

**CHRISTCHURCH  
CITY COUNCIL**

**ANNUAL SURVEY  
OF RESIDENTS**

**MARCH 2002**

**PART 3:  
APPENDICES OF  
OPEN-ENDED  
RESPONSES**

**ANNUAL SURVEY OF  
RESIDENTS**

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APPENDICES OF  
OPEN-ENDED RESPONSES**

**COMMISSIONED BY THE:**

**CHRISTCHURCH CITY COUNCIL**

**PREPARED AND CONDUCTED BY:**

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**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q2 Main reason for visiting a Council library over the last 12 months...**

- 01 To borrow or return books
- 02 To borrow or return records, cassettes, CDs and videos
- 03 To get information
- 04 To browse and read
- 05 To study or do school work
- 06 To bring the children
- 07 Used the Internet terminals
- 08 Attended a library programme or event
- 09 Just to have a look
  - to look at the new venue at New Brighton
  - to be inquisitive
  - to look at library
  - just went to have a look
- 10 Accompanying a friend
  - visiting with a friend
  - went with a friend
- 19 Other reason
  - membership enquiry
  - to pay rates (co-joined with library)
  - to pay a fine
  - to use photocopy machine

CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY  
OPEN-ENDED RESPONSES - MARCH 2002

Q23a Reasons for making other trips into the City centre area over the last 12 months

01 Shopping

02 To see or hear entertainment

03 Business - eg. to see a solicitor, accountant, travel agent etc., or to pay a bill

04 To socialise with or meet friends

05 To attend a meeting or class, to hear a speaker etc.

06 To visit the central library

07 Dining out/visiting restaurants, cafés etc.

- restaurant
- to eat
- to dine out
- for lunch
- for dinner
- restaurants and cafés - Dimitris
- restaurants
- had lunch there
- dining out

08 To visit hospital/see a health specialist/dentist/optician

- to attend physio and a clinic
- to visit hospital
- hospital
- for medical treatment
- to visit hospital with a broken arm
- hospital patient
- hospital visits
- hospital patient, hospital visits
- dentist
- went to hospital to exercise
- hospital visiting
- to visit hearing aid centre
- doctor's visits
- health reasons (doctor)
- to visit doctor
- hospital, diabetic department
- medical reasons
- going to hospital for follow up re stroke study
- to visit optometrist
- clinic, dentist
- hospital visits and treatment
- doctor

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q23a Reasons for making other trips into the City centre area over the last 12 months (continued)**

- 09 To go to church/the Cathedral
- to go to Mass at the chapel in the Square
  - to attend church
  - church
  - to the Cathedral
  - to visit the Cathedral
  - church services at the Cathedral
  - to visit Cathedral
- 10 To go to the gym/other sports/exercise reasons
- the gym
  - gymnasium
  - sport
  - to visit gym
  - cycling
  - walking for exercise
  - go to gym
  - to exercise at a gym
  - to exercise in the Park and Botanic Gardens
  - for swimming at the Centennial Pool
  - gym class
  - Centennial Leisure centre
- 11 Collecting/dropping off family, friends etc.
- collecting family from bus
  - drop off and collect students
  - pick up a family member
  - to collect daughter from school
  - collecting a child from pre-school
  - dropping off and picking up my son
  - to pick up family members
  - drop wife to work and pick her up
  - pick up and drop off children
  - partner works in the City, to drop her off to work
  - collecting son from school
  - to pick up my daughter from work
  - to take student to language school
  - pick up and take son to school
  - collect husband from work
  - to take grandchildren to school

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q23a Reasons for making other trips into the City centre area over the last 12 months (continued)**

- 12 Look around/see the changes/show visitors around/recreation/outing
- to see what's new
  - recreation
  - to check what's happening in the City
  - to look around
  - take children to something in town in the school holidays
  - showing visitors around
  - just for a wander
  - browse around
  - for a look about
  - just to have a look
  - to see inner city
  - walks around town
  - to see if there are any changes, see what's going on, to see improvements to the Square
  - to browse and walk around
- 13 To use the buses/trams/public transport
- to give children a bus ride
  - rides on trams
  - by bus, passing through to go to another area
- 14 To visit specified places, eg, Museum, Arts Centre, Botanic Gardens etc.
- to visit the Botanical Gardens and Museum
  - Museum and Botanic Gardens
  - Arts Centre
  - to go to the Gardens with my grandchildren
  - to walk in the Gardens
  - to walk dog through the Botanical Gardens
  - to visit the Botanic Gardens and cultural visits
  - to visit Museum
  - visit the Arts Centre
  - Botanic Gardens
  - to visit Art Gallery and Christchurch Museum

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q23a Reasons for making other trips into the City centre area over the last 12 months**  
**(continued)**

19 Other reason

- Bridge Club
- Polytech Library visits
- bell ringing twice a week
- to study city planning
- hooning
- job interviews
- hotel stay
- ushering at repertory theatre
- placing flowers under Chalice

99 Don't know/unsure

CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY  
OPEN-ENDED RESPONSES - MARCH 2002

Q23b Main reason for making other trips into the City centre area over the last 12 months

01 Shopping

02 To see or hear entertainment

03 Business - eg. to see a solicitor, accountant, travel agent etc., or to pay a bill

04 To socialise with or meet friends

05 To attend a meeting or class, to hear a speaker etc.

06 To visit the central library

07 Dining out/visiting restaurants, cafés etc.

- restaurants and cafés - Dimitris

08 To visit hospital/see a health specialist/dentist/optician

- hospital
- for medical treatment
- to visit hospital with a broken arm
- hospital visits
- hospital patient, hospital visits
- went to hospital to exercise
- hospital visiting
- doctor's visits
- to visit doctor
- going to hospital for follow up re stroke study
- hospital - daughter ill
- clinic
- doctor
- to visit hearing aid clinic

09 To go to church/the Cathedral

- to go to Mass at the chapel in the Square
- to attend church
- church
- to attend church services at the Cathedral

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q23b Main reason for making other trips into the City centre area over the last 12 months (continued)**

- 10 To go to the gym/other sports reasons
- swimming at the Centennial Pool
  - the gym
  - gymnasium
  - sport
  - to visit gym
  - cycling
  - to exercise at a gym
  - go to gym
  - gym class
- 11 Collecting/dropping off family, friends etc.
- to collect daughter from school
  - dropping off and picking up my son
  - to pick up family members
  - drop wife to work and pick her up
  - pick up and drop off children
  - partner works in the City, to drop her off to work
  - collecting son from school
  - dropping off and picking up
  - take grandchildren to school
  - collect husband from work
  - pick up and take son to school
- 12 Look around/see the changes/recreation/outing
- take children to something in town in the school holidays
  - just to have a look
  - to look around
  - browse around
  - to see if there are any changes, to see what is going on, to see improvements to Square
- 13 To use the buses/trams/public transport
- by bus, passing through to go to another area
- 14 To visit specified places, eg, Museum, Arts Centre, Botanic Gardens etc.
- to visit the Botanical Gardens and Museum
  - to go to the Gardens with my grandchildren
  - to visit Museum
  - to look at the Arts Centre
  - to visit Art Gallery and Christchurch museum

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q23b Main reason for making other trips into the City centre area over the last 12 months (continued)**

19 Other reason

- Bridge Club
- Polytech Library visits
- bell ringing twice a week
- hooning

99 Don't know/unsure

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q26b Thinking about the green crates, reasons why you think this recyclable collection service is bad**

**01 Did not get a green crate**

- landlord has never provided a bin so recycle our stuff at Oxford
- I have no green crate, not known where previous tenants left it
- I haven't got a crate, it's never been here since I moved in
- we don't have a recyclable green crate

**02 Green crates too small/a larger container would be better**

- we need a bigger green bin
- because they are not big enough and don't do the job, a waste of taxpayer's money
- need a bigger container
- bin isn't large enough
- too small

**03 Fussy about what they take/limited range of items/should take more**

- they are too fussy about what they take
- the way the material has to be presented is too fussy, nicely tied cardboard in squares and no heavier than a certain weight. If you don't put it out properly they won't take them
- they're too picky about what's in the bin, it's too much of a hassle
- they're not recycling enough, why don't they set it up to recycle everything, there are a lot of plastics that should be recycled, everything should be recycled
- compared to Canada they're too fussy about what they take and how it is put in the bin
- they won't take the bottles if the lids are on them, won't take boxes if not crushed, this is silly, I think they should, plastic is plastic, it would only take a minute to crush the boxes
- wish they'd open up more areas of recycling
- do not take cardboard cartons by themselves
- the people who pick them up are too picky, not taking enough

**04 No service here/have to take crates to a collection point**

- Onyx won't collect my rubbish or recyclables because we are living at a light controlled intersection
- because we are in an elderly complex and we can't carry out our green crates to the road end of the complex, many of us just can't do it, if they collected from us individually it would be good. Calbourne Court and Lane, Hulverstone Dr
- recycle depot for our house is on Major Hornbrook Rd, at least 0.5km uphill from our house
- we pay the same rates as people on the street but we have to take our rubbish in a car, because it's too far to walk, to the collection point. I don't want big trucks coming into our driveway to turn round, not designed for that kind of weight

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q2b Thinking about the green crates, reasons why you think this recyclable collection service is bad (continued)**

**05 Trucks get in the way / dangerous**

- they block the road the way they do it now, less safe too

**06 Items left behind / not taken**

- a lot of stuff we put out with a 1 on is not accepted
- they leave half of the rubbish behind
- because they left behind bottles that did not fit in the bin
- sometimes they take some things, sometimes they don't take it
- papers have been left behind on some occasions
- my papers have still been out there when I've come home, sometimes they're taken
- sometimes the newspapers are not picked up and are left on the side of the road
- a lot of time didn't take newspapers so now don't bother
- if people have more than a crate full they will not take it, meaning that if you have more rubbish than will fit in a green crate they won't take it
- also they don't take all we put out
- the newspaper recycle collection tends to miss picking up my newspapers periodically
- they throw back out onto the verge things that are allowed on the recyclable list, they're not too careful with their sorting
- at times do not empty recyclable bin at all

**07 Not consistent / delayed collection times**

- sometimes it's picked up very late
- because of the hours, particularly here, fluctuate, the times they arrive (seems to be 2 or 3 hour variants)

**08 More work needed by Council on the recycling service / more information to residents**

- sometimes I feel we don't have enough information about what we can put in and how it should be put out, need more information
- I think they're not as committed to the recycling programme as they make out
- the system they have now is not as good as when it was the Council guys doing it
- we're not informed of what we can put in it
- it is inefficient, I understand that much of the plastic is just stockpiled, the Council should study the German system and employ me to action it
- I'm confused as to the story with what to do
- no info on the crates, needed to ask friends what it was about

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q2b Thinking about the green crates, reasons why you think this recyclable collection service is bad (continued)**

**09 Don't use the recycling service**

- I don't use it, I can't be bothered, I should use it, I'm slack
- I suffer from arthritis and the crate is already heavy without anything in it so I've chosen not to use it
- I don't use it, I pay for a 44 gallon drum to be emptied, I have a lot of garden rubbish
- I don't use the crate, I don't normally have that sort of rubbish, anything compostible goes away with the garden rubbish in a bin that I get

**10 Crates divided in compartments or separate crates would be better**

- we need a second green bin
- 8 to 10 different rubbish crates for different items needed

**11 Streets untidy / stuff dropped / recyclables blowing in the wind**

- a lot of the stuff they drop it and don't pick it up, on a windy day the streets are covered in rubbish
- things in the crate tend to blow out
- people overload them and all the rubbish blows around
- there is always an overflow of plastic bottles from the green crate left in the gutter or blowing about
- the wind blows the paper everywhere down our street, it makes a mess
- sometimes the collectors can be a bit careless and leave stuff (bits) on the footpath
- please could more care be taken, rubbish day is Tuesday, could someone drive along and look at it after midday Tuesday. Memorial Ave between Ilam Rd and Greers Rd
- because it's an open container and if something falls out it's not picked up, it's just left
- they don't put all the recyclable rubbish into the truck, it can end up anywhere
- the service is not very tidy, some litter falls out onto the street and is not picked up by collectors

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q26d Thinking about the black bag collection service for the rest of your rubbish, reasons why you think this collection service is bad**

- 01 Not enough bags issued/need more bags than one bag a week
- need more bags
  - we don't get enough bags per year
  - should be more bags provided, some weeks use more than one
  - require more than allocation
  - 52 bags for a household each year, insufficient amount for a family
  - we seem to run out of bags, we could do with 5 or so extra
  - need more bags, about 3 per week
  - don't get supplied with enough bags, need 2 per week at least
  - not enough bags, we fill one supermarket bag each day so it overflows one black bag
  - don't get enough rubbish bags
  - always running out, need to put out 2 a week for a family of 5
  - not enough rubbish bags to keep rubbish clear
  - not enough bags per household
  - only get one bag, it's not enough
  - people who live by themselves have the same quantity of bags as a family
  - they only supply 52 per year and that is not sufficient
  - big issue with me, need more than one bag a week
  - not enough bags, one a week is nowhere near enough, we recycle but still have heaps of rubbish
- 02 Bags are not strong enough/too flimsy
- the bags tear quickly, the bags in England are a bit stronger
  - the bags are a bit thin and easily punctured even by cardboard
  - not very robust
  - they tear
  - bags are too thin, they rip
  - the quality of the bags, they split easily
  - thinner bags, they split easier
  - the quality of the bags is a problem
  - the plastic breaks
  - the quality of the black bags is very poor, the old bags were much better
  - the bags are too flimsy
  - those plastic bags rip pretty easy
  - they are useless rubbish bags
  - the bags are not strong enough
  - the quality of the bags is crappy, the bottoms fall out
  - too thin, the older bags were much better and stronger

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q26d Thinking about the black bag collection service for the rest of your rubbish, reasons why you think this collection service is bad (continued)**

**03 Animals get into bags/bags are not animal proof**

- dogs rip them apart
- the cats rip into them
- the dogs and cats just destroy them
- dogs break into bags
- the animals get into them
- dogs get into bags
- because the bags are too easy to get into by cats
- animals rip them to pieces
- bags are useless in our neighbourhood, trouble with animals opening them up
- firstly because of animals getting in the bags
- bags not animal proof
- animals get into bags and rip them
- bags are able to be ruined by cats
- it's really hard to make the bags safe and secure from the animals, I put a drop of Jeyes Fluid over mine, I've no desire to scoop up rubbish from the street

**04 Bags are too small/smaller than before/not big enough**

- the bags are too small, the size of the bag needs to be the capacity it was before
- bags are too small
- the bags are a bit small
- the bags are not big enough
- they have changed the size of the black bags this year
- I think the bags could be bigger, 150mm higher and they wouldn't be too heavy
- reasonably small
- plastic bags are too small and wrong dimension
- too small, not like the old ones, they were bigger and you could fit more in
- I feel the size of the bags today are far too small, require 2-3 each week, would prefer a larger sized bag
- a bit on the small side
- they are too small for the bin that the older bags used to fit over
- the bags are too small, smaller than the last ones
- because the bags are smaller, they are 4 inches shorter
- smaller bags
- the change of bags to smaller bags is not good
- current bags do not hold the volume the old bags did, they're too small
- they've made the bag smaller

**05 Cost of extra bags is too high**

- too expensive to buy extra ones
- cost of additional bags is too high
- the bags are too expensive to buy more of them

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q26d Thinking about the black bag collection service for the rest of your rubbish, reasons why you think this collection service is bad (continued)**

**06 Would prefer wheelie bins/wheelie bins are much better**

- I'd rather see wheelie bins like they have in Timaru
- everyone should have a wheelie bin
- I'd rather have a bin, like Waste Management, with wheels, more convenient
- I'm all for wheelie bins, one for recycling and one for rubbish
- they should provide something like a wheelie bin, if you have a large wheelie bin you could just about do the collection once a fortnight
- I think they should have bins instead of plastic bags
- I'd like to see wheelie bins introduced
- I can not understand how the Council is so backward in not adopting the wheelie bin system like Timaru, which works so we want a wheelie bin please
- feel we should be looking at green wheelie bins
- I think we should have wheelie bins, I would like them even if I had to pay something towards them
- other cities have wheelie bins, we want one too, no charge
- I want a wheelie bin, I hate bags
- we would prefer Council supplied plastic bins
- a wheelie bin would be better

**07 Private wheelie bin service used**

- doesn't meet our requirements so we have a bin
- I got a wheelie bin and don't use the bags
- we've chosen not to use them, we hire a bin

**08 Weight of bags a problem/bags rejected for being too heavy**

- although rubbish was not overweight they put stickers on, it was under 16kg, why?
- pedantic about the weight of bags, they leave the bags if they are just a little bit heavy, poor attitude to service

**09 Limited to Council bags only**

- on one occasion refused to take a bag that had another town, Twizel, McKenzie C.C. on it
- when bags run out any other bags bought from supermarkets are not collected by the Council, even if they are black bags, unless they have Council stamped on them

**10 Bags not so hygienic/wheelie bins would be much more hygienic/cleaner**

- trying to put rubbish into bags is quite inconvenient and messy compared to wheelie bins
- should have wheelie bins as think bags are unhygienic
- I hate the bags, wheelie bins are a lot more hygienic

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q26d Thinking about the black bag collection service for the rest of your rubbish, reasons why you think this collection service is bad (continued)**

- 11 Early collection time difficult/ requires bags out overnight/ risk of damage from animals
- you can't put them out the night before because of animals ripping them open
  - it's a worry in summer, you have to get up early
- 12 Bags not biodegradable/ add to the rubbish/ bags should be paper
- I would prefer the use of biodegradable plastic for the bags
  - the paper bags were better
  - because they don't decay
  - why not reconsider paper bags?
  - I would prefer biodegradable bags
  - should be using paper bags
  - I don't think our rubbish should be disposed of in plastic bags, just more rubbish that doesn't break down
- 13 Streets untidy with rejected bags/ spillages/ mess from torn bags
- once or twice this year spillage of rubbish bag has been left behind, the rubbish collector has picked the bag up, it's broken so they just left the spillage there
  - because of the rubbish left behind, if you drive down the street on collection day there is rubbish in the street from damaged bags, it's not cleaned up by the collectors
  - makes a mess of the streets
  - the collectors leave rubbish from bags on the roadside
  - Division St has loads of rubbish after the end of the student term/ year and is a shambles
- 14 Didn't receive any bags/ no bags at rented flat/ new bags go missing
- rubbish bags stolen from property
  - never get bags, landlord said he doesn't get them, a slip of paper to get bags should be delivered to the house or go back to the old system
  - landlord has never given the bags
  - no bags supplied so had to buy our own black bags
  - I didn't even get rubbish bag vouchers for me personally, I phoned and they said I must have, they told me to buy them
- 15 Inconsistent/ late to collect bags/ bags still there in afternoon
- because bags are still in Halswell Rd at 3pm
  - they pick up in the afternoon, the bags are burst by that time, they used to be picked up in the morning, why has it changed?
  - lack of consistency with picking up times
  - rubbish still on the road at midday, Fendalton is the road everyone sees from the airport
  - pick up doesn't come at a regular time, can be between 9.30 and 3pm, the result is rubbish bags left

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q26d Thinking about the black bag collection service for the rest of your rubbish, reasons why you think this collection service is bad (continued)**

- 16 Dislike handles on bags / don't like the way they tie up
- handles are annoying
  - I don't like the way they tie up
  - bag is too hard to tie up
  - they don't secure at the top as well as the old ones did
  - very unhappy with the design of the black bags because the handles are a nuisance
  - hard to tie, the handles rip off, the old bags had the rip off tie and were better
- 17 Missed collection bags / bags sometimes not picked up
- sometimes they leave the bags behind
  - I put the bags out for collection and they were not taken away, I had to wait another week before they were collected
  - they forget to pick up the rubbish often
- 18 Service not available / have to take bags to a collection point
- service is non-existent for properties down Rockfield Pl lane, we have to take our rubbish to Major Hornbrook Rd, at least 0.5km uphill from our house
  - we pay the same rates as people on the street but we have to take our rubbish in a car, because it's too far to walk, to the collection point, but I don't want big trucks coming into our driveway to turn around, not designed for that kind of weight
  - because we are in an elderly complex and have a cage on the road end of the complex but many of us can't struggle to get our bags to it, if they collected from us individually it would be good. Calbourne Court and Lane, Hulverstone Dr
  - because we have to take the bags out to the main street, sometimes two bags so two trips, our lane is too small for the rubbish truck
- 19 Other reasons
- should be more provision for green rubbish, especially for smaller households, it's not worth going to the dump for a few hedge or grass clippings, it's too expensive for only half a bag of rubbish
  - I'm forced to go to the refuse station once a month
  - we are creating more waste, we've got to separate rubbish out more
  - distribution of bags through the supermarket is much better
  - if they stop the service there will be a whole lot of dirty nappies on the street, it's a bad thing
  - getting the bags is more complicated now
  - I liked the old rubbish tins
  - if they stop free bags altogether people will dump rubbish where they shouldn't

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q30c Reasons why you don't use public transport, or don't use it more often**

**01 Have own car/prefer to use own car**

- because I have my own car
- I have my own transport
- I have my own transport ie car
- have a couple of cars
- because I've got a car
- private car
- I don't use it often because I have my car
- because I have my own car which I think is better
- I have a car
- personal choice to use vehicle
- we are reliant on our cars
- prefer car
- use car to go to bowls and shopping
- private vehicle
- we have our own car
- I'm a car person
- I'm a car owner
- I have my own car and a van
- personal car
- because I drive

**02 Car is more convenient than public transport**

- public transport is too inconvenient
- personal convenience factor
- buses are not really convenient
- my car is more convenient
- it is more convenient using my own car
- I find private transport more convenient
- convenience
- public transport is not often convenient
- convenience of using the car
- convenience of having own car
- private transport is more convenient
- inconvenience of public transport
- prefer private transport for convenience
- I prefer the convenience of taking the car to town
- the convenience of having a car is too great

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**Q30c Reasons why you don't use public transport, or don't use it more often**  
**(continued)**

**03 Car gives me independence/freedom**

- like my independence
- prefer the freedom of car travel
- it's being independent with your own car
- independence of car
- when we go into town we like to be independent
- I'd rather do things my own way
- prefer the independence of using a car
- because I prefer to be independent and drive my own car

**04 More flexibility by car/easier to go where and when I want**

- easier to do things with own transport
- the car's in the garage and it's easier to use
- easier to use car
- I can do whatever I want to do whenever I want to do it, don't have to plan
- if I want to go to town I can do it at my leisure
- come and go as please, no timetable needed
- it's easier, straight outside the door and jump into it, don't have to worry about timetables and when a bus is coming
- with public transport you're pinned down to timetables and transfers
- because I do not just go into town, I go to a number of different places when I go out
- buses just aren't that flexible
- with a car don't have to stick to a timetable, can go when we like
- car is easier, don't have to walk to and from bus and not regimented into timetables
- car goes exactly where I want to go
- outside of work prefer to come and go when it suits so use the car
- lack of flexibility with public transport
- because it seems easier with a car, when you want to go you just get up and go
- easier to in the car where and when I like, I wouldn't like to be tied to a timetable

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**Q30c Reasons why you don't use public transport, or don't use it more often**  
**(continued)**

**05 Quicker by car / public transport time consuming**

- the time factor is important
- prefer a car time-wise
- takes so much longer by bus
- public transport takes too long
- quicker to get home by car
- I like to go to places as fast as I can
- time factor, quicker to take my car
- time does not allow me to use a bus
- too much of a hurry and not enough time to use a bus
- I haven't got the time, I reckon that travelling by bus would double my travelling time
- inconvenient in terms of times, a car is more time efficient
- because I'm usually running late
- work out of town by the airport, would take 2 hours to get out there
- takes twice as long to get anywhere by bus
- time pressure, Orbiter takes 50 minutes to Polytech, my car takes 20 minutes
- quicker to walk
- if I had more time I would use it
- can get from A to B much faster with a car
- it's quicker, don't have to leave home earlier
- if I'm in a hurry I use the car
- also we're always in a hurry
- go by car to save time basically
- it's too slow, no priority for buses on the roads
- my time is worth more than the petrol bill
- working to a schedule and time frame requires use of a car
- it's not quick enough, can get to work 10-15 minutes by car, by bus 30-35 minutes

**06 Car better with baby / children**

- public transport is exhausting with 3 small children
- easier in a car with children, prams are a hassle on a bus
- when I go out I have to drop kids off etc
- public transport awkward with kids, one at kindy and one at school
- the car is more convenient with kids
- have too many children to go on a bus
- have children, have to drop one off to kindy
- I have 3 preschoolers and would struggle to get out with them and use the bus
- I have a child and don't have to worry about prams etc
- I have my children, I'm not messing around with babies on buses
- just to take my daughter to school, a car is much easier
- I need to take the kids with me
- I drop the children off on the way to work
- working mother, too hard to drop kids off at several places
- have a young family so prefer to take the car
- I have a baby so find travelling by bus not convenient
- I put the kids in a carseat and don't have to worry about them when walking to a bus stop and getting them to hurry

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**Q30c Reasons why you don't use public transport, or don't use it more often**  
**(continued)**

**06 Car better with baby / children (continued)**

- car is better to transport my baby, not as easy taking my baby using the bus
- I have to combine trips and pick up the kids
- it's because I've got 2 small children and it's a lot easier to use the car, I intend to use buses when I've just got one of them
- if I got on a bus my baby would want to get off, maybe easier with a car, perhaps when the baby is older
- at weekends more convenient to use the car with two kids
- I have a baby and you can't always get the baby's chair on the bus, the baby was asleep, I wanted to take her on the bus in the buggy, that option was not available because the buses were busy
- easier for me in the car because of my baby and having a pram, if the baby is sleeping then she cannot go in the pram in the bus, also hard to keep her still on the bus

**07 Prefer to walk**

- things are within walking distance
- I only go for walks around the block
- we are so close to town so we walk
- where I live I can walk into town
- walking distance to most places we want to go
- walk through Hagley park to the City centre area, enjoy the exercise and the park
- I walk to work
- I'd rather walk than use the bus service
- I like the exercise so prefer to walk
- I walk everywhere
- generally walk to where I need to go
- walk to local shops
- I'd rather walk into town if the weather is good
- I power walk to work 3 days a week

**08 Prefer to cycle**

- have my own transport ie bike
- I use my bike a lot
- for a short distance I use my bike
- sometimes I have gone to work by bike
- I work at the airport and bike there for exercise, I bike in preference to using a bus
- I can bike, I like to bike to work
- I like to get exercise riding my bike
- I cycle everyday, my usual means of transport for work
- if my car breaks down I use a bike
- I bike to the City most days
- I'm within biking distance of work
- because I live within cycling distance for the things I generally need it for

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**Q30c Reasons why you don't use public transport, or don't use it more often**  
**(continued)**

**09 Use taxis**

- at night we catch taxis
- if we don't take a car we use a cab
- I get a taxi voucher and taxis take me to where I'm going
- if we're going into the City drinking we taxi home
- I use taxis
- have to get taxis now
- when I go to hospital they give me vouchers
- use a cab at 2.00 or 3.00am
- if car broke down I would use a taxi
- have taxi vouchers

