

**The Renters Survey 2020 is being conducted by the Queenstown Lakes Community Housing Trust.**

**This survey is conducted every three years, so that we can examine the challenges faced by those who are renting in our community, for decent secure and affordable housing in the Queenstown Lakes District (which is Queenstown and Wanaka).**

**This year, the Renters Survey will also provide valuable information about the impact COVID-19 lockdown has had on our renting community.**

**Your participation will provide valuable information that helps us to make decisions about affordable housing that supports the needs of our community. THIS SURVEY IS COMPLETELY CONFIDENTIAL. The survey will be anonymised and no personal identifying information will be used in the findings.**

**The survey will take around 10 to 15 minutes to complete, but we've kept it simple with multi choice questions. In appreciation of your time to complete the survey, you have the opportunity to go into the draw for one of eight \$150 Prezzie Cards.**

**Please forward the survey link on to anyone you know who is renting in the Queenstown Lakes area. The more people we have completing the survey, the better picture we can build.**

**Thank you so much for taking the time to complete this survey and we look forward to receiving your feedback.**

## **ABOUT YOU**

**\* 1. How old are you?**

- Under 20 years
- 20 to 29 years
- 30 to 39 years
- 40 to 49 years
- 50 to 59 years
- 60 to 64 years
- 65 years and over

\* 2. What is your gender?

- Male
- Female
- Gender diverse
- Prefer not to say

\* 3. What is your ethnicity? (If your ethnicity is diverse, you are welcome to select more than one in order to feel better represented.)

- NZ European
- Maori
- Pacific Peoples
- Australian
- British
- European
- Asian
- Indian
- Middle Eastern
- North American
- Latin American
- Canadian
- Prefer not to say
- Other (please specify)

\* 4. What is your current NZ residency status?

- NZ citizen
- Australian citizen
- Permanent resident
- Work to residency visa
- Employment visa
- Essential Skills visa, Silver Fern visa or South Island Contribution visa
- Short Term Visitor visa or Tourist visa
- Interim visa or transitioning to a new visa
- Post Study Work visa
- Student visa
- Partner and Children visa
- Sponsored Work visa
- Working Holiday visa
- Work Search visa
- Other (please specify)

\* 5. What was your main reason for choosing to live in the Queenstown Lakes area?

- I grew up here
- I have family living here
- For work/business opportunities
- For sport and recreation
- I have friends that live here
- It's a beautiful place to live
- I followed my partner here
- The Queenstown / Wanaka area was part of my travel plans

\* 6. Do you rent or own the property you live in?

- Rent
- Own



Thank you for your willingness to participate in this survey. From here on, the questions are related specifically to those who are tenants in our community.

However, in appreciation of your engagement we would still like to offer you the opportunity to enter the draw for one of 8 \$150 prezzie cards. If you would like to do this, please hit the 'next' button below.

\* 7. Do you rent in the Queenstown or Wanaka area?

- Queenstown Area
- Wanaka Area

\* 8. What part of Queenstown do you rent in?

- Arrowtown
- Arthur's Point
- Fernhill/Sunshine Bay
- Frankton
- Goldfield Heights
- Hanley's Farm
- Jack's Point
- Kelvin Heights
- Lake Hayes Estate
- Shotover Country
- Queenstown (downtown and Queenstown Hill)
- Quail Rise
- Other (please specify)

\* 9. What part of the Wanaka area do you rent in?

- Albert Town
- Cardrona
- Hawea
- Luggate
- Wanaka
- Other (please specify)

\* 10. How long have you been living in the Queenstown Lakes area?

- Less than 6 months
- 6 months to 1 year
- 1 to 2 years
- 2 to 3 years
- 3 to 4 years
- 4 to 5 years
- 5 to 10 years
- More than 10 years

\* 11. Have you previously owned a home in the Queenstown Lakes area?

- Yes
- No

## YOUR HOME

\* 12. Who do you currently rent your home through?

- Directly from the owner of the property
- Through a property management company
- Sublease from another tenant
- Other (please specify)

\* 13. What type of home are you currently living in?

