

# Quality of Life Community Survey Report 2020/2021

---

City of Holdfast Bay

27 January 2021

**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	14
Part 1 - Quality of Life	14
Safety	14
Social	15
Living in the area	16
Likelihood of recommending	17
Part 2 – Service Satisfaction	19
Delivery of services and facilities	19
Local environment	21
Tourism and events	22
Local business	22
Public services and management	23
Satisfaction with three major main roads	24
Satisfaction with design and development of the area	26
Council performance	28
Aspects for Council to focus on	29
Value of Council services during COVID	30
Other feedback for Council	31
7. Demographics	45
8. Tabulations (Separate Document)	51
9. Questionnaire	52

---

# 1. Introduction

Intuito is delighted to present the findings for the Council's annual Quality of Life Community Study conducted in late 2020 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 once again expanded to include self-completion online at 'Your Holdfast', the Council hosted site, and face-to-face at demographic specific locations at Glenelg and Brighton. As a result, we believe these changes in data collection have impacted the outcome of responses again in that they are far richer in content (extended responses and multi-layered) as respondents take more time to type in their answer.

This survey period the letter to 3000 ratepayers made it very clear that the response was voluntary. This has affected the response rate which has slowly declined, down from nearly 450 in 2018, 307 in 2019 and 245 this year. We conducted face-to-face intercepts in libraries at both Brighton and Glenelg, on Jetty Road Glenelg and other public places such as the beach and local playgrounds to capture the younger demographics.

The invitation letter was sent to ratepayers on Monday 9th November 2020. The first online response was received on Wednesday 12th November 2020 and the last was on Saturday 19th December, 2020. Face-to-face interviewing commenced on Monday 10th November 2020 through to Tuesday 1st December 2020. The representative sample of 468 respondents was reached on Monday 21st December 2020 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.

Once again, we worked hard this survey period to ensure a representative demographic breakdown based on the Local Council population including the very hard to find under 30 year old. Chasing demographics has resulted in nearly half of all people surveyed living in Glenelg. We believe the demographics were more valuable than geographic representation as we still have half of our sample from other suburbs within the City of Holdfast Bay.

It should be noted that surveying efforts were challenged this survey as the collection period coincided with the emergence of a COVID-19 cluster and subsequent State lockdown during November. This resulted in an inability to conduct intercept interviews over several days and it was difficult for interviewers to engage residents shortly after the lockdown due to social distancing requirements. A corresponding spike in online completion was not evident.

---

## 2. The brief and situation analysis

This study was 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 performance 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 9 years of which Intuito has managed the last seven 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 surveys prior to 2014 received inadequate sample sizes and sample skews to the older demographic which made it difficult to draw robust conclusions and were not reflective of the diversity and evolution of residents living in the City of Holdfast Bay. The collection method has further evolved to be partially online and partially face-to-face intercepts given the decline in household landlines. Since 2014 the collection methods deployed have consistently achieved a minimum of 400 response sample.

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; tourism and events and local business; and enhancing city design.

### Project Scope

The key deliverables included:

- Conduct a community survey to achieve Council's objectives.
- Use the 2019/2020 survey questionnaire as the basis for the survey work this year including an additional question relevant to Council's response to COVID-19 and removal of the HMAS Buffalo land use question.
- 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 Administration Leadership team and to Council.



---

### 3. Market research objectives

The overarching objective of the community market research study was to gauge resident 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.
- To understand the community's views toward a range of services implemented by Council during the COVID-19 pandemic restrictions.

## 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 third time the 'Quality of Life' community survey was hosted on Council's 'Your Holdfast' 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 community intercept method in libraries and other public places.

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

The 'Your Holdfast' survey was extremely successful in attracting self-completed participants (245 in total as of 19th December 2020), 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
- Outdoor public places such as Jetty Road Glenelg and along the foreshore.

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 468 interviews have been analysed and we aimed for samples representative of the Council's population and achieved a representative spread. In previous surveys we have screened for ratepayers meaning that we did not achieve quotas in the younger demographics of 18-30 as often this age group do not own a property but this was relaxed this year to include all people living in the City of Holdfast Bay.

Age bracket	Target	Achieved
18-24 years	9%	6%
25-30 years	7%	6%
31-39 years	14%	18%
40-54 years	23%	17%
55-64 years	18%	21%
65+ years	29%	32%

### Emerging or re-emerging issues

- The online methodology still delivers an over-subscription of respondents aged 54+ years.
- 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 now 3 methods of data collection which together enable participation to be more accessible to everyone. In addition, the quality and length of response via the online platform is significantly more considered as completion is in the respondent's own time.

## 5. Executive Summary

The following tables compare the various measurement attributes and have been asked the same over the past 7 years and indicates where there has been a significant difference of  $\pm 3\%$  shift up or down. Scores that are not significantly different are classified as equal and are marked with an '=' symbol. Pleasingly there were no declines in scores this survey with the majority of aspects (28 out of 35) improving significantly and the balance remaining equivalent. There were just 6 aspects that fell below the Council KPI of 7 out of 10.

### Safety

	2014	2015	2016	2017	2019	2019	2020	Shift
I feel safe in my neighbourhood		8.0	8.5	8.3	8.2	8.1	8.45	↑
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	8.1	8.3	↑
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	6.7	7.3	↑

### Social

	2014	2015	2016	2017	2019	2019	2020	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	8.4	8.9	↑
The City of Holdfast Bay provides programs that foster social interaction and community wellbeing	7.5	7.0	7.7	8.0	7.7	7.4	7.8	↑

### Quality of Life

	2014	2015	2016	2017	2019	2019	2020	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	8.5	8.7	↑

### Community

	2014	2015	2016	2017	2019	2019	2020	Shift
Providing and maintaining sporting facilities	7.9	7.6	8.0	8.25	7.95	7.8	8.2	↑
Providing and maintaining open space			7.8	8.3	8.1	8.0	8.4	↑

Providing and maintaining playgrounds			7.9	8.45	8.0	7.9	8.3	↑
Providing arts and cultural experiences and opportunities						7.2	7.4	↑
Providing library services and programs	8.9	8.1	8.7	8.5	8.5	8.35	8.7	↑
Providing and maintaining community centres and programs				7.9	8.0	7.75	8.0	↑
Providing services and programs for older people and people living with disability	8.3	7.6	7.6	7.6	7.85	7.4	7.7	↑
Providing services and programs for young people aged 14-24	7.4	7.3	7.1	8.3	6.7	6.3	6.45	=
Providing services and programs for families with young children	7.4	7.3	7.5	8.6	7.7	7.55	7.6	=
Providing services and programs that encourage a healthy and active lifestyle	8.0	7.7	8.1	8.6	8.0	7.9	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	6.7	6.9	↑

#### Local environment

	2014	2015	2016	2017	2019	2019	2020	Shift
The management of storm water drainage	6.65	7.0	6.6	7.3	6.9	6.6	7.0	↑
Maintaining beaches and coastal areas	7.8	7.4	7.6	8.35	8.0	7.8	8.1	↑
Managing native vegetation, and natural environment	6.9	7.1	7.4	8.1	7.5	7.3	7.8	↑
Planting and maintaining street trees			6.8	7.75	6.5	6.6	7.1	↑
Providing adequate waste management	8.3	7.3	7.5	8.1	8.15	7.8	8.3	↑

#### Tourism and events and local business

	2014	2015	2016	2017	2019	2019	2020	Shift
Supporting and promoting tourism and events	7.4	6.6	8.0	8.5	7.8	7.5	7.6	=
Range of businesses/services and local conveniences in the area			8.2	8.6	7.9	7.6	8.1	↑

### Public services and management

	2014	2015	2016	2017	2019	2019	2020	Shift
Providing and maintaining roads and kerbing	6.7	6.9	7.0	7.35	7.0	6.9	7.2	↑
Providing and maintaining footpaths	5.7	6.35	6.8	6.7	6.1	6.3	6.5	=
Providing and maintaining cycle networks	7.6	7.2	7.9	8.2	7.2	7.2	7.3	=
Providing and maintaining public toilets	6.5	6.1	6.7	7.25	7.3	7.0	7.3	↑
Satisfaction with Jetty Road, Glenelg					6.6	6.85	7.2	↑
Satisfaction with Jetty Road, Brighton					7.8	7.5	7.8	↑
Satisfaction with The Broadway, Glenelg					7.65	7.6	7.7	=
Satisfaction with the design of new development in the area			6.4	7.1	6.0	6.0	6.25	↑

### Council performance

	2014	2015	2016	2017	2019	2019	2020	Shift
How strongly do you agree that Council provides good financial management and value		6.4	6.7	7.35	6.7	6.3	6.75	↑
How satisfied are you with the distribution of information and consultation with the community?			7.0	7.6	6.7	6.5	6.9	↑
How would you rate your satisfaction with performance and quality of service provided by Council?					6.8	6.6	7.1	↑

### Aspects most valued about living in the area

The key aspects remain consistent with the previous surveys however the strength of response, that is the percentage of respondents nominating a variable, was far greater than the last survey, perhaps indicating that during the tumultuous and unprecedented COVID times, residents genuinely valued living in the region. The key aspects valued comprise the beach, convenience to shops, restaurants, services, the lifestyle and close to public transport. Other elements of importance to less people are the variety of dining options, the environment, variety of shopping, the community and near friends and family. For a small cohort being close to work and the longevity of being in the area to work were

---

also factors. There were 19 other comments and these mostly featured themes of having a good council, safety, good schools, and open space.

### ***Likelihood to recommend the area – Net Promoter Score***

Residents' likelihood to recommend as a place to live to others improved slightly this survey period (8.7 up from 8.5 in 2019, comparable with 8.8 earlier in 2019) but remains short of the high of 9.2 experienced in 2016. The score this year equates to a Net Promoter Score of +52.8 (up from +44.8 in November 2019, down from +58.75 in March 2019 and up from +47.5 in 2017, down from +75 in 2016) out of 100. This score is extremely pleasing as it moves out of the amber traffic light zone back into the green.

The key reasons why people would recommend the City of Holdfast Bay as a place to live remain very consistent with past surveys with the main factors being the lifestyle and living in the area, the beach, access and convenience, a great place to live, the community and family friendly feel, good services and facilities, it's safe, the atmosphere and the vibe, the environment and it's quiet.

### ***Satisfaction with the three major main streets***

Three individual questions were included again this survey to determine satisfaction with the three major high streets in the precinct.

Jetty Road Glenelg improved this survey however remains the lowest rated at 7.2 out of 10 (up from 6.85 in 2019, up from 6.6 earlier that year), followed by the Broadway at Glenelg scoring 7.7 (comparable with 7.6 in 2019 and 7.65 earlier that year) and Jetty Road Brighton at 7.8 (up from 7.5 in 2019 and equal to 7.8 in 2019).

Once again negative comments outweighed the positives for Jetty Road Glenelg (261 negative to 170 positive) and featured aspects such as empty shops, high rents (greedy landlords), lack of parking, too much traffic, a need for pedestrian crossings, noisy, busy, touristy, tired shopfronts and needing a makeover, not enough variety, not well maintained, crowded footpaths, lacking excitement, dirty and tacky.

The positives were mostly in opposition with respondents finding it clean and safe, accessible, convenient, having everything they need, and loving the wide variety of restaurants, cafés and shopping, the good mix of services, access to the tram and overall positive atmosphere.

The Broadway at Glenelg was viewed in the same manner as the previous surveys being seen as a quaint and quiet area with nice little shops and good cafes. Its charm rests in its attractiveness created from the trees, wide footpaths and cleanliness and its reputation as a place for locals rather than tourists continues. While access to the area is enhanced with ample parking the negative comments feature difficult parking and concern that parking is becoming harder as the area grows in popularity. Other negative comments surround the area needing an upgrade and more variety.

Jetty Road Brighton has long been a destination of note as a village café and dining precinct situated by the seaside. It significantly outshines Jetty Road Glenelg this survey and just pips The Broadway at the post. The positives outweigh the negative (214 positive comments versus 168 negative comments). The positive aspects of the street remain consistent with comments related to being a small, yet atmospheric strip with a good selection of shops, cafes and eateries for socialising. The primary aspect that overshadows the precinct is the lack of parking and heavy traffic both on the road and footpaths. There remain numerous calls to expand the offering with a grocer and services such as banks.

---

### ***Design and development in the area***

Residents were asked to rate their satisfaction with design and development in the area and the average score was higher this survey at 6.25 out of 10 (up from 6 in 2019 and 6 earlier that year, down from 7.1 in 2017 and comparable with 6.35 in 2016). The Net Promoter Score, whilst remaining in the negative red traffic light zone, improved this survey at -32.7 (up from -40 in 2019, -43 earlier that year, down from -9 in 2017 and equal to -33 in 2016).

Once again, the most important considerations for design and development are to ensure parking and traffic is managed, retaining historic elements, ensure vegetation is retained or replaced, having a unique look and feel for the area, a good balance of business and residential, the amount of urban infill, and the amount of high rise. There was support, albeit significantly less so, for keeping up with modern building design and for big houses on small blocks. There was a strong sentiment throughout this survey in responses to this and other questions that reinforced residents' opposition to the loss of historic and character homes, a result of ever-growing urban infill and high-rise developments.

### ***Council performance***

There were three questions with the first being how strongly do you agree that Council provides good financial management and value for your rate dollar and this scored an average of 6.75 out of 10 which is a reversal to the decline in 2019 (6.3).

The second question was how satisfied are you with the distribution of information and consultation with the community and this scored an average of 6.9 and is also a significant improvement on the previous survey's decline of 6.5.

The third question was how you would rate your overall satisfaction with the performance and quality of service provided by Council and the average score was 7.1 out of 10 and is significantly improved on 6.6 in 2019 and 6.8 earlier that same year.

### ***Value of Council services during COVID-19***

The most valued service provided by Council during the pandemic was the increased cleaning in public spaces which was recognised by around six in ten residents. The other services were significantly lower with public messaging, library home delivery/digital library services, business support, and additional services for the elderly and most vulnerable recognised by a third of respondents or less.

