

Quality of Life Community Survey Report 2019

City of Holdfast Bay

20 March 2019

Intuito
MARKET RESEARCH

Contents

1. Introduction	3
2. The brief and situation analysis	4
3. Market research objectives	5
4. Research strategy and methodology	6
5. Executive summary	8
6. Key findings	13
Part 1 - Quality of Life	13
Safety	13
Social	14
Quality of Life	15
Likelihood of recommending	18
Part 2 – Service Satisfaction	19
Building a Strong Community	19
Creating a Sustainable Environment	21
Delivering Economic Prosperity	22
Place making	23
Satisfaction with three major main roads	24
Satisfaction with design of new development	26
City Management	31
Satisfaction with overall quality of service provided by Council	31
Aspects for Council to focus on	32
Other feedback for Council	33
7. Demographics	54
8. Tabulations (Separate Document)	60
9. Questionnaire	61

1. Introduction

Intuito is delighted to present the findings for the Council's annual Quality of Life Community Study conducted in early 2019 amongst residents of the City of Holdfast Bay.

Whilst the initial engagement of residents remained the same as previous surveys, with a letter sent to 3000 ratepayers inviting participation the methods in which to participate were expanded to include self-completion online at 'YourView', the Council hosted site, face-to-face at demographic specific locations, door-to-door or in-bound telephone interviewing. As a result, we believe these changes in data collection have impacted the outcome of responses in that they are far richer in content (extended responses and multi-layered) as respondents take more time to type in their answer. We also hypothesise that the sentiment of some responses have been influenced in the negative as we believe some participants felt obliged to participate as the wording of the invitation inferred to some that completion was mandatory. We arrive at this conclusion given the number of telephone calls directly to the Intuito office from several concerned older residents who were either agitated about having missed the deadline or did not have the ability to access a computer or from those insisting on participation because they felt they had to regardless of the sample quotas having been met. We believe in many cases, it is the resident with a gripe or a whinge that is more readily prepared to have their say and use the survey as a platform to air their particular grievances.

As with previous surveys the invitation does cause some concern for some of the older residents (and their children or carers) who do not welcome involvement and request non-contact and this was completely observed with respondents' addresses removed from the master list.

The invitation letter was sent to ratepayers on Friday 8 February 2019. The first online response was received on Tuesday 12 February 2019. Face-to-face interviewing commenced on Friday 15 February 2019 through to Sunday 24 February 2019. The representative sample of 400 respondents was reached on Monday 25 February 2019 and analysis commenced.

Online participants were requested to enter a unique code that was pre-printed on their invitation letter. The aim was to ascertain single unique responses and it can be confirmed that there were no multiple entries. Online respondents to the 'YourView' platform have continued to be collected beyond the analysis stage until Council engagement staff closed the survey.

2. The brief and situation analysis

This study is designed to measure residents' quality of life, to seek community ideas on how the area and Council services may be developed and improved, to seek community opinion on Council's strategic plan and to understand communities' satisfaction with Council service delivery.

Background to the brief

The City of Holdfast Bay has conducted an annual survey of residents entitled 'Quality of Life' for the past 8 years of which Intuito has managed the last five studies since 2014. The study's primary purpose is to measure the quality and level of satisfaction with Council's services and to provide community input into Council's Annual Business Plan and budget process. Methodology for the survey changed in 2014 from online to telephone because previous surveys were disappointing due to the small sample sizes and sample skews to the older demographic which were not reflective of the diversity and evolution of residents living in the City of Holdfast Bay.

There are four strategic key result areas that relate to service and program delivery and these include building a strong community; creating a sustainable environment; delivering economic prosperity; and enhancing city design. There is a fifth key result area which is to be explored later in the year to survey businesses to ascertain current and forecast levels of business confidence and opinions on how Council can help support business conditions. This latter area is conducted separately and is not part of this resident study.

Project Scope

The key deliverables included:

- Conduct a community survey to achieve Council's objectives.
- Use the 2017 survey questionnaire as the basis for the survey work this year but with some changes to questions.
- Conduct a survey, achieving a minimum of 400 ratepayer respondents ensuring the sample is balanced to reflect the community profile.
- Collate all data and provide a quantitative report on the findings to Council.
- Manage any complaints received during the delivery of the survey and report same to Council along with actions taken to rectify issues.
- Present an overview of the report to the Senior Leadership Team and to Council.

3. Market research objectives

The overarching objective of the community market research study was to gauge residents' perceptions of their neighbourhood and Council area as a community and place to live, gauge awareness of Council's services, perceptions of and levels of satisfaction of these services and to seek community ideas on how the area and Council services may be developed and be improved into the future.

Specific objectives for the Community Survey include:

- To ascertain the community's feelings about the quality of life in the City, enabling Council to capitalise on those unique elements of the local area that enhance people's feelings of well-being, and identify issues where Council may have an impact.
- To seek community ideas on how the area and Council services may be developed and be improved in to the future.
- To seek community opinion on Council strategic, financial, and asset objectives and principles.
- To understand the community's satisfaction with Council service delivery.
- To understand the community's feelings toward the three major high streets.

4. Research strategy and methodology

Community Survey

It has been a progressive trend that those answering landlines are more likely to fall into the older age brackets and that it has been increasingly more difficult to achieve a representative sample using telephone interviewing. In order to counter this trend it was agreed to approach the data collection using both push and pull mechanisms. As with previous surveys Council sent 3,000 resident letters advising people that they may be called upon to complete the survey, several options were detailed on how to participate.

- For the first time the Quality of Life community survey was hosted on Council's 'YourView' platform. A link was provided in the letter for respondents to complete the survey on their own computers in their own time or on computers at the local libraries.
- Additionally, respondents could contact Intuito and request a telephone interview.
- Or respondents could be interviewed face-to-face via the door-to-door method.

The questionnaire was built in the two platforms – 'YourView' and replicated in an offline platform for face-to-face interviews (iPad).

The 'YourView' survey was extremely successful in attracting self-completed participants (433 in total as of 18 March 2019), however the quota for those aged 40+ was oversubscribed and therefore alternative methods needed to be adopted to engage those aged under 40 years. These included:

- Interviewing at the local libraries at times when young mums were present
- Interviewing at the Seacliff Kindergym when young mums were present
- Door-to-door in precincts comprising newer dwellings.

A mix of suburbs were sought and because the majority of surveying was by self-completion, these were obtained via natural attrition rather than strict quotas.

A total of 400 interviews have been analysed and whilst we aimed for samples representative of the Council's population, these were later adjusted on the basis of majority rate-payers which are less abundant in the younger age groups.

Age bracket	Target	Achieved
18-24 years	9%	4%
25-30 years	7%	7%
31-39 years	14%	14%
40-54 years	23%	23%
55-64 years	18%	20%
65+ years	29%	32%

Emerging factors

A number of factors emerged whilst the survey was in the field.

- The invitation letter implied to some that the survey was mandatory. Many respondents felt pressured to participate and we believe this may have impacted their responses.
- The notion of a mandatory survey resulted in Intuito receiving a number of calls from older residents who were anxious about their involvement, or concerned that they had not got around to completing the survey. We advised many that their involvement was not

compulsory, particularly after quota's had been received which alleviated much of the anxiety surrounding participation.

- Some instructions were misleading with some respondents requesting an interviewer to visit them in their home. Others could not understand the link (e.g. an O looked like a zero) or had computer issues which resulted in additional time troubleshooting these issues.
- Many respondents called Intuito believing Intuito to be the Council.
- Several calls were received with complaints against Council however these respondents refused to leave their details to allow their complaints or issues to be actioned.
- The online methodology still delivers an over-subscription of respondents in the over 54 year age groupings.
- Suburb representation is based on natural selection.
- The survey length over the phone and face-to-face was around 19-20 minutes.
- A change in methodology will affect outcomes – there are variations in the numbers of people able to provide a response which is often refused as part of a telephone interview. In addition the quality and length of response is significantly more considered as completion is in the respondent's own time. And as stated in the introduction, it is often the ratepayer with a particular gripe or grievance that will take the time to participate and therefore their responses are generally skewed in the negative. We believe this has affected outcomes this survey with the number of aspects that have been rated lower than previously.

5. Executive Summary

The following charts compare the various measurement attributes that are comparable and have been asked the same over the past 5 years and indicates where there has been a $\pm 3\%$ shift up or down. Pleasingly all measurements have remained within the minimum scores of six out of ten with 70% scoring either 7's or 8's. Improvements this year include ratings for likelihood to recommend the City of Holdfast Bay as a place to live and for providing services and programs for older people and people living with disability. Nine aspects remained on par with the previous survey in 2017 and four questions were reworded and therefore not truly comparable. Disappointingly, 56% of the aspects (19 out of a total of 34) declined however this is to be expected given the change of methodology.

Safety

	2014	2015	2016	2017	2019	Shift
I feel safe in my neighbourhood		8.0	8.5	8.3	8.2	=
Parks and reserves are well laid out and allow me to keep an eye on my children/my surrounds	8.3	7.7	8.3	8.3	8.2	=
There is plenty of lighting along paths and in parks in the City of Holdfast Bay	6.95	6.7	7.3	7.5	6.8	↓

Social

	2014	2015	2016	2017	2019	Shift
I am able to get to places within the City of Holdfast Bay I want to go (access to shops, services, open space, etc.)			8.4	8.5	8.5	=
The City of Holdfast Bay provides programs that foster social interaction and community wellbeing	7.5	7.0	7.7	8.0	7.7	↓

Quality of Life

	2014	2015	2016	2017	2019	Shift
How likely is it that you would recommend the City of Holdfast Bay as a place to live to others?			9.2	8.3	8.8	↑

Community

	2014	2015	2016	2017	2019	Shift
Providing and maintaining sporting facilities	7.9	7.6	8.0	8.25	7.95	↓
Providing and maintaining open space and reserves			7.8	8.3	8.1	=
Providing and maintaining playgrounds			7.9	8.45	8.0	↓

Providing library services and programs	8.9	8.1	8.7	8.5	8.5	=
Providing and maintaining community centres and programs				7.9	8.0	=
Providing services and programs for older people and people living with disability	8.3	7.6	7.6	7.6	7.85	↑
Providing services and programs for young people aged 14-24 years	7.4	7.3	7.1	8.3	6.7	↓
Providing services and programs for families with young children	7.4	7.3	7.5	8.6	7.7	↓
Providing services and programs that encourage a healthy and active lifestyle	8.0	7.7	8.1	8.6	8.0	↓
Providing services and programs for those from a variety of ethnic and multicultural backgrounds	5.3	6.1	6.9	7.3	7.1	=

Environment

	2014	2015	2016	2017	2019	Shift
The management of storm water drainage	6.65	7.0	6.6	7.3	6.9	↓
Maintaining beaches and coastal areas	7.8	7.4	7.6	8.35	8.0	↓
Protecting native vegetation, and natural environment	6.9	7.1	7.4	8.1	7.5	↓
Providing adequate waste management services	8.3	7.3	7.5	8.1	8.15	=
Planting and maintaining street trees			6.8	7.75	6.5	↓

Economy

	2014	2015	2016	2017	2019	Shift
Supporting and promoting tourism and events	7.4	6.6	8.0	8.5	7.8	↓
Range of businesses/services and local conveniences in the area			8.2	8.6	7.9	↓

Placemaking

	2014	2015	2016	2017	2019	Shift
Providing and maintaining roads and kerbing	6.7	6.9	7.0	7.35	7.0	↓
Providing and maintaining footpaths	5.7	6.35	6.8	6.7	6.1	↓

Providing and maintaining cycle networks	7.6	7.2	7.9	8.2	7.2	↓
Providing and maintaining public toilets	6.5	6.1	6.7	7.25	7.3	=
Satisfaction with the two major streets Jetty Road, Glenelg and Jetty Road, Brighton			7.5	8.0		
Satisfaction with Jetty Road, Glenelg					6.6	
Satisfaction with Jetty Road, Brighton					7.8	
Satisfaction with The Broadway, Glenelg					7.65	
Satisfaction with the design of new development in the area			6.4	7.1	6.0	↓

Culture/City Management

	2014	2015	2016	2017	2019	Shift
How strongly do you agree that Council provides good financial management and value for your rate dollar?		6.4	6.7	7.35	6.7	↓
How satisfied are you with the distribution of information and consultation with the community?			7.0	7.6	6.7	↓
How would you rate your overall satisfaction with the performance of Council?	7.5	7.2	7.1	7.1		
How would you rate your satisfaction with the overall quality of service provided by Council?	7.5	7.9	8.0	7.2		
How would you rate your satisfaction with performance and quality of service provided by Council?					6.8	

Aspects most valued about living in the area

Given the static nature of the responses over the course of surveying this question was restructured this year to a prompted closed question. As a result the depth of response was far greater than the former open ended question however the key aspects remain the same and comprise the beach, convenience to shops, restaurants, services, the lifestyle, close to public transport. Other elements of lesser importance comprising the environment, variety of dining options, near friends and family, variety of shopping, and the community. For a small cohort the longevity of being in the area (grew up here/been here a long time/always lived here), and being close to work were also factors.

Likelihood to recommend the area – Net Promoter Score

Residents' likelihood to recommend as a place to live to others improved significantly this year (8.8 from 8.3) but remains short of the high experienced in 2016 (9.2). The score this year equates to a Net Promoter Score of +58.75 (up from +47.5 in 2017, down from +75 in 2016) out of 100. This is an excellent score and puts the likelihood to recommend back into the positive green zone (for scores over 50).

The key reasons why people would recommend the City of Holdfast Bay as a place to live are very similar to the aspects that respondents value the most and include it's a great place to live, access and convenience, lifestyle and living in the area, the beach, good services and facilities, friendly, family and community feel, safe, the unique location/s, the atmosphere, the vibe and feel, quietness and the good council.

Satisfaction with the three major main streets

Three individual questions were included this survey to determine satisfaction with the three major high streets in the precinct. (The question was formerly a combined question pertaining to Jetty Road, Glenelg and Jetty Road, Brighton and it was difficult to attribute the sentiment of the answer to some mentions of just Jetty Road.)

Jetty Road Glenelg is rated the lowest at 6.6 out of 10, followed by The Broadway at Glenelg at 7.65 out of 10 and Jetty Road Brighton at 7.8 out of 10.

Negative comments far outweighed the positive for Jetty Road Glenelg (152 versus 69 comments) and centred on the need for an upgrade, the lack of shopping variety which is aimed more at tourists than locals, the congested traffic and lack of parking, poor atmosphere and the chaotic feeling attached to the area. Interestingly the positive comments tend to be diametrically opposed (and in some cases for the same reasons as the negatives!) with the road loved for its variety, inviting friendly atmosphere, safety, busy-ness and good vibes, the events, good shopping and dining, accessibility and convenience.

Jetty Road Brighton is much loved with significantly more positive comments (175 comments) than negative (62 comments). The positive comments used adjectives like lovely, intimate, boho, wonderful, quirky, nice, interesting, dog and kid friendly, bright and cheery. Supporters single out the free parking, convenience, good restaurants and cafes, less vacancies, safe and consistent, cleaner and brighter and a village feel.

The negative comments relate primarily to the difficulty in parking along with limited variety of shops, congested footpaths, don't like the dining options, not unique and overpriced.

The Broadway at Glenelg is an emerging area that is yet to be visited for a substantial amount of ratepayers (78 do not go there). There were more positives (152 comments) than negatives (34 comments). The positive comments described the street as having a good level of services and eating options, a café feel, eclectic, gentrified and greatly improved. Some even went so far as to single out particular shops such as Scruffies for the dog biscuits and having Mockingbird loyalty cards. The Broadway is mostly seen as having a village atmosphere and recognised as fast becoming a nice café destination. However for some, there is the perennial parking problem, scattered shops and a lack of events which limits its appeal.

Design and development in the area

Residents were asked to rate their satisfaction with design of new development in the area and the average score was significantly below that of previous surveys (6, down from 7.1 in 2017 and 6.35 in

2016). The Net Promoter Score has also been significantly negatively affected at -43 (down from -9 in 2017, -33 in 2016).

The question asked to understand important considerations for design and development was also restructured this survey from an open ended response style question to a prompted closed question. The most important considerations for design and development are to ensure parking and traffic is managed, ensure vegetation is retained or replaced, retaining historic elements, the amount of urban infill, the amount of high rise, maintaining a good balance of business and residential and having a unique look and feel for the area. There was support, albeit significantly less so, for big houses on small blocks and keeping up with modern building design.

Satisfaction with the performance and quality of service of Council

This question was also restructured this survey to combine both performance and quality into one question where it was previously two separate questions. The satisfaction average score given to performance of Council is 6.8 and the Net Promoter Score is -21. The average score of the two questions from 2017 was 7.2, indicating a decline albeit not large. Likewise the Net Promoter Scores would also be considered a decline as performance was -12.8 and quality was -10.3 in 2017.

Aspects that Council should focus on over the next four years

Many of the responses were multifaceted and for some respondents expansive. The environment was the largest category (moving up from second place in 2017) and pertained to issues such as greening, rubbish and recycling, street trees, and beach conservation. Closely following were comments that surrounded development and spanned aspects such as heritage, attracting businesses to fill empty shops, new infrastructure required, controlling development and reducing high rise, housing density, upgrading Jetty Road, and ceasing to privatise the beach. Other areas for council focus related to traffic and parking management, footpaths and roads, council controlled issues such as rates, permits and plans for the future, the beaches and coastal environment, tourism and event related, community services and facilities, more consultation with residents and safety.

Conclusions

There is no doubt that the change in methodology has affected the survey results. Inviting 3,000 ratepayers (and giving many a sense that it was mandatory) we believe did prompt those with gripes to respond to the survey. This was evident with the considerable numbers of ratepayers who rang Intuito to complete the survey over the telephone and we recorded many of the issues that they wished us to pass on to Council. Having said this, however, the scores are not wildly different to previous years. Residents generally feel extremely pleased that they live in the City of Holdfast Bay (as was evident with the very high positive NPS score). Environment and placemaking are big issues for many and should be a focus for Council moving forward.