**10 No public transport near us/live in a rural area/too far out**

- no buses Lansdowne Tce where I live
- I live up on a big hill with no bus route
- I don't live near a bus stop
- no buses nearby
- no bus comes up my big hill
- no suitable public transport from Diamond Harbour
- it's a bit rural
- none here
- we don't have public transport nearby
- bus service hasn't been available until recently
- I'm not on a bus route
- the bus stop is too far away, 1.5kms
- because it does not come past our road and it is a long road
- live in Old Taitapu Rd, no buses go down there
- buses not convenient down Kennedys Bush Rd
- no access from where I live to buses. Early Valley Rd
- being in the country, have to drive in the first place

**11 Work unsociable hours/shiftworker/no public transport at those times**

- I work early, 6.00am and buses are not running then
- the buses don't run when I work (at 6.00 in the morning)
- don't run at 5.00am when I go to work
- I used to take the bus to work but now I stop at 6.00am it is too early for the buses and I have to take my car, would prefer to go by bus if it started earlier
- we work funny hours and buses don't run early morning or late at night
- I start work at 6.45am and there is literally no way I can get off the bus and get to work on time
- my hours of work mean I need a car
- I work outside public transport hours
- the hours I work the buses are not running, 2.00am to 3.00am
- shiftworker, no service, hours of buses don't suit
- had a job at Prebbleton starting at 7.00am but couldn't get a bus to it
- shiftwork not catered for, one end of shift bus is available but at the other end of the shift there's no bus
- I do shiftwork, the hours I use them the buses are never there when I need them

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**Q30c Reasons why you don't use public transport, or don't use it more often**  
**(continued)**

**12 Health reasons / mobility reasons / age reasons**

- I'm using a walking stick
- I'm frightened of travelling on public transport because of my vision problems due to mobility
- it's accessibility for me, my health severely restricts my walking
- I have Alzheimers and it stops me catching buses, even though I live on my own okay
- have to use a stick so feel too wobbly to use a bus
- I have a medical problem that doesn't let me walk too far
- I have had a stroke
- anxiety attacks, I don't like any new situation, leaving the house is a problem
- getting older
- elderly lady on a walker
- need a hip replacement like many others, I'm in pain
- blindness
- by the time I walk to the bus stop, it's too far, and then I can't get on and off buses easily because of a hip problem
- because of my illness
- have difficulty using the bus as sick
- because my husband has a disability
- I have to cross roads to get to and from the bus stop and I have poor eyesight
- I can't get on a bus with an electric chair
- because of a physical disability
- can't get buses now as I'm not healthy enough
- not convenient as I am less mobile than I used to be, not completely confident about travelling on my own as I have a bit of a balance problem which causes a feeling of insecurity getting onto and off the bus and moving along the aisle to a seat
- crippled

**13 Have to catch two or more buses to get across town to where I want / more direct route by car**

- it doesn't go to my work, I have to change buses to get there
- I work at Riccarton which means I have to bus to the Square and then to Riccarton
- we have children the other side of town, easier by car than bus
- because there is not a bus route to where I work without catching 2 buses
- wouldn't be a bus to take me directly to work
- depends where you want to go to, I go to Riccarton quite often and you have to change buses
- I work at the airport and have to catch 2 buses
- car takes me exactly to where I go
- it's inconvenient getting to work, I'd probably have to make a connection which would be very difficult
- the places I go to I'd have to get 2 buses

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**Q30c Reasons why you don't use public transport, or don't use it more often**  
**(continued)**

**13 Have to catch two or more buses to get across town to where I want / more direct route by car (continued)**

- I would need 2 buses for trips like to Papanui
- to get to work would take 4 buses
- I prefer to travel directly to where I want to go
- location of where I work, would have to get 2 buses
- no direct bus service between work and home
- I believe it would be 2 buses to get to Dovedale Ave

**14 Inconvenient timetables / don't run at the times I want / too irregular**

- not available at the times I need to use it
- buses don't necessarily go at the times I would use the bus, they are very infrequent
- timetable, service not frequent enough
- the timetable does not suit, it's too restrictive
- local buses stop after 6.00pm in this area and none at weekends
- no regular service if end up having to work late
- if you wait half an hour between buses it's a bit of a hassle
- the service should be every half hour to be convenient
- it's usually not when I want it
- they don't run late at night or early in the morning
- the buses tend to leave too late for work
- the buses are at half hour intervals and no late buses to my knowledge
- we are well serviced by buses but not at the time I require
- times don't suit
- if transport was more frequent then maybe we would use it, back in our home country of Korea public transport is very frequent
- the frequency of service is not good from here, don't know how many more they could put on
- buses are not frequent enough
- the buses have a poor service, don't run after a certain time or at the weekend, limited
- the times the buses run are not good
- because it doesn't run often enough
- if there was a public transport system more frequent, I probably would be more tempted to use it
- 20 minutes wait if I miss a bus and have to wait for the next bus

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**Q30c Reasons why you don't use public transport, or don't use it more often**  
**(continued)**

**15 Routes not convenient/ don't go where I want to go**

- none where I work in Lunns Rd
- they don't stop by the Town Hall either
- I can only get to the Square by bus and have to walk the rest of the way to work as there are no buses that go that way
- buses don't necessarily go where I want to go
- the direction the buses go is wrong for me, if they went round the city it would be better for me
- it doesn't go where we go
- they're inconsistent with me, with where I go
- it doesn't go my way to work
- impractical, no bus that goes from home to my workplace
- does not go close to my workplace
- buses do not stop by most supermarkets etc for shopping
- does not take me from home to work or study
- because it does not take me to where I want to go
- because I work out in the countryside
- it's usually not where I want it
- places I go to are away from bus routes
- the bus doesn't go near where I work at Woolston
- the bus stop is not near my work, I would have a big walk
- don't go to the places I want to go
- my destination does not fall within the routes travelled
- parents live in the country so I use the car to visit them as no bus goes there
- need more suburb to suburb services
- the bus service doesn't go to my work, I work in an awkward area to get to by bus
- not convenient if I wish to go into the suburbs, buses need to go into these industrial areas, service areas

**16 Taken places by my family instead of using public transport**

- if I need to go somewhere a family member takes me by car
- my husband takes me
- only go out once a week with my daughter
- because my daughter picks me up in the car
- I've got my family
- daughter takes me in car
- my brother-in-law always takes me
- my daughter takes me out

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**Q30c Reasons why you don't use public transport, or don't use it more often**  
**(continued)**

- 17 Have a work vehicle provided/need to use my car for work
- work commitments, have to pick up clients
  - because I am a builder by trade and therefore need a trailer to take all my supplies, could not fit on the bus
  - the type of work I do requires me to have transportation on hand
  - I drive a lot in my job
  - need car for transporting my equipment
  - I need my car for work
  - work in real estate and have to use my car to take clients about
  - I have a company car provided
  - nature of my work mainly, I have to go to different sites and have to carry my own gear
  - use my van for work to carry equipment so bus is not an option
  - for carrying things, gear for business, need a car
  - when I go to work, I need my car for work
  - use own transport because my job entails driving to different locations
  - I can't get on the bus with a truck load of tools
  - I have to visit people as part of my work and go all over Christchurch so can't use buses
  - doesn't suit the work I do, travel with tools and equipment
  - I need to carry work gear, the firm pays some of my running costs
  - I need it for appointments and meetings and the carriage of equipment and goods for my employment
  - cannot take big bags of work on a bus
  - I am a sales rep and my car is part of my job, I could not use public transport as a sales rep, public transport doesn't go anywhere near my calls, I need my car to transport my sample cards, I cover the South Island
  - I'm doing business anyway, you can't deliver flowers on a bus
  - provided with a car with the job
- 18 Don't like waiting at bus stops
- you have to wait for a bus
  - too boring waiting for buses, sitting around
  - I haven't got time to walk to the bus stop and wait for the bus
  - don't have to wait for when a bus arrives
  - lack of sheltered bus stops
  - inconvenience of waiting for public transport
  - waiting for buses both ways takes up too much of the day
  - more things to do than stand around waiting for a bus
  - get impatient waiting for the bus
  - waiting for buses doesn't suit me
  - because I don't like waiting around
  - waiting is not on
  - I don't like standing out in the elements waiting for buses
  - haven't time to be hanging around waiting
  - can't be bothered waiting around

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**Q30c Reasons why you don't use public transport, or don't use it more often**  
**(continued)**

**18 Don't like waiting at bus stops (continued)**

- protection from weather, no-one wants to stand at a bus stop in a southerly
- sometimes have to wait in the rain, even if for only half an hour, I don't want to
- don't like having to find a bus stop and wait for a bus
- generally you stand around in the cold, if it's cold

**19 Don't need to use public transport**

- do not need to
- I don't need to use it
- I haven't needed it so don't need to use it
- I don't have occasion to
- do not find it necessary to use buses
- no need to catch a bus
- I don't have a need for it
- I don't need to travel much
- work locally and don't need to catch the bus
- why would I use a bus?
- no need
- don't have the need to use transport
- no point in catching a bus when so close to work
- no use for it
- I don't go anywhere I need to get a bus

**20 Don't go to town/don't go out**

- I don't go far from home
- don't go to town very often
- don't go into town
- I don't go into central City
- I don't go out much
- I don't go into the City very often
- I work from home
- I don't go into the City
- I don't go into the City, everything I need is on the outskirts
- we have everything we need here in Hornby
- we hardly ever go in the City, maybe twice a year
- there's nowhere to go
- housebound
- I don't go out very often anyway

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**Q30c Reasons why you don't use public transport, or don't use it more often**  
**(continued)**

**21 Lazy / can't be bothered / a habit to use the car**

- boring, too much hassle
- don't think about it, too lazy
- it's a habit to hop in your car
- a habit of taking the car
- I'm lazy
- I don't bother
- probably just lazy, I never think of using the bus
- habit to drive car
- I've got out of the habit
- laziness
- I'm in the habit of driving, it would be possible to use the bus sometimes but I don't
- too lazy, habit
- institutionalised way we have grown up to never think of using public transport, came from the country where there was no public transport
- too used to the convenience of a car, not used to the public transport system
- attitude of being used to using the car having grown up in the country

**22 Cost of public transport**

- too expensive
- cheaper to walk
- company car doesn't cost me
- would be too expensive with all the children
- cheaper to use parking meters or parking buildings than the \$4 bus fare when going into town
- cheaper for 5 to travel in a car than 5 bus fares
- it would have to be free before I would use it
- it's probably cheaper in the car if you've got one
- cost, cheaper to use vehicle
- walking is less costly than buses
- because it's too expensive for me
- if the fares were cheaper or free I would use it more often, the transferable tickets should be valid for a whole day (8 hours not just 4 hours)
- much dearer to take self and students on buses than by car
- as a student the buses are not within my budget

**23 Don't like public transport / choose not to use**

- wouldn't use
- because I don't like public transport
- public transport has never appealed to me
- catching a bus doesn't really appeal to me
- I don't want to take a bus
- would never use a bus
- public transport to me is the last resort if you don't have a vehicle

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**Q30c Reasons why you don't use public transport, or don't use it more often**  
**(continued)**

**24 Car better for carrying stuff/shopping etc**

- use car because I'm usually picking something up
- when I go out I have to bring stuff back
- I can carry my groceries easily in the car
- like the convenience of being able to bring shopping home in the car
- if I'm having to get certain things it's easier in my own vehicle
- carrying parcels is a nuisance on the bus
- easier to carry your shopping in a car
- supermarket shopping is too hard by bus
- you try carrying your golf clubs and trundler on the bus
- because of carrying shopping, can't carry it on a bus
- I use the car for town because I buy things
- the convenience of the car boot to carry the quantity of shopping you want to do
- more difficult on the bus if you're carrying books
- I'm a cellist so find travelling by bus not very convenient
- usually carrying bulky instruments
- usually pick things up from town and public transport not suitable
- I deliver things for my husband so can't take a bus
- can take all you need in a car
- find difficulty in carrying parcels on public transport- carriage of goods when shopping difficult on public transport
- I'm taking things in and out of town all the time
- easier to carry shopping to own vehicle
- usually carry heavy things, groceries etc
- if I'm going anywhere I'm carrying things in the car eg lawn mower
- I visit the in-laws and take things to them like vegetables so the car is better
- we take the car to the local malls to carry shopping
- if we use the car it's for getting stuff I can't carry on my bike

**25 Carpool/share the car/get lifts from other people**

- I'm fortunate that other people assist me by providing transport
- I have other transport available if I need it
- have friends that take me, always have a ride
- someone usually picks me up
- we twin share a car, I pick up a family member on the way home
- I rely on others to take me around
- socially we carpool and take it in turns
- have to get a ride from a friend now
- because my friend picks me up in the car
- always more than one in the car
- have someone pick me up

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**Q30c Reasons why you don't use public transport, or don't use it more often**  
**(continued)**

**26 Lack of knowledge of routes, timetables, costs etc.**

- we have little knowledge of where the buses run, we are still learning the layout of the city, only been resident in Christchurch for 18 months
- would use public transport if a timetable and a map were provided
- hard to figure out the schedule
- don't know much about the timetable or the fares
- I don't really know the bus routes, I'd probably get lost when they take these funny routes and not go direct
- would like to know how much they cost, never see how much sections cost, never see it advertised
- I'm a bit confused about when the buses travel, I always need to ring and ask for timetable help
- I have no idea of timetables
- it's just hard to know what times it's going and where from
- because no timetable, don't know the route, don't know how long it takes, I should use buses more but don't have the information
- not aware of timetable too well

**27 Car park provided / car parking no issue so use car**

- have own park in town
- the hospital and Polytech both have excellent parking so using the car is convenient
- we have our own parking spaces
- I have a car park at work
- car parking is okay when using the car
- it relates back to ability to park, I think I can find a park
- I do have parking available at work
- because I've got a car park provided
- have the car park at work

**28 Unpleasant experience to use public transport eg finding a seat, being with crowds, unpleasant people, rude drivers etc.**

- I'm quite shy, I don't like the crowds
- the buses are too full, the drivers are rude
- too crowded
- a bus forces people to all meet in one group at a stop or on a bus, some people have no thought for other people, no younger people standing for older people, no younger people letting older people on the bus first
- I do not like crowded buses
- I'm shy and don't feel good with lots of people
- I'm unhappy to be sitting with some of the people who are bus patrons
- don't like having to put up with the idiots on the bus
- not all that comfortable in a rowdy bus
- you never know how many people will be on the bus and don't know if you can get a seat
- I'll never use it again because of bad driver attitude and inefficiency
- buses are scary, trying to find a seat before the bus takes off, especially if I have my hands full, frightened of falling

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**Q30c Reasons why you don't use public transport, or don't use it more often**  
**(continued)**

**29 Only use on odd occasions, car broken down, specific outings etc**

- only use it if I don't have a car
- only use it when own vehicle breaks down
- I only use the bus when it's raining or I have no access to the car
- only use when the car is off the road
- I use it if going to Polytech in the afternoon when parking is difficult
- it's more like a treat for the kids
- perhaps 3 times a year we go to the City and then we use the bus
- if car was not useable, at garage, or on the odd occasion for entertainment
- I use the bus if going into the City Centre for parking reasons or if going to another area where I don't like driving
- I only use it when I need to take my class to the Museum
- if going to the City for drinking we go in on the bus

**30 Safety concerns**

- it's not safe, aggressive people use the buses and follow you home to pick a fight
- I don't feel safe in the new central bus depot
- initially I got put off it all because it went to the Square and I felt it was dark and not safe
- there's no way I'd stand around bus stops at night
- I don't want to meet weirdos on the bus and be followed home, a safety thing
- I don't think they are safe, they don't have seatbelts
- I feel safer at night travelling by car
- I work night shift, it's not safe to use them then

**39 Other reason**

- the bus depot sucks
- I don't like the Bus Exchange environment
- not enough stops
- bus stops between sections near me, so I have to get off too far away if I want to pay less or have to pay more to get closer to home
- I've worked for 40 years and always used public transport and I feel I'm entitled to use my car everyday now
- cannot take dogs or animals on the buses
- don't allow my dog on the bus
- I don't think the public transport service is good enough, the little tram system could be expanded to twice it's size round the central City and should implement a light rail to say Sumner and other high traffic areas like in the UK, Manchester is a good example

**40 Don't know/no reply**

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**Q36 Where you use the e-mail and/or the worldwide web**

01 At work

02 At home

03 At school or other educational institution

04 At a library

05 At a friend's or relative's house

06 At an internet café or similar

07 Other

- laptop, on tour
- from overseas when coaching

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q38b How you found out about the site**

**01 Found it through a search engine**

- from a search engine
- through the search engine
- I knew they had one so I typed a search engine and it came up
- search engine
- through a search engine
- I use the search engine on my computer
- I used the search engine to locate it
- went through a search engine

**02 Searched/surfed for it**

- I just assumed there was one and searched for it
- I knew that the Council would have a site so I searched for it
- playing around on the computer to find out information about department managers to resolve problem
- searching on the web
- by playing with the computer
- searching for something
- I knew we had one, I got there by surfing
- working through the web, the kids teach me, they pick it up from school
- web search, I wanted to find a map
- surfed to it
- just by searching
- I looked for it, just interested

**03 Told about it by another person**

- through a friend
- friend
- Mum told me about it
- I don't know, I think it was through my brother
- my son told me
- a tenant told me about the site to do with the building code, waste management and sewage information
- through friends, social conversation
- from a friend
- word of mouth, someone told me about it
- my wife found it, it was quite informative
- I was told about it by somebody, I use the map there, "What's on in Christchurch"
- from a real estate agent

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**Q38b How you found out about the site (continued)**

**04 Linked from another site**

- I went through the NZ Government site
- I just know that all Government departments are on [www.govt.nz](http://www.govt.nz) then I branch off from there
- through St Albans Residents site
- it just came up, something to do with employment, I came across it by accident, it was all to do with NZ
- I was surfing, it was in relation to Smoke Free City
- Environment Canterbury
- opened home page and went into Council page, found by accident
- use library site, been using it for ages, it's now in my bookmarks, linked from University library is how I originally found the site
- library site, from the Central Library that we could access it
- mostly to the library website, I'm an ex-librarian

**05 Assumed it was there and found it/an educated guess**

- just typed in e-mail, used commonsense
- assumed it was there
- assumed it was there and found it
- assumption, I just assumed there would be one there
- I assumed there was one, assumption, typed in to see if it was there
- I typed it in and hoped I would find something and I did
- an educated guess, based on experience
- I expected there would be a website, I could also guess the address
- I looked it up myself, I don't need anyone to tell me the website
- commonsense, you assume these days everyone has a website
- just took a rough guess to find bus timetables
- I guessed it was there, eg. [www.ccc.govt.nz](http://www.ccc.govt.nz) is that right?

**06 Through the library**

- through children's division, Bill Nagelkiekie, in the library
- enrolled at the library on their site
- I picked up the address in the library
- it was at the library
- probably through the library
- through the library
- from the librarian
- through the library staff
- through the library, from information on the libraries computers
- may have been the library
- through public libraries
- use the library a lot
- in the library
- was told about it by a librarian

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**Q38b How you found out about the site (continued)**

**07 Saw the address in a Council printed publication**

- perhaps it's on my rates bill
- a flyer from the Council about something else, they had the website listed on that, also with my rates, when I was paying rates
- pamphlet of Christchurch City Council waterways
- it might have been on a rates notice
- from a pamphlet that was sent out
- may have seen it in City Scene
- I saw the website on the advertising brochure and looked up something specific
- from a parking ticket
- I saw the website on Christchurch City Council documentation and I visited it for a look
- from City Scene or similar that had been delivered to my home
- through flyers
- a City Council brochure, also the publication bookmark
- through the City Scene paper, I had a look at the recycling information
- received information in a Council newsletter called "Live There" which I used to get

**08 Saw the address in a newspaper / non-Council printed publication**

- the Star newspaper
- The Press
- I looked it up in the White Pages, I sent an email to the Christchurch City Council and I got some prompt action
- through the Star, the beach one, so I could see what the surf was doing
- just read about it somewhere
- adverts I think
- through papers
- maybe it was an ad in the paper
- newspaper advertising
- through the local paper, Observer
- read article in newspaper
- read about it in the newspaper
- it was for a job and the address was on an advert

**09 Through my work**

- through work
- I used to work for SouthPower owned by the Council
- guy at work came across it, intranet system
- a girl at work told me about it
- work related, under contract to Christchurch City Council
- I used to work for a Council so knew they had one
- from my work
- through work
- from employment
- I just knew about it from my previous job at SouthPower
- used the website for my work, never for personal use
- through work associates
- as an employee

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**Q38b How you found out about the site (continued)**

**10 Through my education/training**

- at school, the City Plan was what we looked up
- through my internet group
- through a teaching organisation
- in my university assignment sheet, geography course
- from a computer course

**11 Told about it by City Council staff**

- I rang Council and asked their web address
- my partner who works at the Council told me about it
- someone in the Council told me
- mother-in-law told me about this site, she's a worker in the Council offices, this was the only reason I knew about the site
- through the lady at the Council offices in town
- from a Council employee - son
- through a City Council worker
- I rang for information and the staff politely told me about the website, it's very handy
- my husband told me, he's on the Council

**19 Other ways**

- heard about the site somewhere, maybe on radio or TV, went to look up details of our property, how many square metres
- through TV
- I found it, punched in "Classical Sparks" or similar and it just came up, I wanted information on that event
- just punched in "What's Happening"

**20 Can't recall**

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**Q39c Other types of information you think should be in an e-mail newsletter**

**01 Information about Council/Council staff**

- profile of Councillors
- occasionally publish a list of phone numbers or e-mail addresses to Council officers and Council committees
- Ward Councillors contact numbers and what committees they are on, more extensive list of what departments deal with what matters
- information about how the Council works, who their staff are and what qualifications they have to do the job
- that it has a list of Council members on it and contacts for our specific areas
- information on Councillors, how much they earn and what their personal involvement is in projects, they used to make themselves more accountable especially on works like the Square
- news about the local Ward Councillors and Community Board members
- how to contact Council staff, who would deal with the issue
- personal pen portraits of the people who are running the Council
- local contacts, reminder of who the Councillors and Community Board are
- how to contact staff responsible for various functions eg parks and recreation
- information on which Council officers deal with what issue
- names of Councillors in each area
- I would like to see articles about individual Councillors in relation to their Council activities

**02 Roading/roadworks/traffic information**

- which roads are being upgraded, where they are working
- notification of major roadworks etc
- road closures, roadworks,
- roading, traffic control and road speed used
- roading issues
- if doing major roadworks, could put this in
- progress in local projects like traffic lights, islands etc
- proposed traffic disruptions, areas of current roadworks
- roadworks, where and when and what the routes and delays will be
- roading proposals
- roadworks
- traffic issues, congestion and updates on accidents at intersections
- road development, sufficient time for public consultation
- road closures etc should be included
- advice on traffic routes such as one-way streets and changed traffic flows
- roading plans ie for renewing water mains
- roading, proposed roadworks or changes
- roadworks, where, how long, diversions
- need to be notified of the road changes eg, they've been working on Curlettes Rd for a long time and we need to be kept informed of what's happening
- roading projects
- road developments, new roads, Bromley and estuary area

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**Q39c Other types of information you think should be in an e-mail newsletter**  
**(continued)**

**02** Roading/roadworks/traffic information (continued)

- any matter that affects street access, changes to guttering and traffic, all this information should be relayed to the residents who are directly affected
- proposed plans for major roadworks
- current roadworks, places that are hard to get past because of roadworks
- about vandalism of road signs
- changes to traffic or major roadworks that are going to be disruptive
- information about the installation of traffic lights
- major roadworks that are going to be impeding traffic flow, would be then able to avoid these areas
- street works

**03** Local community news/events/clubs

- things going on in the community
- matters that pertain to my neighbourhood
- visits of dignitaries to Christchurch eg, the Queen has just been and we didn't know
- cultural things
- local suburban news and events and clubs
- information on social motorbike events eg Hororata Hog Out
- pricing of things eg entertainment, save having to make phone calls to find out especially as we are on a budget
- times and dates of events etc
- concert, show advertising
- complete events list for Christchurch including those run by other people as well, news about my Ward, I'd like to click onto information about other Wards and areas as well
- What's on in the City, including things with community involvement as well as entertainment
- community run events eg clubs and the information that comes through letterboxes ie. interest groups, hobbies, general interests
- cultural interchanges that are coming, when you use different venues and have the whole town done up
- I think we should know what's going on in our own area
- education news, night schools, seminars that are happening in Christchurch
- any specific event that comes up that the public has a right to know
- maybe some community news
- more information about individual areas, local happenings, plans
- community news items with a youth focus and a third age focus, any community advertising
- other things happening around the City, not only for Council events eg, important visitors to the City
- general news in Papanui-Belfast area

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**Q39c Other types of information you think should be in an e-mail newsletter**  
**(continued)**

**04 Sporting information eg when, where and what, ground information**

- the sporting events they are running
- what sportsgrounds or fields are closed, especially in winter
- information sheet about outdoor activities, suggested walks, guided walks
- like these aerobic classes I go to, it's amazing the number of people who say they never knew anything about them and they're so cheap, so much cheaper than going to a gym, \$2 a session
- opening and closing dates for seasonal sporting venues
- sports things
- an updated list of all sports events in the Council's jurisdiction, at least at all City Council facilities
- Council parks ground conditions for sport
- sporting calendars, sometimes you don't realise something is on until you read about it in the paper
- sporting events
- information about all sports, the sports played at City Council parks, courts and other facilities, what, where and when information about netball, hockey, women's cricket etc, should be incorporated into advice about upcoming events
- things like football games, to let people know sooner so that people can make arrangements to go there
- recreation information eg walkways

**05 Long term planning / City Plan information / policies and policy changes**

- some of the Regional Council draft plans, there should be updated minutes on pertinent issues, some very topical issues we as citizens often miss out eg the Clean Air Draft Plan
- long term plans on some issues
- long term planning, town development or inner city development
- central city revitalisation
- City Plan amendments and information
- Council policy, sometimes this is hidden away, what their actual policy is, is not often readily available to the public
- policy changes
- Council policy changes in relation to Council regulations
- plans for water supply and other long term projects

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**Q39c Other types of information you think should be in an e-mail newsletter**  
**(continued)**

**06 Budgets and financial reports /how rates are spent**

- how they are going to spend the money, to give a broader idea of how the Council is going to spend the rates
- need to explain to the public why they spend so much money on fighting over where the estuary started and finished, financial costs of services, why they would be increased
- their financial expenditures, where our rates are going
- financial reports
- how they are spending our rates
- people want to see their accounts and their budgets for the last 5 years, then you could compare them and see if they're doing their job properly
- summary of financial position
- information regarding how Council is spending ratepayers' money
- budget summaries
- publicly available budget financial changes
- public has a right to know the budget and where the Council is going to spend that money before they do
- financial information eg projected expenditure by the Council, like to be aware of this
- information about where money is being spent and pay increases to Councillors
- how Council is spending their money, what wastage is going on
- maybe financial information
- how much funds are allocated for each area, what they intend spending it on
- we should know if there's the possibility of raising the salaries of Councillors and Mayor, you know that the first you hear about it is when you read about it in the paper and that's usually after the fact
- where our money (rates) goes to, a breakdown of what it is spent on
- where are they spending our money? on what things?
- perhaps something about the financial side of things, more informing the public about what sort of things they're using their money for
- anything to do with budget variances
- more information on how the Council spends money, more transparency of the Council's spending