### ***Aspects that Council should focus on over the next four years***

Once again, many of the comments were multi-faceted and for some expansive with the areas of focus remaining similar to previous surveys. The largest category centred on the environment such as climate change, recycling and reducing single use plastic, planting appropriate trees for the region, landscaping and beautification of streetscapes, maintenance and preservation of parks and parklands, beach preservation, cleaning, pollution and waste management, control of dogs and water management including storm water.

Urban development, town planning and preservation of the historic precinct followed closely with comments related to slowing the rate of high-rise developments, the impacts of housing developments and urban infill on traffic, parking and infrastructure, maintaining history of region and character homes, sympathetic designs that reflect the history. Added to this category was another pertaining to development, infrastructure and business initiatives. A range of other comments fell into categories of traffic and parking, footpaths, roads and lighting, council-controlled aspects, social



---

connectivity and engagement, community services and facilities, tourism, events and placemaking, safety, beaches and beach environment and better consultation and communication.

## **Conclusions**

The outcome this survey indicates that most aspects have scored above the average since measurement by Intuito began so this indeed a good year for Council. This could be brought about by people feeling grateful for living where they live (Council area, State and Country), a result of spending more time in their local area combined with Council's proactivity to handle the pandemic. This has been translated into the good score for overall satisfaction with Council.

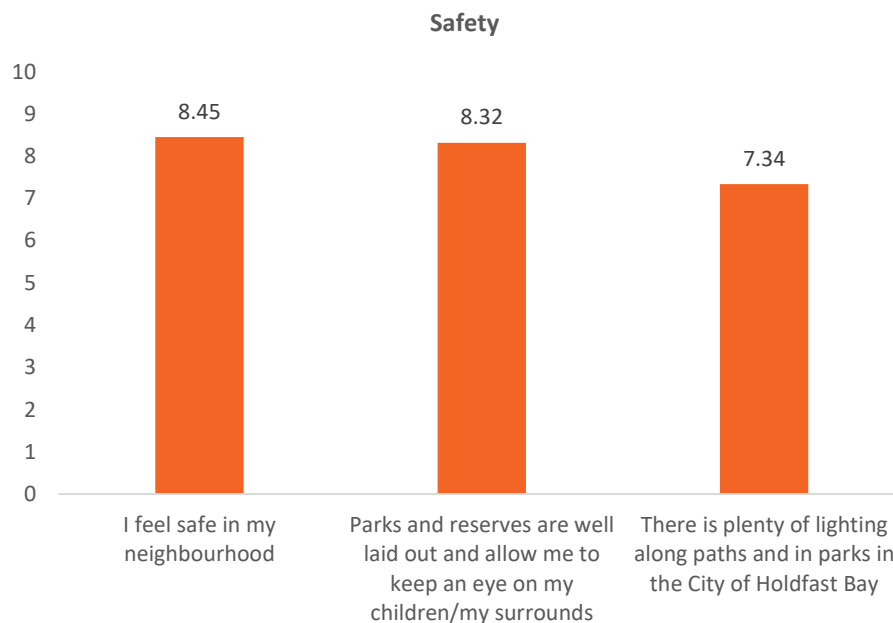
The only other highlight of this survey was a strong sentiment against over development in the area with many answers to questions delivering concerns about over development, loss of character and historic buildings and the level of high rise.

## 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.***

All participants were able to provide a response to this question (468), resulting in an average score of 8.45 out of 10 (significantly higher than 8.1 in 2019, 8.2 earlier in 2019 and 8.3 in 2017, comparable with 8.5 in 2015). 92% provided a rating of 7 or above and three in ten people rated it perfectly at 10 out of 10.

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

439 people were able to provide a response to this question, resulting in an average score of 8.3 out of 10 (comparable with 8.1 in 2019, 8.2 earlier in 2020 and equal to 8.3 in 2017 and 2016, up from 7.7 in 2015 and equal with 8.3 in 2014). 29 people were unable to provide an answer which is significantly fewer than previous years. 90% of respondents rated this aspect 7 or higher which is comparable with previous surveys.

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

436 people were able to provide a response to this question, resulting in an average score of 7.3 out of 10 (significantly up from 6.7 in 2019, 6.8 earlier that same year but slightly down on 7.5 in 2017, equal to 7.3 in 2016 and up from 6.7 in 2015 and 6.95 in 2014). 25 people were unable to provide an answer which is significantly fewer than previous. 74% of respondents rated this aspect 7 or higher which is higher than the last 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.).***

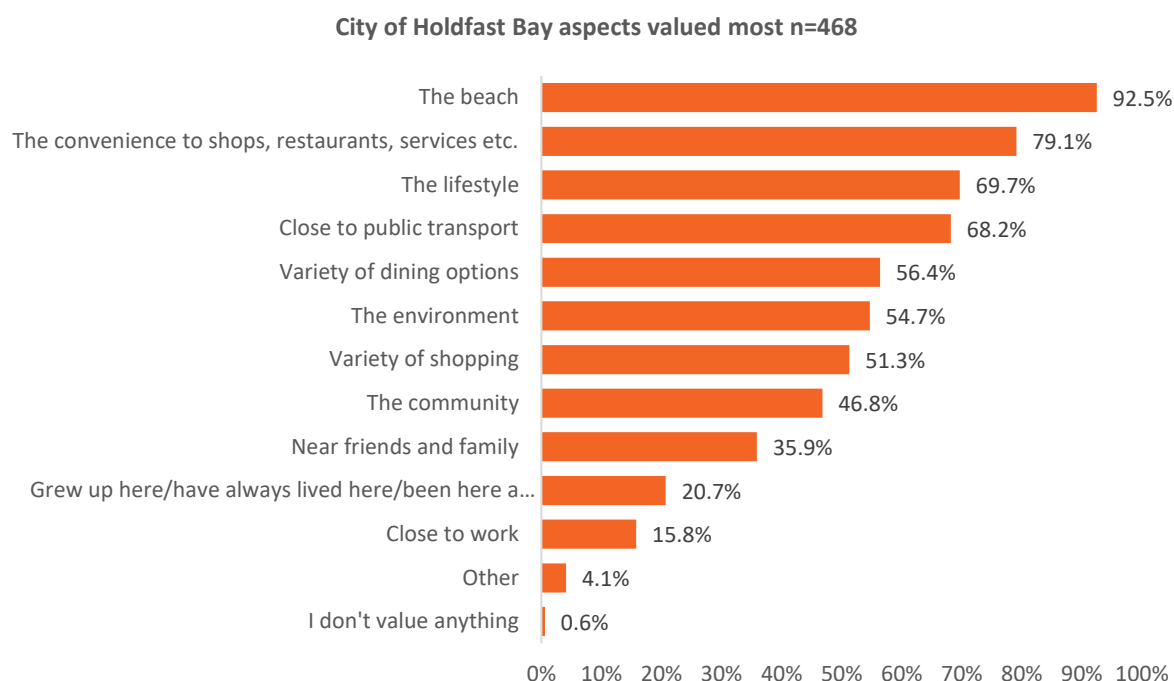
466 people were able to provide a response to this question, resulting in an average score of 8.9 out of 10 (significantly higher than 8.4 in 2019, and 8.5 earlier that same year and in 2017, and 8.4 in 2016). 2 people were unable to provide an answer which is consistent with the previous two surveys. 96% provided a rating of 7 or above and just over four in ten people rated it perfectly at 10 out of 10.

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

344 people were able to provide a response to this question, resulting in an average score of 7.8 out of 10 (up from 7.4 in 2019, comparable with 7.7 earlier in 2019, down from 8 in 2017, and comparable with 7.7 in 2015 and up from 7.5 in 2014). 124 people were unable to provide an answer to this question which is consistent with previous surveys. 78% provided a rating of 7 or above.

## Living in the area

### Q6. What do you value most about living in the City of Holdfast Bay? (Multiple response)



Once again, the most valued aspect of living in the City of Holdfast Bay is the beach significantly up from 87% in 2019 and returning to similar levels of value to previous surveys. This is a pattern expressed across all attributes with the strength of percentage values being significantly stronger than the last survey in 2019.

There were 19 other comments and these mostly featured themes of safety, good schools, and accessibility. The verbatim comments are listed in the tabulations section of this report.

Respondents most likely to nominate the beach were aged under 40 years, white and blue collar workers, young singles, and young couples, middle families, with incomes less than \$20,000pa and \$80,000-\$99,999pa, and those people living in Seacliff, Kingston Park and property owners outside of the area.

The convenience to shops, restaurants, services and facilities held greater appeal amongst those described as aged 65 years and over, retirees, young singles and mature couples and singles, those with incomes less than \$40,000pa, and between \$60,000pa and \$99,999pa, and live in Glenelg.

The lifestyle is a key factor for those described as aged 31-39 years, professional/executives and white collar workers, those living in young couple, young family and middle family households, with incomes over \$60,000pa, and come from Somerton Park and Seacliff.

Close to public transport is ideal for those described as aged 65 years and over, retirees, young singles, young couples and mature couples and singles, with incomes less than \$60,000pa and \$80,000-\$99,999pa, and come from Glenelg and Seacliff.

Those placing greater value on the variety of dining options are more likely aged 18-24 years and over 65 years, undertaking home duties and retirees, young couples and mature couples and singles, with incomes under \$40,000pa, between \$60,000pa and \$99,999pa, and come from Glenelg and Brighton.

The environment is a stronger factor for those who are aged 18-24 years and over 75 years, undertaking white collar roles, home duties and retirees, young couple and young family households, with incomes less than \$40,000pa and \$80,000-\$99,999pa, and come from Seacliff and property owners from other areas.

Variety of shopping is more desirable amongst those aged 18-24 years and over 65 years, those in white collar and home duties roles, those living in young single households, with incomes under \$40,000pa and \$80,000-\$99,999pa, and come from Glenelg.

The community is of greater value to those aged 18-24 years, 31-39 years and over 75 years, in white collar and home duties roles, young single, young couple, young and middle family households, with incomes less than \$40,000pa and between \$80,000pa and \$149,999pa and come from Seacliff.

Being near friends and family holds greater appeal for those aged 65-74 years, white collar workers and retirees, with incomes less than \$20,000pa, and between \$60,000pa and \$149,999pa, from Somerton Park and Seacliff.

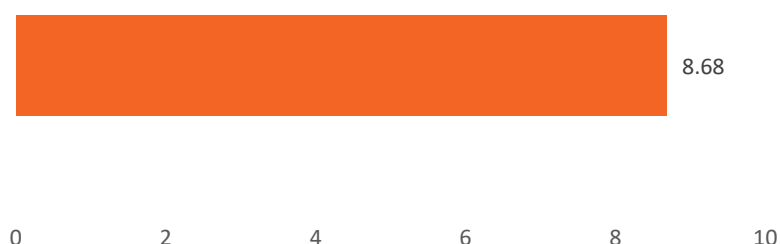
Being close to work is higher amongst those aged under 54 years, white collar workers, with incomes \$20,000-\$39,999pa and \$100,000-\$149,999pa and live in Somerton Park.

Valuing having grown up in the City of Holdfast Bay was stronger amongst those aged over 55 years, retirees, young single, mature family and mature couple and single households, with incomes between \$40,000pa and \$80,000pa.

### 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?**

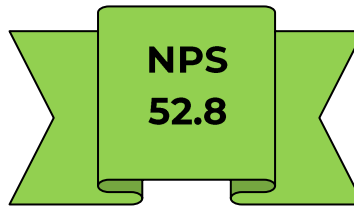
How likely is it that you would recommend the City of Holdfast Bay as a place to live to others? n=468



When asked the likelihood of recommending the City of Holdfast Bay the rating was 8.7 (up from 8.5 in 2019, comparable with 8.8 earlier that year, up from 8.3 in 2017, down from 9.1 in 2016).

---

Application of a Net Promoter Score reveals a score of positive 52.8 (up from 44.82 in 2019, down from +58.75 earlier that year, up from 47.5 in 2017, and significantly down from 75 in 2016). This year's score moves out of the amber zone and returns to green traffic light for scores of 50 and above.



**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. The categories are consistent with previous surveys. Overall, there were significantly more positive comments (352 comments) than negative (58 comments).

This survey featured negative comments that were very consistent with previous surveys pertaining to overcrowding, noise, safety, maintenance of infrastructure, congested traffic, difficult parking, urban infill, the loss of historic character homes and the expense of living in the region.

The positives are summarised into similar categories as previous and feature the lifestyle and living in the area (89 comments), the beach (60 comments), access and convenience (59 comments), it's a great place and lovely place to live (50 comments), the community, friendly and family feel (32 comments), good services and facilities (27 comments), safe (27 comments), the atmosphere and the vibe (10 comments), the environment (9 comments) quiet (6 comments) and three comments about the good council. Actual responses are included in the tabulations section of the document.

## Part 2 – Service satisfaction

### Delivery of services and facilities

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.)**

387 respondents provided a response to this question resulting in an average score of 8.4 out of 10 (up from 7.8 in 2019, 7.95 earlier that year, comparable with 8.3 in 2017, up from 8 in 2016 and 7.6 in 2015). 91% of respondents provided a rating of 7 or higher. 81 people were unsure and did not provide a rating.

**Q10. Providing and maintaining open space and reserves?**

452 respondents provided a response to this question resulting in an average score of 8.4 out of 10 (up from 8 in 2019 and 8.1 earlier that year, comparable with 8.3 in 2017, up from 7.8 in 2016). 92% of respondents provided a rating of 7 or higher. 16 respondents were unsure.

**Q11. Providing and maintaining playgrounds?**

409 respondents provided a response to this question resulting in an average score of 8.3 out of 10 (up from 7.9 in 2019 and up from 8 earlier that year, slightly down from 8.5 in 2017, and up from 7.9 in 2016). 89% of respondents provided a rating of 7 or higher. 59 people were unsure and did not provide a rating.

**Q12. Providing arts and cultural experiences and opportunities?**

343 respondents provided a response to this question resulting in an average score of 7.4 out of 10 slightly up from 7.2 in 2019. (There are no comparisons to previous years as this was a new question in 2019). 74% of respondents provided a rating of 7 or higher. 125 respondents were unsure and chose not to provide a rating.

