



# Queenstown Lakes Community Housing Trust 2016 Renters' Survey Report

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For the Queenstown Lakes Community Housing Trust

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April 2016

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## Acknowledgements

A big thank you to all the people and organisations that have helped with the development and testing of the survey and encouraged a total of 1,147 people to take the survey. They are:

- Queenstown Lakes Community Housing Trust staff and Trustees
- Queenstown Lakes Community Housing Trust database of applicants
- Several property management companies
- Several Facebook pages with large memberships including For rent in Queenstown, Queenstown Trading, Upper Clutha Trading post.
- Queenstown Chamber of Commerce
- Wanaka Chamber of Commerce
- Penny Clark (President of Hotel Association)
- NZSki
- Real Journeys
- Skyline
- QLDC
- Destination Queenstown
- Several large building companies
- Mountain Scene (picked up press release)
- Marijke's database of Queenstown and Wanaka businesses

The survey respondents have expressed gratitude for the opportunity to voice their opinions through an overwhelming amount of comments. These can be found in the Appendices. It is thanks to them we now have a much better in-depth understanding of the rental issues facing the Queenstown Lakes District.

# 1. Executive Summary

## 1.1 Purpose

The Queenstown Lakes Community Housing Trust ("the Trust") has commissioned the 2016 Renters' Survey to provide an unbiased sample to stand up to the scrutiny from the Queenstown Lakes District Council and other stakeholders.

The purpose of the survey is to gather the following information:

- Demographic details
- Needs and wants of the current renters in Queenstown and Wanaka
- Locations seen as desirable
- Details about satisfaction of where they currently rent.
- Future plans
- Barrier to employment in Queenstown or Wanaka due to accommodation costs
- Long-term rental vs seasonal rental

Up to 1,000 respondents to the survey were required and a total of 1,147 respondents filled in the survey, more than twice the 2012 survey. The respondents were obtained from a large range of employers and other sources in both Queenstown and Wanaka. 79% of the people surveyed were from the Queenstown area, 21% from the Wanaka area.

The survey report highlights the main findings as well as a large range of comments, which provides more qualitative information.

The appendices contain the survey comments, the survey questions and the survey results.

The survey was executed online, using the online survey software "Survey Monkey" ([www.surveymonkey.com](http://www.surveymonkey.com)), offering sophisticated data reporting and cross-tabulation. Please note that there are numerous ways to cross-tabulate the survey results. If there is a need to obtain specific information for a particular purpose about a particular demographic from this survey, then this information can easily be extracted from the software.

## 1.2 Conclusions

The survey results provide substantial statistical information for the Community Housing Trust's and other stake holders' decision-making processes.

Despite the household income of renters in the Queenstown Lakes District in 2016 being lower than in 2012, there is a slightly higher aspiration to buy. The reason for the lower household income is that there are more people on 1 and 2 year visas in 2016 compared with 2012.

Overall, factors such as affordability, choice and variety, quality, heating cost, and overcrowding of rental properties all rate better in other areas of New Zealand compared with the Queenstown Lakes District.

A major issue is that housing affordability is, or possibly is, a barrier to long-term commitment for 92% of renters in the area in 2016. This will have a flow on effect for employers in the area.

### **1.3 Summary of key survey findings**

**Age:** 49% of people surveyed are between 26 and 35 years old.

**Income:** The combined household income of the 2016 survey participants is significantly lower than the 2012 survey participants. (in 2012, 52% earned below \$ 70,000 compared with 56% in 2016)

#### **Emigration status**

A significant number of people have 1-year, 2- year and work to residence visas in 2016 (22.4%) compared with 2012 (9%). In 2012, the percentage of NZ citizens was 60%, in 2016 only 48%.

**Aspiration to buy:** In 2016, more people aspired to buy a property (77% yes) compared with 2012 (26% yes, 30% maybe).

#### **Renting location**

Currently, 27% of people rent downtown Queenstown, 17% in Frankton and 16% in Fernhill.

In the Wanaka area, 75% of people rent in Wanaka township.

#### **Aspiration to buy (location)**

The suburbs people are hoping to buy a property in are: Frankton (31%), Shotover Country (24%), downtown Queenstown (19%), Arrowtown (17%), Lake Hayes Estate (14%), Arthur's Point (13%). In the Wanaka area, 27% aspire to buy in Wanaka and 9% in Lake Hawea.

#### **Who they rent through**

52% of people rent directly from the property owner, while 37% rent through a property management company.

#### **Satisfaction with rental location**

74% of people renting were satisfied or very satisfied with the location they are renting.

#### **Satisfaction with rental cost**

29% of people renting were moderately satisfied with the rental cost, 15% were moderately unsatisfied and 29% were unsatisfied.

#### **Satisfaction with security of tenancy**

People renting were on average moderately satisfied with the security of tenancy.

#### **Who they rent with**

22% of people renting live with their partner/spouse.

23% of people renting live with partner/spouse and between 1 and 4 children

38% of people renting live with between one and five or more other people.

#### **Length of time renting in Queenstown Lakes area**

28% of people have been renting in the Queenstown Lakes District for a year or less.

22% of people have been renting in the Queenstown Lakes District between 1 and 3 years

16% of people have been renting in the Queenstown Lakes District between 3 and 5 years

33% of people have been renting in the Queenstown Lakes District for 5 years or more.

### **Length of time intended to live in the Queenstown Lakes District**

81% of people renting intend to live in the Queenstown Lakes District for more than 2 years.

### **Affordability of rental properties**

87% of people who have rented in other parts of NZ consider the affordability elsewhere better than in the Queenstown Lakes area.

### **Choice/variety of rental properties**

85% of people who have rented in other parts of NZ consider the choice/variety of properties on offer elsewhere better than in the Queenstown Lakes area.

### **Quality of rental properties**

54% of people who have rented in other parts of NZ consider the quality of properties on offer elsewhere better than in the Queenstown Lakes area.

### **Heating cost of rental properties**

75% of people who have rented in other parts of NZ consider the cost of heating elsewhere cheaper than in the Queenstown Lakes area.

### **Security of tenancy of rental properties**

55% of people who have rented in other parts of NZ consider the security of tenancy (e.g. owners returning) elsewhere better than in the Queenstown Lakes area.

### **Overcrowding of rental properties**

80% of people who have rented in other parts of NZ consider overcrowding of rental properties (i.e. less overcrowding) elsewhere better than in the Queenstown Lakes area.

### **Housing affordability as barrier to long-term commitment to the Queenstown Lakes District**

64% of people renting consider housing affordability a barrier to their long term commitment to the Queenstown Lakes District and 28% possibly consider housing affordability a barrier to their long term commitment to the Queenstown Lakes District.

### **Aspiration to buy**

77% of people aspire to buy a property in the Queenstown Lakes area either now or in the future.

### **Suburbs they aspire to buy in**

The most popular suburbs in Queenstown or Wanaka people were hoping to buy a property in are (they had up to 3 choices):

Frankton: 31%

Wanaka: 27%

Shotover Country: 24%

Queenstown (downtown & Queenstown Hill): 19%

Arrowtown: 17%

Lake Hayes Estate: 14%

Albert Town: 13%

Arthur's Point: 13%

### **When planning to buy a property**

23% of people planning to buy a property are planning to do so in the next year

44% of people planning to buy a property are planning to do so in the next 2 to 5 years

33% of people planning to buy a property are planning to do so in the longer term

### **Prevention from buying**

Saving a bigger deposit is preventing 77% of people planning to buy a property to buy sooner.

### **Main reasons people aspire to own their own home**

To have something that is theirs and not someone else's: 63%

Greater security: 57%

### **Who buying a property with**

66% of people intending to buy a property would do so with their spouse/partner and 26% alone.

### **Type of affordable housing interest**

49% of people are interested in 3-bedroom affordable houses.

17% in 2-bedroom houses.

### **Main reasons people that are not planning to buy**

69% can't afford it

19% won't be staying in the Queenstown Lakes in the long term

### **Awareness of the QLCHT**

48% of people surveyed were aware of the Community Housing Trust.

Of these, 59% heard about the CHT through word of mouth and 19% through newspaper articles.

Of the people that are aware of the CHT, the programmes they are most aware of are:

Shared Ownership Programme (53%)

Affordable Rental Programme (27%)

## **1.4 Summary of comments**

The 2016 survey has resulted in an overwhelming amount of comments. These were collected with open ended questions. For example, the last survey question "If you have any comments, suggestions or issues regarding housing affordability in the Queenstown Lakes area, please type it in the box below" had 329 comments, many of them quite elaborate. People are very passionate about the housing topic and have written their stories in the comments.

We have reduced the number of comments by taking out irrelevant ones, comments with personal information and duplicate comments. Appendix 3 lists these comments, providing a lot of in-depth information about people's accommodation situation and issues.

Some common themes:

- Frustration and anger at high cost of renting and the ongoing (perceived as unreasonable) rent increases
- Affordability issues causing housing stress, forcing people/families to leave Queenstown, including long-term locals
- Huge shortage of rental properties
- Issues with security of tenancy – e.g. owners returning in summer
- Many people aspire to own their home for security and cost reasons
- High number of tenants in some properties
- Instead of houses being rented out long term, many are now rented out as holiday accommodation (through Airbnb etc)
- Worry about the future of housing in the Queenstown Lakes area
- High cost of public transport in Queenstown
- High demand for workers' accommodation

## 2. Comparison data 2012 / 2016 surveys

### Number of survey respondents

The Trust last undertook a rental survey in 2012 and received 523 respondents to the survey. The 2012 survey was only conducted in Queenstown.

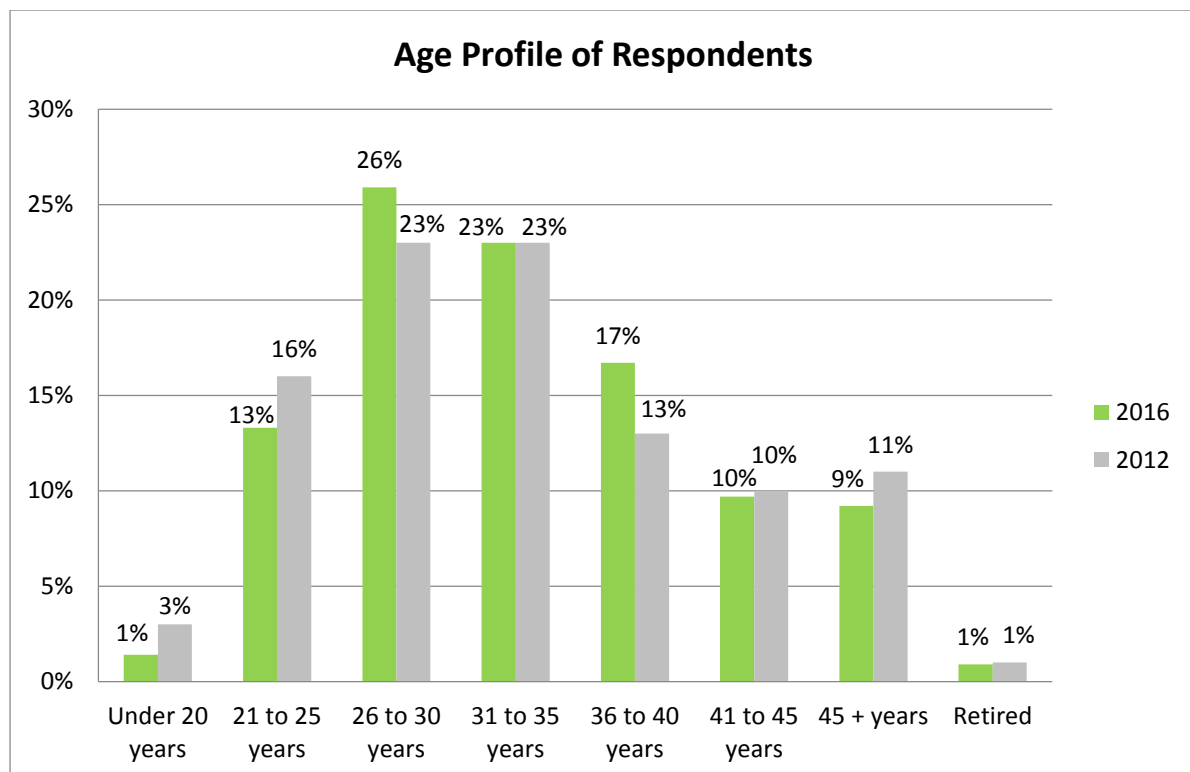
The 2016 survey received 1,147 responses with 79% coming from the Queenstown area and 21% from the Wanaka area.

### Residential house value in Queenstown Lakes District (source QV)

Between 2012 and 2016, Queenstown-Lakes District house prices increased 34.5%, from \$596,883 to \$802,634.

### Age profile

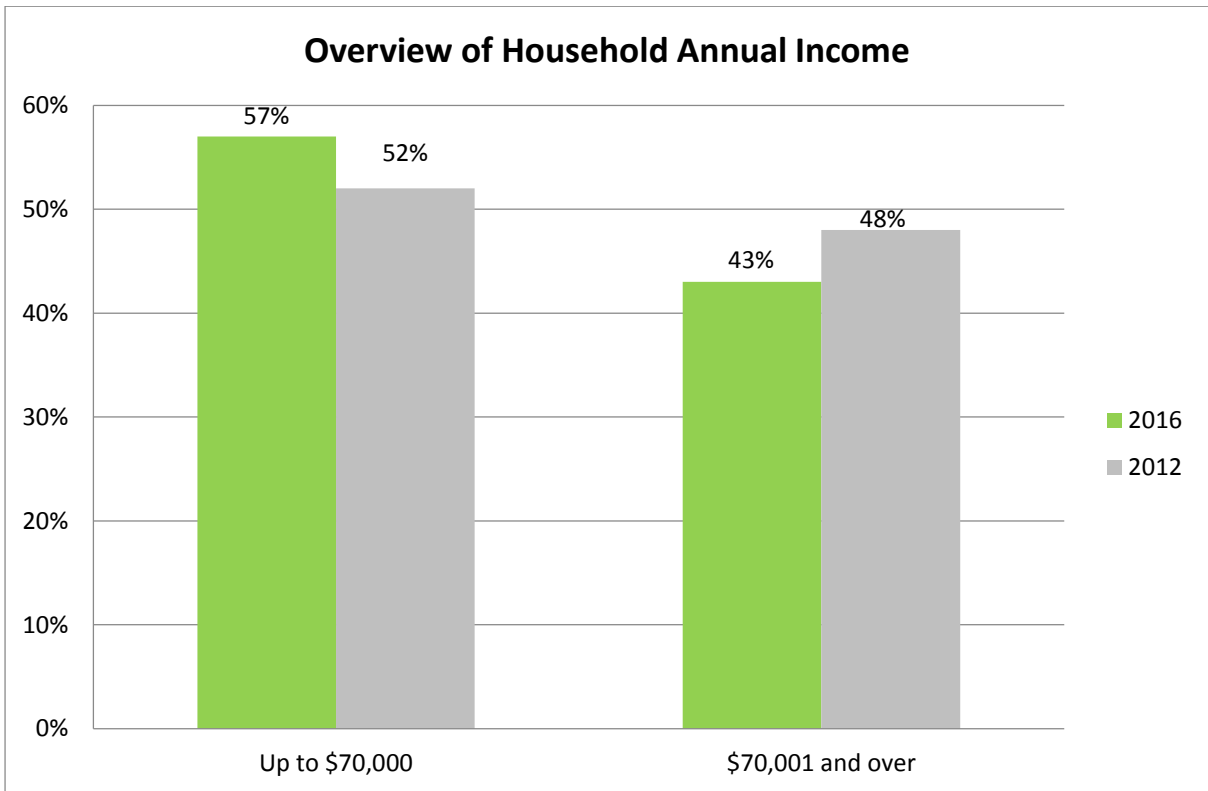
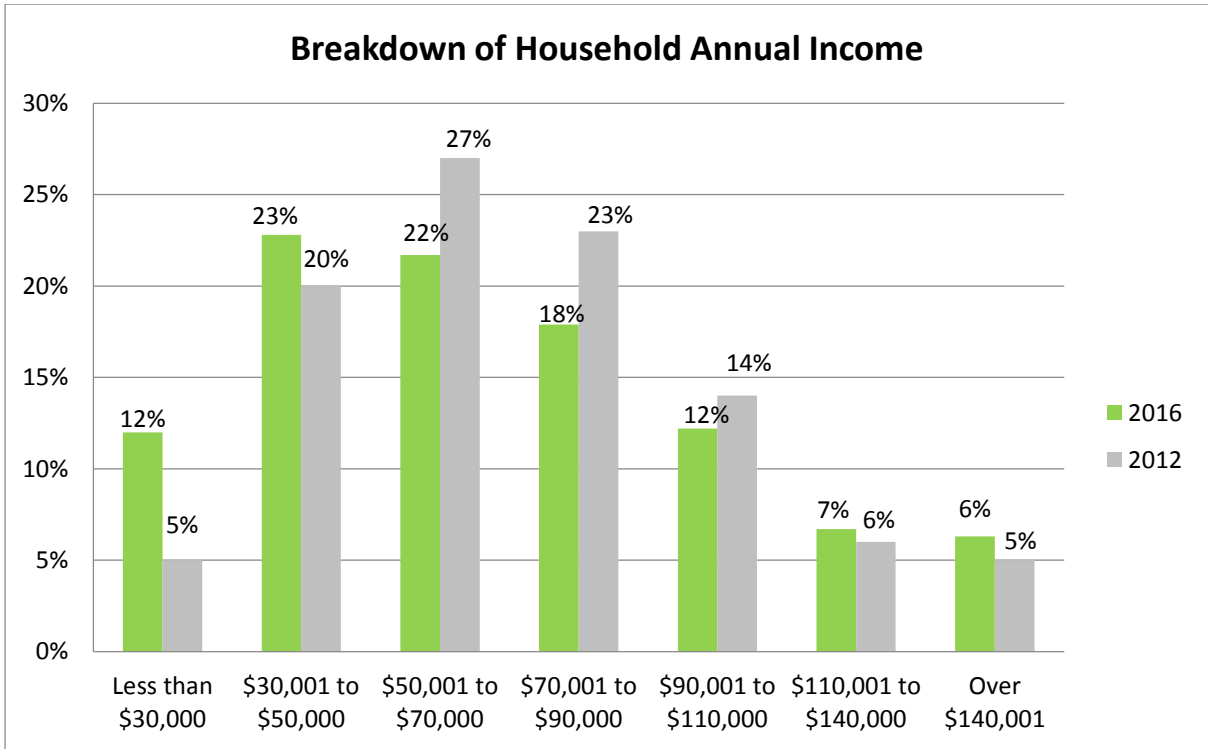
Summary: The age profiles of the 2012 and 2016 surveys are comparable.