**07 Proposed rate increases /other rates issues**

- rating decision making
- rates increases
- proposals about rates increases or anything to do with rates
- information on setting rates and so on
- local news that could affect ratepayers like rates increases
- information like what your rates do and don't include

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**Q39c Other types of information you think should be in an e-mail newsletter**  
**(continued)**

**08 Council decisions / which way Councillors voted**

- information after meetings as to what they agree to or disagree to
- the minutes of their meetings
- which way they vote for Council decisions
- significant decisions made by the Council that impacts on people
- minutes to meetings regarding consultation over specific issues of public concern
- responses to replies from Council replying to public issues
- Council decisions
- information on how various Councillors vote on various issues
- information about what decisions have already been made, been decided on and happened and not just what is maybe going to happen

**09 Environmental issues / groups activities eg clean ups, tree plantings**

- clean ups, planting days etc
- environmental activities like clean ups, plantings
- the environmental clean up stuff
- volunteer activities eg planting days
- environmental group activities
- carrying information for voluntary group activities eg beach cleaning
- environmental clean up dates
- water quality at estuary and beaches, tides
- how to participate in environmental groups
- Christchurch ecology, trees and plants, general information
- information about the developments of walkways and conservation and natural city areas
- more information, warning information of when poisoning is going on, there is not enough public warnings about these things like spraying eg river area under new bridge on the expressway, Anzac Rd area for kids swimming etc
- some sort of updates on environmental projects, plantings etc
- environmental groups programme
- park and river clean ups where the public can take part
- environmental concerns should be mentioned
- tree plantings, environmental issues, beach cleaning
- environmental group clean ups etc
- organising tree planting

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**Q39c Other types of information you think should be in an e-mail newsletter**  
**(continued)**

- 10 Public transport information eg, fares, timetables, routes
- city transport information
  - changes in bus routes
  - changes to bus fares
  - any changes to bus services
  - information on public transport, especially with reference to changes in timetable and proposed fare changes
  - changes in public transport timetables
  - useful information about things like bus fares
  - should be a link between Council website and E-Can website to do with buses, timetables and routes
  - information about buses to encourage people to use them more
- 11 General information on Council services/ facilities eg, opening hours, charges etc
- information on local facilities, services and activities, appropriate place, but not the only place for that sort of information
  - about the facilities they have, where they are etc
  - information about swimming pool opening and closing times so people don't make a trip and then find the pool is closed
  - service centre hours
  - grants to community projects
  - general information on services, information about stolen bins and rubbish bag run out
  - information about existing services
  - useful information about things like pool charges
  - library hours, swimming pool hours and the like of they are not already on the website
  - give the hours and fees of pools etc, general information so that people can use things better, library hours
  - information about grants and funding that is available for people and social services, because it will keep information in people's mind and to make it easier to access information and to make people aware such services exist
  - pricing structures on various services
- 12 Any changes to Council services/ facilities eg closures, increased charges, holiday changes
- holiday changes in rubbish collections etc
  - only things that would interest us would be something about Council flats, if they were planning any upgrades or if they were going to do anything to the grounds
  - changes in library times eg public holidays
  - changes to charges
  - things like changes in rubbish collection at holiday periods
  - changes of rubbish collection days over the holidays, also if pools are closed, put in newsletter

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**Q39c Other types of information you think should be in an e-mail newsletter**  
**(continued)**

**12 Any changes to Council services/ facilities eg closures, increased charges, holiday changes (continued)**

- handy to have in it when water is to be cut off etc
- rubbish removal, holiday dates
- service changes eg burn offs etc
- any changes to services that the Council deliver
- upcoming increases in costs to Council facilities
- restructuring of services etc
- the news that we're probably going to be supplying our own rubbish bags
- advice on the timing of underground wiring in this area, closure times and reasons for closing the swimming pools when the weather is still hot
- yes, when they are going to bring the rubbish wheelie bins in
- any changes to any services provided by the Council eg the free one hour parking in the car parks, we need to be notified of these
- discuss the Art Gallery future

**13 General Council information not specified/ anything of interest**

- general information like the one that used to be in the paper
- anything that concerns the people
- every bit of information that has to do with the Council, we should know exactly what's going on as they are our servants and we pay them
- general information which covers the operation of the City not already covered
- anything that is interesting
- more information about general things that the Council is involved in
- all matters of public interest
- anything relevant at the time
- anything that affects the general public
- publish the Council's usual mailers on the web

**14 Recycling education/ information**

- recycling plans
- information about recycling bins, what can go in and how to put it in
- recycling information, what where and how
- educational information such as recycling
- think the Council has a duty to make people aware of handling and dividing their own garbage and garden waste with handy tips about grouping bags together in streets
- recycling tips

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**Q39c Other types of information you think should be in an e-mail newsletter**  
**(continued)**

15 Allow for public opinions/feedback/comment

- a complaints area
- there should be a way of having your personal voice heard in regards to decisions to be made eg when the Council kept the money from the sale of SouthPower a poll should have been taken and listened to people's opinions
- I like the idea of polling the people to get quick early opinions on topics
- an area that people who subscribe to the newsletter can give feedback to the Council
- the views of the ratepayers
- I'd like a suggestion box type thing, some public feedback into that site
- newsletter should have access to make submissions to the Council, plus a feedback so that we can praise the Council
- it would be good if you could ask questions on the e-mail as not always easy for foreigners to talk face to face or talk on the telephone
- people's opinions, people can respond to the newsletter without attending meetings

16 Bylaw information and changes to bylaws

- information on bylaws, say once a month, little bits and pieces so people need to know
- the bylaw "tip of the week" information eg, did you know about overhanging trees etc
- any law changes to the boundaries of properties or any laws that have changed, in fact anything that changes on a property the City Council should let the property owner know
- legislative information, eg changes to the bylaws, within reason, not every single little thing but when there is a change, at least the changes, it's hard to keep up otherwise

19 Other reasons

- how they're going with the development of say Travis Swamp
- perhaps be available in other languages
- emergency contacts for power failures etc
- a tourist activity newsletter published weekly
- a helpline with more information
- I'd like results of this survey summarised on the site
- calls for volunteers to do work around the City
- information about dangers, hazards and other matters dealing with safety, quick and easy method of advice
- achievements of Canterbury people who have done or are doing very well
- water saving tips
- educational information about health and fitness
- free things in the City for children
- not like the City Scene

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**Q39c Other types of information you think should be in an e-mail newsletter**  
**(continued)**

**19 Other reasons (continued)**

- job vacancies
- Sister City reports
- results of this or any other survey, then I will know if they take any notice of what we say
- power information, a collective thing to get it cheaper especially for the old people on pensions, when you retire you should have cheap electricity
- health and recreation topics, rather than business, academic type stuff for the general lay person
- if there's any strangers lurking around parks, no names should be suppressed
- surveys of ratepayers too
- things that are improvements around the City
- discounts the Council might be offering, if any
- employment notices and information
- maybe something for the children, a focus on children, but to let us know what is going on, so we could plan to include that information in the classroom, good to know ahead so you could involve the kids
- please let us know when Councillors will stop squabbling and sort out their problems, televise all the Council meetings
- fire restrictions
- if a major problem with weather eg floods blocking roads, storms with powerlines down, Civil Defence type information could be useful
- new projects and results of Council work, what they have achieved and what they haven't achieved
- information about fire bans, about when fire bans are to be announced
- tender for work, if you pay rates you should have the opportunities to put in tenders
- any works or permits
- something from a structured Council, the Council is so undisciplined

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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**

**01 Nice green city / clean green looking / green environment**

- nice green city
- the greenery
- the natural look
- feeling of green in the city
- I like the green image of Christchurch
- green
- I like the greenness
- like the clean green thing, I'm a greeny by heart
- because it's green, I love that it's green
- from the air it looks quite green
- Christchurch looks green
- the green feeling
- looks nice and green
- I quite like the green theme
- pretty green
- I think we are working hard for the clean green image which is good
- lots of greenery
- clean green image
- it's a lovely green city
- the green zones
- green around the city
- the green around
- not barren like a lot of cities, it's green

**02 Clean city / no litter / clean and tidy / well looked after**

- relatively clean
- clean
- looking cleaner, tidier, the central city area is cleaner since they have the new street sweepers and shining rubbish bins, constantly cleaning the central city
- it's normally clean and reasonably well looked after
- clean, well kept
- consider it to be a clean place, there is always someone cleaning up, mowing lawns etc
- clean and tidy
- the cleanliness
- it's clean, no doggie doos
- everything pretty tidy and clean for the most part
- the general cleanliness of the city
- the streets are clean and swept
- reasonably tidy, the streets are clean and tidy
- lots of rubbish bins around so not rubbish lying around the streets, very clean
- very little graffiti
- it's got a clean image in most areas
- it's tidy, not much rubbish around

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

**02 Clean city/ no litter/ clean and tidy/ well looked after (continued)**

- it's a neat and tidy city
- clean, no litter, always tidy
- it's clean, they maintain the streets and keep them swept
- well kept, neat and tidy, not a lot of rubbish
- I think the cleaning programme seems to be well organised
- the clean up services are good, the vacuum comes regularly
- very clean city, fresh looking

**03 Attractive gardens/ lovely flowers/ gardens well maintained**

- nice gardens
- the gardens are beautiful
- the emphasis on the gardens
- gardens are kept well
- it's the gardens
- all the flowers
- a lot of traffic islands have flower beds taking away the sterile look
- the gardens are a credit to Christchurch
- the public gardens are lovely
- the gardens make it
- many gardens, nice public gardens
- the daffodils
- gardens are planted out well, nice borders in Memorial Ave
- generally attention has been given to garden plots
- I like the gardens and the tussocks and the roses on all the streets
- love the gardens
- the plantings, the spring daffodils
- gardens are nice, always colour around with the flowers and plants
- they do a good job if there's something special on with the flowers in tubs etc
- most of the gardens are well maintained
- a lot of emphasis is put on gardens throughout the city
- the gardens make the city pretty
- the gardens are very pleasing
- floral arrangements or garden plantings are good
- the gardens make it colourful
- the floral gardens are good and kept tidy
- the amount of gardens is awesome
- I like the gardens planted around like the tussock etc, it all looks good
- making the median strips pretty with all the spring bulbs and roses
- gardens are attractive, floral clock always looks nice

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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

**04 Love the trees / large English trees / tree lined streets**

- tree lined streets
- nice trees
- the emphasis on the trees
- lots of trees
- plenty of trees
- Christchurch has lots of trees
- kerbside trees
- I like the number of tree planted avenues around the city
- love the trees
- very satisfied with the layout of trees
- trees are growing well
- I like the number of trees in the city
- the trees make the city more attractive
- we've got some beautiful trees
- it's a tree lined place
- they have planted more trees along roadside berms
- good blend of trees
- there's a lot of tree lined streets
- trees everywhere, I like the trees
- the trees outside my front door are lovely
- plenty of big shade trees
- Council planting of trees help to beautify the city

**05 Beautiful city / attractive / looks pretty / city looks good**

- Christchurch is a pretty impressive looking place
- beautiful city
- I like the way Christchurch is looking
- a good look about Christchurch
- most attractive city
- the city looks alright
- when I go out I have beautiful scenery everywhere
- city looks beautiful
- I like the appearance
- Christchurch is pretty
- it looks good
- has a nice appearance
- very attractive
- city has a good look about it
- most beautiful city I know
- it's a nice place to drive around and look at
- pretty city
- everything looks nice
- it's beautifully presented

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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

05 Beautiful city / attractive / looks pretty / city looks good (continued)

- general appearance is good
- in general the city looks pretty good
- looks nice as you drive through
- pretty place, lovely scenery
- it's pretty impressive and pleasing to the eye
- it's picturesque

06 People are proud of the city / proud to be a resident here

- looks as if there is some pride in the place
- I'm proud of the city
- I think we are very proud of our city
- can take pride in it, when you pick up friends or visitors from out of town from the airport and then drive through town, as opposed to the back way if you didn't like the city
- I like showing the city to people from out of town
- I think there's a certain pride
- I like to show it off to visitors
- people have pride
- I'm very proud of it
- people do have pride in this city
- I'm very proud to live here
- people do care
- if you drive people around to show them Christchurch you feel quite proud of it

07 Council are doing a good job / manage the city well

- the Council looks after it
- generally the Council is doing a pretty good job maintaining the standards of the city
- overall they don't do too bad a job
- the way the city fathers (Council) looks after it is good
- Council keep everything under control, Council is very good
- very pleased with mayoral performance
- like the fact that the Council seems to have a social conscience, as opposed to Auckland, where they are not looking after the poor people
- the Council have done a lot of work
- I like to see Mr Moore sitting talking to people
- I am happy because it runs very efficiently, there is a lot of community input in decisions
- it works, functions well
- the Council listens to ratepayers
- generally doing a good job
- we don't see any conflict in Council over issues
- they promote the city

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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

07 Council are doing a good job/ manage the city well (continued)

- the Councillors and the Mayor do the best they can with what they've got to work with
- everything running smoothly
- the Council do a good effort with beautification
- the Council's done a great job
- the Council do things pretty well, they don't seem to lack money to do what they want to do
- I like the fact the Council takes the initiative and puts amenities in place before I see a need for them
- it's well managed
- the City Council take a leading role in keeping the city in good shape and does so very well
- seem to have things pretty well together
- overall pretty good, Gary's doing a good job, not getting up people's noses
- I think the Council has done a lot to maintain and develop the heritage of the city, planning the new to fit in with the old has worked out fairly well
- emphasis of the Council on social concerns is to be commended, the Council has a responsibility for the well-being mentally of its citizens so appreciate what it's doing for the poor too, this makes for a good input by local Government
- I think the Council is quite proactive
- the Council tries to discuss things with the public, they make an attempt, not perfect but good on the whole
- I feel the Council has been proactive rather than reactive, generally the Council is on the right track
- approachable Mayor
- I think the Council over many years has done a really good job, that activity has continued with the new Mayor, he's a very approachable person
- Council has an AAA+ rating, hasn't it

08 People take a pride in their houses/ gardens/ keep them neat and tidy

- the residents of Christchurch mostly keep their fronts clean
- generally people keep their places nice
- houses are looked after
- most people take a pride in their places
- people in general seem to take the importance of keeping buildings and gardens in good order
- most people look after their properties and gardens
- most people seem to take pride in their homes
- people take an interest in their gardens
- individuals have worked really hard at making their gardens lovely

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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

**09 Lives up to its Garden City image**

- the Garden City
- garden atmosphere
- I support that Christchurch fits the image of the Garden City
- enhanced by the Garden City image
- gardens etc are a good priority
- it really is the Garden City
- I like the garden aspect
- it's well named the Garden City
- a nice Garden City
- the Garden City living up to it's name
- we have to keep it as the Garden City
- the fact that it is the Garden City
- it comes back to the idea of Christchurch as the Garden City
- gardens focus
- looks like Garden City
- I really love and appreciate our theme of Garden City

**10 Well laid out/spacious/easy to find way around**

- as a whole fairly well laid out
- the city is fairly well laid out ie the streets, the way the shops are situated
- the way things are set out
- easy to find your bearings, you can't get lost
- like the layout
- easy to find your way around
- nice spread out look to it, not cramped like Wellington
- the layout, the space, the wide open streets
- well laid out
- overall layout is good
- space
- has a nice roomy feel to it
- it's reasonably open
- it's a grid so you can't really get lost
- the streets are nice and wide
- general layout
- orderly place
- the way it's set out
- nicely laid out
- the forefathers have well planned it
- straight streets, simple layout
- wide open spaces
- layout makes things accessible
- access around city and suburbs is excellent
- can't get lost, everything's well marked
- the layout of the city, makes it easy for navigation

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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

- 11 Not too much traffic/easy to get around city
- easy to get around
  - easy to get about, no congestion
  - uncongested with traffic
  - easy city to drive around
  - I can get where I want when I want
  - not the traffic congestion of big cities
  - traffic isn't that bad
  - easy to get to places
  - traffic congestion is not too bad
  - good commuting times
  - reasonably easy to move around
  - relatively easy to go to work, not too much traffic
  - traffic not much of a problem
  - most things easy to get to, not congested
  - very little traffic compared with China
  - it's easy to get around, takes on a short period to get anywhere, there's easy access anywhere in the city
  - haven't seen traffic accidents
  - relatively easy to get around
  - easy to get from one side of town to the other
  - no traffic jams
  - easy to get around by car
  - it flows alright
  - I don't envy Auckland and Wellington with their motorways and traffic problems
  - the ease of convenience of getting round the city
- 12 Attractive buildings/old buildings preserved/not too much high rise
- the architecture
  - trying to preserve the appearance of old buildings in the inner city and getting behind developers, I like this
  - it's nice how the older buildings have been tarted up
  - big city without looking like a big city, no skyscrapers, not tightly packed and crowded in by buildings
  - not too much high rise
  - doing up old buildings
  - the old architecture of the city is what makes Christchurch, gives it its uniqueness
  - just enough pleasant buildings to make it attractive
  - the buildings
  - heritage buildings
  - there's imagination with the buildings
  - good architecture

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

**12 Attractive buildings/old buildings preserved/not too much high rise (continued)**

- neat, tidy buildings
- a little bit of history, old shops etc
- a general improvement in upgrades of buildings in the city
- old buildings
- old and new buildings
- the new buildings they are putting up has improved lately
- buildings are generally tidy
- the historic buildings in the centre of town
- all buildings in good nick, renovated old ones are good
- I'm impressed by the big buildings, the new houses being built really look nice
- the buildings, especially round the Arts Centre

**13 Beautiful parks/lots of parks/parks accessible and well maintained/specified parks**  
**eg, Hagley Park, Botanic Gardens**

- the public parks eg Hagley Park are lovely
- it's got a lot of parks in the city
- super parks
- Hagley Park in the middle
- lots of open spaces
- it's the parks
- the care of the riverbanks, parks etc by the Council enhances the city
- lots of parks
- Hagley Park is almost unique
- there are plenty of parks
- the parks, especially Hagley Park
- the Botanical Gardens and parks
- there's a reasonable mix of parks and green belts as opposed to housing
- the parks and reserves are good
- Hagley Park and other parks are very good
- they keep the parks nice, I notice them
- good parks for recreation and picnics
- Hagley Park and the Botanic Gardens are well tended
- Hagley Park is really good
- the parks are beautiful
- well maintained parks
- parks are looked after pretty well
- parks and open spaces
- Christchurch has a lot of open spaces and parks that are accessible to everybody, including dogs
- the Gardens
- emphasis by Council on parks is to be recommended
- well kept parks
- I love the parks, I like walking around them
- very satisfied with the parks
- the Botanical Gardens are a particular feature
- lovely places to sit that are green and spacious and restful

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**OPEN-ENDED RESPONSES - MARCH 2002**

**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

**14 Good roading/roads well maintained/good traffic control**

- roading is pretty good
- the one way system works well, good signs in the roadway
- I'm satisfied with the roads
- the roads have improved a lot
- the one way streets are good
- highways and arteries are very good
- I like the one way streets
- there is a lot of work being done to upgrade the roads in almost every district
- streets have been upgraded over the past 10 years
- roundabouts, I much prefer them to traffic lights
- the roading is generally improving
- we have got roads that have been brought up to scratch in older areas, the roading looks good
- a lot of improvements to the streets
- ring roads
- the roads are well planned
- traffic control has improved
- because of the new roads
- city streets changed, much better
- roads are well maintained

**15 Many attractions/activities/recreation opportunities/lots to see and do**

- there are plenty of activities, walks etc and things of interest
- plenty of entertainment
- it's got lots of recreational things in the city
- easy access to leisure activities
- lots going on, you can't find anything that isn't on in Christchurch
- places to go to and things to do
- there's lots to do, like entertainment, nightlife
- various leisure activities
- plenty to do
- there's always something going on, activities for the family
- whatever you want to do you'll find it here in Christchurch
- lots of things to do in the city for visitors and locals alike
- things for the community to do
- lots of entertainment
- it's outdoors, lots of beautiful walks
- plenty of activities and there are so many options open if you want to do anything
- recreation opportunities are close by
- plenty of activities for all age groups
- for the kids there's so much to do, we try every week to go somewhere different, we like the variety
- it caters very well for recreation
- the attractions
- lots of entertainment, activities for children

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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

- 16 The Avon/the river flowing through the city/the river system
- rivers
  - the lovely River Avon
  - the river
  - nice river
  - the Avon is a feature, punting makes use of it
  - like the Avon
  - I love the rivers, I like walking along them
  - I like the river
  - I love what they've done around the river
  - looks nice especially around the river
  - lovely river
  - the Avon running through the city is lovely
  - I like the rivers
  - think the rivers are great
  - like strolling along the riverbanks, it's just lovely
  - Avon River and punting
  - we're by the river
  - round the river especially is spectacular
  - Avon is lovely
  - I like the work done along the river
  - the river is always nice
  - the rivers enhance the city and suburbs
  - the Avon River, I face it everyday, I just love it
- 17 Great place to live/lived here all my life/fortunate to live here/good place to bring up children/my family are here
- I think it's a very pleasant place to live
  - it's a great place to live
  - because it's home
  - because I've lived here all my life, it's a parochialism I suppose because it's home
  - I think it's a very nice place to live
  - wouldn't live anywhere else
  - I have lived here all my life
  - the quality of life
  - I enjoy living here
  - I am from Christchurch but was away for 20 years but am happy to be back here (have been back 2 years), this is my home
  - fairly good place to live
  - family orientated
  - I've been here a long time and my children still live in area
  - it's my home town, I'm happy with my environment
  - I feel I belong here
  - it caters well for my lifestyle

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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

- 17 Great place to live/lived here all my life/fortunate to live here/good place to bring up children/my family are here (continued)
- I've lived here all my life, nice place to bring up children
  - we are lucky to live here
  - happy living here
  - I have been here a long time
  - previously lived in Auckland, moved to Christchurch as a lifestyle choice
  - I think it's a good place to live
  - I've lived here all my life and the feeling I get is that it's an excellent place to live, I'd be quite happy to die here
  - wouldn't live anywhere else
  - good city to bring up children
- 18 Compared well with other NZ/overseas cities
- I've travelled extensively and I think it's a pretty good city, I would hate it to be like Singapore
  - when I came from Holland, because I had been to many places, it's one of the nicest cities I have seen, nicer than Israel
  - I think of Christchurch compared with other cities in NZ
  - one of the nicer places in NZ to live
  - have been to a number of cities
  - it's a very nice city, the nicest in the world
  - best city in NZ, we've lived everywhere
  - I think it's one of the best places to live in the world
  - good compared to Melbourne
  - in comparison to other cities, better than Auckland and Wellington
  - I go to other cities around the world and am pleased to come back here
  - I've lived in other cities around the world and have no desire to change
  - it compares very favourably with anywhere else overseas
  - a lot better than some places
  - just like Christchurch after other cities
  - having lived in Japan and comparing it with that
  - I have lived overseas and it compares favourably
  - I have seen places much worse than Christchurch if you want to compare to other places
  - better than Wellington
  - as far as I'm concerned it's the best city in NZ
  - I travel around a bit and there's not a lot better really
  - hard pressed to find the equivalent in France or England
  - other places seem less organised than here
  - I've seen a lot of cities in my life and Christchurch compares well
  - it's civilised compared with Romania
  - Christchurch beats Dunedin

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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

19 Feels good/feels comfortable/nice feel about it

- it feels good
- town has a great feeling to it
- it's comfortable here
- Christchurch has a good feel about it
- just the feel overall
- I like the feel of it
- good wholesome feel about the place
- feels a good place to live
- it's got a nice feel about it
- it's a place I feel comfortable in
- a pretty good feel really
- I'm very happy with the way it feels
- I get a good vibe off Christchurch as a whole
- comfortable feeling about it

20 Nice beaches/good access to beaches

- close to the beach
- beaches
- beaches are close
- good beach access
- if you want to go to the beach it's not too far
- close to the sea
- it's close to all the beaches for walks
- it has the beaches nearby
- beaches for fishing
- there's access to sea
- good beaches
- enjoy the beaches

21 Good transport/bus service very good

- best bus service in the country
- we've got a good bus service
- the bus service is really updated and the pricing is good
- the shuttle buses are excellent
- good public transport system
- good bus service
- the bus service is better, the Orbiter is a good service
- the buses are good
- especially good with the shuttle bus
- the bus exchange has helped
- the bus exchange is good, very good to know where to catch the bus
- the trams
- bus service goes into the city

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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

- 21 Good transport/bus service very good (continued)
- bus services are better, the Orbiter bus is great
  - bus services
  - there's public transport
  - nice for shuttle bus use, good transport
  - tram services good
- 22 Love Christchurch/like it/it's a nice place
- I really love Christchurch
  - I love Christchurch
  - I think it's a lovely place
  - I like Christchurch
  - it's a good place really
  - happy with Christchurch
  - a nice place
  - a nice city
  - I just like it
  - Christchurch is very pleasant
  - it's a lovely city
  - it's a very pleasant city
  - enjoy the city
  - great city
  - I just fair dinkum like it
- 23 Good size/right population size
- the city is not too big
  - uncongested with people
  - it's a decent size, not too big and not too small
  - because it's small
  - I think it's the right size
  - like that it's not huge
  - the city is not overpopulated
  - small population
  - not too big or too crowded
  - nice size
  - I think it's a manageable size
  - not too crowded
  - compact
  - big enough to have what you need but not too small
  - a good size city
  - size, neither too big or too small
  - overall it's the right size
  - it's big enough to be important and not so big as to be over-burdened
  - the size is right, it's to do with having the right numbers of people here

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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

**23 Good size/right population size (continued)**

- not too crowded like Auckland
- the city is not so overcrowded
- relatively uncrowded
- compact, big enough to be interesting, small enough to get around the place quickly

**24 Good weather/nice climate**

- it's a nice warm place
- it's a nice climate
- I like the climate
- the climate is mild
- the climate
- the sun shines all the time
- the good weather
- warm
- the climate's good
- the weather doesn't stink

**25 Good Council events/festivals eg Floral Festival, Summer-Times etc**

- there are lots of events
- the festivals
- free entertainment
- I love the Council funded entertainment
- the effort they put into events
- emphasis by the Council on events
- puts out lots of free entertainment
- I went to the Floral Festival, it was great, all the flowers and the people looked happy, it was lovely, well worth it
- lots of festivals
- entertainment available in the park
- like all the Summer-Times Festivals
- events and festivals
- for example, the Floral Festival, that was lovely
- we're fortunate that the Council put on events and festivals, the Council has to put the wheels in motion to get those things happening, my children get the benefit and so do I
- lots going on with the Summer-Times programme
- the way some of the events are organised for the public
- enjoy the festivals

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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

26 Reasonably safe city / trouble free

- safe to walk around
- reasonably safe
- safe, not much crime
- pretty safe
- public safety
- we feel safe in it
- safe to live here
- it is safe
- I do not feel unsafe, just a feeling of security
- safe
- sense of safety
- in general a safe city to live in
- pretty safe
- it's safety
- I know there's problems in society but I've never felt intimidated
- safe, well policed
- safe, I haven't been involved or seen many fights or crime really
- safe feel for the most part
- not as dangerous as in other countries
- it feels quite safe
- I can go anywhere and don't feel scared