**Q13. Providing library services and programs?**

---

404 respondents provided a response to this question resulting in an average score of 8.7 out of 10 (up from 8.35 in 2019, comparable with 8.6 earlier that year, up from 8.5 in 2017, equal to 8.7 in 2016). 91% of respondents provided a rating of 7 or higher. 64 people were unsure and did not provide a rating.

***Q14. Providing and maintaining community centres and programs?***

282 respondents provided a response to this question resulting in an average score of 8 out of 10 (up from 7.75 in 2019, equal to 8 earlier that year, comparable with 7.9 in 2017). 83% of respondents provided a rating of 7 or higher. 186 people were unsure and did not provide a rating.

***Q15. Providing services and programs for older people and people living with disability?***

230 respondents provided a response to this question resulting in an average score of 7.7 out of 10 (up from 7.4 in 2019, slightly down from 7.85 earlier that year, comparable with 7.6 in 2017, up from 7.55 in 2016). 75% of respondents provided a rating of 7 or higher. 238 people were unsure and did not provide a rating.

***Q16. Providing services and programs for young people aged 14-24 years?***

176 respondents provided a response to this question resulting in an average score of 6.45 out of 10 (comparable with 6.3 in 2019, down from 6.7 earlier that year, down from 8.3 in 2017, down from 7.1 in 2016). 50% of respondents provided a rating of 7 or higher. 292 people were unsure and did not provide a rating.

***Q17. Providing services and programs for families with young children?***

252 respondents provided a response to this question resulting in an average score of 7.6 out of 10 (comparable with 7.55 in 2019 and 7.7 earlier that year, down from 8.6 in 2017, comparable with 7.5 in 2016). 73% of respondents provided a rating of 7 or higher. 216 people were unsure and did not provide a rating.

***Q18. Promoting services and programs that encourage a healthy and active lifestyle?***

374 respondents provided a response to this question resulting in an average score of 8 out of 10 (comparable with 7.9 in 2019, equal to 8 earlier that year, down from 8.6 in 2017, comparable with 8.1 in 2016). 85% of respondents provided a rating of 7 or higher. 94 people were unsure and did not provide a rating.

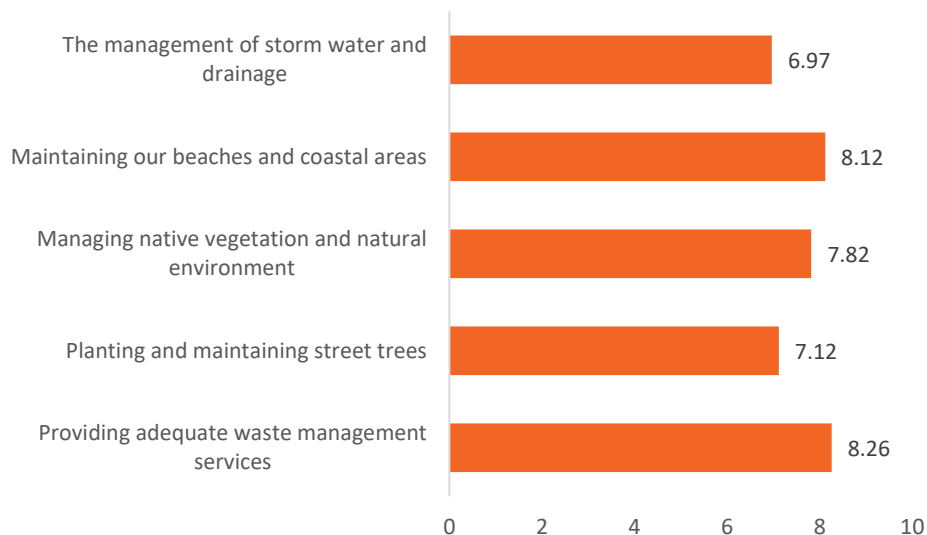
***Q19. Providing services and programs for those from a variety of ethnic and multicultural backgrounds?***

165 respondents provided a response to this question resulting in an average score of 6.9 out of 10 (slightly up from 6.7 in 2019, slightly down from 7.1 earlier that year, down from 7.3 in 2017, equal to 6.9 in 2016). 58% of respondents provided a rating of 7 or higher. 303 people were unsure and did not provide a rating.

**Local environment**

On the same scale where 0 is very dissatisfied and 10 is very satisfied, respondents were asked to rate the following.





**Q20. The management of storm water and drainage?**

393 respondents provided a response to this question resulting in an average of 7 out of 10 (significantly up from 6.6 in 2019, comparable with 6.9 earlier that year, down from 7.3 in 2017, significantly up from 5.6 in 2016). 68% of respondents provided a rating of 7 or higher. 75 respondents were unsure.

**Q21. Maintaining our beaches and coastal areas?**

462 respondents provided a response to this question resulting in an average of 8.1 out of 10 (up from 7.8 in 2019, comparable with 8 earlier that year, down from 8.4 in 2017, up from 7.6 in 2016). 87% of respondents provided a rating of 7 or higher. 6 respondents were unsure.

**Q22. Managing native vegetation and natural environment?**

441 respondents provided a response to this question resulting in an average of 7.8 out of 10 (significantly up from 7.3 in 2019, up from 7.5 earlier that year, down from 8.1 in 2017, up from 7.4 in 2016). 83% of respondents provided a rating of 7 or higher. 27 respondents were unsure.

**Q23. Planting and maintaining street trees?**

452 respondents provided a response to this question resulting in an average of 7.1 out of 10 (significantly up from 6.6 in 2019, and 6.5 earlier that year, down from 7.8 in 2017, up from 6.8 in 2016). 71% of respondents provided a rating of 7 or higher. 16 respondents were unsure.

**Q24. Providing adequate waste management services?**

458 respondents provided a response to this question resulting in an average of 8.3 out of 10 (significantly up from 7.8 in 2019 and 8.15 earlier that year, 8.1 in 2017, up from 7.5 in 2016). 87% of respondents provided a rating of 7 or higher. 10 respondents were unsure.

## Tourism and events

**Q25. 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



397 respondents provided a response to this question resulting in an average of 7.6 out of 10 (comparable with 7.5 in 2019, slightly down from 7.8 earlier that year, down from 8.5 in 2017, down from 8 in 2016). 79% of respondents provided a rating of 7 or higher. 71 respondents were unsure.

## Local business

**Q26. 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



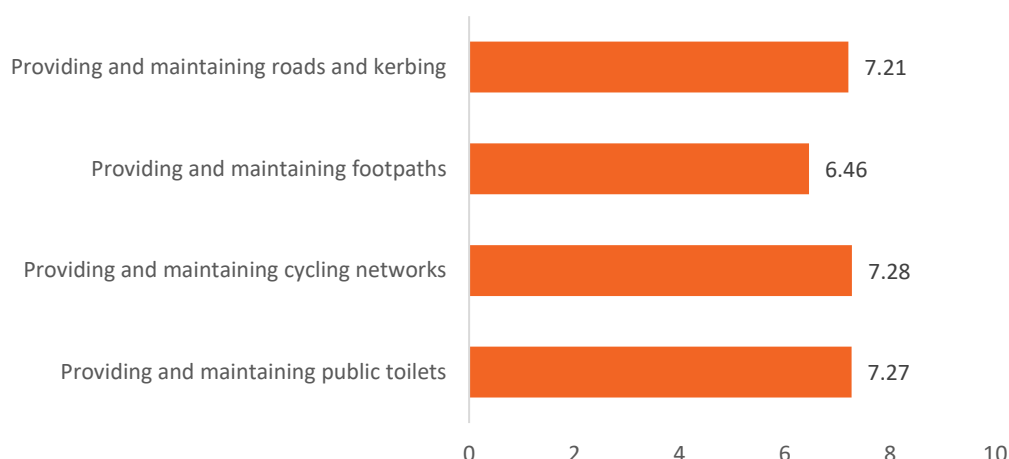
443 respondents provided a response to this question resulting in an average of 8.1 out of 10 (significantly up from 7.6 out of 10 in 2019, slightly down from 7.9 earlier that year, down from 8.6 in 2017, comparable with 8.2 in 2016). 88.5% of respondents provided a rating of 7 or higher. 25 respondents were unsure.

**Q27. How much would you say you spend each month purchasing items online not including paying bills?**

This is the third survey we have asked this question. 40% claimed not to spend anything (\$0) online indicating that 60% are purchasing items other than paying bills online. This is down from the last survey in 2019 where 68% claimed to be purchasing online, however comparable with 61% earlier in 2019. The average expenditure across all respondents \$146.46 (up from \$122.45 in 2019, and \$139.83 earlier that year) and the median amount is \$50 (up from \$25.00 in 2019 and up from \$22.50 earlier that year). This indicates that whilst less are shopping on online, they are spending more.

This may be skewed this survey with the percentage of people aged over 54 years being higher than the Council population breakdown.

## Public services and management



### ***Q28. Providing and maintaining roads and kerbing?***

462 respondents provided a response to this question resulting in an average of 7.2 out of 10 (up from 6.9 in 2019, slightly up from 7.0 earlier that year, slightly down from 7.4 in 2017, and up from 6.95 in 2016). 75% of respondents provided a rating of 7 or higher. 6 respondents were unsure.

### ***Q29. Providing and maintaining footpaths?***

463 respondents provided a response to this question resulting in an average of 6.5 out of 10 (slightly up from 6.3 in 2019, up from 6.1 earlier that year, down from 8.7 in 2017, down from 6.8 in 2016). 61% of respondents provided a rating of 7 or higher. 5 respondents were unsure.

### ***Q30. Providing and maintaining cycle networks?***

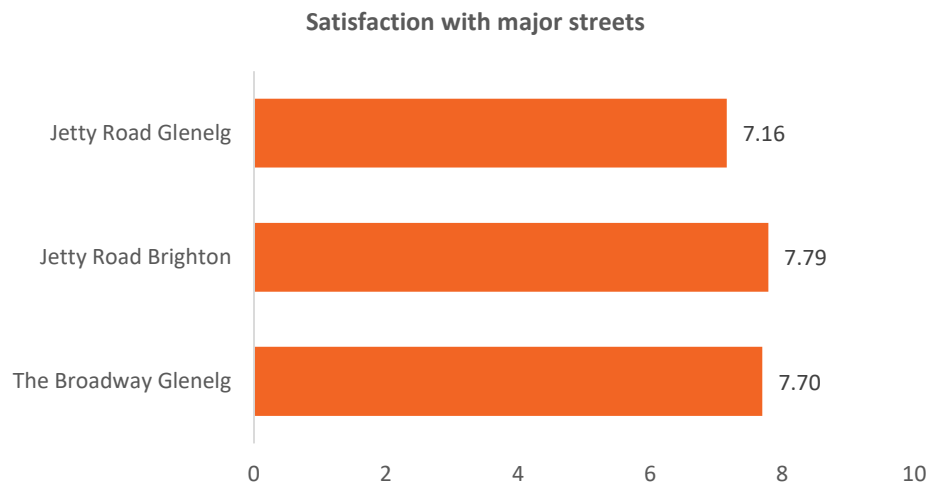
353 respondents provided a response to this question resulting in an average of 7.3 out of 10 (comparable with 7.2 in 2019 and 7.2 earlier that year, down from 8.2 in 2017, down from 7.9 in 2016). 73% of respondents provided a rating of 7 or higher. 115 respondents were unsure.

### ***Q31. Providing and maintaining public toilets?***

397 respondents provided a response to this question resulting in an average of 7.3 out of 10 (up from 7.0 in 2019, equal to 7.3 earlier that year and in 2017, up from 6.7 in 2016). 75% of respondents provided a rating of 7 or higher. 71 respondents were unsure.

## Satisfaction with three major main roads

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 with the three major main roads in the City of Holdfast Bay namely Jetty Road, Glenelg, Jetty Road, Brighton and The Broadway, Glenelg.



### **Q32. How satisfied are you with Jetty Road, Glenelg?**

451 respondents provided a response to this question resulting in an average of 7.2 out of 10 (significantly up on 6.85 in 2019 and 6.6 earlier that year). 69% of respondents provided a rating of 7 or higher. 17 respondents were unsure.

### **Q33. 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 the way they did. The comments came in the form of negative and positive comments encompassing what people love about Jetty Road Glenelg, what they dislike and suggestions for improvements. Many people commenced with a positive but finished with a negative (I like it ....but....). To that end comments have been consolidated into the positive 'it hits the mark and it's perfect for me' or 'it doesn't hit the mark and is lacking or could be improved in some way'. The largest proportion of comments from respondents fell into the latter category of the road not quite hitting the mark (56%) with 36% stating they were satisfied or it provided what they needed. There were 37 people who did not comment as they did not visit the precinct or did not know.

The comments were very consistent with previous surveys with negative themes around empty shops, high rents (greedy landlords), lack of parking, too much traffic, a need for pedestrian crossings, noisy, busy, touristy, tired shopfronts and needing a makeover, not enough variety, not well maintained, crowded footpaths, lacking excitement, and dirty and tacky.

The positives were mostly in opposition with respondents finding it clean and safe, accessible, convenient, having everything they need, and loving the wide variety of restaurants, cafés and shopping, the good mix of services, access to the tram and overall positive atmosphere.

### **Q34. How satisfied are you with Jetty Road, Brighton?**

402 respondents provided a response to this question resulting in an average of 7.8 out of 10 (significantly up from 7.5 in 2019, equal to 7.8 earlier that year). 83% of respondents provided a rating of 7 or higher. 66 respondents were unsure. Jetty Road Brighton fared the best this survey with the highest rating amongst the three street destinations.

---

***Q35. 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. Consistent with the last survey, the higher rating was reflected in the response sentiment with the largest proportion of comments falling into the positive side of the ledger in the category of the road hitting the mark (46%) with 36% stating they were less satisfied or it didn't live up to expectations. The balance 18%, did not comment as they did not visit the precinct or did not know.

The positive comments centred on being a small, quaint, yet atmospheric strip with a good selection of shops, cafes and eateries for socialising. The area was noted for its intimacy, cosmopolitan village, and relaxed outdoor eating vibe. Its reputation is grounded in a good cup of coffee and is an ideal location for locals.