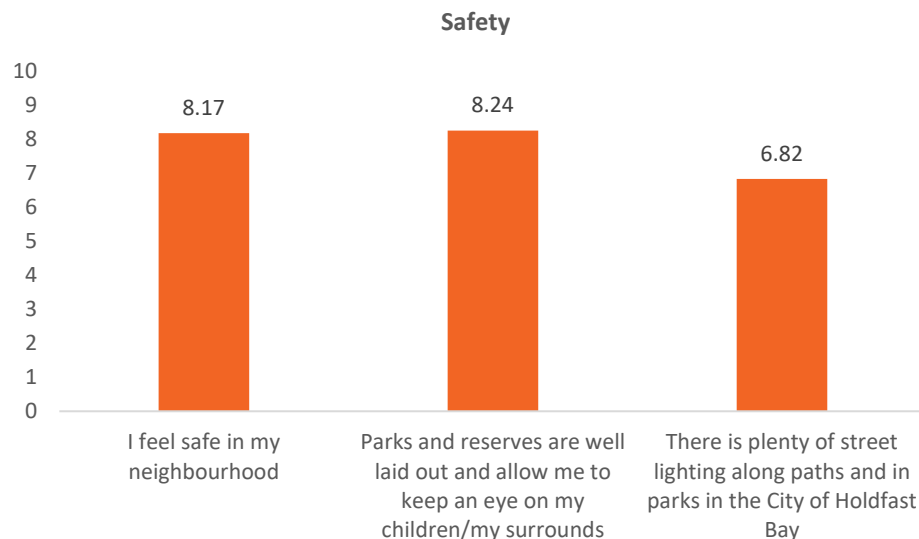
The online YourView platform for surveying has proved to be efficient and effective in attracting self-completion surveys but the majority of respondents self-completing were aged 55+ years almost to total exclusion of those particularly aged under 40. Another upside is that self-completion provides much richer responses in open text format questions hence the huge amount of data contained herein with these sorts of questions.

6. Key Findings

Part 1 – Quality of Life

Safety

Respondents were asked to rate three statements about safety on a scale of 0 to 10 where 0 meant strongly disagree and 10 meant strongly agree.



Q1. I feel safe in my neighbourhood.

397 people were able to provide a response to this question, resulting in an average score of 8.2 out of 10 (comparable with 8.3 in 2017, down from 8.5 in 2015, up from 8 in 2015). 3 people were unable to provide an answer which is consistent with the previous survey. 86% provided a rating of 7 or above and a quarter (26%) rated this aspect 10/10.

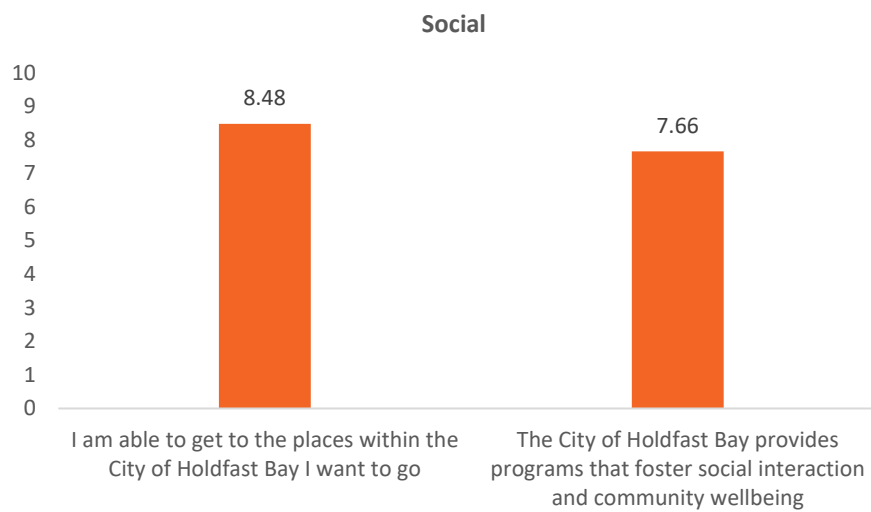
Q2. Parks and reserves are well laid out and allow me to keep an eye on my children/my surrounds.

353 people were able to provide a response to this question, resulting in an average score of 8.2 out of 10 (comparable with 8.3 in 2017 and 2016, up from 7.7 in 2015, comparable with 8.3 in 2014). 47 people were unable to provide an answer which is slightly improved on 2017 (55 people). 90% of respondents rated this aspect 7 or higher.

Q3. There is plenty of lighting along paths and in parks in the City of Holdfast Bay.

360 people were able to provide a response to this question, resulting in an average score of 6.8 out of 10 (down from 7.5 in 2017, 7.3 in 2016, comparable with 6.7 in 2015 and 6.95 in 2014). 40 people were unable to provide an answer which is significantly fewer than the 74 unable to do so in the previous 2017 survey.

Social



Q4. I am able to get to the places within the City of Holdfast Bay I want to go (access to shops, services, open space, etc.).

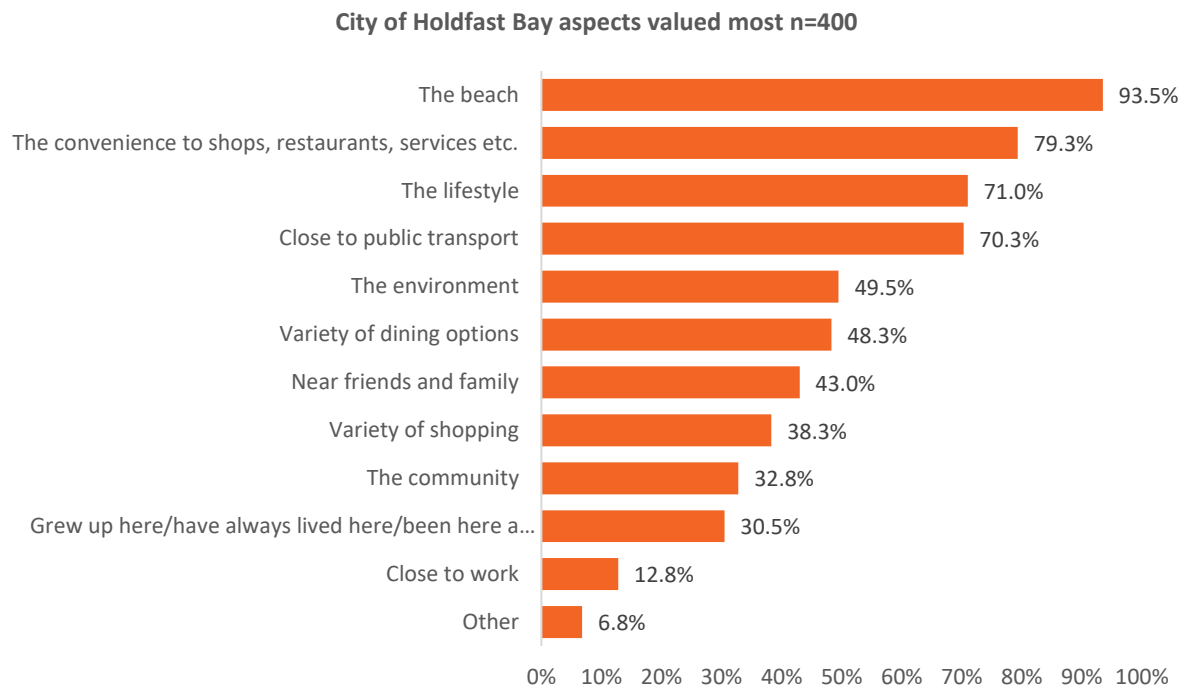
399 people were able to provide a response to this question, resulting in an average rating of 8.5 out of 10 (equal to 8.5 in 2017, comparable with 8.4 in 2016). 1 person was unable to provide an answer which is comparable to the 3 unable to do so in 2017. 90% of respondents rated this aspect 7 or higher.

Q5. The City of Holdfast Bay provides programs that foster social interaction and community well-being.

295 people were able to provide a response to this question resulting in an average rating of 7.7 out of 10 (down from 8 in 2017, equal to 7.7 in 2016, up from 7 in 2015 and comparable with 7.5 in 2014). 105 people were unable to provide an answer to this question which is slightly improved on the 118 in the 2017 survey. 72.5% respondents rated this aspect 7 or higher.

Quality of life

Q6. What do you value most about living in the City of Holdfast Bay? (Please choose all that apply.)



This question was reformatted this survey to be prompted with the key attributes evidenced from the previous surveys. As such the strength of the responses are significantly higher. Typically the most valued aspect is the beach (93.5%), followed by the convenience to shops, restaurants, services and facilities (79%), the lifestyle (71%), close to public transport (70%), the environment (49.5%), variety of dining options (48%), being near friends and family (43%), the variety of shopping (38%), the community (33%), grew up or lived in the area for a long time (30.5%) and being close to work (13%). Other responses by 27 respondents have been clustered into sections comprising specific facilities (11 comments), various events and activities specific to the area (6 comments), the great location and accessibility to specific places (6 comments) and 5 other mixed comments. The actual comments are below.

Various facilities (11 comments)

- Library services
- Brighton Secondary School was a key driver to live here for our two children
- Quality public schools,
- Schools
- Schools for my child
- Walking path along the beach
- Lots of open space. BBQs in park good
- Surf lifesaving club
- Good pub
- Good school
- Good schools, lifesaving club, good playgrounds and open spaces for the children, beaches

Events and activities (6 comments)

- Lots of activities for kids throughout the year
- Festivals and activities
- Variety of events provided.
- Brighton art show, swim and other events on beaches
- Events like New Year fireworks etc.
- Events

Location and accessibility (6 comments)

- Convenience to get to Marion Shopping Centre and other areas down south like McLaren Vale
- Fabulous location. everything at the doorstep
- Diversity, easy access to other areas including Marion Shopping Centre
- Access to cycling paths in lots of different directions.
- Easy access to city and surrounding areas.
- Accessibility to other areas

Other mixed comments (5 comments)

- Fresh air
- Have always liked it. Moved from Leabrook to be here. Always been a beach person and like to walk along the beach
- There is a sea breeze in some weather conditions which is more pleasant than some inland places.
- Found an affordable rental
- Atmosphere

Respondents more likely to nominate the beach were described as being aged 18-24 years (100%), in white collar roles (97%), living in young family households (98%), with incomes \$20,000-\$39,999pa (97%), and are located at Seacliff (98%) and Kingston Park (100%*).

The convenience to shops, restaurants, services and facilities was nominated more often by those aged 55 years+ (55-64 years 87.5%, 65+ years 88.5%), retirees (89%), those living in mature family (85%) and mature couple/single (86%) households, with incomes between \$20,000pa and \$59,999pa (\$20,000-\$39,999 pa 86.5%, \$40,000-\$59,999pa 86%), \$80,000-\$99,999pa (85%), and over \$150,000pa (83%), and come from Glenelg (90%) and Brighton (86%).

The lifestyle holds more appeal amongst those described as female (75%), in professional/executive employment (75%), living in middle family (78%) and mature couple/single (74%) households, with incomes \$60,000-\$79,999pa (83%) and over \$150,000pa (78%), and come from Glenelg (75%), Hove (75%), Seacliff (80.5%) and Kingston Park (80%*).

Close to public transport is valued more by those described as aged over 65 years (82%), undertaking home duties (81%) and retirees (84%), living in mature couple/single households (77.5%) with incomes between \$20,000pa and \$79,999pa (\$20,000-\$39,999pa 81%, \$40,000-\$59,999pa 73.5%, \$60,000-\$79,999pa 79%), and come from Glenelg (81%), Hove (75%) and Kingston Park (80%*).

The environment holds higher appeal for those aged 65+ years (63%), retirees (59%), those living in mature couple/single households (57%), with incomes between \$20,000pa and \$79,999pa (\$20,000-\$39,999pa 59.5%, \$40,000-\$59,999pa 65%, \$60,000-\$79,999pa 59%), and come from Glenelg (54%), Seacliff (54%) and Kingston Park (60%*).

The variety of dining options featured strongly amongst those aged 25-30 years (61%), and 65+ years (57%), retirees (57%), those living in mature family (55%) and mature couple/single (54.5%) households, with incomes \$60,000-\$79,999pa (55%), and come from Glenelg (57%) and Hove (53%).

Being near friends and family is valued more by those aged between 18 years and 30 years (18-24 years 64%*, 25-30 years 54%), in white collar (51%) and blue collar (50%) roles and retirees (48%), living in young family (48%) and mature family (47%) households, with incomes less than \$20,000pa (62%), and \$40,000-\$59,999pa (49%), and come from Hove (51%).

The variety of shopping was valued more by those aged over 65 years (56%), undertaking home duties (48%) and retirees (57%), living in mature family (43%) and mature couple/single (47%) households, with incomes under \$60,000pa (less than \$20,000pa 48%, \$20,000-\$39,999pa 59.5%, \$40,000-\$59,999pa 45%), and come from Glenelg (42%), Somerton Park (44%) and Kingston Park (80%*).

The community is valued highly by those aged 25-30 years (43%) and aged over 65 years (43%), retirees (41%), those living in mature couple/single (37%) households, with incomes less than \$20,000pa (38%*), \$40,000-\$59,999pa 45%) and \$60,000-\$79,999pa (41%), and come from Glenelg (36%), and Seacliff (49%).

Those who value the fact that they've grown up in the area or have been there for a long time are more likely aged 18-24 years (57%*), and over 55 years (55-64 years 39%, 65+ years 34%), in blue collar roles (50%), retirees (36%) and in other non-paid roles (33%*), living in mature family (38%) and mature couple/single (34%) households, with incomes less than \$20,000pa (52%), and come from Hove (34%).

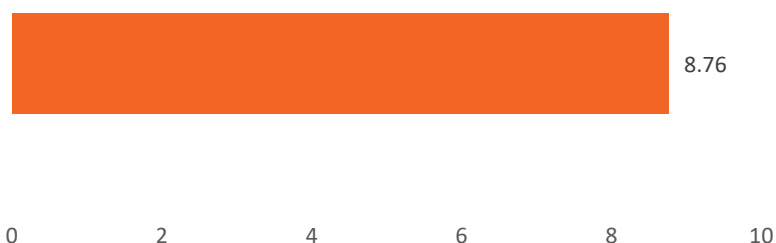
Those who value being close to work were more likely described as female (16%), aged between 31 years and 54 years (31-39 years 20%, 40-54 years 19%), in paid employment (professional/executive 17%, white collar 23%, blue collar 25%*), in family construct households (young family 19%, middle family 21%, mature family 19%*), with incomes between \$60,000pa and \$99,999pa (\$60,000-\$79,999pa 21%*, \$80,000-\$99,999pa 20%*) and over \$150,000pa (20.5%), and live in Glenelg (17%).

*Small sample.

Likelihood of recommending

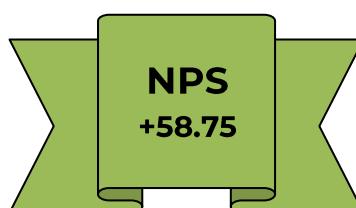
Q7. On a scale of 0 to 10, where 0 is very unlikely and 10 is very likely, how likely is it that you would recommend the City of Holdfast Bay as a place to live to others?

How likely is it that you would recommend the City of Holdfast Bay as a place to live to others? n=400



When asked the likelihood of recommending the City of Holdfast Bay as a place to live to others the rating was 8.8 out of 10 (significantly up from 8.3 in 2017, down from 9.1 in 2016).

Application of a Net Promoter Score reveals a score of positive 58.75 (significantly above NPS positive 47.5 in 2017, down from positive 75 in 2016). Pleasingly the NPS returns to the green zone, attributed to all NPS scores over 50.



Q8. Why did you rate your answer this way?

All respondents were asked why they rated their likelihood to recommend the City of Holdfast Bay as a place to live as an open ended response. Many of the comments spanned several aspects. Actual responses are included in the tabulations section of the document but are summarised below.

Those rating between 0 and 6 (26 comments) were generally evenly split between negative and positive aspects. The negative comments spanned dissatisfaction with the Council as a result of environmental issues around the beach at Seacliff, not enough kids facilities, feeling isolated, expensive housing, high Council rates, not enough support for the elderly, safety issues, increased population effects, lacking creativity, not friendly footpaths, and getting busy. The positive comments surrounded liking the area, living close to the beach, good services and facilities, close to services and facilities, well connected and accessible, cooler weather, safe environment, healthy lifestyle and quality of life.

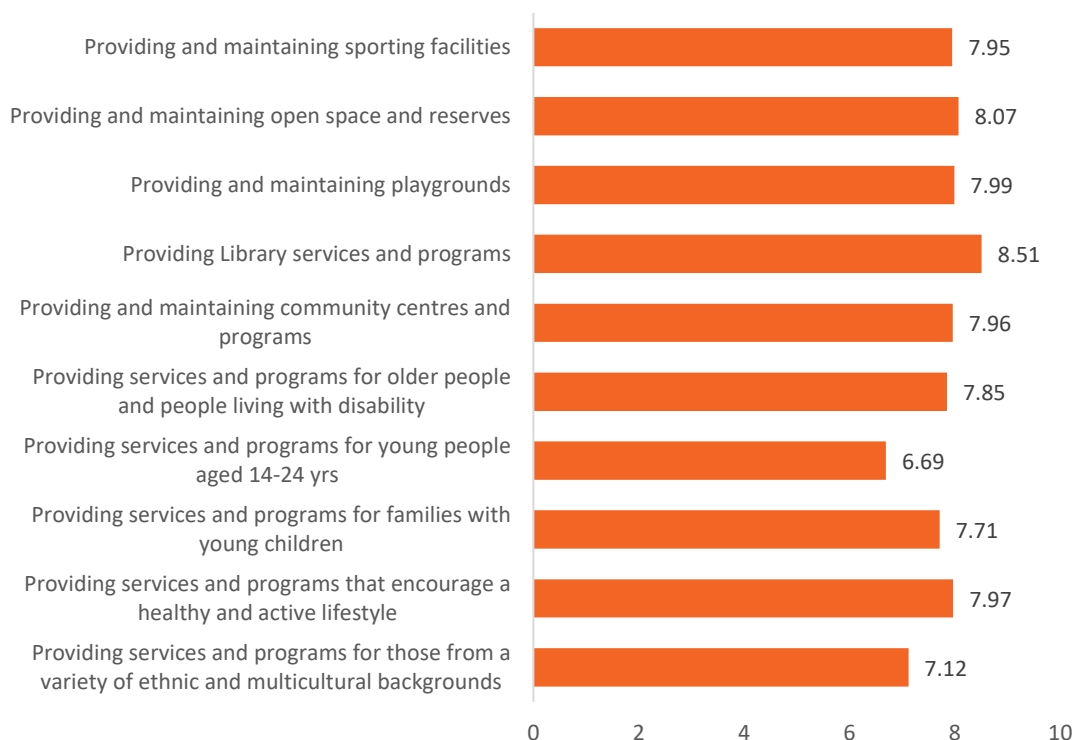
There were significantly more comments from people rating 7 and above of which 39 were negative aspects and spanned similar issues to the above (safety, not for everyone, too much traffic, environmental issues, the Council, expensive etc.). The positives are summarised as great place to live (66 comments), access and convenience (48 comments), lifestyle and living in the area (48

comments), the beach (36 comments), good services and facilities (29 comments), friendly, family and community feel (17 responses), safe (11 comments), the location and specific locations (11 comments), atmosphere, vibe and feel (10 comments), quiet (6 comments) and good council (4 comments).