27 Good facilities and services / everything I need / specified facilities

- it has all the amenities that you need, is very well serviced
- the airport
- the rubbish collection is good, the drainage is good
- the facilities the Council provides, I think we are well provided for
- user friendly
- the main services are good
- all the facilities are here, I'm satisfied with the public toilets etc, the infrastructure
- the Information Centre in the Square is helpful
- they're trying to make better cycling facilities
- offer good utilities
- services are not bad
- meets all my needs
- the Brighton library and the pier
- public health services
- a lot of good facilities
- friendly to cyclists
- information about the city readily available to residents and visitors
- the services are generally good
- if you want some help there are organisations that will help you

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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

27 Good facilities and services / everything I need / specified facilities(continued)

- good rubbish collection
- good public facilities
- good footpaths
- good facilities
- infrastructure well planned
- I think it has a good balance of facilities to suit all tastes and social requirements, the city has ample facilities
- all the facilities you need, hospital, airport, etc
- Westpac Trust Centre
- Council facilities, libraries etc in all neighbourhoods
- all the services are pretty good compared with other places
- caters for all needs
- libraries
- plenty of entertainment facilities
- all the public facilities are very good and the ratepayers get good value
- have good rubbish and recycling services

28 Most things convenient / handy to everything

- everything is easy to get to
- everything is at your backdoor
- everything is close, everything at your backdoor
- facilities are convenient
- access of things, everything is so close
- we have access to everything
- everything is central round the city centre
- it's not too far if you want to get into the city
- great from the point that everything is so accessible
- everything is quite handy
- nothing's far away
- everything is accessible
- everything is handy, location is 1 hour in any direction, hills, sea, anywhere you want to be
- not too far to get to anywhere
- everything is very handy, within walking distance
- proximity to events and services
- everything is within a reasonable distance of where I live
- convenient for most things I want

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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

**29 Oxford Terrace/bars/the café scene**

- I like outdoor eating areas in cafés
- outdoor dining, coffee places, socially more going on
- good coffee places
- I love what they've done with those cafés in Oxford Tce
- lots of cafés
- enhanced by the cafés
- large numbers of outdoor street cafés, cosmopolitan restaurants and dining
- I love all the new wine bars
- lots of restaurants
- lots of attractive cafés and restaurants
- café scene looks good

**30 Good water supply/nice water to drink from the tap**

- good water supply
- good water supply in the taps even when it rains
- good, excellent water
- good clean water
- good water, the best water in the world
- the water is always very good
- we have great water
- like the drinking water

**31 Good cultural amenities/activities eg, Arts Centre, Museum, theatre**

- I'm thrilled about the new Art Gallery
- arts type stuff to do
- the new Art Gallery will be great, the Arts Centre and the Museum are good
- the Art Centre is lovely
- has arts and crafts places people can enjoy
- a lot of music, arts and crafts
- the city has theatres
- shows
- Arts Centre, Museum
- Arts Centre is interesting and exciting
- good cultural stuff
- the availability of art things, concerts etc
- art, theatre and music
- good Arts Centre
- encouraging the arts
- the whole Art Centre Gallery really going ahead, very exciting

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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

**32 Helpful friendly people / welcoming / friendly atmosphere**

- most people are friendly
- more affable friendly people
- shops and restaurants have a friendly atmosphere
- the people are friendly
- people are kind in Christchurch
- it has a friendly openness
- I like the people
- friendly
- the people in Christchurch seem very good
- it's a welcoming happy city
- friendly atmosphere
- friendly people and faces
- people are occupied and getting on with their lives and haven't seen people arguing in the streets
- the people are really friendly, there's no aggression and people have smiling faces
- Canterbury seems to be a caring province
- a nice happy place
- people are relaxed, easy going, friendly
- most people are friendly to foreigners

**33 Slow pace / no rush / relaxed / laid back / quiet / peaceful**

- the quietness
- appears to be less stress than in other areas
- not really busy
- good pace of life
- it's quiet
- not too busy
- relatively quiet city
- I enjoy the peaceful and relaxing ambience of the city
- pace of life
- not busy like Auckland
- it's a calm place
- life is a good pace here
- it's peaceful and quiet
- the serenity of it
- it is not too fast paced
- it's a tranquil place
- it's relaxed
- pretty cruisy
- it's very quiet, not a lot of noise

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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

**34 Great place to shop/nice shopping malls**

- I like the shopping malls
- lots of undercover shopping
- shopping centre is convenient
- good shopping
- shopping is handy
- the malls
- shopping hours
- Friday markets
- city is fairly compact for shopping
- easy shopping
- like the shops in the city
- close to supermarkets
- I love the shops
- lots of shopping areas
- markets
- I go to Ballantynes

**35 Good reputation/visitors like it here/positive comments from tourists**

- daily I get good responses from overseas tourists
- good place for tourists
- visitors remark it's a nice city
- all my guests always say how nice it is, a guest said it to me this week
- appealing to visitors
- brings a lot of tourists
- have lots of visitors through
- good for tourists, nothing that is off-putting for visitors
- Christchurch is a very touristy place
- draws tourists

**36 Flat**

- it's nice and flat
- it's flat and I bike
- it's flat
- it's flat and makes in-line skating easier
- like the flatness after living in Dunedin 8 years
- has no hills

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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

- 37 Looks bright/colourful/good effort with flags/decorations/sculptures
- the flags
  - it's bright, not drab
  - I like the flags coming in from the airport, they're good
  - plenty of colour
  - bright and colourful
  - Christchurch looks bright
  - I like the Christmas decorations
  - colour
  - looks vibrant, fresh paint
  - decoration is good
  - nice fountains
  - they are beautifying the look of Christchurch
  - the sculptures are awesome
  - mainly because of the banners on the posts, they change every season and are colourful
- 38 Improving the Square/slowly getting the Square right/like the Square
- the Square
  - the Square is looking better now
  - I like the Square
  - I particularly enjoy Cathedral Square
  - mainly concerned about the appearance of the Square and follow the changes closely and very impressed with what's happened
  - I like the Square too
  - like the Square, think the Chalice is lovely, likes the Cathedral
  - I find the Square exciting, I love the big flower boxes and the new Chalice
  - the Square has planter boxes and is a big feature we have got
  - I think there's been a lot of thought gone into the Square, the granite will last longer, the Square is a meeting place
  - they are brightening up the Square
  - I even like the Chalice in the Square
  - the Square I like
  - looks good with the Square done up
  - making a very nice job of the Square
  - the Square is a feature, it attracts people to have a look
  - I like the Chalice in the Square
  - what they've done to the Square is working for the generation of today

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**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

**39 Clean air/no pollution**

- pollution's not too bad
- a lot of the so called smog is only trapped low cloud
- without the big city disadvantage of pollution
- fresh air
- the environment is good, little pollution
- I like the freshness of the city
- it's fresh
- smells fresh
- mild pollution, not that bad
- I like the fresh air around the place

**40 Go ahead/progressive place/very positive place**

- has a new look to it, not so old looking
- over the last 10 years the place has taken a lift
- much better than it used to be
- things are improving
- I can see a lot of work being done, it's looking better
- runs and functions on quite a progressive scale
- it's a really go-ahead city
- lots going for it
- obviously they keep doing stuff all the time, really good to see the place improving
- a lot of construction is modernising the city
- quite a lot going for it
- it's a city that's going ahead
- lots of things have changed for the better in the last 30 years
- there is a lot of development active it seems, the city is being made better
- Christchurch is going ahead
- it seems to be going ahead, new building, upgrading, roadworks everywhere
- feels like there is a lot of investment and development going on, it's go-ahead
- they're upgrading it all the time
- city has a positive attitude, go-ahead
- I like the new "think tall" initiative
- amount of new places going up, new houses, new housing subdivisions, new shops

**41 The Port Hills/nice to see the hills**

- close to the Port Hills and open space
- lots of hills around
- the hills
- it's close to the Port Hills, nice for walks
- it has the Port Hills nearby
- the hills, Port Hills are great scenery
- there's access to hills
- enjoy the Port Hills
- close to the hills

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

**42 Like the City Centre / City Centre starting to look nice / specified places eg, Victoria Square, Worcester Boulevard**

- Victoria Square looks good
- development of green areas in the city centre eg Victoria Square and the pedestrian malls in the centre
- I look at some of the good works like Victoria Square
- I love the city centre and don't use the malls at all
- the city centre looks really good
- Victoria Square
- the central city area has a lot of character
- the Boulevard is interesting and exciting
- I love the way the inner city is done
- town looks really good, the suburb areas need more spent on them
- like the concept of the closed mall (Cashel)
- very impressed with the Worcester Boulevard
- the fact that the city centre has a heart
- like the city centre
- strolling along the Boulevard, it's just lovely
- Victoria Square is pretty, always looks good
- the inner city is a lovely place to wander about
- I particularly enjoy Victoria Square
- it looks nice in town
- we have been into the city centre and it looks okay
- the Worcester Boulevard, made a great job of it
- because of the attempt in the city centre to cater for pedestrians with malls

**43 Nice atmosphere / good atmosphere / like the whole atmosphere**

- good atmosphere
- I like the atmosphere
- general atmosphere
- I just think it's got a good atmosphere here
- the general atmosphere of the place
- has a bit of a holiday atmosphere
- it has a lovely ambience

**44 Good educational facilities / plenty of learning opportunities**

- good schooling
- education
- can access education
- with children the schools were okay
- good educational facilities
- good schools for children

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

**45 Good sporting facilities/activities/opportunities**

- good sporting venues
- all the sports facilities you need, stadiums etc
- QEII
- all the sporting opportunities
- golf courses
- golf, sport, very good
- it offers me gyms
- access to mountain biking
- sports are great
- good sporting facilities too
- we do a lot of mountain biking and there are plenty of tracks
- Jade Stadium
- swimming pools are convenient
- we have a lot of sports
- a range of sports
- can access sports, got everything here
- there is a lot of sport
- it caters very well for sport
- you've got all the stadiums

**46 Access to mountains/skiing opportunities**

- easy access to the mountains
- the skiing is very good
- I have the luxury of being only an hour from Mt Hutt
- it has the ski-fields nearby
- access to skiing
- the mountains are close
- the mountains are good
- Christchurch is convenient to facilities like the ski-fields
- close to the mountains

**47 Buzzy/vibrant/lively/exciting place**

- vibrant, stimulating
- lively
- it's a buzzy place, there's such a great buzzy feeling
- vibrant at the moment
- there's a lot of things happening, it's a lively city
- not sombre
- there's a buzz here
- like it's liveliness
- more exciting, lots of people doing things
- Christchurch has a vibrant feel

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

**48 Different cultures and lifestyles/greater diversity/cosmopolitan**

- more cosmopolitan feel
- it has a cosmopolitan attitude
- lots of people with different lifestyles and cultures
- there are different ethnic groups, you need to abide by their feelings and please everybody
- the city has a colour and diversity I like

**49 Has an old English/traditional/solid feel/unique character**

- they are keeping the old world charm and character
- it has a solid feel, I like the conservatism of it
- the city has a character
- the Englishness of it
- Christchurch has its own unique personality
- like the old-fashioned ways
- it has a good English country feel to it
- old English feeling
- we still have our old traditional English look with the modern look coming through
- a slightly English sort of place

**50 Low cost of living/not an expensive place to live**

- because there is a low cost of living
- things don't cost a lot of money
- standard of living is good
- even if you don't have much money you can still look around and feel okay and still feel part of it without being on the outside looking in
- things to do free without costing
- Christchurch is not too expensive to do things, pools etc reasonably priced
- not an expensive place to live

**58 No complaints/nothing bothers me**

- I've got nothing against it
- the things I'm involved with I'm happy
- I can't really find any fault
- nothing bad about it
- there's nothing bad about it that I dislike
- no reason not to be satisfied
- I never find anything that bothers me
- I'm satisfied with the way it's all going
- I can't think we've ever had any complaints
- no complaints at all
- nothing gets up my nose so I guess it's fine
- everything is pretty good

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q40b Reason for satisfaction with the way the City as a whole looks and feels**  
**(continued)**

59 Other reasons

- reasonable economy
- the wetlands and the swamp lands
- things like Travis Rd swamp land etc
- wetlands and swamps with walkways are brilliant
- you can enjoy rural life and city life
- like what they've done to Addington Main St and getting rid of the prison
- things grow well
- it seems to cater for people all across the social spectrum
- it's a good place to do business
- convenient to conduct business in
- there are a number of good areas to live in, if you can afford it
- a growing sense of community
- easy to park a car
- in most cases there's underground wiring
- lots of steady employment
- retaining the Wizard was a good idea
- I like the new subdivisions with their entrances
- really like Coast Care
- the tram reflects a change in mood in the city, historical references throughout the city add to the interest
- close to the Peninsula and places like Akaroa
- mixture of rural aspect, sea aspect and development

60 Don't know / no particular reason

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q40d Reason for dissatisfaction with the way the City as a whole looks and feels**

**01 Looks dirty/rubbish everywhere/needs cleaning/sweeping**

- I walked around the main parts of the inner city early in the morning looking for a hotel to recommend to a visitor coming to the city, I thought the streets were grubby, I was disappointed
- the streets look shocking, the gutters have weeds, too much rubbish in the gutters, Riccarton Ave and Idris Rd for instance, when it rains there are floods
- City Centre looks untidy, grubby
- the amount of rubbish that lies about in the streets over the weekend
- rubbish collection (Barnett Park) and street cleaning is not as good now that it's gone to private contractors, no longer the "City that Shines", public rubbish bins are always overflowing
- I think Christchurch looks scruffy, lots of litter about
- I feel the cleanliness of the streets has deteriorated, especially in the industrial areas, as a cyclist you notice it, broken glass, nuts and bolts, and stones in gutters
- walk through the Malls (Cashel St) after a Saturday night and they are absolutely filthy
- I'm concerned that the suburbs in particular are not as clean as they were, everyone is at work
- I think it's beginning to look dirty, there's a lot of rubbish around
- seems to have got grotty for quite awhile, eg walking around the streets I notice rubbish on the streets especially at bus stops, Craig Pl walkway to the main road often dirty for weeks, glass, urinating, weeds
- the sweeper can not operate properly in the deep gutters, the service is not as good as it used to be since the services has been contracted out
- gutters and grates in the gutters are not cleaned out
- definitely more litter around, more dog mess around
- the standard of cleanliness has not been maintained, the rubbish collection often leaves a mess in the streets
- many streets and footpaths are filthy
- streets need cleaning up, things are unclean in the city
- the city is scruffy and dirty, the new paving in the Square is marked and dirty, the area of the bus depot is not the cleanest part of town
- some parts of the city they throw all the rubbish in the corners, walking down New Brighton there's lots of rubbish between the shops
- the inner city is grubby
- the city centre looks dirty
- a lot of rubbish in town, it's dirty, young people urinate on the footpaths, glass broken over the footpaths, gutters full of rubbish
- it's dirty and horrible, the streets look disgusting, vomit on the streets
- I see rubbish in the streets, bottles and cans
- rubbish lying around some areas, eg Church Corner, Bishopdale
- not kept clean
- there's too much broken glass, street sweepers don't clean the streets satisfactorily, urine in the doorways, faeces in the streets
- on the main road north there is a garden that is filled with litter

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q40d Reason for dissatisfaction with the way the City as a whole looks and feels**  
**(continued)**

**01 Looks dirty / rubbish everywhere / needs cleaning / sweeping (continued)**

- untidy streets, rubbish doesn't get cleaned up enough, don't seem to have the people out doing it
- litter, I think we can do better
- I think the inner city streets are grubby, there is chewing gum on the footpaths and public areas
- we are seen to be getting less for our money eg Hereford St, the rubbish is left lying around from ripped rubbish bags, the streets are dirty, the Square is a disgrace, the contractors only do it as contracted, not as required which was previously the case
- rubbish left lying around eg by the refuse station at Bromley
- the streets are not very tidy, the gutters once upon a time used to get swept and they get flooded, there are not enough rubbish bins by bus stops, they're overflowing, particularly by the Orbiter
- the appearance looks very unclean, rubbish on the ground, stains, beer bottles and cans on the streets
- untidy, rubbishy round the streets, not due to Council, bad upbringing of youth and older people too, throwing stuff around
- a certain amount of rubbish lying around the Eastgate area, not good for tourist image
- because it's not as clean as it used to be, you walk around and there is glass and paper and stuff lying around for weeks and weeks, for example, nose to tail accidents where broken lights are left on the roadside for ages
- could do better with street cleaning, not a good look for tourists
- litter detracts from the overall appearance

**02 Drab / dowdy looking / rundown / needs updating**

- dishevelled, rundown looking, older buildings need updating
- I think the town is a disappointment, I went into town by Farmers in Colombo St and it was awful and Gloucester St where the Theatre Royal is, that's shocking, I think those places need a face-lift
- there are lots of places that are rundown
- many of the buildings in the inner city are becoming rundown
- banners don't welcome people either, dull and drab on light posts along Colombo St, Colombo St now an eyesore, the Town Hall looks sad, needs refurbishment, the whole of Colombo, no welcoming warmth coming into the city
- a lot of rundown buildings, I think we can do better
- I think it looks a bit shabby at the moment, the city centre looks rundown
- things need updating in the city, old looking, dull
- think the city is very cold, nothing inviting about it, just stark
- it's just so bitsy, very tatty and dirty old buildings
- I think it has deteriorated appearance-wise due to rundown buildings, appearance in general is shabby, applies more in the city centre

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q40d Reason for dissatisfaction with the way the City as a whole looks and feels**  
**(continued)**

**03 Graffiti/vandalism**

- lots of graffiti at bus stop shelters
- there's some graffiti around
- too much graffiti, this worries me the most, I'm proud of Christchurch but tagging of buildings is hopeless
- due to graffiti
- a lot of graffiti
- flowers are pulled out of the ground
- it looks horrible because of the graffiti, the kids write bad words and paint on the fence behind my house in Sopley Ave, they write on the footpath along the river bank behind Sopley Ave
- I clean up graffiti, Tony Winder at Beckenham is marvellous, couldn't get more help but the rest are not interested, also people come and rip out plants which we have planted on the riverbank
- graffiti
- graffiti, detracts from overall appearance

**04 The Square redevelopment is a disaster/unattractive**

- the Square doesn't look as nice as Victoria Square with its grey tiles instead of flowers and lawns
- the Square looks like Colditz, it's the grey look, no colour
- the Square is not inviting
- I wish they'd left the old red tiles in the Square
- the Square is a disgrace, getting cracked tiles and it's bland and colourless
- don't like what they've done in the Square, all the concrete and artwork, it's very ugly
- Cathedral Square is a disaster, cold and sterile and lacking in colour, no heart, needs still more open air cafés, more trees, hard to distinguish the road from the pavement, would like to see the Police Kiosk painted vibrant colours or painted by graffiti artists depicting the Police and their presence interacting with the community, need market stalls extended dramatically, encouragement of more musical buskers and more signage for the toilets
- wasted money in the city centre on the Square deviating from the original plans without consulting the public resulting in increases in rates
- the Cathedral Square is cold and looks cold
- because of the Square, the architecture is just grey cobblestones, not for vehicles, a botch up, not well enough planned, it's bland, glarey on sunny days, needs grass and planters, do up the Police Kiosk and don't remove it
- the Square is a shambles
- I think the Square looks awful, it's boring, it's all grey
- with the way the Square looks, a concrete jungle, planter boxes hideous, needs more greenery
- I'm not impressed by them spending a million dollars on the Square
- the Square is disappointing, I don't think the Chalice and the Cathedral go together, I don't like the stalls in the Square

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q40d Reason for dissatisfaction with the way the City as a whole looks and feels**  
**(continued)**

**04 The Square redevelopment is a disaster/ unattractive (continued)**

- I hear very negative comments about the Square and the tiles and them breaking up
- the Square especially looks ugly and rude, the cone thing looks hideous and the Square needs greening up to match the "Garden City" image
- I'm very disappointed in the Square, I think they've spoilt it, they've taken away all the character of the Square, it was easier when the buses went into the Square instead of going in different directions as they do now, it was so nice when they had all the big trees and little areas of grass, but now when you go in there it's not as nice
- the Square looks awful
- need to stop spending money on the Square
- I'm not happy with the money they keep spending on the Square, seems to me they keep squandering money and put the rates up
- I'd like to see the Square reversed back, I've always said the tiles were no good and wouldn't take the weight of the buses, a good tarseal would be good
- after the mess they've made of the Square, those tiles are dangerous, it's cost a fortune, have they actually finished, the tiles are slippery and the Chalice looks terrible
- I think there is far too much money spent on the Cathedral Square and the appearance is not pleasing
- the Square needs a big clean up, have some nice green lawns, Victoria Square is so right, the Square is so wrong, it's grey and bleak
- barren, cold looking in the Square, needs colour in the way of shrubs or pots
- need a bit more greenery in the Square
- what's wrong with having some colour, hanging flower baskets around the Square? The Chalice needs some support with something growing around it, it looks naked and cold, shrubs needed
- I think the Square is horrible and bare, very stark
- the Square is a big problem, it looks more like a grey prison, the buildings don't have congruency, they look mismatched and ugly, it looks depressing, they need more greenery
- the Square is very dull and boring, needs colour to make it more vibrant
- the Square looks awful, grey paving, looks dull even with the Chalice, needs something to brighten it up, needs trees, give it more of a park-like look, make it more attractive like Dunedin Octagon and the Palmerston North Square, the Cathedral needs something to help it stand out more and not get lost by all the buildings built around
- the Chalice has ruined the Square, should be in Latimer Square or Cramner Square or Victoria Square
- the Square has lost its personality, it just hasn't got what it used to have, the ice cream cone (the Chalice) is nice enough but not for the Square
- the Square, they've just got it wrong, it's not a friendly place, it's glarey, should have used muted tones and it's not wearing well

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q40d Reason for dissatisfaction with the way the City as a whole looks and feels**  
**(continued)**

**04 The Square redevelopment is a disaster/ unattractive (continued)**

- always spending money on the Square, if they'd done it right in the first place they would have saved money, not doing their homework, the ratepayer has to come to the party I guess
- the Square has a depressed feel about it
- the Square looks unattractive, not people friendly, dangerous tiles, missing tiles, accident waiting to happen, elderly people falling over all the time, the multi million dollar f... up!, tourists say they can't distinguish between the road and the footpath

**05 Roading issues/ roadworks/ traffic problems**

- too many one-way streets
- traffic congestion
- one-way streets are confusing, direction of street signs is a shambles, too many streets are bottle-necked and road humps put in them
- ongoing roadworks
- the roads have not been maintained
- lots of roadworks, some roading is being left and should be done
- road network management needs improving, lot of money wasted in political legal battle, driver's education and safer intersection needed, better signposting too
- all the roadworks everywhere makes the place look messy, untidy and unsafe, not fun to drive around the city when you are a delivery person
- driving from the airport to the city it's 4 lanes, then 2 lanes, then one lane, not good traffic flow, traffic lights are meant to clear the traffic not hinder it
- they are mucking up the roads by having one-way streets and bumps, think it's ridiculous and dangerous, it's made them so narrow
- no high speed roads into the city centre like in Auckland
- because of the traffic congestion, the emphasis placed on cars by everyone, too many using cars, Council should have more or better cycleways
- lots of roadworks, digging roads up, trying to get past
- inner city driving annoys me, "No Turn" signs in certain streets do not make sense
- roading, marking, kerbs and channels and Council-built road hazards like road narrowings, speed humps and plantings in the road, need to put more effort into maintaining the road surfaces rather than into these hazards
- traffic control needs overhauling, lights don't flow, stop times at signals too varied, far too many roadworks in one suburb at a time, speed humps dangerous to modern low-slung cars
- dangerous roundabout at Withells and Stavely Sts
- the interference with the flow of traffic is having a negative effect, we are not going to give up our wheels
- have roading problems, the traffic planning is not good enough, need a national plan, highways etc, need more planning, Council hasn't come up with anything for road expansion of Marshlands, no future plan, can't make up their mind

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q40d Reason for dissatisfaction with the way the City as a whole looks and feels**  
**(continued)**

**05** Roading issues/roadworks/traffic problems (continued)

- things like roads, some roads are poorly maintained
- where we are there are no speed controls on roads for traffic, no "No Parking" signs on the grass and we have trucks parking on the road, huge trucks with trailers, blocking the road and making it dangerous for cars, I ring traffic and they try to help
- roading, they do up a road and a month later they rip it up and put in pipes or wiring, they should do that first
- some of the suburban roads could look better
- I hate them narrowing the streets especially on intersections, it's so dangerous when you're on a bicycle, just around here when they have a funeral up the road (funeral parlour up the road), you can't even ride your bike on the road with all the cars, they have such narrow streets when they could be wider if they did away with the grass verges
- roads poor with surfaces being bad
- the roads at the moment, Pages Rd is quite busy at the moment, but not the nicest to travel on, heaps of potholes

**06** State of footpaths

- uneven footpaths
- the footpaths are poor in some areas
- the footpaths should be better, the old footpaths in the Square, when I was walking to the entertainment I damaged my arthritic knee
- there are some footpaths round St Albans, that really need fixing up, they're really terrible and it's not very good, considering there are a lot of older people about
- some of the footpaths need smoothing out, I told the engineer the footpaths wouldn't work, they can't see what's on the footpath when it's up against a fence, I have seen 2 prams hit and children on bikes, they all back out round here
- could do better by tidying up footpaths

**07** Old buildings pulled down

- the demolition of some of Christchurch's character heritage buildings
- should be more consultation with residents before ripping down some older buildings
- because of the way old buildings are being ripped down, these are the heritage of Christchurch and they seem to be lost
- it's lost some of its older buildings, these have been pulled down and replaced
- it's a shame to see the old buildings mowed down, attractive and old, it would have been great to have kept them, it hacks me off
- well, I think because of the character, too much of the heritage gets lost by people knocking things down

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q40d Reason for dissatisfaction with the way the City as a whole looks and feels**  
**(continued)**

08 Empty buildings/closed shops

- many empty shops
- a lot of unoccupied commercial premises and shops
- empty shops mainly in Colombo St
- shops are half empty
- I hate the way the inner city is going, lots of empty shops
- lots of dead areas in Christchurch eg empty business space to let, high turnover of business
- there are too many empty shops

09 Smog/ air pollution

- pollution, inability to solve pollution problems, I've only been here 4 years, there must be lots of frustrated people around
- smoggy

10 Safety concerns/young people hanging about/hoons/drunkenness

- groups hanging about the Square looking for trouble
- it is unsafe in the Cathedral Square after dark
- after dark I would be wary of being in the city centre
- I do not feel safe in some parts eg Manchester and High Sts
- security in the city centre needs to be looked at
- a certain element around the city, youths hanging around, quite aggressive and rude to people walking by, also boy racer types,
- the way people treat each other, murders, fights, stabbings, violence is increasing in the city, also boy racers in the street, give them some place to regularly go
- too many young drunk people on Friday night, young drivers up Colombo St, it's terrible
- students are often misbehaving at the weekend, drunkenness
- get rid of the riff raff in the Square
- I feel unsafe in the city centre, it's unsafe because of young hoons especially at weekends, too much liquor consumed in public
- I won't go to town for fear of being attacked by young idiots
- the Square is a nice place to go into but I wouldn't go in there at night time
- the number of young people congregating in the area of the bus depot at the corner of Colombo St and Lichfield St up to Hereford St and make it difficult for people to pass
- some inner city areas where prostitutes are, don't feel safe, there are some areas where women going out together don't feel very safe
- school kids congregate after school smoking and blocking the passage way of others at the bus exchange
- still some areas that don't feel safe, the Orbiter for example, there are drunks, young youths causing trouble etc, the bus exchange is quite scary at night, not enough security
- the transients and unemployed congregate at the Square
- personal safety at night