The negatives were couched in difficult parking, noisy and speeding traffic and limited shops, in particular services such as banks and a supermarket. Crowded footpaths still surface as a major cause for concern. The Esplanade Hotel came in for some criticism with many indicating it needed a renovation. Many commented that it is less of an offering to Jetty Road Glenelg, stating that there's not much going on or so much more could be done.

***Q36. How satisfied are you with The Broadway, Glenelg?***

348 respondents provided a response to this question resulting in an average of 7.7 out of 10 (comparable with 7.6 in 2019 and 7.65 earlier that year). 83% of respondents provided a rating of 7 or higher. 120 respondents were unsure.

***Q37. 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. The Broadway held ground this survey with half of the respondents providing a positive comment and only 20% providing a negative view or a suggestion for improvement. Around a third of all respondents could not provide a comment because they simply don't frequent the area.

The positive comments cited the nice shops that are easy to walk to, the village and local feel, the pub, the slower traffic speed which adds up to a quaint and friendly street. It too is seen for locals who see it as their own little Noosa Hasting's Street.

The negative comments were a result of some saying the area needs more services and a wider range of businesses in general, it's a bit sparse and disjointed, and the parking is not that good, in fact parking is becoming difficult, the traffic is noisy, some shops are smelly, and it's probably due for an upgrade or a bit more greenery to improve its aesthetic. It's akin to Jetty Road Brighton but not as vibrant.

**Satisfaction with design and development of the area**

***Q38. How would you rate your satisfaction with the design and development in the area?***

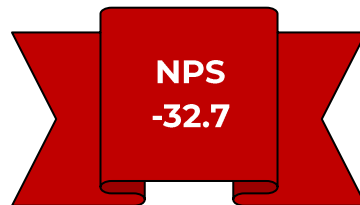
---

### Satisfaction with design of the new development in the area



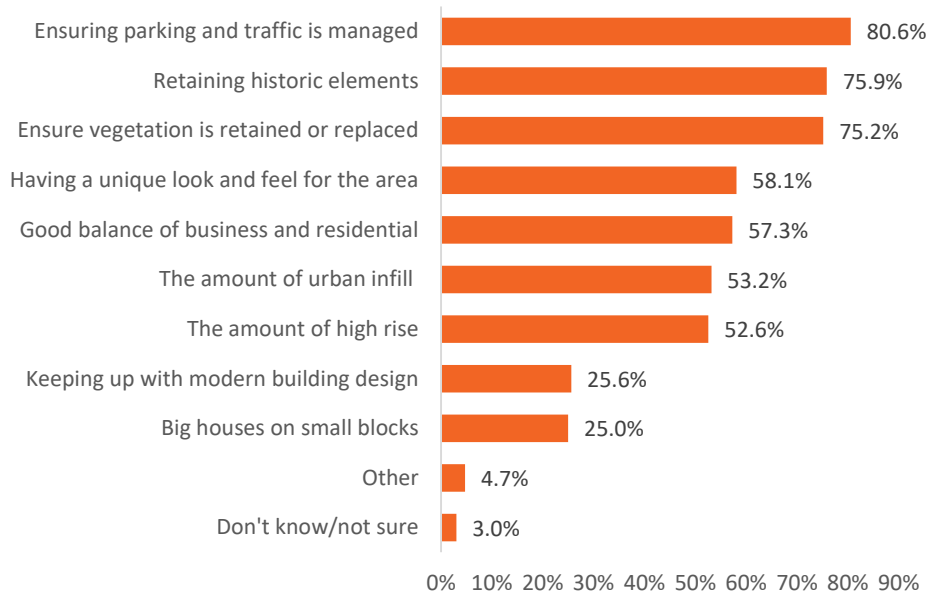
361 respondents provided a response to this question resulting in an average of 6.25 out of 10 (up from 6.0 in 2019 and 6.0 earlier that year). 54% of respondents provided a rating of 7 or higher. 107 respondents were unsure.

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 32.7 indicating that there are significantly more people dissatisfied than satisfied. This score is slightly better than 2019 which was 39.7 and earlier same year when it was negative 43.



**Q39. Which aspects do you believe are important considerations for design and development in the area? (Multiple response)**

**Important considerations for design and development in the area**  
n=468



This question was prompted again this survey period based on the responses previously as an open-ended question.

There were 22 other comments that focussed on design and development elements such as limiting high rise, attractiveness, loss of vegetation, businesses in back streets and back yards. Environmental considerations called for more open space and greened areas and sustainability in design. Traffic related comments pointed out areas of congestion and there was mention of a number of desirable facilities such as dog free parks, more pockets of trendy cafes and schools and parks to support higher populations. For the verbatim comments please see the tabulations section of this report under the question number.

Those respondents more likely to nominate ensuring parking and traffic is managed are aged over 40 years, professional/executives and retirees, young couple and mature couple and single households, with incomes \$20,000-\$39,999pa and over \$80,000pa.

Those more likely to nominate retaining historic elements are aged over 55 years, retirees and those in home duties roles, young couples, those with incomes less than \$20,000pa, between \$80,000pa and \$99,999pa, and property owners living outside the area.

Those respondents more likely to nominate ensuring vegetation is retained or replaced are aged 55-64 years and over 75 years, professional/executives, young couple households, those with incomes \$20,000-\$39,999pa and over \$80,000pa, and live at Kingston Park and property owner living outside the area.

Those more likely to nominate having a unique look and feel for the area are aged 18-24 years, and over 75 years, undertaking home duties and in other roles, young couples, with incomes under \$40,000pa and come from Seacliff.

Those more likely to nominate a good balance of business and residential are aged over 65 years, in blue collar and home duties roles, young couple, young family and mature couple and single households, with incomes less than \$20,000pa and between \$60,000pa and \$149,999pa, and come from Glenelg, Somerton and Seacliff.

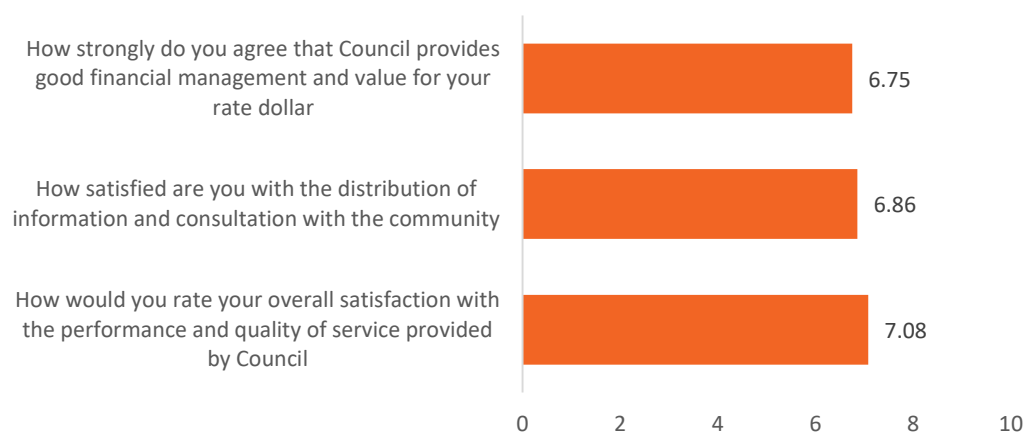
Those more likely to nominate the amount of urban infill are male, aged over 40 years, professional/executives and retirees, living in mature family and mature couple and single households, with incomes between \$40,000pa and \$79,999pa, and come from Brighton and Hove.

Those more likely to nominate the amount of high rise are male, aged between 55 years and 75 years, professional/executives, blue collar and retirees, mature family and mature couple and single households, with incomes between \$40,000pa and \$80,000pa, and come from Brighton, Hove and Somerton Park.

Those who were more likely to nominate keeping up with modern building design are male, aged 18-24 years, 31-39 years, professional/executives, retirees, those in home duties and other roles, those living in young couple, young family, and mature family households, with incomes less than \$20,000pa and \$80,000-\$99,999pa, and come from Seacliff.

Those who were more likely to nominate big houses on small blocks were aged 65-74 years, retirees, living in mature couple and single households, with incomes less than \$20,000pa and between \$40,000pa and \$79,999pa, and come from Brighton.

## Council performance



### ***Q40. How strongly do you agree that Council provides good financial management and value for your rate dollar?***

364 respondents provided a response to this question resulting in an average of 6.75 out of 10 (up from 6.3 in 2019, comparable with 6.7 earlier that year, down from 7.35 in 2017 and down from 7.0 in 2016). 65% of respondents provided a rating of 7 or higher. 104 respondents were unsure.

### ***Q41. How satisfied are you with the distribution of information and consultation with the community?***

423 respondents provided a response to this question resulting in an average of 6.9 out of 10 (up from 6.5 in 2019, and 6.7 earlier that year, down from 7.6 in 2017 and up from 6.7 in 2016 and 6.4 in 2014).



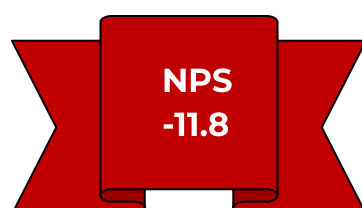
---

66% of respondents provided a rating of 7 or higher. 45 respondents were unsure, up from 47 respondents in the last survey.

***Q42. How would you rate your overall satisfaction with the performance and quality of service provided by Council?***

All 468 respondents provided a response to this question resulting in an average of 7.1 out of 10 (significantly up from 6.6 in 2019 and 6.8 earlier that year, and comparable with 7.2 in 2017). 72% of respondents provided a rating of 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 11.8 which is significantly improved on negative 29.3 recorded in 2019 and negative 21 recorded earlier that year.



**Aspects for Council to focus on**

***Q43. 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 and whilst the categories were very similar to those from the last survey there were some shifts in the number of comments within the categories. Many of the comments were extensive in their nature with multiple aspects and therefore have been placed within the category of most dominance or first mention. 391 respondents (84%) were able to provide a comment, with 77 respondents unable.

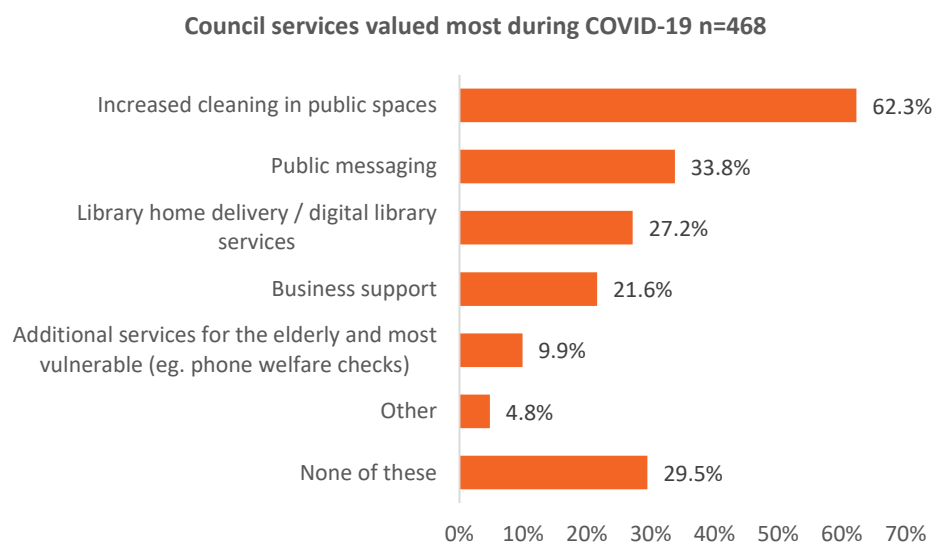
The greatest number of comments (89 comments) centred on the environment in a very broad sense that featured themes of climate change, recycling and reducing single use plastic, planting appropriate trees for the region, landscaping and beautification of streetscapes, maintenance and preservation of parks and parklands, beach preservation, cleaning, pollution and waste management, control of dogs and barking, and water management including storm water.

Urban development, town planning and preservation of the historic precinct encapsulated 66 comments. There were many comments related to slowing the rate of high-rise developments, the impacts of housing developments and urban infill on traffic, parking and infrastructure, maintaining the history of the region and character homes, sympathetic designs that reflect the history of the homes, and quality of new builds. Added to this category was another pertaining to development, infrastructure and business initiatives with an additional 63 comments that featured calls for better lighting, drainage, toilets, develop the jetty, install fencing around play areas, more bins, build another hotel/get rid of hotels, consider concepts to improve retail offering such as Kmart or Target, support business, offer more sporting facilities, and upgrades to restaurant precincts.

Other comments fell into categories of traffic and parking (42 comments) with the traditional calls for more and free parking, slowing traffic, reducing congestion, turning Jetty Road Glenelg into a mall

and significantly more calls for safer pedestrian crossings. Footpaths, roads and lighting were featured in an additional 42 comments whereby respondents called for cleaner paths, footpath maintenance and repair, bikeways to separate cyclists, improvements to Jetty Road, and road and kerb maintenance. There were 22 comments that related to Council controlled aspects such as reducing or capping rates, controlling dogs and cats, consumer support, financial management, finishing projects, collaboration with other Council's, and delivering a quality service. A further 22 suggestions pertained to social connectivity and engagement, community services and facilities, health and wellbeing programs and providing social activities for the various demographic cohorts (youth, middle aged, seniors etc.). Tourism, events and placemaking featured amongst 20 suggestions that included markets, noise pollution and difficulties for residents whilst events occur, more activation of diverse programs to increase tourism, less activation and events, arts programs. Safety was an issue for 11 respondents which spanned anti-social behaviours, improved security measures such as lighting and policing. The beaches and beach environment such as improving access, keeping the beaches clean and open for everyone was suggested by 7 people. Better consultation and communication were a factor for 5 people.

**Q44. Which of the following Council services did you value most during the COVID-19 pandemic restrictions?**



Increased cleaning in public spaces was the most valued of all of the Council services provided during COVID-19 restrictions. Those more likely to value this service are described as aged over 55 years, professional/executives and retirees, those living in mature family and mature couple or single households, those with incomes \$40,000-\$59,999pa, \$80,000-\$99,999pa, and are from Somerton Park and property owners living in areas outside the region.