Part 2 – Service Satisfaction

Building a strong community

Please rate on a scale of 0 to 10, where 0 is very dissatisfied and 10 is very satisfied.



Q9. Providing and maintaining sporting facilities? (e.g. ovals, tennis courts etc.)

324 respondents provided a response to this question resulting in an average score of 7.95 out of 10 (down from 8.3 in 2017, comparable with 8 in 2016, up from 7.6 in 2016). 86% of respondents provided a rating of 7 or higher. 76 respondents were unsure and did not provide a rating which is consistent with 2017.

Q10. Providing and maintaining open space and reserves?

385 respondents provided a response to this question resulting in an average score of 8.1 out of 10 (slightly down but not significantly from 8.3 in 2017, up from 7.8 in 2016). 87% of respondents provided a rating of 7 or higher and 2 in 10 rated 10/10. 15 respondents were unsure, less than 27 in the last survey.

Q11. Providing and maintaining playgrounds?

331 respondents provided a response to this question resulting in an average score of 8 out of 10 (down from 8.5 in 2017, comparable with 7.9 in 2016). 86% of respondents provided a rating of 7 or higher. 69 respondents were unsure, significantly fewer than 127 in 2017.

Q12. Providing library services and programs?

321 respondents provided a response to this question resulting in an average score of 8.5 out of 10 (equal to 8.5 in 2017, down from 8.7 in 2016). 92% of respondents provided a rating of 7 or higher with three in ten rating these services and programs 10/10. 79 respondents were unsure, significantly fewer than 132 in 2017.

Q13. Providing and maintaining community centres and programs?

258 respondents provided a response to this question resulting in an average score of 8 out of 10 (comparable to 7.9 in 2017 and the first time asked). 84% provided a rating of 7 or higher. 142 respondents were unsure, higher than 132 in 2017.

Q14. Providing services and programs for older people and people living with disability?

182 respondents provided a response to this question resulting in an average score of 7.85 out of 10 (significantly up from 7.6 in 2017 and 7.55 in 2016). 81% provided a rating of 7 or higher. 218 respondents were unsure, significantly higher than 173 in 2017.

Q15. Providing services and programs for young people aged 14-24 years?

143 respondents provided a response to this question resulting in an average score of 6.7 out of 10 (significantly lower than 8.3 in 2017, and 7.1 in 2016). 61% provided a rating of 7 or higher. 257 respondents were unsure, higher than 199 in 2017.

Q16. Providing services and programs for families with young children?*

192 respondents provided a response to this question resulting in an average score of 7.7 out of 10 (significantly lower than 8.6 in 2017, comparable with 7.5 in 2016*). 80% provided a rating of 7 or higher. 208 respondents were unsure, higher than 177 in 2017.

Q17. Promoting services and programs that encourage a healthy and active lifestyle?

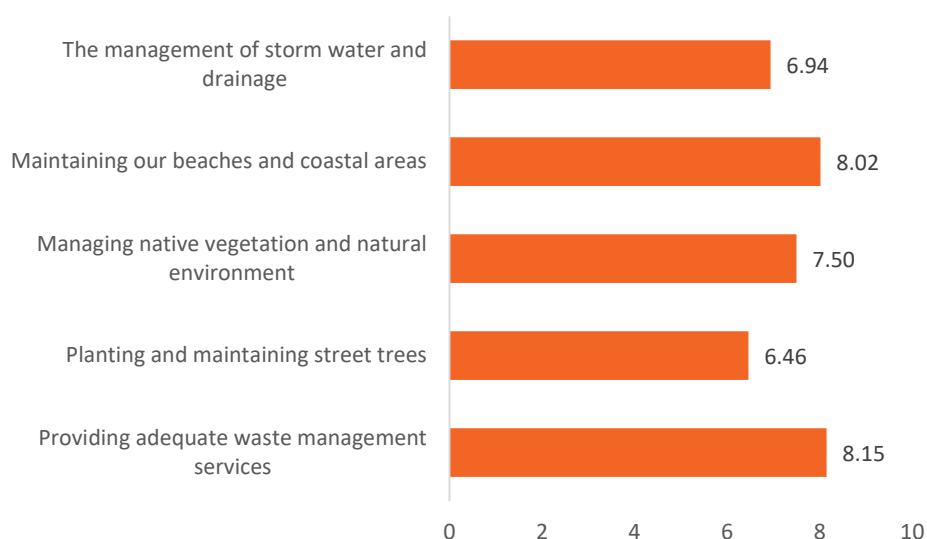
306 respondents provided a response to this question resulting in an average score of 8 out of 10 (significantly down from 8.6 in 2017, comparable with 8.1 in 2016). 84% provided a rating of 7 or higher. 94 respondents were unsure, higher than 50 respondents in 2017.

Q18. Providing services and programs for those from a variety of ethnic and multicultural backgrounds?

157 respondents provided a response to this question resulting in an average score of 7.1 out of 10 (comparable with 7.3 in 2017 and 6.9 in 2016). 68% of respondents provided a rating of 7 or higher. 243 respondents were unsure, less than 302 in 2017.

*Question was worded slightly different in 2016, rating for comparison only.

Creating a sustainable environment



Q19. The management of storm water and drainage?

358 respondents provided a response to this question resulting in an average of 6.9 out of 10 (significantly down from 7.3 in 2017, significantly up from 5.6 in 2016). 68% of respondents provided a rating of 7 or higher. 42 respondents were unsure, up from 30 in 2017.

Q20. Maintaining our beaches and coastal areas?

396 respondents provided a response to this question resulting in an average of 8 out of 10 (down from 8.4 in 2017, up from 7.6 in 2016). 85% of respondents provided a rating of 7 or higher. 4 respondents were unsure, fewer than 17 in 2017.

Q21. Managing native vegetation and natural environment?***

371 respondents provided a response to this question resulting in an average of 7.5 out of 10 (significantly lower than 8.1 in 2017, comparable with 7.4 in 2016*). 79% of respondents provided a rating of 7 or higher. 29 respondents were unsure, comparable with 30 in 2017.

Q22. Planting and maintaining street trees?

386 respondents provided a response to this question resulting in an average rating of 6.5 out of 10 (significantly down from 7.8 in 2017, and down from 6.8 in 2016). 59% of respondents provided a rating of 7 or higher. 14 respondents were unsure, comparable with 18 in 2017.

Q23. Providing adequate waste management services?

390 respondents provided a response to this question resulting in an average rating of 8.15 out of 10 (equal to 8.1 in 2017, up from 7.5 in 2016). 85% of respondents provided a rating of 7 or higher with nearly three in ten providing a rating of 10/10. 10 respondents were unsure, fewer than 30 in 2017.

***Question was worded slightly different in 2016, rating for comparison only.

Delivering economic prosperity

Q24. How satisfied are you with the support and promotion of tourism and events in your area?

Support and promotion of tourism and events in your area

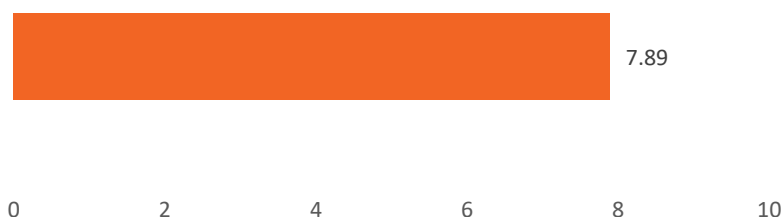


361 respondents provided a response to this question resulting in an average rating of 7.8 out of 10 (down from 8.5 in 2017, comparable with 8 in 2016). 81% of respondents provided a rating of 7 or higher. 39 respondents were unsure, fewer than 51 in 2017.

Local business

Q25. How would you rate the range of businesses/services and local conveniences in the area?

Range of businesses/services and local conveniences in the area

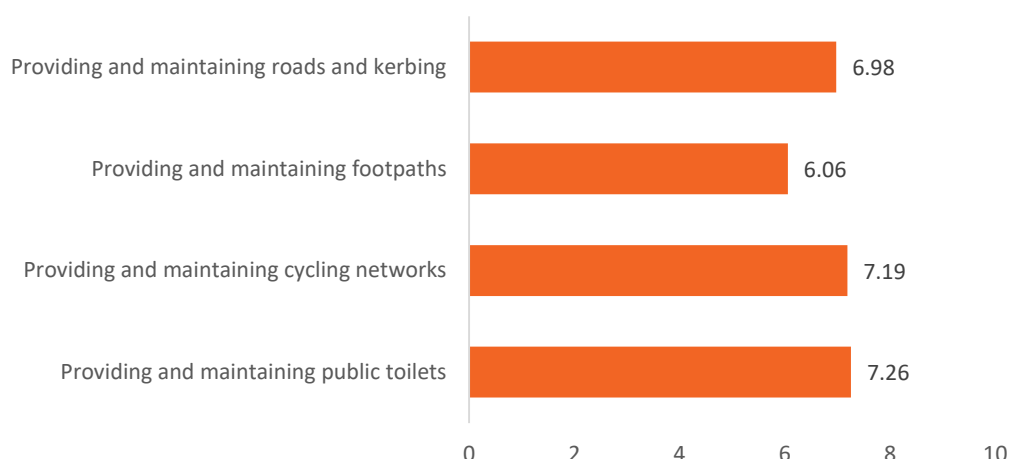


394 respondents provided a response to this question resulting in an average of 7.9 out of 10 (significantly down from 8.6 in 2017 and 8.2 in 2016*). 85% of respondents provided a rating of 7 or higher. 6 respondents were unsure, comparable with 5 in 2017.

Q26. How much would you say you spend each month purchasing items online not including paying bills?

This is a new question this survey and asked of all respondents. 39% claimed not spend anything (\$0) online indicating that 61% of residents are purchasing items other than paying bills online. The average expenditure across all respondents is \$139.83 per month with the median amount \$22.50.

Placemaking



Q27. Providing and maintaining roads and kerbing?

396 respondents provided a response to this question resulting in an average of 7 out of 10 (significantly down from 7.4 in 2017, comparable with 6.95 in 2016). 68% of respondents provided a rating of 7 or higher. 4 respondents were unsure, far fewer than 17 in 2017.

Q28. Providing and maintaining footpaths?

395 respondents provided a response to this question resulting in an average of 6.1 out of 10 (significantly down from 6.7 in 2017, and 6.8 in 2016). Just 50% of respondents provided a rating of 7 or higher. 5 respondents were unsure, fewer than 15 in 2017.

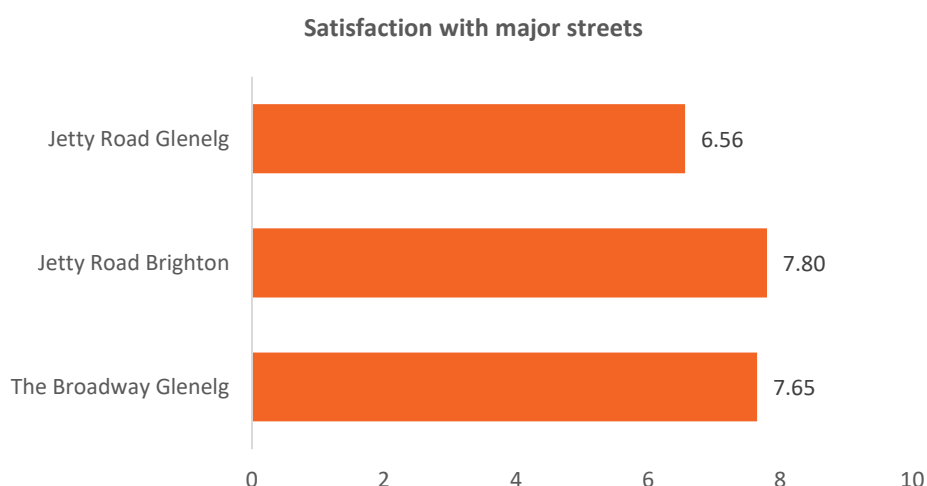
Q29. Providing and maintaining cycle networks?

291 respondents provided a response to this question resulting in an average of 7.2 out of 10 (significantly down from 8.2 in 2017 and 7.9 in 2016, however equal to 7.2 in 2015). 72% provided a rating of 7 or higher. 109 respondents were unsure, fewer than 157 in 2017.

Q30. Providing and maintaining public toilets?

313 respondents provided a response to this question resulting in an average of 7.3 out of 10 (equal to 7.3 in 2017, up from 6.7 in 2016). 73% provided a rating of 7 or higher. 67 respondents were unsure, significantly fewer than 112 in 2017.

Satisfaction with three major main roads



This next series of questions have been derived from a former question that combined respondent's views for both Jetty Road Glenelg and Jetty Road Brighton. To gain a clearer understanding, the questions have been separated and The Broadway added into the mix. All respondents were asked to provide a rating on a scale 0 to 10 scale, where 0 is very dissatisfied and 10 is very satisfied.

Q31. How satisfied are you with Jetty Road, Glenelg?

364 respondents provided a response to this question resulting in an average of 6.7 out of 10. 56% provided a rating of 7 or higher and 36 respondents were unsure.

Q32. Why did you rate your satisfaction with Jetty Road, Glenelg this way?

All respondents were asked why they had rated their satisfaction with Jetty Road, Glenelg this way. Responses were primarily negative (152 comments), with 69 positive and 25 mixed comments that combined both negative and positive aspects. 33 respondents claimed to shop elsewhere or avoided it or hadn't been for a long time and there were 8 other comments that were a mix of suggestions for improvement and support.

The negative comments centred on aspects such as empty shops and frequent turnover, touristy shops and too many dress shops, too many restaurants, not enough services, busy to chaotic, needs an upgrade, dirty, difficult to park, congested traffic, boring and lacking atmosphere, poorly laid out, a mess, narrow footpaths and footpaths being used by businesses, poor accessibility loud and should be closed to traffic.

The positive comments (albeit half the negative) were diametrically opposed with respondents citing convenient parking, shops and dining add to the attractiveness, convenient, good variety, it suits me, nice place to go and dine out, cinema is excellent, variety of smaller and more interesting shops, inviting friendly atmosphere, safe, know the business owners, good events, and good vibes.

The other mixed comments suggested more native plants to reduce the concrete jungle feel, keep the pop ups, increase the footpaths to 9 metres wide, provide more incentives to encourage locals to dine locally, make the road a mall and another who thought Holdfast Shores Marina was a bigger problem with a lack of visitors.

Q33. How satisfied are you with Jetty Road, Brighton?

355 respondents provided a response to this question resulting in an average of 7.8 out of 10. 84% provided a rating of 7 or higher and 45 respondents were unsure.

As a comparison the combined mean for Jetty Road Glenelg and Jetty Road Brighton is 7.2 out of 10 which is significantly lower than the rating of 8 out of 10 recorded in 2017 when the question was asked as one.

Q34. Why did you rate your satisfaction with Jetty Road, Brighton this way?

All respondents were asked why they had rated their satisfaction with Jetty Road, Brighton this way. The higher rating was reflected in the response sentiment with 62 comments in the negative, 175 comments positive, 42 comments that were both negative and positive, 37 people who shopped elsewhere or didn't go to the area, 3 who gave other comments.

The negative comments surrounded aspects that primarily related to difficult parking, along with less variety, poor eastern end (lighting and visual aspects), lack of vision from Council, line ups on the footpath (fish and chips shop), don't like the dining options and only cafes, not unique, overpriced, uneven streets, no supermarket, not a clear or safe road – needs to be one way, no trams, noisy and busy.

The positives which clearly outweighed the negatives included good atmosphere and friendly vibe, range of diverse shops, convenience and accessibility, free parking, clean, caters for tourists and locals, community and cosmopolitan, less vacancies and shops seem to stay, good restaurants and cafes, has remained the same, safe, active and well maintained, interesting, village feel, different to the Bay, not noisy, cleaner and brighter, vibrant and rejuvenated. Many of the comments used adjectives such as lovely, intimate, boho, wonderful, quirky, nice, interesting, kid and dog friendly, unique, colourful, bright and cheery.

The other comments stressed leaving Jetty Road Brighton as it is, the addition of a chemist and one person who thought it only slightly better than Jetty Road Glenelg.

Q35. How satisfied are you with The Broadway, Glenelg?

307 respondents provided a response to this question resulting in an average of 7.65 out of 10. 81% provided a rating of 7 or higher and 93 were unsure.

Q36. Why did you rate your satisfaction with The Broadway, Glenelg this way?

All respondents were asked why they had rated their satisfaction with The Broadway this way. Like Jetty Road Brighton, The Broadway fared relatively well in that the positives far outweighed the negatives. There were 152 positive comments, 34 negative comments and 36 mixed of both negative and positive. However, there were substantially more people who did not go the area (78 comments). And 4 people gave other mixed comments.

The negative comments centred on the street being limited in its offering, it's a bit bland and dull, it's congested and parking particularly disability is limited, shops are scattered and shopping is limited, no special events, not much appeal. The negatives perceive the street as a bit daggy and a bit hit and miss.

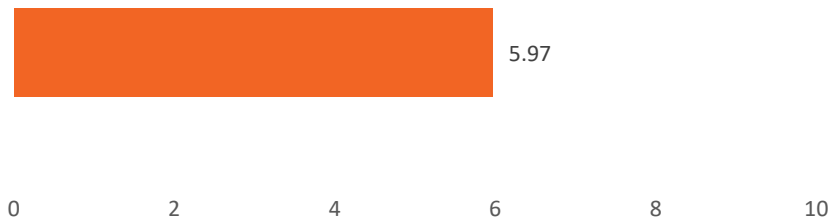
On the positive side of the ledger comments described the street as a good supplement to Jetty Road Glenelg, reasonable level of services and good range of eating options, better café feel, eclectic, gentrified, greatly improved, good streetscape and walking area. Some respondents singled out

particular stores they frequent such as Scruffies for the specialty dog biscuits and Mockingbird, the Mediterranean and the Salvo's charity store. The Broadway was mostly seen as a village atmosphere, quaint and interesting and emerging as a very nice cafe destination.

Satisfaction with design and development of the area

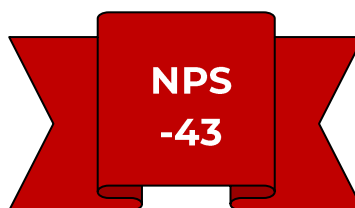
Q37. How would you rate your satisfaction with the design of new development in the area?