### Combined household income profile

Summary: The combined household income of the 2016 survey participants is lower than the 2012 survey participants; in 2012 52% earned \$70,000 or less, in 2016 this was 57%.



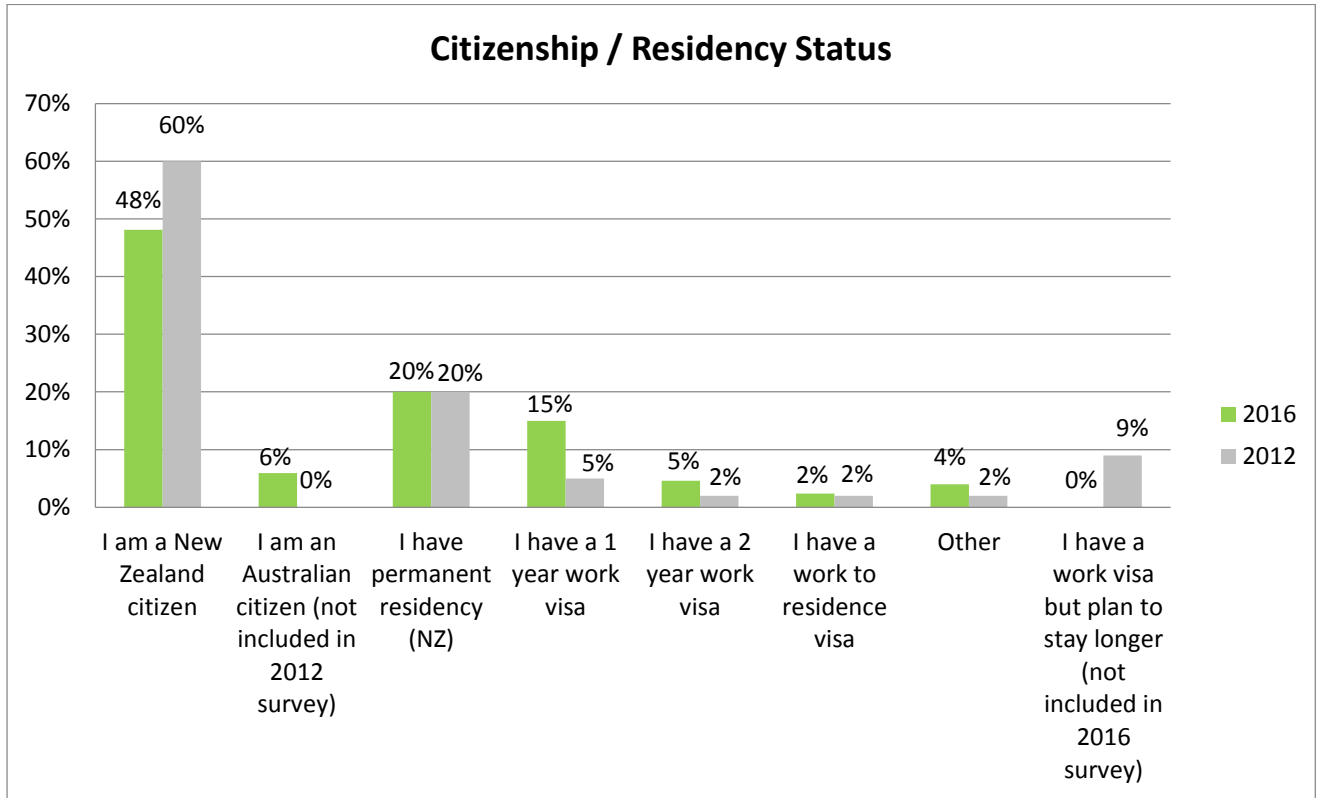


## Immigration profile

Summary: the major differences between the 2012 and 2016 immigration profiles are:

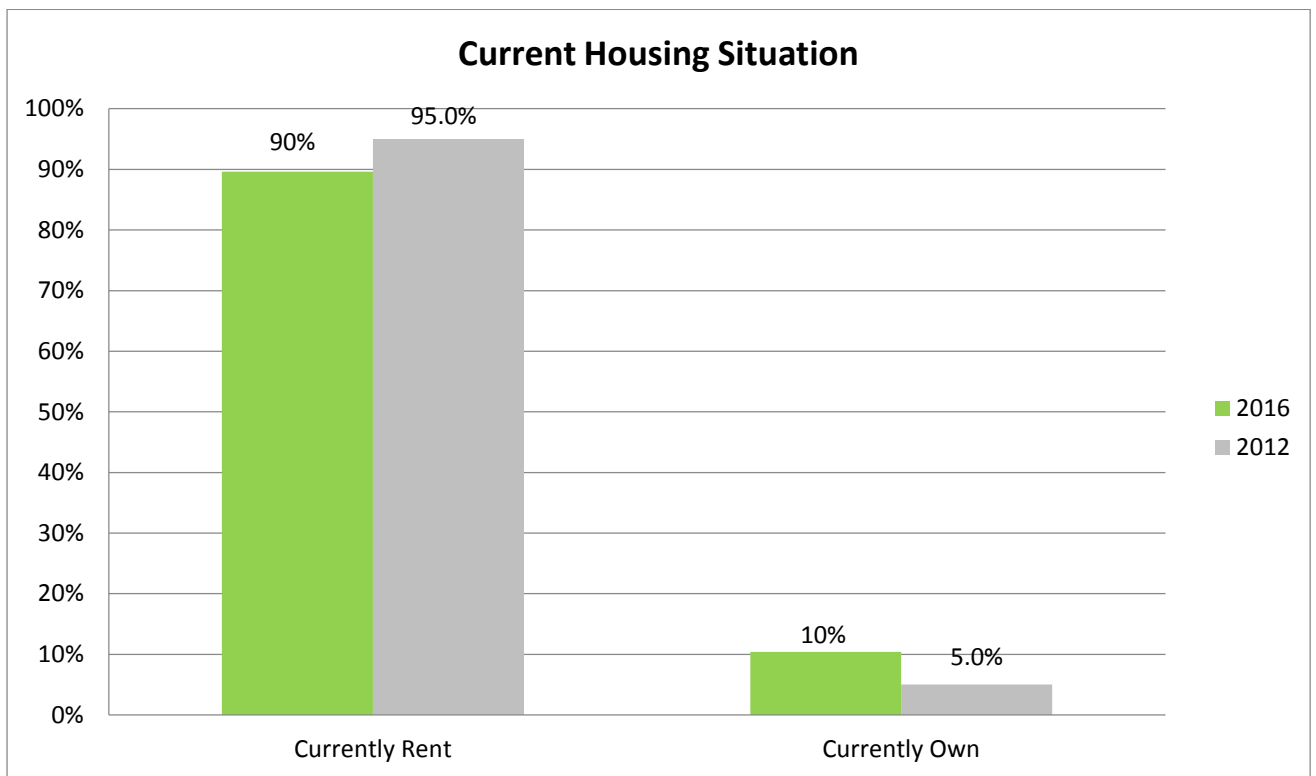
A significant number of people have 1-year, 2- year and work to residence visas in 2016 (22.4%) compared with 2012 (9%).

In 2016, the percentage of NZ citizens was 60%, in 2012 only 48%.



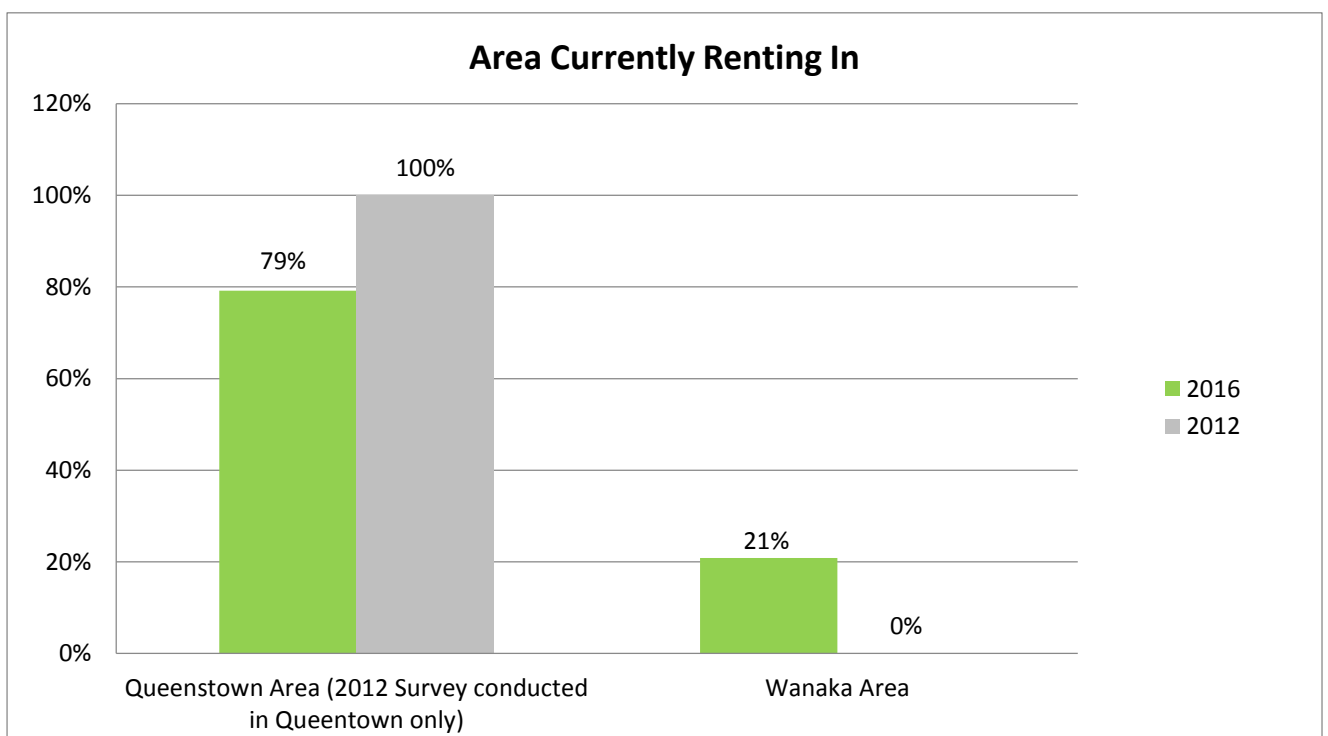
### Current housing situation

Summary: In 2012, 95% of people rented their accommodation and only 5% owned their house. In 2016, 90% rented and 10% owned their house.



### Area they are renting in

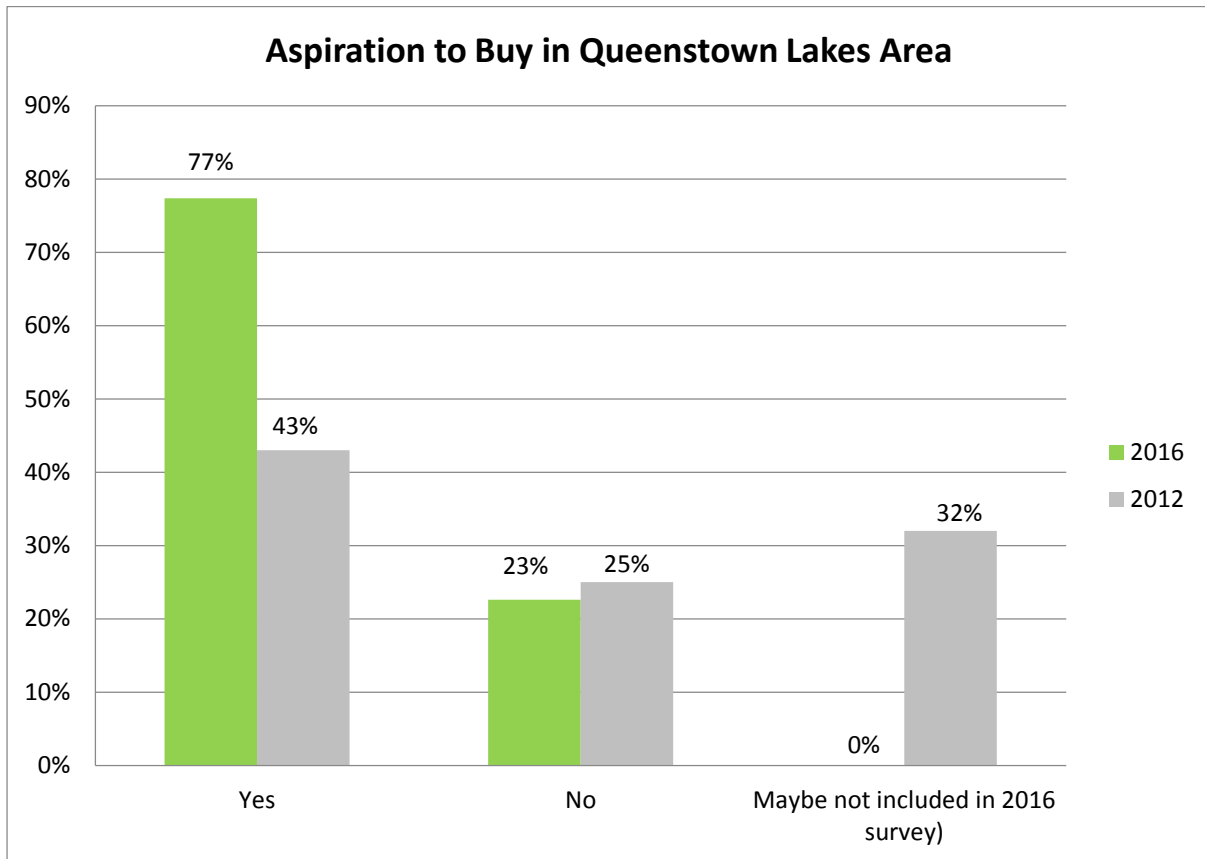
In 2016, 79% of the respondents to the survey lived in the Queenstown area, and 21% in the Wanaka area. Note that in 2012, the survey was only carried out in Queenstown.



**Do you aspire to buy a property in the Queenstown (Lakes) District either now or in the future?**

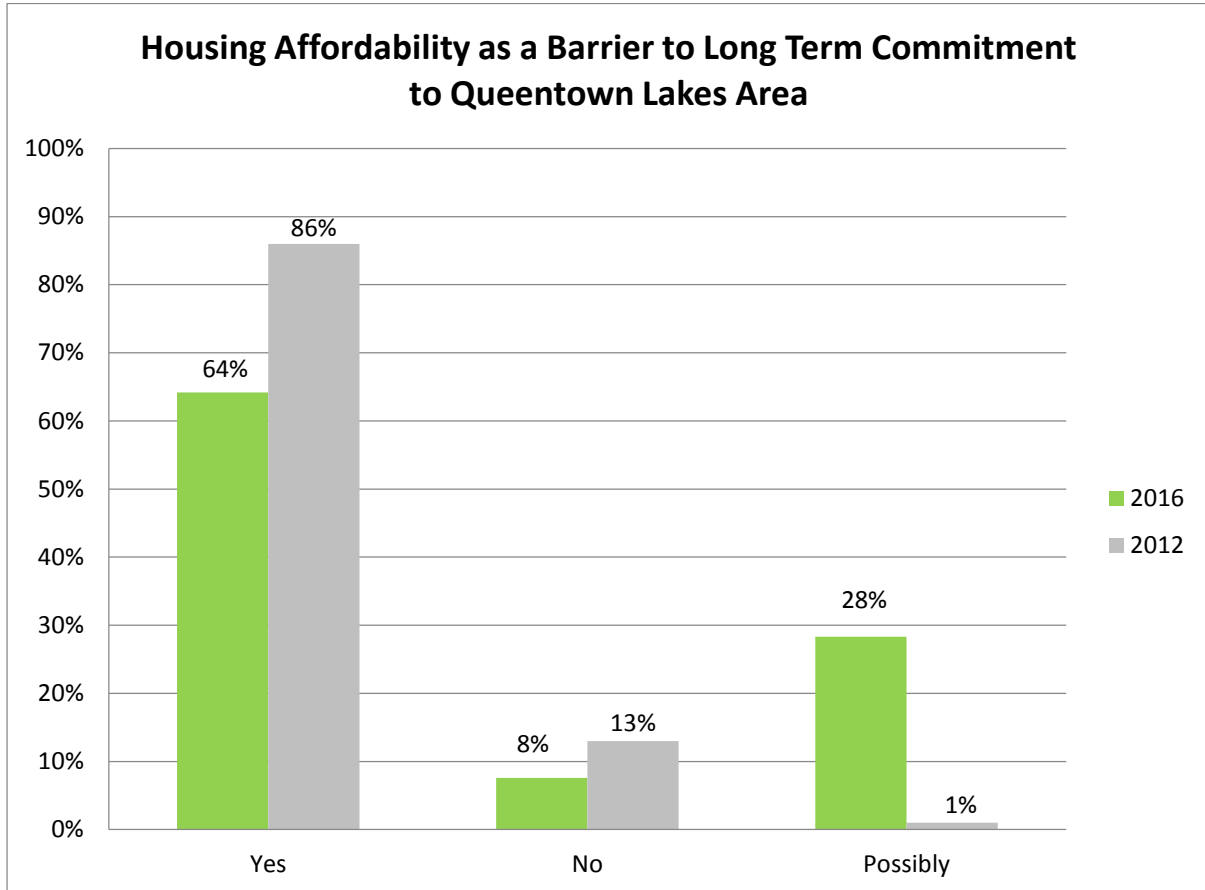
Summary: In 2016, slightly more people aspired to buy a property (77% yes)) compared with 2012 (43% yes, 30% maybe).

In 2016, of the people that did NOT aspire to buy, 70% indicated as the main reason that they could not afford to buy a property in the Queenstown Lakes Area.



### Is affordability a barrier to your long-term commitment to the Queenstown Lakes District?

Summary: In 2016, 92% of renters believe that affordability is or could possibly be a barrier to their long-term commitment to the Queenstown Lakes District, compared with 86% in 2012.



### 3. Context and Methodology

According to the 2013 Census, the total population of the Southern Lakes District was 28,224.

The percentage of household that own their dwelling was 59.6%, so assuming that 40.4% rents, that's 11,402 renters.

The survey was executed online, using the online survey programme "Survey Monkey" ([www.surveymonkey.com](http://www.surveymonkey.com)), offering sophisticated data reporting and cross-tabulation. Note that there are numerous ways to cross-tabulate the survey results. In the future, if there is a need to learn specific information about a particular demographic, then the survey software can easily get these results.

The total survey population size (the total number that make up the target audience of the survey) was **11,402**

The number of surveys taken by renters (sample size) was **1,028**.