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q40d Reason for dissatisfaction with the way the City as a whole looks and feels**  
**(continued)**

**11 New buildings/big buildings/high rise buildings**

- some of the development in Christchurch doesn't look too good
- the whole city is getting to be chasing Auckland, we are trying to be like Auckland, I wouldn't want to be in a city of high rise buildings, I like the green image
- architecturally there is not control or feeling for the site in building approved by the Council, eg all the ugly large buildings going up like Carlton Mill
- old buildings are replaced by newer buildings that look hard and don't fit in

**12 Better maintenance/tidy up needed**

- in the last couple of years there has been a decrease in performance of subsidiary (smaller and less important) parks, they're less neat
- many private dwellings are untidy
- general maintenance, the fence across the road from me hasn't been fixed for 10 years
- roadside grass is often neglected in the suburbs
- the inner city needs to be tidied up
- lots of people's homes aren't as tidy and beautiful as they used to be, the maintenance of gardens, trees and flowers is not as good lately, we are not as good lately, we are slipping, also the streams seem to be not as clean
- overhead trees over footpaths, owners need to be made aware to tend the trees so they don't interfere with the footpaths
- they don't maintain things properly, untidy streets, weeds don't get cleaned up enough, don't seem to have the people out doing it, some areas seem uncared for, City not maintained on a consistent basis
- trees overhanging footpaths, lax clearing of stormwater drains
- in many places trees and ivy are impeding the footpath, on the main road north there is a garden that is filled with weeds
- I'd like to see householders be made to trim their trees back to their boundary and they should be made to do it
- dissatisfied with a lot of the overgrown footpaths, they pass the buck at the Council, I've been complaining for 3 weeks, Avonside Dr opposite Kerrs Reach Rowing Club, halfway down Kerrs Rd, there is a rose bush, also the park by the Scout den in Wainoni Rd, I can't get my buggy through there for bushes
- I mow all the grass on the riverbank opposite us and they never clean the drains properly

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q40d Reason for dissatisfaction with the way the City as a whole looks and feels (continued)**

- 13 Level of attention/standards vary from area to area
- some areas are worse, Aranui and Burwood not as nice as round here
  - the beautifying of areas tends to be in the expensive part of town, I think they could do more to beautify the city
  - there's a huge part of the city just outside of the 4 avenues which has not been developed eg Linwood needs to be brought up to the standard of the other areas which are nice
  - this area of town is gross and disgusting, North Beach and Brighton have no sewn grass verges to speak of, no trees, nothing like Fendalton, this area is not looked after and cared for by the Council, why?
  - where we are I don't think we get the service we should from the Council, Aynsley Tce have got cycle tracks, no parking and they've spent \$60,000 and getting another \$10,000, but nothing for Riverlaw Tce
- 14 Loss of trees/need more trees, flowers planted in keeping with Garden City image
- loss of trees in the city environs
  - because I think it's lost some of its soft appeal, some of its greenery, Christchurch to me used to have lots of greenery and trees
  - I think it needs to have trees and flowers to make it more pretty, instead of all that concrete and stuff
  - Christchurch is known as the Garden City which isn't reflected in the city
  - as a Garden City we are not as good as we could be
  - gardens at Victoria Square are not as good as they used to be
  - need to brighten up the city centre, the Square, Cashel St etc with baskets of flowers, need to enhance the Garden City image more
  - need a few more trees
- 15 Loss of green areas/erosion of open spaces through urban development
- we've lost our green belt through new housing subdivisions, we have ruined many beautiful properties through infilling
  - encroaching development on the Port Hills
  - Council has allowed developers to usurp parks eg, Carlton Mill
  - relaxation of building codes has seen the erosion of open space around our buildings
  - too much urban development in housing and shopping
- 16 Inadequate shopping in city centre eg, spread out, short hours, not everything I need
- retail development in the suburbs is too much, I believe we need a vibrant city centre and it would be better to focus on regenerating the city centre
  - shopping in the city centre is too spread out and not convenient
  - I don't like to shop there much, because of the buildings, I feel uncomfortable, I prefer to go to Riccarton Mall, I go there and do everything, I go to the Post Office, everything is more convenient, I don't like to spend more time, like if you go to the city you have to drive from one place to another

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**Q40d Reason for dissatisfaction with the way the City as a whole looks and feels**  
**(continued)**

**16 Inadequate shopping in city centre eg, spread out, short hours, not everything I need**  
**(continued)**

- everything I use in town is very spread out and central city doesn't have everything I need
- banks close too early and are not open weekends, shops should be open later on weekend days too

**19 Other reasons**

- dissatisfied there's less working together and too much individual power evident among Councillors
- some Council projects are ego trips for various Councillors and they won't take notice of ratepayers' opinions
- don't like going into central city because of the parking
- parking is very shocking
- overhead wiring and power poles are unsightly
- basic services are rundown
- little control over advertising in residential areas
- signage on Hagley Park pathways are useless to non-existent, the cycle signage
- the public transport is so unreliable after working hours and on Sundays there are not enough buses
- the bus exchange is not very good for me
- I hate the bus exchange and where it is located, I feel embarrassed when I have overseas visitors and we have to use the bus service
- in general the Council is slow to respond to requests, I don't think they are performing up to standard
- proposed sewage outfall into estuary is absolutely not a good idea
- other things that we see as important like the waste pipe out to sea, they fail to see the importance
- it's a mistake to be encouraging more and more people to live here, should be consulting with existing residents before getting more people, bigger isn't better, need more facilities if this is to be so
- the overt racism, the youth problem we have in parts, it's not cosmopolitan, doesn't take into account other cultures
- lack of festive decorations over Christmas
- Jade Stadium is a blot on the landscape
- the riverbanks are falling away, in the whitebait season, the baiters chop bits out of the riverbanks to put their nets in and this makes the banks fall away
- need for more, bigger advertising signs eg, gondola etc
- prefer Auckland to Christchurch
- lack of long term view, lacks cohesive flow to a degree
- building sites at present detract from appearance

**20 Don't know**

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**Q41b Reasons why an increasing number of people with different lifestyles and cultures, and from different countries is making Christchurch a worse place to live**

**01 Increase in crime / gangs**

- other nationalities do a lot of graffiti and vandalism, wood goes missing over the back fence, can't leave door unlocked now, not only different nationalities but it is a factor
- too much crime
- the Asian elements seem to bring in gangsterism
- too many different races promote more gangs eg triads
- gangs, triads, Asian kids who are extorting money from people
- lot more gang related things going on
- just reading the Court pages is enough to scare me
- gangs and standover tactics among them
- there are problems with the Asians with gangs
- there seem to be gangs, teenagers fighting and scraping
- many problems from crimes
- Asians starting up gangs and triads, have to get them out
- it's not good enough for a refugee to be stabbed in Latimer Square by another Muslim
- I see the elements that come through the hospital after violence

**02 Creates unemployment / take our jobs**

- a threat to jobs and lifestyle of the younger generation
- we have so much unemployment anyway
- there is so much unemployment now
- Christchurch people can't get jobs
- we should look after our own unemployed and shouldn't employ Somalians etc, they should be second, not that I am racist
- because they come into the country and take our jobs
- making it much harder for locals to get jobs
- many of them are taking jobs from NZ people

**03 Inability to communicate / speak English**

- it makes a difference from a fact of English speaking, if people are coming to live in NZ they should have a grounding in English in a communication aspect, they do understand English in many cases but they will act dumb
- look at the problems we're having with people who can't speak the language, I can't speak with my neighbour, she's Chinese and there's a Russian at the bottom, I think it's so sad, there are problems when you don't understand them and they can't speak your language, you can't be friendly and you can't help them if they needed help
- some of them can't even speak English
- language problems cause a nuisance for teachers and schools
- most don't speak English
- maybe more English is required, but it's not just that
- they should be able to speak English, that's most of the problem
- language problems
- don't understand them, language mainly

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**Q41b Reasons why an increasing number of people with different lifestyles and cultures, and from different countries is making Christchurch a worse place to live (continued)**

**04 Causes racial disharmony / racial tension**

- there is an increasing problem of racial conflict
- too many different races of people is not such a good idea, causes too many difficulties
- there is a culture clash sometimes and it rubs the wrong way
- different cultures stir our young ones up, they see the Asians with plenty of money and cars and it makes our young ones dissatisfied
- too many different races cause tension and problems eg religion fights
- it just seems to bring disharmony
- feel people get agitated by the influx of people, feels this is why there are so many fights in the Square, Police having trouble controlling it
- some cultural groups sometimes clash with each other
- sometime the differences are so great that people are never going to get along together, lifestyles are so different, it's hard to respect each others viewpoint
- the different ethnic groups are all fighting, not mingling in with each other
- too many clashes with ethnic groups when you get too many in one area
- other people get their backs up, you hear too many moans about Asians etc, maybe they have a right to moan, who am I to say, not good for Christchurch to have that kind of feeling, it seems to be spreading
- friction between people
- it's worse in terms of conflicts and animosities that may arise
- breeds ill will and misunderstanding
- coming from troubled countries they bring their religious beliefs with them and therefore trouble
- people wanting to fight Asians in Riccarton and Islanders in Aranui

**05 Lack of integration into NZ society / don't mix**

- cultural diversity doesn't automatically lead to easy integration into the community
- they are not new Christchurch citizens, they are foreign nationals living in Christchurch and always will be, they do not make any attempt to integrate, should make more effort to become NZers but never forget home
- they build their own enclaves and stick in them, they don't mix
- the deliberate non-integration of some parties into common values is disappointing
- if groups coming into Christchurch integrate into society we are better off but they congregate into individual ethnic groups, I can see problems occurring
- the immigrants (Asians) don't integrate
- tending not to mix among Europeans (ie Asians), difficulty in assimilating into the wider community, you get the feeling they don't want to be involved, they prefer to stay in their own ethnic group
- the people that are coming into Christchurch are not integrated properly, they congregate in one area which is bad for integration

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**Q41b Reasons why an increasing number of people with different lifestyles and cultures, and from different countries is making Christchurch a worse place to live (continued)**

**05 Lack of integration into NZ society / don't mix (continued)**

- new immigrants should be encouraged to mix with NZers and become part of the NZ culture
- too many different races of people don't mix
- because they will not mix, in this street they will not mix with us
- I think if they come to our country they should learn our ways
- many of them bring to NZ baggage from their past life and culture that is inappropriate to NZ, they don't mix very well
- they don't really fit in with our culture
- refugees who come to escape their lifestyle bring it with them and keep it here
- I don't know if the Asians integrate to a large degree
- I think many of these cultural groups are inclined to stick together rather than integrate into our society
- they tend to stick to themselves and not mix
- Asian folk get into one group and live in own area and don't tend to mix with the rest of the folk
- people of different cultures seem to stay together and not mix with the people of Christchurch, remain isolated
- these people do not integrate with us here, they want their own culture and life here
- some new NZers don't assimilate into the community
- different groups take over the different areas and you get like the Asian area
- a lot of the people who are coming in are insular and don't fit into Canterbury because of their ethnic background
- they need to be more compatible in NZ society not separated from NZ
- they don't adapt to our culture
- not forced to learn our culture and our way of doing things, they develop separately and stay within their own groups, when in Rome do as the Romans do
- with a lot of different cultures they don't try to fit in as much as they could adapt, they keep themselves segregated and stick to their own religion and culture, Indian people I've worked with don't socialise even after 15 years, like to see them mingle in a bit more
- their cultures mean different standards, I feel when you live in Rome you live as Romans do, we shouldn't lower our standards, they should raise theirs
- we're bringing in a lot of people who don't fit into the psyche of Christchurch, I'd like to see more people of all races, colours and creeds who can fit in to the lifestyle of Christchurch
- they don't want to mix with us, they stay in their own area with their own people, they don't want to fit in
- they need to live as the culture they come to, not their culture
- some new NZers don't assimilate into the community

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**Q41b Reasons why an increasing number of people with different lifestyles and cultures, and from different countries is making Christchurch a worse place to live (continued)**

**06 Poor driving skills**

- Council bylaws exist already but are not enforced, especially driving skills
- driving is a great example, the Asian students don't seem to have to go through the same restraints as our local youth have to go through to get a licence, I doubt they understand the road rules or the NZ system
- the Asian students with suspect driver's licences
- the Chinese aren't very good drivers on our streets, they tailgate you
- the driving of many Asians is poor
- foreign drivers seem to be aggressive
- Asian drivers are not good drivers
- there are problems with the Asians with driving
- I do not agree with the way Asian youth drive their cars, too fast and lack skills and not fully aware of the road rules, the cc capacity of their cars is too great for their experience
- because they don't drive very well
- their driving is terrible
- many haven't been taught to drive
- their driving is terrible, people from other countries can't drive here
- Asian students drive fast cars
- half of them don't know how to drive properly, they don't know the road rules, drive too slowly and are arrogant about the road regulations

**07 Arrogant/disrespectful/ill mannered people**

- I work transporting these people and in general, especially Asian people, they are very rude, trying to get on for free, trying to rip the system off, I would rather transport the Aranui teenagers than Asian students who are arrogant and look down their noses at me
- if they bring more boat people, nice to begin with but arrogant and nasty and do what they like, always others fault
- the attitude of some people leaves a lot to be desired, they seem to be arrogant to us
- Asians crowd the footpath and are often rude
- think Asians are rude, they think the country is theirs
- the young Asian population is disgusting, they are so arrogant and rude, they are eating and drinking in the City on Colombo St when I go into town and they just throw their waste on the ground, it really frustrates me
- there are problems with the Asians with rudeness and being dirty
- they don't like to wait, they seem to always be looking for a bargain
- on footpaths if 2 or 3 people are coming towards you they don't give way, I usually don't find them as polite, just a general lack of manners
- very pushy in a supermarket
- ignorant people, you can't walk down a street in some areas without people staring at you

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**Q41b Reasons why an increasing number of people with different lifestyles and cultures, and from different countries is making Christchurch a worse place to live (continued)**

**07 Arrogant/disrespectful/ill mannered people (continued)**

- different cultures coming in and not respecting the NZ culture, eg at the Council pools you have one Asian person going into the family rooms making a family wait and when challenged the response is "it's our culture"
- a big perception that other cultures, Asians, bring with them the negative parts of their own culture like pushing in queues, spitting on the street

**08 Too many Asian immigrants**

- in the next 30 years there will be more Asians than NZers
- we are attracting too many Asians
- all these Chinese, Taiwanese etc, there are more and more arriving all the time
- overpopulated with Asian students, I don't like NZ being overrun with Asians, needs to be a limit helping refugees, we are becoming an Asian nation
- at times it seems like we have an Asian invasion
- I notice the Orientals have taken over in droves
- I think there are too many Asians in our community, Asianhead is well named
- too many Asians
- big concentration of Asians in Riccarton
- there seem to be a lot of Asian people around
- too many Asians, makes you feel like you're in Japan not NZ

**09 Use our welfare/education systems etc/strain our social services**

- the provision of services is being strained
- too much of Council resources are spent on refugees
- why can they come here and get their grants while we have to go to courses and pass welfare test? They get loans easily
- they get more care taken of them than we do
- it's a drain on the system requiring language study and assistance, I don't think we should be forced to spend that money
- feel people are getting agitated by the influx of people, think it's another person to be financially supported
- places like the town libraries and swimming pools, they know how to use public facilities, I know that sounds racist
- don't think we should be supporting them if they come here with social welfare and Housing Corporation houses
- believe standards of education have dropped because of the emphasis put on overseas students
- young families coming are claiming benefits as opposed to us coming here 10 years ago and us paying taxes, I feel taxes are going up because of the Government support to immigrants who have no job or education
- because they come into the country and we have to pay them the dole
- lower socio-economics, can't get jobs so don't work, often unskilled, refugees normally are not rich, the tax payer is

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**Q41b Reasons why an increasing number of people with different lifestyles and cultures, and from different countries is making Christchurch a worse place to live (continued)**

09 Use our welfare/education systems etc/strain our social services propping them up, training them to be NZers (continued)

- I'm concerned about immigrants with huge families, it puts a strain on our resources
- I think it puts additional pressures on integrating cultures into society and this puts more pressure on local Government at the expense of ratepayers
- Redcliffs school is always having to turn people away and the teacher pupil ratio is up to the 20/30 mark which gives the kids a poorer quality of teaching

10 Too many foreigners/too many different cultures

- a lot of overseas people coming into Christchurch
- I don't want to know about other cultures coming here
- I do not want the numbers of foreigners to increase
- too many ethnic groups here
- cultural diversity is fine but must not swing the balance of the population
- too multi-cultural
- too many different races, City forced to take anyone, City can't choose
- I personally feel there are too many foreigners in NZ
- coming in of overseas people, too many of them here
- it's becoming more of them than us
- would prefer things as they were without all these different people living here

11 Immigrants not helped enough/no follow-up/no understanding

- we're not handling it to get the best out of this, this is just allowed to happen without the required planning, immigrants just come in and no particular effort is made to properly assimilate these groups, be they students or refugees or migrants
- education is needed on how we as NZers live, not as they used to live
- we need to educate citizens better to cope with different people, we're a very conservative place and need encouragement to accept these people
- refugees are brought in and dumped, someone needs to follow them up and help with some of our customs, I like other ethnic groups being here but they need help
- there is nothing organised or prepared for people who come here
- there is a need to create special liaison officers in Council and special Police services to cope with the problems that it creates, extra costs on us all
- I see the hardships they face being accepted into Christchurch, there is discrimination towards these people, I see it in my workplace
- we haven't got enough support services to help these people to adapt to our culture, if the Government can't do better than this they are not doing their job
- huge lack of support for people who come from war torn areas, the Government should run a mentoring system with Kiwi families to help them adjust
- not enough help for these people

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**Q41b Reasons why an increasing number of people with different lifestyles and cultures, and from different countries is making Christchurch a worse place to live (continued)**

**11 Immigrants not helped enough / no follow-up / no understanding (continued)**

- policies of NZ immigration encourage immigrants to come here then don't allow them to mould into society eg qualified doctors are allowed to come here but then not allowed to get work here
- lacking infrastructure to support these people
- people have to change their attitude, have an understanding of what the Asians etc have been through to get here, be less judgemental
- the City is not prepared to absorb this many people and different cultures
- because I don't believe there is enough support for these people with education, fitting into Christchurch society, jobs etc
- we have not yet learnt to accept ethnic diversity, the problem I see is very much them and us, it's not a problem that can be solved by welfare, these people are seeking opportunity, they are only a threat if we are lazy about pursuing our own opportunity
- it makes it a worse place to live because of our prejudices
- perhaps because Nzers do not understand other people's cultures and lack patience

**12 Taking us over / taking over our shops, real estate etc**

- there are a lot of shops in town with Chinese names, that gets up my nose
- feel they're taking over, have watched this happen over a number of years, it becomes intimidating, they treat the playground as a meeting ground, in this case all appear to be related and they live different lives, the children play out there all the time
- taking over shops, fish and chip shops, dairies
- it's not that I'm prejudiced but I just don't like the changes, like things to be the same, sometimes I don't feel like it's my home town
- because they are taking over everything
- in Auckland a lot of trouble where Asians have taken over
- it's changing so much, whole streets are Thai and Chinese food, this part of NZ seems to have been taken over, it's losing its NZ identity
- they buy up too much real estate
- it feels like we've been taken over
- they take over some places
- taking over by overseas people, taking over small shopping areas

**13 Allowing the wrong kind of people in**

- if we let in too many migrants who have a very different living standard from ours
- because I don't know if we are bringing in the right type of people
- if we get the scum and not the good people
- Government could be more careful about who they let in
- I have heard some are trouble makers in their own country and are sent here to be educated
- I feel that they are not letting in the most suitable people

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**Q41b Reasons why an increasing number of people with different lifestyles and cultures, and from different countries is making Christchurch a worse place to live (continued)**

**14 Don't contribute to our economy / don't put much back**

- they are here for what they can get out of it, not for what they can put in
- need stricter laws on their education and the contribution of immigrants
- they can't put much back, the Chinese do to a point but the Indians and Pakistanis don't do much
- they don't put much back into the country
- they are supposed to improve the economy so I'm disappointed
- they're only interested in money

**15 Christchurch is becoming overcrowded / overpopulated**

- it's going to be overpopulated if they keep bringing in people by the hundreds
- a feeling of overcrowding
- because sometimes there seems to be too many people living in the city
- Christchurch is becoming overpopulated

**19 Other reasons**

- against younger people coming here without their families
- I just feel uncomfortable
- young people being left here on their own creates problems
- I'm going on Asian students, having a lot of trouble with them because they've got a lot of money, are disruptive in class and let off the chain so to speak, I think their families send them over here for us to babysit them
- can't deal with everyone's cultural needs eg training NZ nurses to cope with Somali women's births
- time will tell whether we have any Muslim sleeping agents here or not, we have an American Antarctic base here, will that be a target?
- it's happening too quickly
- too many Samoans
- I'm not a culture person, happy with the status quo
- I see that some of the properties owned by Asians in the west of the City have declined in upkeep and appearance, these people are not used to having gardens and properties to maintain themselves
- I don't like NZ being overrun with Fijian and Samoans
- Japanese people particularly should not be here
- if they do something wrong they should be sent back to their own country
- existing people of the City are disadvantaged from newcomers
- I have never associated with foreign people, haven't come into contact with many

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q42 Main things done in leisure time**

- 01 Taking part in sports or other physical activity with a club, team, or organised group
- 02 Taking part in sports or other physical activity individually or with an informal group
- 03 Gardening
- 04 Socialising with friends in cafe's, bars etc
- 05 Shopping or window shopping
- 06 Attending theatre, concerts or going to see films
- 07 Creative activity such as arts, crafts, music
- 08 Surfing the net
- 09 Reading
- 10 Watching TV/videos
- 11 Church or religious activities
- 12 Voluntary or unpaid community work
- 13 Attending community education/evening classes
- 14 Family or child-focused activities
- 15 Animal-focused activities
  - take the dog for a run
  - walking the dog
  - I spend a lot of time with animals
  - playing with, enjoying my cats
  - supervising dog
- 16 Listening to radio/music
  - play music in cassette player and listen to the radio always
  - listening to music
  - listen to the radio

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q42 Main things done in leisure time (continued)**

17 Playing card games

- bridge! can just see enough to be tolerated
- cribbage club
- playing cards (cribbage)
- Bridge Club
- play bridge

18 House renovation/decorating

- DIY activities
- renovating house
- home improvements
- decorating house

19 Working on cars/motor bikes

- a couple of old vintage cars keep me busy
- car preparation
- mechanics, doing up cars and motor bikes
- restoring classic cars

20 Playing computer games/other computer activities

- PlayStation
- computer/video games
- spend time on computer
- build computers

21 Club/group membership

- belongs to two Caravan Clubs
- Masonic Lodge
- Probus, Women's Institute
- Widow's Group
- Lion's Club
- secretary/treasurer for Sports Club
- patron of Cacti Society, was president for 25 years
- belong to groups such as Mahjong, Gardening Club
- Probus Club
- attend meetings
- New Brighton Senior Net
- afternoon women's group
- business and social meetings of the Motorcycle Club
- Board of Trustees for school
- activities with Somalian community
- attend political meetings
- attend other community groups

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q42 Main things done in leisure time (continued)**

**22 Home entertaining / socialising**

- visiting homes of my friends and having guests at my place
- socialising with friends at home
- entertain at home
- drink wine at home
- socialising with family
- home coffee groups
- socialising with friends
- home entertaining with friends
- socialising, home-based
- socialising at home
- socialising with friends, but not in cafe's or bars
- social coffee mornings within homes
- crippled, house-bound, relies upon casual visitors for social contact
- socialising with friend outdoors and in homes

**23 Watching live sport**

- watching sport
- spectator at rugby, cricket etc at parks
- watching surfing
- watch sports
- going to horse-racing
- watches club sport
- watch motor sport in person

**24 Doing crosswords**

- crossword puzzles
- doing crosswords
- crosswords

**29 Others**

- horseracing, own a racehorse as a hobby
- have a small farmlet, a lot of walking and doing other things
- rural activities
- farm biking
- go to Akaroa, own a holiday home
- bach at Akaroa, love it
- usherette at repertory theatre
- flying model aircraft
- has a model railway
- model boating, building and sailing
- private study
- studying
- stamp collecting
- travel in NZ
- enjoy going to the country

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q45 The group or social network that matters most**

- 01 It is mostly made up of people who live in the same area as me (ie my local neighbourhood)
- 02 It is mostly made up of people who have the same interests, culture or beliefs as me, but who don't necessarily live in my area
- 03 It is mostly made up of people I work with
- 04 There are no particular groups or networks that I feel I belong to
- 09 Other  
- I've got a group of people I meet at the Working Men's Club I go to and we're all different ages with different interests and that but we have a laugh together
- 10 Don't know

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**Q46b Reasons why they think their local neighbourhood is unsafe/very unsafe for children to play in while unsupervised**

**01 Busy roads/heavy traffic/fast cars**

- speeding traffic
- because of the road, if she goes out of the front door it's right on the road, drivers don't expect to see a little one there
- cars, boy racers, going at over 100 kmph in a 50 kmph zone every day
- a number of cars that speed up and down the street
- it's really busy traffic
- because of the heavy traffic going by
- I live on Straven Rd, this is a very busy street
- I worry about the speed of traffic in Springs Rd
- unsafe due to traffic on the road, people speeding, road very congested on Saturday and Sunday mornings and at other times during the week, large 4-wheel drive vehicles parked on the side of the road cause blind spots which are a danger to children
- bus route and very fast motorcycles and cars, some of the boy racers like one yesterday afternoon doing smoke outs, some buses exceed the speed limit
- mostly because of the speed cars travel, it's all these young people in cars
- big trucks and traffic very busy here
- cars whizz around that corner, corner on Major Hornbrook Rd
- Papanui Rd is a very busy road
- traffic movement, speeding on Kelburn St
- because of too much traffic down Wainoni Rd and Breezers Rd
- speed of traffic from Cranford St, street too busy
- there's lots of traffic on Greers Rd
- main road which is very busy, cars go down the "No Entry" the wrong way to cut down time, a very dangerous situation
- traffic problem, Harewood Rd
- the road is dangerous
- cars up and down a shared driveway
- the cars on Harewood Rd make it dangerous
- young ones hoon up and down the road and have no regard for young children
- because of the road out there, people whizz down it, you need road bumps or something
- the traffic speeds around here, they drive on the grass and kill ducks and do wheelies on the grass, 3 cars in the river in the last 6 months, God they speed
- the traffic problem is a real problem, there's a school down the street and people are racing all the time and I have never once seen a Police car here
- cars drive too fast down the driveway to these flats
- lots of traffic, I have seen 2 children hit, I think there should be a lower speed limit on the school road in the school area, strongly recommend they look at speed in a school zone
- because we live on Ferry Rd, it is extremely busy with traffic
- there is traffic danger on Armitage St
- some cars zoom down our street, we could use judder bars in Hoani St

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q46b Reasons why they think their local neighbourhood is unsafe/very unsafe for children to play in while unsupervised (continued)**

