

Quality of Life Community Survey Report 2022

City of Holdfast Bay

4 May 2022

Intuito
MARKET RESEARCH

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1. Introduction

Intuito is delighted to present the findings for the Council's annual Quality of Life Community Study conducted in early 2022 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.

We had a tremendous response on Your Holdfast with 389 responses up from 245 in 2021 and up from 307 in 2019. 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. We achieved a total sample of 662. It should be noted that the age demographic for Your Holdfast was older than the overall population but we decided to analyse all of the responses rather than just 400.

The invitation letter was sent to ratepayers on Friday 11th March 2022. The first online response was received on Wednesday 15th March 2022 and the last was on Monday 11th April, 2022 which was the cut off date for Your Holdfast. Face-to-face interviewing commenced on Monday 11th March 2022 through to Friday 25th March 2022. The total sample is 668.

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 was only one with multiple entries but the responses were completely different so we assumed it was two different people living in the one household. There were a few that used an invalid code but we have examined the responses and think they are acceptable.

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.

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. The 2022 survey also contained two questions specific to Alwyndor and the aged care sector.

Background to the brief

The City of Holdfast Bay has conducted an annual survey of residents entitled 'Quality of Life' for the past 10 years. Intuito has managed the last eight 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 2020/2021 survey questionnaire as the basis for the survey work this year including two additional aged care sector questions.
- Conduct a survey, achieving a minimum of 400 ratepayer respondents ensuring the sample is balanced to reflect the community profile.
- Collate all data and provide a quantitative report on the findings to Council.
- Manage any complaints received during the delivery of the survey and report same to Council along with actions taken to rectify issues.
- Present an overview of the report to the 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 into 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.
- To ascertain resident awareness of aged care providers and to determine what aged care services respondents might like to access for themselves or those they care for.

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 fourth 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 (389 in total), 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, along the foreshore, on the beach, in playgrounds, etc.

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 668 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 again this year to include all people living in the City of Holdfast Bay.

Age bracket	Target	Achieved
18-24 years	9%	4%
25-30 years	7%	7%
31-39 years	14%	11%
40-54 years	23%	18%
55-64 years	18%	18%
65+ years	29%	41%

The above quotas would have been much closer to the target had we not analysed all of the Your Holdfast responses which were skewed 65+ but we chose intentionally to analyse all 668 responses as we have in the past.

Emerging or re-emerging issues

- The online methodology still delivers an over-subscription of respondents aged 55+ 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.

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. 2020 was an extraordinary year for this survey with many scores improving over the previous period. This year we have seen a correction in scores back to previous surveys. We saw no improvements this survey period but there were 13 aspects that declined marginally. There were just 8 aspects that fell below the Council KPI of 7 out of 10.

Safety

	2014	2015	2016	2017	2019	2019	2020	2022	Shift
I feel safe in my neighbourhood		8.0	8.5	8.3	8.2	8.1	8.45	8.2	↓
Parks and reserves are well laid out and allow me to keep an eye on my children/my surrounds	8.3	7.7	8.3	8.3	8.2	8.1	8.3	8.2	=
There is plenty of lighting along paths and in parks in the City of Holdfast Bay	6.95	6.7	7.3	7.5	6.8	6.7	7.3	7.1	↓

Social

	2014	2015	2016	2017	2019	2019	2020	2022	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	8.7	↓
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	7.6	↓

Quality of Life

	2014	2015	2016	2017	2019	2019	2020	2022	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	8.7	=

Community

	2014	2015	2016	2017	2019	2019	2020	2022	Shift
Providing and maintaining sporting facilities	7.9	7.6	8.0	8.25	7.95	7.8	8.2	8.1	=
Providing and maintaining open space and reserves			7.8	8.3	8.1	8.0	8.4	8.3	=
Providing and maintaining playgrounds			7.9	8.45	8.0	7.9	8.3	8.2	=
Providing arts and cultural experiences and opportunities						7.2	7.4	7.5	=
Providing library services and programs	8.9	8.1	8.7	8.5	8.5	8.35	8.7	8.6	=
Providing and maintaining community centres and programs				7.9	8.0	7.75	8.0	7.8	↓
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	7.5	↓
Providing services and programs for young people aged 14-24 years	7.4	7.3	7.1	8.3	6.7	6.3	6.45	6.5	=
Providing services and programs for families with young children	7.4	7.3	7.5	8.6	7.7	7.55	7.6	7.4	↓

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	7.65	=
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	6.9	=

Local environment

	2014	2015	2016	2017	2019	2019	2020	2022	Shift
The management of storm water drainage	6.65	7.0	6.6	7.3	6.9	6.6	7.0	6.8	↓
Maintaining beaches and coastal areas	7.8	7.4	7.6	8.35	8.0	7.8	8.1	8.0	=
Managing native vegetation, and natural environment	6.9	7.1	7.4	8.1	7.5	7.3	7.8	7.7	=
Planting and maintaining street trees			6.8	7.75	6.5	6.6	7.1	7.0	=
Providing adequate waste management services	8.3	7.3	7.5	8.1	8.15	7.8	8.3	8.0	↓

Tourism and events and local business

	2014	2015	2016	2017	2019	2019	2020	2022	Shift
Council support and promotion for tourism and events	7.4	6.6	8.0	8.5	7.8	7.5	7.6	7.6	=

Range of businesses/services and local conveniences in the area	7.8	7.4	7.6	8.35	8.0	7.8	8.1	8.1	=
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Public services and management

	2014	2015	2016	2017	2019	2019	2020	2022	Shift
Providing and maintaining roads and kerbing	6.7	6.9	7.0	7.35	7.0	6.9	7.2	7.3	=
Providing and maintaining footpaths	5.7	6.35	6.8	6.7	6.1	6.3	6.5	6.5	=
Providing and maintaining cycle networks	7.6	7.2	7.9	8.2	7.2	7.2	7.3	7.2	=
Providing and maintaining public toilets	6.5	6.1	6.7	7.25	7.3	7.0	7.3	7.2	=
Satisfaction with Jetty Road, Glenelg					6.6	6.85	7.2	7.1	=
Satisfaction with Jetty Road, Brighton					7.8	7.5	7.8	7.6	↓
Satisfaction with The Broadway Glenelg					7.65	7.6	7.7	7.8	=
Satisfaction with the design of new development in the area			6.4	7.1	6.0	6.0	6.25	6.1	↓

Council performance

	2014	2015	2016	2017	2019	2019	2020	2022	Shift
How strongly do you agree that Council provides good financial management and value for your rate dollar?		6.4	6.7	7.35	6.7	6.3	6.75	6.8	=
How satisfied are you with the distribution of information and consultation with the community?			7.0	7.6	6.7	6.5	6.9	6.7	↓
How would you rate your satisfaction with performance and quality of service provided by Council?					6.8	6.6	7.1	6.9	↓

Aspects most valued about living in the area

The key aspects remain consistent with the previous surveys however the strength of response. 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 environment, variety of dining options, variety of shopping, near friends and family, the community and grew up in the area/always lived here. There were 15 other comments and these mostly featured themes of having good schools and that they value the library.

Likelihood to recommend the area – Net Promoter Score

Residents' likelihood to recommend as a place to live to others remained consistent with 2020 at 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 +53.7 (up from +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 and remains in the green traffic light zone.

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:

- It's a great place/lovely place to live/nice
- The lifestyle and living in the area
- The beach
- Access and convenience
- Good services and facilities
- Friendly, family and community feel
- Safe
- Environment

- Atmosphere, vibe and feel

There were around one in seven comments that were negative and these were mainly centred around affordability of the area, overcrowding, noise, safety, maintenance of infrastructure, congested traffic, parking, urban infill and unattractive modern residential construction.

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 dropped slightly this survey and remains the lowest rated at 7.1 (down from 7.2 in 2020, up from 6.85 in 2019, up from 6.6 earlier that year), followed this survey by Jetty Road Brighton at 7.6 (down from 7.8 in 2020, up from 7.5 in 2019 and down from 7.8 in 2019). The Broadway at Glenelg scored the highest at 7.8 in 2020 (up from 7.7, up from 7.6 in 2019 and 7.65 earlier that year).

Jetty Road Glenelg

Once again negative comments outweighed the positives for Jetty Road Glenelg (315 negative to 304 positive) with 47 commenting that they don't go there. The aspects included:

Positives

- Convenient
- Easy to access
- Love the tram
- Easy parking
- Good atmosphere
- Good choice of restaurants
- Bright and happening
- Positive / busy
- Love it
- A great place

Negatives

- Run-down / tired
- Empty shops
- Boring
- Hard to park
- Crowded
- Traffic problems
- Bad footpaths
- Unclean / dirty
- Loud cars and motor bikes
- More variety needed
- Too touristy

Jetty Road Brighton

Jetty Road Brighton has long been a destination of note as a village café and dining precinct situated by the seaside. It is more appealing to many than Jetty Road Glenelg this survey but is slightly behind The Broadway. The positives far outweigh the negatives (344 positive comments versus 142 negative comments).

Positives

- Better than Glenelg
- Edgier / Cosmopolitan
- Vibrant/atmosphere
- Better cafes and restaurants
- Convenient
- Village feel
- Clean and tidy
- Less crowded / less busy
- Lovely / love it
- Slower pace/laid

Negatives

- Parking first and foremost
- Cramped / congested
- Too many cars
- Busy / overcrowded
- Dogs everywhere
- Not enough to do
- Congested footpaths
- Need for more pedestrian crossings
- Traffic management
- Need better restaurants

The Broadway Glenelg

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.

Positives

- Nice / great / lovely
- Ample parking
- Lovely to walk
- Good café
- Ambiance / appearance / neat / organised
- Energy
- Variety of shops and eateries

Negatives

- Speeding in a 40 zone
- Safety
- Not much to do
- Needs more cafes
- Not friendly
- Poor bike path
- Burnt out supermarket / not rebuilt

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 lower this survey at 6.1 (down from 6.25 in 2020, up from 6 in 2019 and 6 earlier that year, down from 7.1 in 2017 and down from 6.35 in 2016). The Net Promoter Score, whilst remaining in the negative red traffic light zone, remained similar to 2020 at -33.4 (comparable with -32.7 in 2020, 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, ensure vegetation is retained or replaced and retaining historic elements were rated the highest. There was support also for the amount of urban infill, the amount of high rise, good balance of business and residential and having a unique look and feel for the area.

Council performance

There were three questions related to Council performance, 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 6.7 (comparable to 6.75 in 2020, and up significantly on 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 6.7 (slightly down from 6.9 in 2020 but an improvement on the 2018 survey at 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 6.9 (down from 7.1 last survey but up on 6.6 in 2019 and 6.8 earlier that same year).

Value of Council services during COVID-19

Nearly two thirds of all residents were aware of Council's actions 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 four in ten residents. The other services were significantly lower with library home delivery (2 in ten people), additional services for the elders and most vulnerable (2 in 10 people) and public messaging well behind. Business support was also named by 15% of all people.

Aspects that Council should focus on over the next four years

Once again, many of the comments were multi-faceted and for some respondents expansive, with the areas of focus remaining similar to previous surveys. The four top ticket items are infrastructure (footpaths, roads, stormwater, drainage, tidying Jetty Road Glenelg, coming in for the biggest criticism); followed by urban development, town planning and preservation of the historic precinct; followed by environment and finally parking and traffic management.

Aged care providers and services

New to this survey we asked two specific questions for Alwyndor. The first was to measure awareness amongst the community of various aged care providers. Pleasingly Alwyndor is the most recalled by 52% of those surveyed closely followed by ECH at 47%.

The services that have the greatest appeal in the community are household chores (59%), then assistance with transport (44%), home modifications (44%), wellness classes (41%), assistance with shopping (39%), social opportunities (38%) and therapy services (36%).

Conclusions

The outcome this survey indicates that most aspects have recovered to pre-2020 levels or slightly better. Whilst the scores look down, they are only down marginally (but outside the margin of error). We think this is a correction based on the unusually high scores in the last survey. We think the results of this year's quality of life are very good. It is pleasingly to see how much residents enjoy living in the City of Holdfast Bay with an exceptional NPS score of +54.

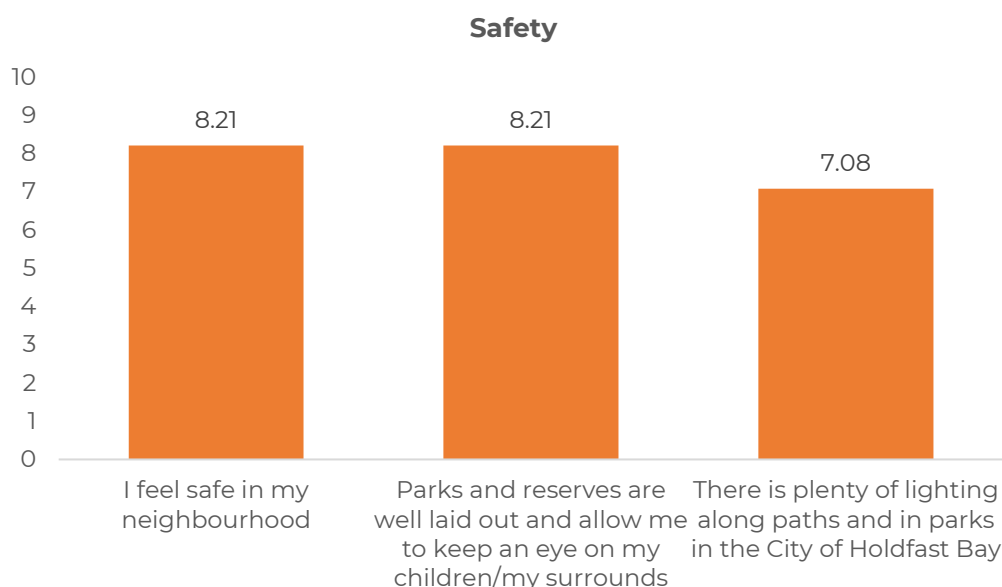
Environment appeared to be a major ticket item this year amongst residents in comparison to other years with climate change and recycling featuring heavily. There is strong sentiment again for over development but this is eclipsed by residents' desire to see Council solve infrastructure issues which they see as the Council remit.