Public messaging was valued by a third of all respondents with those showing higher appreciation described as 25-30 years and over 65 years, professional/executives, retirees and those in other roles, those living in mature family households, those with incomes less than \$20,000pa, and come from Seacliff.

Library home delivery and digital library services were valued more by those described as female, aged between 31 years and 54 years, white and blue collar workers and those in other roles, those living in young single and middle family households, and those with incomes less than \$60,000pa.

---

Business support was valued more by those aged 40-54 years and 65-74 years, professional/executives and white collar workers, those living in middle family households, with incomes less than \$20,000pa, \$60,000-\$79,000pa, and over \$100,000pa, and come from Somerton Park.

Additional services for the elderly were valued more by those in other roles, those living in young families.

***Q51. 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.) 242 comments***

- The council does not monitor and deal with increasing worsening noise levels in the area from businesses. Feels like I live in Elizabeth Park not Somerton Park. This level of noise devalues my property value and other residents in the area. Also, there is an element of drug use and sale in the area and the police don't seem to be able to eliminate it from the area
- A bigger police presence
- A lot of footpaths need repair.
- A lot of roads need repair
- A very significant portion of time, money and effort is allotted to Alwyndor. Not the business of a council. Divest.
- Always find the council staff very helpful and friendly.
- Always think of your customers- rate payers- first. Get email addresses of rate payers and send a newsletter to them. Even asking for votes on policies via email but remember not everyone is fully computer literate or caring to reply.
- As a self-funded retiree, cash poor but asset rich would like to see rate relief for people in this situation. Paying for a lot of expensive services we don't / can't really use on a limited budget. Need a bit of empathy. Lot of people from outside our community benefit from the excessive rates we are charged.
- As a South African that migrated to Australia, I am truly impressed with the high quality of service delivery and the courtesy and friendliness of the employees.
- It is most important that any tender process for the allocation of tenders to service providers must be transparent. Accountability must apply. The whole tender process / service delivery project must be well documented to leave a paper trail. The deliverables must be audited against the contractual requirements prior to sign-off and payments.
- Any business has its strengths and areas for improvement. May I take this opportunity to invite you to study that USA's Baldrige Excellence Framework for Performance Excellence or the Australian Business Excellence Framework?
- It is a privilege to stay in such a clean well-kept city as the City of Holdfast Bay.
- As a volunteer with Holdfast Bay I would love to see information included in rates notices (maybe once a year) to let all residents know of the many services and activities offered by the Council to residents.
- AS PENSIONERS WE APPRECIATE YOUR SUPPORT AND MAINTENANCE WE RECEIVE/KEEP UP YOUR GOOD WORKMANY THANKS WE LOVE LIVING HERE.
- As previously mentioned: please, please stop the urban infill. The gardens are disappearing, the heat is rising. I know council love the rates, and will say at any opportunity, oh we're not in charge of the building approvals, that's State Government but I wish you would put the

---

brakes on the infill. It's going to decrease the value of the area, and it's not good for the environment. I really hope someone reads this, listens, and DOES something.

- Better marketing of Glenelg as a tourist area
- Bigger retail shops
- Can't stand the endless time rangers spend sitting on their arses around the Patawalonga having 'lunch' claiming they are working/meeting together yet there's dog shit all around the reserve and dogs running off lead on the beach doing dog on leash hours and they can't be bothered giving people warnings or trying to police.
- Often see them driving along the beach front enjoying the view and completely ignoring the dogs that are off leash all over the beach during on leash hours - same applies to dogs off leash around the Patawalonga
- They need to visit the area with their eyes open spend time there watching and catching the people that jog/ride/walk with their dogs off leash shitting everywhere behind them
- Apart from that the Holdfast bay is a stunning area to live and enjoy
- Cater more for the working couples.
- Cleaning of streets more regularly my street is not swept very often.
- Removal of a gum tree from in front of my house it is very messy and not the right place for a large gum tree
- Concentrate on maintenance pavement lighting Stop land subdivision below 500sqm.Noise pollution is a growing problem. Motor bikes and loud cars
- Concentrate on open spaces, number of dwellings (too many are too close together). Keep what we have and add more trees. Do not waste money on artwork which belongs in an art gallery for those who like it. Council is spoiling our beach view with these ugly items.
- Conserve the parks and services
- Consider making the southern end of King George Ave one way.
- Continue to consult with the public, but also hold occasional community meetings at suitable venues. A Q&A afternoon or evening.
- Continue to find a solution to make Jetty Road Glenelg a more vibrant precinct to attract tourism \$s and events
- Could you please look at Seacliff from myrtle road to Brighton road we have virtually no street trees, is there any way we could get some, I know the footpath is narrow but we could have some in the areas of the road that have no parking as they do in Parkside. Also with narrow streets and lots of people around we should look at lowering the speed limit to 40km/h. People and bikes should be given priority over cars. By the way I'm not a bike rider I just like what they have done in Parkside they have the same narrow streets as Seacliff.
- Council needs to inform all delivery trucks not leave their engines running and unattended, illegal interstate, and if refrigerated trucks then use the generators installed with their backup system and turn their motors off. Deliveries to Woolworths on Brighton road Brighton are required to do this.
- Council needs to think very carefully about the developments it allows. The foreshore has been pretty much ruined by architecturally dull and over-imposing developments which fill up every centimetre of the block and include virtually no gardens. It makes the environment over-hot and unpleasant to look at. I have virtually seen no new development in Holdfast Bay which I find pleasing to the eye or which is sympathetic to the environment. And these

---

developments start to look very tacky very quickly when the environment fights back and starts rusting the steel and ruining the endless slabs of concrete.

- council officers at reception need better customer relation skills
- Council staff always helpful. Love the evocation of providing green bin for the kitchen which can be placed in the green recycle bin.
- Decrease council rates and increase state funding
- Definitely. I don't understand why you sweep the Esplanade several times per week but ignore the beach. In California, they use a tractor to scrape the beach for glass and trash. Why sweep the street once a week and clean the beach instead?
- In addition, why not put no parking from 6-7am on that one day per week so that the sweeper can actually sweep. At the moment they zigzag in and out of park cars, basically not cleaning anything. Makes no sense!
- Develop northern Glenelg beaches more
- Dog poo and lack of enforcement is frustrating. No policing and dog poo often all over esplanade and beach!
- Doing a good job, except parking is a major issue for tourists and locals.
- Doing a great job, I hope that you will be supporting more renewable energy options such as solar, with grants for local home owners to improve their energy usage and carbon footprint - perhaps supporting community electricity generation/usage, etc...
- Don't develop for the sake of development. Some lovely family homes have gone to be replaced with McMansions with footprints encompassing the whole block. Ugly and not environmentally sensitive.
- Don't forget that rate payers in the back streets of the area deserve to have their areas maintained and looked after.
- Don't know if you have any say in it but, in regards to the planned, and urgently needed, upgrade of the Hove Railway Crossing, my family would much prefer that the train goes down through a tunnel under Brighton Rd (like they've done with the Oaklands Crossing). Hopefully this is not too far away as, currently, this crossing is holding up so much traffic, particularly in peak hours.
- Don't forget the people that live here and always support local business. We feel that our council rates are more often used to provide services to those people that come to the beach only in summer. I walk in the dark and cold on winter mornings and like to know that all lights are working.
- Also, please give consideration to how dark streets are and the safety issues, because of the trees blocking the street lights on Moseley and Weewanda Streets. The nuts from these trees are also a tripping hazard.
- Don't let the council become too political and be dominated by minority groups pushing their own political agendas.
- DOVER SQUARE PLAYGROUND REQUIRES AN UPGRADE OF PLAY EQUIPMENT AS THE CURRENT EQUIPMENT IS BORING ACCORDING TO OUR GRANDCHILDREN. THE NUMBER OF DOGS MAKE IT UNSUITABLE FOR OTHER USERS AND THE PARK NEEDS TO BE SEPARATED ASAP. WE ARE REGULAR WALKERS ALONG THE ESPLANADE AND WE ARE CONSTANTLY STEPPING AROUND DOG POO THAT HAS BEEN LEFT ON THE FOOTPATH BY INCONSIDERATE DOG OWNERS. ANOTHER SERIOUS PROBLEM IS THE SPEEDING

---

CYCLISTS RACING ON THE SHARED PATH WITHOUT USING BELL ETC. SOMETIMES THESE BIKES ARE GOING SO FAST ON THE PATH THEY ACTUALLY PASS CARS THAT ARE TRAVELLING ON THE ROAD.

- Encouraging awards for green steps such as recycle coffee cups straws etc.
- Ensure that council continues to make decisions based on resident and community needs.
- Fix the dangerous footpath (lack of) outside 15A and 15B Salisbury St.
- Focus on providing the essential services of council ie roads, rubbish collection, parks and facilities. Then worry about the other issues.
- Follow the lead of Henley with a more dynamic selection of cafes, shops, rooftop bars etc. Make better use of beach-front areas with better public facilities and eateries. Also reconsider e-scooters.
- Footpaths could with work on the edges of the paving. There is a risk of slipping/tripping on the edges. Need making same level as paving.
- General maintenance on footpaths is not great. My puppy stepped on broken glass that has been on the footpath on Townsend Ave for over 2 months. Disappointing for being near a school and quite a high pedestrian area in general.
- Gilberton Gulley to keep it a nature reserve.
- Glenelg family place to live. We don't want any adult sex shops in the area if it is, why haven't we heard about it?
- Great survey opportunity
- Having built a new home 3+ years ago, am personally very disappointed with council's attitude to street trees being planted. We felt like we were not in an important enough area/street & when we enquired about planting ourselves, (with a council approved tree) felt discouraged and possibly liable for any issues that may occur. Consequently no tree...
- I am a new resident in the City of Holdfast Bay. So far, I have had 2 interactions with Council. Both have been extremely positive. I feel that Council works very hard to provide a welcoming response to its ratepayers. Keep up the good work!
- I am constantly frustrated, when backing my car onto Sixth Avenue and a/ not being able to see traffic that has crossed the tramline that is heading north, this is due to the amount of tree plantings. b/ during morning and afternoon peak periods, due to 1:/ increased traffic with the tram, and 2:/ the one way traffic islands in place, traffic is on most days banked back over Augusta Street and half way between Augusta St, and Anzac highway, then we have the situation where when the trams have cleared traffic wishing to move North are in conflict with the traffic moving South, and so we have a cat and mouse, who goes first.
- I am generally happy with your performance (unusual thing to say about a governing/public service organisation)
- I am very happy with the Council's performance. I appreciate the focus on the environment (native vegetation, waste management, parks and playgrounds). But also appreciate prompt responses to some parking issues in my street. Council staff in all departments are professional and friendly. Most of all I absolutely love the Glenelg Library and all who work there. It has been an island of sanity during the pandemic.
- I feel very lucky to live in the Holdfast Bay Council area!
- I believe the council's main concern should be to keep residents happy and comfortable. There is a large tree outside our property that has caused damage and expense over the



---

years. And I don't think your barking dog monitoring policies are practical (keeping a diary!). On the spot fines and/or the compulsory fitting of anti-barking devices would be more appropriate. Allowing developers to build new properties virtually on the footpath is also a poor change of approach.

- I believe we have given sufficient feedback. Not a bad council but councillors appear to make decisions without really consulting their residents. Surveying 10% of the ward they represent is so much better than making decisions based on their own individual beliefs.
- I don't feel I get value for money for my rates. I am sick of the COVID signage out the front of my house
- I feel jetty rd. is lacking vibe, it needs a complete revamp e.g. shops & restaurants.
- I feel like I hear from the council more than ever before - on social media and with my recent council bill letter.
- I live on the 'wrong side' of Brighton road and would like to see more focus by council on the eastern side of Brighton Road. The beach is a big asset, but don't forget about us on this side. Our playgrounds are much worse, the street sweepers seem to come less often etc.
- And I'd like to see the green bin trial expanded to all suburbs. I think this is a great initiative and I'm sure lots more people would like to participate.
- I find it incomprehensible that at the Glenelg Community Centre and the Library there is very limited parking. The paid-parking site adjacent, however limited, has a minimum payment requirement which is exorbitant and induces people needing only a brief visit to look for other alternatives.
- I have consistently asked that the council look at better maintenance of our footpaths, not only structurally (cracks, uneven etc.) but lack of in some new areas. Also that residents are not discouraged from planting plants that overgrow onto the footpaths. This makes walking safely for the elderly (large population as you would know), the unsteady and new parents with prams/pushers. On my walks I am constantly having to walk out onto the road to get past. I have raised this on numerous occasions with no-one from council ever getting back to me.
- I have stated in the survey my concern regarding cyclist's behavior. Council has already put up signs but I think there needs to be regular observation. Especially when the space gets crowded on the beautiful beachfront walking paths they really don't slow down. Pleasant sound devices on their spokes could alert walkers they are coming at least, as they don't slow down now (if ever). They are hard to hear especially with the wind and not having insect like feelers I cannot sense their presence.
- I live at 27 Seaforth Avenue. It seems that all the suburban roads near me have been resurfaced, with new curbs replacing broken & damaged ones, new trees replacing those that have been chopped down or lost, new road markings etc. We have had nothing down the residential part of our road in the last 15 years since I've lived here - and we have the Council Depot in our street! Please - repair the broken curbs (especially the one outside my house :) ), fix the road-side gutters where the rainwater pools due to tree root damage, trim the trees that overhang the pathways or that impinge on the SA Power network lines. Give us some TLC that everyone else seems to have got recently!
- I love living here and did move away for short time but couldn't wait to get back.