**01 Busy roads/heavy traffic/fast cars (continued)**

- Blenheim Rd is too busy, traffic usually travels at 70 kmph when the limit is 60kmph
- traffic is heavy on Blenheim Rd, lots of accidents
- very busy road outside, Memorial Ave
- problems with hoons driving along the street, I feel a kiddy would be skiddled
- the bend in my street, you can't see cars coming round it, it's too dangerous for kids to be playing
- live close to an unsafe corner
- the traffic on Papanui Rd
- we get a high volume traffic up the street and cars travel at speed on Burwood Rd, going to and from Burwood roundabout through to Lake Terrace Rd
- very busy road, Old Taitapu Rd
- Bealey Ave is a very busy road
- kids in cars are too fast, they have been clocked 115 kmph, no show if kids run out there, down Avonside Dr opposite the Kerrs Beach clubhouse
- there are always hoons tearing up and down the street, one of these days someone's going to get bowled, QEII Dr/Baynes St
- too much traffic (we live on SH 1)
- traffic speed and irresponsible drivers

**02 Strange people/unsavoury people/child molesters/can't trust anybody**

- undesirable people around park areas
- there are lots of paedophiles around here
- a schizophrenic guy down the road, he's into young kids
- there's been one or two strange people wandering round here
- lots of unsavoury characters go down this street
- sometimes people that hang around are unpleasant
- I think men (paedophiles) hang around the beach sometimes
- because there are fools that walk the street, the Government keeps chucking them out of hospitals
- you never know who's around
- because of stranger danger
- I don't trust anybody
- you never know who's lurking around, strange people about now, used to stay in their closets
- there are just too many weirdos out there
- too many nutters
- basically you don't know who might want to harm children
- people who pick up kids, too many funny people around
- there are too many rat-bags around
- adults could approach them in a nasty way
- sexual deviants, paedophiles
- dangers from suspicious men

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**Q46b Reasons why they think their local neighbourhood is unsafe/very unsafe for children to play in while unsupervised (continued)**

- 02 Strange people/unsavoury people/child molesters/can't trust anybody (continued)
- you don't know who is in the community now, hospitals used to be more careful who were allowed to roam free in the community
  - there's always a possibility of children being picked up by strangers
  - stranger danger applies everywhere
  - too many freaks, kidnappings
  - don't know who is lurking around who could interfere with or take your kids
- 03 Teenage hooligans/bullying youths/louts
- too many teenagers with all the rights and no responsibilities and no conception of honesty, decency, good manners
  - drunk youths
  - lots of older children congregate and it doesn't look safe
  - a lot of young men on drugs
  - some of the kids are troublemakers, they cause trouble, throw stones etc
  - too much hooliganism
  - too many kids walking out at night, bad language
  - graffiti artists have just painted my fence
  - it's not safe with the skateboarders around here
  - bigger kids could approach them in a nasty way
  - kids sniffing glue, looking uncared for
  - general loutish behaviour
  - kids could get things taken off them by others in the park or be ganged up on
  - students are very naughty
  - youths around the place, often mean no harm, perhaps just a perception
  - drug users in the alleyway
  - teenage group hanging around throwing bottles
  - a lot of kids go stupid, spread graffiti around, sometimes they get out of hand, can be a danger to smaller kids
  - because of the unsavoury element especially by the skateboard area
  - children can be beaten up and things stolen, this happens any time of the day, can't go to Jellie Park, get beaten up, they're drug smoking there, very dangerous
  - influence of older kids on younger kids
- 04 Children should always be supervised/ unsafe not to supervise
- children should not be left unsupervised
  - only because I think children should be supervised
  - I would not leave any of my children unsupervised
  - kids are kids, sometimes they do things they shouldn't, that's why they should be supervised
  - parents should supervise their children more
  - I won't even let my grandchildren go to the shops alone
  - children need to be supervised all the time
  - unsafe if unsupervised

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q46b Reasons why they think their local neighbourhood is unsafe/very unsafe for children to play in while unsupervised (continued)**

**04 Children should always be supervised / unsafe not to supervise (continued)**

- you don't leave kids out there without knowing what is going on
- not sure how safe it is for children to be left alone
- I wouldn't let my daughter aged 11 go around here on her own
- do not think unsupervised is a good idea until the child is 10 - 12 years old
- because still too young to be left alone
- you do not leave children unsupervised under the age of 14 years
- just not safe for unsupervised children
- no area you could say it's not a problem if no adult around them
- they are not old enough to be unsupervised
- a general feeling that regardless of where you are , kids can't be left
- children under fourteen should not be left unsupervised at all
- I don't think any area is safe for children to play unsupervised, an adult should be present or the area overlooked
- I have the principle children don't play unsupervised, I look after young children, their mother would never allow me to leave them alone

**05 Reflection of the times we live in / world not safe anymore**

- it's just the sign of the times
- because of the world today
- a sign of the times
- that's the way of the world now
- just because life as a whole it's different to my day
- I feel it is the way the world is today, things have changed
- the time of living

**06 River / beach / marshland / open drains**

- there's a creek at the back
- because of the river
- the river could be unsafe
- the creek is not good, one child drowned in it
- all the water danger around here
- not an area for kids, there's the river
- open creeks / drains
- rivers
- river, living beside the river
- wouldn't allow my child to play unsupervised on the river at least not until 10 years plus
- there's a waterway that leads to a drain
- the beach is unsafe when unsupervised

**07 Poor street lighting**

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**Q46b Reasons why they think their local neighbourhood is unsafe/very unsafe for children to play in while unsupervised (continued)**

**08 Rough neighbourhood / rough element live around here**

- I don't think this neighbourhood is safe
- rough looking neighbourhood
- local people are not trustworthy around children
- if I have children I will be moving to a different area
- it's a bit lower income area and therefore a bit more crime than other areas
- because we have a lot of hoodlums in this area
- it's a higher crime area here
- there are a few gangs around here
- this area does not have a good reputation
- an area that attracts low social economic people, not peaceful, a lot of street walkers and mischief makers
- I've got solo mums with screaming bloody kids all around and I'd love to kill every one of them because in this area they'll never amount to anything anyway
- 3 gangs on Wilson Rd
- it's an area that attracts not too favourable people after dark
- broken glass, parties, being inner city, not suitable for children
- Robson St is a horrible street
- an area with inappropriate people, so I'm careful

**09 Dogs / stray animals are a worry**

- lots of stray animals
- Ferry Rd is dangerous to walk on, children have been bitten by dogs in the neighbourhood
- dogs scare me if they keep barking, I don't like the pitbull dogs down the road, they come onto some people's property
- wandering dogs

**10 Accidents / injury may happen during play / may get lost**

- small ones, they can get into trouble with accidents

**11 Read / hear of incidents / crimes happening / violence / burglaries**

- several instances around here have proved it
- my daughter had a bad experience when walking home from school
- 2 young girls attacked at 1.30 am, none of the neighbours heard anything, you think you would hear girls screaming outside your house
- violence, we had a broken window while we were asleep
- the molestation like at Brighton recently
- I think somebody up the back had a man peer in his window but he made off
- you see stories on TV and hear things on the radio
- quite a few break-ins round here lately
- you've only got to turn the television on to hear about all these weirdos, how they rape and kidnap children
- person raped at front door, that says it

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q46b Reasons why they think their local neighbourhood is unsafe/very unsafe for children to play in while unsupervised (continued)**

- 11 Read/hear of incidents/crimes happening/violence/burglaries (continued)
- the amount of violence in the area, stabbings, drugs, theft, arson, burglaries
  - people have told me it's unsafe to walk the streets at night
  - have suffered harassment when running around river
  - because of the things you hear about
  - well the amount of things going on, people getting attacked and so on
  - A little girl was killed last week, 3 children have died on that corner
  - after the accident the other day, my friend's little daughter was killed
  - city is not safe, a couple of women raped a couple of months back
  - reading paper everyday
  - general criminal aspect of the city
  - neighbourhood crime problems
  - incidents of indecent exposure, males following offering rides several times
  - all the things that have happened, the number of offenders out there
- 12 Undesirable residences/businesses in area
- a convicted rapist over the road, domestic violence next door and a mentally unstable person living behind us
  - next to Hillmorton Hospital (mental patients)
  - just because of the dairy and fish and chip shop
  - two pubs down the end of the street
- 13 Unsafe parks/playgrounds/high shrubs/obscured from road/unfenced
- Linwood park is very unsafe, Woolston Park toilets are particularly unsafe
  - in my street the area behind the park is not watchable, so is not safe
  - need to use rubber chips not wood chips in the kiddies play area because it's softer
  - not very satisfied with the local park, it has 2 sides to it, the play area is very basic and the skating ramp attracts older kids and does not look safe
  - broken bottles in the park
  - the park next door is unsafe
  - what I see walking towards Linwood Park isn't good
  - I don't like the back of Denton Park at all
  - the parks are hidden away where nobody notices them
  - I'm very dubious about the park
  - there's a risk if you're leaving your kids at the park by themselves
  - parks are vulnerable areas for children unsupervised
- 14 Railway lines/crossings

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q46b Reasons why they think their local neighbourhood is unsafe/very unsafe for children to play in while unsupervised (continued)**

- 15 Lack of safe areas to play / suitable recreational facilities
- because there are no fences
  - well there's no playing area around here for children
  - the way houses have been crammed up, there's less and less open space for the children to play in
  - children can treat the road as a playground but the road is for cars
  - not enough enclosed or fenced playing areas for children
  - no playground on this hill
  - children playing on ramps on bikes outside other people's properties, no park handy
  - lack of facilities that are fenced in
  - because the house doesn't have a front fence
  - I don't like children playing on the streets
  - not an area for kids, there's no playground
- 16 Lack of pedestrian crossings / pedestrian warnings
- I do not feel there are enough pedestrian crossings for the local schools
  - no pedestrian crossing
  - crossing road is very dangerous in Whitmore St, need somewhere to stand to cross, need some protection
- 17 Lots of flats / transient population / not a settled family area where everyone is known
- a lot of flats with transient individuals
  - largely a flatting neighbourhood, not family orientated, no-one plays on the footpath
  - not a family orientated atmosphere, no other children are out on the street
  - so many different people who live here, you don't get to know them, a big turnover of people
  - just the volume of people, I grew up in a quiet little street where everyone knew each other and if there was a stranger around everyone noticed
  - transient population
  - a lot of apartments around, not a stable population, children don't get to know others in the neighbourhood
  - high flatting area, not sure yet who is who in the area

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q46b Reasons why they think their local neighbourhood is unsafe/very unsafe for children to play in while unsupervised (continued)**

29 Others

- there are rocks up on a hillside that make it unsafe
- the hills and cliffs danger around here
- the hills and lack of footpaths up on this hill
- some Council flat balconies are unsafe for children
- my son's been hit by other kid's parents, I spoke to them but it didn't help
- a lot of air pollution from cars
- a slow response by Police to problems in the area
- I don't think Police follow up on information, in June was out walking Major Hornbrook Rd and a car followed me, I saw a cop car and told him but he wasn't interested
- fear of safety of children after dark
- won't let kids out after dark unless with a big group
- in the last 12 months there has been an influx of refugees who appear not to have been assimilated into NZ society
- because I am Korean and have sometimes had very racist remarks made to me which makes me think it's unsafe for other foreign children
- I don't always feel safe on my own, I wouldn't use the railway subway to Waterloo Rd

30 Don't know / no reply

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q49b Other problems in your local neighbourhood over the last 12 months**

**01 Overgrown trees/trees, plantings that are a problem**

- a neighbour has an ivy plant that grows up the wall of my garage, it's growing under the roof and inside the garage too
- the traffic calming things that have been put in by Council are full of plantings which you can't see over and which look scruffy
- the height of trees, clearance from the footpath to the first branch, I've got a scar on my head from hitting one
- the next door neighbour has tall bamboo growing near the boundary, it's very high and cuts our light, he's unwilling to do anything about it
- trees that hang too low over the footpath
- the street trees need to be trimmed in height, foliage needs to be trimmed, too bushy
- tree planting in our cul-de-sac, the wrong variety, they grow over the path
- shrubs need tidying up in Calbourne Court and Lane, Hulverstone Dr, they just don't do it often now
- plantings on street side are not kept cut back, people can't walk along without getting hit on the head, paths are too overgrown
- branches of trees on Marshland Rd overhanging the footpath
- trees and bushes overhanging the footpaths sometimes make it hard to walk along, sometimes this is Council trees on the berm, sometimes this is trees on private residences
- the odd overhanging trees over the footpath
- I've got problems with silver birch trees that overhang my roof causing damage, but the trees are on the next-door neighbour's property, the trees cut out my light, they fill up the spouting and damage the roof, the neighbour is not interested in my problems
- trees nuisance, people's trees on adjoining properties which restrict our view, root systems invade our drains, shed leaves in our gutters

**02 Poor standard of work/maintenance/upkeep**

- some of the berms are not kept cut and when they are cut, the grass is not gathered up, also the standard of some houses in the area lower the tone of the area and undervalue property
- overgrown gorse on Council land is a fire hazard, everyone else has to clear it but the Council doesn't, becoming like Wellington with the weed menace
- one house is totally unfinished with a grotty outside, a grotty shed on the front lawn, no pride, no nothing, I sent a fax to the building inspector
- Rowses Rd, north end, some people do not mow their lawns and the street edge lawns, this is a fire hazard as well, it makes the area look scruffy, you need to take pride in your area
- clearing the rubbish containers in Burnside Park, I'm sure these containers are not cleared weekly
- they dug up the berm and the grass didn't grow back, did a poor job, stones in the lawn and poorly sown grass
- after a big wind the Council takes forever to clean up the road of tree litter

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q49b Other problems in your local neighbourhood over the last 12 months...**

**03 Problems with parking/parked vehicles**

- parking along the west side of Puriri St during University time is a nuisance, some cars park over my driveway
- the entrance into Glasniven Dr is narrow and a truck parks opposite the entrance and prevents cars travelling west from passing on the left of any car waiting on Sawyers Arms Rd to turn into Glasniven Dr
- parking in Glasniven Dr and streets nearby, presumably to avoid traffic officers, the people who park walk to the Papanui Club for refreshments (it is assumed)
- parking out the front over our driveway all the time, some days you can't even park out here and we can't get out our drive
- parking across driveways or too close to driveways, inadequate parking at the TAB and O'Sheas
- on street parking and school parking at local school
- the bus drivers park over our driveways, the pole in the middle makes it very dangerous for us to get in and out, we have all complained around here to the Council, it's really dangerous at school rush time, the bus drivers are ignorant, we can't see to back out with buses there and we can't swing because of the pole, there will be a bad accident soon outside 349 Pages Rd
- on Harrowdale St there is a very large steel trailer used for transporting a sports car, it is closed in and makes it very difficult to see traffic coming when turning right into Harrowdale St from Toorak Ave, it is more or less permanently parked there. As well as this the owner is a builder and builds trailers which he parks on the footpath and grass verge, especially at the weekend. Neighbourhood watch have complained but nothing has been done

**04 Roothing/traffic problems/proposed roading changes**

- the proposed roading change to Rutland and Grassmere Rds
- the closure of Matai St West is inconvenient and harder for residents here to get out, could raise a safety issue for Boy's High
- problem is the design of my street, it's inadequate to cope with traffic and parking
- the junction of Breens Rd and Harewood Rd is a problem, I think a roundabout would be helpful there
- road repair on corners, can't get round them, dangerous
- Jeffreys Rd, road widening is required outside the church and school between Idris Rd and Orkney St, the road is heavily congested at times, there will be a serious accident one day, the land has already been set aside, it's easy to do
- the corner of Sawyers Arms Rd and Gardiners Rd is a source of accidents, maybe a roundabout is needed getting across Papanui Rd to get to work in the morning, it's getting worse, traffic on the causeway between the road tunnel roundabout and Ferrymead, should have made it 4 lanes, takes 10-15 minutes to get from one end of the road to the other, weekends are bad down here
- Armitage St, the tarseal that was done 3 years ago was faulty, the tar melts underneath the gravel when it gets hot, tar comes in to our houses

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**Q49b Other problems in your local neighbourhood over the last 12 months (continued)**

**04 Roothing/traffic problems/proposed roading changes (continued)**

- every time we turn into our driveway we cross 2 yellow lines, the traffic on Greers Rd must have trebled in the last 5 years, it's a problem
- do not enter on slip road, not entered from other road, could cause a very nasty accident someday, would be better made into a cul-de-sac, cut the entry out altogether
- steep camber on street, too steep
- traffic issues, the volume of cars down Cranford St
- Birdwood Ave is a very bumpy road
- the Greers Rd/Harewood Rd crossroad is dangerous , broken glass, plastic is often deposited on the road as cars collide, there have also been serious accidents
- widening of Cranford St, what a dreadful idea this is, have all the problems been ironed out before the proposal was put forward
- the stress of thinking the highway may go through the Paparoa School
- the proposal to extend Rutland St through the school, my worry is the safety of the children from here and the area ie, more traffic and going through a reserve - sacrificing a park for a highway
- having the bridge to negotiate over the creek, access to property to get up residents driveways is confined for space
- neglect of the bad section in our street
- roadworks, power cables put across the road to the empty section, more roadworks running down the road along the footpath
- they were all over the roads digging and leaving trenches with the installation of the Telstra cables, inconvenient because they bottled up the traffic so it caused delays
- there is a proposal to put motels on the corner of Meadow St and Main North Rd, it's a problem to get out of Meadow St now, alternative access from the street would be desirable, especially if the motels are approved
- major traffic back-up on causeway morning and night
- threat of redevelopment of Richmond Hill could transfer the roading and traffic problems to our road, The Gardens at the top of the hill gives us traffic problems, increasing weddings and buses could make it get worse
- traffic, Council is allowing further sections to be developed on Richmond Hill Rd but is not providing adequate services to cater for additional volumes of traffic

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q49b Other problems in your local neighbourhood over the last 12 months (continued)**

**05 Cats are a problem**

- cats using my place as a deposit zone
- cats because they get into the rubbish
- cats are a problem. Too many stray cats hanging around this area, there should be more regulations for cat owners
- cats are a problem around here
- roaming cats cause problems with my cats, fighting and coming into the house, there should be cat registration like dogs
- cats, there are more cats than people, they dig up plants and defecate all over the place, cats should be registered like dogs
- cats fouling my garden, there are many cats out at night in my area, everyone seems to have a couple of cats
- people dump their cats down Landsdown Valley, they become feral and get into rubbish bags
- the cats in the area tend to get into and tear the black rubbish bags left on the kerbside

**06 Flooding/drainage problems/blocked gutters**

- drainage problems, water collects after the rain and does not go away
- the river floods the footpath on the riverside, 8-16 Hulverstone Dr, the bank needs raising
- there has been surface flooding in the Halswell area after sustained heavy rain
- drainage on Poulson Rd/Selwyn Rd intersection after heavy rain
- sewer overflowed into nearby neighbouring houses, the drain next to me, it silted up, this caused a problem when we had flooding locally
- leaves, trees from Sunnyside block the guttering on Sylvan St
- lot of surface flooding, blocked gutters
- there has been flooding at the corner of Camberwell and Harrowdale Rds, this happens all the time when it rains, blocked drains
- when it rains heavily I get flooding from my next door neighbour's place which isn't very nice
- still get flooding
- intersection at Stillwater Ave and Fenmere Pl, two drains, there is a problem under the road when it rains causing flooding, with an accident caused by it recently
- blocked drains not maintained by Council
- leaves in our gutters
- flooding in this area is bad

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q49b Other problems in your local neighbourhood over the last 12 months (continued)**

**07 Behaviour of kids, teenagers, students, youth**

- bullying amongst the kids
- kids hanging about and drinking a lot
- there are a number of 10-13 year old girls drinking and causing problems on the corner of Wilmot St and Harewood Rd
- perhaps the University students, they stop outside in vans and party and vomit and break bottles
- intimidating youths, bullying and violence at the skateboarding ramps at Linwood Park, undesirable area now, not a family park anymore
- in our street and park there are parties of teenagers, noise and a bit of rubbish, not too bad really
- wandering Neanderthals, youths gathering in the Linwood Park, not quiet going down the street at weekends, the Council should provide a venue for youngsters
- mainly kids hanging around with nothing to do, mainly in the early evening, 3-4 kids, teenagers from 10-15 years old
- last night a group of drunken teenagers were running through our yard to escape from the Police, drunken teenagers are a common sight around here
- gangs of kids, a lot in Jellie Park, Jellie Park skatepark is very dangerous, regular visits from Police needed
- occasionally young people hanging about the streets making noise
- young kids walk onto our property because we have a little stream halfway up our drive and they throw things in it and play there without asking
- kids from Boy's High getting up to a little mischief

**08 Problems with neighbours**

- close living with some people has caused friction and then they move houses
- mentally unstable neighbours throwing fits and disturbing the peace and tranquillity
- neighbours drinking and abusing each other
- the neighbours keep taking my things, my rubbish bags keep disappearing
- the neighbours from hell, aggressive, rude, threatening
- child abuse from two families in the neighbourhood

**19 Other kinds of problems**

- concern with water quality in estuary, pipeline out to sea a good idea, clean up rivers too before water goes into estuary, concern for bird life too
- over-abundance of geese and ducks, Horseshoe Lane area
- need a reminder of what we can put in green recycle crates, sometimes things get left behind so we're not sure what can be put out
- Brighton, no shopping, it's a ghost town
- erosion, rivers, lakes etc
- too many rats, especially when they took out all the houses for the new motorway
- leaking water mains

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q49b Other problems in your local neighbourhood over the last 12 months (continued)**

19 Other kinds of problems

- anonymous notes from Council about the state of the grass verge, no Council contact number on it, just from City Care, I am renting here and need to know where to contact the Council office
- the fact that Telstra Saturn haven't come down this street, could be a problem I guess, they're working their way around the city, the problem which includes phone and TV channels is cheaper than elsewhere
- regular neighbourhood police callouts for a variety of reasons
- cyclists riding on the footpath along Travis Rd from Bassett St through to Burwood roundabout causing a hazard and accident waiting to happen
- I personally have a problem with a right of way within my own property, someone else wants to use this right of way and I don't want them to
- house across the road is being used as a commercial warehouse
- Kingslea, the closeness of the secured unit to the neighbourhood
- on our northern boundary they are going to build a 2-storey house which would take away our sun
- cable in street, paint marks on footpaths, thickness of cable is dreadful to look at
- the Council people entering our property without prior notice
- big street lights on road shine into my bedroom
- we can't get underground wiring in our street without paying for it
- skateboarding on the footpaths, I keep having near misses when I back out of the drive, I have the same problem with cyclists, I wish I knew who was liable if they were hit
- we have 4 Russians and 2 Asians that can't speak English and we wonder if they are going to turn this place into a refugee camp, there must be plenty of Nzers who would want to come here, I suppose we'll get an Afghan soon, they haven't caused any harm but the fact is you can't talk to them
- intrusion into a quiet neighbourhood by needless ongoing expansion of local commercial interest ie Eastgate
- workers on neighbouring subdivision with demands that were tried to put on people, bullying tactics and lies, the Council were helpful, Council needs to keep tabs on people who manipulate information for their own ends, looking after established residents
- Council should deal with the real problems in the area like replacing the drains which are dangerously in need of repair instead of replacing the footpaths and lamppost which were not in a dangerous condition
- people dumping cars in the plantation, a bit of rubbish dumped down Spencerville Rd
- car dumped outside my property, general dumping in Whitmore St for cars

20 Refused to say

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q50b Reasons why dissatisfied with the way the Council involves the public in the decisions it makes...**

- 01 No consultation/involvement/do not consult the public
- decisions being made without public consultation
  - they put in the roundabout at the corner of Farquhars Rd and Grimseys Rd and didn't consult the residents
  - I did not know that they did, as an elderly person I do not get involved as much as I used to
  - sometimes they go ahead without consultation
  - should have been some consultation on the sale of Orion
  - there is no consultation
  - they do things without any consultation at all
  - I just think that as a body they don't consult on the whole, that's just not their style
  - no individual has a voice
  - for the Orion deal, the Council did not consult the public
  - things just happen and there doesn't seem to be any consultation, eg the Square
  - important areas like decisions on Jade Stadium and what they will do with the funds from Orion, seems to be all done within Council, without public consultation
  - public don't get a say on where the money goes
  - because I haven't directly had any contact with them, particularly in regard to roadworks on St Albans St and Durham St
  - for the Orion deal, the Council did not consult the public
  - when we sold the company at SouthPower, they should have given us the money and not put it towards the Square, they didn't ask us
  - never asked about decision making
  - they never asked us if we wanted the Russians, they just plonked them here, never asked, they just did it
  - I don't think they consult at all, eg, Saturday Press 23/3/02, \$53 million for new Civic offices
  - don't feel the ratepayers got an opportunity to have their say concerning the big spending on the Square
  - they don't really involve the public
  - did they ask the public opinion on the Square and the "Think Tall" stuff, same goes for the Chalice?
  - they don't ask people's opinion
  - from a skateboarding point of view, they don't approach us
  - it would be good to be consulted about things, eg, any changes to do with streets and carparking, people's opinions should be brought into it
  - never been given the opportunity to have any say really, things just happen, that's it
  - lack of consultation on town planning issues
  - unhappy about what Telstar Saturn have done without consulting
  - I've never been consulted

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q50b Reasons why dissatisfied with the way the Council involves the public in the decisions it makes (continued)**

**01 No consultation/involvement/do not consult the public (continued)**

- I don't believe the public has any real say in what has happened
- because they don't really ask the public for an opinion
- a lot of people don't get a say
- I feel I should have been consulted about certain things that have been decided in the community by the Council
- they don't ask the people what they want
- no initial consultation with the community before the proposal was made
- what involvement is there with the public in the way they make the decisions? I don't believe there is for Mr and Mrs Average
- the new subdivision in Farquhars Rd, I thought they would have consulted the residents

**02 Not enough consultation/people should have more say**

- not enough consultation with the public
- the Blenheim diversion, not enough public consultation on this matter
- not enough consultation with regard to the Straven Rd and Matai St West intersection
- I think they don't get an opinion from people often enough
- because I'd like to be able to be more involved
- one wonders how public consultation can be more successful, the Council does try, they run meetings that are poorly attended
- I don't think consultation is very strong
- room for better communication between Council and citizens over decisions
- the district health board nursing strikes, I don't think they involved the public as much as they could have with their negotiations
- our overseas guests ask "why don't they ask residents more?"
- I have very little opportunity for input
- haven't had much say about the Square, it's our Square, we don't need overseas people, it's stupid
- I'm not sure how much consultation and with whom the Council is consulting with regard to spending on the Square and the Art Gallery, there should be more
- usually residents have to go out of their way to become involved, there seems to be no direct process by which we could be involved
- the Blenheim diversion, not enough public consultation on this matter
- the Council choose to consult the public when it suits the political expediency of the moment

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q50b Reasons why dissatisfied with the way the Council involves the public in the decisions it makes (continued)**