Satisfaction with design of the new development in the area

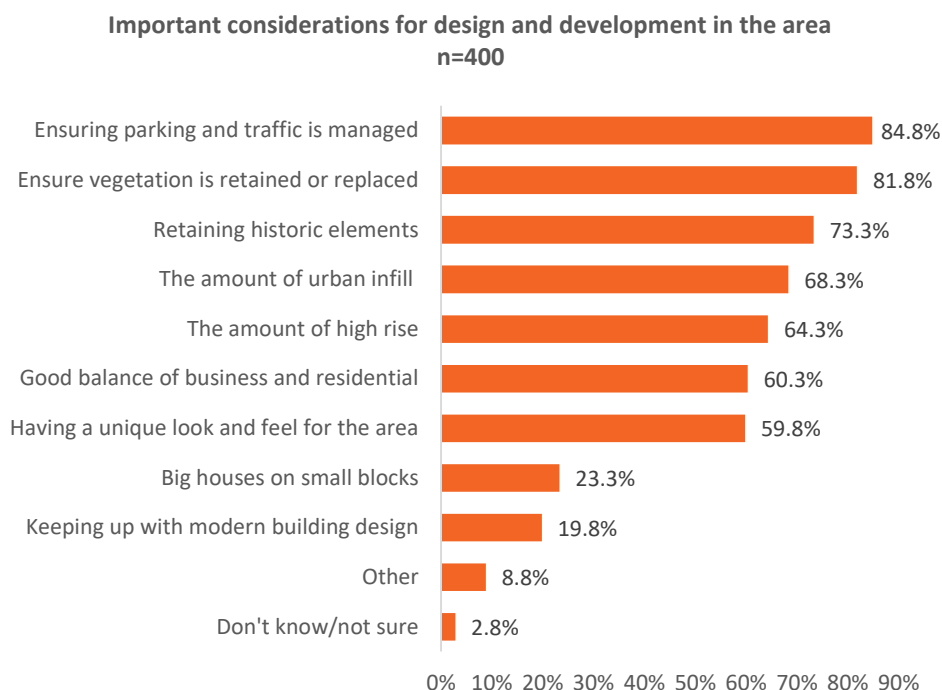


299 respondents provided a response to this question resulting in an average of 6 out of 10 (significantly down from 7 in 2017, the first time the question was asked). Just 47% of respondents provided a rating of 7 or higher. 101 respondents were unsure, far greater than 53 in 2017.

We applied a Net Promoter Score to this question by subtracting the number of detractors (those rating 0-6) from the number of promoters (those rating 9-10). The score is negative 43 indicating there are significantly more people dissatisfied than satisfied. This score is significantly below that of negative 9 in 2017 and negative 33 in 2016.



Q38. Which aspects do you believe are important considerations for design and development in the area? (Please choose all that apply.)



This question was formerly asked as an open ended question as a 'why did you rate your answer this way' referring to the previous rating question. The new closed format question options were derived from the key themes attached to the former question.

The most important consideration is to ensure that parking and traffic is managed (85%), closely followed by ensuring vegetation is retained or replaced (82%), the retention of historic elements (73%), the amount of urban infill (68%), the amount of high rise (64%), a good balance of business and residential (60%), having a unique look and feel for the area (60%), big houses on small blocks (23%), keeping up with modern building design (20%), 9% other mixed responses, and 3% who did not know/were not sure.

Those respondents more likely to nominate consideration should be given to ensuring parking and traffic is managed were aged over 40 years (40-54 years 90%, 55-64 years 92.5%, 65+ years 90%), in blue collar employment (95%) and retirees (91%), living in middle family (93%), mature family (89%) and mature couple/single (92%) households, with incomes \$20,000-\$39,999pa (95%), \$40,000-\$59,999pa (90%), \$80,000-\$99,999pa (87%), and \$150,000pa and over (90%), live in Seacliff (93%) or are other property owners living outside the area (90%*).

Ensuring vegetation is retained or replaced was nominated more often by those aged 40-54 years (88%) and 65+ years (92%), retirees (89.5%), living middle family (86%), mature family (91.5%) and mature couple/single (89.5%), with incomes between \$20,000pa and \$59,999pa (\$20,000-\$39,999pa 95%, \$40,000-\$59,999pa 88%), and other property owners living outside the area (100%*).

Retaining historic elements was nominated more often by those aged 55+ years (55-64 years 77.5%, 65+ years 85.5%), retirees (83%), those living in mature family (81%) and mature couple/single (82%) households, with incomes \$20,000-\$39,999pa (84%), \$40,000-\$59,999pa (82%) and \$80,000-

\$99,999pa (78%), and come from Glenelg (82.5%), and other property owners living outside the area (89%*).

The amount of urban infill (i.e. knocking down houses for multiple dwellings on the block) is an important consideration for females (72.5%), those aged over 55 years (55-64 years 72.5%, 65+ years 79%), those in white collar employment (72%) and retirees (78%), living in middle family (71%), mature family (74.5%) and mature couple/single (74%) households, with incomes \$20,000-\$39,999pa (78%), \$60,000-\$79,999pa (79%), and come from Hove (72%), Seacliff (78%), and other property owners living outside the area (79%*).

The amount of high-rise was nominated more often by those aged over 40 years (40-54 years 68%, 55-64 years 70%, 65+ years 78%), retirees (78%), those living in mature family (72%) and mature couple/single (75%) households, with incomes \$20,000-\$39,999pa (78%) and \$60,000-\$79,999pa (72%), and are other property owners living outside the area (89%*).

Maintaining a good balance of business and residential is an important consideration for those aged 40-54 years (65.9%) and over 65 years (64%), professional/executives (64%), living in middle family households (69%), with incomes between \$40,000pa and \$79,999pa (\$40,000-\$59,999pa 65%, \$60,000-\$79,999pa 65.5%), and come from Glenelg (65%), Hove (65%) and other property owners living outside the area (67%*).

Having a unique look and feel was nominated more often by those aged 40-54 years (65%) and over 65 years (69%), living in mature family (64%) and mature couple/single (65%) households, with incomes between \$20,000pa and \$59,999pa (\$20,000-\$39,999pa 73%, \$40,000-\$59,999pa 69%) and over \$150,000pa (64%), and come from Glenelg (70%) and other property owners living outside the area (67%*).

Big blocks on small blocks is an issue for those described as aged over 65 years (39%), retirees (36%), those living in mature family (28%) and mature couple/single (32.5%), with incomes \$20,000-\$39,999pa (32%) and \$60,000-\$79,999pa (45%), and come from Seacliff (27%).

Those more likely to nominate keeping up with modern building design were males (27%), aged 40-54 years (24%), professional/executives (29%), living in mature couple/single households (23%), with incomes \$60,000-\$79,999pa (24%) and over \$150,000pa (27%), and come from Seacliff (27%).

*Small sample size

Many of the other responses fell into the same categories of traffic management, design, limiting high-rise, retention of heritage element etc. however some respondents clearly felt they had to justify their response with examples. The other comments comprised:

Traffic related (8 comments)

- Multiple units need more parking spaces.
- The roads are overcrowded, the last thing we need is more High Rise buildings
- Traffic management is poor particularly in the narrow streets of Seacliff. No entry sign is ignored. One way exit to Wheatland Street dangerous due to cars parking on south side of the street. Have to pull out in the street to be able to see if road is clear
- With multiple dwellings increased vehicles bring parked on streets and not in driveways/garages creating safety issues for vehicular traffic and pedestrians. Get the cars off the road and park them in the property.

- Traffic and parking management
- Streets too narrow for all the cars now due to infill
- Safer access onto main roads with increasing traffic in side streets.
- Baker Street Somerton is narrow. It is also on the boundary to Marion Council who are approving a lot of new development in the street. 3 houses down is Marion. Problem with parking. Cannot get through as a result. Park one side or other. There is a garage in two storey homes but they tend to be used for storage rather than parking.
- Maybe make some narrow streets one way because so many parked cars clog them for two way traffic.
- Feeder public transport services
- Ensure adequate parking

Design elements (8 responses)

- But footprint should be minimal and environmentally positive.
- I think all of the above aspects are critically important in good design. So is public transport and walkability.
- Infringement of privacy when 2 storey homes are built overlooking backyards, especially on hammer blocks with little garden and parking space.
- Keeping noise level down.
- Keeping variety of housing stock - don't let our suburbs become "cookie-cutter" cheap infill development like in Dover Gardens.
- Size of bedrooms in infill development
- I believe in dense developments, designed for older residents with modern facilities and easy access. Double story units are not good once stairs become problematic.
- Don't like hi rise at all need to watch for historic elements. Comply with modern standard but don't like what doing with the huge footprint on a small block. Design of properties have no eaves and are not designed for Australian conditions. Too much power is used running air conditioners and should be set back more from boundary.

Limit the amount of high rise and infill (7 comments)

- High-rise and urban fill needs to be limited.
- High-rise development should focus on traffic corridors along efficient public transport eg, trams & trains.
- Too many multiple dwellings on blocks and too many high rise and high density properties. The infrastructure, storm water drainage and off street parking are insufficient for this development.
- We have had 3 two story town houses built overlooking our house and backyard. We have lost our sky and light. The new owners will be able to see into our yard and through our windows. I am very unhappy about infill.
- Too much hi rise.
- Not have too much and not too high but that's the way of life these days
- Keep hi rise to a minimum no more than two storey inner suburbs

Other various considerations (6 comments)

- Looking after established home owners when new properties are being built. I feel council have a don't know don't care attitude. House next to me is being painted lilac/grey the other townhouses are a neutral colour...spoils the landscape.
- More beach equipment
- Good playgrounds, adequate services
- Facilities to accommodate the quantity of the population in the region
- Consistent decisions on planning approvals. Everyone should be treated the same
- Adequate community services ratio to the number people living in the area

Environmental considerations (4 comments)

- Increasing environmentally sustainable housing. Encourage residences and business to become more efficient.
- Promotion/policy for shared economies and resources, lean community spaces, dense housing populations and smart passive street lighting.
- Maintain open space
- Keeping open spaces and greenery

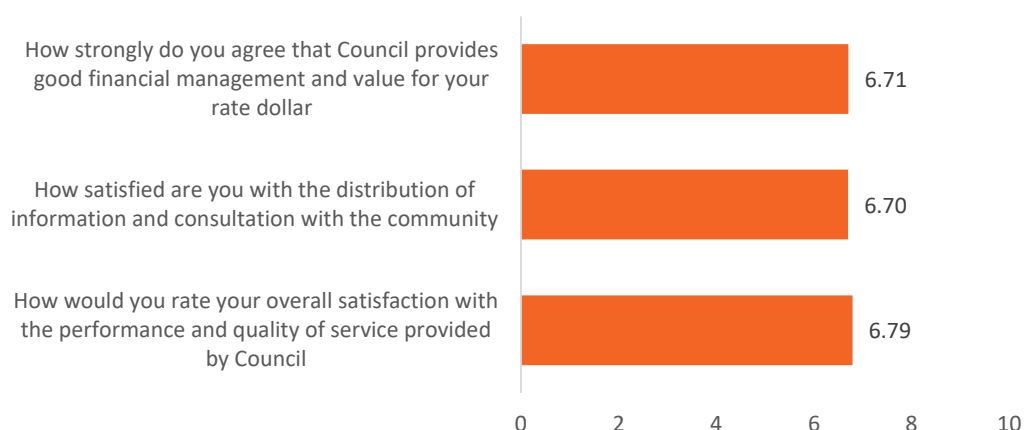
Heritage related (3 comments)

- I do not like the amount of demolition of older houses. Block sizes need to be reconsidered. The impact of density of living has to be considered to ensure we do not lose the historic character of the area
- Keep up modern but not at expense of historical
- More on heritage list. Protect.

Footpaths and boundaries (2 comments)

- Example is the new supermarket on Brighton Road. They built it right on the footpath it's horrible.
- Extremely poor maintenance of footpaths especially allowing residents to extend their gardens out onto them which restricts free movement along them.

City management



Q39. How strongly do you agree that Council provides good financial management and value for your rate dollar?

319 respondents provided a response to this question resulting in an average of 6.7 out of 10 (significantly down from 7.35 in 2017, equal to 6.7 in 2016, up from 6.4 in 2016). 64% of respondents provided a rating of 7 or higher. 81 respondents were unsure, up from 60 in 2017.

Q40. How satisfied are you with the distribution of information and consultation with the community?

353 respondents provided a response to this question resulting in an average of 6.7 out of 10 (significantly down from 7.6 in 2017 and 7 in 2016). 61% of respondents provided a rating of 7 or higher. 47 respondents were unsure, fewer than 54 in 2017.

Satisfaction with overall quality of service provided by Council

Q41. How would you rate your overall satisfaction with the performance and quality of service provided by Council?

This question was re-worded this year and combines performance and quality which were formerly separate questions.

All respondents provided a response to this question resulting in an average score of 6.8 out of 10. The averaged of the combined question from 2017 was 7.2 out 10. 65% of respondents rated this question 7 or higher.

We applied a Net Promoter Score to this question by subtracting the number of detractors (those rating 0-6) from the number of promoters (those rating 9-10). The score is negative 21 indicating there are more people dissatisfied than satisfied. This score is significantly below that of negative 12.8 for performance and negative 10.3 for quality in 2017.



Aspects for Council to focus on

Q42. Which aspects do you think are the most important for Council to focus their efforts on over the next four years?

All respondents were asked what they believe to be the most important for Council to focus their efforts on over the next four years. The responses were open-text and the majority were multi-layered and fell into several categories.

The largest number of comments (78 comments) were attributed to environmental issues such as greening, rubbish and recycling, street trees and beautifying streets, beach conservation and foreshore care. This was closely followed by issues surrounding development (74 comments) such as heritage, attracting businesses to fill empty shops, new infrastructure, controlling development, housing density, improving Jetty Road, stop privatising beaches, and reduce high-rise. Traffic and parking (46 comments) included traffic management and control, bike riders on the esplanade, pedestrian management around Jetty Road Brighton, speed, street parking, lack of parking, paid parking, parking permits and improve public transport. Footpaths, roads, lighting (45 comments) included comments pertaining to more and better lighting around streets and locations, streetscapes, management of footpaths, loss of footpaths, public toilets, maintenance of street trees, more bike paths, quality of roads, remove trees, parks and reserves. There were 43 comments pertaining to a range of Council controlled issues like rates, plans for the future, and dog regulations. Beaches, the beach environment and dogs on the beach (27 comments), tourism and event related comments (19 comments), various community services and facilities (17 comments), consultation and understanding residents' needs (15 comments), safety issues (7 comments) and a range of mixed comments (8 comments) featured. There were also 15 comments from people who did not know. The actual comments are detailed in the tabulations section of the document.

Other feedback for Council

Q49. As a final question, is there any other feedback you would like to give Council? (Responses were not mandatory and designed for the respondent to provide additional feedback on issues not already covered as a part of responses.)

288 additional responses were received. They have been included as verbatim comments.

- 1. Stop commercialising everything you can get your hands on. 2. Open Brighton Library on Sundays, even the City Salisbury can manage this. 3. Put the brakes on increasing the population density.
- I no longer vote in the local elections as I can't find a candidate who supports what I have suggested, venal grubs the lot of them.
- A quarterly newsletter of what is happening in the area, including events, road maintenance, library activities, road closures etc. etc. would increase attendance at events and avoid traffic frustration. Increase community courses/up skilling to engage more residents.
- Adolescents need better spaces to hang out in. There isn't much for adolescence to do at Glenelg. A basketball half court located on the green at the end of Jetty road Glenelg would be good youths.
- Advertise activities for seniors much more
- All day parking by workers at Brighton Central (Foodland) in Rutland Avenue urgently requires addressing. It is impossible for visitors or tradespeople to park in the street during working hours. There should be either a 2 hour parking restriction or residents-only parking in this street.
- Am pleased with how helpful Council are
- Appreciate being given an opportunity to complete this survey. Many Thanks
- As a retired senior spending a lot of my time in the Holdfast Marina & Jetty Road Glenelg area I was delighted to finally see that the two biggest eyesores in this area are leaving.
- The Ferris wheel & The Buffalo. The Wheel was an eyesore & the surrounds of The Buffalo are a smelly disgrace to an otherwise well maintained area. Well done!
- As far as I'm concerned I think the Holdfast Bay council does a great job. I have had a few queries since I have lived here and they have been attended to straight away.
- As I said before if we are to keep the Esplanade beautiful as it is the gateway to the best suburban beach keep it ALL clean.
- When new houses are being built look after the already existing homeowners. Have a bit more say what dwellings are approved. The Beach is for everyone but our houses need to be protected. When I have popped into council to ask anything the ladies at the front desk are lovely but then they call out other staff who bring their 'don't know don't care yes they can do what they like' attitude. Some of them need to learn to respect the residents who pay astronomical rates and receive very little in return
- As I stated before bikies are a huge concern for us. Besides the noise their bikes make some are intimidating and my wife and daughter are scared to either leave or enter after dark. Simple solution? Enforce parking regulations for everyone. Why are cars discriminated against and motor bikes allowed to ignore

-
- As mentioned before please make the walk ways child and family safe by removing the cyclist as we have 4 yr. child and we and lots of our friends that live in the area had incidents with cyclist where our child has been struck and we all have noticed it has become increasing worse over the years.
 - Pedestrians, families, children and elderly walking on a footpath together with speeding cyclist ringing bells is not a good mix and leads to a unsafe outcome.
 - As the residents age you should be focusing on providing services for the aged community that help them remain independent in their own homes and allow them to age healthily (for example services that encourage physical activity and community)
 - At night time I walk on the roads because the footpaths are so uneven and poorly lit. Wyatt St is the perfect example. I see many people trip in full daylight on that street. When it's safer to walk on the road than the footpath, there is a definite problem!
 - Be careful not to Take paradise and put up a parking lot
 - be careful with our money
 - Be mindful to keep working for the residents of this wonderful area.
 - Be more open with community about matters being considered for Holdfast Bay
 - Been here 6 weeks and lovin it!
 - Better access to information on website and social media. Paperless and free. Greater participation if more people are aware of services.
 - Boundary Road - one side is Glenelg South (odd numbers) and Somerton Park on other side (even numbers). Yet odd numbers start from Moseley and even start from Brighton Road so causes lots of confusion. Is there a way of rectifying this problem? This problem is confusing for taxis and parcel delivery and tradespeople.
 - Brighton Cemetery is poorly kept
 - Brighton Road and other major roads in the area are becoming much busier due to increased development/population growth - this needs to be addressed e.g. cars parking along Brighton Rd is no longer appropriate - creates safety issue/traffic flow is interrupted.
 - Can you improve the available parking at Brighton Jetty Road, can you add music centre to the sign on the side of the Kauri Centre, can you do something about the staff from Alwyndor parking and smoking in the streets - i.e. have had problems getting bins emptied as staff/visitors cars park in front of bins on occasions, and general street lighting needs to be improved - i.e. Lavinia Street is pretty dark at night and hard to see footpaths, finally - dog bags seemed to have disappeared from local parks - other than that, pretty good job, thanks
 - Communication.
 - Consultation.
 - Being present.
 - Also, accepting major development can be positive & when done well can add value to a community particularly when working with developers/developments.
 - Congratulations to H/Bay Council for the services provided for the older community and the contact that is being kept.
 - Happy with the 'art works' being purchased and installed in the council area - it adds to the community vibe.