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.

666 respondents provided a response to this question resulting in an average score of 8.21 out of 10 (slightly down on 2020 at 8.4, higher than 8.1 in 2019, equal to 8.2 earlier in 2019 and down slightly on 8.3 in 2017, and 8.5 in 2015). 89% provided a rating of 7 or above and just over two in ten people rated it perfectly at 10 out of 10. 2 respondents were unsure.

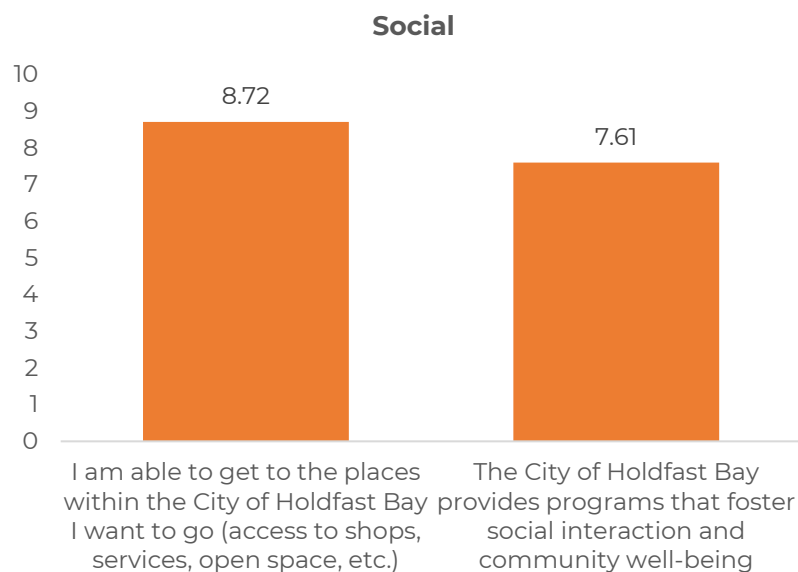
Q2. Parks and reserves are well laid out and allow me to keep an eye on my children/my surrounds.

630 respondents provided a response to this question resulting in an average score of 8.21 (comparable with 8.3 in 2020, 8.1 in 2019, 8.2 earlier in 2020 and 8.3 in 2017 and 2016, up from 7.7 in 2015 and comparable with 8.3 in 2014). 89% of respondents rated this aspect 7 or higher which is comparable with previous surveys. 38 respondents were unsure.

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

620 respondents provided a response to this question resulting in an average score of 7.1 out of 10 (Slightly down on 7.3 in 2020, significantly up from 6.7 in 2019, 6.8 earlier that same year but down on 7.5 in 2017, down on 7.3 in 2016 and up from 6.7 in 2015 and 6.95 in 2014). 68% of respondents rated this aspect 7 or higher which is lower than the last survey at 74%. 48 respondents were unsure.

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.).

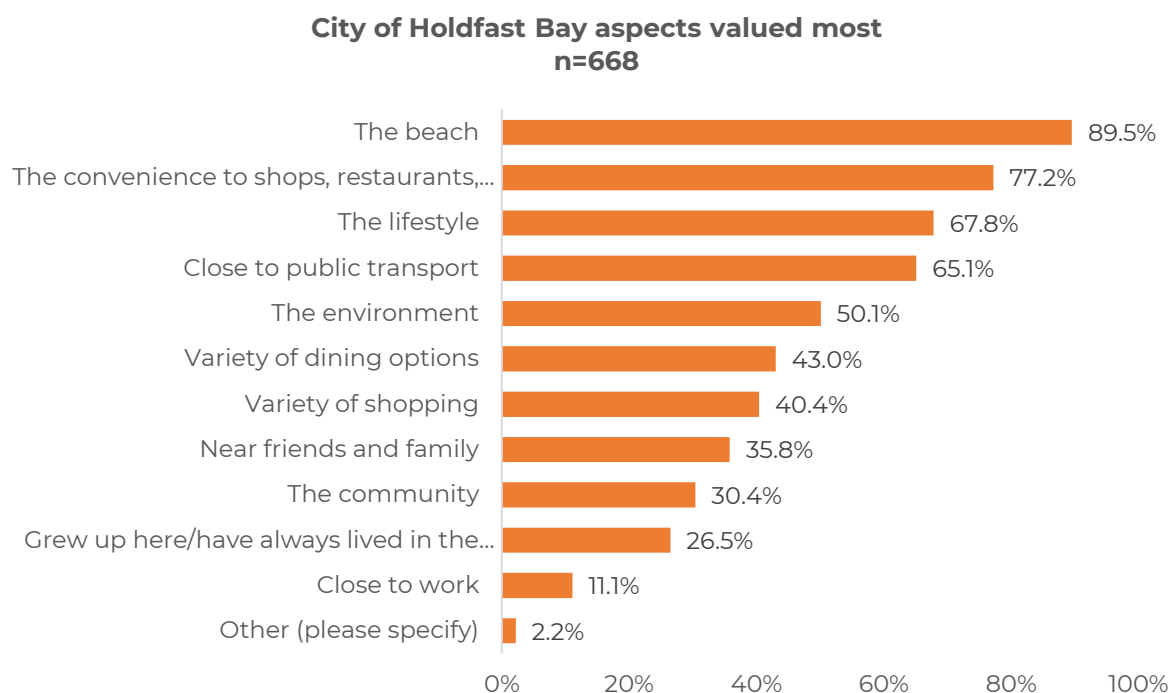
654 respondents provided a response to this question resulting in an average score of 8.7 out of 10 (lower than 8.9 in 2020, significantly higher than 8.4 in 2019, and 8.5 earlier that same year and in 2017, and 8.4 in 2016). 93% provided a rating of 7 or above and nearly four in ten people rated it perfectly at 10 out of 10. 14 respondents were unsure.

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

499 respondents provided a response to this question resulting in an average score of 7.6 out of 10 (down from 7.8 in 2020, 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). 76% provided a rating of 7 or above consistent with the 2020 results. 169 respondents were unsure.

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 on previous years. This is a pattern expressed across all attributes with the strength of percentage values being significantly stronger than the last survey in 2020.

There were 15 other comments and these mostly featured themes of good schools and the library. The verbatim comments are listed in the tabulations section of this report.

Respondents most likely to nominate the beach are aged 31-39 years, professional/executive/managers, white collar workers, those in home duties, singles, young and mature families, and higher income earners earning \$100,000+pa and those living in Seacliff and others not living in the area.

The convenience to shops, restaurants, services and facilities held greater appeal amongst those aged 65+ years, in home duties, retirees, young couples, low-income earners and those earning \$180,000+pa, and people who live in Glenelg and Somerton Park.

The lifestyle is a key factor for those aged 31-39 years and 55-64 years, professional/executive/managers, blue collar workers and those in home duties, young families, high income earners \$100,000pa+, and those living in Glenelg, Somerton Park, Seacliff and Kingston Park.

Close to public transport is ideal for those aged 55 years and over, retirees, mature families and mature couples/singles, those earning \$20,000-\$99,999pa, and those living in Glenelg and others outside the area.

The environment is a stronger factor for those who are aged 75+ years, in home duties and retirees, mature families, low-income earners, and those who live in Seacliff and others outside the area.

Those placing greater value on the variety of dining options are more likely aged over 65 years, blue collar workers, home duties, mature couples/singles, those earning \$20,000-\$39,999pa and \$80,000-\$99,999pa, and those living in Glenelg and Somerton Park.

Variety of shopping is more desirable amongst those aged 65+ years, blue collar workers, retirees, mature couples/singles, those earning \$20,000-\$99,999pa, and those living in Glenelg and Somerton Park.

Being near friends and family holds greater appeal for females, those aged 65-74 years, white-collar and blue-collar workers, those in home duties, young and mature families, those earning \$20,000-\$39,999pa, \$100,000-\$149,999pa, \$180,000+pa, and those living in Seacliff.

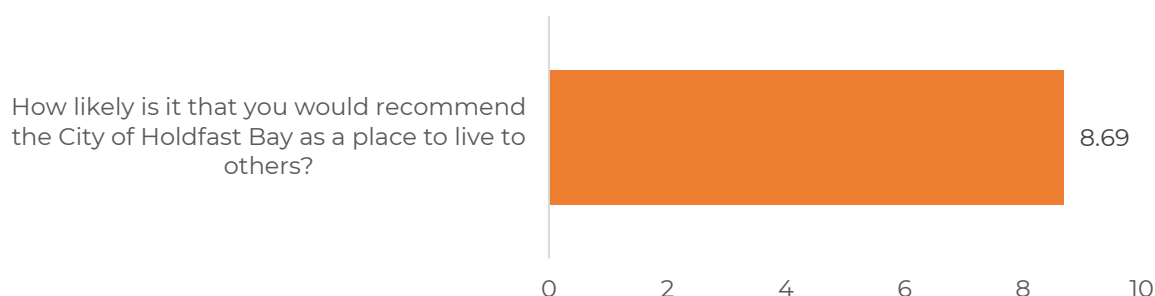
The community is of greater value to those aged 40-54 years and 65+ years, mature families, and those living in Somerton Park, Seacliff and Kingston Park.

Valuing having grown up in the City of Holdfast Bay was stronger amongst those aged males, those aged 55-74 years, blue collar workers, home duties and retirees, mature families and mature couples/singles, those earning \$60,000-\$99,999pa, and those living in Glenelg and Seacliff.

Likelihood of recommending (NPS)

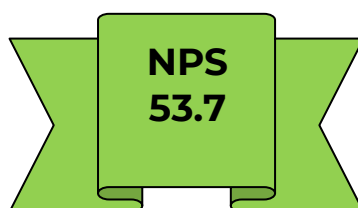
Q7. On a scale of 0 to 10, where 0 is very unlikely and 10 is very likely, how likely is it that you would recommend the City of Holdfast Bay as a place to live to others?

Likelihood of recommending the City of Holdfast Bay as a place to live to others? n=668



When asked the likelihood of recommending the City of Holdfast Bay the rating was 8.7 (equal to 2020, 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 53.7 (up slightly from 52.8 in 2020, 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 remains in the green traffic light territory 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 (569 comments) than negative (99 comments).

This survey featured negative comments that were very consistent with previous surveys pertaining to affordability, overcrowding, noise, safety (lack of police and unfriendly police), maintenance of infrastructure (Jetty Rd Glenelg), congested traffic, difficult parking, urban infill and unattractive modern residential construction.

The overall results are as follows:

- It's a great place, lovely place to live, nice (180 comments)
- Lifestyle, living in the area (180 comments)
- The beach (160 comments)
- Access and convenience (142 comments)
- Good services and facilities (103 comments)
- Negative aspects (99 comments)
- Friendly, family and community feel (71 comments)
- Safe (42 comments)
- Environment (34 comments)
- Atmosphere, vibe, feel (31 comments)
- Other (10 comments)
- Quiet (7 comments)
- Good council (6 comments)

Other comments included:

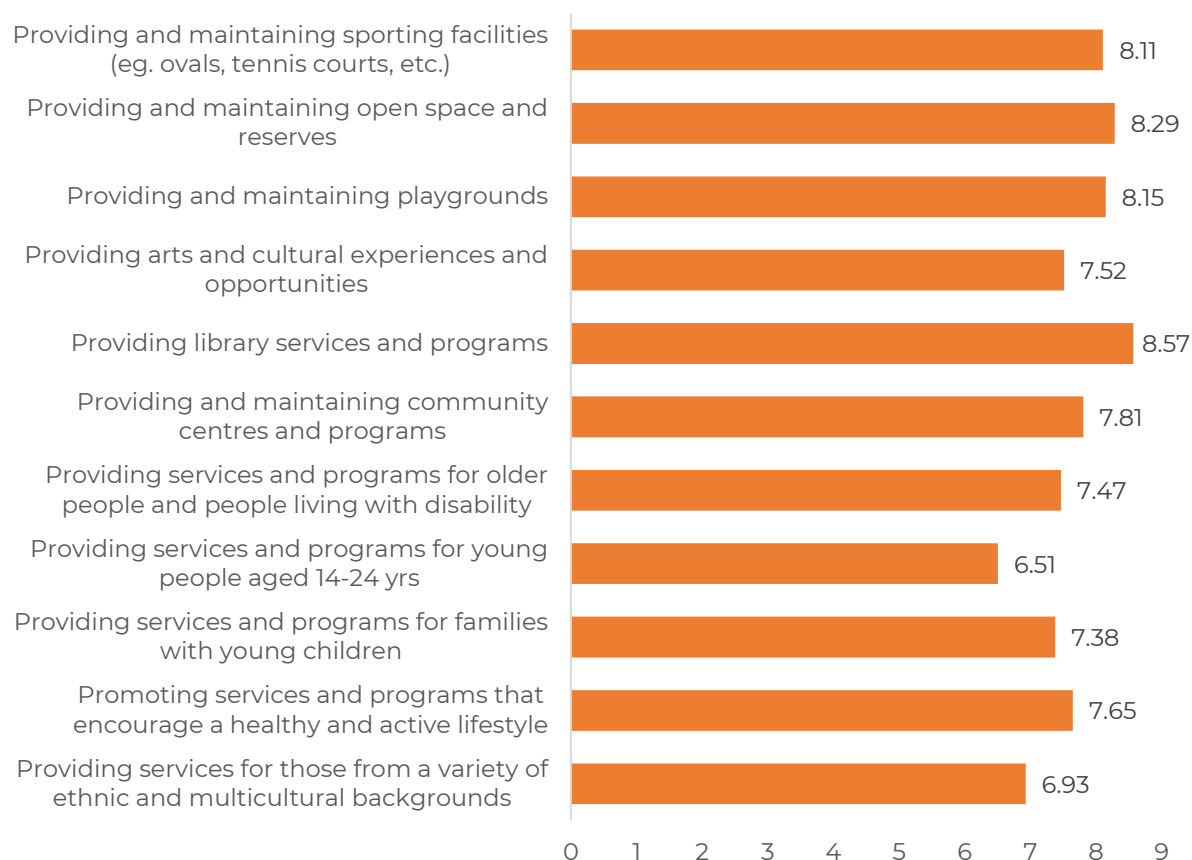
- All of the above contribute to making me a very happy and content retiree. Normally, I live in the Philippines (33 years), but became stranded here back in January 2020 because of COVID. A blessing, given how COVID impacted the Philippines.
- Becoming too expensive for most younger people to buy a home sadly. Too many developers buying and subdividing then selling tiny blocks or townhouses for \$1m plus
- Being near the beach is great for my mental health. As I work from home, there are no issues for commuting. An increase in eating options and population diversity would enhance the area, however.
- Close transport
- Feel that it suits all our needs and think it would be a good decision for our friends
- Good public transport
- It's dependent on individuals' financial circumstances
- Public transport
- Room for improvement
- Transport

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.