- 1 bedroom apartment/unit/flat
- 2 bedroom apartment/unit/flat
- 3 bedroom apartment/unit/flat
- 2 bedroom house
- 3 bedroom house
- 4 bedroom house
- Other (please specify)

\* 14. What is the entire weekly rent charged for your apartment/unit/flat/home? (Please answer based on the rent PRIOR TO COVID-19 lockdown)

- Less than \$100 per week
- Between \$101 and \$200 per week
- Between \$201 and \$300 per week
- Between \$301 and \$400 per week
- Between \$401 and \$500 per week
- Between \$501 and \$600 per week
- Between \$601 and \$700 per week
- Between \$701 and \$800 per week
- Between \$801 and \$900 per week
- Between \$901 and \$1,000 per week
- \$1,001 per week or more
- I'm not sure

\* 15. What is your rental situation?

- I rent the entire apartment/unit/house
- I rent a self contained flat that is part of someone else's home
- I am in a flatting situation
- Other (please specify)



\* 16. What is the weekly rent for your room? (Please answer based on your rent PRIOR TO COVID-19 lockdown)

- Less than \$100 a week
- Between \$101 and \$200 a week
- Between \$201 and \$300 a week
- Between \$301 and \$400 a week
- Between \$401 and \$500 a week
- \$501 or more a week

\* 17. Does your weekly rent include any of the following expenses? (Select as many that apply)

- No other expenses included
- Food
- Electricity
- Gas
- Phone/internet
- Streaming subscriptions (such as SKY, Netflix etc.)
- Other (please specify)

\* 18. Do you live with a partner/spouse?

- No, I'm single
- No, we don't live together
- Yes, I do

\* 19. Do you have dependent children living with you?

- Yes
- No
- I have shared custody

\* 20. How many dependant children do you have living with you?

- 1
- 2
- 3
- 4
- More than 4

\* 21. Other than a partner or children, how many other people do you live with?

- None
- 1
- 2
- 3
- 4
- More than 4

\* 22. Do you share your room with anyone who is not your partner or child?

- Yes
- No

\* 23. Since the COVID-19 lockdown, has your landlord reduced your rent?

- Yes
- Yes, but only in the short term
- No

\* 24. Does this make your rent affordable?

- Yes
- No, due to complete loss of work/redundancy
- No, due to reduced income
- Other (please specify)

\* 25. Are you able to adequately heat your home?

- Yes
- No

\* 26. What are the barriers to adequately heating your home? (Select all that apply)

- High cost of heating
- Poorly insulated home
- Unrepaired holes and gaps in the house
- Lack of adequate heating devices
- Other (please specify)

\* 27. In regards to your current renting situation, how satisfied are you with the following?

	Very satisfied		Moderately satisfied		Unsatisfied	N/A
The location of your home	<input type="radio"/>					
The cost of your rent/board	<input type="radio"/>					
The security of your tenancy (length of lease)	<input type="radio"/>					
Your home being well insulated and dry	<input type="radio"/>					
Your landlord keeps your home well maintained	<input type="radio"/>					
Relationship with your landlord/agent	<input type="radio"/>					

Comments

\* 28. In the past five years, have you rented anywhere else in New Zealand?

- Yes
- No



\* 29. Which part of New Zealand were you renting in, immediately before coming to Queenstown?

- Auckland
- Northland
- Hamilton
- Waikato
- Tauranga
- Bay of Plenty
- Gisborne
- Hawkes Bay
- New Plymouth
- Taranaki
- Wellington
- Manawatu-Whanganui
- Nelson
- Tasman
- Marlborough
- West Coast (South Island)
- Christchurch
- Canterbury
- Dunedin
- Otago
- Invercargill
- Southland

\* 30. How does your experience of renting in the Queenstown Lakes area compare to your most recent experience of renting elsewhere in New Zealand?

	Queenstown Lakes area is worse	Queenstown Lakes area is about the same	Queenstown Lakes area is better
Affordability of rent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Choice/variety of rental properties available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of rental properties available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost of heating your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security of your tenancy (length of tenancy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overcrowding in your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**YOUR OCCUPATION**

\* 31. Which of the following best describes your line of work? (Please answer based on your employment prior to COVID-19 lockdown)

- Tourism Operations (e.g. adventure tourism, ski operator, tour operator)
- Accommodation and Food Services
- Construction
- Retail Trade
- Agriculture, Forestry and Fishing
- Mining
- Manufacturing
- Electricity, Gas, Water and Waste Services
- Wholesale Trade
- Transport, Postal and Warehousing
- Information Media and Telecommunications
- Financial and Insurance Services
- Rental and Real Estate Services
- Professional, Scientific and Technical Services
- Administrative and Support Services
- Public Administration and Safety, including local government
- Education and Training
- Health Care and Social Assistance
- Arts and Recreation Services
- Self employed / business owner
- Stay at home parent / caregiver
- Job seeker / unemployed
- Retired
- Other (please specify)

\* 32. Do you have a degree or trade qualification?