-
- Consultation with ratepayers should be more than merely legislative compliance i.e., implement what ratepayers recommend instead of proceeding to do things that we object to.
 - Funds from increased rates collected from infilling to be invested in more open space areas - particularly nature reserves
 - Continue their good work
 - Continue with the annual sculpture contest in Brighton! I have always really enjoyed this :)
 - Council is doing a good job but need to provide better security for the ratepayers - better lighting - more visibility on footpaths
 - Council is doing a very good job, especially while trying to appease such a broad demographic in a growing area. These surveys are an excellent idea to fine-tune the broad feedback that come from various sources. It would be very helpful if Council published the results of this survey, along with their action plan over the next four years to address the issues raised. This should be done as a special newsletter to all ratepayers, not just an addendum to an invoice. This will encourage more feedback and involvement in the future, to the benefit of both Council and the community.
 - Council is very response to my request. Keep up the good work
 - Council needs to be aware these beach suburbs are environmentally precious and council's plans must recognize this in their maintenance of all assets and services
 - Council needs to be open and honest as it is there to service residents and ratepayers.
 - Deliver the basic services well without over communicating the 'spin'.
 - Develop and deliver the potential the area has to make it the most sought out area in SA
 - Do not take away parking down Jetty Road Glenelg, maintain the footpaths down Jetty Road Glenelg as far as cleanliness and safety. Provide some more car parking around Glenelg Central. Glenelg precinct is a unique shopping and business Hub. They need to improve the overall appearance to bring a better class of person into the area.
 - Do similar survey in a few years
 - Do something about the trees on Scott Street. They are too high and with the prevailing West & South West winds their branches impact the roof.
 - Do something with the amount of traffic down Hulbert St speeding from the esplanade towards King George Ave.
 - Doing well in my eyes. Keep up the good work.
 - Don't over develop
 - Don't consider merging with another council. They will just gouge us.
 - Don't lose sight of why we choose to live here!
 - Don't waste tax payer's money on this we don't need. Why has the Buffalo been an eyesore for so many years- should have been restored by young carpentry apprentices for the area? And what will replace it? Why do these things take so long to proceed? The roads also need upgrading.
 - Don't waste good money increasing the size of the Wigley reserve Play Station/Exercise Hub which would exclude senior citizens access to meaningful upper body exercise equipment? The 3 project choices once again offer nothing to older residents.
 - Don't waste money on silly surveys like this.

- Employ staff involved in clean up/rubbish removal on early shifts so that areas/bins are clean and ready by day break. This would also help the staff to get their work done without people interfering/ slowing them down.
- Apart from cleanliness issues and concerns re high rise developments I think the council does a pretty good overall job.
- Even though I rent, I am aware of rates and because of lack of lighting, roads I get angry at the rates you have to pay. On the other hand I think it is great what the council have done to Kingston Park, but I feel Brighton has been left behind and this is hub of activity. Dogs are really not accepted and given much thought I do not think. If they were, they would help with activity for the elderly, especially when you think this is the demographic for dog owners.
- Every decision made has consequences, make sure all of the council consider those consequences and give careful thought of how it will affect individuals , couples , families, business's and the community at large before decisions are made .
- Excellent idea seeking feedback from residents in surveys such as this. Keep doing so and open them up to as many residents as can be managed with the task.
- Most residents would think you are doing a pretty good job. Be open and transparent with how our funds are used.
- Suggest creation of a 'Healthy Living/Lifestyles' Portfolio within council - or an ambassador position. We need to do more to promote healthy lifestyles and living to our children and future residents of this City of Holdfast Bay.
- Thankyou.
- Ryan Bowman
- Fix my footpath please
- Fix the footpaths, I see a least a couple of people a day tripping on the terrible state of paths. Plane trees need removal because of damage to vehicular traffic, paths and private property i.e. destruction of fences.
- Footpath lifting around Brighton Rd, Glenelg East. People have tripped - a friend landed on their arm.
- Footpath management in the older parts of the suburbs needs to be prioritised rather than focussing on the tourist strips and beach.
- For years I have been very happy with the council -- value for my money however talking to my neighbours about the two issues that arose last year... They all laughed and said you can do what you like but you will not get a response. They are very elderly people and I thought --just disgruntled -- now I have joined them. When I worked all the time I was not aware of how little your requests are valued. The issue responded to was the tree branches that were hitting pedestrians in the face when walking past my council owned tree. It was trimmed promptly and I was left with a half dead tree that has the appearance of having dreadlocks. The dust from the verges across the road flowing into my house when I either open the door or the windows. I am asthmatic and this causes me to reducing my choices and the ability for me to enjoy being home in my own house. I live at 17 Sixth Ave., Glenelg East. As stated before I was a strong believer that I was getting value for money with all the beachfront developments for leisure etc. But realise that is for show and my REAL problem

is just discarded in this area. One resident with a problem which only the council can fix is one problem too small to worry about.

- GENERALLY I FEEL THE COUNCIL DOES A GOOD JOB BUT I ALSO FEEL THAT RESIDENTS ARE OVERLOOKED IN PREFERENCE TO BUSINESS AND SPECIAL EVENTS. I LIVE ON A BUSY, NOISY AND DANGEROUS STREET AND WOULD LIKE TO SEE SPEED RESTRICTIONS OR EVEN SPEED SIGNS, ANYTHING TO SLOW THE TRAFFIC DOWN
- Get on with saying what you are going to do. Taking far too long to implement work.
- Get out and experience the suburbs of the council area so that you are all very aware of what works well and what doesn't. Don't be afraid of failure, instead be afraid of not doing anything!
- Get rid of the AIR B&B in block of units.....units are peoples home and casual visitors are disrupting the harmony in most of the units I have visited friends.....
- They are disturbing, disrespectful to the permanent residents and can at times be outright rude
- Give priority attention to responding to rate payer requests for day to day maintenance and services.
- Great area
- Had to mark unsure to most of the questions and I'm not aware of any community events and general info and I haven't heard or seen anything
- HALVE THE NUMBER OF COUNCILLORS. WE NEED OUTSTANDING VISIONARY COUNCILLORS. THE BRIGHTON CENTRAL SHOPPING CENTRE WAS REFUSED APPROVAL BY LEFT WING SOCIALIST PERSONS WHO HAD THEMSELVES ELECTED SPECIFICALLY TO DO EXACTLY THAT.
- Handle the Council financial matters in a prudent manner, getting the best value for ratepayers
- Have a plan for 5 or 10 years. Encourage a better ambient cafe feel
- Have lived in the area for over 30 years and am pleased to take visitors to Brighton and Glenelg.
- Have no political affiliation and consult your constituents
- Have someone walk the footpaths and inspect for overhanging trees - Trim as required. There are other issues streets in general that could be resolved but council workers turn a blind eye.
- Repair footpaths, someone marks them with yellow paint then does nothing about it. A poor method to resolve issues.
- Roads - potholes and poor maintenance is showing more each day.
- Address the parking issue at Jetty roads.
- Rates continue to go up every year but we get less for our dollars. Councils need to be more accountable for money spent, a lot is wasted and no business would ever survive operated like this.
- Hopefully with the new developments sufficient parking is included to reduce the amount of on street parking. Some of the narrow streets are quite difficult to navigate, perhaps the inclusion of more yellow lines, with parking on only one side of the street, particularly where there is also a bus route.

-
- We are not sure if the rubbish pick up over the Christmas/New Year was advertised, but we missed it and had no idea. Next time we will know to check on line although an email or letter box drop would be helpful.
 - Thank you, we have appreciated the opportunity.
 - households on large blocks with a garden require green bin service every week not fortnightly
 - How about a simple global QOL question of How do you rate your overall QOL? That way you can compare items between councils.
 - I am concerned about the use of the beach. I agree that it should be open to all and shared space. But in the 20 years I have lived here it seems so many out of control dogs are on the beach. As I have aged I now find it quite hazardous to be on the beach particularly in the morning. I have nearly been knocked over a number of times. It seems there is no enforcement of existing bye laws re the control and leashing of dogs.
 - I am glad to be asked to participate in feedback for the Council, I hope that the council continues to ask and listen to community feedback now and into the future. It certainly improves my faith in the council performing its duty - looking after the local community.
 - I am happy in the environment in which I live. Thank you.
 - I am pleased that the Council is letting the ratepayers participate in these surveys.
 - I applaud what council is finally doing about the coastal footpath through the dunes of Minda Home
 - I appreciate the fact that dogs are allowed in most parks and reserves. It is a shame that there are no waste bags in the small park between Bath Street and Boundary St in Glenelg South. Could you please organise some to enable people to clean after their dogs? That would be much appreciated.
 - I appreciate the recycling that is done from the council office at Brighton.
 - I understand it is hard to police the cycling and dog regulations, but they are very annoying.
 - I appreciated Mrs Clancy and Mrs Jane coming to help to save the garden I made opposite my house in land by the train line. None the less a bulldozer was sent in to remove a beautiful aloe which was much admired and good for birds and insects.
 - I believe residents residing in the area are very fortunate, council and other businesses and organisation do a great job ensuring that we all have the opportunity to enjoy a wonderful part of Adelaide and lifestyle. Having surveys such as this is a good example
 - I cannot talk for other streets but definitely in mine, St Annes Tce, speeding is an issue, someone is going to get hurt sooner or later, probably not just an issue in my street, but you are probably aware of this already.
 - Thanks for the opportunity to offer my opinions, i would be happy to answer any future questions.
 - I don't understand the purpose of the Glenelg Esplanade driverless bus that has, for me, increased the hazard of walking and cycling along the walkway. The bus stops (Moseley Square and Broadway) are an eyesore!
 - I expect Council to take notice and listen to the residents.
 - No closed meetings
 - Be open and transparent
 - Respect one another

- I feel well looked after but Brighton is in danger of becoming overfull of low quality boring shoe box two story town houses. The appearance of our suburb is dull, unimaginative and without charm. I appreciate being able to walk along the paving by the beach, the steps down on to the sand and the showers and drinking taps for humans and dogs. Well done. I like New Year's Eve family fireworks at 9pm at Brighton.
- I find there are few activities offered by council for people my age who are working professionals. Many activities offered are for retirees, kids and within working hours when people like myself cannot attend.
- Promotion of activities could be improved, often stumble across and an event when out walking- have not seen advertised.
- I guess it is always human nature to believe that things should/could be improved ... but generally I believe council seems to be doing a pretty good job in the areas that I access or use.
- I have a suggestion. Between 35 Nile Street & 37 Nile Street Building there is a small parking spot. We need to draw a yellow line out there as sometimes difficult to get into our building parking.
- I have appreciated the way council has responded to suggestions and requests I have made.
- Dogs on the beach are a significant issue and management of them could be much improved. Some dog free areas should be set aside and resources should be put aside to ensure by laws are followed.
- I have filled out this survey in consultation with the residents of Murray Mudge.
- Raymond Grove and Mosely Street are uneven and at times dangerous (with pods falling from trees)
- Street lighting in this particular area is poor particularly for older residents.
- I have found the staff in the Brighton Centre to be very well informed and helpful.
- I am proud to live in this developing and vital district.
- I have only been back in the area for 1 month after a decade away which is why I answered 'unsure' to many of the questions - I have not yet encountered these issues.
- I have only one complaint. The library used to keep the current issues of popular magazines such as Gardening Australia for use with the library. Now they can be borrowed when they are published. I find this very annoying as I used to enjoy reading current issues in the library.
- I know - public service work is an ungrateful job.
- But, originating from South Africa, I really, really appreciate what you guys do...
- Keep up the good work!
- Thank you.
- I know it is not Council's responsibility but as a regular user of the train line crossings it can be dangerous at times. Particularly between Jetty Road Brighton and Brighton Road because of the curve of the line and no physical barrier like a gate that automatically opens and closes. A gate system like there is at the Brighton Road crossing would solve this potentially dangerous situation.
- Additionally, on the western side of these crossings, a bike lane runs immediately in front of the entrance to the crossing and there is no way that pedestrians and bike riders can see each other. This can be resolved with the positioning of large mirrors at the entrance.

- I like all the up-grades of the tennis courts going on in most areas of Adelaide - as long as there are good quality ones for the public to use.
- I love Glenelg. I really think that the council is awesome rather than my previous living area. I really appreciate the great effort of the council for us.
- I love the area and its character and would like to see that character maintained while developing or redeveloping new dwellings. Generally council is doing a great job, but some areas need more careful monitoring. Council also has a way of creating some of the most unique traffic intersections in South Australia which don't always seem logical or turn out as intended (I think). Traffic and parking will continue to become major impediments in the area.
- I love the area we live in - east Brighton Rd behind Brighton Sporting complex but Council need to be mindful of overdeveloping our residential areas - infrastructure cannot support this. Privacy becomes an issue with 2 storey development. Our beach development is fantastic and walkways (we can walk from home to Seacliff and back i.e. 7.2 km in safety and with fantastic views.) The emphasis on safeguarding against erosion of our beaches. I don't wish our area to become like Glenelg for sake of the \$
- With larger homes on single allotments we are seeing young families move into the area which is great for the future. The attraction is schools, beaches, transport, businesses and safety.
- Overall happy with Council but more so as it relates to Brighton/Hove.
- I will leave you with this thought. Just about to walk down to a restaurant near Jetty Rd Brighton for Valentines meal, pop down for a walk on Jetty, have drink at pub afterwards and walk home where else in world can you do this!!!
- The main objective for the Council should be to maintain the essence of our community that makes this area special whilst looking at where we can make it even better!!
- I object to council wasting time and money planting any sort of trees on the seafront or up to 50m up most side streets as they are an eyesore which don't grow in the harsh conditions of the seafront. But they persist in wasting our money and making it look like we take no pride in our properties. As for cutting up our artificial lawn to plant these trees without consultation with us is diabolical. No I'm not happy.
- I once phoned the council to ask if there was a roster for the street cleaning and was told there was no way to no when it was being done. I suggest you set up an opt in system to notify your residents 1 or 2 days before by sms so that they may have their footpaths swept and vehicles parked off street.
- I really appreciate the opportunity to participate in this survey. I love living in Seacliff, being a resident of Holdfast Bay. I will be here a long long time.
- I spoke to Amanda the new mayor just prior to the elections and she indicated The Buffalo was being removed we received some local gossip that it was to be removed two weeks ago that is early February 2019 it is still standing and still an eye sore. Not to mention a serious public risk should one of those must come down.
- Otherwise great job and congratulations to all who work at the council
- I thank the council for keeping me informed. I do believe the environment is the most important thing to keep in mind when making any decision.

- I think overall I am happy with the Council. I like the variety of entertainment being brought to the square e.g. ferris wheel, concerts.
- I would like to have my street re-bitumised, new kerbs and nicer tree plantings. Get rid of bottlebrush trees.
- New library for Glenelg. It is not a very welcoming building at all.
- There are a lot of retired people in the district. Please offer more volunteering activities.
- I use and appreciate support given to me by Glenelg Community Club
- I was very disappointed when free parking to visit my local library disappeared. I collect 8, usually heavy, book club books and would like to park next to the library when I drop them off and pick them up. I consider that as a ratepayer I should not have to pay extra for this. Is Glenelg the only council except for the CBD where locals have to pay to park at their local library that their rates pay for?
- I would also like extra funding for the Holdfast libraries so that they can add extra activities and programmes e.g. like the Mitcham and Marion libraries.
- I would like the council discussions on Alwyndor to be public.
- It is not only a nursing home. It provides many appreciated services for the community. I fear it is in danger of being run down and then sold. It has been the jewel in the Holdfast crown and we would like it to stay that way.
- I would like to be advised that you will get the weeds on the Sand dunes at Glenelg, will be killed by poison twice each year
- I would like to be informed of any building or works in the future in a timely manner, not after the event!
- I would like to see council be a bit stricter with quality control. Roads that are dug up and then have the new asphalt sink should be replaced at the cost of the contractor. Tennis court fences installed at Bowker oval should not allow tennis balls to roll freely underneath them.
- I would like to see more lighting along pathways for people walking at night and cameras installed
- I would like to see more opportunities for adults/older Australians to participate in sports after hours, using and access to sports halls for example for team activities such as basketball, badminton indoor soccer etc. at subsidised rates. This would enable people to engage within communities, socialise, and encourage regular fitness.
- I would like to thank all councillors who have supported the rights of dog owners to exercise their dog's off-leash on Glenelg beach. It gives both humans and dogs a lot of joy and fitness.
- I would like you to invite the Salvos back this Anzac Day to provide a breakfast for us as they were not there last year for the first time.
- I'd like more community consultation on proposed initiatives
- If the City of Holdfast Bay could please address the lighting within parks and playgrounds it would make the families lives in our direct community (Somerton Park / Glenelg South residents who use Bath Street Reserve) a whole lot more pleasant. Many thanks, Nathan
- If you are going to offer services to the elderly, then do it. There are far too many restrictions. It is necessary to climb to clean gutters, that's what you need the service for when you can't do it yourself. Also gardening is another necessity, you like the areas kept up to scratch then

be more flexible and help to comply. It's not rocket science it's just plain help we need, especially when we do not have family support.