The total number of surveys taken by renters and home owners was **1,147**.

The survey's confidence level (the probability that the sample's results can be inferred on the survey's population: **95%** (Survey industry standard is 95%).

The margin of error (the plus/minus range that can be placed on the sample's results to indicate where the population's results would fail) is **+/- 2.92%**. This margin of error is lower (better) than the industry standard as the industry standard is +/- 5%.

The survey was distributed and promoted in Wanaka and Queenstown to large businesses including hotels, Queenstown and Wanaka Chambers of Commerce, 5 large Facebook pages, rental companies, building companies, press release and radio advertising, databases of QLCHT and Marijke's database of businesses. Eight \$100 New World vouchers were offered as an incentive.

## Appendix 1 – Comments to survey questions.

Due to the large number of comments, duplicate and non-relevant answers were deleted (for example, there were 329 comments for question 35.)

### **Q17 – Affordability in other parts of NZ**

Comments:

- Christchurch was much cheaper! You could get a whole room to yourself in a flat with a balcony and lovely views in Cashmere. I paid \$145 a week. In QT you'd pay that to share with two others. Mad.
- Even compared with Christchurch market after the quakes which had a huge demand, affordability in Queenstown area is much worse
- Christchurch was easier and cheaper to find rental accommodation, with better terms even though it has the post-earthquake housing crisis
- I have lived all over NZ, the rent here is similar to Auckland.
- Similar rental prices but lower income in Wanaka
- You can find a large double room cheaper elsewhere than a shared room in Queenstown
- Renting less than an hour from Auckland for half the price and a much warmer and modern home
- What I pay now would be buying a house else where
- A two-bedroom house unfurnished is not \$550.00 in other areas in NZ, Queenstown pricing is ridiculous
- So expensive and not much choice here
- Lived in Christchurch in a shared house - rent was \$290/week with all bills included plus a cleaner once a week
- It's ridiculously expensive here especially for families with only 2 full time incomes. This would be plenty to live off elsewhere!
- Renting in other places cost me half than in QTN
- Auckland was same as Queenstown, Tauranga was cheaper
- Qtwn rental prices are out of control. I pay \$610/wk for an uninsulated, single glazed, wooden house which is FREEZING in winter
- I was paying \$110 for rent, power, phone & internet in Dunedin...there's NO WAY you would get that here.
- Isn't this one obvious! Rent prices here are atrocious! And keep rising to levels unsustainable for normal families and couples. Our rent has been raised several times this last year to over \$100 a week more than this time last year and we're sure this will happen again soon! Yet we are luckier than some friends whose rent has increased much more steeply. Families are being forced out of homes and no suitable choices available for tenants!
- Auckland 10 years ago same prices
- If I lived in the house, I do now in other parts of New Zealand e.g. Wellington I would be paying less than half of what I pay here.
- Queenstown is very pricey for poor housing
- I have rented in Christchurch and Wellington both were cheaper
- Moving away after 15 years in Queenstown. Can't afford it anymore.
- I have paid less than half the price elsewhere for twice as much. i.e. \$250/week for 4-bedroom house compared to \$490/per week for two-bedroom flat in Queenstown.

- I've come from Auckland and find the rent not too far behind those prices.

**Question 18: Choice/variety of properties on offer in other parts of New Zealand**

Comments:

- Our rental will not be renewed and we have till the end of June to get out because they are renovating. Only problem is we are now looking at 800.00 a week as rentals have gone up and the accommodation shortage is far far worse than it's ever been. We are Kiwis born and raised and we are competing to live in our own country.
- It's take what you can get, if you can get it, and pay more than you can afford. You are lucky to have a roof over your head.
- There is a big shortage of rentals and competition is very high due to the large number of seasonal tourists

**Question 21: Security of tenancy (e.g. owners returning etc.) in other parts of New Zealand**

Comments:

- Owners always want to come back over summer for a month or so.
- A lot of the properties I've looked at in Queenstown Lakes do not offer long term tenancies.
- Wanaka has become very desirable place to live so many owners returning to live in their own houses.
- So many houses here are not available long term. Owners will give leases Autumn -Spring but then want more money during tourist high seasons. This makes availability of suitable properties for long term residents even harder. We are desperate to move from where we are, but we want to settle, not move again in 6 months...
- Mostly landlord want one year, prob started to secure a year due to transient renters but these days seems so that rents can be put up which is what happened at my previous place. Seems not many value the long term tenant just quick cash gains. I could stay here easy 5 years in my house as no real savings yet, not yet enough for a house deposit.
- I have in the past had to move out during the christmas/nys period which is an awful situation to be in and makes you feel very undervalued
- I can't get more than a year out of rental agreements here which doesn't offer our wee family much security.

**Question 22: Overcrowding of rental properties in other parts of New Zealand**

Comments:

- A single adult cannot afford to have a room to themselves here. That is ridiculous.
- Christchurch was as badly overcrowded as Queenstown still is
- I stayed at a very old 3 bedroom (a utility room I think) leaky house before with all the room rented out include the dining area as a bed room as well. No room



for social at all and 8 people living inside with only one toilet and one shower room. I paid for \$150. too crowded but hassle free for car parking problem in this town.

- I live in a 4-bedroom house with 12 people
- I've listed my other rooms for rent and had over 150+ enquirers
- I know of a 3-bedroom house with 13 people living in it!
- I saw someone on Queenstown Renters (Facebook) looking to fill a vacancy of a room that already had 3 other tenants in it! He's making \$500 from ONE ROOM in his house! As more jobs become available, where are people supposed to go?!?

**Question 23: Is housing affordability a barrier to your long term commitment to the Queenstown Lakes District?**

Comments:

- If I can't afford my rent in Queenstown, either I need to commute to work or move to somewhere else to live.
- It's getting harder and harder to find a decent place to rent
- We don't know if we can afford to get into our first home here. A first home should not have to be a half a million-dollar home!
- Jobs pay much less here than in ChCh for example - I temped for Madison Recruitment at in a couple of offices and was paid \$20 plus \$1.89 holiday pay an hour. Here in QT I've temped for \$16 an hour including holiday pay!!! It's a case of supply and demand. Plenty of backpackers mean a steady stream of people who will work for low pay.
- I would like to be able to buy a house
- Wouldn't be staying here long if I lived by myself due to to high cost.
- Absolutely! Any possible mortgage deposit disappears on rent and cost of living
- Definitely
- I have been lucky with a relatively cheap rent by market standards. It is however as it is a "summer crib" not fit for winter living. If I was to move I would have to pay another at least \$130 a week to provide my kids and I with a warm insulated 3 bd home.
- we rather have our own house than paying so much rent long term, but what middle income family can afford housing in the area in this crazy housing market
- Absolutely
- If there is no affordable housing what other option is there?
- I would like to buy and am struggling to find an option in the Wanaka area as I don't have a \$100,000 Deposit
- We will stay due to job but the costs of rents are starting to stress us as that takes the bulk of our income
- Plan to move to Southland shortly after being here for 5 years
- Would like to buy or build but what houses sell for here makes it unachievable at the moment
- We wish to buy here but it not an option at the moment due to cost and the shortage of rentals is very unnerving.
- very hard to save money and pay for bills on top of rent.
- every day seems it is further from reach due to high demand and less properties avail.....reminds me of the diamond trade.
- My partner has a career here but it's getting to the point that we seriously have to consider moving away. We are now having to live with others here just to pay the rent. We would love to buy here one day but just cannot see it as we cannot save for the future either with cost of living so high.
- It is the single barrier.

- I've lived here a long time, so I would do what I can do continue that regardless
- We simply cannot afford to buy property; we have been denied a mortgage even though we have rented successfully for 10 years.
- We are leaving Queenstown because it's become too expensive to live here
- if rent stays as it has become in the last year or so it will become not worth staying
- we have decided to leave QT within the next 5 months
- The cost of housing and living has increased much higher and faster than my wages
- When spending at least 40% of your weekly wage on bills and rent, it is nearly impossible to save and afford to spend your money towards local businesses and shop.
- There's quantity of what is available is ridiculously out of balance with demand, the quality for what it cost is very sub-standard (avg home has shocking condensation and weatherproof issues making the code questionable) and still QLDC and some of the community are pushing for more development with the likes of a Conference Centre.....how about getting the basics sorted first (Roading, Parking, Housing, Hospital) ???
- If rent prices continued to rise then I would be forced to leave, because wages are low and do not rise
- With current rental rates and likelihood, they will increase. The possibility of saving towards buying a home is becoming less and less likely. Given how expensive houses cost to buy in Queenstown, compared to other regions in New Zealand.
- My partner and I are both skilled and this year could apply for residency but we have put our decision on hold because the reality is we would take years to save for a house here. We started saving in November \$300 per week each, a large chunk of our salaries but even still that will be less 20k per year saved. For something decent we need 120k that's 6 years, prices keep rising and at 27, I will need to have kids in that time too. It's just impossible. It was really stressing my partner out so we have taken the decision to move on and will do so in the next year if nothing changes.
- Unaffordable for your average kiwi to live here
- Absolutely love living in QT Lakes District but the only reason I am considering leaving before I want to is housing - too expensive, untrustworthy housemates up-charging rents, instability in lease lengths
- We are planning to leave Queenstown as our rent pretty much doubled and for what we pay here we can pretty much get a mansion elsewhere ... not converted office space with no section. We would like to buy a house and to afford a decent home and land you can't do that here.
- I literally as a solo parent will not be able to afford to buy a property without assistance from my parents- I can barely afford the letting fee, bond and 2wks rent in advance required by most landlords or property managers, only thru family members have I been able to get into a share property without paying letting fees or rent in advance. -
- I'm a single parent. I earn \$790 a week my rent is \$400. I don't receive any financial help apart from \$80 WFTC. Once I've paid my bills + petrol into town I'm left with \$150 for food.. I can't even save money.
- If my rent increases I will have to move away from Queenstown due to my income being so low, will have to move to a different part of NZ
- Been in Queenstown for eight years saving for a house. Giving up and moving to Dunedin as soon as our current lease is up because we'll never be able to buy even an apartment here. Hoped to call Queenstown my permanent home but

we've been priced out of both the rental and real estate market, forcing my partner to leave his childhood home and his parents and siblings.

- Can't ever see buying a property in Queenstown being possible due to the extortionate prices but would love to
- I am worried
- The house we rent is really cold, single glazed, one fireplace as heating for a 2 storey house. The doors are wooden and due to weathering, are draughty. Mortgage rates have gone down yet rent is going up at a crazy rate and no general maintenance has been done in the 5 years living here. The carpet is loose and threadbare too.
- We are constantly chasing the housing market we have a good deposit but rising house prices out price us every time
- I'm a single person who can't even dream of owning a house in Queenstown by myself.
- Yes, about to marry my New Zealand partner. Planning on settling in Queenstown. Trying to save for a deposit on home is very difficult with a low income and high rent. If rent prices continue to rise, we will look at moving to the UK for better living opportunities (higher rates of pay and lower living costs).
- We don't want to leave; we are settled here but housing would be what would push us away if it came to that in the future
- Currently searching with 600k to spend it market is well over inflated.
- I have left a job I love and am passionate about :( I was born in Queenstown and grew up in Glenorchy and am so sad it has come to this, but I can't see a future of sustainability for me here in Queenstown. I don't want to keep paying rent when I can go somewhere else, get paid the same, and perhaps have a better chance at getting into the housing market.
- If rental prices continue to increase, we may have to rethink our situation
- I'm single, to come up with a decent deposit even with Kiwisaver is not easy, I've been looking to buy for a while, it's hard to remain committed to saving for a deposit when any house I could afford will be less likely as the years pass
- It's not a barrier to us at the moment but if we had to move it definitely would be! Also, as HR Manager, I am well aware of how it is a barrier to not only long term but short term commitment to Queenstown. I am nervous about offering employment to anyone who hasn't already secured accommodation in Queenstown.
- We are the working poor here, yet would be happily middle-class elsewhere.
- House prices are scandalous. The quality of the build in comparison to the price is beyond a joke. I have no issue having a big mortgage, however the property needs to be a certain standard to justify the cost, and they just aren't.
- We might be forced out eventually due to high rental costs
- As a single person who works for community I am finding pretty scary knowing that one day I will have nowhere to live and will have only a few weeks to pack up, leave my job move somewhere else and start over, because let's face it, that's what's happening
- Yes, if I had to pay \$500 + rent particularly in my own I would leave. Pretty sad I'm a professional but also solo parent with no real security so the lack of available homes and cost is a great concern
- actually I left 6 months ago after living here since 1968
- I'd love to stay and raise my family here, cost and insecurity may prevent this.
- It's a massive impact on quality of life. I could move elsewhere and not pay as much but afford to do more.
- After living and operating a business in this area for many years I am now looking at leaving.

- we can't afford to buy a house in Queenstown at current market prices compared to 10 years ago.
- house prices and recently lack of appropriate infrastructure (traffic!)
- Must have flatmates at all times - for rental, otherwise a no go.
- There are no houses under \$500 weekly with two kids it is very hard
- With the recent 30% increase in rent, I am concerned about how much more it will increase down the track. It also gives me no opportunity to save for my own property
- It is a barrier to the point that we recently moved out of lakes district!
- Saving on low income in QT is a challenge

**Question 28: Why do you aspire to own your own home?**

- Myself and friends are constantly being evicted so landlords can sell or whatever, people are constantly having to move despite being fantastic tenants
- Easier to own with pets
- Not having to move every 3-6 months or be homeless which I have been 3 periods over the last two years
- To have a home for our 1-year-old son and not be concerned about being kicked out.
- Only way to raise a family in this area. Renting is a blood pressure riser.
- Greater security, greater freedom, long term investment
- Mortgage repayments are the same as rent
- Lack of long term affordable rental accommodation
- We have a daughter and need security which renting isn't giving
- To stop paying rent the size of a mortgage and not have to move every 12-18 months
- Worried about kids becoming part of the generation of forever renting
- Rents are too high and equal a mortgage weekly repayments
- Paying rent is losing money
- To have some security for my family's future.
- Mortgage is less than rent in this day and age.
- Security for my family
- So we don't have to keep moving
- Personal values
- Therefore, I can get a dog and won't be at risk of moving 5 times within a year as I've currently had to do
- So I can start a family, without having to worry about not finding a place to live.
- Family in the future
- Somewhere to raise a family
- To stop wasting money in renting
- And I can stay for longer term in the area. This is home.
- Cheaper than renting
- We'd rather build our own equity than someone else's.
- I pay so much rent, it may as well be paying off my own mortgage.
- To invest in the property market so when we retire we don't have to pay rent, because if we can just afford it whilst we're both working, we're not going to be able to afford it when we retire.
- So we can have a dog a raise a family
- To know we aren't going to be booted out of our house
- Raise a family

- Because of the extortionate rent in Queenstown - and the hopeless leases. We have literally been homeless between places because of the shagged rental market and once is more than enough.
- To give our family its own place from which to base and express itself
- Cheaper mortgage than current rent
- Thinking about my kids in the future.
- Peace of mind
- To have a home for when we have a family
- Business investment
- So I can build a small, very high quality, eco-friendly home
- Rather pay my mortgage than someone else's
- I can stay in one place - I have moved over 7 times in last 5 years
- So I don't need to worry if I'll have a roof over my kids head tomorrow
- It makes no sense to pay someone else rent when you could be paying off a mortgage. I feel I need that stability to give my daughter a good future.
- not paying someone else's mortgage
- To secure an investment for my children. Provide them with more stability and ultimately it is cheaper per week to own in Queenstown than rent.
- To have our own home to raise our children.
- Leave something for my kids in the future
- To develop roots for our family

**Question 31: What are the reasons you are not planning to buy a property in the Queenstown Lakes area?**

- At 76 years old and having to give my home up to the council I could not afford to buy another property in Queenstown
- I wouldn't consider staying as job security seems impossible in a place so transient, and where jobs security is only assured by tourist numbers. Committing to a mortgage under those circumstances just isn't an option for me. In addition, there is no way I'd consider attempting to build a life in a place where the average wage seems to be so far below the actual cost of living here, beautiful as it is.
- I earn good money, but have NO family support. I cannot raise a deposit. I was born in Queenstown and it's a horrible feeling that you can't afford to EVER live in your own home town.
- Too expensive and too many things that could go wrong. better to own houses in other parts of country; only reason you would want to buy a house here is to rent it (sole purpose of making money).

**Question 35: If you have any comments, suggestions or issues regarding housing affordability in the Queenstown Lakes area, please type it in the box below.**

- We were only able to get onto the property ladder through a lot of saving and then buying in another city. To make ends meet we need to have flatmates. Houses we used to rent 5 years ago are now so expensive. Workmates constantly struggle to find accommodation."
- "One reason that's not talked about often that's also helping drive up prices is that there are very few smaller units/houses available for sale/rent, with no real plans for many to be built. As a young married couple we don't need a 3/4

bedroom place, but there are very few options available that are smaller. The development options out there are all for larger houses as more profit in that for the developers. The only place that still has the smaller units are on Qtn Hill and whenever they go up for sale they seemed to be snapped up at crazy prices as investment properties or holiday rentals by people living out of town."

- "It makes me so sad to think about people on minimum wage having to spend 3/4 of their weekly earnings on their rent minus bills and expenses. I also feel sorry for my friends and colleagues who are single and are unable to afford a room on their own. Then again rooms advertised for couples are ridiculously overpriced as they are compensating for others in the houses.
- There should be a cap on room rental rates in Queenstown so a 3-bedroom house could charge a maximum rent per week versus a two bedroom. The housing situation is not sustainable and Queenstown is always going to be a very transient place as people cannot afford to settle here. If it stays transient it just perpetuates the problem as landlords know there is always a fresh wave of suckers coming in to pay the ridiculous prices they set, all for the privilege of a 6 months at best "working holiday". They can't afford to stay any longer so they move on and the next wave arrives and so on and so on. We need to put our foot down and say enough is enough, we want to keep our workers here and raise staff retention rates and by doing so cut recruitment and training costs, provide a better quality service/ product or whatever your business does and ultimately increase profits and grow our economy."
- "Landlords are taking advantage of people - I own a home so this hasn't affected me but people in my team have come in really upset on several occasions. They are bullying and being greedy based on the market conditions being in their favour. Kids are at risk of having to change schools - it's really unsettling for some families. More houses are not the answer alone as too many rich people are buying up new properties in sneaky ways and renting them or selling them at a higher price. Also the roads are not set up to support more volume.
- There could then be tax regulations and caps on how many houses people can own - if you look in Arrowtown there are dozens of houses that are empty for 9 months of the year - not only is this a waste it also means no community contributions too. I'm sure there is a similar pattern across Queenstown.
- Finally there should be rules or tax breaks on length of rental tenures."
- Landlords/lease holders charge extremely high rates of rent for rooms. It is unsustainable. There should be clear advice to people moving to Queenstown as to how much they should expect to pay for rent, bills etc. to ensure these unfair landlords/lease holders are unable to find tenants and so are forced to reduce their rent.
- Put a cap on renting prices, it's ridiculous considering most jobs are minimum wage. make property owners submit actual valid reasons to the council if they want to increase the rent. housing trust should come up with a table in which you work out size, condition and amount of rooms in property and it gives you a recommended renting price.
- "Longer rent terms should be possible (like EU 3-6-9 years). Rental increase should be capped. It is not normal that rent can go up by 10-15% on a continuous basis while income is not. There is no protection for the tenant, it is whatever they can ask is whatever they can get market. (and the rental agencies are part of the problem). Very hard for families in QTN. Any disposable income is consumed by these high rents creating it more difficult to get ahead to save for a deposit to buy a property. It also puts a psychological strain on the family as there is a constant mental battle : ""Are we going to get an increase again and how much"", ""Will we need to move again and displace our kids (other school,

friends,...)"" , ""Will I find something for my family"" , ""How long will we be able to afford this"" .... There is also the skewed data that is being used. If you look at the bond lodging \$\$, the average rent is way lower than the real rents that people pay. This is partially cause by the subletting problem that is out of hand as well. Not to speak of the health and safety or living conditions of having 6 people living in a 3br home.