Satisfaction with various services and facilities



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

577 respondents provided a response to this question resulting in an average score of 8.11 (down from 8.4 in 2020, up from 7.8 in 2019, 7.95 earlier that year, down from 8.3 in 2017, up from 8 in 2016 and 7.6 in 2015). 89% of respondents provided a rating of 7 or higher. 91 respondents were unsure.

Q10. Providing and maintaining open space and reserves?

651 respondents provided a response to this question resulting in an average score 8.3 (comparable to 8.4 in 2020, up from 8 in 2019 and 8.1 earlier that year, equal to 8.3 in 2017, up from 7.8 in 2016). 92% of respondents provided a rating of 7 or higher. 17 respondents were unsure.

Q11. Providing and maintaining playgrounds?

598 respondents provided a response to this question resulting in an average score of 8.15 (slightly down from 8.3 in 2020, 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. 70 respondents were unsure.

Q12. Providing arts and cultural experiences and opportunities?

548 respondents provided a response to this question resulting in an average score of 7.5 (slightly up from 7.4 in 2020, up from 7.2 in 2019. (There are no comparisons to previous years as this was a new question in 2019). 76% of respondents provided a rating of 7 or higher. 120 respondents were unsure.

Q13. Providing library services and programs?

608 respondents provided a response to this question resulting in an average score of 8.6 out of 10 (slightly down from 8.7 in 2020, up from 8.35 in 2019, equal with 8.6 earlier that year, up from 8.5 in 2017, slightly down from 8.7 in 2016). 91% of respondents provided a rating of 7 or higher. 60 respondents were unsure.

Q14. Providing and maintaining community centres and programs?

468 respondents provided a response to this question resulting in an average score of 7.8 out of 10, (slightly down on 8 in 2020, comparable to 7.75 in 2019, down from 8 earlier that year, comparable with 7.9 in 2017). 79.5% of respondents provided a rating of 7 or higher. 200 respondents were unsure.

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

375 respondents provided a response to this question resulting in an average score of 7.5 (slightly down from 7.7 in 2020, up from 7.4 in 2019, down from 7.85 earlier that year, comparable with 7.6 in 2017, up from 7.55 in 2016). 73% of respondents provided a rating of 7 or higher. 293 respondents were unsure.

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

313 respondents provided a response to this question resulting in an average score of 6.5 (comparable to 6.45 in 2020, up from 6.3 in 2019, down from 6.7 earlier that year, down from 8.3 in 2017, down from 7.1 in 2016). 52% of respondents provided a rating of 7 or higher. 355 respondents were unsure.

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

394 respondents provided a response to this question resulting in an average score of 7.4 out of 10 (down from 7.6 in 2020, comparable with 7.55 in 2019, down from 7.7 earlier that year, down from 8.6 in 2017, comparable with 7.5 in 2016). 71% of respondents provided a rating of 7 or higher. 274 respondents were unsure.

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

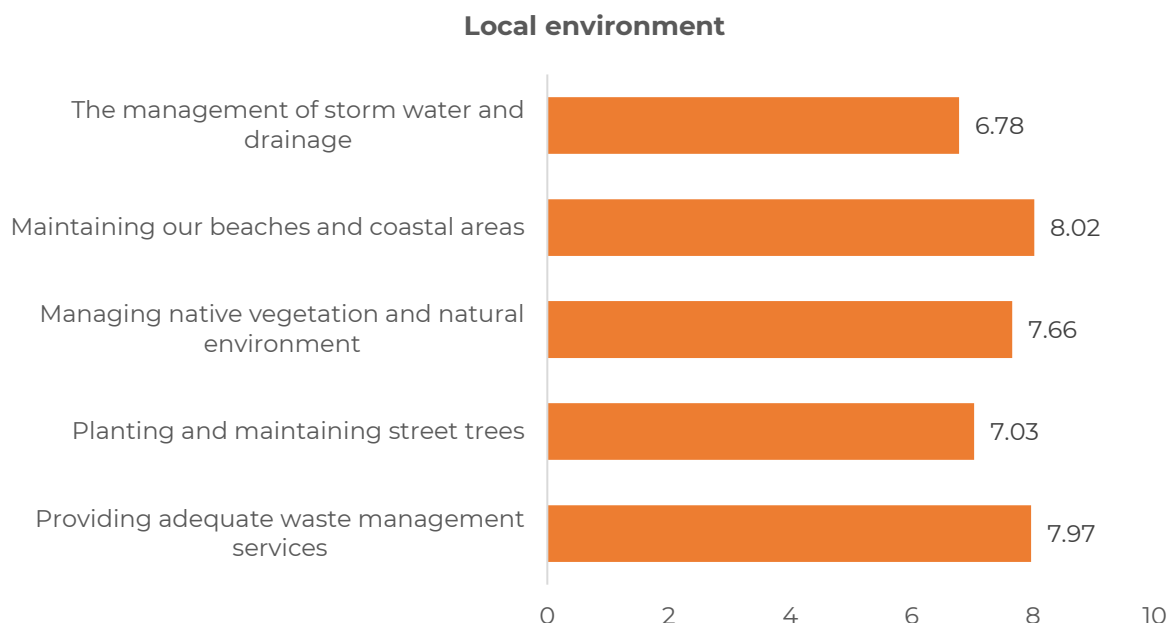
512 respondents provided a response to this question resulting in an average score of 7.65 (significantly down from 8 in 2020, down from 7.9 in 2019, and 8 earlier that year, down from 8.6 in 2017, and down from 8.1 in 2016). 71% of respondents provided a rating of 7 or higher. 94 people were unsure and did not provide a rating. This year's scores are considerably lower across the board than previous years. 156 respondents were unsure.

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

333 respondents provided a response to this question resulting in an average score of 6.9 out of 10 (equal to 6.9 in 2020, 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). 58.5% of respondents provided a rating of 7 or higher. 335 respondents were unsure.

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?

583 respondents provided a response to this question resulting in an average of 6.8 out of 10 (down from 7, up from 6.6 in 2019 and 6.9 earlier that year, down from 7.3 in 2017, significantly up from 5.6 in 2016). 64% of respondents provided a rating of 7 or higher. 85 respondents were unsure.

Q21. Maintaining our beaches and coastal areas?

661 respondents provided a response to this question resulting in an average of 8 out of 10 (slightly down on 8.1 in 2020, up from 7.8 in 2019, comparable with 8 earlier that year, down from 8.4 in 2017, up from 7.6 in 2016). 86% of respondents provided a rating of 7 or higher. 7 respondents were unsure.

Q22. Managing native vegetation and natural environment?

636 respondents provided a response to this question resulting in an average of 7.7 out of 10 (comparable to 7.8 out of 10 in 2020, 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). 80% of respondents provided a rating of 7 or higher. 32 respondents were unsure.

Q23. Planting and maintaining street trees?

652 respondents provided a response to this question resulting in an average of 7 out of 10 (comparable to 7.1 in 2020, 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). 68% of respondents provided a rating of 7 or higher. 16 respondents were unsure.

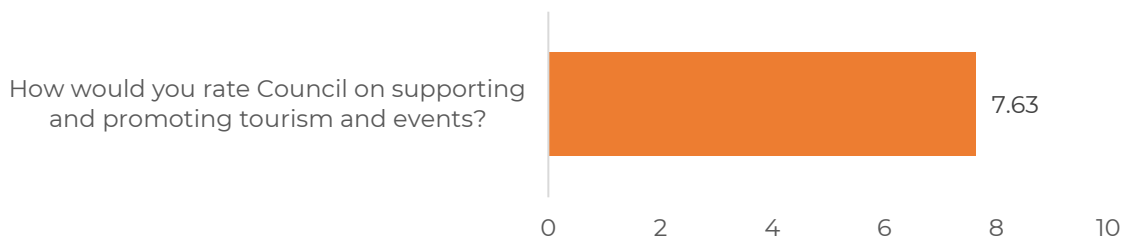
Q24. Providing adequate waste management services?

639 respondents provided a response to this question resulting in an average of 8 out of 10 (down from 8.3 in 2020, up from 7.8 in 2019, slightly down from 8.15 earlier that year, comparable to 8.1 in 2017, up from 7.5 in 2016). 82% of respondents provided a rating of 7 or higher. 29 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 n=580

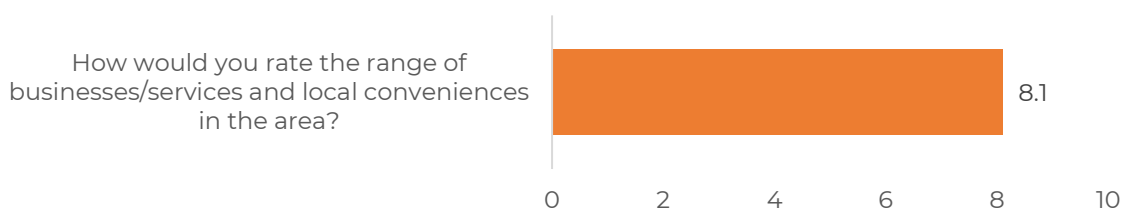


580 respondents provided a response to this question resulting in an average of 7.6 out of 10 (equal to 7.6 in 2020, comparable with 7.5 in 2019, slightly down from 7.8 earlier that year, down from 8.5 in 2017, down from 8 in 2016). 79% of respondents provided a rating of 7 or higher. 88 respondents 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 n=633



633 respondents provided a response to this question resulting in an average of 8.1 out of 10 (equal to 8.1 in 2020, 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). 87% of respondents provided a rating of 7 or higher. 35 respondents were unsure.

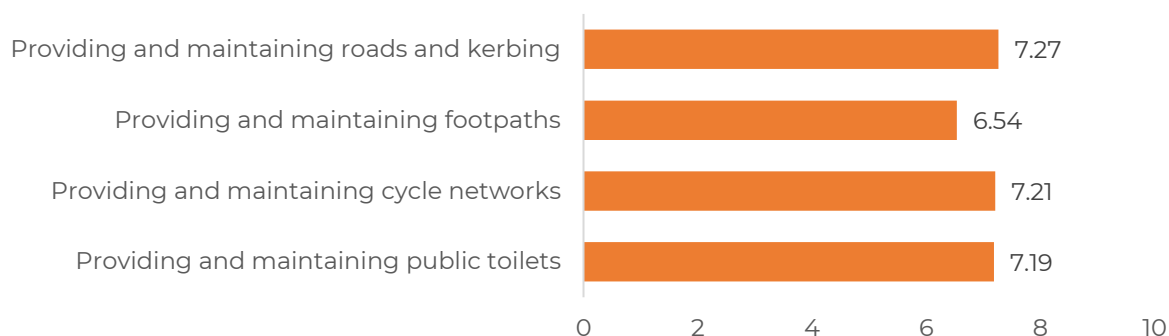
Q27. How much would you say you spend each month purchasing items online not including paying bills?

36% claimed not to spend anything (\$0) online indicating that 64% are purchasing items other than paying bills online (overall spending online is up slightly on 2020 where 40% claimed not to spend anything online). This is down from the last survey in 2019 where 68% claimed to be purchasing online, however it is up on 61% earlier in 2019. The average expenditure across all respondents \$249.41 (significantly up on \$146.46 in 2020, up from \$122.45 in 2019, and \$139.83 earlier that year) and the median amount is \$100 (up from \$50 in 2020, up from \$25.00 in 2019 and up from \$22.50 earlier that year). This indicates that more people are shopping online and spending considerably more than in previous years.

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

Public services and management



Q28. Providing and maintaining roads and kerbing?

655 respondents provided a response to this question resulting in an average of 7.3 out of 10 (comparable to 7.2 in 2020, up from 6.9 in 2019, up from 7.0 earlier that year, slightly down from 7.4 in 2017, and up from 6.95 in 2016). 73.5% of respondents provided a rating of 7 or higher. 13 respondents were unsure.

Q29. Providing and maintaining footpaths?

660 respondents provided a response to this question resulting in an average of 6.5 out of 10 (equal to 6.5 in 2020, 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). 59% of respondents provided a rating of 7 or higher. 8 respondents were unsure.

Q30. Providing and maintaining cycle networks?

