to raise the standard and quality of new homes in New Zealand, the Superhome Movement connects builders, designers and the like together, to collaborate and achieve higher building standards. They also educate people about why the building standard should be higher. The Christchurch City Council is a primary partner of the Superhome Movement, working towards improving building standards in Christchurch. In 2017 the Superhome Movement organised a free Exemplar Homes Tour, sponsored by the Council and Build Back Smarter, to showcase innovative and sustainable features of homes. This is to be repeated in 2018.

## Other Comments

"I really enjoy my neighbourhood and what the city has to offer. I love the way the 'new' city is evolving. I often think about all the wonderful stuff going on in a kind of 'underground' way that others seem to not hear about. Perhaps some more of those stories need to reach the mainstream."

"I am delighted that South Brighton has been identified on the CCC proposed Strategic Framework regarding regeneration plans. There is significant opportunity to regenerate the area to support sustainable ecological restoration and visitor attractions"

"we are a retired couple relatively new to Christchurch and find it hard to meet people - perhaps age-related or topic related get together occasionally to meet neighbours."

"Affordable housing is a must! I was shocked to see how many homeless are on the streets of Chch on a Saturday night. Is there a bylaw to stop this?"

"Too many cars, too much litter, too much graffiti!"

"Main issues that affect our quality of life are the poor state of the roads and the ongoing post-quake demolition and reconstruction work in our suburban street."

"The libraries in our city have almost replaced the churches as community activity centres - our local one has a post office attached which is great. There are others that have cafes, and that too is great. I see many foreign/non-English speaking people making use of the computers and the pre-school reading sessions, which is really good. I think the council should be encouraged to extend the services that libraries already provide. They are doing a wonderful job. A big Thank you to them."

"Try to discourage the building of 6 foot solid fencing at the front of houses. It creates an isolated and split society."

"Yes, please pass on to the CCC team that I thought their Heathcote flooding public meeting on 17th Oct was well run and very informative, despite the few public grizzle guts who vented their spleens (at the mtg and in media)."

"Yay for bike lanes, we specifically bought on the street we did because the bike lanes were going in!"

"I am not from Christchurch originally, but having lived here most of my life I now call it home. I've travelled the world and lived in several other English speaking countries for years and I can honestly say that Christchurch is hard to beat. It will be the city of choice once the rebuild is completed. Very proud of our city and the resilience shown by the CCC and the residents to rejuvenate or garden city."

"I'm very happy I've chosen to live in this lovely neighbourhood. However the continuing flooding of my property and many others by the Heathcote river is of great concern and I'm unsure who to discuss it with. Am left with a feeling of helplessness and frustration."

"It is great to see regeneration happening in our neighbourhood following the earthquakes, but there is still a long way to go as far as roading and council maintenance is concerned."

"Good neighbourhood design is not simply about shops and Council facilities. It is about everyday places that are pleasant to linger. A comfortable and convivial outdoor environment is critical."

"We need a people (all-ages) focused city. Lots of seats for the elderly so they can get around and rest as needed. We need more miro, kahikatea, miro and matai planted rather than beech trees! Why? Because they feed kereru etc"

"The East needs care. We need places for the young to go. We need a far better bus service"

"The once a year street parties are a fantastic initiative and a great way to meet the neighbours."

"Generally the council has done well getting the city through the earthquakes, and infrastructure in the city is improving along with the housing supply, keep up the good work team!"