- There is no immediate relieve in sight from a housing affordability / availability point of view. A short term ""fix"" would be to implement stricter rules on subletting, which might drive down rental prices (currently the market rent value are spikes because a landlord could sublet a 4br home to 6 people and ask 6x\$200 a week - don't think many families would be able to afford \$1200 a week).
- Then there is that ""affordable"" housing debate, which is kinda of an oxymoron for QTN. When they are released, people that want to buy can't as they have been unable to save for the deposit because as said before, their disposable income goes to high rents, so people with equity in their other home(s) snatch up the majority and the cycle starts again. Areas like QTN should be classified as housing critical areas and in these areas, there should be a limitation to how much % of the ownership should be owner occupier. i.e. 75% of the properties in such areas should be owner occupier for 2+years with a tax penalty if broken.
- It is a BIG problem and families and professionals will leave town just because of this, leading to business struggling to keep long term staff."
- "Probably need some kind of apartments for season staff so they don't have to live 20 ppl in a house which isn't ideal for multiple reason."
- "I own and rent out a house in Ireland where the rental market is much more tightly regulated than in NZ in terms of the quality of housing a landlord has to provide. Also, there is regulation in place which stops landlords from profiteering and raising rents with impunity whenever it suits them, simply because they can. People are paying more and more for sub-standard accommodation. This is not only my views, but also those of my work colleagues who experience the same frustrations when all they want to do is to commit to this area.
- More affordable housing to decrease demand. It is getting out of control the amount some people are paying. Queenstown is going to do nothing but grow and we need to accommodate that.
- "I have found through renting 3 properties in Queenstown over the past year that demand is so high its extremely tough to find a property. It's almost like a full time job as you have to be able to contact as soon as Lakes Weekly comes out or new properties are advertised through Facebook etc. It's extremely tough to get viewings and is like a job interview selling yourself to compete with anything from 10 people upwards for one property. Due to this, landlords are able to charge whatever they want as people are desperate. I wouldn't say anything I have viewed has been worth the price the landlord is asking for. Even in the short time I have been here prices seem to have increased a lot."
- I've grown up here no local young people can afford to live here.
- There are a lot of landlords who prefer to rent to a large group of young people e.g. 5 or 6 each with their own income that can afford \$500 to \$700 a week rent than to a family with 1 or 2 incomes.
- A lot of the lack of 'affordability' has been created by the greedy rental agencies who encourage higher rents because they in turn receive higher fees.
- I am one of the lucky ones renting off an owner direct but having rented in 4 different properties around Queenstown and seeing their 300% price increase is disgusting. you will soon start to see homelessness around the beautiful streets and people begging is this really how Queenstown wants to go?

- "We need to consider who is going to be able to live here in the future? Where will your teachers, hospital workers, police, petrol station attendants etc. all live? These people do not earn big incomes but all these facilities are here and need staff."
- "The housing is mostly not fit to live in which everyone is renting, overpriced and totally uneconomical with no insulation and no damp proofing, too many foreigners with no residency have bought houses, which are not lived in or are just money makers for them with 15 people in a 5 bedroomed house. Council don't care, just want more money off everyone"
- There is a problem with Landlords increasing the rent to unrealistic prices in Wanaka and if you complain you are forced to leave. Also work that needs to be done to fix rental properties is denied by the owners of houses e.g. our previous rental property had no heating at all and a hole in the external wall with a board over it where the heater used to be. Wages are not increasing at all, general basic wages between \$16-17ph yet rental prices are in the 450-500 for a 3 bedroom, with increases each year yet no maintenance is done to warrant this price hike.
- "People are now capitalising on the disgusting house prices. A house was recently sold in Shotover country for almost \$1m. It was built for about half that and the owner hasn't even lived in it. If employers can't get employees to stay the businesses will begin to struggle. And when that happens, our economy will bottom out. This issue is SO much greater than I think most realise and, to be honest, after 10 years in this town I am contemplating being forced to leave due to the absolutely horrific prices and lack of anything suitable that I could afford .... And that's just in the rental market."
- Very happy with our current flat. Renting from a very honest and reliable couple. But other flats I checked out were full of issues. Many rip-off agents overcharging for rent. Rent's varied between 80-180 dollars per room for very similar rooms.
- "It would be good to have seasonal workers lodging for a minimum of 4months/maximum 6mnths. Like student digs, with up to 6 individual rooms in one shared space with kitchen/living room and shared bathrooms."
- Could the ski resorts build staff accommodation and run it as apartments over summer. It's tough finding Affordable long term housing that is not single glazed and is well insulated for colder months.
- "There's no trust anymore, between tenants and landlords. Especially if you're under 30. And nobody wants couples! Even if you're not planning on living with them. We need more apartments,
- 1-2 bedroom, affordable and warm. It's hard enough with an average pay check to live here. We love this area but it's hard work when you're not rich! And accommodation for the Ski Resort workers, a lodge maybe. Turn it into a backpackers for summer. "
- The sooner we begin to build the infrastructure to house our growing population, the better.
- "Living and working in Wanaka in the past 3 years I have seen less and less properties come available for rental in Wanaka, as we see more and more ""Holiday Housing"". Which home owners are increasingly turning to for a quick \$ during the busy seasons. I think if this goes on in the same way that within a few years Wanaka will be in a situation where fewer and fewer of its working residence will be able to find somewhere permanent to live within a reasonable distance of where they work. I believe this will lead to less committed staff within the tourist industry on which this town relies on to be as reputable as it is. This isn't to say that people will not still come willing to work seasonally but the town



would lose committed workers who know and love the town and will ensure that standards are upheld and quality of service is indisputable.

- "As a couple with a potential deposit of \$10,000 and mortgage of up to \$600,000 we are amazed at the lack of land and houses available in our budget. Only options are very small sections or to look further from Wanaka."
- Although I am happy in my current rental situation, I am not happy with the Wanaka rental situation. If I was to find another rental, all my benefit would go on rent. There is also a shortage of rentals and approx. 20 people look at one property. There needs to be more affordable housing for solo parents with young children. It scares me that if I need to move out of my rental (i.e. it gets sold), I won't be able to find another one let alone pay for it.
- Very lucky to have a flat at the moment but definitely feel for some people out there that have been looking for weeks if not months! So proud to call myself a kiwi and Wanaka home but it's for sure getting harder for young people to find rentals down here. Section in Hawea sounds like the go for me in the future though!
- "We need more projects in the Wanaka area. There is a massive boom in sub-division and sections being sold at the \$250,000-\$350,000 mark which is unattainable for first time buyers. The only option for property I can afford is 1bedroom studio apartments in Cardrona for under \$100,000. In Wanaka a lot of the studios do not allow you to live in them so the only options are old, poorly built holiday houses not designed for living year round in the Winter. We need more affordable housing (\$400,000 or lower) and we need it now! Property that is capped at national average inflation rates like other booming towns! Whistler has a great example of how this can be done (Whistler Housing Authority)"
- Rent is just too high and the competition to rent is too stiff. It's whoever will pay the most gets it. Makes it very hard when your whole family and life are here you went to school here etc. and then you may have to leave because you don't have anywhere to live even though you have a good job. my partner is a ski field groomer and I work in tourism so we have to be here but having a steady home is my biggest concern in life at the moment. We can't start a family because of this which is pretty sad.
- Being a tourist town, rents have spiked sharply in Wanaka, and some homeowners prefer to rent their property to seasonal tourists who are willing to pay more than permanent renters as it is cheaper than staying in a hotel. This way they can increase rent every season making the entire neighbourhood more expensive. This ultimately increase demands and raises house prices.
- There's a lot of people living and working in Queenstown and have to share rooms, live in holiday parks... and Queenstown is a very cold place in winter.
- Myself and partner have owned property in Wanaka for 4 years now. We are wanting to go overseas and rent our house to pay our mortgage. Because house prices are high this area, we have a large mortgage, to be able to follow our dreams of travel, we need to rent our house out for \$600 per week. I think a lot of rent prices would reflect situations like ours. We aren't trying to make money, just not have to sell our house to see the world.
- "The Hanley downs development sounds promising as long as the council upgrade the roading infrastructure out to that part of town (mainly the bridge)"
- Myself and my husband have chosen to leave Queenstown this year due to the housing situation. We can no longer afford to live and work here especially with the plans to bring our children up.
- "Apartment buildings with flats for rentals and condos would be a welcome solution in Wanaka. The cost of sections in the area is comparable to what we find in big cities, making it hard for average-income families to build individual

houses. Multi-dwelling buildings (triplex, town houses, apartment buildings) is a solution to this problem. That should be part of a long-term development plan for Wanaka if the town wants to retain its core workers. "

- It is very hard to find accommodation in Queenstown, most of the people find easily a job in town but unfortunately no place to live, which is affordable. Sometimes I feel like people want to rip us off with accommodation costs which are way over the top. I have a job and work hard and it took me ages to find a good place to stay at an affordable price.
- Limit second home buyers. Prioritise home buyers who plan to live in it as their primary residence and who are employed locally.
- "The cost of housing is a huge reason we will be looking at returning to Wellington. We moved here for my husband's work and we are shocked at the cost of everything... it is truly much more expensive than living in a city and the lifestyle is not enough to make us want to stay here long term. My husband is on a good salary in his skilled profession - I have no idea how locals make do on hospitality wages... the cost of groceries, power and rent is very high.... "
- We are living in a truck because we couldn't find anywhere to rent that would let you have pets and that we could afford. Winter is coming and I have 3-year-old twin boys.
- "I have been living in Queenstown for last 9 years. I love this place and happy to call this home. I have a full time job in tourism and happy to say that I am contributing this town. I would like to purchase a house in the next few years and it should be affordable / available for anyone who is wanting to live in this place full time. (for single people with single income like myself too!). Please, please help us :-) Thank you. "
- "I applied last year and was told I earned too little by the bank and too much by the housing trust."
- A high number of applicants for limited supply of housing, many lease holders preferring couples as they can charge more rent. Some properties only available for a few months at a time due seasonal employment. As employment seasonal and generally hospitality workers (on WHV or similar) paying minimum wage or just above, accommodation is not affordable. Rent in Wanaka is cheaper, as it is in Alex and Cromwell however these options are not viable with road conditions in winter. Also most will want to live nearer town due high cost of taxi and lack of public transport to slightly more affordable areas of LHE and Fernhill or even Frankton!
- "Rental affordability. A crisis has developed in the last 2 years with no end in sight. It requires swift and radical moves by QLDC if it is to be controlled. First there needs to be an admission the Central Queenstown High Density Residential Zoning Plan Change has been a COMPLETE FAILURE in regards to encouraging HD ""residential "" construction. All HD construction prior to the 2007/8 GFC was used to create Visitor Accommodation Complexes. Since the GFC all construction (and also change of use for best quality rental accommodation) has been for temporary visitor accommodation using the new Web Based online booking agencies ("" Stay Here "" and the like). All new consents to build new Central complexes should have a condition that a certain percentage of the units MUST be long term (i.e. not ""visitor"" ) rentals. Restricted use must be part of the Title and must be able to be properly policed and enforced by Council. Those units being used for "" Visitor "" accommodation must have commercial rates imposed and proper policing as to use (including yearly declarations whether or not the units are being used in such a manner). Civil action should be taken against those "" failing to declare "" for avoided rates. Budget typed construction like the 4-unit complex recently built in Huff St is what is needed. Not the upmarket overseas

buyer type of units such as now proposed and consented for 13 Hallenstein Street."

- "There was talk of working with developers to have them donate parcels of land and building smaller houses on smaller blocks of land. It seemed a little gimmicky and to have a house crammed on the land with no room to kick a ball around or play with your kids (and for the price) just did not seem worth it. It's a wonderful idea just not for us. It would be great to have our kids go to school here and be able to stay here as we love the area so much. Unfortunately, it's becoming harder and harder to see this a reality. "
- Queenstown is obviously a very popular town, and the size of it in comparison to the amount of people wanting to live here is an issue. However, I think the main problem, is that landlords are taking advantage of this. Prices are on the rise and have been for a while. If nothing is changed, prices will continue to rise. People will still pay the rent, as it is a beautiful place to live but will they have enough money to do the things that bring money to the region? Probably not!
- Property developers need to release land they are sitting on at a more reasonable cost. Smaller sections, two homes/units per section.
- "When we were looking there was VERY little around and very constrained by this. Probably overpaid slightly compared to other properties but had no choice. But when looking at the yield the landlords are getting, probably only getting about 4.2% gross based on current values - which have increased a lot. "
- I have been watching the local market for 2 years and the prices seem to be going up every month and houses are selling almost before hitting the market. I know compared to last year the availability of house/property has decreased, and the demand and constant pushing of this area as a destination are partly to blame. City money talks, but this is at the expense of families already in the area, if this trajectory stays the same, we will be priced out of the market completely even with our "measly \$70k - 90k deposit. This worries me on a daily basis. So for the moment we will stay in our lovely expensive rental, but as half our money goes to rent, it is impossible for my family to save and we live as frugally as we can, providing a roof over our heads and a meal on the table. We have made this area Home and envisage to be here at least 10 more years (and beyond), so the children can complete their schooling here. It is a struggle, and some days are harder than others, but we love the energy, people, and scenery and that makes it all worthwhile.
- Rent needs to be somewhat controlled. All the properties are being rented as short term holiday accommodation at high nightly rates = leaves nothing for locals to rent at an affordable rate. The cost of living here is high and wages low.
- "I was lucky enough to move to Wanaka before winter last year, so there were exactly 2 houses I could afford to rent alone. The house is a unit, so my happiness depends a lot on my neighbours. I have just been told my rent is increasing by \$20 a week for my next contract. I feel trapped by the increase - there are no other houses I could move in to and afford on a single wage, so I have to take on more work to afford living here.
- Buying a home is an option I would love to have, but there are no affordable houses in this region. I fear I will have to move back to Dunedin in order to afford a decent home for myself and my daughter. She has settled so well here, and has so many good friends. I do not want to take her away from that"
- I am concerned by the sharp increase in rent prices in the last few years. Our current property was listed without a fixed rent and given to the highest bidder. The house itself only just meets NZ standards for housing regulations, we desperately want to move however every viewing we have been to, has been with

10+ couples. We love Queenstown and want to stay, but at some point we will be forced to leave simply due to lack of housing.

- My landlord is excellent. We have an affordable, warm, comfortable house. It is clear though that a shift towards people wanting to rent their properties to holiday makers is pushing the price of low quality accommodation up. I have friends paying \$210 per week plus bills to sleep in a garage. Regulations on the quality of all rental accommodation should be brought in and enforced, and also caps to the cost of low quality accommodation.
- "Accommodation is becoming increasingly the focus of life here in Queenstown. Several people we know have quit their jobs here and left due to the high cost. We were looking for a house here, but now we're going to leave too. The houses are so expensive relative to incomes, and such poor quality relative to Europe."
- 
- We knew a friend who lived temporarily in a house on Thompson street with 20 people in it. Some slept in the kitchen. However, our next door neighbour's property is on Airbnb for \$500 per night. It's usually empty. A friend who worked as a property gardener told us his job was to clear the leaves from a large, unoccupied property in Dalefield and take a photo for the overseas owner."
- As I said after 2 years in the same house (not even a house, it's a studio) we have to move out because to renew the rent for a 3rd year we were asked 400 dollars pw while we started on 320 the first year and 330 last year. both my partner and I are over 30 and after 2 years of living by ourselves we are going back in a shared house as we can't even afford a small studio apt in QT atm. we just got our residency and are planning on leaving at the beginning of august as living here is becoming way too expensive... which is quite sad as we have both been here for over 4 years!
- Was interesting when we came to this house that the letting agent wanted to charge more but the owners said no to their price
- I moved out of Town to Frankton over almost 3 years ago and in that time all 3 houses I have been renting in have all been sold while living there, it is very hard to find anywhere where you can try and stay long term
- "Affordable, decent Queenstown accommodation is an issue that is getting worse every year.
- The prices of low quality houses or flats are very overpriced in the lakes district area. Owners are trying to make a killing on an old houses renting them and not doing any maintenance or improvements because they know they will always find someone who is desperate enough to rent it. Companies do not assist their employees with accommodation cost and pay very low wages so many people are forced to leave after few months of trying to survive.
- Another issue that does not help is that many people build a new house in Queenstown or surrounding areas and are renting it to tourists per night as a bed and breakfast, charging big money, not paying taxes and driving the prices of accommodation for average worker in Qn. even higher. I know several people who do this with their new house at five mile. Nobody benefits from this only the owner."
- I have lived in Queenstown most of my life and work in hospitality and have never seen such a shortage of rental places in Queenstown area. I have lost 2 key staff members due their inability to find affordable housing. The trend I notice the most is a lot of people are renting spare rooms on Airbnb for nightly rates rather than weekly, therefore it becomes harder for workers to find permanent accommodation. Because there is a shortage of rooms to rent people feel the need to charge more for their rooms to be greedy and make more

money. The best option I think is for the council to build 3-4 story apartment blocks in the Queenstown camp ground site rather than the convention centre.