- I regularly walk down Pier Street from the beach and notice a significant amount of dog poo on the medium strip and smashed bottles (probably once every 3 weeks). The council should consider putting in public bins along Pier Street and possibly a dog waste bag dispenser.
- I think Council has numerous critics and detractors but I'm not one of them. Overall I think Council is doing a great job under sometimes very challenging and difficult circumstances (i.e. during this Covid pandemic). Good on 'em. Let's hope 2021 is better year for Council.... oh, and all of us!! Have a Merry Christmas! Cheers.
- I think Glenelg is a great area it's needs more substantial projects & renovation.
- I think I've probably said enough but in summation, my family have lived on and off in Glenelg for 3/4 generations. I personally, will preferably never live anywhere else. I am very happy generally speaking with the way things are but I am also aware that there is no doubt pressures being brought to bear by developers and others on the make who wish to make money and move on and who have no real connection or depth of regard for what makes Glenelg what it is. It is your responsibility to balance those pressures and ensure that Glenelg is as attractive, safe and welcoming in 10, 20 or 50 years' time as it is now. Good Luck. I hope it is in safe hands.
- I think that on the whole, council are doing a good job. The rates are fair and the services are quite good. I do believe though that if residents are telling you something year after year and there are genuine concerns, don't ignore it or overlook it. Get back to them. Ring them. Talk to them. They shouldn't have to keep chasing you. Work together with neighbouring councils to reach conclusions to suit bordering streets.
- I think these surveys are a great initiative. I've never been selected before, so thank you for the opportunity. It's good to see technology being embraced to seek constructive feedback. Thank you.
- I value the opportunity to provide this survey information. Thank you.
- I was manager of LGPro in Melbourne which provides professional development for council staff in all 78 councils in Victoria. Concerns in Holdfast Bay are not addressed - trees, neighbours, cyclists, and traffic - ignored and not followed up. How can one feel safe here?????
- I would encourage the council to respond to its rate payers concerns. A few years ago I tried reporting a concern about street lighting outside our house to the council. I found after an initial response there was no follow up or reply to my emails only after about six months to be told the initial respondent had moved on only to have the exact same thing happen again in that after an initial response I again received no follow up or response to my emails. If the aim was to have me give up it was successful, however, it also caused me to lose all respect for the council.
- I would like information regarding hard rubbish pickup. When is it picked up, what type of hard rubbish acceptable/not acceptable?
- Information regarding disposal of old house paint.
- I would like the council to curb the height of high rise along the esplanade.
- I would like to see more parking restrictions in the narrower streets, maybe parking on one side only. Once a week green bin pick up, red bin fortnightly.



- I would like to see pedestrian sign on the Anzac/Colley round about at a minimum – if Colley Terrace was closed at each end and traffic just allows for parking the Colley reserve would be so much better -than the drag strip it is now
- I would value concise monthly or bi-monthly email updates from Council about what is happening in the local area. Just facts, no hype.
- Thank you for the chance to provide feedback.
- If you are going to ASK then please address issues and take note of what WE are saying instead of just councillors deciding on OUR behalf.
- If you want businesses to be sustainable, and want to attract people to come to Glenelg over your competitors, you need to get rid of the parking fees. Nobody wants to come to Glenelg and pay high fees on top of entertainment costs.
- Inconsistence enforcement of parking regulations. i.e. Homeless people parked and living from their car outside our front door and conversely as a resident with residential permit hyper vigilance of residence's car and with residential permit paid and displayed targeted when available 3P zone parking bays are simply overwhelmed with day travelers but also commercial staff strategically denying access for rate paying residence to park adequately. Residence who pay the non-insignificant amount of \$145/year for a 3P exception permit should be allowed when the permit is displayed to park allocated parking bays anywhere they like for any length of time and feel their property is safe and secure from damage and overzealous arbitrary parking regulations.
- Increase toilets White Street reserve. John Miller reserve. Reduce road speeds, more speed humps.
- It is difficult to satisfy everyone's needs. Overall Council is doing a good job other than insufficient parking due to infill near main roads that invoke dangerous situations on side streets. Also, the inappropriate choice of footpath trees coupled with the lack of footpath maintenance due to the mess they create.
- It would be good once a year an update of annual accomplishments & next financial plans.
- It would be nice in busy summer months on the weekends to only have Jetty Rd open to pedestrians & no cars. Keep the beach public. Don't allow the beach bar.
- It's a positive step to do this survey, the hardest part in life is to walk the talk.
- Keep the focus on core council activities rather than trying to over extend with other programs, the number of footpaths needing repair is an example of a core activity which should be a priority
- Keep up the good work
- Keep up the good work. Brighton is a great place to live.
- Keep up the great work on parks ,reserves and the foreshore and give less attention to businesses who should attend to their own needs
- Keep urban infill low
- Lighting in the area of Glenelg is terrible beyond Brighton road going east. Some streets are dangerously dark and need more lighting
- Like most councils, CEO and upper management are over paid
- like to see a bit more consultation and perhaps a few better council services, repaving footpaths, pruning, watering footpath council trees,
- Look at parking at jetty Road, perhaps having jetty Road one way only

- Listen to ratepayers and concerned community groups who are and potentially will be impacted by large multi-story properties being built by developers and investors on small blocks that impact directly on surrounding properties. It seems the income for local government is all important and local concerns are swept under the carpet far too often.
- Look into speed humps along the Esplanade at Glenelg North, lighting along the bike path at the end of the Esplanade
- Love it down here.
- Loved the touch a truck on the beach & Colley reserve & fire engines displayed for the kids.
- Lucky to live here
- Make foot paths even & safe to walk on.
- Make genuine, transformational changes to the way the council operates. Be leaders in LGA. Don't settle on 'near enough' on any aspect of council business - be it employees, infrastructure works, projects, etc. Stop perpetuating the high-rise which will take away the fundamental nature, the essence of Glenelg. I am a resident of 21 yrs. and for first time am serious in considering a move away due to the high density living being supported by council. Please, please, respect our natural environment, our history and connect to the purpose of honouring, safeguarding and protecting our community.
- Manage the street trees better & and increase street sweeping.
- More communication as stated before. Emailed newsletters on a monthly or quarterly basis
- More community links encouraged
- More consultation and not just to tick the box but to actually consider it. The council is incredibly stubborn and will not change mind or direction or purpose when advised otherwise.
- More dog free facilities. Sick of dog poo everywhere.
- More lifeguards during week
- More mountain bike places to be developed in gullies near Marino Kingston Park as pump track is always closed.
- More opportunities for new families with children
- More public toilets
- More tree planting (2 responses)
- More walk areas required on Jetty Road. Signage advising no bikes or skateboards on Jetty Road need to be more prominent. The Bay Village top story looks drab and dirty and the Telstra Depot needs to be hidden with beautification. Maybe some orienteering courses and, adventure maps for families and children with something they can keep as a memento.
- My property is on Lamington Ave. and backs on to Gilbertson Gully near Don Ave. The vast majority of vegetation in the gully has emanated from upstream and is self-sown. Council should provide regular assistance to maintain the creek area to allow flow of water under Don Ave.
- New outdoor exercise facilities very nice, bike paths appreciated - could always be more, green kitchen bin very useful. Footpaths definitely need improvement - flat ones would be really nice, especially for the elderly. Programs and incentives that encourage self-sufficiency (food, water, energy, and waste reduction) would be good. Jetty road would be lovely as a car-free mall from Anzac highway to the jetty, the tram could remain (there is plenty of parking elsewhere). With jetty road as it is, having dogs walked along there seems

---

inappropriate during trading hours. Some reminders for people to control their dogs on the beach would also be appreciated.

- Thank you.
- No as there not interested in opinions other than their own
- No high rise apartments
- No I think the survey has addressed most elements!
- No sex shop that I have heard of & more security at night.
- Noise and air pollution Tapleys hill road and airport management plan lacking
- Over pruning trees shrubs, more planting of natives, financial incentives for planting natives at home.
- Over the last few years we have been written to by Council about Pigeons and overhanging growth over the footpath. No personal contact was made by Council. Had we been approached re the Pigeons, we would have pointed out (a) they are not our Pigeons and come from Barnett street (b) they access the water we leave out for peoples dogs who walk past. (If water was available on the Park, they would not have to come up to our property) As far as footpath tree maintenance in our area by Council, there are still many examples of Council trees obstructing footpaths much worse than what we had to trim.
- Overall doing a good job. Would try and reduce rate increases and also focus on traffic volume (car and people) and speeding alone Esplanade. Would lower to 30kph. Because place is good get a lot of non-council people visiting. Needs to be managed
- Overall Glenelg council are doing a very good job. New high rise should be acceptable but no higher than Ei8ht and the Stamford
- Overall happy with the way you do things
- Overall I think they are doing a good job, but there is room for improvement as indicated
- Overall the Council is doing a good job, thank you.
- Couple of minor requests, can you please improve the lighting at Portland street underpass, advocate/contribute to re-opening the level pedestrian crossing at Young Street.
- Overall, I am quite satisfied with the job Council does. Keep up the good work.
- Pedestrian crossing on Moseley, between Pier and Saltram
- More focus on natural vegetation in public spaces.
- Electric car charging.
- Planning doesn't seem consistent and having built a house, I have actually experienced that it appears more important who you know, than what is planned
- Plant better trees in streets and get rid of bottlebrush trees.... absolute mess
- Plant more trees and ensure the creation of more native gardens. Protect the little plovers on Brighton/Seacliff beach. Police and manage dogs in public spaces.
- And clean up storm water pipes which run into the sea!
- Lastly, Partridge House is looking stunning as well as the new boardwalk connecting Somerton Park and Brighton. And truly value the disability ramp at Seacliff even though I am not disabled.
- Please address parking around Ramsgate and Baker Street, (When parking on both sides of road you cannot get through)
- Need line marking and no parking on one side of street.

- 
- Please change the dates surrounding dog access off lead to the beach at Seacliff. The rules connected to daylight saving are well out of date. Please consider reducing the restricted times to fewer months that more reflect the actual use of the beach by non-dog users. If the not after 10am or before 8pm was for fewer months this would be better or if it was related to the actual temperature. We have been on the beach many times in 15 degrees when there are no beach users there because of the cold weather but because it falls in the daylight saving the dog has to be on a lead. It is a bit pointless. Please reconsider.
  - Please consider the need for some dog free public areas. The increasing burden of local plus visiting dogs is getting too much for the environment - the dog waste is toxic and a real issue. The safety aspects are concerning as so many dogs are off leash now with no enforcement. On the beach, it has become dogs first.
  - Please continue to make open spaces accessible to all including the elderly and those with disabilities.
  - Please do something with the ex-Buffalo location asap
  - Please don't reduce the general rubbish removal to once a fortnight
  - Plant more trees etc. please
  - Like the artwork along the esplanade, more would be great.
  - Please ensure that all public areas have sufficient toilet facilities and parking. Example is the new Brighton oval upgrade where the toilet facilities are out of action and there is still insufficient parking during major oval events.
  - PLEASE FIX THE TOWN HALL CLOCK, IT'S HAD SCAFFOLDING UP FOVEREVER
  - Please get rid of the signs that say you can't ride over the weir. When it was widened it is perfectly safe to do so. In fact it is wider than some shared footpaths
  - Please improve pavement safety in this suburb! Great job on the ovals redevelopment.
  - Please keep communicating with the people of Holdfast.
  - I like the new TV advert about Brighton and Glenelg. Maybe increasing financial assistance to sporting clubs impacted by Covid. Their revenue has been lost by shutdowns of canteens and bars etc.
  - Please plant more trees on request when they have been removed or destroyed by building approvals, rather than waiting three years for hopeful block planting after the houses have been built and ruined the streetscape.
  - Please PLANT some trees on Dunrobin Rd outside Griffith Hospital, Caroon Ave / Railway terrace.
  - Please please no gum trees close to homes & no Sex shops please it attracts pedophile. Beaumont Children.
  - Please read all my previous comments about the traffic noise issue in Jetty Rd Glenelg.
  - Please refer to previous comments, especially regarding the inequity of the rates system. I do not feel we get value for our rates.
  - Please stop people demolishing the old beautiful building. Adelaide is known for its lovely old bungalows and tutor houses why let people rip them down to put townhouses that look so cramped on the blocks and do not stand up to the test of time. So very sad. We will lose our heritage look if you keep allowing this to happen

- 
- Potentially get a 6 monthly survey out to residents to be able to voice what particular items require maintenance in their immediate area and/or suggestions for improvement. Easier interaction for the residents in other words.
  - Priorities the needs of the community and local residents which will also benefit businesses, visitors and Tourism.
  - Promote Glenelg more as a beach suburb, lots more events
  - Put a section on your website that is specific for older people, listing activities and services that benefit them. I've just rechecked on your website filtering WELLBEING and SENIORS for the next 90 days and it came up with NOTHING.
  - Quality of the Strata work
  - QUITE HAPPY WITH COUNCIL --ACTIVITIES IN MOSELY SQUARE GREAT FOR FAMILIES --KEEP IT UP
  - Re the issue I semi mentioned that we have - poor communication and lack of assistance with our issue is disappointing. Not sure I would trust that particular department to ever be able to assist us again. Once bitten twice shy and all that. Matter is still on going, but we won't hold our breath that it will get any better. Has made me realise why some people in the community everywhere decide to hate their council. Truthfully, earlier this week, I was telling my manager that I feel that every cent I spend on rates is worth it. Keep up the good work.
  - Really am concerned with use of the footpaths by cyclists (& e-scooters). While a few cyclists are considerate of pedestrians, most are totally arrogant and inconsiderate of other users. I am also fearful of the electric scooters. Thankfully the Council withdrew the e-scooter contract at start of COVID, but I hope it is never revisited. There needs to be serious thought given to footpath etiquette - maybe for all users, including pedestrians
  - Really enjoy living here.
  - Reduce the number of multi housing developments on small blocks, which create safety hazards when those residents need to park on roads
  - Reply to all emails in a sufficient time.
  - Safer roads especially at train crossings
  - Save Glenelg from urban infill
  - seem to be open to ideas and do a good job keeping Glenelg moving forward
  - speed humps on King George Ave are horrendous and should be moved/modified
  - Mature vegetation in Townsend Park is removed and not replaced. How is this allowed?
  - Spend up on community infrastructure while interest rates are low and the private economy is slow.
  - Stay focussed on your residents and providing the best services possible.
  - Stay strong during the pandemic
  - Stop beggars on street. Police station on weekend
  - Stop land fill to many large houses on small blocks where only 1 house originally
  - Tennis club still continues to be a parochial club. Youth needs to be encouraged and doors need to be opened WIDER to the community. Screening doesn't encourage membership. It's owned by the council not by its current attendees. Bellevue Heights club ALWAYS had a much more open door policy
  - Thanks for asking for input