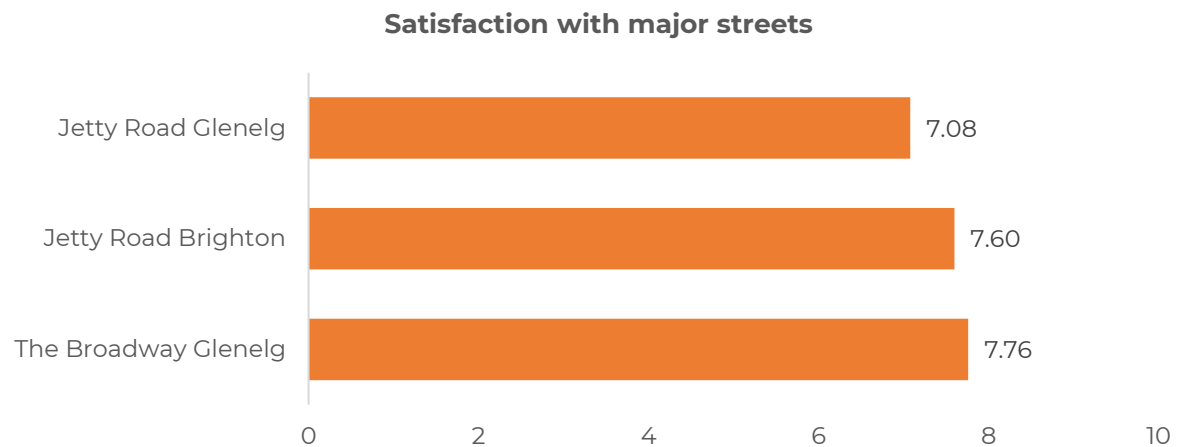
528 respondents provided a response to this question resulting in an average of 7.2 out of 10, (slightly down on 7.3 in 2020, equal to 7.2 in 2019 and 7.2 earlier that year, down from 8.2 in 2017, down from 7.9 in 2016). 71% of respondents provided a rating of 7 or higher. 140 respondents were unsure.

Q31. Providing and maintaining public toilets?

589 respondents provided a response to this question resulting in an average of 7.2 out of 10 (comparable to 7.3 in 2020, up from 7.0 in 2019, comparable to 7.3 earlier that year and in 2017, up from 6.7 in 2016). 71% of respondents provided a rating of 7 or higher. 79 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?

648 respondents provided a response to this question resulting in an average of 7.1 out of 10 (comparable to 7.2 in 2020, significantly up on 6.85 in 2019 and 6.6 earlier that year). 66% of respondents provided a rating of 7 or higher. 20 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'.

- Don't go (47 comments)
- Doesn't hit the mark (315 comments)
- Hits the mark - love the area (304 comments)

The major reasons why the area doesn't hit the mark include being run down/tired, empty shops, boring, hard to park, crowded, traffic problems (pedestrian issues), bad footpaths, COVID affected, unclean / dirty, loud cars and motorbikes, more variety needed, too touristy and issues with drunk and homeless people.

The positives include convenient, easy to access, love the tram, easy parking, good atmosphere, good choice of restaurants, bright and happening, positive busy, love it and a great place.

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

569 respondents provided a response to this question resulting in an average of 7.6 out of 10 (slightly down from 7.8 in 2020, comparable to 7.5 in 2019, down from 7.8 earlier that year). 77% of respondents provided a rating of 7 or higher. 99 respondents were unsure. Jetty Road has slipped in satisfaction this survey compared to the Broadway.

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.

- Don't go (129 comments)
- Doesn't hit the mark (142 comments)
- Hits the mark - love the area (344 comments)

The positive comments included Jetty Rd Brighton being better than Glenelg, edgier, cosmopolitan feel, vibrant / atmosphere, better cafes and restaurants, convenient, village feel, clean and tidy, less crowded/less busy, lovely / love it, slower pace, more laid back than Glenelg.

The negatives were centred on parking foremost, cramped/congested, too many cars, busy / overcrowded, dogs everywhere, not enough to do, footpaths issues (such as pushbikes and tables), more pedestrian crossings needed and traffic management.

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

542 respondents provided a response to this question resulting in an average of 7.8 (comparable to 7.7 in 2020, up from 7.6 in 2019 and 7.65 earlier that year). 83% of respondents provided a rating of 7 or higher. 126 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. There is a general feeling of positivity towards The Broadway, especially compared to both Jetty Rds.

- Don't go (160 comments)
- Doesn't hit the mark (70 comments)
- Hits the mark - love the area (388 comments)

The majority of positive comments related to how nice / great / lovely the area was, followed by ample parking, lovely to walk, good cafes, ambience, appearance, energy, variety of shops and eateries, appealing, wide road / footpath, neat and organised, smaller and local and well maintained.

The negative comments were about speeding and safety, not much to do, needs more cafes, not friendly, poor bike path and a number of comments referenced the burnt-out supermarket and that it hasn't been rebuilt.

Satisfaction with design and development of the area

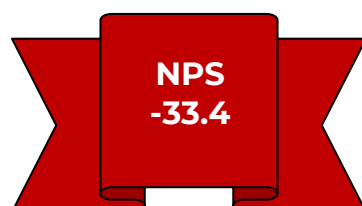
Q38. How would you rate your satisfaction with the design and development in the area?

Satisfaction with design of the new development in the area

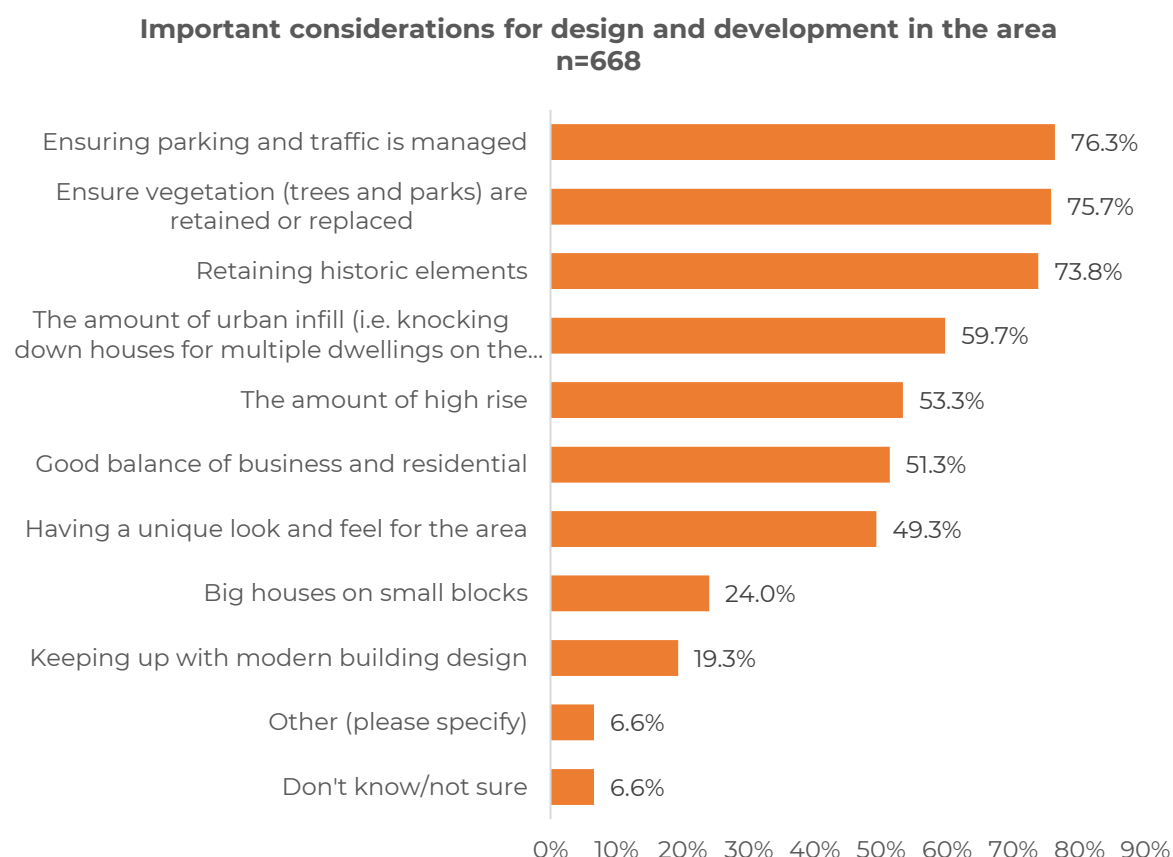


527 respondents provided a response to this question resulting in an average of 6.1 out of 10 (down slightly on 6.25 in 2020, up from 6.0 in 2019 and 6.0 earlier that year). 52% of respondents provided a rating of 7 or higher. 141 respondents were unsure.

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 33.4 (equal to 2020 at 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)



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

There were 44 other comments and the main themes were larger blocks being subdivided, traffic and parking issues, environmental concerns with buildings more suitable for climate change, more green space, energy efficiency, and sound proofing high density housing, conflicted Council planners, keeping the look and feel and heritage of the area rather than ugly single storey poorly designed houses, some dislike the shed in Wheatland Street, more stones and loss of sandy beach.

The following are the verbatim comments:

- A far greater emphasis on good architectural design rather than fashionable homogeneous, cheap looking housing solutions.
- Budget clarity is needed on how Councils Planners receive revenue for their services and thus their pay. If the main source of revenue is from planning fees then they are ostensibly being paid by developers and have a conflict with the community. If their remuneration is weighted more to ratepayers then they have a duty of care to ratepayers particularly in terms of opposing unsuitable development (e.g. height of buildings). If a Height limit is set for an area or 4 other development criterion in the Development Plan then it must be absolute with no Merit increases or variations by city planner discretion or delegation - Council needs to consider and have the authority.
- The total remuneration of planners, costs and revenue sources needs to be identified in the Annual Budget and a Code of Conduct outlined.
- Buildings of suitable design & specification to meet climate change

- Unavailability of quality single level smaller homes on the coastal strip."
- definitely more green space increases the quality of life for residents
- "Don't allow three homes on one block if there's no street parking at the front on either side of the road.
- Extra sound proofing of high-density housing so existing neighbours and others in the complex are not disadvantaged and driven away."
- Eco-sound stormwater practices.
- Energy efficient and open space design.
- Energy efficient housing with balance of built-up areas within a green environment. Maintaining the small (2 or 3 local shop) in walking distance along with the major centres. Public transport to the major commercial centres
- Environmentally friendly design! For example, banning dark roofs like in NSW. If all these new dwellings are going up, they should be built with the future in mind.
- Also, maintaining heritage is so important. When we lose old buildings, we lose our history and our identity.
- Good access for pedestrians and cyclists and non-car users too e.g., designated pedestrian areas and good bike/ walking tracks. Emphasis on properties that will be lived in by real people, and less developments aimed at 2nd/ 3rd/ 4th property owners - to support sense of community. Mostly I like the statues etc around the Council Area - especially along the sea front (though not very keen on the Chapel Street one!)
- HATE THE APPROVED SHED IN WHEATLAND ST
- Having a pub on public land that is alcohol free is abhorrent
- I am very concerned with the development along Anzac Hwy. There has not been enough consideration taken re the amount of parking that should be provided to avoid the spill over into the adjoining streets and the impact on the single residential dwellings in those streets
- I cannot state enough how dissatisfied I am with the number of blocks being subdivided into multiple dwellings. It completely ruins the street, the parking, the look and feel of the area. These blocks can never be regained and the council just reaps the rates money. A disgrace and disappointment seeing Brighton ruined in this way. We were so happy to move to an area with one house on big blocks, wide streets with plenty of parking, not driveways. And it is sad to see it changing.
- I don't like the over development of houses in Somerton Park
- I would hate to see all the blocks cut up and sold for profit
- Improved local road traffic access North/South within the council area and removal of spoon drains on King George Avenue.
- Promote to State and federal Government the extension of the Glenelg Electric Tram line from Glenelg to Adelaide Airport. And along the seafront to Marino or Seacliff railway station.
- In regards to all new developments I'd like to see green design. this area is highly vulnerable to climate change and sea level rises. we need to contribute to reducing our footprint and ensure the beaches and sea front are managed to reduce risks and preserve the natural environment. Glenelg used to have a beautiful streetscape which is being destroyed by new build. stricter building requirements that require designs that respect the streetscapes. I enjoy the diversity of Glenelg and it is a positive reflection on our community that First Nations people feel safe and welcome. I don't support an increased police presence if this is why though see the need at night on weekends when other groups of people are using drugs and alcohol. I also love that people sleeping rough are part of the jetty road community.

- Inappropriate shed development approval disgrace
- Keep out traffic by blocking off Moseley and partridge street, these are busier than Brighton Road.
- Keeping large blocks and trees/vegetation rather than high rise buildings or lots of houses on small blocks
- Management of visitors to the bay, since they affect the residents
- More affordable housing. Cheaper units. Units to live in around \$250 a week. It's important for all people, including lower socio-economic groups to be able to experience living here. Subsidised accommodation.
- Most "modern" dwellings, even single-storey, are ugly [in my opinion] and completely lacking in imagination or creativity - all captive to the fashion of the day. The disappearance of established trees and/or failure to plant new ones is an environmental disaster. Planning rules need to be amended to fix this one.
- Needs community gardens
- Needs street trees that are native that provide native habitat
- The rules for building should have a set of rules that are applied constantly "
- Number 2 - urban infill. If there is too much of this i.e. two or more houses on what used to be just one house with a backyard it means less trees and garden-sometimes minimal garden. While this may be desirable for lifestyle reasons for some busy people too much infill of this kind will create a less natural and less desirable environment i.e. it decreases the ability of bees to forage, higher urban temperatures, less trees on verge due to extra pipes for more than one house, more cars and so on. While the council might like the extra revenue from more infill this needs to be balanced against the things that make this area a desirable location and I would suggest having a beautiful, natural and healthy environment is a huge drawback for most people.
- Old houses removed and replaced with several town houses with no back yards that are then allowed to have dogs that just bark nonstop as they go crazy from living in a 3-metre backyard.
- Passive design including orientation, build quality and insulation installation to reduce energy costs
- Please consider more pedestrian crossings. Each time I cross Brighton Road (at Glenelg East south of Diagonal Rd) I feel like I'm taking my life in my hands. Moving back to SA after many years interstate I was shocked at the lack of pedestrian crossings here. It feels like the car has dominance over pedestrians and some drivers think they have priority over people on foot. An example is the car park at the Glenelg South Foodland.
- Please...no more monstrosities. As in the new lot going up in Adelphi Terrace.
- Removing stones that have mounted up in front of 6 Nth esplanade
- We deserve a beautiful sandy beach out in front of our apartment like others have
- The stones have doubled. Over the years that we have been living here
- We cannot swim unless we go to the beach further up from us.
- We pay the same rates as people further north
- Dumping sand on them is a waste of time
- Naturally the sand washes out to sea
- They need to be removed and could be used somewhere else and give us a lovely sandy beach
- We feel like we are living in a creek
- It is the stones you see when the tide is out
- Thankyou