- Impressed with frequency of street cleaning however it's usually done about 8am when cars are parked on street ie people haven't left for work yet - suggest doing it later.
- Our street is very congested with cars parked in the street. The houses do not have enough parking provision per household.
- In general they do a reasonable job but they need to keep their eyes on the ball and do what is best value for money and fair for all rate payers.
- In reference to local governance - Less is more!
- Increase promotional activity surrounding how you manage climate change. More solar panels (put them on). Ease the use of air conditioners. Fewer plastic wrapping and more recycling depots.
- Have a social group for people my aged (younger than 65 years). Things to meet the neighbours - people my age not enough opportunities.
- Is it appropriate to use 'white collar' 'blue collar' anymore?
- It is a beautiful place to live and I enjoy it very much. I have always lived in Adelaide and the suburb has a distinct Anglo feel compared to some other suburbs
- It would be brave to see a campaign directed at calming hoon drivers, particularly speeding and loud exhausts. The use of video surveillance would help curtail this.
- Oiling the swings on playgrounds would be appreciated, the ones on Wattle Reserve keep me awake, I have personally added WD40 myself.
- I would like to see promotion of collective waste management for strata units and technology used to develop a smart system for paying for waste management by weight sensors.
- It would be good if information were more easily accessible. There's a lot going on that I hear about later and would have enjoyed if I'd known about in time. It's a nice place to live but I don't feel engaged in the area at all.
- It would be nice to know the activities on the main reserves. i don't know what is happening until they appear
- Jetty roads have big potential but just like Times Square NY you have to get rid of cars.
- Just 1 piece of advice, remember we are Glenelg and don't want to be Sydney , Melbourne or the gold coast, stop trying to turn us into them....
- Just happy to be living in Brighton
- Keep caring for your local people. Thank you
- Keep doing a great job 😊
- Keep maintaining the healthy lifestyle, watch for traffic management. Encourage community feel and spirit. Look at times the dogs must be on leads on the beach, during the week, work time, could it be more relaxed? We love Brighton, we hope it does not become too busy like Glenelg, we like the balance it has now.
- Keep rates in check
- Keep rates low, don't waste ratepayer's money on feel-good Mickey Mouse programs and campaigns. Focus on services such as recycling and better footpaths.
- Don't allow high rise developments that blight the openness of the area and increase the population and make it more crowded.

- Please preserve what we have instead of succumbing to developers who, if allowed to, will develop to the point of ruining what we have.
- Keep rates reasonable, stick to the needs of our community.
- Keep striving to keep Holdfast a great place to live
- Keep the big Moreton Bay Fig trees on Brighton Road. They are beautiful. A lack of greenery is bad. This is an important issue.
- Monitor fast food outlets such as the Hungry Jacks on Brighton Road. Don't build any more. It is an eyesore.
- Keep the Ferris wheel! (More attractions like that at Glenelg)
- Keep up the good work!!
- Keep up the good work but plan well for the future. Nature before people. Nature before profit. Remember we rely on the beaches for our unique lifestyle!
- Keep up the good work that you are doing around the area.
- Keep up the good work!
- Keep up the great work! Thank you!
- Keeping the residents informed, have more patrols to restrict parking on footpaths and over driveways. keep the fireworks at Brighton
- Kerbing in front of my house need replacing due to tree root.
- King George Avenue - terrible traffic. Brighton Road, you just can't cross anymore. The large Minda building has caused so much extra traffic.
- Lack of consultation with neighbours when a new building is being approved is very unfair. There needs to be more courtesy shown to existing residents when approvals are given to build new structures, Roads and footpaths need more maintenance also. I would prefer the council to concentrate more on these issues and worry less about some other issues that are the responsibility of other authorities.
- Lacking street cleaning in the Glenelg north areas and street maintenance issues especially the beautifying of verges with street trees.
- Look after your beaches better. They are the key.
- Make sure you have lots of quality public facilities around the beaches and stop the ridiculous pageant type culture being built at Glenelg and encourage families instead. No one wants Glenelg turned into a show-ground.
- Is it too harsh to suggest that your tourism division is out of synch? The place is where people live, come to share and enjoy. It's not a joke. Make it a destination of choice for families of all ages and types.
- Love living here and I have encouraged my son and his family to move into the area. The council seems progressive and engaged. Any contact with the council - e.g. renovation applications - has been positive.
- Love the playgrounds, pump track- etc., a community pool beachside somewhere or aquarium. Love the Broadway & hope it continues to be supported & grow. Love the events at Glenelg.
- Shame we have lost so much of the character in the structures of jetty road- particularly the cinemas.
- Please don't use glyphosate (roundup) in our local parks, play spaces and streets- it has been declared a known carcinogen.

-
- Make sure when outside utilities dig up perfectly well made roads that they restore them back to what they were and not leave them like goat tracks to negotiate.
 - Be sensible when it comes to significant trees, a lot should stay but some should go.
 - Make sure you publish to the house holders the results of this survey.
 - Thank you.
 - Manage maintenance of our streets including storm water, footpaths, kerbs, crossovers and trees in the street please. Manage every builder working in the council district while they are constructing, manage their footpath closures, footpath destruction and remediation including fixing roads they dig up for services and cables disconnects during demolition. Carry out a final inspection of completed work after they have finished. Fine them and prevent them working in the district ever again.
 - More assistance to small business in helping them develop their business through easier planning, less restrictions, which will increase patronage, increase jobs and improve the general area
 - More attention to footpaths e.g. Jetty Road Brighton near the Library
 - more BBQ at the beach reserve near caravan park, Kingston park, the BBQ their need to be like the old ones and actually cook the food at required temperature, the present ones to not heat up to cook on. remove the no parking signs at the Kingston park car park (adj caravan park) support the surf club cafe to open a down stairs kiosk and better opening times, and a permanent cafe at Kingston park
 - More consideration of quality of life over business. Business always seems to win when up against the local wishes, just look at stage 3 of Holdfast Shores. What a disaster that we have to live with for the next 100 years or so.
 - More information is needed as to why funds are directed to Alwyndor - surely this is Federal and State government responsibility; and stop the public bickering amongst councillors - it is a very poor appearance from supposed community leaders; and stop bike riding along the foreshore paths at very dangerous speeds.
 - More thought should be given to trees planted on roadside
 - We have Queensland Bark (I think that's what they are called)
 - I am continuously sweeping up leaves and cleaning gutters
 - Need better lighting in the streets between the Hove train station and Dulcie Perry Park. The footpaths need to be checked to ensure safety. Council rates should be kept to the minimum
 - Need to deal with the interaction between cyclists and pedestrians on the foreshore walkway. Needs to be delineation.
 - Nice work keep going :)
 - No more secret meetings whereby ratepayers are excluded, manage your staff and equipment resources responsibly in order to lower council rates and to make staff more accountable, encourage more business to the area through discounted council rates and incentives e.g. Adelaide City did provide up to 5 years free council rates to purchasers if new apartments in the city (why could this not apply to new business in the Glenelg area?) There is so much more you could do to encourage new business to the area if you put your mind to it
 - No thank you keep up the good work.

-
- No, all concerns previously mentioned.
 - North Esplanade Glenelg North should be closed to traffic at Anderson St to curb hoon driving. Also speed humps should be placed along North Esplanade
 - Not a good survey. Insufficient opportunity to allow respondents the opportunity to suggest alternatives to the council's current directions. This survey can only come up with a positive outcome for council.
 - Not at all happy about increase of playground and bbq area on Wrigley Reserve. Particularly against flying fox and chime apparatuses...late night revellers can wreak havoc...
 - Not at this stage have only just moved into the area
 - offer parking permits for locals
 - Only to say keep up what you are doing and keep on improving and making this a great community to live in.
 - Our impression is that the focus of everything the council does is on young families and senior citizens, which may well be what the data shows are the primary residents and visitors to the area. However, as ratepayers. We aren't either, and feel there is blackspot in council thinking and planning for mid-career professionals whether with or without children of teen years. I think it's important the area attract young professional families to become the residents of the next generation, and at the moment the focus on either catering for the lowest common denominator or the aged doesn't do either. One doesn't have to be at the expense of the other, it would be good to see more than those two focus groups represented. We also don't think that the area comes across as particularly inclusive. a more obvious focus on inclusion for culturally and linguistically diverse members of the community and other people like LGBTI would be welcome - as we are not all white bread which is the reputation the area has we find with people from other parts of Adelaide and in the way the council and its offerings come across.
 - Our main comment would be about the publics' lack of adherence to council bi-laws, particularly in relation to safety of walking on the footpaths including the esplanade in Glenelg. Things we mostly encounter when walking are: Poor footpath maintenance, cars parked across footpaths, private gardens encroaching on council footpaths, dogs not under effective control, dog faeces, cyclists not warning of their approach, cyclists travelling too fast on footpaths and the South Esplanade.
 - overall doing pretty well
 - Overall I think the council is doing a good job but it just needs to be mindful of ensuring native trees are planted for the native birds and to cool the suburbs.
 - I would like to see the council consider speed restrictions in the local streets west of Brighton Road in all suburban streets particularly those that lead off King George or Brighton Road to the beach.
 - Overall the City of Holdfast Bay is a pleasant place to live but more attention needs to be given to Jetty Road
 - Overall the staff at Council are very helpful and friendly and do their jobs very well and efficiently. the exceptions are a few males I have encountered who are rude, condescending and intimidating and in my opinion abuse their position
 - Overall we have found council staff helpful and receptive when engaging with them.

- It is essential that development in the future allows for an appropriate balance of open space and buildings. At present this is definitely not the trend and will have a very negative environmental impact in the future.
- Pavers - push bikes - Anzac Highway and Jetty Rd Glenelg. 2 dual highway no room for push bikes. Footpath is shocking but much safer.
- Paving in Glenelg East area is uneven and caused injuries. Higher density living has resulted in more cars parked on streets making rubbish collection difficult.
- Library services are fantastic. Street cleaning is good with removal of pine tree debris. Glenelg sporting precinct has been neglected.
- Pedestrian crossing at Mosely square - some cars don't realize that they have the right of way and they are stopping when they don't need to. There should be better signage for cars and pedestrians to make it clear that the pedestrians are the ones that have to wait. Cars that stop for pedestrians, add to the congestion of cars turning onto Moseley Street
- Planting trees along Brighton Road that do not produce large root systems that buckle the pavements causing water to remain stagnant in the bicycle lanes. It is impossible for cyclists to ride with safety in the bike lane because of water laying around.
- Please address the litter issue.
- Please council, stop hiding behind your screens or burying yourself in excuses and listen to the people. We live in a beautiful area but with a council that has its head in the sand when it comes to the real issues like - decent footpaths, streetlights, maintaining trees and vegetation, rubbish collection, proper drainage. Council seems to think that they are above the people that they are meant to be serving and it is a very poor attitude to have. I think your capital works and horticulture teams need a really good shake up. The streets and footpaths are poor, the curbing is done in chunks, wasting our money and let's look at replacing the majority of these terrible old trees.
- It took council over 6 months to complete the works on the corner of Brighton and Anzac highway and the problem of traffic backing up over the roundabout still isn't fixed. Don't think that rate payers are not looking at these types of works and questioning council on exactly what they are up to.
- Finally the new system for parking fines in the heart of Glenelg is a joke. People are getting fined left right and centre using the new photo system. Problem is it is catching out people who are doing the right thing by moving their cars and I have a feeling Council is deliberately relying on people not to go to the trouble of getting a stat dec. (because it is such a hassle to do.)
- please do not approve new house plan, such as Marion council's way, there should be one or two house land, but the Marion council agree to build 3-4 houses, it would be disaster. So far, Holdfast bay council is better than Marion, so please keep the policy.
- Also please think about the council fee, is too much high than before. In fact that most money were used by maintain the beach, however, our Holdfast Bay people rarely go to beach, hope the money collected from us should be used on LOCAL persons.
- Please do something about Dover square Reserve the dog problem is way out of control and none of the local families go down there any more you need to solve the solution with a dedicated dog park but create one by taking over a neighbourhood family park

- Please fence the playground behind the Beachouse. I cannot take my 2 children there and supervise them with all the bikes, walkers/ runners and undesirable looking adults sitting on the benches behind the slide where the children disappear from view into tunnels and over the back of the slide. It is unsafe and the absence of the fence is not in accordance with other playgrounds elsewhere in the Holdfast Bay Area.
- Please fix the water issue at the front of my property. Water laying in the kerb & across my driveway after rain
- Please give more emphasis to the Brighton area when considering new projects
- It appears that whenever new projects are announced its always in the Glenelg precinct and I am a ratepayer living in the Brighton precinct
- Please have someone look at the traffic islands in Sixth Avenue
- Please have a random dog poop checkup day just to ensure people are doing it.
- advise cyclists that they do not own road or foot path
- Create a bikeway through Somerton Minda home to keep cyclists off King George Avenue.
- Please somehow stop noisy Harley Davison motorbikes going anywhere-- everyone else's exhaust pipe stops the noise.
- Please keep communicating with us via email. Thanks for the opportunity for input.
- Please list all suburbs next time.
- Really appreciated the Facebook open parks and recreation interactive survey where you could drop a pin and make a note on how you used the park.
- Cannot believe Council is not insisting on more shared facility solutions at Brighton Oval. Separate buildings for each code with single oval/field is inefficient and wasteful. Great facility solution/upgrade at Kauri Sports and Community Centre.
- Please maintain community consultation!
- Please maintain the character housing of our region.
- Please mark parking bays in Glenelg area to promote consideration and assist with additional parking without excessive cost
- Please note I have only lived in the area 6 months so many questions were difficult to answer in that context.
- Please plant fruit trees on the residential streets
- I am happy to be involved and discuss further if appropriate.
- Please seriously consider speed humps in Wattle Avenue to control the speeding motorists and also make it less attractive for motorists to use Wattle Ave as a short cut to travel to Seacliff.
- Please take note of my comment regarding recycling. I'm tired of keeping recycling in the house, because the yellow bin is already full.
- Provision of public amenity in Glenelg North foreshore area - this is actually a popular area for both locals and tourists with NO facilities.
- Beach dog walking regulations should be reconsidered - dogs need to run after 10 am - perhaps a dedicated area around south end of West beach boat ramp (less public, families, etc.).
- Recently our garbage was not picked up along the whole street. When I called council to inform them our street had been missed they asked me to contact the contractor. This

should be done by council so that council can keep track of services not provided and allow council to monitor on going efficiency of their contractors.

- remember us on the eastern side of Brighton road
- Remove old fashioned ideas and relate and be open to all people, be helpful rather than hinder. Having lived in many council districts in Adelaide you guys do pretty well and aren't as old fashioned as some.
- Remove the wealth tax on rates - it should not be linked to property value!!! IT IS NOT FAIR!!!
- residential street are too crowded with vehicles
- Sadly greed is too prevalent with the maximum number of dwellings on sites. Non climate sensitive buildings given climate change. Insufficient parking. Streets are used as personal parking spaces for homes.
- We no longer receive the Messenger newspaper (am in unit) so local news and happenings remain unknown unless a paper is collected from the library or Council chambers. They may not have any left. How else do we know what is going on other than the perhaps twice a year glossy which comes with rates notice. A few very important things to seriously consider
- see comments 3 questions ago cheers
- See previous answers.
- Please plant grass everywhere and trees and maintain it!
- Planting small Norfolk pines and then letting them die is just a waste!!!!
- Get rid of overhead power lines.
- Beautify the Glenelg area with plant shrubs and grasses - this is the key to bringing up the area to levels like no other - The Japanese know how to do it and you should look into their practices of beautification of their cities.
- Should be policing the motorbikes that speed and disturb the peace along Colley terrace.
- Make sure parking inspectors check for illegal parking in the marina east building, which they are supposed to always check but they rarely do.
- So far, so good. Keep up the good work.
- Stop development of splitting blocks and then building 2 to 3 houses or multi apartments. Parking becomes a problem. Personal space is lost. Less vegetation. Design of new housing lacks forethought of climate change.
- Stop playing politics and listen to the residential ratepayers
- Stop the sub-dividing of blocks for smaller dwellings. The increase in dwellings maybe great for the additional rates it brings the council, but it is destroying the areas character. Addition dwellings brings higher population, resulting in increased traffic and stress on local infrastructure. I saw this in the 1960's when almost the entire area of Glenelg East, North of Dunbar Terrace was turned into single story units. That area has never recovered with that particular part of Glenelg East now lacking entirely of character.
- Subsidise water & sewerage rates for pensioners because they are governed by the large increases in property valuations and not on usage.
- Suggest speed limit for bicycles on foreshore walking track. Suggest 15 kph.
- Reinstate Primrose Whyte Memorial Fountain to a drinking fountain once more. It is an historical monument listed in Monuments Australia. To be a drinking fountain it needs taps and a drain and there is no water available at the jetty or nearby.
- Sweeping the streets

-
- Take care of our beaches
 - Take into consideration traffic on Dunrobin Road Hove, many use this as a shortcut rather than using Oaklands or Sturt Road. Large traffic volumes and speed needs to be addressed.
 - Take some notice of what the public is telling you
 - Tarcoola Street - cleaning of the nuts/leaves. More parks for handicapped people
 - Thank you for doing a great job. This really is an amazing place to live!
 - Thank you for giving the opportunity to provide feedback.
 - Keep up the good work.
 - Thank you for keeping the town well.
 - Thank you for providing us the opportunity to voice our opinions, which we hope will be considered.
 - Thank you for the opportunity to have a voice
 - Thank you for the survey
 - Thank you for the survey. We have been here long but have had good contact with History projects. We were disappointed with range of books in the Brighton Library.
 - Thank you for the wonderful place to raise a family
 - Thanks
 - Thanks for offering this survey.
 - Thanks for this opportunity to have a voice.
 - I vote no to the private beach.
 - I vote no to further high rise apartments on Anzac Highway due to traffic jams during peak hours.
 - Brighton Road is a sham in terms of peak time traffic flow.
 - Community gardens as a concept needs to be developed, how about planting citrus trees instead of ornamental pear trees!!!
 - Thanks ☺
 - The council must adopt a higher level of preventive maintenance. All workers should report (even though it is not their area of concern) the poor state of our roads, parks, footpaths etc..
 - The Council should give priority to its residents as they are the life blood of the city and they need to be given an advantage when shopping, as they are the ones that keep the shopping area in business during winter. At times the locals are 2nd preference to tourists and so go elsewhere to shop.
 - The entire Glenelg shopping area is pointless if you can never park.
 - The Fire Safety Committee of the Council is putting unreasonable high pressure on the unit owners in the old multilevel buildings for sake of demonstration formal conformity with the modern Fire Safety requirements.
 - The grey plastic material for the walkways in front of the Seacliff Hotel and section down closer to the jetty are hard / tough on feet!
 - The jetty road main street levy should only apply to businesses on jetty road Glenelg. .
 - The Sand Pump doesn't appear to be often used. Why is this?
 - There continues to be a problem with unleashed dogs (during the restricted time) on the sand.
 - The opportunity to complete this Survey is appreciated and I sincerely hope that suggestions can be implemented soon.