- 
- thank you
  - Thank you for all the work your team does. More community consultation would be great. I know in Covid times it is challenging but I believe face to face provides more information than online.
  - Thanks for a generally pretty good service
  - Worried about the footpaths following fall requiring hospitalisation and surgery
  - Thanks for creating a nice place to live.
  - Thanks for the opportunity to participate in this survey.
  - The cancelation of the fireworks display was lazy and easy to make. Thousands of private businesses have had to change the way they do business
  - The council are doing a great job of looking after Nth Brighton cemetery.
  - The Council will need to be very focused on the design of the Hove crossing upgrade to ensure the outcome doesn't detract. Despite the cost, lowering the rail line similar to the Oaklands development should be the desired outcome, even if it takes longer to achieve. Raising the railway line (as at Cross rd.), or lowering the road (as at Goodwood) would both be negatives for the Hove/Brighton area
  - The council's first commitment should be to cap rate increases at or below CPI. Provision of services should be limited to fit within this commitment. When rates increase by more than CPI council is making the average ratepayer poorer. This has occurred for many years. This should be council's highest priority. The importance of services is included in this survey. Start cutting from the least important (to ratepayers).
  - The esplanade playground on foreshore needs a fence / redesign enabling parents to view their children at all times.
  - The Holdfast Brighton Library is a wonderful service which I use regularly.
  - There are many similar coastal cities around the world where good planning and a requirement that developers work within the plans has made the areas showcases of style that attract visitors and residents. Glenelg does not appear to have a cohesive plan to develop the area similarly.
  - There are several new developments planned for Adelphi Tce.. This will have a significant impact on traffic in the area and put pressure on both Macfarlane and Todd Street where there is already insufficient car park options. As a resident, the traffic peak times create safety issues, including traffic congestion back up from Kings Bridge where currently the access in and out of the developments are planned. The new developments will also add to the congestion and impact on both pedestrian and bicycle safety of road users. The Glenelg social event activity has declined due to covid-19 restrictions, but many families still park their cars in Macfarlane Street and walk to the activity either in Glenelg or on the Patawalonga. It appears that the Council has considered the additional rates contribution rather than the wellbeing of its current residents and visitors to the area.
  - There is a major traffic issue occurring with the increase of non-resident vehicles cruising the area with no thought of investing into the community. This will only get worse as there is an increase of high rise and new residents to the area. Traffic flow must be addressed to move vehicles to main roads. Make Glenelg a cycling safe area.
  - Think I wrote it in the last one! Thanks again, love living in this area :)



- 
- To focus on being what a local government should do not branch out. Resist any merger suggestions.
  - Trading hours longer and later.
  - Unfortunately over the past few years I have begun feeling unsafe or uncomfortable when shopping in Glenelg and therefore avoid going there sometimes although I am a member at The Gym Glenelg so do have to go there often and even in that car park it feels unsafe and only this week there was a fight with people smashing bottles in the stairwell and the weekend before a drug affected girl having an argument nearly stepped in front of my car at 10am on a Sunday morning. Many people I know who don't live in this area who used to frequent Glenelg a lot e.g. to go out for dinner, now tell me they don't come here anymore because it has in their words gone downhill and now they go to the city or Henley etc. We also hear this from people with children that it isn't nice at Glenelg so they go to Henley as well. It is fine to promote and create Glenelg as a good place for tourists because we need the economic investment but it has to be balanced with the needs of the residents and it would be good to elevate the vibe a bit.
  - Very disappointed in the new playground at Wigley Park. The existing playground was more than adequate. The \$1 million spent on this playground should have been spent on the old site of the Buffalo Boat. The old Buffalo area is unsightly at the moment and could be lovely as a public space for sitting or a cafe / bar. The outlook is beautiful and needs to be developed.
  - Very noisy on weekends in Glenelg jetty rd.
  - Walk along Mosley Street at night
  - Walking and driving around the footpaths and roads are in good condition so they look to be maintained/replaced as per a well organised asset management plan. I missed the consultation on the asset plan which reinforces the need to improve communication by council - or maybe just say it more often. Thanks
  - Water tap at the south side of the beach near Seacliff pub, dog bags in the same place
  - We are frustrated with the council delaying our application to replace an exit staircase with picky changes even though it was to code and passed engineering. It is turning into a 12 month project, when it should have been 2 months.
  - If this is an indication of how it is for people improving their properties with redevelopments and extensions, the delays must stifle things and cost people money. What about having a can do attitude to help people improve their properties in this wonderful neighbourhood.
  - We have lived in Seacliff for over 30 years and do so because it has a village atmosphere. We would hate for this to be compromised by too much high rise residential development especially on the esplanade.
  - We love living in the local community, we feel safe, and there are options for physical activities.
  - We pay quite high rates for very minimal services.
  - We think the council is doing a fabulous job. We really like the information about what council has spent money on and what are the future projects. We love the trees that have been planted on Nile Street and the watering truck. Asked the council to replace a damaged tree and it was done. I asked the council to collect 2 bikes that had been ditched along beach front in Glenelg North and it was done. Just keep informing people and also providing

---

surveys is a great way to collecting public ideas. We look forward to watching the development of old Buffalo area. Cheers.

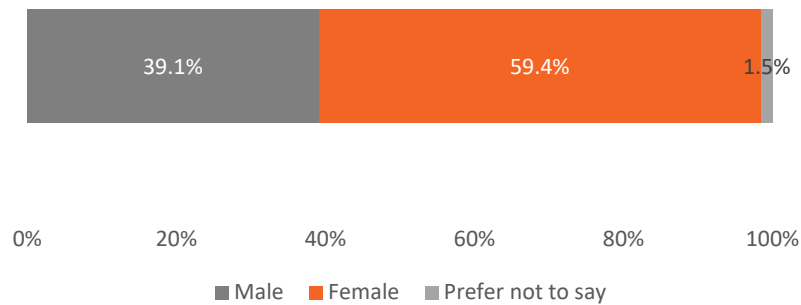
- Wild bush playground where the kids can see frogs etc. in there right environment.
- With a lot of new development in the area, maintain a high level of supervision of building sites to observe safe and clean building practice and that damage to council infrastructure is quickly repaired.
- Would like their maintenance crew to be more observant around Street tree foliage and its impact on visibility on main roads to buses etc. and for people walking along footpaths or trucks during past trees that have low hanging branches.
- Partridge House is a credit to the council although we find it interesting that new climbing roses were planted under large trees instead of in full sun or trim back overhanging branches to open it up. Would be good to have some exercise equipment in Partridge house for grownups too.
- Would like to see more community services for the disabled aged under 65
- Would love to see Glenelg get back its premier title as the place to go in Adelaide. Let's be bold and take on new ideas. Let's try things and if they don't work, don't continue, but we can't continue to do the same as we have for the last 30 odd years, because clearly that isn't working.
- Yes. Please note the comment about consideration for residents as to intrusive loud music and the use of PA systems during public events.
- You need to control and slow vehicular traffic. Visitors (and locals) need to slow down and respect the areas they are using. Everyone is out driving around at the moment. Slow down and show some respect, observe Stop signs.
- Caption something like----> enjoy our beautiful beaches and leave only footprints!!!!
- You need traffic lights at the intersection of Moseley and Jetty; it's the worst intersection in the state! You have visitors potentially from anywhere and local's young and old, trying to negotiate that ridiculously dangerous intersection. And roundabouts for all of King George please, to control vehicle numbers, speed, and merging traffic.
- You used a stupid URL, ending in qol, three letters that could easily be mistaken, as I did, for go!
- Your hard rubbish collection is a joke
- Your library services are wonderful besides the problem that some of the choices of available reading for children are political (gay rights), vulgar



## 7. Demographics

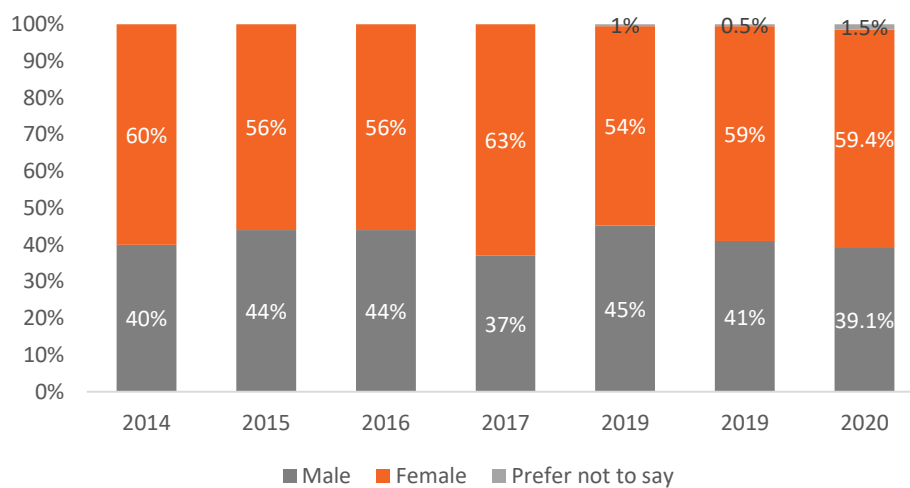
### Q45. Gender

Gender n=468



We also offered 'other' as a gender option this survey but there were no responses.

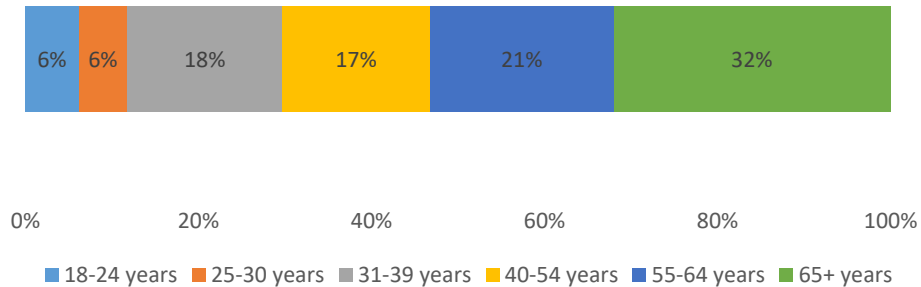
Gender comparison 2014-2020



Males are notoriously difficult to engage with as they generally refer any surveys to their partners but we have maintained a good gender representation throughout the survey periods since 2014.

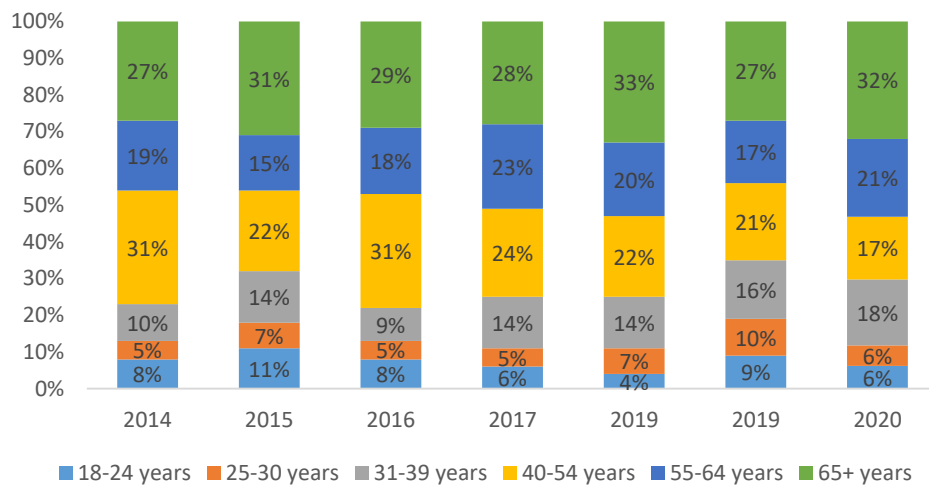
## Q46. Age bracket

Age of respondents n=468

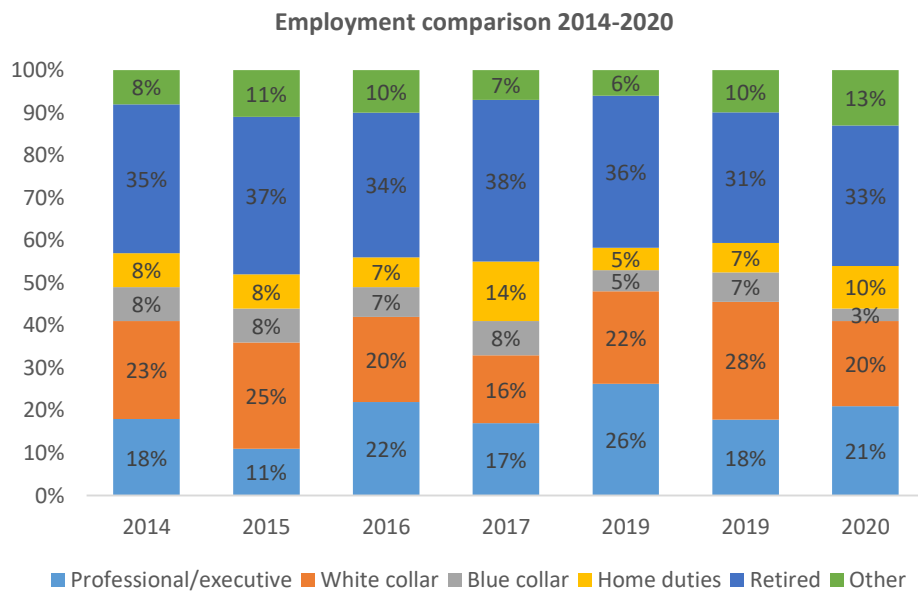
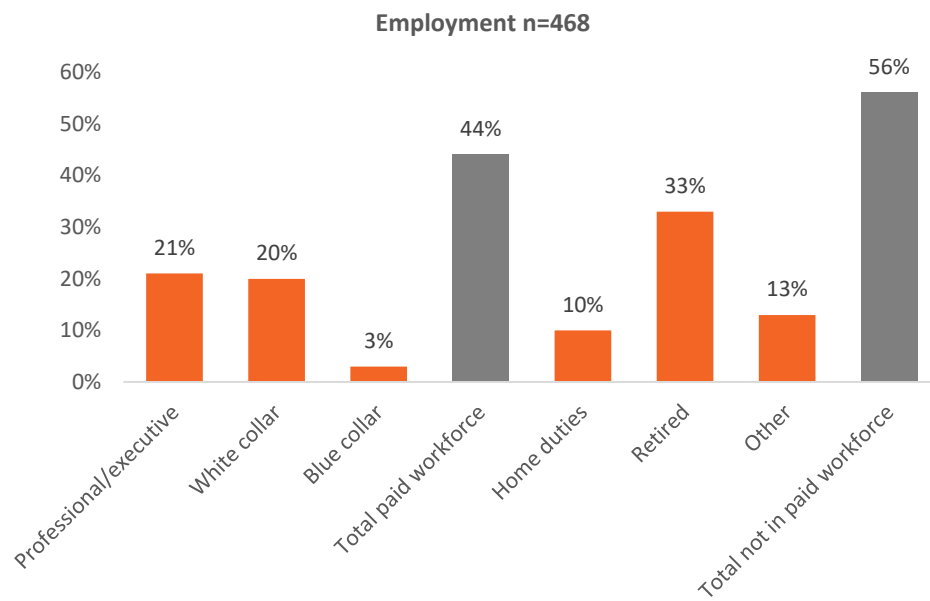


We have achieved a sample very close to the population breakdown of the area. 30% of our sample are aged under 40 and 70% over 40 which reflects the area.