**03 Do what they want/have own agendas/already made decisions**

- they're a little bit like Government, they say what they are going to do and do it
- they make the decisions themselves
- consults but tends to continue with pre-arranged agenda, paid lip service to consultation because it is required, then they move on
- we went to a meeting and they said what we said didn't matter anyway, they had already made up their minds, what's the point of going, we don't go now
- because the Council pay lip service and then turns round and does exactly what it wants to do
- they will do whatever they want, we have battled the Council over issues, they have their own plan or agenda and will carry it through no matter what eg, Hamner/Gilby Sts area
- the buses, for example, I read that they already have the swipe cards made yet the submission time is not up yet, also we don't know who to believe about indoor fires, they seem to be pushing their own agenda
- I just feel they go through the process, in 1999 I objected to the development on the green belt and they still proceeded with it, they had already made their minds up about it
- heard that the Council have already made up their minds sometimes
- because if they want to put a decision through, they will do it anyway eg Rutland St connection, they have done their best to just shove it through, they've set it up so people look at it, they'll just put it through anyway
- I think the decision making on public spending is made too often by too few eg the Square
- the Council forget they are our servants, they think they have all the power
- mainly the Orion money, when the Council decided the residents would not spend it as well as the Council, we just got told what they were doing
- the local politicians are interested only in themselves, they are in the business for themselves to be seen, they don't care about their communities
- money spent on issues before consulting, why do the Council think their ideas are the best for the city?
- they present a case already decided
- they take submissions from people but they (the Council) go ahead and do what they want to anyhow
- because we just get told
- it's a bit of a Mafia type organisation
- the Council is a power unto their own
- because the Council usually say "this is what we are going to do"
- Councillors who have been on the Council for any length of time want to leave a memorial to justify their service, this need distorts the public discussion, some projects are not negotiable in view of the Councillors
- they just go ahead and do it, eg, the road outside was sealed
- seem to just go ahead and decide things without feedback eg dog registration price rise, there's an increase in wandering dogs and responsible people have to subsidise it, it's a problem for everyone not just responsible dog owners

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q50b Reasons why dissatisfied with the way the Council involves the public in the decisions it makes (continued)**

**03 Do what they want/have own agendas/already made decisions (continued)**

- they seem to do things like they've taken the money from the Floral Festival and they're putting it into something else, they just do things
- consultations seem to be a PR exercise, Council will do what they are going to do anyway
- they tend to take an approach, this is what is best for the city and we will do it, all they seem to do is create empires
- they seem a bit childish and immature, can be a bit embarrassing to our overseas guests, our guests see that the Council does what it they like
- decisions already made before consultations, eg, consultation on road widening of Hills Rd
- they govern by consensus, their consensus
- arrogance - "we know best"
- ride rough shod over, just go ahead, Blenheim overbridge is a good example
- they advance their own agendas
- they seem to have a policy of deciding their plan first and then going through a sham of seeking comments, basically they just do what they want, they've got their own agenda

**04 Don't listen to public opinion/public concerns**

- ignoring results of any consultation
- maybe they ask people but do it anyway whether people are for or against it
- heard that the Council members don't appear to listen to the residents sometimes
- I have grave doubts about whether the Council takes any notice of Letters to the Editor in regard to rates increases
- consultation, it's just speech and not taken any notice of, it's just a veil
- the Council takes no notice of the public, does not like the public complaining
- they don't take people's opinion into consideration
- things happen and people's decisions are not met
- they don't pay any attention to the public
- to me, I feel that although they like people's ideas and suggestions they don't listen and I think they need 6 monthly surveys (with a grocery voucher incentive) to record residents concerns
- asks for opinions but don't appear to take the public's view into consideration
- they ask you for your views but they never seem to listen, different things like Brighton Shopping Centre, people came with ideas and they didn't listen to the ideas
- they let you have your say but don't take any notice
- when they get an opinion, they don't seem to take notice of the opinion anyway
- little person on the street seems to lose legal arguments eg supermarket being established in the area, people said they don't want it
- doesn't matter what you suggest, they just ride over the top of it
- they don't pay heed to what we want anyway
- I don't think public opinion gets to make a difference very often
- they don't take any notice of us, they do nothing

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q50b Reasons why dissatisfied with the way the Council involves the public in the decisions it makes (continued)**

**04 Don't listen to public opinion / public concerns (continued)**

- my husband is a gardener, the green waste prices are going up so much, he went to give his opinion to the Council and no-one would listen, ignored by the Council
- the Council makes decisions without listening to the public
- at times when we have contacted the Council with what we thought was something important, we've never even had a reply, so it puts you off a bit really
- the Council doesn't listen
- they consult and then ignore it
- I think the Council has over-emphasised the problem of indoor household fires, I've sent in submissions but I don't feel listened to, I've given up, but I think the Council is wrong
- they didn't listen about the Square, even if they ask you, they don't listen
- I don't think they listen to the people enough
- overall policy doesn't always take account of residents needs in the neighbourhood
- do they really listen? Dissatisfaction about bus timetables and the disputes over the Square
- Council don't listen to people

**05 Waste money / spend money too freely / misuse of money / budget over-runs**

- endless budget blowouts including the Chalice, a very bad decision
- very slap happy the way they spend the money on consultations and other things
- cost of facilities exceeding proposed budget costs
- a lot of money was wasted on the Square
- the way the Council spends the money, they didn't use NZ resources for the pavers in the Square, what they spent they could have been used in NZ for our own problems and to give NZers work
- they seem to spend a lot of money, like the ripping up of the Square, if I did a big stuff up like that in my business, I would be out the door, millions of dollars wasted
- because of the way we have been dealt with at Rugby League Park, they spent millions on rugby but not league, an unbalanced dollar ratio between rugby and league
- I thought the cobblestones in the Square were a waste of ratepayers' money, I understand also that the contractors were being paid although they weren't able to start on time at the fault of the Council
- because of all the money that has been spent in the Square, particularly on the Chalice, I think it's too much for what it actually is
- they overrun on their budgets
- half of them involve too much money, money is wasted, eg, the Square
- from a skateboarding point of view, money could be put to better use

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q50b Reasons why dissatisfied with the way the Council involves the public in the decisions it makes (continued)**

**05 Waste money / spend money too freely / misuse of money / budget over-runs (continued)**

- I get frustrated with the spending and blowing of money, spending far too much money on the central city, if it wasn't such an empire they wouldn't need a new Council office
- rate increases and some of the things rates are spent on
- don't know what they spend their money on, high rates and not happy with what they spend their money on
- their spending on such things as the Chalice, the old buildings like the Coachman, buying and selling at a huge loss, these are the things I don't like

**06 Don't involve the public early enough / don't hear until it's too late**

- we learn what is happening after it's gone through, ie. the Elmwood cellphone tower
- being told when it's too late
- we usually find out after it's done
- a lot of decisions are made before the public is consulted
- you don't even know what they are doing and then the decision is made
- more consultation before things are done, not after the event
- I never hear about things until too late, look at the mess up with the Square and the Chalice
- read about decisions in the paper after the event
- they make the decisions and we find out later
- we read about it the next day or the next week in the paper about what they've passed
- because they sent out information on Blenheim Rd changes but it was a fait accompli and they weren't going to listen to residents
- I never know what is happening until it is done
- we only hear about the decisions later
- I don't seem to hear what is going to happen before it happens
- by the time you hear about it it's already done
- because I never seem to get the information before it's been decided, on different issues, but always seems to include rates increasing
- projects are in final stages before consultations, ie, before we know about it
- Council tells a meeting 3 weeks late, they give results after they have done
- consultation is very poor, usually after the event
- it is never mentioned, nothing is said until after the event
- I never know what's been decided until I hear it on the radio talkback
- usually we hear about things after they're decided, not before, eg, we read about it in the paper, you are getting a new Art Gallery, you are not getting rubbish bags etc
- all of a sudden you see in the paper, the Council has decided to ..., it's annoying, sometimes you would like to know before they do it
- they make decisions and then call a public meeting, it's a foregone conclusion
- you hear nothing until after they have done it
- they seem to have a policy of notifying you after they've taken action

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q50b Reasons why dissatisfied with the way the Council involves the public in the decisions it makes (continued)**

**07 Specific actions/decisions by Council - caused problems/danger, etc.**

- because of this business over here at QEII Park, burning coal to heat pool, I don't know if they're still using it and what their plans are for keeping using it
- we see nice properties subdivided and townhouses put in, infill housing is bastardising the properties, should be some criteria on style of architecture in the neighbourhoods, they encroach on other properties
- I just feel that some major decisions were wrong, it was very obviously wrong before the work was done, like the Square
- I asked if we could share the gospel and they said the only place is in Speakers Corner of the Square, permission should have been given for other places, parks etc
- tiles in the Square and the width of road are dangerous
- they're putting up the dog registration and it's to cover the cost of "bad" dogs and owners, but is loaded onto the discounted "good" dog owner
- don't like so many of these infill houses
- I feel there should be some restrictions placed on malls to stop the expansion, it only adds to the decline of the inner city
- happy with the way they treat it but not always happy with the outcome
- footpath edges not close to concrete kerb edges
- because they keep altering things that I don't think is necessary, like the roads, widening the roads and making 3 or 4 lanes and the shopping malls, they go on making them too big
- unhappy about central irrigation and concerned about roading
- this 15% rate increase and the scrapping of rubbish bags, people will start throwing rubbish in paddocks, you get very little for your rates I say
- talking about rates, the increase in rates and what extra you're getting, they're talking about us buying our own rubbish bags now
- the responsibility of the footpaths was that of the contractors, the grass berms are a disgrace along Travis Rd through to Burwood roundabout
- roading surface in Crosdale Pl, Russley
- reading in the paper that rates are going to go up again, selling off of public utilities such as electricity
- for a start, the electricity debacle, we should have had the money back, also not enough door knocking to check dog registration as in years gone by, we need more of that, pay the people who go door to door, don't use volunteers

**08 Lack of publicity/information/more advertising needed**

- people are not informed enough, not advertised what the Council intend doing enough
- not publicised enough, needs more publicity
- they do not let the public know what they are doing
- you never know something is happening
- we don't hear enough, I don't get the newspaper, I only really get what comes with the rate demand, sometimes items on TV
- you never hear much about the decisions they are making and then there is no feedback on what is being done

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q50b Reasons why dissatisfied with the way the Council involves the public in the decisions it makes (continued)**

**08 Lack of publicity/information/more advertising needed (continued)**

- they seem to have a policy of notifying you after they've taken action
- I don't think there is enough information about it around
- I do not really know what's going on
- it is difficult for the average citizen to know what's going on
- no advertising
- lack of knowing what's going on
- there seems to be things that have been implemented that have not been well publicised, some things, not all things, the roading thing, the expressway one, where the expressways will be going
- don't get enough information from the Council
- never get communication until it comes up in the paper
- I don't seem to hear from the Council unless they're telling me to do something
- we don't always get the paper delivered with the information in it, don't get the Press
- a lot of people don't get informed about what the Council is planning
- we never even heard the results of the questionnaires they sent out
- I don't get a lot of information
- unless you read the newspapers, you don't tend to get the information about changes that are happening that may affect you
- there is no notice given when street repairs are done and we get new bitumen chipping paintwork on cars
- I've heard absolutely nothing, I don't know what's going on around the city
- I don't believe the public is properly informed
- you don't get any letters about what they are going to do
- never hear from them, if you don't see it in the newspaper you would not have a clue what was going on
- because the only way you find out if something is happening (ie. cycle paths being planned) is if you go into the Council yourself and find out
- don't get any communication about what's going on, eg, the new subdivision in Farquhars Rd, didn't know what was going on, read more about it in the local paper, didn't hear anything from the Council
- it would be good to be told about things, a warning for ratepayers of any increases in rates prices
- no information given, you have to hunt it out of the library
- they don't inform us when they do anything around the street, eg, when you wake up you find you can't get out your gate because they are working outside your gate, some people work shifts and need to be informed, also more information to inform us on festivals, events
- not enough information given and not at frequent enough intervals

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q50b Reasons why dissatisfied with the way the Council involves the public in the decisions it makes (continued)**

09 Should be more open/too many closed meetings

- far too much behind closed doors, particularly on capital works and expenditure
- they have these sneaky Council meetings
- subdivision along Old Taitapu Rd was sneaked through, not good enough, the Council should have had more openness, it has left a bad feeling around here
- because they try and sneak in through the back door
- they're not being open about the funding over-runs with some of the big festivals at the time and then suddenly we hear about it
- the Council can quite easily slip something through if they want to
- you don't get the full picture when they talk to you, you only hear what they want you to hear
- I think that too much of the decision making occurs behind the scenes and that the process in Council is sometimes a matter of form
- I don't think they tell us too much
- because we don't always know what goes on, there is a lot of behind closed door business going on
- a lot of time they are not very specific, they generalise a lot of things
- like boosting the value of the saleyards for overseas owner, never published, won't do it, that really incenses me
- they highlight certain things and hide other things
- misinformation and lack of information available, Council is not open and transparent

10 Suggestions for improving communication

- I do not know when meetings are held and where to seek information regarding them, information on a Christchurch City website would be useful
- wrong times for meetings
- good idea about information on the internet
- I'm connected electronically, the Christchurch City Council is not there yet
- white signs advising of changes to take place are inadequate, the whole advising system is inadequate

11 Not given enough time for submissions

- they don't seem to give us enough time to get involved with what is happening
- I tend to hear about things too late to make a submission
- not sufficient time to do submissions
- because of the way and timing when Council presents information, often at holiday time, by the time you get back, submissions have closed

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q50b Reasons why dissatisfied with the way the Council involves the public in the decisions it makes (continued)**

**12 Lack of consultation with all the parties particularly affected**

- don't ask the people concerned their opinions, eg, the bus exchange, the drivers knew it wouldn't work, the bus routes and terminus aren't practical
- where people are going to be personally affected, residents should be made aware of what is intended so they can have their say prior to decisions being made
- because they asked about street landscaping but ignored us
- not speaking with smaller groups of the community involved
- decision to renovate the street (Farquhars Rd) was made without consulting all the residents
- we don't hear about anyone who wants to build on the hill except for those close to them, it affects us all
- estuary business with outlet, feel strongly about that, the way it was initially proposed, not enough public consultation with the people who use it
- we had a neighbour who wanted to subdivide, it appeared unsuitable, the subdivision was turned down but was successful on appeal, we didn't know they were appealing, letter was not sent to us telling us what was happening, it was a big issue
- sometimes they notify only a very narrow section of the community, when others are affected

**19 Other reasons**

- businesses seem to get the green light easily, on the other hand when we want to do something all sorts of obstacles seem to be found
- because they don't really take notice of public opinion, the ones that will make the least sacrifices are the ones they listen too, need a broader outlook
- I do not like it when they go back on their word once a decision is made, this is when they say they will do something and then change their minds
- they go against what they say they'll do without consultation with the public
- only asked at election time, otherwise not consulted
- I don't think the Council should be involved in consulting as much as they do, I think the Council is unduly influenced by pressure groups saying "not in my backyard"
- Park plan (especially the stormwater project) was changed without consultation to suit some members of the sports club who work for the Council
- I don't feel confident the Councillors are the people to do things
- because we worked with the Council in relation to BMX at skateparks and were told facilities would be underway for BMX exclusively, but nothing appears to be done
- they tend, it appears to make decisions without enough research, when affected parties create further delays eg, widening Fendalton Rd, on, then off, then on, or what?

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q50b Reasons why dissatisfied with the way the Council involves the public in the decisions it makes (continued)**

**19 Other reasons (continued)**

- the crossing for Aranui Primary School, they have tried for years to get that done, they are allowed flags after school to cross the road but not in the morning, now a little girl has been killed will they do something? It shouldn't make a death to make them do something
- the Council make decisions because they believe them to be in the public interest but do they do a cost benefit analysis first to find out whether it is needed eg the rubbish bags and the proposed charge?
- the estuary business with outlet, more vocal people getting on and turning it into a big issue
- could have less Councillors
- don't communicate within departments, digging up roads over and over again
- the people in the know get what they want
- promises at election time and as soon as they get in they don't take a blind bit of notice

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q51b Reasons why they think the public has little or no influence on the decisions that the Council makes**

**01 No contact/consultation/opportunity for input**

- they didn't ask whether they could buy that building (the Coachman)
- decisions being made without public consultations
- I've never been consulted
- because we are not asked
- open fires, they're trying to ban that, people don't get a say, I don't want them banned, I think it's the car fumes that cause the pollution, we are not getting a say in things like that that are important
- no-one gets asked about whether to do it
- Council organises itself, never heard of any request for consultation, even though we don't read public notices
- we have had no input with any of their decisions
- no evidence of how they include the public, I've never been asked
- they just put up the rates without asking
- from what I've seen they've done without anyone talking to us about them, I don't see any Council meetings with the Councillors, I wouldn't know who our Councillor is at the moment
- because they presume and do things without asking
- because of the lack of consultation
- Jellie Park skatepark just went through with no consultation with residents
- I don't feel consulted, I think the Council has to guess what the public wants
- lack of consultation, decisions are made quickly without informing civic group or individuals in general
- what involvement is there with the public in the way they make decisions, don't believe there is for Mr and Mrs Average Person
- they don't ask us about decisions
- should have been some consultation on the sale of Orion
- no consultation on dog registration before putting the charges up
- decisions to renovate Farquhars Rd were made without consulting the residents
- on some things there is no public input at all
- I don't feel that I've been asked for my input
- I expect the Council will make a decision on free rubbish bags without consultation
- I do not feel we are given the opportunity to influence the Council's decision making
- things happen without public consultation
- it's not apparent to the people there is consultation with those not directly involved
- we as individuals don't have any say, we are just one grain of sand on a very large beach
- they didn't consult us on the gas/electricity issue, they got the money, but I feel it belongs to the people
- because I don't feel they approach anyone when going ahead with projects
- some of the stuff they're doing, we haven't been approached about

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q51b Reasons why they think the public has little or no influence on the decisions that the Council makes (continued)**

**01 No contact/consultation/opportunity for input (continued)**

- my general feeling is that at local Council level, there's very little consultation
- because I'm unaware of any great strides being made to include the community within any decision making process
- the feeling that I have is that the public is not closely included with Council decisions
- hard for the majority to be able to voice their opinion
- they put a lot of traffic island in funny places without consulting
- I don't feel as though they send out any forms to inquire about how you feel about any issues, so the only way is you'd have to send them a letter or enquiry
- they should have referenda on things like any major malls or buildings, use of land, shop areas and the motorways running around towns, they should find out about things from people first

**02 Don't listen to/take notice of public opinion/public has no influence**

- Council doesn't listen, there have been good recommendations by residents as to traffic patterns in Sumner, Councillors are not prepared to have an open mind
- do they listen to us?
- if we are asked, no notice is taken
- they ignore results of any consultation
- I don't think they always take note of suggestions for some things, eg moving of children's play areas
- they don't appear to take any notice of what the people are saying
- if they have consultation they don't listen to what's advised
- the Council don't appear to listen, they make moves to find out public opinion and then disregard it
- they don't listen, eg the estuary, we had to request to get the Council down to try and prevent sewage outfall into the estuary, no-one listens, even though we had a big meeting
- because they don't listen to what the people want, they don't listen to the voice of the people
- they don't listen
- because they do a referendum just to appease the people and then go against it
- they listen but they seem to take no notice at all
- even when ratepayers have a lot of input, nothing is done
- I don't think they take any notice, they just go ahead
- by what I read in the paper, a lot of things seem to get done even though people are against it, don't seem to be influenced by people
- I don't think they're good at listening
- there's a lot of dissatisfaction among the public that the views of the public are not heard, it was very clearly the case at public meetings prior to the last election
- our opinion does not seem to matter
- often public opinion is not taken into account
- they don't take notice of us, they don't listen

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q51b Reasons why they think the public has little or no influence on the decisions that the Council makes (continued)**

- 02 Don't listen to/take notice of public opinion/public has no influence (continued)
- Council has not heard the public jump up and down about certain things, they still go ahead and do it
  - I feel they don't listen, I feel it's sort of like the Government, they don't listen to us either
  - because it doesn't matter what you say or think and how many people also say so, the Council always seems to ignore people
  - they didn't listen over the Chalice
  - public opinion is not always taken on board
  - public opinion is not usually taken into account
  - Councillors are absolutely unwilling to even consider alternative views
  - they get architects to draw up fancy designs, but don't listen to the public who are the users, wonder how often architects walk through the Square
  - a waste of time having meetings, Council doesn't listen to the people and their views and opinions
  - they are not prepared to take into account anyone else's point of view
  - I just don't believe they would listen to me
  - they ask but don't always follow what people want
  - they're the same as Government, petitions are ignored, like open fires for example
  - people make submissions but they never listen
  - as a rule I don't think the general public has an overall influence, a major say in anything
  - they don't always listen, they want you to vote for something but they don't always do it or act on it
  - do they really listen to the media, they didn't listen to what the public wanted for the Square, did they?
  - they send out pamphlets to ask people their thoughts but don't take notice of public opinion
  - they don't pay heed to what we want
  - don't think we have any influence, they do not listen
  - because I feel I don't get my opinion heard, I don't feel listened to
  - the Square, people have had no influence on what has happened here over the years
  - Council pays lip service to consultation, issue of changing road at Evans Pass and Heberdon, we were asked for our comments but we don't know if we were listened to
  - you ring up and complain and they do nothing, if we start a petition for anything, the complaints go in the rubbish bins
  - the electricity debacle, it was a higher percentage for those that voted for their money back, but we didn't get it, they went against the wishes of the people
  - basically if the Council decides to do something they do listen but they don't take on board what the people say, it makes little difference but should be the deciding factor

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q51b Reasons why they think the public has little or no influence on the decisions that the Council makes (continued)**

**02 Don't listen to/take notice of public opinion/public has no influence (continued)**

- our opinion doesn't seem to matter
- they wouldn't do anything about it or care about our opinion anyway
- we never seem to have effective input, things like the Square, problems with traffic, problems with Council staff
- submissions disappear into a void
- a lot of times people want things done and the Council talk their way out of it

**03 Do what they want/mind's already made up/have their own agendas**

- they have already made their mind up beforehand
- they have their own agendas and their own bank accounts
- they just go ahead with their own views
- the Council has it's own agenda through their party organisations
- they make their own rules, don't they?
- local body elections do not elect Councillors who truly represent wider interests and minority groups, they push their own agendas
- I think the Council make up their mind what they're going to do and do that anyway
- I think the Councillors get in their committees and make decisions, essentially we have to do what we are told
- they have their minds already made up
- Council does what they want to do, it doesn't matter what we say
- pigheaded, the Council thinks they know what is right for the public and they don't, they are too political
- they will do what they want to do and ride rough shod over everybody
- feel that the Council would do what they want to do anyway
- Council do their own thing regardless of what the public thinks, that's why they get criticised
- Council damn well does what it wants to, Councillors should be like directors of a company accountable for their decisions
- Councillors make all the decisions
- I think it would not make any difference what people say, the Council does what it thinks best
- I think the Council has a pre-determined idea and goes on ahead with things regardless, most of the time this happens
- they put things through and that's that, they make up their minds before they send things out for consultation
- if the Councillors decide to do anything, they do it
- I think they've made up their minds before we get asked, eg the great big grey blob that's the Square
- it's a typical bureaucratic Council, they do as they please, it's politics
- I think that technically they have the decision planned, not much leeway to change
- I just imagine the Council makes the decisions and goes with it

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**Q51b Reasons why they think the public has little or no influence on the decisions that the Council makes (continued)**

- 03 Do what they want/mind's already made up/have their own agendas (continued)
- they have their own agenda before it goes in the public arena
  - they make up their mind about what they are going to do and they do it
  - because I think in the end they have already made up their mind on what they are going to do, even though they consult
  - they govern by consensus, their consensus
  - they do what suits them
  - I think the Council does what it chooses
  - if they want to put in a rubbish bag scheme they will do so
  - once they get an idea, they'll do it anyway, a bit like politicians
  - I just think the Council go their own way
  - they have made up their minds before it becomes a public discussion issue
  - Council has already set their minds to it, that is the impression I get
  - they just do what they want anyway, don't they?
  - I think the Council goes ahead with their plans even if the public objects, as long as they agree with one another
  - the Council has a "we know best" attitude
  - my feeling is that sometimes even though the Council has been informed by the community, they still go ahead and do what they want like, their minds have already been made up
  - Councillors have pre-established positions, partly personal agendas, partly political, party agendas, the public have very little chance of influencing decisions that are in reality already well established
  - they get the bit between their teeth and they do what they want to do regardless
  - go ahead and do what they want, appear to look or following what people want, then they do just as they want and say it's what the majority wants
  - just look at the number of times a proposal is put forward, a big uproar from the public, but they do what they want, preconceived decisions
  - think they make decisions on their own and bulldoze decisions through
  - sometimes Councillors seem to have a mindset that cannot be changed
  - doesn't matter what the public thinks because at the end of the day, it is what the Council thinks is best and that's what gets done
  - because once the Council's made up it's mind that is it
  - I think there's a certain amount of arrogance amongst certain Councillors, they make the decisions upon that belief, think that comes from personal ambitions
  - they have their own plans and hope to work it through their way
  - the decisions have already been made and no matter what the public really feel about things, the Council steamrolls what they feel is appropriate
  - if the Council is going to do it they are going to do it, they just go ahead, they please themselves what they do
  - they're the ones with the purse strings and they say what we are going to do
  - they have it set in their mind
  - so high handed, they were going to do what they were going to do,
  - I think the Councillors have personal agendas

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q51b Reasons why they think the public has little or no influence on the decisions that the Council makes (continued)**

**03 Do what they want/mind's already made up/have their own agendas (continued)**

- they have already decided what they want to do
- because I think they've got their own agenda that they're following
- He seems to be the chairman of everything, they just do things
- once the Council have made up their mind, there's no changing them

**04 Only find out after it has happened/decision is made**

- we read the paper to find out what the Council are up to, after the deed's been done
- I think they have already made the decision before it gets to the public
- don't hear anything until it happens, therefore don't get a chance to say, eg the roundabout on the corner of Grimseys and Farquhars Rds, didn't know about it until they started to construct it
- it seems to be cut and dried before the public gets to know about it
- don't even know what they are doing and then you hear the decision has been made
- only time you hear of a decision is after it's been taken
- things just happen and then they are mentioned
- we only hear about the decisions later
- again, decisions are all made before you hear about them, usually hear about things after they've decided, not before
- never hear about decisions until decisions are made
- because they sent out information on Blenheim Rd changes, but it was fait accompli
- the Council make up their mind before letting the public know
- always say after they have done the job
- they do not let us know until after, when we read about it in the paper
- read about decisions they make in the paper
- sometimes the decision is made and then you hear about it
- by the time you hear about it, it's already done
- we don't see anything about it before it happens
- seem to have decisions made before we know about the problem
- it's all over and done with by the time we hear about it
- by the time people get involved it's already too late to change some things
- the decision is made and then you're told about it
- we learn what is happening after it's gone through, eg Elmwood cellphone tower
- half the time they do things and it's only afterwards that you know it has been done, they pass this motion and that motion and it's done before you can think about it

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**Q51b Reasons why they think the public has little or no influence on the decisions that the Council makes (continued)**