- "Queenstown is a wonderful community to raise children in, unfortunately the housing market is prohibitive to many to be able to stay here long term. The conditions of some of the housing we have looked at to rent here are substandard - cold, damp & mouldy. And yet those landlords want premium prices simply because it is ""Queenstown"" and they know they can rent that house out to a group of students or people on working holidays. People end up living in these conditions as they don't have much choice. I know plenty of families who have left Queenstown as rental and purchase prices have soared and what they can rent or purchase here are not a patch on what they could have if they move elsewhere."
- Nice to hear you are trying to do something about it!
- "Is renting not a business? No one can really tell a home-owner what they can charge for rent, nor can someone tell a leaser what they can sublet a room for - that's too much bureaucracy for a small town council. But this should be TAXABLE INCOME! If sub-letters and landlords are forced to register their earnings, then they may not be so eager to charge so much. Especially if tenants had a hotline to report them. Or are informed of their rights. If there was someone who could go after these ""earners"" making money from people, wouldn't that solve some of the problems? Income tax is a federal issue, sure, but maybe the region could create its own tax? These landlords are making money off the little guys coming to Queenstown - they should also be giving back. "
- Everything seems to be for families - left out in the cold if you don't have a family and are struggling along on one income.
- "I've been living in NZ for the last 6 years I moved to Queenstown last February, and I find Queenstown really expensive to live, the rentals, and the actual houses are not good quality, it's freezing in winter with no double glazed and to try to heat a house is very, very expensive 700\$ on power is crazy. It's very disappointing, it's a beautiful place to live, but it's hard to stay in Queenstown like this."
- "QLDC has a lack of small affordable houses/apartments. All new development seems to be 3 to 4 bedroom houses for families. Not enough affordable accommodation for seasonal workers. People were living in vans in winter last season. Regulations of building platforms doesn't allow small buildings.???? The rents are far too high compared to the quality of the houses and the average income. More than 50% of the income goes towards rent. Makes saving/living in the district is very difficult. Potential rental accommodation is used for short term accommodation (Air BNB etc.) for tourists for higher income."
- I am outraged at my recent rent increase of \$70 a week with absolutely no interest from landlord to improve or maintain the condition of the property.
- "I have lived in Queenstown for more than 6 years. Affordability of renting/buying a house has become so tough and prices have gone up like crazy. Understand that there are lot of people coming into town and demand has naturally increased however paying 40% of your weekly wage just as rent is just not acceptable. (Bills on top). Buying a house in Queenstown is just like a dream especially for first home buyers shortage of sections, ridiculous pricing, auctions are discouraging and demotivating. Cost of living in this town is gone up for e.g.: Public transport, Connecta bus charges \$5.50 from Sainsbury road to town centre (1.5 Km) \$5.50 is that a joke???? Please compare that to other cities. Queenstown is enjoying the boom of growth in tourism however the other side of the coin is not looking flashy and it will scare people away to live in this town with this crazy pricing."

- "Really keen to see the old high school and Gorge road made into worker accommodation for shift workers and those just arrived, maximum stay 2 years? rather than more expensive apartments for visitors being built, how you prevent people buying and letting to Airbnb I am not sure.
- "-Higher density housing more centrally -Good public transport"
- Affordable housing scheme in Queenstown needs to kick off. Currently to stay here it is only affordable if you rent a house with 6 or 7 other people. As a young couple looking for a long term rental so we can save to buy a home and it is almost impossible to find a quality affordable space. When one of any decency becomes available it has 20/30 couples viewing a rental agencies are cashing in by massively increasing rental prices. While living in Christchurch I rented a two-bedroom unit with garage for \$300.00/week. In Queenstown the equivalent properties go for \$450/\$500 a week and are of worse quality. Especially the tiny outdated units in Queenstown Central. Any property in Frankton seems to believe it is considered affordable to pay \$600+ to rent a property. The large Frankton flats are prime for development and affordable housing. Apartments, units, 2/3 bed small houses (\$375,000-\$475,000) perfectly suited for young couples, groups of friends and young students. The sooner this begins the better, otherwise this town will not attract new people to LIVE in Queenstown not just stay for 6 months and drink while sharing a bedroom with two other people.
- Staff housing is a major need, large apartment blocks built on the current high school site would be a great start.
- We are lucky at the moment with the cost of our rental, know it is one of the cheapest out there, know there is a shortage of rentals and rent prices are getting higher, while wages stay the same.
- "The most difficult thing with properties in Queenstown is the huge competition - you can't afford to say how you really feel, ask questions or try and negotiate at all because you know there are a queue of other (desperate) renters willing to pay or put up with things you might not be. The rent on our apartment has just been increased despite houses being built right in front of the property - blocking the amazing view and causing noise disturbances during the day. "
- The biggest problem is that there are very few long term rentals and they are overpriced for the condition the property is in. There are so many people in the area with full time employment that cannot find/afford long term rental.
- "Queenstown Lakes is a fast growing community. The demand for affordable housing is high. More jobs have become available through growth but a lot of these jobs are low income. The housing is not supporting these workers and ultimately if something does not change the community will suffer. I don't know if there are any quick answers but this is a start. Good to see that people know there is a problem. Just needs to go further than a survey. Help young families get ahead in life and make it easier for them to get into their first house. Land price is too high. Especially in Queenstown resulting in the cost of a new build even higher. Resulting in rental of these houses higher than the cost of a mortgage. We are lucky to have found an affordable rental but for how long. If we have to move out, I fear we will have to leave the region as cannot afford the cost of rent currently being advertised on the market."
- Houses and properties are currently being rented out at prices reflective not of their true value but of their "supposed" value based off of lake views etc. The quality of housing is horrible compared to other countries and at prices often far more expensive than in other countries.
- I am an employer and I have long term staff that have really struggled in the past 12 months one to find somewhere to rent and two to try and afford the

rents. Rental prices have skyrocketed in the past 12 to 18 months and it is just so hard for some people. It's sad to see really.

- I like the sound of affordable rentals.
- I recently had to move out of my property due to it being renovated, I couldn't find any affordable housing for two of us and a cat, was homeless for two weeks before I found somewhere.
- Build more apartments suitable for local workers who don't want to flat with others.
- "The problem at the moment is the hugely increasing rents and house prices. We are in a position that the landlord hasn't increased our rent, like many other greedy landlords. However, if he decides he could get another \$250 a week for the property (which in this current market he could), we will be homeless. My husband and I both have good jobs, but there is no way in this current market that we could afford a house in Queenstown. We are not prepared to put our family and our health on the line in order to own our own home in this area, when we could (and probably will) buy somewhere else for half or even a third of the price."
- We should have more options of accommodation in the Queenstown area to reduce the rental prices as it is terrible at the moment! It's so abusive! People are taking advantage of others due to a lack of options and, then overcharging and making things very hard for locals.
- I think there should be taxes for those who do not actually live in the properties in the QT lakes district and are simply buying up the medium range market to gain revenue. I also think that some investors are hiking up rental costs simply due to supply and demand and that the council is allowing very poor living conditions for around 5% of the rental market, which needs to be seen to before a tragic incident is to occur. There should never be 3 people to a room in a 5-bedroom house so that 15 people live in a 100msq properties. especially as they pay \$150+ per week = a total of around \$2,000+ per week for a house that might not even be up to standard as it is so old!
- I have lived in Qtwn for the last 15 yrs. I will have to move before the next school year. begins since as a single parent I am really struggling to handle rental increases and worry about finding anything else affordable if I have to leave my rental. I have been trying to save a deposit but rental price increases eat into this and giving the average price of houses here I doubt I can ever manage a deposit here. I have enough for a nice-ish house in Invercargill or Dunedin.
- Queenstown rental properties are all about properties that are overpriced for what they are and rental companies that can charge a ridiculous amount as a rental fee for putting the properties on trade me. Moving house is a major expense, that I'm still paying off after moving back to the area. As an employer I have had to start asking prospective employees if they have a place to live before I can offer them employment. It is already hard enough to find quality staff in the service industry, why should they come to a town and work in a underpaid industry and pay a much higher than average rental cost? Queenstown is in trouble.
- It's so hard to find accommodation here for families! Rentals are priced per bedroom not per home this pretty much makes every rental now out of our price range...I hate living in this cabin which leaks and is freezing in winter but we have no other choice! It seems this town has got more and more greedy...I don't want to have to move towns my children are doing so well in school here!
- Several hundred rooms that were previously used for local accommodation have been turned into purely tourist accommodation due to Air B&B. This has caused lots of locals to be short of rooms. I suspect the backpacker and motel beds

haven't increased much in the last few years, but the AIRB&B has caused problems.

- We are lucky enough to have bought a Shotover house through the trust program. But we don't move in until November. Renting here is outrageous! So grateful to soon have our own tiny place. Thank you!
- Release more sections quickly to meet demand and keep prices from skyrocketing.
- Personally I am a traveller who is going to be here for one or 2 years, since me and my girlfriend have been here a month now we have found it very stressful trying to find long term accommodation, even the hostels are fully booked most nights, we have viewed around 5/8 different long term rooms in the Queenstown area and unfortunately didn't get the rooms for one reason or another, we both work full time in town and moving hostel rooms every few days is really not ideal with working too, I can't believe how hard it is here to find decent long term accommodation for a fair price, it has really made us even review our New Zealand trip and change our plans which is a shame.
- "Queenstown is desperately short of affordable housing both for short and long term/permanent residents. I feel there needs to be massive investment in the 1/2 bedroom apartment field, and somehow not allow investors to clean up when they are sold, perhaps the housing trust could build these and rent or sell them at affordable prices. The more that are built the less power private investors will have on the market, Queenstown is expanding business wise with places like 5 mile shopping centre and the like and new hotels being built, but the people who work in retail and hospitality are usually on low wages so are not able to get on the property market. I could go on forever about what is wrong with housing and rental affordability as I am sure a large percentage of Queenstowners could, me and my wife are both in our early sixties and manage to get by, but I feel so sorry for young families starting on the housing ladder it must be so hard and frightening for them. Hope I have given you an idea how myself and probably 75% to 80% of Queenstowners feel."
- "It gets more and more out of hand how landlords use the situation of housing shortage. The fact alone that about 7 persons have to share a single bathroom is crazy. The conditions that people are willing to stay at are getting lower just because they don't have a choice."
- This town is built on the tourism industry and for that to thrive we have to make it affordable and realistic for workers, both foreign and kiwi who will in all likelihood be getting paid low wages to be able to live here in safe and comfortable accommodation. There can be no question this is in everybody's interests. As someone who manages a large seasonal team over winter I have seen it get progressively more difficult for my young teams to find accommodation that is fairly priced, safe in terms of fire, health and security, and warm. I have had experiences where I have taken a staff member round to her 'house' to move her out because I was not willing to let her live in the conditions she was in. Having resided in Queenstown for the last 5 years I have seen it get worse and am more concerned than ever for this coming winter as there didn't appear to be the usual respite over summer as the flow usually spreads out. Also from the outside looking in I genuinely do not know how renting families manage to remain in Queenstown with rent prices and availability the way they are. "
- I just want affordable accommodation for myself and my son. Without a short term lease as landlords want to come back to QT for Christmas. I have lived here for nearly 5 yrs now and it's only getting worse. My landlord has told me between Dec-feb I have to move out for 2-4wks, which is going to be virtually



impossible to find somewhere. I stress about what is going to happen to me and my son most days.

- Please help reduce the unaffordability in the lakes district. I am paying full time Childcare and working full time hours and there is no room left to even meet the rent payments on most properties let alone live after rent. It is so completely unaffordable as a single parent but as someone born and bred here it is my home and I am loath to leave it and my family.
- If all the approved sections were released there would be plenty to buy. Change has to be done well though to keep the character of the town right....and not too quickly as plenty people invested high and it wouldn't be good to flood the market too quickly. Need to have some solution to keep people here though.
- "Our rent has increased 3 times in the 3 years we have lived in the same place - we are scared it will go beyond what we can afford in the coming years and there will be no alternative for us. Great survey!"
- "I pay \$800pw rent . It's ridiculous !!!! Family of 4 .... 2 adults and 2kids. !!!!"
- Work and income makes it too hard for a family like us to get a rental house through the trust.
- I could go on forever, but after living here for 20 years, and being really involved in the community plus still working full time, I am in a position where I am homeless at 65. I would like to see some Studio units or one bedroom flats available especially for older people. Saddens me that many long term locals are becoming homeless as the rentals they have lived in are sold or turned into holiday homes which lessens available rentals and the dollar has become how you get a rental if you get past the long line of people wanting to stay in the area for short term and taking long term rentals away. The house price has gone up so that any first home buyers cannot get in the market and being on a minimum wage means it is also not affordable.
- Our rent has increased by \$160 in less than a year. Forced up by the agency. We now pay 700 a week for a freezing cold house.
- Rent control and mandatory property inspections for rentals to force owners to maintain property and prevent dangerous living conditions.
- There is a lack of available land at an affordable price.
- As a working professional I may have to move back to Christchurch as wages are higher and the cost of housing is lower. Either property needs to drop in price or wages need to increase to keep skilled people in the area. As much as I love this area and even though I have family ties here I can't see it becoming affordable. (Say an average house being 5 times the median income?) It's a real shame that local politicians don't take this issue seriously.
- I think the prices are increasing too fast and too much, also there is not much availability of properties to rent, I know at a short term there is not much that could be done but I think it could have a more affordable project of housing for rent for a near future.
- Limits on rent increases - we have had our rent increased 3 times in the last 18 months and have been told to expect another rise at the end of the year. There are no limitations on how much they can increase by and it is almost impossible to argue against a property manager regarding 'market value' even when MBIE data is well under what they consider market.
- Will Queenstown come up with more affordable housing area to ease up the current rental bills?
- "I can't overstate the effect the housing shortage has had on our daily lives. When I found out we were losing our current rental in this climate, we immediately began searching and haven't found a suitable replacement despite looking since January, simply because we have a cat. I've been trying to buy with

70 grand in the bank but there's just nothing available. There's not even anything within a hundred thousand dollars of my price range.

- The housing shortage has worsened my depression, led to arguments in my family, and led to many sleepless nights where I've ended up crying myself to sleep. I don't understand how a young family with children could possibly survive. My friend with a newborn is forced to keep two flatmates in her house to afford the rent.
- When I emigrated to New Zealand to be with my partner we moved to Queenstown to be closer to his family, but we're going to have to leave them all again because there is simply nowhere for us to live. When I walk through my neighbourhood and see all the empty houses that are all AirBNB or holiday rentals now, I feel like Queenstown as a place just doesn't even want me anymore. I feel unwelcome here, especially when older co-workers tell me that if I just work harder I'll be able to afford a house just like they did. Never mind that their houses cost three hundred thousand dollars less than the average price now because they bought twenty years ago. I don't understand how Queenstown is going to sustain itself moving forward when nobody can afford to live here to fill all the job vacancies anymore. After searching for months, we're finally giving up and uprooting our lives and moving to Dunedin. I don't want to, but even as a professional couple who make a combined 74 grand per year, there's no place for us in Queenstown anymore. We will never be able to afford to buy here. Living here has made me feel depressed and hopeless and exhausted when it used to be my favourite place in the world. Nothing has ever given me as much anxiety as the constant fretting over when you'll next be homeless as a renter in Queenstown. I hate to leave the town but I'm tired of having the rug pulled out from under me. I can't imagine anything will actually be done about this because the landlord class are making a great deal of money and everyone who already owns a house is reaping the benefits. Apparently I should have just been born twenty years earlier and none of this would be an issue. I feel like the housing crisis in Queenstown has turned me into a bitter, cynical person when I didn't used to be that way. "
- "There needs to be a cap on Airbnb properties or people who are buying holiday homes as its driving people who need to live in Queenstown out as we can't compete with high rental prices! I know too many people who have left because it's too expensive to live here. And it's so sad to see those properties empty! Many of my friends are now buying properties in Cromwell and Athol and therefore moving jobs because of it! So it just adds to the volatile nature of employment. Company can't keep well trained staff because they can't afford to live here. The level of customer service has dropped here as everyone's understaffed! I had a lady at Gibbston tell me she came here 6 years ago and loved it. But this week she found it 'too touristy, too busy and a very rushed atmosphere'"
- "I'm really lucky I have a fantastic landlord but he has warned us he will sell in a year or so and I'm really worried at the prices of a one bedroom flat here! Me and husband are in the wine industry and want to stay here, but the horror stories my friends have told me, we've discussed if that happens well move to Arrowtown or Cromwell."
- "Higher density housing aimed at the working holiday crowd would be a great help both to them and to the longer term locals. Subsidizing 6 month or 1 year Connectabus passes would help alleviate traffic, parking, and allow the seasonal workers to commute from further out."
- "Would like to see less overseas investors who only care about money. And affordable living I earn 430 a week my rent alone in a small 2 bed apartment is

250 then there is all bills on top and food ect. Things have become tight and find myself scraping together pennies to buy seasons pass. I'm a 35-year-old female who has lived here for over 3 years. I love Queenstown and I live here to year round to snowboard and bike in summer and wish to continue to call this home but am scared I will be forced to leave with any more inflation. I have also had one of my staff members stuck living in a hostel for 3 months due to not being able to find a room with in distances to town. Or in a bus route that is regular and affordable. Hope this helps give some small prospective. I look forward to seeing the outcome."

- "We owned property here for 15 years and sold in the recession as mortgage rates and our mortgage were too expensive. We think it's too costly to buy here again as homes are way overpriced. We will invest elsewhere now. Catch 22 however as renting is also crippling. We have lived and worked here 26 yrs but are thinking it's time to move on. Prices here are out of the league of local families!"
- There is a huge lack of affordable housing in Queenstown we are in for trouble as people who have jobs can't find houses and people looking for work can't find housing it's a bad situation as its already hard finding workers in Queenstown.
- Affordable rentals for local families are near enough non-existent. We are fortunate to be able to pay the exorbitant prices, many local families are leaving because they cannot.
- Queenstown needs to have more affordable land available. Shotover Country is not an affordable place and for what it is, is way overpriced. If we cannot get something this year we will have to look at relocating and that is not what we want to do.
- My wife and I currently earn more than the housing trust threshold and yet still feel a house is unattainable.
- I feel that those who travel to Queenstown to work in this beautiful town are taken advantage of with some places renting a room to 4 people to share. I have staff who sleep in their cars due to a lack of accommodation. This is a tourist town that fails to accommodate staff. I am already fear what the housing situation will be like when the snow season starts...
- "As a kiwi hoping to live in Queenstown long term I find the rental market uncertain and very nerve wracking. In the 5 years I have lived in Queenstown 3 houses went on the market and I had to leave, 1 house I chose to leave and my current house sold 6 months after moving in. Luckily the new owners bought as an investment and I have security to stay. I have dogs and a cat and although I have great references, a great job and long term plans, it does not give me any security to be accepted in a rental property. Prices are going up and up and its now feeling like buying will be impossible and it's disheartening being a young kiwi unsure I can ever afford my own home in the town u chose to live in and have built a career. I am nervous that my current rental price could increase or the lease may not be renewed and with the lack of housing I could be forced to move to another town."
- Release some land in Arrowtown. The prices here are absolutely ludicrous. Land needs to be released to calm the market down and meet the demands of the market.
- "With the ever increasing development and growth of this area, something needs to be done. Employers constantly complain about not being able to get workers and it is not an attractive place to move to for the average kiwi, so they are reliant on transient backpackers to fill the gaps and have an ongoing problem of high staff turnover. Then there's the hard core long term residents majority whom are young families, who wish to reside here, but are struggling. It can't

sustain itself and it is very stressful living year to year not knowing whether or not you are secure in your home and if the rent is going to be increased by a ridiculous amount. We have just signed for another year, but have a year to seriously think about our options. At 45, I do not particularly want to up sticks and relocate - when you do not have family here you are reliant on your friends' networks, so you'd have to start all over from scratch. I would not want my kids to have to relocate and start over either. We have a good life here, good jobs, nice friends and it is an awesome place to live and bring up a family. Our kids love their school, friends and the opportunities they have in the area. We would be gutted to have to move. Thanks for listening QLCHT."