- Restricting street parking to residents through a permit system. The area shouldn't focus on bringing in as many people as possible to support the businesses. If those businesses can't survive on the local residents and their families and friends, with natural influx, then it is not the council's job to focus on bringing in more visitors than would naturally visit the area for recreation or friends. While the area has natural attractions, this is why the residents purchased there, sustainability is compromised when business dictates a higher population influx than an average suburb would expect. Again, if these businesses rely on events and programs to artificially increase clients, then the natural residents suffer through increased demand on infrastructure and interference to peace and tranquility.
- Safety
- Sand dunes should be extended
- The character of the area needs to be preserved. Too many double houses looking the same jammed onto a single block. First it was roll-up garage doors, now dog boxes. Also potential for flooding with no land to absorb rainfall - all goes into storm water..... trouble brewing?
- The shed on Wheatland Street
- There are so many beautiful houses that have gone and large poorly designed houses out on. The area is looking very concrete. I despair for the Le Cornu block on Sturt Road and what is going to replace that beautiful estate
- There needs to be urgent assessment of homes from the 1950-70's to go on to a heritage register. These solidly built homes are being razed at a very fast rate. They may be due for wet area and kitchen updating, but their solid construction will outlast the match stick and cardboard 2 storey eyesores being crammed onto split blocks by greedy developers. Future generations will ask why nothing was done to stop this wanton vandalism.
- Ugly shed in Seaford
- Very dissatisfied with the approval of a 12-story building on Colley Terrace. It is ridiculous given the width of the block. And the building will be a gross user of electricity needing a car stacker. I know this was out of Council's hands but it is a precedent that will attract more and more inappropriate development. The area is already tending towards a canyon. This just makes it worse.
- Walkways and paths suitable for aged, disabled and parents with prams.
- Kaurna consultation.
- With infill of more housing appropriate infrastructure re water gas and sewerage needs to use best practice to remain viable and efficient. Two story homes overshadow the single-story ones.
- Whilst modern buildings are great It is concerning that a single dwelling now can contain 4+ homes. We are losing some of the character and uniqueness of the area. Large homes on small blocks are compromising native animals, beneficial insects and the very plants which provide food, shelter and oxygen.
- Support for environmentally friendly building materials high quality insulation which can help reduce maintenance costs are important in building regulations. Not mass for profit. Maintain the character of the area.
- With the price of fuel, we must encourage bike riding. More people are opting for e-bikes. This is bringing older people out. Safe and secure storage whilst dining is vital. Getting rid of dismount your bike on the lock must be done as it is wide enough. Don't believe the pedestrians complaining about cyclists all the time. It's pedestrians stopping in silly locations or walking 4 abreast or dogs on long leashes that cause more issues. Signage for bike trails is poor, especially when you come to a junction. This is so for the Sturt Creek ride.

-
- Would be nice to have exercise machines located around the northern side of the Patawaalonga closer to the airport such as sit-up bench and pull up bars

Those respondents more likely to nominate ensuring parking and traffic is managed are aged over 55 years, retirees, mature couple and single households, with incomes \$20,000-\$39,999pa and over \$150,000-\$179,999pa and those living in Glenelg, Somerton Park, Kingston Park and other suburbs outside the area.

Those respondents more likely to nominate ensuring vegetation is retained or replaced are aged 55+ years, retirees, mature couples/singles, those earning \$100,000-\$149,999pa, and those living in Glenelg and other areas outside Holdfast Bay.

Those more likely to nominate retaining historic elements are aged over 55 years, home duties and retirees, mature couples/singles, those earning \$20,000-\$39,999pa, and \$80,000-\$99,999pa, and those living in Glenelg, Somerton Park and Kingston Park.

Those more likely to nominate the amount of urban infill are females, retirees, mature couples/singles, those earning \$40,000-\$59,999pa, \$80,000-\$99,999pa and \$150,000-\$179,000pa, and those living in Seacliff and Kingston Park.

Those more likely to nominate having a unique look and feel for the area are aged 65+ years, retirees, mature couples/singles, those earning \$20,000-\$59,999pa, and those living in Glenelg and other suburbs outside the area.

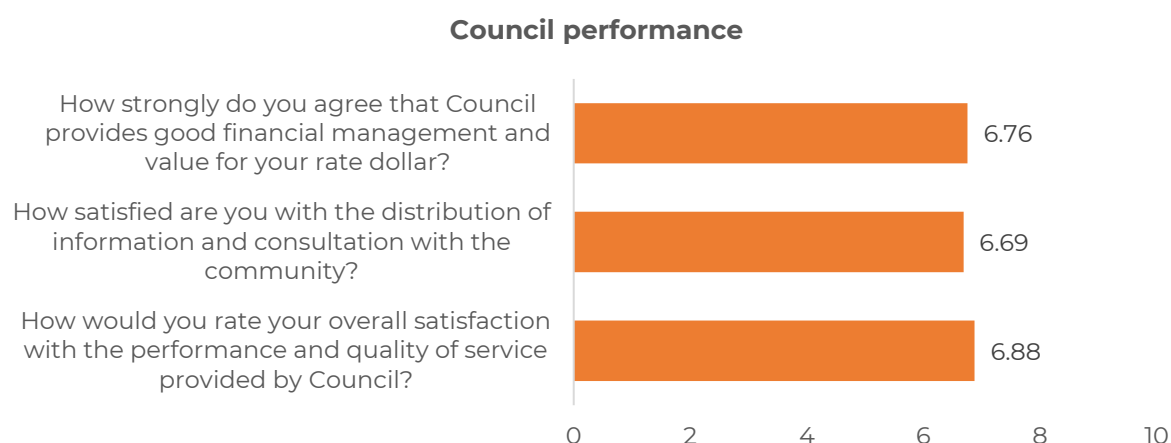
Those more likely to nominate the amount of high rise are those aged 55+ years, retirees, mature couples/singles, those earning \$60,000-\$99,999pa, and those living in Somerton Park, Kingston Park and other areas outside Holdfast Bay.

Those more likely to nominate a good balance of business and residential are aged 55-64 years and 65-74 years, home duties and retirees, young family and mature couples/singles households, those earning \$20,000-\$59,999pa, and those living in Glenelg, Somerton Park and other areas outside Holdfast Bay.

Those who were more likely to nominate big houses on small blocks are aged 65+ years, retirees, mature couples/singles, those earning \$60,000-\$99,999pa, and those living in Brighton, Somerton Park and Kingston Park.

Those who were more likely to nominate keeping up with modern building design are males, those aged 31-54 years, home duties, high income earners at \$150,000+pa, and those who live in Somerton Park and Kingston Park.

Council performance



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

507 respondents provided a response to this question resulting in an average of 6.8 (equal to 6.75 in 2020, 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. 161 respondents were unsure.

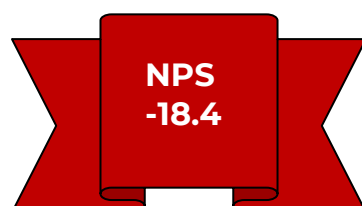
Q41. How satisfied are you with the distribution of information and consultation with the community?

577 respondents provided a response to this question resulting in an average of 6.7 out of 10 (comparable to 6.9 in 2020, up from 6.5 in 2019, and equal to 6.7 earlier that year, down from 7.6 in 2017 and equal to 6.7 in 2016 and up from 6.4 in 2014). 62% of respondents provided a rating of 7 or higher. 91 respondents were unsure.

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

All 668 respondents provided a response to this question resulting in an average of 6.9 (slightly down on 7.1 in 2020, significantly up from 6.6 in 2019 and 6.8 earlier that year, and down from 7.2 in 2017). 66% 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 18.4 slightly poorer than the 2020 score of negative 11.8 but 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. There were around 579 legitimate responses and the remaining 87 were don't know/no/nothing/nil/happy/unsure.

The greatest number of comments (183 comments) related to **infrastructure** with footpaths, roads, stormwater, drainage and tidying up Jetty Road Glenelg coming in for the greatest criticism. Other lesser mentioned items included lighting, playgrounds, parks and reserves, toilets, jetties, waste management, disabled access to the beach, and new infrastructure ideas such as bird baths, new water coolers, a skate park, the use of solar for lighting, and an exercise machine located outdoors near the Patawalonga. Most if not all of the comments related to maintenance of or improvement in these subjects.

Urban development, town planning and preservation of the historic precinct encapsulated 139 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.

160 comments centred on the **environment** in a very broad sense that featured themes of climate change, recycling, planting appropriate trees for the region, greening in general, landscaping and beautification of streetscapes, maintenance and preservation of parks and parklands and beach preservation.

There were 128 comments about **parking and traffic management** particularly relating to high rise and over population. Comments were around more and free parking, slowing traffic, reducing congestion, turning Jetty Road Glenelg into a no-car zone, issues with cyclists and pedestrians and safer pedestrian crossings.

Other responses included:

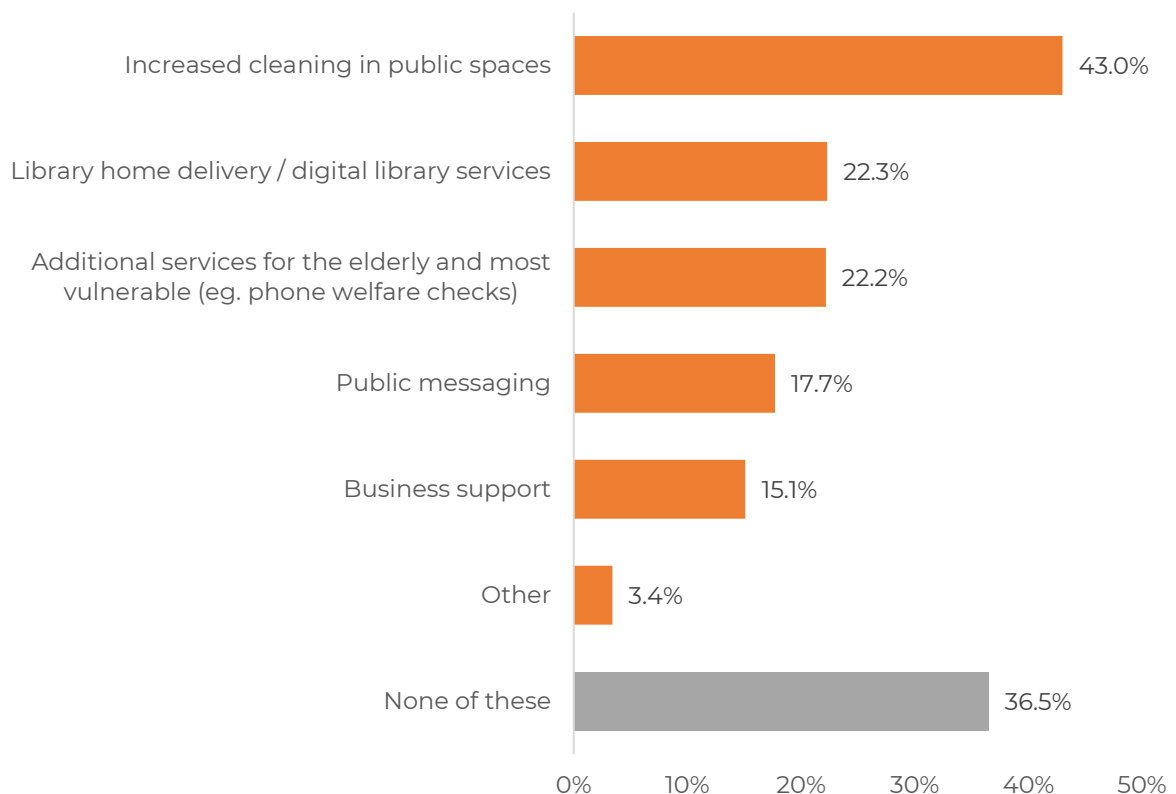
- Make / keep the area safe (22 comments)
- More events (20 comments)
- Keep rates low / lower rates (18 comments)
- Improve the community feel / quality of life (16 comments)
- More children's activities / playgrounds (15 comments)
- More support for local businesses (12 comments)
- More policing (12 comments)
- Keeping streets and beaches clean (11 comments)
- Communications with the community (10 comments)
- More Council transparency (10 comments)
- Attracting more visitors (tourists) (10 comments), dog and cat management (10 comments)
- More care / services for the elderly (9 comments)
- Listen more to residents (8 comments)
- Better council customer service (7 comments)
- Stop noise (7 comments)
- Recognition for indigenous peoples (6 comments)
- Keep libraries operating well (6 comments)
- Better lighting (6 comments)
- More outdoor facilities (6 comments)
- Cost of living too high (5 comments)
- Future planning (5 comments)
- More activities for youth (4 comments)

- More evening entertainment for adults (4 comments)
- Organic rubbish collection (4 comments)
- Little recycling kitchen bins (3 comments)
- Encouraging younger families to the area (3 comments)
- Other single comments include more hard rubbish, social issues, access to playgrounds, home care for disabled, community garden, attracting diversity, EV stations, crowd management, budget control, more social housing, electricity underground, no housing trust, affordable holiday accommodation, tickets for the Moseley Beach Bar, more public rubbish bins, respect for residents.

COVID-19

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

Council services valued most during COVID-19 n=668



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 aged 64-75 years, retirees, mature families, those earning \$40,000-\$59,999pa and \$100,000-\$179,999pa, and those living in Somerton Park.

Library home delivery and digital library services were valued more by those aged 31-39 years, white collar workers, those earning \$20,000-\$39,999pa, \$80,000-\$99,999pa and \$180,000+pa, and those living in Glenelg and other areas outside Holdfast Bay.

None of these was more likely to be amongst those in aged 18-30 years, 55-64 years and 75+ years, in home duties, and other employment, earning less than \$20,000pa, and those living in Brighton and Hove.