- Yes
- No



\* 33. Is your line of work in the Queenstown Lakes area related to your qualification?

- Yes
- No

\* 34. On average, how many hours a week do you spend working? (Please answer based on your employment PRIOR TO COVID-19 lockdown)

- Less than 10
- Between 10 and 14
- Between 15 and 19
- Between 20 and 29
- Between 30 and 34
- Between 35 and 39
- 40 hours a week
- Between 41 and 44
- Between 45 and 49
- 50 hours or more a week

\* 35. Have your hours of work changed since the COVID-19 lockdown?

- No change
- Increased hours
- Reduced hours
- Not working at present, but hope to resume my job
- Made redundant from work
- My business hasn't survived
- Other (please specify)

**YOUR FINANCIAL POSITION**

\* 36. PRIOR TO COVID-19, what was your total household income (annual income, before tax)?

- Under \$15,000
- Between \$15,000 and \$29,000
- Between \$30,000 and \$49,999
- Between \$50,000 and \$74,999
- Between \$75,000 and \$99,999
- Between \$100,000 and \$150,000
- Over \$150,000

\* 37. PRIOR TO COVID-19, how many of the below made up your total household income? (Select all that apply)

- Your main employment
- Your business income
- Spouse/partners income
- Accommodation Supplement
- Working for Families tax credit
- Sole Parent Support
- Child Support
- Health and Disability Allowance
- Income from family or family trust
- Jobseeker Support
- New Zealand Superannuation
- Rental income from another property
- Other (please specify)

\* 38. Since the COVID-19 lockdown, has your total household income reduced?

- No reduction in income
- Yes, one income lost
- Yes, two incomes lost
- Yes, one income reduced
- Yes, two incomes reduced
- Yes, one income lost and one income reduced

\* 39. Do you use credit cards or loans as a means to supplement your household income?

- Regularly
- Occasionally
- No

## YOUR FUTURE PLANS

\* 40. How long do you intend to live in the Queenstown Lakes area?

- Less than 1 year
- Between 1 and 2 years
- Between 2 and 5 years
- For the foreseeable future
- I'm not sure

\* 41. Is housing affordability a barrier to your long term commitment to the Queenstown Lakes District?

- Yes
- No
- Possibly

Comments:

\* 42. Do you aspire to buy a home in the Queenstown Lakes area either now or in the future?

- Yes
- No

\* 43. What are the reasons you are not planning to buy a property in the Queenstown Lakes area? (Select all that apply)

- I will not be staying in Queenstown long term
- I already own property or land elsewhere
- I cannot afford to buy a property in Queenstown
- I don't want the responsibility of owning a property
- Other (please specify)

\* 44. Why do you aspire to own your own home? (Select all that apply)

- It's the best place to invest my money
- To live in my own home and not have a landlord
- For greater stability
- Other (please specify)

\* 45. Are you hoping to buy in the Queenstown or Wanaka area?

- Queenstown
- Wanaka
- Other (please specify)

\* 46. Which part of Queenstown are you hoping to buy a property in? (You can select up to three) \_

- Arrowtown
- Arthur's Point
- Fernhill / Sunshine Bay
- Frankton
- Goldfield Heights
- Hanley's Farm
- Jack's Point
- Kelvin Heights
- Lake Hayes Estate
- Shotover Country
- Queenstown (downtown and Queenstown Hill)
- Quail Rise
- Other (please specify)

\* 47. Which part of the Wanaka area are you hoping to buy a property in? (You can select up to three) \_

- Albert Town
- Cardrona
- Hawea
- Luggate
- Wanaka
- Other (please specify)

\* 48. When are you planning to buy a property?

- In the next year
- In 1 to 3 years
- In 3 to 5 years
- In the longer term

\* 49. What is stopping you from buying sooner? (Select all that apply)

- I need to save a bigger deposit
- I haven't found the right property yet
- I have another property to sell first
- I need to increase my income
- I need greater job stability
- I need to pay off some debt
- I'm hoping house prices will drop
- I want to wait until things settle down after COVID-19 lockdown
- Other (please specify)

\* 50. Will you be buying a property alone or with someone else?