- We'll probably end up moving up to Nelson as I don't want my first house to be \$500,000+, and I really don't want to be paying off a mortgage until I'm at retirement age.
- Was never a problem until rent a room and airbnb sparked the idea for more greed. 700 rooms on airbnb? That's 700 workers crashing on mattresses on garage floors while good rooms are sub rented out.. I'm happy to pay fair rent. There's just none left.
- Rentals are predominantly driven by housing prices and expected ROI. It is unfortunate that the recent increases in housing prices has driven rental price and housing deposits to the point in which a medium income worker (the large servicing base for a town) are unable to comfortably afford. The council needs to ensure that the plans to increase their income from bed taxes and "non-paying" users of infrastructure are set in place as soon as possible to be able to spend that money on projects to be able to tackle the issues of housing and rent affordability. I would also hope that this revenue stream could be used to help the transportation issues and make ingress and egress from the city more fluid.
- I was born in Queenstown, raised in Glenorchy, from a modest family. I cannot afford to live here. As I have been unable see a future for myself in Queenstown due to housing costs, I have resigned from job - a job that I loved - I cannot see how I could possibly ever save enough money for a deposit for a house with how much things cost. How does one create a future in such a place? What happens as rent continues to go up yet a professional salary for teachers does not rise at all? It seems Queenstown is becoming only for those who have been able to get into housing market, or those who work 2 jobs, or those who are here short term and then leave again when they realise how expensive it is to rent/buy. It's all a sad scenario in my home town."
- Queenstown is heavily dependent on foreign workers for staffing, yet the housing market makes it very challenging for this highly transient and relatively low income group to maintain reasonable living standards. This group generally doesn't own a vehicle, and the public transit system here is atrociously expensive, so they need cheap housing available in a central location to town/work, but are willing to live in very high density buildings. A hybrid of a hostel and apartment building essentially. Reasonable living conditions make happy employees, happy employees provide good customer service. Good customer service brings tourists back to Queenstown repeatedly.
- We feel the wages don't reflect living costs in this area and the housing market is one of the most expensive in the country. We have seen rental prices rise in the 4 or 5 yrs we've lived here, and count ourselves lucky to have a landlord who isn't greedy. We supplement our food supply with veggies grown in the community allotment, but still find it hard to save anything like enough for a house deposit. With jobs in tourism, our contracts are often casual or fixed-term and therefore we're not safe bets for mortgages.

- Needs to be more affordable (around \$150 a week each) short term rentals available in the centre of town for those working full time but are only here for 2/4 months. Why does it all have to be for 6/12 months?! We still need somewhere to stay that isn't a hostel room sharing with 5/7 others paying a ridiculous price!
- Huge problem - both sales and rental markets out of reach for full time workers in QT Lakes area. Huge deterrent to staying and working in the area.
- "I understand that housing in Queenstown is going to be an ongoing struggle with the nature of the community, but I would like to see more effort from the council in regards to the condition of rental properties. The condition of the house that we are renting is very low - we have ongoing problems with mould and damp in the walls, ceiling, floors and work surfaces. If there was a 'WOF' system for rental properties our house definitely wouldn't pass. "
- "Probably the biggest issue affecting most people in Queenstown is finding good homes to live in or to purchase. If the town is to grow and progress than this needs to be addressed rather quickly. Just sitting back to wait for developers to do this is not really helping anyone. Seems to be a lot of people with land banked not releasing it for development. I do like the proposal to develop the high school grounds (once they move) in to apartment living for local and workers. It makes a lot of sense it's a good location for workers and wont block out any one else around them. Could they do the same opposite 5 Mile? Can building consents be fast tracked or improved somehow to improve the building process?"
- "It seems council could relax certain rules and assist people with applying to develop their land into affordable options for people. Most people do not know it is possible or the process puts them right off. Developers are probably not the key as they will swallow up any potential affordability with profits. Having said that, maybe council should take control and use some of their land, and do it themselves and that way the rent could be publicly monitored and held reasonable? How about a proper park and ride? efficiently run from an area where housing, land building and essentially rents could be cheaper?"
- "I do not understand why landlords in Queenstown can put their price as high as they want without proving substantial upgrade to property as investment cost. Some other places use this regulation. (Not more than \$100 a year if there was no upgrade, renovation etc. etc.) Why there is no limit for six monthly or a yearly amount of the increase or percentage regarding with market value. Building quality in Queenstown is really low and rental prices are sky rocketing. There are no specific regulation and enforcement. Being a landlord back in Europe I never come across such an unprofessional service from estate agents (not all of them)."
- The Housing Trust has been great at helping long term residents stay in Queenstown and get on the property ladder. I have many friends who have benefited from the Housing Trust around Queenstown centre and at Lake Hayes Estate in Nerin Square. Many of them have now bought out the Trust and are upgrading their properties or bought different properties. I am certain they wouldn't have been in this positive financial position without the help of the Trust.
- "We have been looking for 2 months for a property to let, excellent references, very house proud and respectable of others and still being turned down for rentals. Queenstown will soon be short of employees in town as no one can afford (or find accommodation) to stay."
- Pricing is absolutely diabolical. I live on Kent Street and pay \$210 per week for my room with bills on top. I get paid about \$600 per week before tax. Over the road there is a house with two sheds in the garden - the tenants in these get charged \$180 per week for the sheds.... and have to pay extra if they want carpets. The things landlords get away with in Queenstown is crazy. I'd also like

to bring up the issue about insulation - most houses don't have any and therefore they're very cold in winter, driving up bills, which most people can't afford and also causing a lot of mould - which tenants seem to be responsible for, rather than the landlord?

- Queenstown is an amazing place, my partner grew up here and doesn't want to live anywhere else. But property prices are increasing by the day, making a start on the ladder so difficult. The sad thing is its pushing local young couples /families away, and overseas or local investors are buying up anything and everything. Over the next few years Queenstown will change and I am not sure it will be for the best.
- Housing affordability for solo parents in the region is nearly impossible. Circumstances mean we need to sell our house, but finding alternate accommodation as a solo parent is very daunting (costs and family pets). Despite being a local and wanting to stay for my children it looks very unlikely due to costs.
- House prices and rents are ridiculous compared to salaries and soon if not already most people living here will be unable to afford to pay the bills. I am fortunate enough to have an above average wage but may still have to leave in order to be able to buy a house in a more affordable region once I've saved the deposit. It is very, very hard to find sth. But the most terrible is that even living in your tent/car is so expensive because you have to stay in some holiday park. No freedom camping with tent
- There is no affordable housing in Queenstown for young families. Property owners elevating prices as well due to demand: there are houses there with 4-5 people per room at \$50 per head in 3-4-bedroom house! It's dangerous in case of fire or any other crisis - are we waiting for tragedy to happen before someone will look into it? Queenstown needs to start thinking about building affordable decent housing for middle class not only reach.
- Demand out weights supply. Property owners know it. Owners are able to offer their property to the highest bidder.
- More land available at reasonable price.
- Accommodation cost is EXTREMELY high in Queenstown Lakes area, much higher than other built up areas of NZ. Home owners are able to take advantage of charging high rent due to the high demand. It makes it incredibly difficult to source a form of accommodation for an affordable price. It is impossible to save money with the high rent and low wages offered here. There needs to be a nice, affordable option for people new to the area to allow them to find their and resources available to assist them in finding accommodation - kind of like a halfway house - so you don't need to necessarily take the first thing you see in fear of being homeless.
- "Housing is not affordable, compared to wages and the cost of living in Queenstown there is a big disparity. Building housing estates e.g. Shotover and Lake Hayes is great, however, I would not call this affordable family housing. It's difficult to meet the demand for housing and know lots of people that have had to leave Queenstown due to lack of accommodation options and how expensive Queenstown is becoming housing wise especially."
- "Some form of rental control on properties would be useful, our landlord heard rent had gone up in Queenstown so hiked the rent by \$100 a week no gradual increase and no improvement to the property or repairs carried out. Local by-laws that improve the quality of housing you are allowed to rent out or some accountability for landlords. Look into the effect Airbnb has had on the local housing market. It really doesn't help people want to stay in the area when people have to pay \$150 each to share a room with 3 other people, privacy is

valued highly as an adult. Families are also going to find it hard to pay rent for a house and support themselves."

- Affordable liveable properties for growing workforce is imperative.
- Too pricey. Shotover country was supposed to be affordable housing but they are selling for \$800k!! Don't know how anyone is supposed to get started in the housing market.
- "I have been living in Queenstown area from past two years but at the moment there's no affordable place to live. I had to move to holiday parks ...."
- I'm glad some light is being shed on this crisis. It seems to me that the broader infrastructure and growth of Queenstown didn't take into consideration how much accommodation was going to be required by the people being required to work at the new retail outlets (both building and operating them once opened) which seems very short sighted to me. I hope the survey gains enough traction to be acknowledged by the powers that be who have the authority to make changes which will make a positive difference.
- I believe it is an important commodity to have in this area, especially to attract and retain staff.
- I do wonder how this town is going to keep people employed when they can't afford to live here and the wages don't match the rent.
- "The issues around this are not simple and will take a number of parties' involvement to overcome. It will also take some intervention by Council - in terms of identifying areas to improve zoning, dis-incentivising people to sell their homes and available rooms on the likes of Airbnb. Incentivising people to build worker accommodation by making compliance costs less, making it part of development of new businesses to provide worker accommodation, reduce land banking and have a plan for how big Queenstown can actually become etc. Employers may need to also be involved and supply accommodation and not pay minimum wage. The Trust has a vital role and could be better resourced."
- I think it is safe to say there is an issue for affordable housing. I am in a fortunate position where I can split costs with a partner, however I have friends who have good jobs but are single and cannot get enough for a deposit on a \$700K + property.
- Rentals are getting more and more expensive and difficult to find. As a manager of a local business this is really affecting our keeping staff as they are finding out next to impossible to find decent, affordable housing so end up leaving. We have one staff member paying \$170 to share a house with 15 people. It is outrageous and a huge issue.
- Housing prices, both rentals and ownership are a bit out of control. Trying to find a rental is near impossible. I bought in Cromwell due to the crazy prices happening in QT.
- "Thank you for prompting action while everyone else either wrings their hands or laughs and clips the ticket. It is damn near impossible for non-wealthy people to survive in Queenstown, it's making Auckland look promising and that's saying a lot! One thing that needs to be stamped out is the rampant speculation and the price fixing on rent that goes with it. We're paying half our (pitiful) wages or more just to be dry and housed. Even then most of the properties are so run-down and overcrowded that being homeless doesn't seem so bad. It's revolting. Tenancy laws do almost nothing to protect us."
- "Queenstown property prices are verging on completely unattainable for the vast majority of people who actually work in the area. Wages are poor and cost of living extremely high. Landlords know that people who are desperate will pay anything and take advantage of that. I mentioned that I would have no problem

paying a big mortgage if you were going to get any sort of value for money but you are not getting it, the same goes for the rental market.

- As a general overview, it seems that blocks are released for development at the optimum time, each time to ensure all developers make maximum profit. People don't need to have all houses together in big blocks - being able to buy small sections of land from landowners and building a small house should not be a big issue. It just needs to be managed accordingly i.e. keeping to specific set of building terms with regards to outlook etc. "
- "Owners seem to not care about their properties, they just increase the rents whenever they want and don't do much about the house. And everyone has to just accept that because there's no places to move! Even renting a house with an agent is expensive because they allow just 4 people in a 3 bed house. Not affordable at all compared to the wages you get here. "
- It is a worry about what might happen in the future with house building. The Queenstown area is already so much more built up than what we remember 4 years ago when we visited. I understand why the area needs to cater for so many people but I just wonder at what expense to the landscape and environment.
- As a young professional buying a house in Queenstown is now unrealistic for me. My partner and I earn too much to be eligible for the housing trust yet the cost of a house down here is out of our reach would like to think they idea would be to help young professionals get there first home but doesn't seem to be a program set up by the banks or anyone else.
- It's very hard for families here.
- Minimum wage is a huge contributor to the housing overcrowding.
- "Please help us...we know our landlord has kept the rent to a minimum and he is looking at selling the property in a few years. We are seriously freaking out because we couldn't afford to move if we have to and we certainly won't be able to afford to rent. And it is near impossible to save for a deposit. Living has become a privilege for those with money. We would love to buy the property off the landlord but know it's not going to happen because we can't get a deposit. I'm genuinely scared for my husband and 3 boys."
- We need housing for staff to be able to afford to live in Queenstown.
- "It appears that there are a lot of people out of good housing around the area and that prices recently have gone through the roof with people paying \$300 just for a room in a shared flat and families are living on campgrounds because they can't find any rental properties."
- I hope for more affordable housing in Arrowtown again.
- It is basically impossible to get ahead in Queenstown. "Affordable housing prices" starting at \$500K are far too high and out of reach of normal salary earning people like us. Rent is so high and basically greedy house owners and housing developers dictate and don't care about the people renting or finding a property that is affordable to buy or rent. Therefore, renting or buying in Queenstown is a great concern for our future. We are both over 45 years and we are concerned about time running out for us to become property owners. There is clearly a serious problem with housing affordability in Queenstown and we are suffering as a result of this.
- We need to utilise tiny homes (trailer based portable homes) and other low impact, small scale solutions.
- "I don't believe that the direction of this district is to want people on wages under \$100k/year living here. I also don't think that for many people being shoved into cramped urban living spaces is the answer either. If I wanted to live like this, I'd move to the city and earn more than double what I am on now. Living in this district is a lifestyle choice. All the prices of so called Affordable houses are



anything but. We need properties that suit us, not having a garage is a show stopper. We are people who spend time outside, we need storage as well as living space."

- The rents are quite high, needs to be more of a balance of property rental levels.
- The campgrounds are providing affordable housing to many and the people living in them have a strong sense of community. It is dense living that is a better use of land than large sections with massive houses on them. The council should be encouraging these types of communities.
- 
- It's so expensive and if income was better or wages were better it would really make a difference. I would love to own my own home - to have that security for my children would be amazing but I get very despondent even when I look at what rentals are doing .... if my rent went up I'm not sure if I could afford to stay in Queenstown!
- Rental prices are insane in this area. It really does make it hard to stay in the area as all costs are high, but in our situation of having 4 children it is so hard to find a house that is affordable and close to school. We just make ends meet at the end of the week which doesn't allow for emergencies or deposits for houses.
- We'd be very interested in assistance buying land as my husband is a builder we'd like to build our own home and slowly add to it without restrictions.
- Home ownership feels unattainable as a single person with no family backing and the small contribution available through government schemes for singles, and that landlords are becoming very greedy. I'm gob smacked on that as a roof over one's head is a basic human right.
- Queenstown needs to stop the small town mentality with planning. There will be a million people live here one day....get the infrastructure n housing in place now!
- "It's a beautiful place to be, but housing can be expensive. Plus, you have the constant worry of rent increase, or being evicted because the owners are selling due to house pricing being what they are."
- "One suggestion is that you need to get the business community more involved. If they want their employees to stay/attract them, I think they need to take more of a part in advocating and investing in more affordable housing. - A comment is that a 20% deposit for a house in this area is incredibly hard to save for if you are alone."
- "Please fast track the release of sections, because buying a section and building a house is the only possible way of affording to own your own residence in Queenstown. Buying an already built house is simply absurd right now, when the owners are asking upwards of \$800k for rubbish. More sections and more available land will help incredibly."
- "Recently a four-bedroom house has been rented out at over \$500 per week which is completely unaffordable for a single income family such as mine. Other situations are that there are old cribs with substandard sleep-outs being rented for high prices, such as a property that is a small three bedroom with two-bedroom garage advertised as a five-bedroom home, this is misleading. Not to mention the ""letting fee"" which has now surpassed the less than one week rent, to being greater than a week's rent, making it more than \$3000 up front (when including bond) just to get into a home.
- "It would be great to work with a designer such as Delia Bellaby who has a design for 80 sq. metre house - spacious and very functional. Could use universal design principles so suits people if they become ill, disabled, hurt etc. - include everyone from the start. Could do an example of two small 2bed spacious houses on 400m sections in Albert Town. Lower cost for land with raised garden beds and no lawns - grow own food easily. (could have sleep out over garage as

optional depending on financial position) - focus on houses being passive - lower running costs long term. There is another lady who is keen to build small house so we could be test cases to show people what is possible. Big isn't always better and space can be well utilised. Or build a couple of houses where there are pavilions (separate sleeping areas) and shared living spaces for people wanting lower cost solution as well as building community. I am very appreciative that the housing trust exists. Thank you. "

- "You guys do a great job and we are very lucky to have the Trust in the district, I know many people who benefit from this. I can only afford to look at building a house because I have my parents support, without them I wouldn't be able to live in Queenstown. However, with all of the traffic issues, overload of tourists, high priced rents and more, Queenstown is becoming a less desirable place to settle down in"
- It is really hard to pay the high rents and have anything left to save for a house deposit. Was also really difficult to find a suitable / any rental properties, once you're in one you hope you don't get asked to leave because with the lack of options available, leaving is a huge possibility.
- "I have basically given up on owning a house in Queenstown. As a 3rd generation born and bred Queenstowner this is quite devastating. We have a baby on the way and feel it's now or never. We can't afford anything in Queenstown, and are putting an offer in on a 3 bdr house in Te Anau. 1/4-acre section, solid house \$187,000. Why on earth stay in Queenstown and battle for the rest of our lives to pay rent? We have rented out rooms in our house and live with 7 people! We can't stay here when baby arrives. Our mortgage in Te Anau would be under \$200 a week. Including rates and utilities we are still going to be saving money every week by moving there than trying to get a 1-bedroom place here. Unfortunately, we have had to get real and give up. "
- I'm sure you heard it all before but if affordability stays this bad or gets worse we will move somewhere else. We're both qualified and enjoy living here but the so-called quality of life is actually decreasing due to the property situation. The Council seems to be unable to help so if things get worse we'll find a place with similar outdoors etc. where we can afford a house!
- I would like to see more focus on properties that a single income could afford. Something around the \$350k mark.
- It has been really hard to find a decent house under \$500 a week. We are a family of 4 and at the moment living in a two-bedroom house, which has got no insulation, no carpet underlay but we can't afford anything else.
- Affordability needs to be assessed, e.g. \$450K houses are not affordable.
- "With section prices in excess of \$200,000, the possibility of building a house is looking far more difficult. We need smaller sections in estates that are affordable (\$150,000 max). To get anything decent under half a million dollars in this town is practically impossible. Long term residents with children cannot afford to live here."
- "It is so expensive that we moved away from lakes district. The area is growing but the infrastructure is not ready to handle the population. The hospital lost the MRI. So if you are injured, it is a 2+hour trip well over the golden hour."
- More housing trust land to put more houses on for those with lower incomes please. The lists of eligible people are so large that many of us will never get the opportunity of a housing trust home.