- An online Newsletter would be good.
- The trees at the Dover tennis courts are dangerous. Particularly the almond trees on the Folkestone Road side. There are low dead branches that will do a lot of harm if someone were to walk into them. They need cutting back or removing. The native trees are lovely.
- The mounds the kids made are dangerous and need removing.
- There is half a tree out the front of 60-64 Folkestone Road. The other half blew down during the storm we had awhile back. The tree is dead and dangerous. A few years ago it had a bee hive living in it. It needs to be removed. I can't believe you would leave half a tree there.
- When your people came to remove the fallen branches they
- Didn't take all the small branches, twigs etc. and it was left to the residents, who are elderly to clear it up.
- Overall, very little work is done in this area to keep it looking neat and tidy.
- The ultimate would be a Department Store, so all my dollars stay here. And for Coles and Woolworths to open earlier on Weekends as well as Public Holidays so I don't have to continually tell our tourists. No, it's not open today or not open till 11am
- The very expensive and premier development of Holdfast Shores ought to be a model for what the council can deliver as the future. It seems that council merely takes the development as a large contributor to revenue with little (if any) support services and facilities that add to the quality of life. It is a real disappointment!
- There is a blue and white, shiny, reflective sign on the central reservation of Tapleys Hill Road, between Anderson Avenue and Macfarlane Street, Glenelg North, it advertises Holdfast Bay City Council.
- This sign is so dangerous at night when travelling in the right hand lane going south.
- As you approach the sign your headlights reflect onto the bottom of the shiny surface and it looks like oncoming headlights.
- The first time this happened to me after the sign was installed I nearly swerved into the lane beside me to miss the (nonexistent) oncoming vehicle.
- This is especially dangerous on dark winter nights. The bottom of the sign should be matt paint and not reflective so this doesn't happen.
- There should be a concession offered for payment of rates in full upfront.
- There should be a trouble shooting team that attend to small problems before they become big problems. We rely on tourists in this area for a lot of income. Having everything working correctly for them is paramount.
- There should be no increase in housing density until the already inadequate storm water drainage system is improved to prevent flooding.
- Any new residential developments should have adequate off street parking so that parked cars do not cause congestion in residential streets.
- This survey is excellent, should happen more often and include more people. Very happy to be involved again.
- This was not a 12 minute Survey - took more like 30 mins.
- Some questions were too ambiguous to answer without supporting commentary.
- To be more mindful when considering high rise, multiple dwellings and residential/business balance in the area. I realize we need progress but it should be done in a manner conducive to all.

- Traffic and parking on Strathmore Tce particularly dangerous and needs reviewing at the very least!!!
- Trucks and cars - bollards gone near Foodland Brighton. Marlborough St - clean up after bollard residue of cement
- Try to protect some of the very old buildings, even if they're not heritage listed, to add some character to the area. Also encourage design that includes eaves and verandahs to reduce the amount of cooling and heating and are more suited to our climate.
- Unit 2, 381 Brighton Rd Brighton faces Murray St, 1 block in. Big tree on council verge drops gum nuts and it's slippery. Desperately needs trimming. Identified as a slipping hazard/safety issues 4-5 weeks ago and nothing. We are waiting too long. Further down in Murray St the trees close to power lines. Council say call SA Power. I believe its Council responsibility - it's their trees. Couldn't call earlier because the birds were nesting. Now they've moved on.
- Unlikely Council would listen anyway
- Very disappointed that the 5 three story buildings were allowed to be built next door with little thought of rubbish, parking & lack of privacy.
- Very happy with library services and various programs offered at Holdfast Community Centre.
- Very satisfied living in the area.
- Wattle St Hove, after a shower water on esplanade goes into a pool and doesn't flow away - it's a wet mess.
- We all need more green in our parks and gardens, for our health and the health of the planet. It concerns me that new developments inevitably end up with all hard surfaces which means so much wasted water from runoff. Rarely is a single tree planted to replace those existing trees destroyed by developers. Sometimes, the street trees do not survive either and are not replaced. Bad for the air, bad for the birds and bees, bad for the appearance of the streets. There need to be simple regulations in place to ensure this is not allowed to happen. Holdfast Bay should be so much better.
- We appreciate the efforts made to provide good facilities and events and hope the council will keep do a good job while also focusing on maintaining roads and kerbs etc.
- WE HAVE MANY BEAUTIFUL RESERVES (IE COLLEY AND WIGLEY) WHICH ARE WIDELY USED FOR EVENTS,BUT WE STILL ALLOW PEOPLE TO PARK CASR ALL OVER THEM WHICH CANNOT BE GOOD FOR THEM AND IT IS ILLEGAL TO PARK ON GRASSED RESERVES ANY WHERE ELSE , IF WE MUST HVE THESE SHOW AND SHINE EVENTS PUT THEM ON HARD STAND AREAS, IE GLENELG OVAL CAR PARK ,ANZAC HIGHWAY MEDIAN
- We have noticed an increase in the number of intoxicated people that appear to be homeless loitering around Glenelg recently. It is a concern for general safety.
- We have only recently moved back to the area and are unaware of many of the facilities and services but we are concerned about the expensive and almost constant sand moving which seems unsustainable.
- We are unaware of any council communication other than the local newspaper
- Keep up the good work
- Thanks for this opportunity

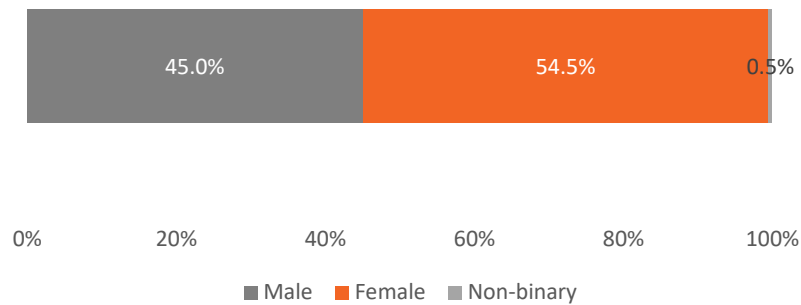
-
- We live in a court (a court has an awkward shape) we have therefore a problem with traffic in it, (like getting out our caravan). Our court is now used as a carpark for some businesses all day. The department in charge is only looking at GOOGLE for assessment and never came to see us to assess the problem and we were told to move our caravan during the weekend and stop complaining.
 - We live in such a unique environment - the foreshore is kept immaculate and always looks great. I wish I had a suggestion re Jetty Road however I look to the Council for that. Overall though I am pretty happy with Holdfast Bay Council
 - We would like to see some traffic calming considered for Pine Avenue. West Torrens section has roundabouts, why not the Glenelg part?
 - What do I do with e-waste? Can I put an old vacuum cleaner in the bin? (elderly)
 - When someone submits an enquiry online, it would be appreciated if they could follow up and respond
 - When you call council about anything the main aim of the staff on the phone is to fob you off e.g. it is not their role and responsibility.
 - Where can I get info re weekly events or activities held in local community centre? Please advise.
 - Add more physical or fitness activities for the community residents, e.g., outdoor aerobics or yoga class in which residents could participate.
 - Not enough indoor badminton facilities within the area.
 - Not enough shaded resting area along the beach.
 - Thank you. I enjoy living near the beach, so I really like our city area, sincerely hoping our area could become the most prestigious and desired living place in Adelaide metropolitan area.
 - While we love the beach lifestyle and environment at Seacliff we have one major issue with the council's lack of monitoring of the use of the Zig Zag ramp by sports groups. While the council now prohibits this usage after much lobbying by us and our neighbours, it does virtually no effective monitoring or compliance checking of these groups which continue to use the ramp with its detrimental impacts such as noise and antisocial behaviour on the amenity for other ramp users and adjacent properties such as ours!
 - WITH THE QUARTERLY RATES NOTICES - PLEASE INCLUDE A FLYER SUMARISING THE EVENTS HELD AND THE \$ VALUE RECEIVED BY THE COUNCIL - ARE THE RATE PAYERS GETTING GOOD VALUE?
 - Work towards maintaining this vibrant place with its unique environment and geography, its history and its diverse population. Be clever and thoughtful as you design its future.
 - Would really like to see weekly green bin collection - it would enable us to recycle so much more effectively
 - Encourage environmental projects - and especially home gardens/community produce gardens
 - Discourage overcrowding - building multiple dwellings on one original block
 - Yes - I encourage the amalgamation of councils
 - e.g. Holdfast and Marion become one
 - Yes Council should look closely at rebuilding Jetty and encouraging tourists, Glenelg is a great area but needs to make it a place to be.

-
- How long has it taken to remove Buffalo? Pathetic.
 - Yes I have grave concerns that the Seacliff park area is being overrun with the laughing dove the spotted dove and normal pigeons. Whilst people think these birds are cute and insist on feeding them they are actually a pest. They are prolific breeders. The droppings which are toxic and constant cooing is also problematic. I think council needs to have some sort of plan in place to reduce their numbers before it gets completely out of hand. We have so many beautiful birds without these introduced species over running our yards and houses.
 - Yes I would like a reply or a meeting about my complaint
 - Yes thanks for the services you do provide , phone checks for the elderly , and keep up good work
 - Yes, do not forget Holdfast Council has an area East of Brighton Road. Get out more and look around and actually see what is there, not what you think is there, or should be there. Stop all the infighting, grandstanding, feuds, and ego trips and reappraise why you are on council. Past times indicate that some (many) have indeed forgotten this. Go for transparency with few, if any, closed council meetings. We are your employers.
 - Yes, I'd like you to make my neighbours clean their front yards as it is as eyesore and attracts rats and snakes. Plus her prickly plants grows over my fence.
 - Yes. Keep our rates as low as reasonably possible
 - Yes. Street trees are not well maintained. A lot of overhang onto people's properties.
 - When new developments are approved there needs to be follow up to ensure building conditions are complied with. E.g. fencing, number of driveways.
 - Alwyndor needs a complete revamp of its management. With the latest Royal commission underway I would feel that council would be very concern with the staffing and care issues.

7. Demographics

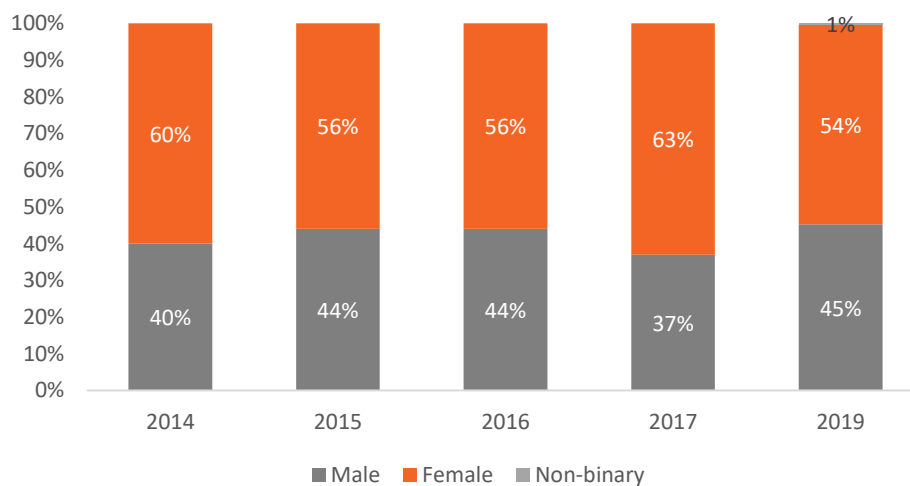
Q43. Gender

Gender n=400



In line with current conventions, a third option was provided for people to nominate as non-binary.

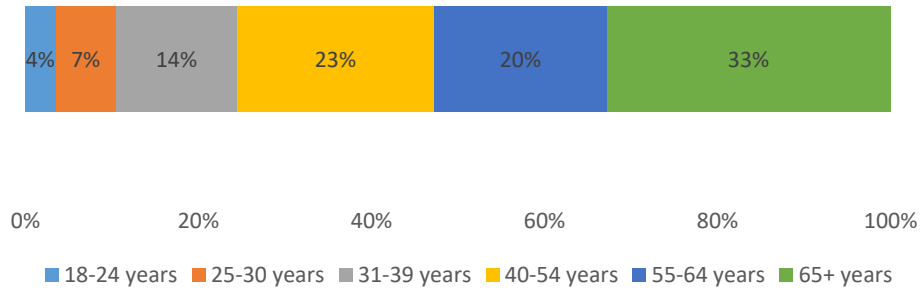
Gender comparison 2014-2019



The gender split returns to levels experienced in 2015 and 2016.

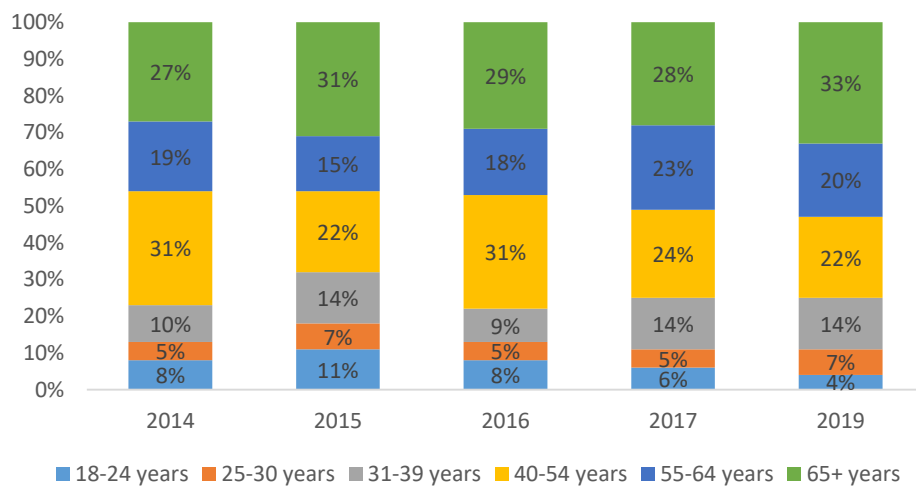
Q44. Age bracket

Age of respondents n=400



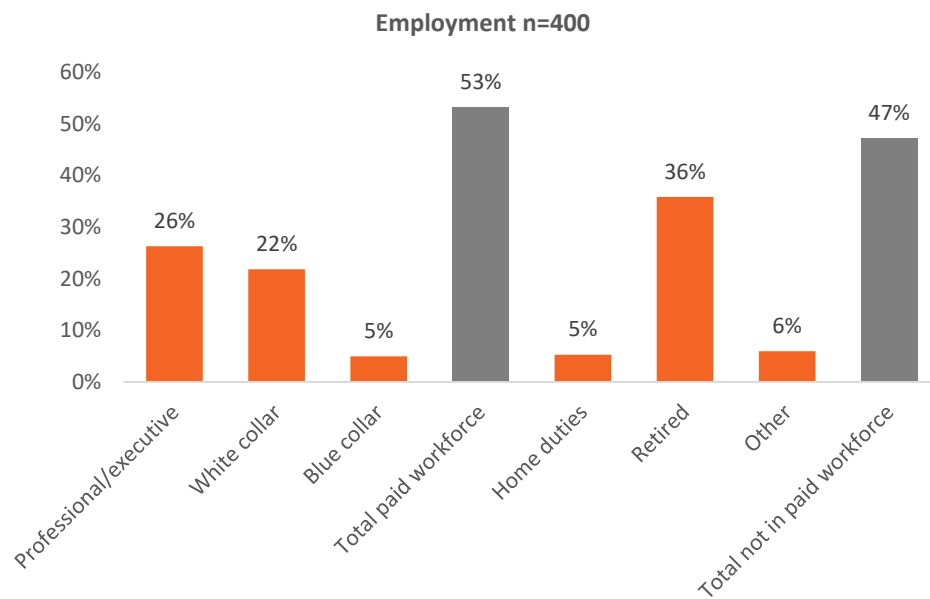
As with previous samples, a quarter (25%) are aged under 40 years with 75% aged over 40 years.

Age comparison 2014-2019

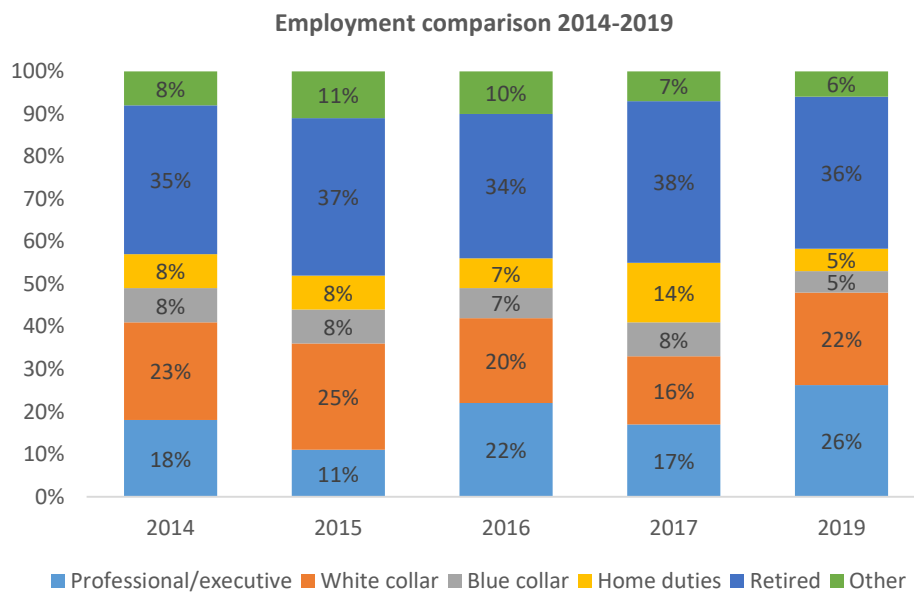


There is a slight skew to the older age group of 65+ years at the expense of 18-24 year olds.

Q45. Occupation

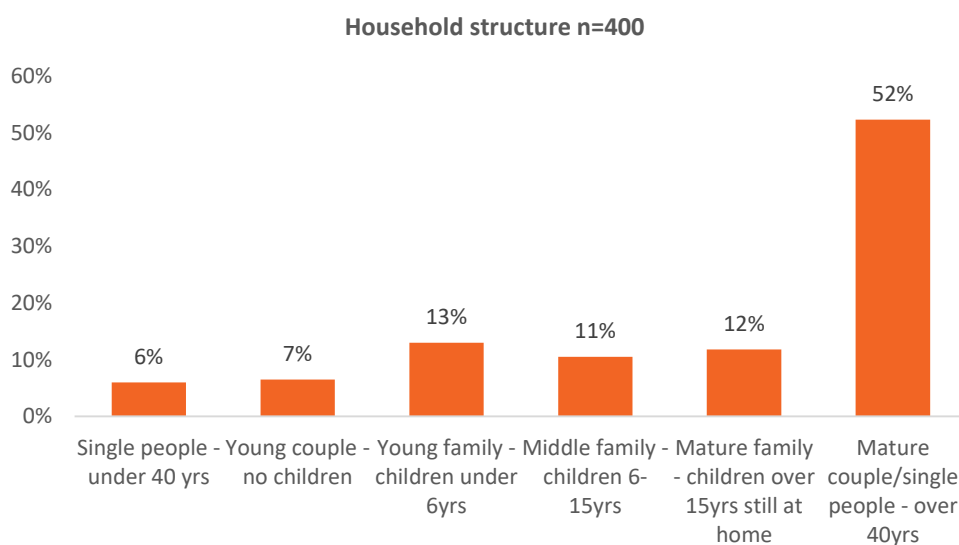


Just over 50% of respondents were in paid employment.