Additional services for the elderly and most vulnerable was valued more by those aged 75+ years, retirees, mature families and mature couples/singles, those earning \$20,000-\$39,999pa, and those living in other areas outside Holdfast Bay.

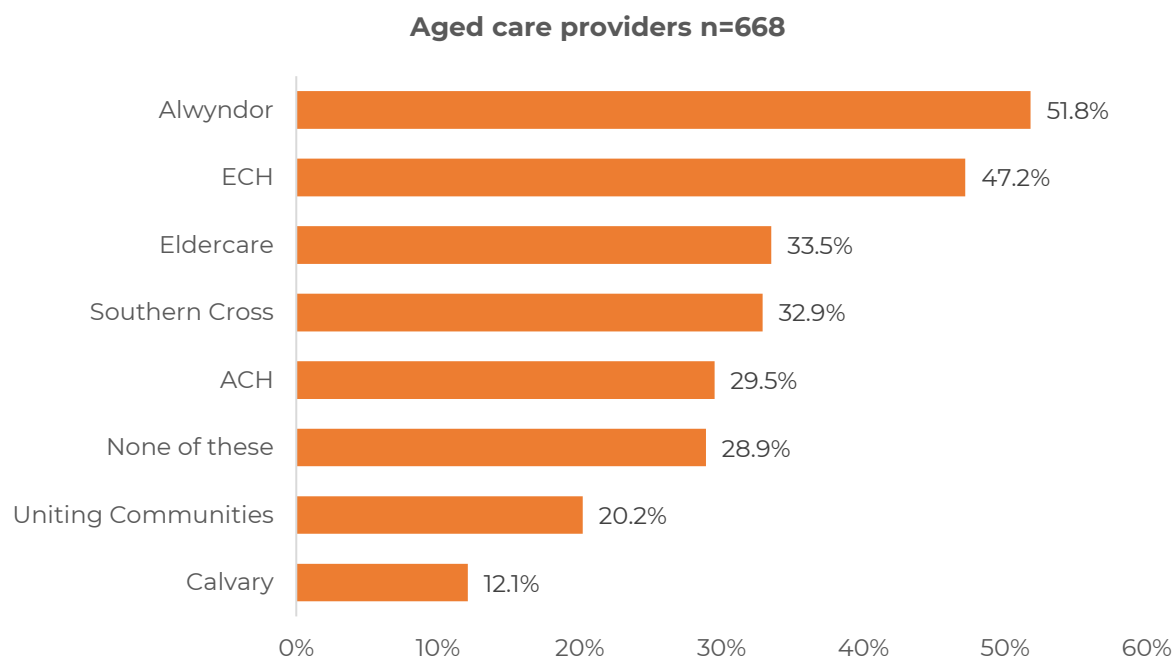
Public messaging was valued more by those aged 65-74 years, white collar workers, those in other employment, and those that live in Somerton Park, Seacliff and in other areas outside Holdfast Bay.

Business support was valued more by those aged 31-39 years, professional/executive/managers, in home duties, young couple and young family households, high income earners \$150,000+pa, and those living in Glenelg and Kingston Park.

Aged Care

Many people these days wish to live at home for as long as they possibly can, some to end of life and seeking associated palliative care. Ongoing services will be needed to enable this and we would like to ask you about some of the services which are available now.

Q45. There are a number of aged care services in the City of Holdfast Bay. Which of the following providers are you aware of that have services in the area? (Multiple response)



The highest recall for aged care services was for Alwyndor at 52% of the total respondents followed closely by ECH.

Those more likely to recall Alwyndor are aged 55+ years, retirees, those in mature family and mature couples/singles households, those earning \$20,000-\$39,999pa and \$60,000-\$79,999pa, and those living in Brighton, Somerton Park, Hove and Seacliff.

Those more likely to recall ECH are very similar, those aged 55+ years, retirees, those in mature family and mature couples/singles households, those earning \$40,000-\$79,999pa and \$100,000-\$149,999pa, and those living in Somerton Park and other suburbs outside Holdfast Bay.

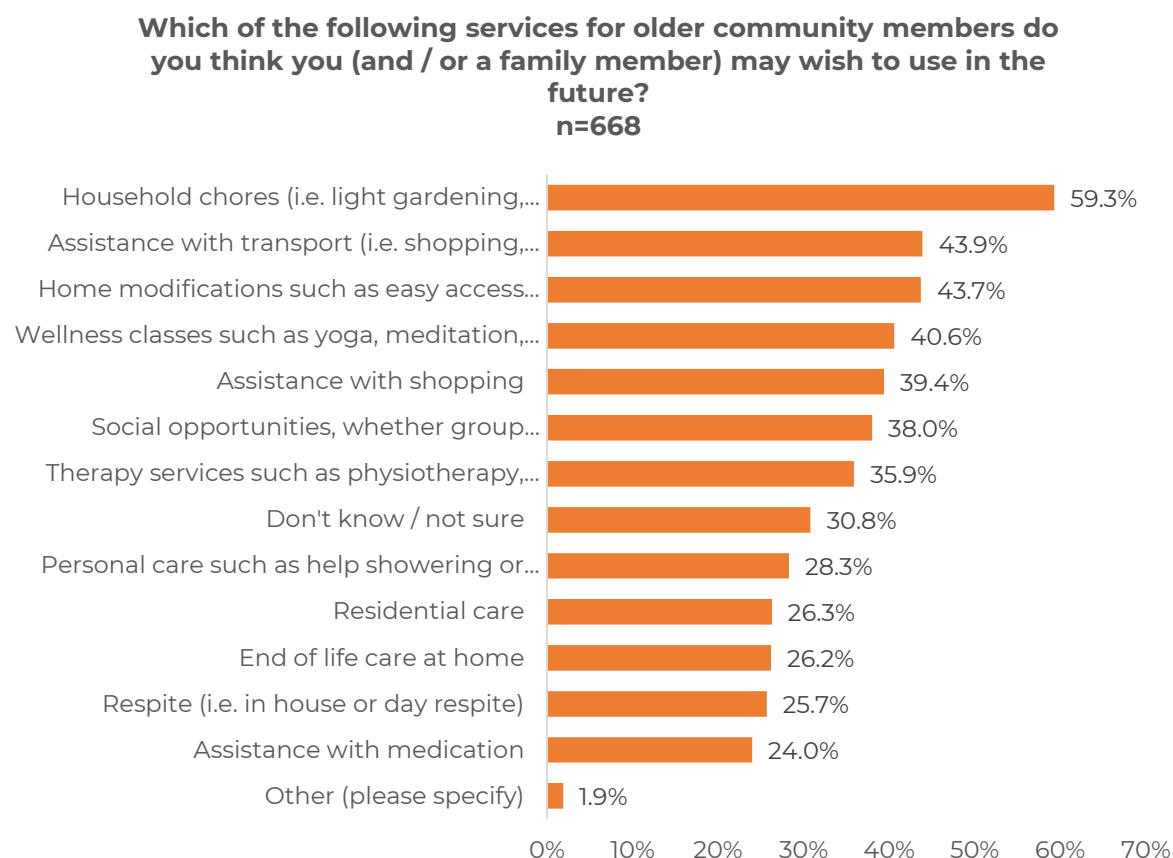
Those more likely to recall Eldercare are also very similar and are those aged 55+ years, retirees, mature family and mature couples/singles, those earning \$60,000-\$79,999pa and \$100,000-\$149,999pa, and those living in Somerton Park and other suburbs outside Holdfast Bay.

Southern Cross was recalled more by those aged 55+ years as well, retirees, mature couples/singles, those earning \$20,000-\$39,999pa and \$60,000-\$79,999pa, and those living in Somerton Park, Kingston Park and other suburbs outside Holdfast Bay.

Those recalling ACH are slightly older at 65+ years, retirees, mature families and mature couples/singles, those earning \$20,000-\$39,999pa and \$60,000-\$79,999pa, and those living in Glenelg, Somerton Park and other suburbs outside Holdfast Bay.

Interestingly, those who could recall none of these were more likely aged 18-54 years, professional/executive/managers, white- and blue-collar workers, those in single, young and middle family households, those earning less than \$20,000pa, and those earning \$180,000+pa, and those living in Brighton and Kingston Park.

Q46. Which of the following services for older community members do you think you (and / or a family member) may wish to use in the future? (Multiple response)



Household chores is the most popular service at 59% of all respondents thinking they may use in the future.

Those more likely to be interested in household chores are females, those aged 55+ years, retirees, mature family and mature couples/singles, those earning \$40,000-\$79,999pa and \$100,000-\$149,999pa, and those who live in Somerton Park, Kingston Park and other suburbs outside of Holdfast Bay.

Those more interested in assistance with transport are aged 55-74 years, retirees, mature families and mature couples/singles, those earning \$100,000-\$149,999pa, and those living in Somerton Park and Kingston Park.

Those more interested in home-modifications are aged 55-74 years, retirees, mature families and mature couples/singles, those earning \$40,000-\$79,999pa, \$100,000-\$149,999pa, and those living in Somerton Park and Kingston Park.

Those more interested in wellness classes are females, those aged 40-54 years and 65-74 years, white collar workers, mature family households, those earning \$80,000-\$149,999pa and \$180,000+pa, and those living in Somerton Park, Kingston Park and other suburbs outside Holdfast Bay.

Those more interesting in assistance with shopping are females, those aged 55-74 years, professional/executive/managers, retirees, mature family households, those earning \$40,000-\$59,999pa, \$80,000-\$149,999pa and \$180,000+pa, and those living in Somerton Park and other suburbs outside Holdfast Bay.

Social opportunities are of more interest to those aged 40-54 years and 65-74 years, professional/executive/managers and white-collar workers, mature family households, those earning \$100,000-\$149,999pa and \$180,000+pa, and those living in Somerton Park and other suburbs outside of Holdfast Bay.

Therapy services are of more interest to females, and those aged 65+ years, retirees, mature couples/singles households, those earning \$80,000-\$149,999pa, and those living in Glenelg and Kingston Park.

Those that did not know or were not sure about these services were males, those aged 18-54 years, professional/executive/managers, white- and blue-collar workers, in home duties and in other employment, single, young couple, young and middle family households, those earning less than \$20,000pa and \$150,000-\$179,999pa, and those living in Brighton, Seacliff and Hove.

Other responses included:

- A timeframe would have been good on this question. In the next 5 years I hope to be self-sufficient. For my older friends they may need the items I have highlighted (social interaction, basic assistance with care and maintaining a safe household, staying healthy). All of the above would be useful eventually.
- As I live in ECH housing this doesn't concern me.
- Dementia friendly housing. Traffic free areas that make it easier to get around. Help with technology as it changes
- Family member has a care package with Alwyndor and we couldn't be happier, we are so lucky to have Alwyndor in Holdfast Bay
- I already access some of these services
- I already receive house cleaning help. You see in designing this questionnaire, you seem to have thought your ratepayers are all your age, not old.
- I am already am getting help from Alwyndor
- I think this is all fantastic we have all this help. My husband and I don't need this help YET. I'm sure we will in the future. We will be grateful.
- No family in area
- None of those listed
- None, we are not elderly
- The hospital
- Too early to tell. Some or all may be required in the future. The important thing to me is knowing they are available.

Other feedback for Council

Q47. 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.)

- A bit more information on noise complaints, how to report and the rules for Piri are households making construction type noises after 8pm.
- A couple of points for consideration,
- I am a single male over 40 but had no option to select this range.
- Some of my answers will be skewed for your reporting as I do not have a family or kids but still needed to provide a response
- I think you have missed the opportunity to explore younger residents who are the future of Holdfast Bay.
- Lighting around the Pat is lacklustre and quite dangerous especially from the rowing club and around the path outside the baseball club.
- Glenelg has some great events but, in my opinion, not that well-advertised in advance. Consider geo-location messaging which may also have tourists come back.
- Whilst I was initially annoyed with the money spent on the playground at Wrigley Reserve, I am happy to admit I was wrong and this has seen many families use it which is great, well done.
- I do hope you will be publishing the results and a future plan to address the feedback.
- A service to dispose of old paint cans
- Access can be so hard on the narrow streets like Phillipps St, particularly when there are houses in construction/renovating which has been constant over the last few years. We understand there are regulations which are being abided to in terms of the width of the street but feel it should really be looked into... whether it becomes a 1-way street/more yellow lines behind driveways to assist residents being able to exit more easily. People are parking large cars/trucks on both sides of the road and it is really hard to navigate.
- Access to the beaches is becoming very difficult for elderly residents in many locations due to soft sand through the dunes. Boardwalks or similar easy to walk on access paths would greatly improve this.
- Some serious stormwater issues have remained unaddressed for several years now.
- All covered in the questions.
- All covered. Big Aleppo pine tree at front of house on footpath always shedding cones. They need to be cleaned up more often.
- All good
- Already covered in previous entries
- Am settled and appreciate the facilities here. I look forward to perhaps more information regarding assistance for the aged as I am entering into that phase of my life. Otherwise, I am very happy with my life living in Glenelg.
- Any development must include more off-street parking.
- As a local would like to see parking free for locals to encourage us to continue to shop here
- As a relative newcomer to this Council area (about 6 years), I love this Council! You do a fabulous job in consulting the community as well as listening to, and acting on, feedback. Staff are friendly and approachable, and the service you provide is excellent. Keep up the good work.
- AS SAID BEFORE, STOP MAKING NOISE AT THE DEPOT DURING THE NIGHT AND WAKING ME UP. YOU ARE MAKING ME PHYSICALLY AND MENTALLY ILL.
- Asking for better planting

- At Glenelg North Beach access points, taps and showers would be useful. We have grandchildren that we take to the beach regularly. Would be great to get them showered before walking home.
- Best place in the world.
- Better lighting and more public toilets around the Patawalonga
- Big "No" to the Hove Crossing. Please always listen to your community. Consultation is a must.
- Preserve what little we have left of things that show where Holdfast Bay comes from. Protect, fund and help us celebrate our history!
- Boat ramp kayak launching at buffalo site. Would be appreciated coffee shop good addition
- Brighter lighting on Somers Street as vandals still graffiti on poles
- Brighton's a nice place to live. Don't mess it up!
- Budget clarity on revenue/costs for individual council services to allow shareholder ratepayers to assess effectiveness and value for money of Council delivery.
- Can we look into traffic controls on Pine Ave e.g., West Torrens has put roundabouts in their side..... some nights are like a formula 1 track here!
- Can't think of anything
- Cannot find an aged provider
- Clean up around bus stops
- Clean up Jetty Road
- Concentrate on serving the majority of rate payers rather than minority groups
- Concerned about the interaction of bikes and pedestrians on the Esplanade (am a passionate bike rider) at the weekends. Too many people and fast bikes on the pavement and we always ride on the road at that time as we believe pedestrians have the right of way always.
- Consider the residents not business and tourists!
- Continue what you are doing, and remain a body to benefit the community.
- Don't waste funds on entrepreneurial activities which would be best taken on by private industry
- Control the development of the area and solve the Brighton Rd traffic and rail issue
- Could you please have a toilet at the Brighton pump track. Such a popular, well used space for young people and their families. Keep up the good work!
- Council is doing a good job. Please limit high rise development along the esplanade.
- Council needs to be responsive to residents' views. I wrote to the mayor several times and didn't get a single response. Council staff make decisions to suit them i.e. less enforcement and not the community needs. Council should consider investment and attention in all suburbs more equally, not just Glenelg
- Council needs to preserve and protect the older houses and commercial buildings in the area.
- Council should listen to the residents more
- Craft box for her mother every Thursday was a blessing. No other comments.
- Crossing for the elderly on Adelphi Terrace
- Development height restrictions seem not to be in force for the corner of Jetty Road and Partridge Street.
- Digital program is great
- Doing a good job
- Doing a great job, well done!