Age comparison 2014-2020



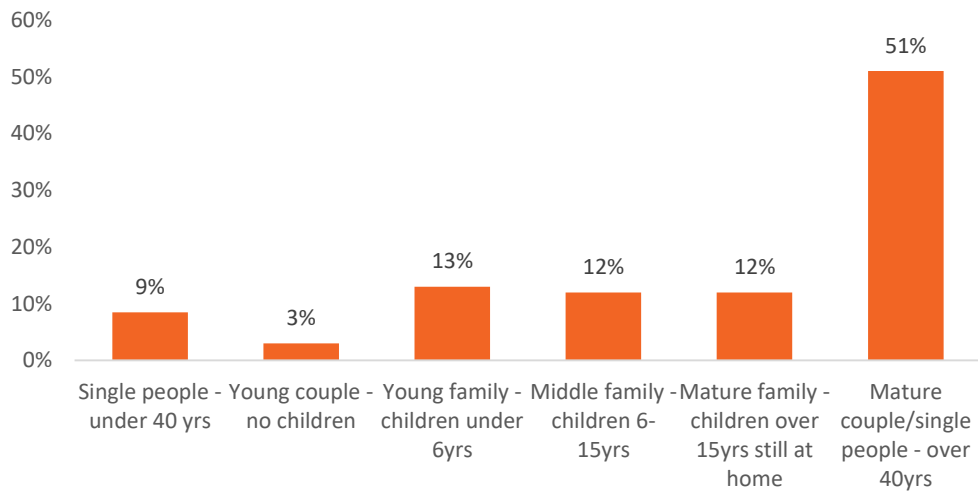
## Q47. Occupation



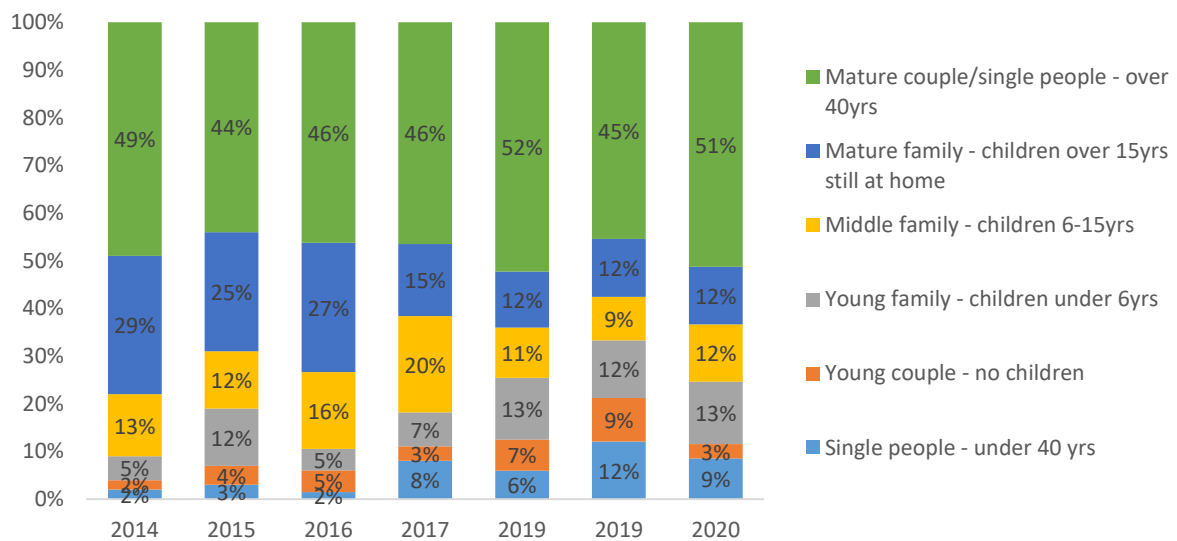
Very similar patterns of employment have occurred over all surveys.

## Q48. Household structure

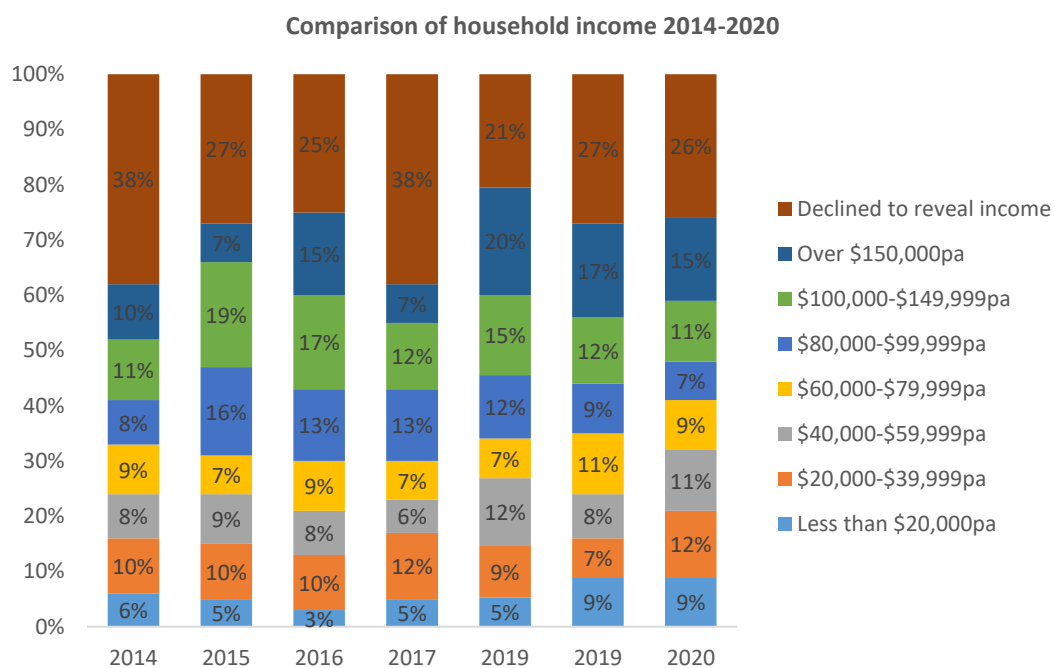
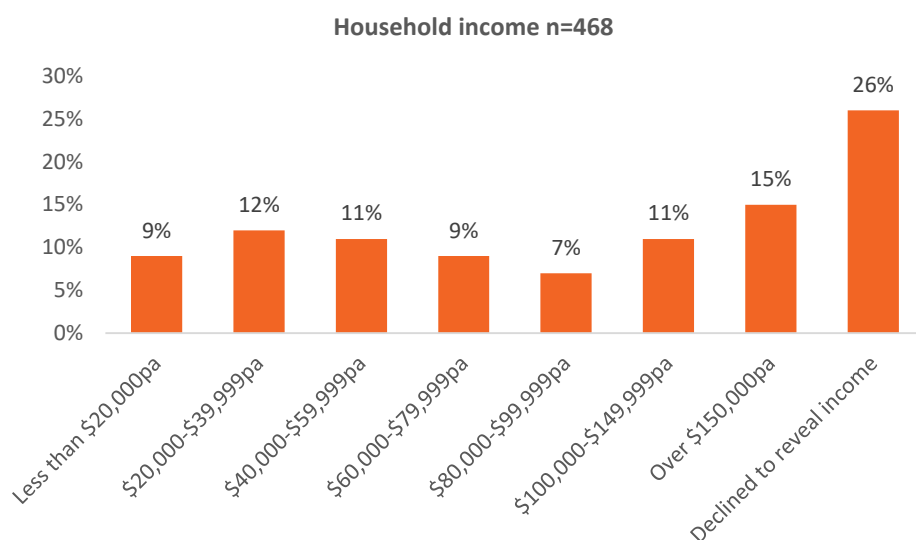
Household structure n=468



Household structure comparison 2014-2020

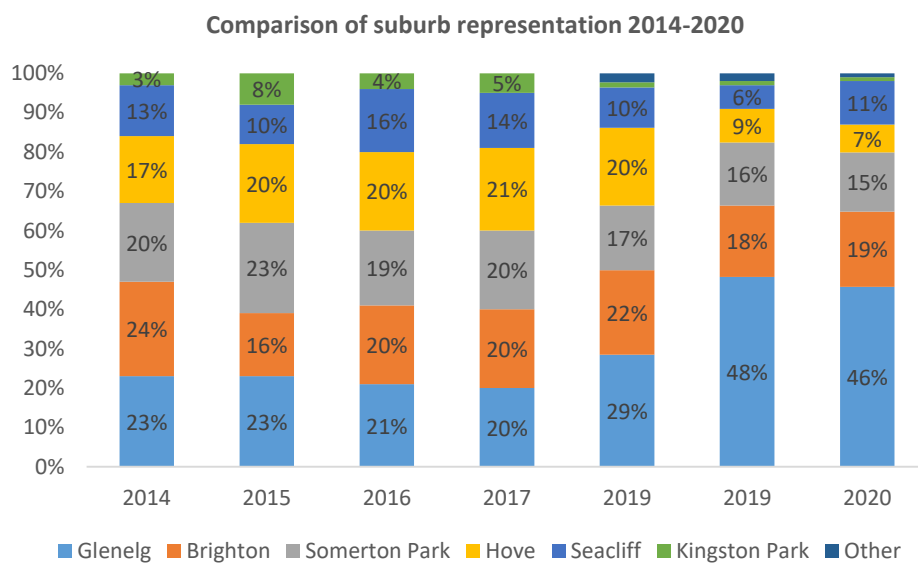
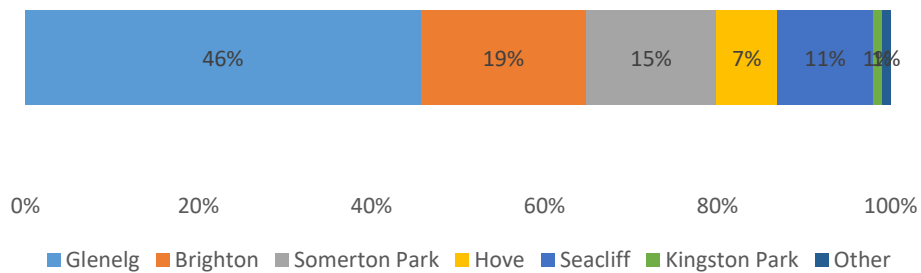


## Q49. Household income



**Q50. Which Holdfast Bay suburb do you live in?**

Location of residents n=468



---

## 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 arts and cultural experiences and opportunities	<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 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"/>
Q14.	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"/>
Q15.	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"/>
Q16.	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"/>
Q17.	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"/>
Q18.	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"/>
Q19.	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
Q20.	The management of storm water and drainage	<input type="radio"/>										<input type="radio"/>	<input type="radio"/>
Q21.	Maintaining our beaches and coastal areas	<input type="radio"/>										<input type="radio"/>	<input type="radio"/>
Q22.	Managing native vegetation, and natural environment	<input type="radio"/>										<input type="radio"/>	<input type="radio"/>
Q23.	Planting and maintaining street trees	<input type="radio"/>										<input type="radio"/>	<input type="radio"/>
Q24.	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
Q25.	Support and promotion of tourism and 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"/>
Q26.	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"/>

Q27. 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
Q28.	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"/>
Q29.	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"/>
Q30.	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"/>
Q31.	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
Q32.	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"/>

Q33. 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
Q34.	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"/>

Q35. 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
Q36.	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"/>

Q37. 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
Q38.	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"/>

Q39. 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
Q40.	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
Q41.	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"/>
Q42.	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"/>

Q43. Which aspects do you think are the most important for Council to focus their efforts on over the next four years? *Open comment*

Q44. Which of the following Council services did you value most during the COVID-19 pandemic restrictions? *Choose all that apply.*

- ☐ Increased cleaning in public spaces
- ☐ Business support
- ☐ Library home delivery / digital library services
- ☐ Public messaging
- ☐ Additional services for the elderly and most vulnerable (e.g. phone welfare checks)
- ☐ None of these
- ☐ Other (please specify) \_\_\_\_\_

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

## DEMOGRAPHICS

Q45. Record gender

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ Prefer not to say

---

Q46. 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
- ☐ 65-74 years
- ☐ 75+

Q47. 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)\_\_\_\_\_

Q48. 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

Q49. 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

Q50. 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

Q51. 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)*