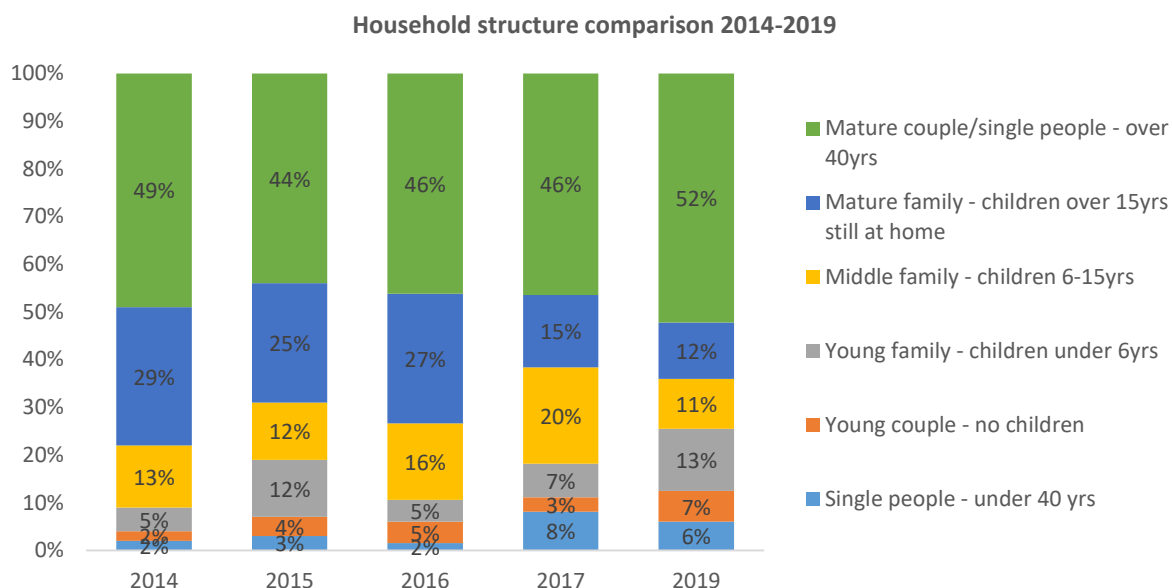


The employment categories this survey return to similar representations achieved in 2014-2016.

Q46. Household structure

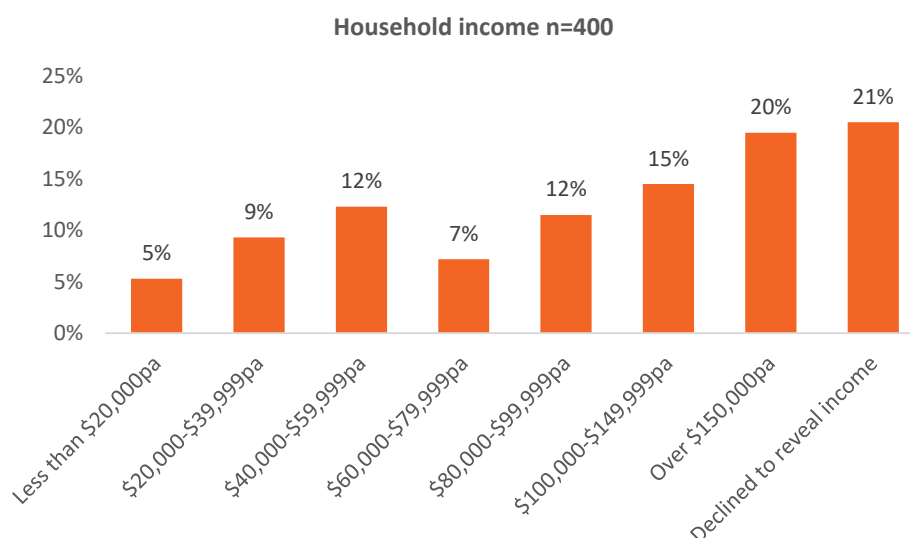


Household structure is aligned to the age of respondents, predictably the older home constructs are greater based on the older proportion of the local population.

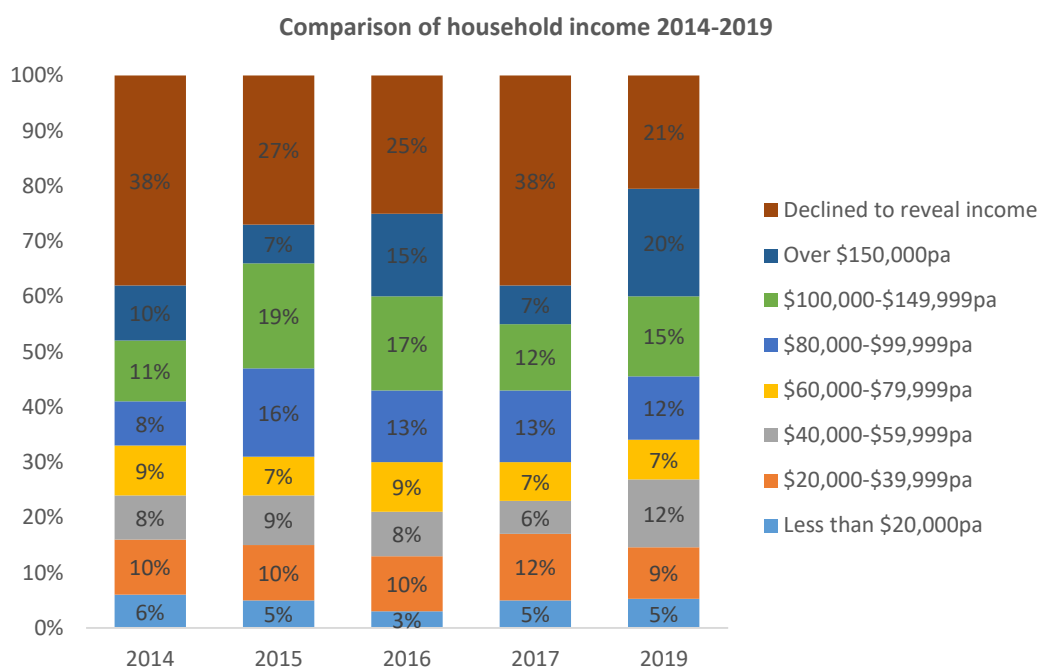


This survey experienced a greater proportion of mature couple/single households and young family households at the expense of the middle and mature family households.

Q47. Household income

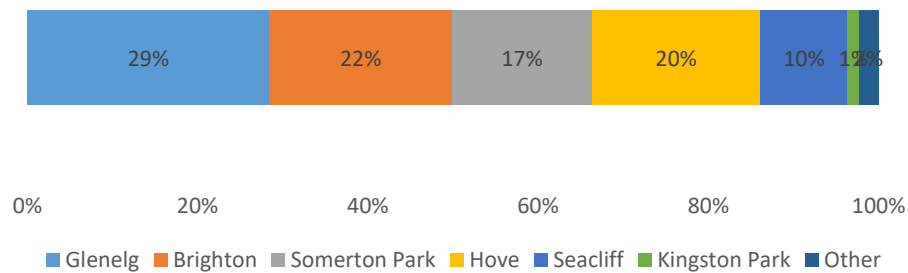


This survey experienced far fewer respondents declining to reveal their income, a symptom of the anonymity of online. As a result there are significantly more people included in the lower and upper income brackets. The mid-range remains constant.

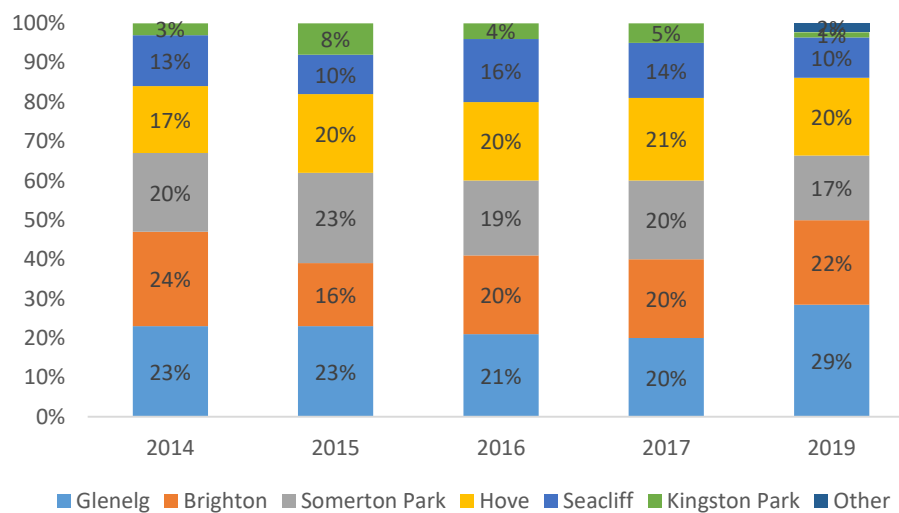


Q48. Which Holdfast Bay suburb do you live in?

Location of residents n=400



Comparison of suburb representation 2014-2019



Given the majority of respondents were obtained as opt-in online respondents the proportion of responses is not as even as previous surveys. This has also enabled a responses to be received from a small cohort of ratepayers who live outside of the area.

8. Tabulations

All tabulations are contained in a separate document.

9. Questionnaire

QUESTIONNAIRE – QUALITY OF LIFE STUDY

The Council is committed to improving the services it delivers to the community and is interested in your opinions and your answers will remain confidential.

The first set of questions I am going to ask you relate to safety. Please rate the following statements on a scale of 0 to 10 where 0 = Strongly Disagree and 10 = Strongly Agree.

Safety

		Strongly Disagree 0	1	2	3	4	5	6	7	8	9	Strongly Agreed 10	Unsure
Q1.	I feel safe in my neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2.	Parks and reserves are well laid out and allow me to keep an eye on my children/my surrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3.	There is plenty of lighting along paths and in parks in the City of Holdfast Bay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Now this set of questions relates to the social aspects of living in the area.

		Strongly Disagree 0	1	2	3	4	5 Neutral	6	7	8	9	Strongly Agree 10	Unsure
Q4.	I am able to get to the places within the City of Holdfast Bay I want to go (access to shops, services, open space, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q5.	The City of Holdfast Bay provides programs that foster social interaction and community wellbeing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Quality of Life

Q6. What do you value most about living in the City of Holdfast Bay?

Choose *all that apply*.

- ☐ The convenience to shops, restaurants, services and facilities
- ☐ The beach
- ☐ Close to public transport
- ☐ Close to work
- ☐ Near friends and family
- ☐ The community
- ☐ Variety of dining options
- ☐ Variety of shopping
- ☐ Grew up here/have always lived in the area/have been here for a long time
- ☐ The environment
- ☐ The lifestyle
- ☐ I don't value anything
- ☐ Don't know/not sure
- ☐ Other (please specify) _____

		Very Unlikely 0	1	2	3	4	5 Neutral	6	7	8	9	Very Likely 10
Q7.	On a scale of 0 to 10, where 0 is very unlikely and 10 is very likely, how likely is it that you would recommend the City of Holdfast Bay as a place to live to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8. Why did you rate your answer this way? *Open comment.*

Council provides a range of services and facilities. The following questions are about how satisfied you are with Council's performance in the delivery of these services and facilities.

		Very Dissatisfied 0	1	2	3	4	5	6	7	8	9	Very Satisfied 10	Unsure
Q9.	Providing and maintaining sporting facilities? (e.g. ovals, tennis courts)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q10.	Providing and maintaining open space and reserves?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q11.	Providing and maintaining playgrounds?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q12.	Providing Library services and programs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q13.	Providing and maintaining community centres and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q14.	Providing services for older people and people living with disability?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15.	Providing services and programs for young people aged 14-24 years?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q16.	Providing services and programs for families with young children?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q17.	Promoting services and programs that encourage a healthy and active lifestyle?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q18.	Providing services and programs for those from a variety of ethnic and multicultural backgrounds?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Now we would like to talk about the local environment. On the same scale where 0 is very dissatisfied and 10 is very satisfied, how would you rate the following?

		Very Dissatisfied 0	1	2	3	4	5	6	7	8	9	Very Satisfied 10	Unsure
Q19.	The management of storm water and drainage	<input type="radio"/>										<input type="radio"/>	<input type="radio"/>
Q20.	Maintaining our beaches and coastal areas	<input type="radio"/>										<input type="radio"/>	<input type="radio"/>
Q21.	Managing native vegetation, and natural environment	<input type="radio"/>										<input type="radio"/>	<input type="radio"/>
Q22.	Planting and maintaining street trees	<input type="radio"/>										<input type="radio"/>	<input type="radio"/>
Q23.	Providing adequate waste management services	<input type="radio"/>										<input type="radio"/>	<input type="radio"/>

And now how about events and tourism to the area. On the same scale where 0 is very dissatisfied and 10 is very satisfied, how satisfied you are with the following:

		Very Dissatisfied 0	1	2	3	4	5	6	7	8	9	Very Satisfied 10	Unsure
Q24.	Support and promotion of events in your area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25.	The range of businesses/services and local conveniences in the area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q26. How much would you say you spend each month purchasing items online not including paying bills? Please enter a number. If you do not shop online put 0.

On the same 0 to 10 scale, where 0 is very dissatisfied and 10 is very satisfied, how satisfied are you with the public services and management?

		Very dissatisfied 0	1	2	3	4	5	6	7	8	9	Very Satisfied 10	Unsure
Q27.	Providing and maintaining roads and kerbing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q28.	Providing and maintaining footpaths?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q29.	Providing and maintaining cycle networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q30.	Providing and maintaining public toilets?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

		Totally dissatisfied 0	1	2	3	4	5	6	7	8	9	Very satisfied 10	Unsure
Q31.	How satisfied are you with Jetty Road, Glenelg?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q32. Why did you rate your satisfaction with Jetty Road, Glenelg this way? Open comment.

		Totally dissatisfied 0	1	2	3	4	5	6	7	8	9	Very satisfied 10	Unsure
Q33.	How satisfied are you with Jetty Road, Brighton?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q34. Why did you rate your satisfaction with Jetty Road, Brighton this way? Open comment.

		Totally dissatisfied 0	1	2	3	4	5	6	7	8	9	Very satisfied 10	Unsure
Q35.	How satisfied are you with The Broadway, Glenelg?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q36. Why did you rate your satisfaction with the Broadway, Glenelg this way? Open comment.

		Very dissatisfied 0	1	2	3	4	5	6	7	8	9	Very Satisfied 10	Unsure
Q37.	How satisfied are you with the design of new development in the area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q38. Which aspects do you believe are important considerations for design and development in the area?
Choose all that apply.

- ☐ The amount of high rise
- ☐ The amount of urban infill (i.e. knocking down houses for multiple dwellings on the block)
- ☐ Retaining historic elements
- ☐ Keeping up with modern building design
- ☐ Having a unique look and feel for the area
- ☐ Ensuring parking and traffic is managed
- ☐ Good balance of business and residential
- ☐ Ensure vegetation (trees and parks) are retained and replaced
- ☐ Big houses on small blocks
- ☐ Don't know/not sure
- ☐ Other (please specify) _____

		Totally disagree 0	1	2	3	4	5		6	7	8	9	Totally Agree 10
Q39.	How strongly do you agree, where 0 is totally disagree and 10 is totally agree, do you agree that Council provides good financial management and value for your rate dollar?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

		Very dissatisfied 0	1	2	3	4	5	6	7	8	9	Very Satisfied 10
Q40.	On a scale of 0 to 10, where 0 is very dissatisfied and 10 is very satisfied, how satisfied are you with distribution of information and consultation with the community?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q41.	How would you rate your overall satisfaction with the performance and quality of service provided by Council?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q42. Which aspects do you think are the most important for Council to focus their efforts on over the next four years? *Open comment*

Now we would like to ask some questions about you so that we can ensure we have an even representation of the community.

DEMOGRAPHICS

Q43. Record gender

- ☐ Male
- ☐ Female
- ☐ Non-binary

Q44. In which of these age groups do you fall? **Read out, single response.**

- ☐ 18 to 24
- ☐ 25 to 30
- ☐ 31 to 39
- ☐ 40 to 54
- ☐ 55 to 64
- ☐ 65+

Q45. How would you describe your employment? **Read out, single response.**

-
- ☐ Professional/executive
 - ☐ White Collar
 - ☐ Blue Collar
 - ☐ Home duties
 - ☐ Retired
 - ☐ Other (i.e. unemployed, student, etc.) (please specify)_____

Q46. Which of these groups' best describes your household? **Read out, single response.**

- ☐ Single: living alone or sharing accommodation (under 40 years)
- ☐ Young couple: married or living together with no children
- ☐ Young family: couple or single parent with most children under 6 years
- ☐ Middle family: couple or single parent with most children aged from 6-15 years
- ☐ Mature family: couple or single parent with most children over 15 years and at least one still living at home
- ☐ Mature couple or single: couple or single in middle to late age groups with no children in the home

Q47. Which of the following best describes your gross annual household Income? **Read out, single response.**

- ☐ Less than \$20,000pa
 - ☐ \$20,000-\$39,999pa
 - ☐ \$40,000-\$59,999pa
 - ☐ \$60,000-\$79,999pa
 - ☐ \$80,000-\$99,999pa
 - ☐ \$100,000-\$149,999pa
 - ☐ \$150,000+pa
- ☐ Declined

Q48. Which City of Holdfast Bay suburb do you live in? **Single response.**

- ☐ Glenelg
- ☐ Brighton
- ☐ Somerton
- ☐ Kingston Park
- ☐ Hove
- ☐ Seacliff
- ☐ Other for property owners not living in the area

Q49. As a final question, is there any feedback you would like to give Council? Responses are not mandatory. Space has been provided just in case you have a respondent who has something addition they would like to mention.

(Open comment)