- Alone
- With my husband/wife/partner
- With a friend/s
- With parents
- With my brother/sister
- Other (please specify)

\* 51. Do you or your partner currently own a property or land anywhere in the world?

- Yes, in New Zealand
- Yes, overseas
- No

\* 52. What sort of property do you own?

- Residential dwelling
- Commercial building
- Bare land
- Other (please specify)

\* 53. Do you receive rent on this property?

- Yes
- No

\* 54. Do you intend to sell the property to assist with purchasing a home in the Queenstown Lakes area?

- Yes
- No

## YOUR WELLBEING

\* 55. Do you have family that you're connected to in New Zealand?

- Yes
- No

\* 56. Where in New Zealand are your family located? (Select all that apply)

- In the Queenstown Lakes area
- Elsewhere in the South Island of New Zealand
- In the North Island of New Zealand

\* 57. In which of the following ways do you feel supported by the community around you? Through: (select all that apply)

- Extended family
- Your children's school/activities
- Friends
- Church and religious groups
- Cultural groups
- Work
- Health and recreation activities
- Arts and creative groups
- Your neighbourhood
- Social and support groups
- Volunteering
- Other (please specify)

\* 58. In response to COVID-19, how much do you worry about the following?

	Not worried at all	Slightly worried	Extremely worried	Not applicable
My physical health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My mental/emotional health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The impact on my relationship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The wellbeing of my family and friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My work and income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping up with financial commitments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My savings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My level of debt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Impact on local businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Travel restrictions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My ability to remain in the Queenstown Lakes area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My ability to remain in New Zealand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security of my home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Putting food on my table	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heating my home over winter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

\* 59. Since the COVID-19 lockdown, have you visited the QLDC website to complete a Welfare Registration form?

- Yes
- No
- Haven't heard of this

\* 60. What, if any, of the following changes have you made since COVID-19 lockdown? (Select all that apply)

- Reduced rent
- Cutting surplus spending
- Using my car less
- Not using car
- Reduced debt repayments
- Stopped debt repayments
- Reduced savings
- Stopped savings
- Stopped insurances
- Tight grocery budget
- Skipping meals
- Reduced heating
- Not using heating at all
- Borrowing from friends or family
- Going into debt to live
- Other (please specify)

\* 61. Which, if any, of the following positive experiences have you encountered due to COVID-19 lockdown?  
(Select all that apply)

- Stronger sense of personal commitment to New Zealand
- More time for other activities (e.g. hobbies)
- More time for physical exercise
- Greater appreciation of our environment
- More time with family at home
- More time to connect with family living elsewhere
- Stronger connections with neighbours
- Business or employment opportunities
- More time to help others in the community
- No positive experiences
- Other (please specify)

## ABOUT THE QUEENSTOWN LAKES COMMUNITY HOUSING TRUST

\* 62. Are you aware of the Queenstown Lakes Community Housing Trust?

Yes

No

\* 63. How did you hear about the Community Housing Trust?

Word of mouth

Through family / friends

Through my employer

Citizen's Advice Bureau

From a real estate or property agent

Housing Trust website

Other (please specify)

\* 64. Are you aware of the following Housing Trust programmes? (Select all that apply)

Affordable Rental

Rent Saver

Shared Ownership

Secure Home

Senior Housing

None of the above

\* 65. What sort of affordable housing would you like to be made available?

- 1 bedroom apartments/units
- 2 bedroom apartments/units
- 2 bedroom houses
- 3 bedroom houses
- 4 bedroom houses
- Other (please specify)

66. If you have any comments, suggestions or issues regarding housing affordability in the Queenstown Lakes area, please type it in the below.

67. If you would like to enter the draw to win one of eight \$150 Prezzy cards, please enter your details below. (Your information will be used only for the prize draw. It will not form any part of the survey results)

<b>Name</b>	<input type="text"/>
<b>Suburb</b>	<input type="text"/>
<b>Email Address</b>	<input type="text"/>
<b>Phone Number</b>	<input type="text"/>

Our sincere thanks for completing this survey.

For more information about the Queenstown Lakes Community Housing Trust and how we may be able to assist you with decent affordable and secure housing, please visit our website: [www.qlcht.org.nz](http://www.qlcht.org.nz)