- Don't parking inspectors monitor and report on issues in their patrol area? Parking sign has been laying on the footpath in Nile Street for many weeks!
- Don't have much respect for the Council after experiencing discrimination by the council employees on multiple occasions.
- Don't let Marion Council do a takeover bid!
- EV charging station for bicycles is required throughout. Preferable near a coffee shop. Happy to pay, leave the bike 30 mins and return to recharged bike.
- Excellent Mayor.
- Fix storm water on Lynton Ave please.
- Fix up the streetscape along Railway Terrace to Marion Council. People sleep and use drugs behind the trees and bushes. There's Salvation Jane growing thru and my reports have gone unchecked. Make this area look nice like the new Marion Council area. Some people have pride and water the trees and feed the birds. Others don't care at all.
- Fix the parking in and around Patricia Street/Dunrobin Rd and Illawarra. Many Alwyndor staff park there. The street is too narrow. The staff park on both sides. Neighbours can't get their bins collected. Some neighbours need to park across their own driveways. It's a shitty mess and so many near misses there with car accidents.
- Maybe make Patricia Street one direction, with limited Monday to Friday parking so the residents have a better lifestyle.
- Fix up streets and place water drains to take away rain water from the roads and kerbs in this locale.
- It's going to flood one day and people will be very unhappy that the service if rainwater removal is not there when their homes flood. Brighton Rd to Sixth Ave. Railway Terrace to Dunrobin Rd.
- Thanks
- Footpaths in bad condition
- Footpaths really need upgrading, my 95yr old mother uses a walker & she feels very unsafe on paths as keystone paving bricks are very dangerous & uneven. Waterloo Street has only half pavements which makes life hard for wheelchairs, walkers & prams. Augusta Street has tree roots uplifting pavement.
- For me one general waste collection a fortnight, one recycle collection a month and three green waste collections a month.
- For residence of Glenelg catching a tram from Morphett Road down to Jetty Road should be free it may help with traffic congestion on Jetty Road
- For those working during the week it's difficult to get in contact with the council. The website email doesn't appear to work or is not responded to and leaving a message in the phone can lead to phone tags to connect with someone.
- Foreshore needs to grow
- Generally doing a good job. I have an idea for a system that is more automated/technology based that could cut costs and improve democracy - like a MyGov. Also, see Q24. Airbnb concerns locals also - brings in party people who are inconsiderate.
- Generally happy with the performance of the Council but the ongoing reduction of parking in my local area and non-regulated speed down my street is not only dangerous but an ongoing frustration. Traffic use our street as a speedway cutting through from Tapleys Hill Road heading south to avoid the busy intersection of Anzac Highway and Brighton Road.
- Generally, I am very happy living where I am and wish to continue to do so. Despite the occasional grumbling I believe the council do a fine job and hope they continue to maintain the current high standards at an affordable price.

- Generally satisfied
- Get rid of parking on the Street in 6th Avenue. It's a nightmare to navigate and drivers get abused regularly by other drivers in big trucks/vehicles
- Get rid of that tin shed in Wheatland Road.
- Stop them being built.
- Get rid of the big trees on Tarlton St to stop the damage to houses, roads and footpaths
- Glenelg is a great place to live and the council is pretty good, but some things are just taken as acceptable and nothing has been introduced to curb them. There is no full-time police station in Glenelg, and if you call police about the noise disturbance at night, sometimes you get "well it's Glenelg" reply.
- Good to hear Council does these surveys
- Great job! You are progressive with supporting the environment e.g., implementing the FOGO scheme & biodegradable bags in supermarkets. The council area is maintained well e.g., street sweeping, parks/playgrounds, beach. Lovely place to live!
- Great parks, need upgrades
- Great place to live, thank you
- Great value of services to improve resident's lifestyle
- Happy (3 comments)
- Happy with council services so far. Really appreciate the one-on-one IT/digital help offered by the library staff. Fantastic. The home maintenance and modification service we accessed as elderly people much appreciated. Gold Stars to Holdfast Bay!
- Hate doggy day care centre. Awful noisy and smelly.
- Have always found the Holdfast council very good
- Have been trying for years to get approval for a carport at front of house. Always refused despite very many others having them.
- Having lived in Glenelg (child/youth), Brighton (single then young family), Seacliff (family to family leaving home), Married/ retired now widower. I am most grateful to have enjoyed this suburb and its amenities.
- I cannot think of a better place to be. Don't overcrowd this great place.
- House valuations and rates is an issue that always comes up. How is the council going to consider rates in the future considering the effect that covid has had on incomes and superannuation?
- I HAVE BEEN A RATEPAYER FOR 30 YEARS AND IM STILL WAITING TO SEE: MORE LIGHTING IN THE MIDDLE OF YUILL STREET AS MY PLACE IS SHIELDED BY TREES IN TOTAL DARKNESS AT NIGHT, THE PAVEMENT REPAIRS WHICH TOOK PLACE LAST YEAR DID NOT REACH THE PAVING TRIP HAZARDS OUTSIDE MY HOUSE, IMPLEMENTATION OF RESIDENTIAL PARKING PERMITS ON THIS STREET, AN IMPROVEMENT OF STORMWATER REMOVAL ON THE SOUTHERN SIDE OF YUILL STREET AS IT CURRENTLY SITS FOR DAYS AFTER A DOWNPOUR.
- I am against any reduction of the existing rubbish pickup as promoted in recent misleading media articles. All of my neighbours put their red bins out every week and would be extremely annoyed to have the red bin pickup changed to every 2 weeks.
- I am concerned about the fast speeds of drivers in our narrow streets thus endangering the lives of our children, elderly and pets.
- I am concerned about the stormwater not draining on the west side of Durham Street
- I am not aware of the specific services for older, younger people or for babies. Hence could not answer those questions. Please add the option- Not applicable, not aware, we love living in Brighton, feel lucky and thankful

-
- I appreciate your support for the elderly. However, you need to support and offer more support for families, especially those with young children and teens.
 - Jetty Road needs lots of attention.
 - I believe this is a great place to live, but needs to be a showcase of our state and a main tourist attraction- this is vastly lacking.
 - Also, a side note - Whyte Street the traffic needs to be slowed with the use of roundabouts or speed humps. Too many people speed along and it is unsafe for pedestrians, especially being close to the beach, schools and playgrounds.
 - Thank you for upgrading the playgrounds and the upgrade of physical gym equipment- great to so many people getting active and being outside! Being outside helps with overall well-being of our community.
 - As you can see, I am a passionate member of our community and look forward to seeing it flourish.
 - I beg you to prevent iron front fences. Why have fences at all, like Canberra. Also please stop new houses from having ugly tiny front doors with a double garage. It's an eyesore and prevented in NSW.
 - I do believe a six-monthly bulletin / newsletter listing achievements, proposals and plans would be informative, particularly relating to the individual wards. Thank you.
 - I do very much appreciate the parks and playgrounds in Glenelg however and the plants however, as a mum the trees surrounding the Glenelg foreshore playground are a real hinderance. 1) They provide little shade 2) they obstruct the view of seeing/keeping an eye on the children. They basically obstruct and cover the whole line of view. It's a real safety issue. I would love seeing plants: trees in the area however this was the wrong choice. Every parent I know says the same. It makes it impossible to sit back whilst keeping an eye on children whilst they play. Relocating these trees so another area and replacing trees that provide shade yet do not obstruct view of children would be ideal. As they are growing, they are only getting worse.
 - I feel like I hear from the council a lot more nowadays and that you explain what you're doing. Your email newsletter is good and I love the magazine that arrives with the bill. More activities to improve our environment please - more trees, especially street trees. And when are you expanding FOGO? I've read lots about the trial but when can the rest of us join it?
 - I feel that Holdfast Bay council seems to be well run but needs to be aware of excessive expenditures in areas that don't take into account the demographics of the council area. Rates are very reasonable at the moment but with the increasing value of houses it may mean that older residents could find it difficult to meet hefty rate increases.
 - I have a problem with gutter flooding outside my house, such that water significantly pools, whenever there has been some rain. The fix provided by council (a small drain along the kerb outside my house) is totally useless and is no improvement at all. There has not been any follow up to assess the outcome and confirm its effectiveness or not...NOT EFFECTIVE at all!
 - I have already said all I need to say.
 - I have appreciated the attention and kindness from the team that coordinate the older persons programs and bus transport.
 - I live in Seacliff Park and I sometimes feel that the council is more interested in the Glenelg end rather than south of Brighton.
 - I live near Wigley Reserve and have always been very impressed with the attention to the park and its lawns, collection of rubbish and concern for the general safety of all of the park users. Also, the beautiful beach. In fact, the whole Adelaide coastline is a treasure

which I think is often taken undervalued but is a priceless asset in terms of lifestyle as well as finance.

- I love living here.
- I love the community that I live in and I would gladly join an organisation that assists people who live in the area. Like my peers, I can't relate to the Council and am at a loss as to why so many are offended by Council decisions that fail the pub test. The Seacliff toilet block costing close to 3 million (1.9 million in your correspondence) is a prime example.
- I really think council need to listen to the people that are having their streets filled with cars. Being surrounded by 2 story houses with no trees gardens because of subdivisions we are not happy. And feel we are not being listened to.
- I recently visited Geraldton WA. I would highly recommend someone connect them regarding the community initiatives they have in place. I was blown away by what they offer their community, particularly on their foreshore.
- I sometimes feel councils try to do too much. Rather than replicate a service, just refer to existing providers.
- I think providing council services for the elderly is important, I currently have an unwell mother with dementia and didn't even think the council provided any supports - maybe promoting these things are important
- I think that in general Glenelg Council provides good services to the Community and the suburb is well maintained and it is a great place to live
- I think the council does a great job and it's a great area to live in. The only thing that bothers me about this area is the fast car driving at night time. Hooning (I think you call it) is really bad in this area and it's concerning as I worry about others and my child.
- I think your staff do a good job with the resources available.
- I understand that many planning decisions have now been appropriated by SA Govt. However, I hope that the Council will continue to exert pressure to prevent any further loss of our local heritage and limit further high rise, e.g., on South Esplanade Glenelg. In addition, the many period homes being replaced by McMansions, or two or more townhouses on single dwelling blocks, increases traffic and on-street parking beyond capacity of narrow suburban streets laid out over a century ago.
- Thank you
- I value our public library. One of the most important spaces in Glenelg. Safe and welcoming
- I would like the council to be thinking further ahead more than the next 4 years. Decades and decade so our children can live in a liveable community and suburb when they are older.
- I would like to see more green space incorporated into new developments and redevelopments of residential areas
- I would like to see provisions made for charging electric vehicles. Please don't allow all of the older buildings to be replaced with multi story buildings.
- I'd like more places to safely bike
- Improve footpaths, lighting. Reopen police station
- Improve the layout and scoring in your next survey - see my earlier comments. But thank you for the opportunity to have my say! Appreciate it!
- Improve the quality of urban fill-in as I stated previously.
- Improve the safety of the area
- In all, a great council. But please don't waste our money. I've lived in Holdfast council my entire adult life. People come for the beach and ice creams. Please stop with all the

festivities... most bring their picnic and don't spend a cent. I don't want my hard-earned money spent on luring the masses for a nice day out. That's not your job!