## Appendix 2 – Survey results

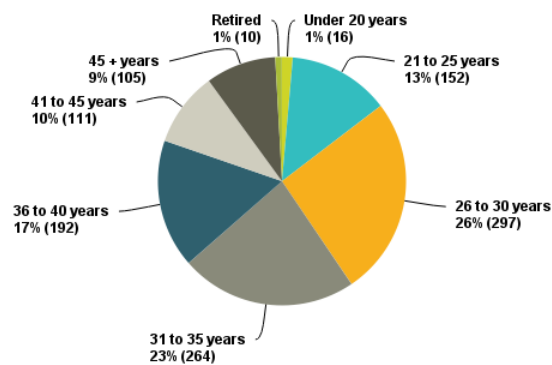


### 2016 Rental Survey Queenstown Lakes Community Housing Trust [www.qlcht.org.nz](http://www.qlcht.org.nz)

April 2016  
By Strategies Marketing Consultancy Ltd

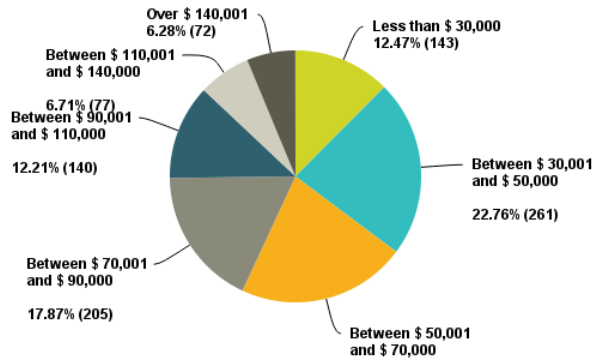
#### Q1: How old are you?

Answered: 1,147 Skipped: 0



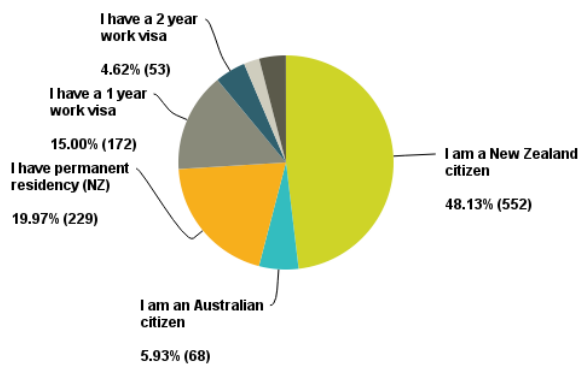
## Q2: What is your (combined) household income?

Answered: 1,147 Skipped: 0



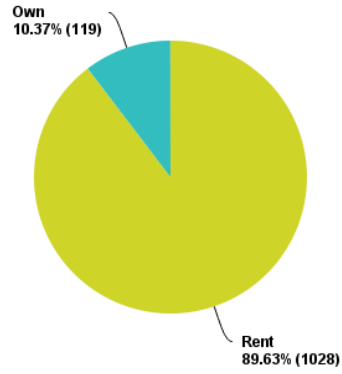
## Q3: What is your immigration / citizenship status?

Answered: 1,147 Skipped: 0



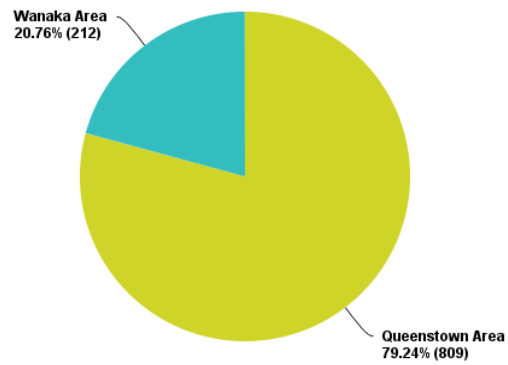
#### Q4: Do you rent or own the property you live in?

Answered: 1,147 Skipped: 0



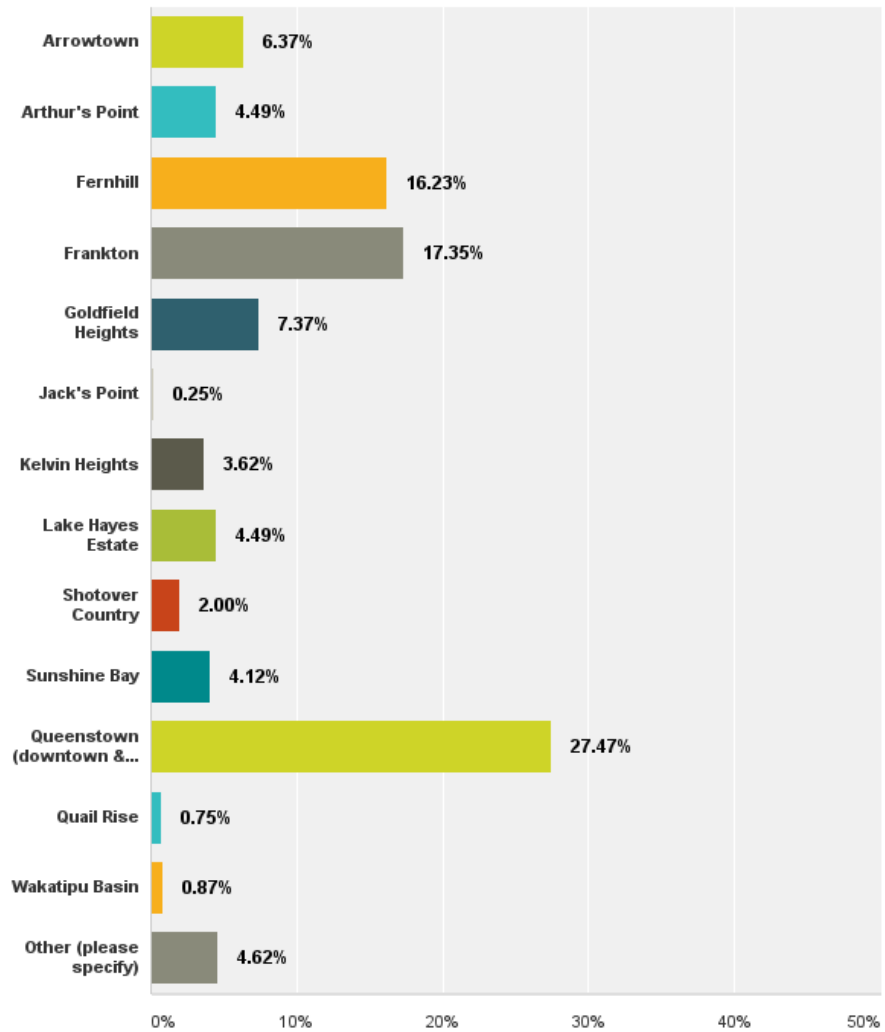
#### Q5: Do you rent in the Queenstown or Wanaka area?

Answered: 1,021 Skipped: 126



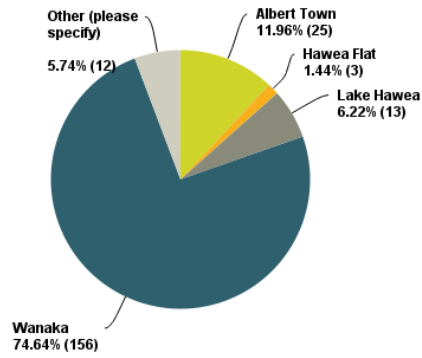
### Q6 If you rent in the Queenstown area, in which suburb do you rent?

Answered: 801 Skipped: 346



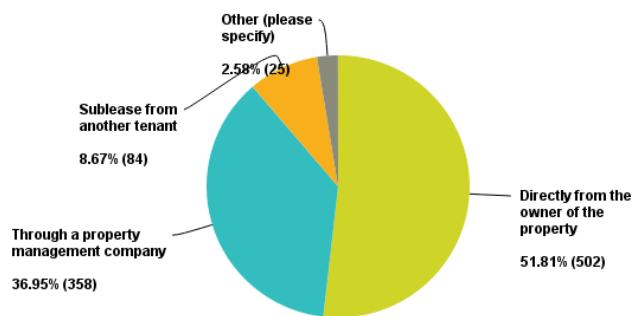
### Q7: If you rent in the Wanaka area, in which suburb do you rent?

Answered: 209 Skipped: 938



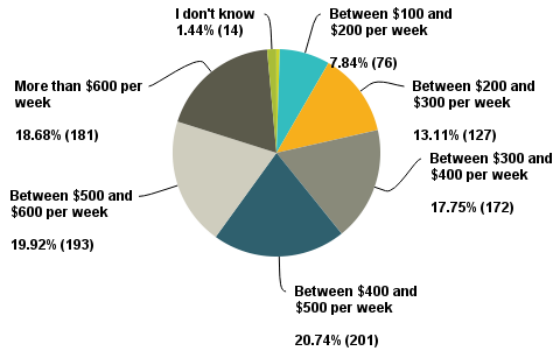
### Q8: Who do you rent through?

Answered: 969 Skipped: 178



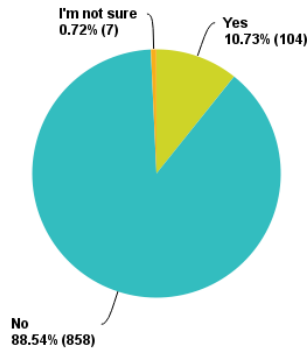
### Q9: How much is your weekly rent currently (for the entire property)?

Answered: 969 Skipped: 178



### Q10: Does your weekly rent include electricity and other services?

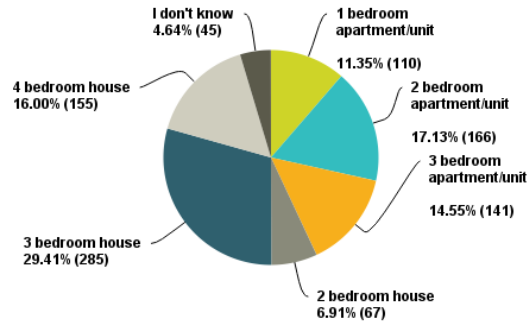
Answered: 969 Skipped: 178





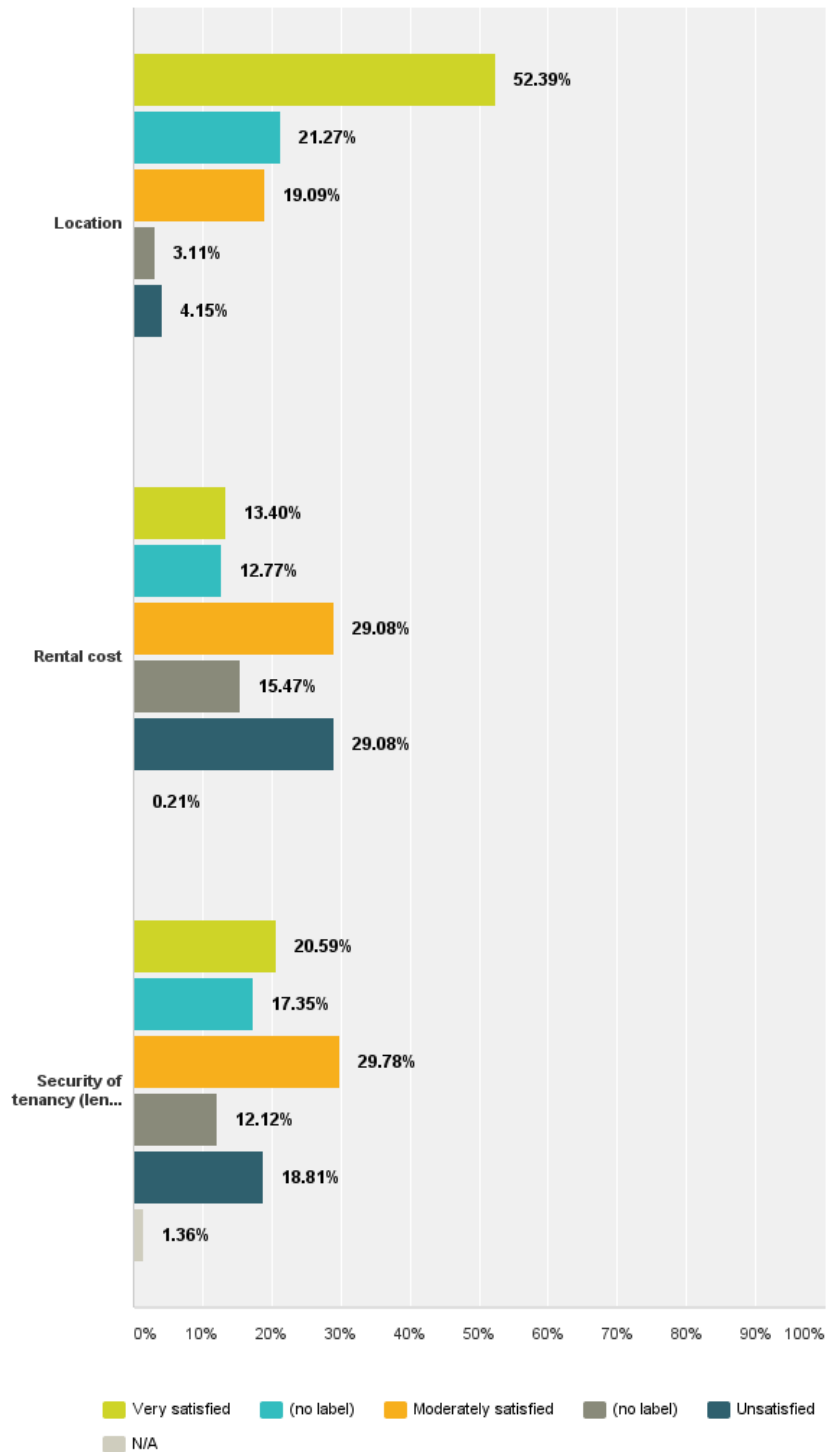
### Q11: What type of housing are you currently renting?

Answered: 969 Skipped: 178



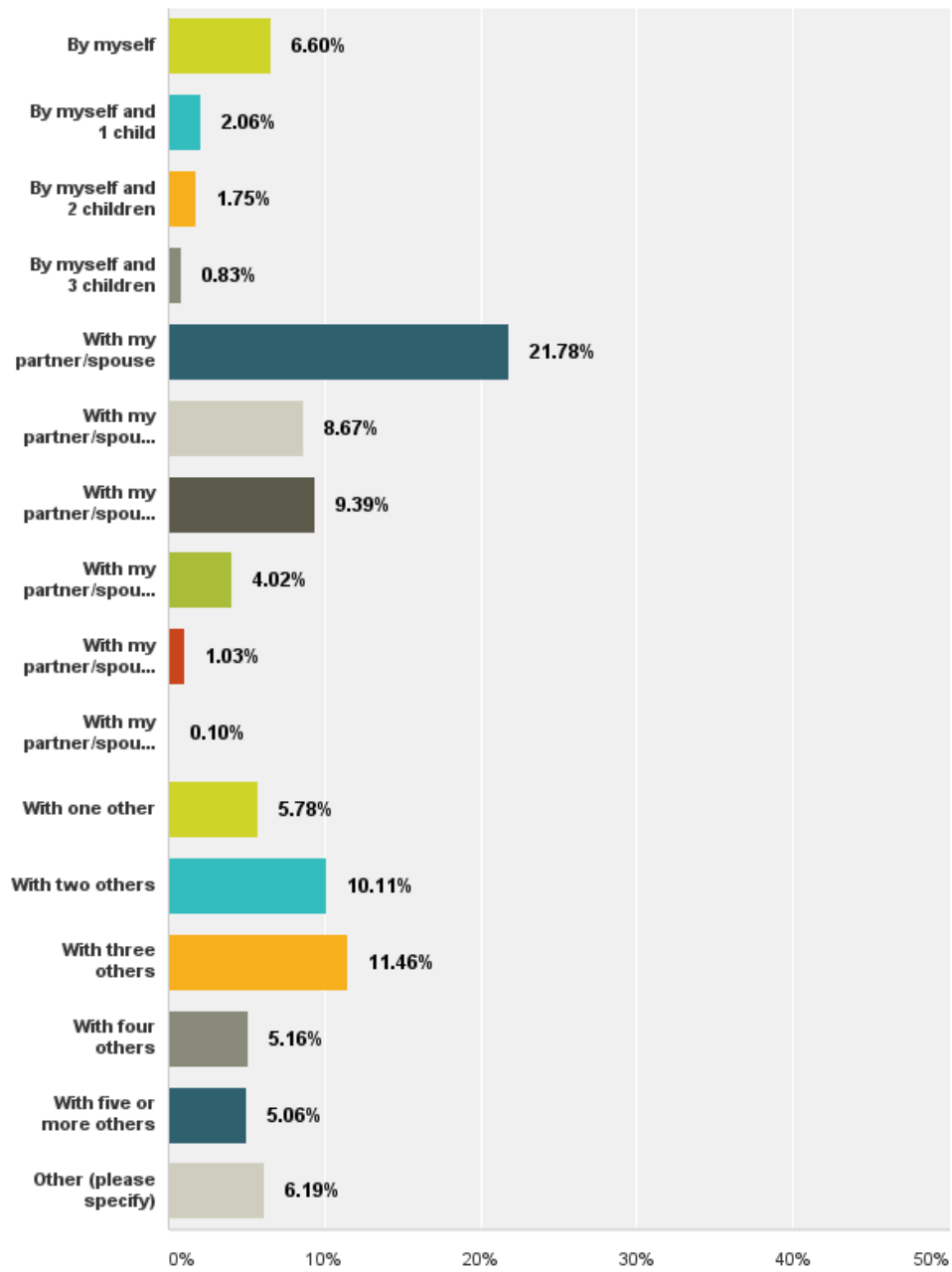
## Q12 How satisfied are you with your current renting situation?