05 Actions/decisions by Council cause problems/waste money etc

- all the renovations in the Square, no-one is happy with it and they've spent millions of dollars, it's not for the locals, just for the tourists
- from my point of view I'm unhappy with many things the Council does like the Square, the rubbish bags and the Chalice
- the hospital parking is one issue, ie. parking buses in Cambridge Terrace, a pathetic carry on, it's really bad
- endless budget blowouts including the Chalice, a very bad decision
- I understood the feeling around town was for us to go for an ocean sewage outfall, but that has not happened
- you only have to look at the Square tiles
- they should use a bit more commonsense and commonsense is not spending a lot of money on what they do sometimes
- bus terminal must be in the most ridiculous place, a one-way street with one entry and one exit point, would have been better where it was originally planned with three entry and exit points
- just from what I see the Council spends money on
- there's always a big overspend by Council and the public resents this
- because they went ahead with the gardens (ie the street landscaping), which is messy
- look at the distribution of funds from the sale of SouthPower, that's basically it
- dog registration price rise, there's an increase in wandering dogs and responsible people have to subsidise it, should be a problem for everyone not just responsible dog owners
- a lot of people feel aggrieved on shutting down open fires, old people can't afford change, Government should subsidise them if they are forced to change
- the prime retail space being taken by the bus exchange, there are many other places it could have gone
- we see nice properties subdivided and townhouses put in, infill housing is bastardising the properties, should be some criteria of style of architecture in the neighbourhoods, they encroach on other properties
- the Mayor's slogan of "Think Tall" which must have cost a lot of money to advertise, is a case in point of our lack of influence
- apparently the Council made a huge profit but rates are still going up, why is this?
- they took my pensioner rebate off and never gave it back, although I live entirely on my pension
- "Fresh Each Day" slogan needed more research done on it
- it seems that they decide to spend a lot on saving old buildings that don't need saving and by contrast, the Council doesn't put money into wetlands and the estuary, when they should, the wetlands should not be developed, eg Brookhaven

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**Q51b Reasons why they think the public has little or no influence on the decisions that the Council makes (continued)**

**06 Lack of communication/publicity/information**

- sometimes you don't know what is going on
- do not hear the Council promoting what is coming up, so how is the public going to comment, nothing on TV which is where it should be, hear nothing
- don't get to hear of any decisions or proposals the Council is considering
- I don't hear a lot about it
- I don't think they publicise enough what they are doing, or in the right places, should have time on TV on important issues, you don't necessarily read the small notices in the paper
- comes back to being informed, need to inform the public more about things coming up
- simply because I don't think they advertise too much, like maybe a small item in the paper, they're not very informative about what they are doing
- most of the time you don't know what decision the Council is making because the news media does not report on them
- not all of those affected are definitely informed
- could have a newsletter delivered as in some areas, this could tell what is being proposed
- feel they don't keep in touch with the general public
- we'd like speed humps and landscaping, we'd like to know what the plans are
- I don't know anything about decisions they make
- if the Council advised me in some way about what was going on, then I might be able to exercise some influence
- I've never had any communication, they do lots of things I never hear about
- not enough information, it's hard to have influence if you don't know what's going on
- I don't think there's enough information about it around
- we never even heard the results of the questionnaires they sent out
- some of the stuff they're doing we haven't heard about
- not enough information given or in time so community can get involved
- not advertised enough
- I never ever hear about it
- the electricity debacle, there was no follow up through a circular to explain their decision
- issue of changing road at Evans Pass and Heberden, we don't know what has been decided
- because people are unaware of decisions that are made, don't know how they could better communicate with the public to make them aware that they could have more input, you see things in Public Notices, but how many people see those, people tend to take more out of community newsletters and circulars, both in area and for the whole city
- people were doing the roadworks and we weren't told, our cat got trapped in the works, if we knew it wouldn't have happened, I loved my cat
- people don't know where a Councillor is to contact

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**Q51b Reasons why they think the public has little or no influence on the decisions that the Council makes (continued)**

06 Lack of communication/ publicity/ information (continued)

- the Council was going to put in traffic humps and then cancelled the work without explaining
- too many impulsive decisions, eg Blenheim Rd diversion and the bus exchange

07 Not necessary to have influence/ it's run okay/ don't get involved

- once voted on to the Council, the Councillors generally appear to get on with the job
- I don't take much notice of what the Council does unless it involves me directly and I guess a lot of people would be the same
- I think they get in and do what they have to do, a lot of people don't get involved, just certain people
- Council should know what they are doing and you can't expect to satisfy everyone
- people don't bother, it's apathy, very few people would respond to letters or questionnaires when the public are asked about issues
- the Council is there to do the job
- it's right the Councillors do it
- they are elected to do a job and are expected to get on with it without too much public input
- at the end of the day, we've elected those Councillors to make these decisions and so they have to go ahead and decide together what to do, with budgets etc and so they can't listen to individuals
- Councils are elected to make decisions
- I view the Council as being elected to do their job, it can't always be that it will agree with everyone's view and opinion
- that's not unreasonable because these people are elected by the people in the first place
- it's just a commercial outfit now
- it's just the way it is, we voted them in and they make the decisions
- we voted them in to do the job, they are the ones with the expertise and knowledge
- it's impossible for Council to keep the people totally in touch with all decisions
- they've got the mandate and go-ahead
- I feel maybe the Councillors will do what's in the best interests of the city without proper consultation work
- you do elect Councillors to make decisions
- we've no reason to influence things
- people get apathetic about it and let it happen
- public probably don't try to influence what Councillors do
- because it's part of operations, know that the public is not allowed to take part in a lot of the decision making
- lots of people don't go to Council meetings, so don't have influence
- my perception is that in local body politics, the public are fairly apathetic

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**Q51b Reasons why they think the public has little or no influence on the decisions that the Council makes (continued)**

07 Not necessary to have influence / it's run okay / don't get involved (continued)

- I think that there is just a group of small people who speak up for us which means the rest of the public are standing back and not involved
- realistically the Council doesn't have to take into account the views of the public
- the Council tend to be a bit more versed in what is happening, if you have a cross section on the Council then you get a good decision being made for the community
- probably we're a bit "she'll be right" and don't really answer the questions put in front of us, so it doesn't really influence the final decision

08 Should be more open / things not made public / closed meetings

- far too much behind closed doors, particularly on capital works and expenditure
- the subdivision along Old Taitapu Rd was sneaked through and that was not good enough, the Council should have had more openness and more consistency, it has left a bad feeling around here
- the responsibility has to be on the Council to change that, there is a lack of openness on some issues
- I don't think they really consider the public, they do it all behind closed doors really
- they do backroom deals, eg Gloucester Towers, Park Tce, corner of Peterborough St should never been built
- because there are decisions made on permits etc for commercial development that are rushed through and correct procedure by Council not always followed
- I feel the Council hide some things, not being honest and open, hiding things that would be relevant to the case
- there should be open debate
- not up front about things, like the sewerage

09 Public should have more say / more influence

- only a small opportunity for people to talk to the Council
- the public should have input in all public policies, not enough consultation
- it's tied up with my feeling that there's not much consultation, probably means that it results in the public not being able to have much influence
- I would like to see more referenda
- not enough, the public could take more interest and give more input, come up with alternatives
- don't feel we are consulted enough on issues
- because people aren't being asked enough, maybe need more surveys and personal visits rather than, or in combination with, leaflets and prepaid response envelopes
- they don't contact us very much
- public should have more say, especially on important matters
- they probably might consult the ratepayers occasionally
- I understand the Council is aware of the need to take public opinion into account more
- I don't think they are consulted to a great degree

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**Q51b Reasons why they think the public has little or no influence on the decisions that the Council makes (continued)**

**10 Have to battle/group together to influence/apply pressure**

- to get your view through, to communicate your views to Council, you have to go and make a big deal about it
- because you need a large number of members of the public to achieve any influence
- I don't like having to raise a protest or a petition about what the Council is doing or fails to do
- if the public protests enough, the Council may listen or investigate further
- because I think when the public get together in a big group, they have to listen and it shouldn't be that way, effectively you need a big pressure group
- when there is an issue and enough people get involved, then we have some influence
- only depending on the amount of stink kicked up, Council will take some notice
- it depends how assertive the people are as to how much the Council listens
- they only take notice when the public stage a protest
- don't give the impression of listening to the public unless there's a big outcry
- you've got a helluva job to change their minds on anything
- if controversial, people might rev up but that's not often
- it takes a helluva lot of the public to get together to get the Council to change something and it doesn't really happen
- mainly the public don't get up in arms enough to change Council's attitude
- if anything is controversial they don't take much notice, unless the public really gets upset about it
- there has to be a major protest to be heard

**11 Only have influence at election time**

- typical politicians, they only want to know what you think every three years
- we get an opportunity at election time but the rest of the time there's not a great deal of opportunity to have our say
- apart from voting in elections, that's the only influence I have had
- depending on the timing of elections
- basically take more notice every three years (when the elections are coming up)
- we only vote once every three years and then do whatever they like in between votes
- the Council at this stage don't fear for their seat
- small influence when Councillors are elected, they do not consider public opinion after that
- only input I feel is at election time
- the exception being prior to elections when public perception is heightened
- Council is only concerned with vote catching

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q51b Reasons why they think the public has little or no influence on the decisions that the Council makes (continued)**

- 12 Particular individuals/groups with money/connections exert more influence
- money talks
  - selfishness on behalf of Council, competing with private enterprise
  - it's like the tall poppy syndrome, unless you're right on the inside it's difficult to put your influence on it
  - at the end of the day it depends on the financial backing of the community group involved
  - because I think business ventures win over environmental in some areas
  - if you're related to a Councillor, you've got plenty of clout
  - influence probably comes from certain higher socio-economic groups, eg Fendalton people (some of whom are on the Council), rather than from lots of others
  - no influence except if you are in an affluent area and it concerns you personally
  - I think the minority who have the time can put across their view strongly while those who have to work don't have the time or resources to do so
  - it seems to be that whoever has the most money seems to win through
  - I think it depends what you mean by people, I think a lot of businesses have a large influence on what the Council does, they had the business forum recently but I think that the general public don't have a lot of sway
  - my problem is a minority group try to influence decisions but Council has to try to find an overall balance which in the end means our influence is limited
  - a lot of people have their own ideas, a lot of uneducated people and educated people, so if you are the middle of the road, you won't have a big influence
  - big business controls Government
  - developers get to keep building houses, to fight for resource consents, if they have the money
  - businesses seem to get the green light easily, on the other hand, when we want to do something, all sorts of obstacles seem to be found
- 13 No evidence of changes/few changes due to public influence
- I can't think of many examples where public opinion has made a difference
  - I haven't seen any examples of changes due to public influence
  - I can't think of anything they have done that I remember
  - the results are not easily visible
  - well the changes that are in peoples' best interests, they happen but there's not many
- 14 Cost influences decisions more than public opinion
- if there is a factor, eg cost, that influences them more than public opinion, they will base their decision more on that factor
  - it comes down to question of money
  - the bigger decisions made often have a focus on monetary reasons as opposed to quality of living
  - they are constrained by budget at the end of the day, they only have so much money to spend

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q51b Reasons why they think the public has little or no influence on the decisions that the Council makes (continued)**

**19 Others**

- can delay some things and cause modifications, things may go ahead in a changed format
- I know of some cases where something's happened occasionally, you hear where people have affected decision making, but not often
- from time to time the public is listened to
- because the Council will go with the option that causes the least opposition even if it's not environmentally sound or safe, I think cars versus cycling is the best example
- if you try to have influence it gets 100% tied up in bureaucracy
- what we read in the papers, many people are not happy with the Council
- not sufficient time to do submissions
- read about what goes on and their behaviour
- not enough attention to certain areas that need it, east side, around here
- the Council doesn't practise what they preach, waterways not fenced, eg Linwood Park waterway, also overhanging trees on footpaths
- the public aren't professional, Council should take most advice from qualified people and a small amount from the public, for things like sewerage
- I don't think we have much influence, they may slow down on a decision but that's all
- feeling you get from reading the paper, with all the in-fighting
- just the way you read about the Council behaviour at meetings
- all they seem to do is fight
- you ring up Papanui to clear the drain, they came down pretty quickly and do that, they have helped us quite a bit
- the prime example is the dissension at the moment, get rid of party politics on Councils
- taken a long time to do the footpaths, taken a long time for the Council to do what the residents wanted
- committee meetings did not used to be paid for attendance
- very few of them are worthy of being called Councillors
- it's really hard for a governing body to make decisions, so I really hope the right decisions are being made
- one instance, when the Power Board was sold, we were told we were going to have low rates for the next few years but they've gone up
- seem to make decisions like the free parking, then go back on these decisions
- backing down from free parking showed small influence
- they are always going to clean up but they don't do it
- can't seem to make a key decision on issues, if they do go to the public it often gets buried in a committee somewhere and the emphasis of that decision is lost
- lack of development with pollution in estuary, I use the estuary most days
- I forgot one little thing in the sewerage survey form and they sent it back, it was so small a problem, I threw it in the rubbish, I didn't send it back, I thought they sent it back to me because I was complaining too much

**20 Don't know/just my impression**

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q52b Reasons why they have very little or no confidence in their local Council to make decisions that are in the best interests of the city**

01 The bad decisions / mistakes that have been made

- usually don't make good decisions because things they do aren't in the best interests of the community
- I often don't agree with the decisions made
- the Square, it has been put down and ripped up and put down again
- the Council has done a good job with cleaning up and planting but as far as decisions for buildings and such like, very little confidence there
- history shows that they make a disproportionate number of mistakes, the Square, the purchase and sale of land for the northern road outlet etc
- they have made too many bad decisions for the Square and are still stuffing it up
- I don't think they make good decisions on some things like the Square
- because of what they are doing, eg pumping money into the CBD, yet at the same time still giving permits for suburban malls to expand, seem to contradict themselves
- I think that a large number of decisions are based on emotions and not on common sense
- the outcomes of their decisions are not always in the best interest of the general public
- the hospital parking is one example, ie. parking the buses in Cambridge Terrace, a pathetic carry-on, it's really bad
- the Chalice was a very bad decision
- they are anti Christian speaking one-to-one in public or preaching in public, I asked if we could share the Gospel and they said the only place is in the speaker's corner of the Square, permission should be given for other places, parks etc.

02 Wasting / spending too much of ratepayers' money / budget over-runs

- because of the decisions made on money spent which is not a wise use of ratepayers' money
- money is spent on the wrong things
- they spend too much on appearance
- they do things like the big Chalice in the Square, far too much money spent
- the money spent on the Square, that's not bird feed money, it's thousands of dollars
- cost over-runs on the Art Gallery and the Convention Centre
- for example, the Square going miles over budget, resources are mismanaged
- spending too much money on things that are not essential, too much being spent on the Square and tourism
- because of the large financial blowouts of the projects the Council is involved with, function centres for example
- they spend too much money, especially on events such as the Adventure Playground
- consultancy fees are a waste of money, the Council should know what they want, overseas consultants are not always good

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q52b Reasons why they have very little or no confidence in their local Council to make decisions that are in the best interests of the city (continued)**

**02 Wasting/spending too much of ratepayers money/budget over-runs (continued)**

- they waste money on legal battles
- the over-runs in costings for anything they do is ridiculous, the new Art Gallery is a prime example
- they say it's good for the city but some things cost an incredible amount, what is good for the city
- endless budget blowouts, including the Chalice
- wasting money
- they are financially incompetent, having no regard for cost over-runs, they just increase the rates to cover it, so don't live within budgets

**03 Don't consult/involve residents/the public**

- I don't see or hear from them, I hope they are doing their job, it would be nice to have a small Saturday meeting for the street or area occasionally, would go then and express our views
- lack of consultation with ratepayers and the people it affects
- they don't involve the public
- I feel it is fait accompli before the public is consulted
- decisions being made without public consultation
- we read the paper to find out what the Council are up to, after the deed's done
- they seem to have a policy of not notifying people or notifying you once they've taken action

**04 Don't listen to/take little/no notice of residents/the public**

- because they are not listening to us
- Council never listens to public
- when approaching the Council regarding increased traffic generated by the mall extensions, they took absolutely no notice at all, others complained and no action either, all attempts at approaching the Council have had no results
- I don't think they take notice of what people say, petitions are no good
- don't listen to anybody
- ignoring the results of any consultation
- I think the Council doesn't listen, perhaps the public is to blame, maybe we don't get our ideas across effectively
- they don't listen to the people
- the Council takes no notice of the public, does not like the public complaining
- they don't appear to take any notice of what the people are saying, listen to the Erin Bakers of this world
- they have consultation, but don't listen to what is advised
- if the public protests enough, the Council may listen or investigate further, public input has only a minor influence

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q52b Reasons why they have very little or no confidence in their local Council to make decisions that are in the best interests of the city (continued)**

**05 Do what they want/mind's already made up**

- they do what they want to do, eg the Square
- they do what they want to do, just like they are going to stop open fires, it'll be we can't have a bath next to save using too much water, a lot of old people are going to be very unhappy
- from past results, so far the Council has done exactly what they wanted, despite residents comments
- they are a law unto themselves, they do what they want
- they will do it their way whether you want them to or not
- we vote them in and they do what they like
- the Council is pig-headed, think they know what is right for the public and they don't
- they just go ahead with their own views
- another policy is deciding their plan first and going through the sham of seeking comments, basically they just do what they want

**06 Incompetence of City Councillors**

- heads should roll over bad city and Square development, it's the Councillors' fault
- I rate the Councillors like politicians - poorly
- because I don't trust them, they're not competent
- the types of Councillors lately with all their problems
- I don't think the Council is even-handed in the way it deals with issues, pollution for instance, smoke from fires is not the sole cause of our air pollution, it is an easy problem to do something about
- I suspect they are not hiring the right people to consult on problems, they lack strong direction and leadership
- I don't think the Council has the practical experience to make the decisions, they rely on their staff and bureaucrats to tell them what to do
- take the Square, I think there is too much theorising and not enough practical reality
- I don't think they are much good

**07 Political or personal agendas**

- because of the Councillors' political agendas, the benefit to the city is compromised in some of their decisions
- because they make decisions that suit themselves
- if the city looks good, they look good, if the city has it's name in the paper, the Council gets the kudos
- they are too political
- they are "gutless wonders", I have no faith in Councillors, they are politicians who'll do anything to preserve their seat
- I think that they are too conservative, not willing to take risks to lose votes even if the results would be good for the city

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**Q52b Reasons why they have very little or no confidence in their local Council to make decisions that are in the best interests of the city (continued)**

07 Political or personal agendas (continued)

- get rid of party politics on Councils
- personal agendas, developments done by lining the back pockets of the Councillors
- they have a political agenda basically which they will pursue regardless of public opinion

08 Outside influences on the Council

- seem to be outside influences on the Council
- they do what's good for the dictators, eg Fendalton, and the rest gets left out
- they seem to alter the final outcome to appease those with the most dollars
- how do you decide on best interest? A business man has different needs from a ratepayer, they are totally biased to big business against the ratepayer's interest who mainly funds it

09 Arguing/infighting/childish behaviour by Councillors

- this is shown with all the infighting
- because they are fighting and squabbling among themselves, business men trying to knock one another down
- Councillors act like kindergarten children
- too much bickering and arguing
- based on the front page of the Press on 9 March, a slanging match, also Erin Baker's reasons for resignation, if the media is reporting it then obviously people are not hitting it off too well, whether that comes to leadership or not, I don't know
- the prime example is the dissention at the moment

10 Not doing what they should/going downhill/no changes or improvements

- because they're not doing what they should, they should make sure the service is provided, but the job could be done by tender, as long as the job is done efficiently and reliably
- I don't see many things changing, graffiti is getting worse, the road toll is going up, things are getting worse
- the Council is not taking the whole picture of maintenance to where its future is going, eg drains are being patched instead of being repaired or replaced
- getting into more Central Government jobs rather than doing the basics well
- they also attempt to duplicate Government responsibilities, in terms of roading and social expenditure
- the sewerage system is out of date
- it seems to have gone downhill in the last couple of years

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**Q52b Reasons why they have very little or no confidence in their local Council to make decisions that are in the best interests of the city (continued)**

11 Sneaky decisions / not open enough / not told everything

- they only tell you so much
- the subdivision along Old Taitapu Rd, it was sneaked through and that was not good enough, the Council should have had more openness and more consistency, it has left a bad feeling around here, unfair behaviour
- backhanders, payouts to people to keep mouths shut
- far too much behind closed doors, particularly on capital works and expenditure
- why do some decisions go through so quickly

19 Other reasons

- disinterest by citizens is a bit of a shame
- I don't like the Mayor sitting in the Square, he's not like Vicki Buck
- too much passing the buck when Council approached, nobody wants to take responsibility
- this "Stand Tall" psycho-babble bullshit, if people don't have the confidence to stand tall, the Mayor saying we should stand tall won't make them, in the era I grew up, we were responsible for ourselves and we didn't need people to tell us what to do
- on issue of pollution, that over-rides everything
- not really there for you and I
- I wouldn't get what I want, they keep increasing the rates, I am governed by all sorts of things, costs of living

20 No particular reason / just how I see it

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q55b Other stressful situations experienced by you, or a member of your household, in the last 12 months**

**01 Stress at work**

- sheer work volume
- very busy with other job work
- running a business
- business problem
- workplace stress
- workload is increasing and partly the talk about redundancy
- work related stress
- pressure of work, long hours
- at work, workload and dysfunctional management
- my mother was stressed with doing too much work, was tired, rundown and busy
- stress from work, out of town travel, less time at home
- stress over job
- work restructure, been through three and that was the worse of the lot
- pressure of work, pressure to keep working after 60 years of age
- September 11 disaster affected my job at the airport, things slowed down
- just stress at work, "we're going to make you redundant, now we're not", that sort of thing
- just normal stress around the farm
- my husband had a work contract in Japan so we were separated for 6 weeks
- workload can be stressful
- stress at work, too long hours and too much work
- over-work and not enough free time
- work related management issues
- work, the pressure of increased reporting needs for a teacher
- working, because I work at WINZ
- possible redundancy
- work
- pay rates at work
- starting a company, the long hours and the risk
- work, the nature of the work I do is inherently stressful and I'm struggling to do the job effectively and keep my head above water
- at work, the workload is too heavy at times so feel under pressure
- working hours are too long
- work, I'm in planning logistics which is stressful
- just stressful work, a high stress job basically, I'm a fast food worker managing others
- work stresses with my job changing
- shops being open 7 days and everyone working shiftwork
- I had to give up my job because of a sexual harassment case
- my son is developing his art and craft and it is stressful when he has no work or commissions

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q55b Other stressful situations experienced by you, or a member of your household, in the last 12 months (continued)**

**01 Stress at work (continued)**

- being a policeman, picking up parts of dead people, doing CPR on a guy who has hanged himself
- the hours I have to work, the nature of the food takeaway industry
- sexual and verbal abuse at previous job
- away overseas working for Qantas for 6 months without my family as no jobs in NZ

**02 Problems with Council**

- Council employees visiting my property
- Council hitting my car
- obtaining resource consent for a building project, I consider the Council not helpful in obtaining this
- dealing with Council about a neighbouring property

**03 Dealing with Government departments**

- I'm forced to be unproductive within my illness because of the way the social welfare system is structured, that causes stress, feelings of uselessness, depression and fatigue, it's a waste
- I phoned CYPS and they don't give a shit about neighbours, people I know, who should have a break from their kids, as well WINZ stresses me, you can't get an appointment

**04 Problems with neighbours**

- the neighbours partying up all night, loud music, fights, yelling, alcohol and drug influenced
- harassment and abuse from neighbours
- neighbour causing problem
- difficulties with neighbours and developer
- noisy neighbours, I felt powerless to effect any change
- neighbours that are just out to create problems, no respect, music, noise, parking, unpleasantness, it's a situation that is not pleasant
- neighbours with bright security lights and pedestrian lights
- neighbours, people you know who should have a break from their kids
- lots of houses for sale, have changed neighbours a lot, their dogs cause a major amount of stress
- neighbourhood problems and the safety of my children
- that relates to my neighbours, everyone comes to me because I'm "mother", the lady at the end is 94, her man friend is going to Australia for 6 weeks and I'm left responsible, the elderly lady next door fell and hit her head and I had to deal with that, if there's mail to collect it falls to me etc

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q55b Other stressful situations experienced by you, or a member of your household, in the last 12 months (continued)**

**05 Home maintenance/alterations**

- constant renovations
- DIY house renovations

**06 Home burglary/thefts/vandalism etc**

- attempted burglary
- a break in (burglary) at my home
- theft of a bag
- being burgled
- vandalism
- drunken kids in the street causing vandalism and making the area unsafe

**07 Buying/selling a home**

- trying to sell a home, open days etc (but I didn't move)
- when we tried to sell a property in Yaldhurst
- missed out on house bid
- selling a house

**08 Car accident**

- car accident
- my wife had a car accident and it was the attitude of the people in the other car that caused stress

**09 Birth of a baby/new baby**

- early birth of a child
- having a baby, juggling work, lack of sleep and pre-natal anxiety
- the birth of our son
- having a baby is pretty stressful, I got an infection at the time which was unpleasant
- birth of a new child
- first few days of having a baby, you're expected to know what to do with them and you don't

**10 Loss/death of a pet/other pet problems**

- got concerned when my dog bit the postman at my sister's house
- lost pet (cat)
- death of a pet
- we have recently put two animals down
- dog nearly died

**11 School/University examinations**

- varsity exams
- bursary exams
- exams at University
- School Certificate exams, children stressed

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
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**Q55b Other stressful situations experienced by you, or a member of your household, in the last 12 months (continued)**

**19 Others**

- mouse invasion
- general stresses and strain
- conflict with a retail shop about a video that wouldn't work, stressful but manageable
- to do with own home, big trees and flooding
- finding tenants for a rental property
- alarm is not activated but it goes off
- car problems
- car broke down
- I became a committee member (with the choir) and I don't like it at all, I found it very stressful especially to start off with
- fruit crop ruined by hail
- public access footpaths very close to my flat, when people are walking by it feels as if they are in the house
- son having difficulties getting his first job
- the day before flying to Korea was told I had to keep my belongings somewhere else
- daughter getting married
- anything that has a major bearing on the quality of life, eg water changes
- shopping mall developments and alterations
- I think the redevelopment of Northlands Mall will cause me stress
- sports club related
- slander, jealousy, just socially
- I get depressed but on the whole I just pull myself out of it, due to boredom
- when I have not done things I would like to do, or feel obliged to do
- golf frustrations!! Couldn't play to handicap
- people issues
- involved in a disputes tribunal complaint over the last 12 months which went to the District Court, it was very stressful
- son in prison
- child starting school
- my trying to stop smoking
- stress over a rental agreement
- losing my car licence, even my doctor thought I could have a local licence
- got caught by buses, not all go to Southshore, it stopped in New Brighton, I had to walk home
- I get stressed with negative people
- coping with retirement
- cycling in the city, the white lined cycle ways are a joke
- a water conservation "nutter" who is obsessed with us as a family, I have made contact with the Council and Police
- hoons in cars speeding up and down Colombo St

**CHRISTCHURCH CITY COUNCIL ANNUAL RESIDENTS SURVEY**  
**OPEN-ENDED RESPONSES - MARCH 2002**

**Q55b Other stressful situations experienced by you, or a member of your household, in the last 12 months (continued)**

19 Others (continued)

- noisy cars at night, waking me and disturbing my sleep
- the increase of traffic on Greers Rd
- biking accident
- I fell and broke my arm 3 weeks ago
- broke my collarbone, it stressed me out as I am a widow and have the full load
- a child overseas had an accident
- too busy
- the fast world we live in
- in general, having a busy lifestyle, can't fit everything in

20 Refused to say