Answered: 969 Skipped: 178



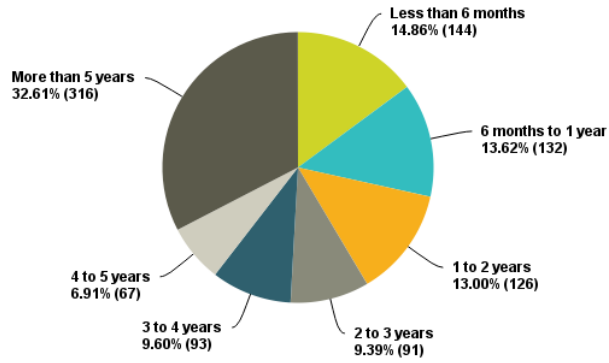
### Q13 Who do you currently rent with?

Answered: 969 Skipped: 178



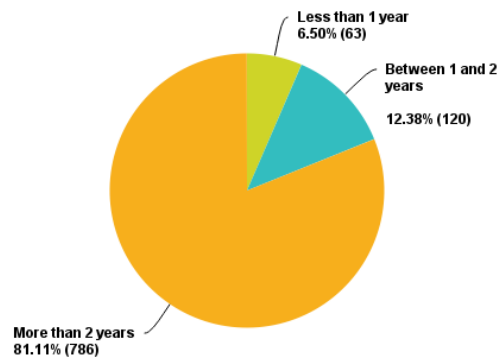
### Q14: How long have you been renting in the Queenstown Lakes District?

Answered: 969 Skipped: 178



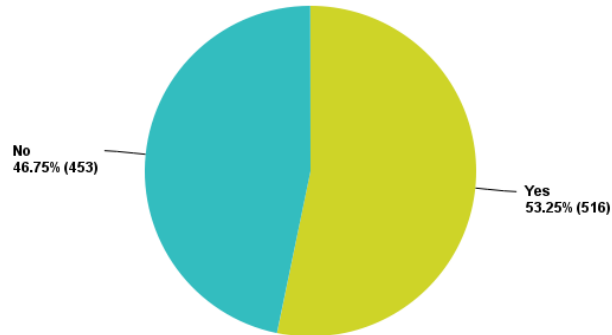
### Q15: How long do you intend to live in the Queenstown Lakes Area?

Answered: 969 Skipped: 178



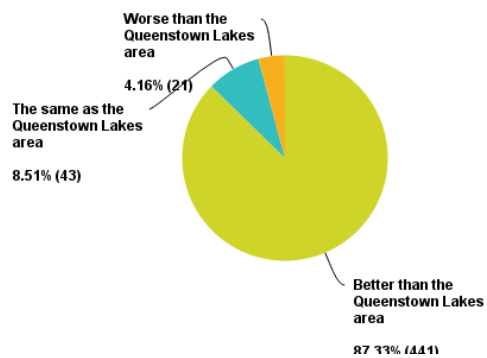
### Q16: Have you rented in other parts of New Zealand before?

Answered: 969 Skipped: 178



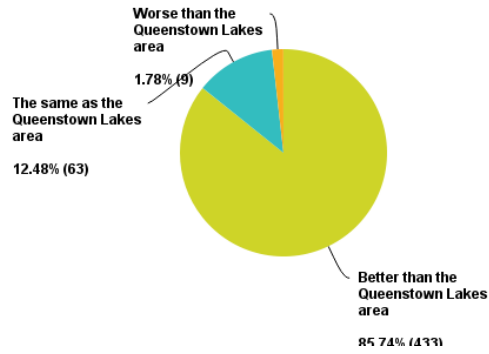
### Q17: Affordability in other parts of New Zealand

Answered: 505 Skipped: 642



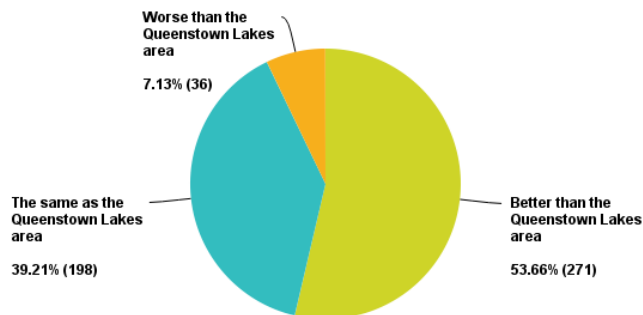
### Q18: Choice/variety of properties on offer in other parts of New Zealand

Answered: 505 Skipped: 642



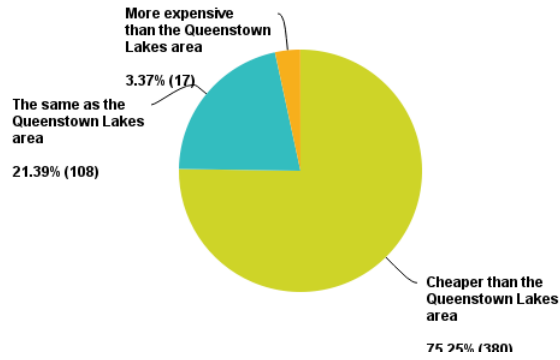
### Q19: Quality of properties on offer in other parts of New Zealand

Answered: 505 Skipped: 642



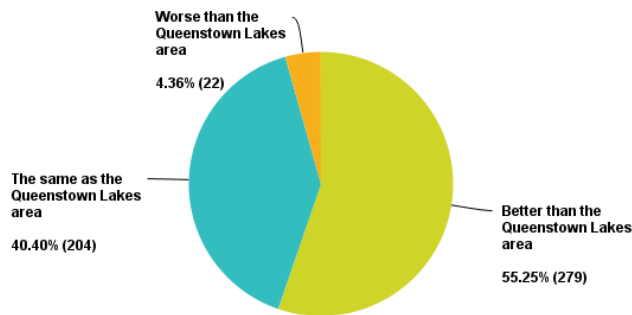
### Q20: Cost of heating in other parts of New Zealand

Answered: 505 Skipped: 642



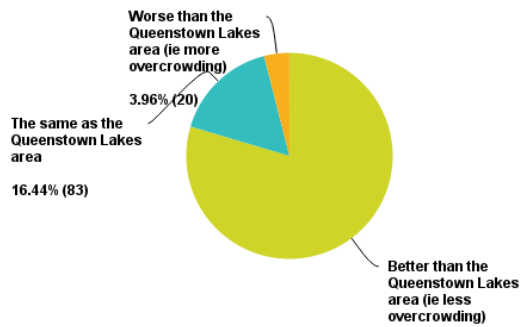
### Q21: Security of tenancy (e.g. owners returning etc) in other parts of New Zealand

Answered: 505 Skipped: 642



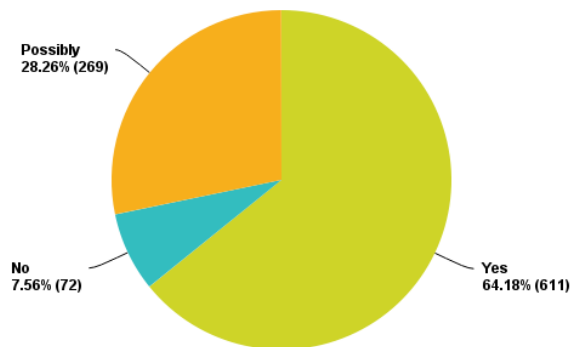
## Q22: Overcrowding of rental properties in other parts of New Zealand

Answered: 505 Skipped: 642



## Q23: Is housing affordability a barrier to your long term commitment to the Queenstown Lakes District?

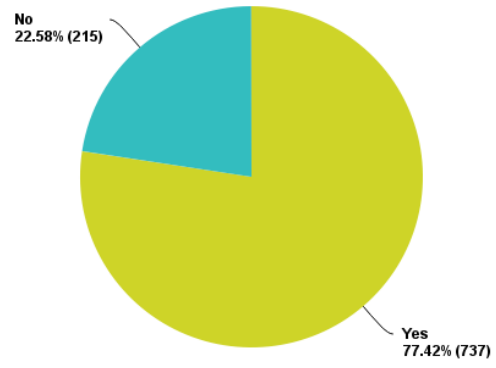
Answered: 952 Skipped: 195





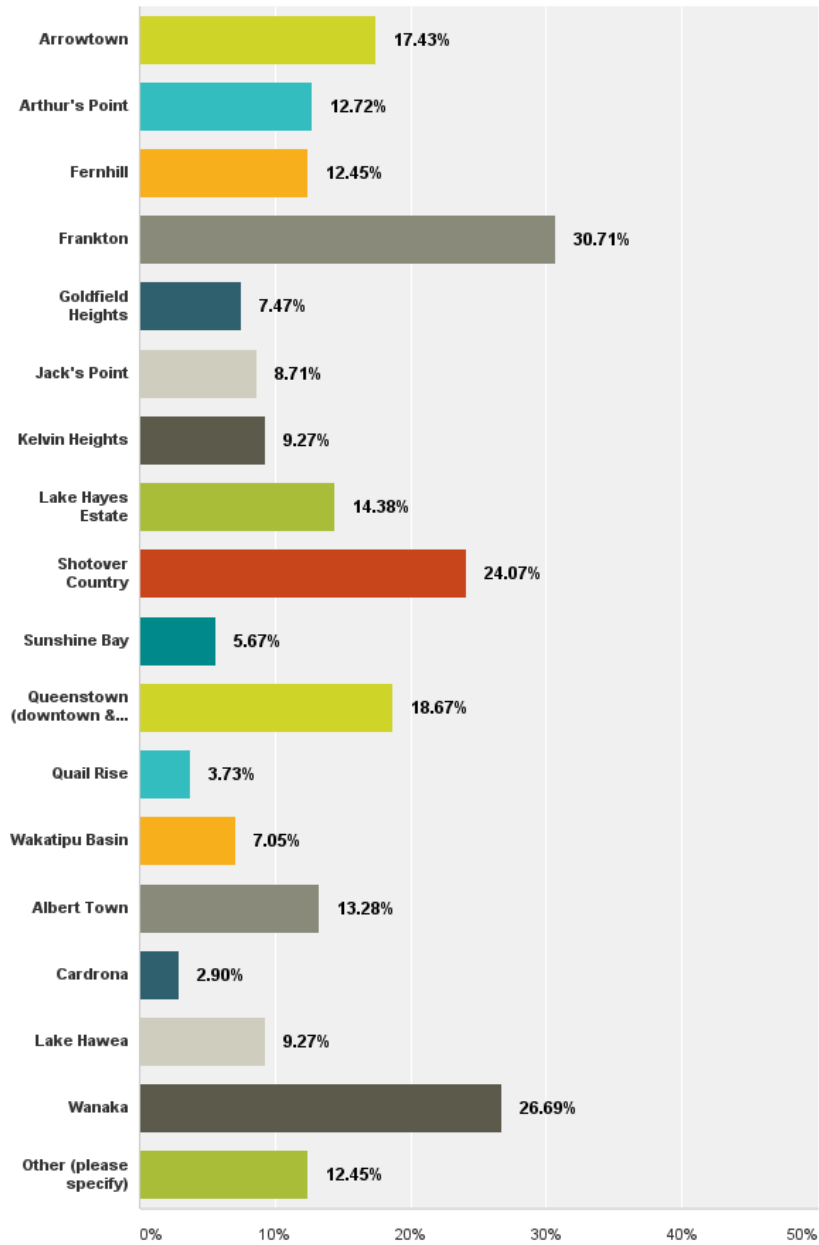
**Q24: Do you aspire to buy a property in the Queenstown Lakes area either now or in the future?**

Answered: 952 Skipped: 195



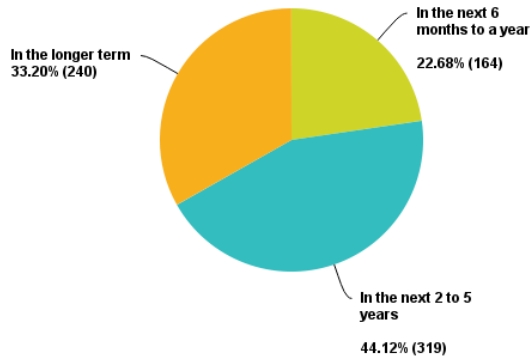
**Q25 Which suburb in the Queenstown or Wanaka area are you hoping to buy a property? Tick up to 3 boxes.**

Answered: 723 Skipped: 424



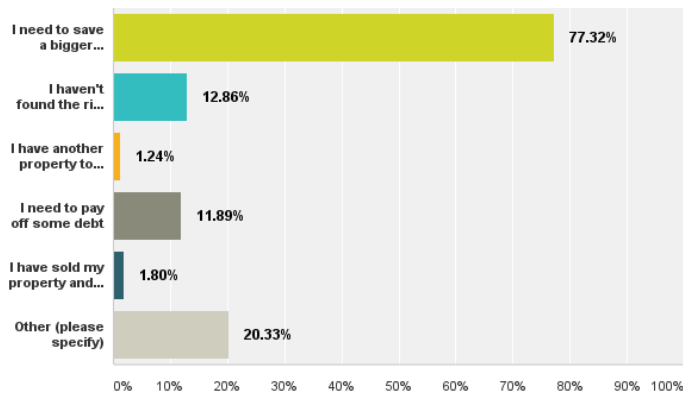
## Q26: When are you planning to buy a property?

Answered: 723 Skipped: 424



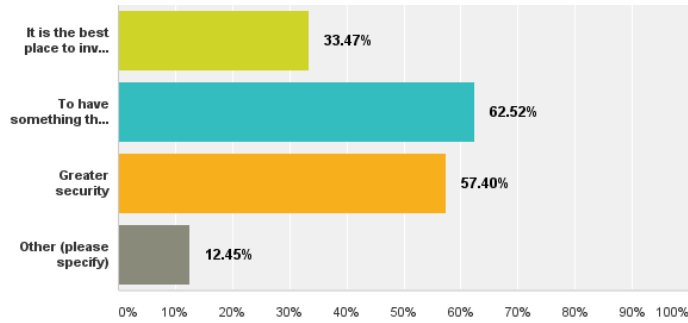
## Q27: What is stopping you from buying sooner?

Answered: 723 Skipped: 424



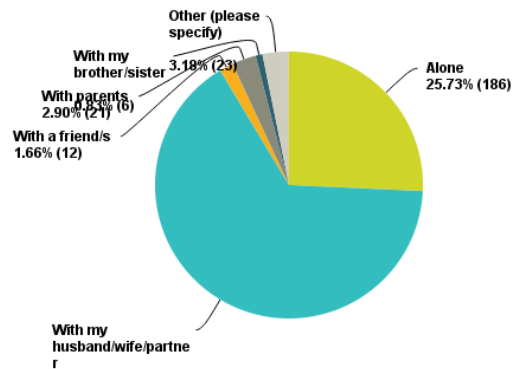
### Q28: Why do you aspire to own your own home? (tick the boxes that apply)

Answered: 723 Skipped: 424



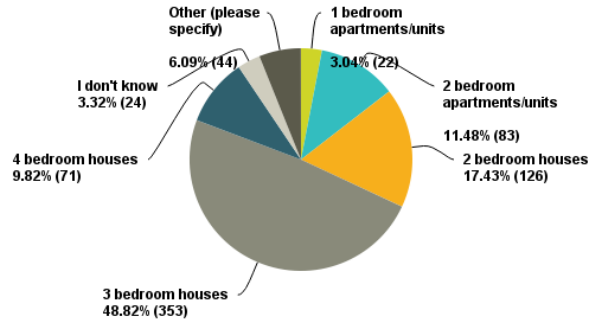
### Q29: Will you be buying a property alone or with someone else?

Answered: 723 Skipped: 424



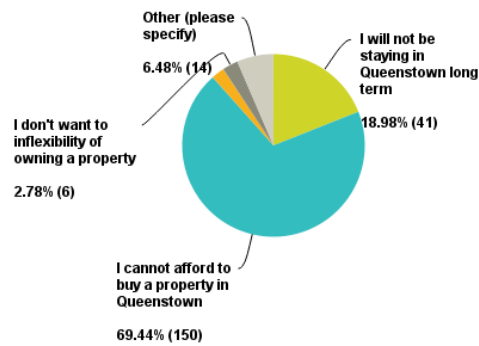
### Q30: What sort of affordable housing would you like to be made available?

Answered: 723 Skipped: 424



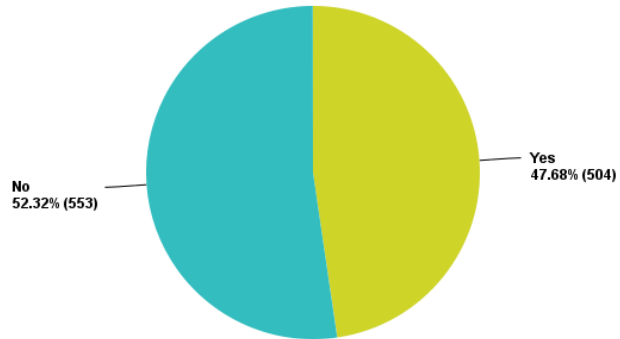
### Q31: What are the reasons you are not planning to buy a property in the Queenstown Lakes area?

Answered: 216 Skipped: 931



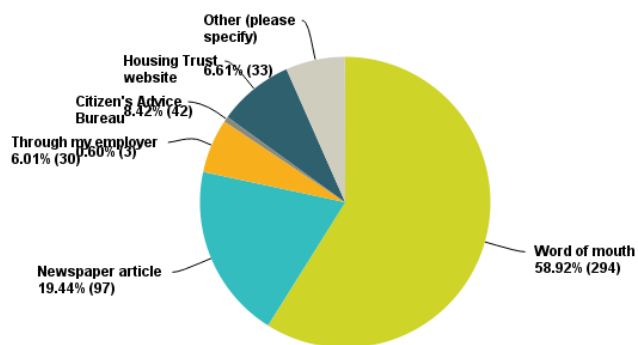
### Q32: Are you aware of the Community Housing Trust?

Answered: 1,057 Skipped: 90



### Q33: How did you hear about the Community Housing Trust?

Answered: 499 Skipped: 648



### Q34: Are you aware of the following Community Housing Trust Programmes? (tick as many as you are aware of)

Answered: 499 Skipped: 648