- In the 10 years my husband and I have lived here, we have seen an immense improvement of Holdfast Bay and our area.
- In the next 10 years parking and vehicle congestion will remain problematic particularly on the esplanade
- Increasing the police presence in the Glenelg area is a must. I applaud the Council for its work to get that happening.
- it would be beneficial to block the left hand turn off Diagonal Road into Tennant Street, thus, avoiding the constant stream of westbound traffic avoiding the lights on the corner of Brighton and Diagonal Roads
- IT WOULD BE GOOD TO HAVE A SWIMMING POOL IN GLENELG OR CLOSE BY.
- It's a very lovely place the people are nice a lot of shops and a very good community it's just the cops are very judgemental and not easy going and not the nicest police you can get
- Just a thought given that people are recycling more and using green bins their red lidded bins don't go out that often. Maybe an incentive could be added to those who don't use the collection fortnightly could be considered?
- Just very dissatisfied with the shed near the Seacliff Pub and the sub division of land i.e., Lucy Cornes
- Keep doing what you're doing.
- Keep down the height of building development, it's really not all about the money. Consider the late Mikki Bouchée's concerns about looking after residents first, business second. Keep your outdoor crew and don't outsource any more duties. Keep doing what you're doing, your office staff are great to talk to about local problems, e.g. Recent illegal dumping was addressed promptly.
- KEEP IMPROVING AS YOU ARE ALL THE TIME
- Keep insisting on more trees being planted. Keep looking after the environment, hard and soft surfaces and perhaps implementing more surfaces that are porous so more water is absorbed into the landscape helping to mitigate the buildup of heat in our environment. Think about how to create shared spaces for a warming climate, sensitively designed outdoor spaces that bring people together.
- Keep Jetty Road open as a road and not any part of it turned into a mall
- Keep planting trees
- Keep rates down
- Keep the Oceans Kiosk Caravan at Kingston Park. Used by so many people. A lovely relaxed outdoor venue right on the beach. It's how a beach venue should be!!!
- Keep up the current levels of support
- Keep up the good work
- Keep up the good work - which includes surveys like this to keep your finger on the pulse on the ever-changing needs of our community
- Thanks for opportunity to contribute
- KEEP UP THE GOOD WORK RE RESERVES
- Keep up the good work.
- Keep up the good work.
- Keep up the good work. Communicate more, both what has happened and what is planned to happen.
- Keep up your high standards

- Let's keep the Jetty Road upgrade on track and moving along. This needs to be your priority. Businesses have suffered due to Covid. We need more visitors to the area. Make the Jetty rd. a nice green space for people to visit. The whole of Jetty rd. Glenelg not just parts of it. More trees, more festive lighting. Keep it simple but effective
- Let's plant more street trees so we can look as good as other councils
- Like everything, fresh eyes and views are good for the future
- Limit block subdivision
- Look after community-based sporting clubs, improve the library experience at Brighton (Glenelg is fine), keep checking health standards in restaurants but in a cooperative way, BRING BACK THE NEW YEARS EVE 9pm FAMILY FRIENDLY FIREWORKS AT BRIGHTON - hugely popular, sponsor a vintage car rally day from Glenelg to Seacliff.
- Look to the future. THINK LONG TERM and reflect on the world's most accessible cities..... ACT NOW push State and Federal Government for the extension of the present Electric Light Rail (TRAM) directly from Adelaide Airport Terminals (maybe underground under the airport) directly to Glenelg and right along the beachfront adjacent to the cycle path to terminate at a Marino railway Station.
- This will give all residents easy access to and from Adelaide Airport for the future, without taxi or parking hassles, and be a tourist gateway to the Accommodation and Businesses right along the coast. If you fail now this option now it will soon disappear!
- Love it.
- Love the library.
- Love where we live however our street has become increasingly busy with fast speeding cars and a solution would be welcome if possible.
- Make jetty road Glenelg tram and pedestrian only. Moseley Street/Jetty Road intersection is very dangerous More greening of our environment. Safer bike tracks (they stop abruptly at roundabouts). Electric car charging points would be welcome.
- Make people appreciate how very fortunate they are living in Australia
- Make the council less bureaucratic and more responsive to ratepayers. Take better control over high rise development in the area.
- Management of the Moseley Street traffic is paramount to me. It is dangerous and noisy.
- Management of traffic along Wattle Avenue and making sure that all trees are pruned so you can see traffic coming when trying to turn out of the roads from King George Avenue and the beach.
- More affordable parking and more family events and more security at night for people using public transport and security for workers finishing late
- More assistance in ensuring properties are maintained in line with regulations that includes number of animals kept at property, property and yard maintenance, overgrown trees that are impacting neighbours
- More celebration of gay community
- More communication as to what is happening and available in the community is required. I was unsure that many of the services are apparently currently being provided.
- Regarding street trees - I feel it is important that if replacing street trees, that the whole street of trees is replaced. To only replace some makes an unsightly mess of the streetscape."
- More community gardens
- More community services for the disabled who live independently who are under 65...
- More discussion sitting in a circle with the public.
- More dog control on beach

- More regularly Please tidy clear and maintain the footpaths and vegetation in Hove particularly near the railway line. So many street trees drop small debris making the pathways littered slippery and dangerous for walking. The gum trees are very messy. There is often rubbish amongst the vegetation along the railway line. When I walk on footpaths I usually have to move off or duck and weave due to overhanging branches and bushes / trees that have grown out and intruding and in the way on the path. Many residents do not maintain their verge area. Council should be more vigilant with this.
- Why did we have to pay for / buy our own tree on our verge 4 years ago, plant it ourselves and keep watering it when we now see council planting trees on the verge in our street and watering them?
- More shade for playgrounds
- More toilets
- More urban greening please :)
- More use of beachfront for pop up bars and restaurants. More exercise equipment to complement parks and playgrounds.
- Moseley Square needs an upgrade to attract better restaurants and bars which will in turn attract more people to the area. The tram stop blocks the square and takes up half of it. Henley have done it right.
- Ocean pools similar to Bondi and Bronte would be a great unique attraction here in Adelaide and could be used by locals and tourists. Broadway could be a potential location for Ocean Pools with upgrade of tired and under-utilised Broadway kiosk location to new restaurant and cafe with views back to Glenelg and along coast."
- Multicultural programs
- My wife and I live here because my grandparents lived in the same property. We have watched the decline of Glenelg over many years - not all because of council of course- but because car dependence, automatic gates and garage doors have meant that it is possible to see neighbours very rarely. In general people are less interested in each other and of course tv and social media have done the rest. Thankfully we have a young family now living across the road who homeschool their children and treat us with respect and friendliness that is all too rare between generations.
- My wish -list. Less subdivisions please. No high-rise along the foreshore please (the existing structures such as around the marina are high enough.
- Love the Ferris wheel
- Love the fairy lights along Jetty Rd
- More shady street trees everywhere are so important for climate control and birds/wildlife and our mental well-being.
- Loved the small business mentoring
- Love the concerts on the beach
- Nearby our local area... re: intersection of Gilbert & Chopin Roads..... cars sometimes park VERY CLOSE to the intersection.... obstructing views of traffic passing through... The yellow lines should perhaps be placed much further back from the intersection.... particularly on the section of Gilbert Rd. between Chopin Rd & Oaklands Rd. (Very narrow & dangerous if coming down Chopin Rd. from Diagonal Rd.!!)
- Need more trees planted
- Needs more public garden beds e.g., near bus and train stops, tree lined streets, lawn and small parks, birds, gum trees and flowers. Brighton road could use some greening. South Brighton (east) looks very dry and sparse. Also, the old Dover school site is an eyesore and desperately needs cleanup up by the owners. What a disgrace.
- No (65 comments)

- None/nothing (9 comments)
- No bikes on footpaths
- Climate and traffic and noise from traffic "
- No more subdivisions. Part of the attraction to this suburb is the wide streets, easy parking and large single dwelling blocks.
- No more than already stated. Doing a good job generally
- No politics in council. Remove those who use it as a means to advance their political advancement. Focus on residents seeking a pleasant place to live. Seek more self-sufficiency and less money on wasted unrelated city projects. Halving the rates.
- No real issues
- No very happy @ Seacliff thank you :)
- No, generally I am happy with the Council and the few queries I have had I have received great response times and service. I also think our Council rates are fair
- No overall, reasonably satisfied. Main problem is and will be traffic congestion and parking with all the development happening
- None that I can think of that we appreciate all that the Council does in a variety of ways
- Not sure if council can help. The Edward St/ Brighton Rd intersection lights. Help.
- OFF STREET PARKING IS A MAJOR ISSUE, THE TRAFFIC ISLANDS IN SIXTH AVE AND IN CONJUNCTION WITH THE INCREASE IN TRAM TRAFFIC, MORNING AND AFTERNOON TRAFFIC WILL BUILD UP FROM THE TRAM LINE ALMOST TO ANZAC HIGHWAY
- On scale 0-10 delete reference 'unsure' it caused confusion
- One house near us has 6-8 cars parked in the narrow street daily, with some parked too close to the corner. This obstructs traffic and access to garages and driveways.
- One of the things I am acutely aware of as the grandmother of children aged 5 to 11 is the lack of activities for the older children. (I live in central Glenelg). The new playgrounds on the beach and at Ridley Reserve are great for younger children but offer little for older children making family outings which cater to all age groups difficult.
- Why not have a much larger rope climbing frame (similar o small one at Ridley Reserve) with longer/higher and faster slides for older kids. There are many of these along the coast in Queensland and also one on the waterfront in Darwin. The one in Darwin has four slides catering for different age groups.
- Secondly, I think the children's water feature in Moseley Square could be improved. What about some colour. Maybe some animals that children could climb/sit on decorated with indigenous art or mosaics? (See Yeppoon, Queensland).
- Suggest more seating on Glenelg Jetty.
- Our council rates rebates to cover the costs of apartments rubbish removal.
- Overall happy with council but there are opportunities to enhance the living environment - see prior comments.
- Overall, it is doing a good job
- I do not always feel safe if I go out at night on my own
- There appears to be a few homeless people living out of shopping trolleys around the beach and very upset that a group of aboriginal people shouting and very drunk were wondering on jetty road No police to be seen ... the first time ever I was witness to this Very sad for our tourism... and for the majority of First Nations who do not do this is public ... sure white people get drunk but police would be called to deal with a gang of thugs.
- Parking difficult in residential areas
- Parking lines and limits need to be changed to help elderly. Rates need to be explained better, more rate payers and what the rates are used for. Communication from council is keen. Pest control easier to book. Help with neighbourhood disputes on fences. Trees need

to be better maintained by councils, becoming a tripping hazard. More houses no more parks in suburban streets.

- Parking, on the seafront, Brighton Road shops, streets near these shops and especially building sites that the council enforce parking rules.
- Patawalonga Reserve warrants a refresh with more shade & better playground.
- Parking on Tod Street should only be allowed on one site as it is very congested and will get more so when developments are completed."
- Please bring in soft plastic recycling
- Please consider lighting along the new Minda foreshore walkway. It is a fantastic area but lack of lighting in winter is concerning as it gets darker earlier. Also, the total destruction of trees from residential blocks which are subdivided is terrible. On street parking is also becoming a problem as new residential developments do not cater for sufficient on-site parking
- Please consider planting more trees in residential streets. Please consider trees and greenery at playground. Please consider "nature play" spaces which are fenced.
- Please continue to highlight Kaurana heritage and improve Kingston Park.
- Please do not use surveys that require written answers.
- Please do something, about Sandison terrace Housing SA units. I'm embarrassed when visitors come to my house and say 'I didn't expect to see the behaviour and condition of that here!
- Please ensure the building that takes over the Sea Wall apartments does not secure a dry zone in front of it. It's a superb place for families to picnic under the trees on the grass.
- Please ensure the Community Hospital is maintained- this is critical!
- Please extend the steps down to the beach at the end of King Street. They are very dangerous. The stones are slippery and there is a big drop to the sand when it wears away. I have personally seen one lady break her ankle slipping on the stone.
- please fix steps to beach at end of Kings Street!!
- Please fix the footpaths, have seen yellow lines on them which instead of getting fixed fade away. They are a trip hazard in lots of locations in the Seacliff Park and South Brighton streets.
- Please focus on the outer areas of Glenelg not just the places tourists visit. Look to do things that get older kids 10+ outdoors. Make a challenging playground for them etc.
- Please have a clear and appropriate coastal veg plan. It is looking ratty and blocks views while walking.
- Please look closely at Brighton and overcrowding / parking issues and access issues around jetty Rd. Add more community safety officers. Follow up on issues from local community in a timely manner. Look at over development and how that affects residents.
- Please make a concerted effort to address the stormwater and drainage issues in Glenelg North before winter as already with the rain that fell 16/3 streets were flooded.
- Please monitor traffic flow particularly in area near schools and new multiple builds
- Please review street parking in the area or at least make it one side of the road only to avoid the mayhem.
- Please stop allowing the demolition of old houses to put multiple dwellings with no parking or backyards on the block. Too many cars parked on the roads as people have to use their garage as a storage shed. If a house has two or more bedrooms, then it should have at least 2 carparks within their own house area.
- Please stop the high-rise development. The beauty of the area is the older style homes. With the high density living come problems with parking and storm water run-off. The developers have very little regard or respect for the neighbours with noise and damage to

neighbouring properties. We were most unhappy when our fence was pulled down with no consultation while no one was home and luckily our dog didn't escape. The arrogance shown by the developer was completely unacceptable and surprisingly the police were unable to help.

- Please take on board my comments about Jetty Road. It is what visitors and tourists see and pass judgement on. It is where the locals shop when the tourists and visitors are not here (winter mostly). It is the place that raises the perception of the standard of the community. It is where our children, teenagers and young adults go to meet with friends and go to for entertainment. It is where adults go to shop, dine out, take our interstate friends to. It should be the council's number one priority to address for this area.
- Please upgrade Jetty Rd and Mosley Square. Increase pedestrian walkways, move tram out of square and reduce traffic at the end, e.g., make it one way lower down.
- Practice what you preach.
- Pretty good
- Prioritise people, all people, young, middle-aged and old, before dogs, everywhere. Pets are a choice and are animals, not family members, and should be considered a privilege in public arenas, not an entitlement. Additionally, if Council truly care about the environment anywhere near as much as they claim, keep people's pets in their own properties so that our parks, footpaths, nature-strips and beaches can finally be rid of the waste they leave behind. Wake up Council, people are not allowed to do this in public; you cannot police this so why do you allow this by dogs???
- Providing an extra green bin at no cost especially for north Brighton residents. But overall keep up the good work 😊
- Providing extra services for rate payers who pay the most (i.e., house owners, as opposed to unit owners), for example by allowing extra green waste bin collection (maybe 2 bins instead of just 1 bin per fortnight) to adequately cater for their larger gardening maintenance needs. Also finding ways to support home owners who no longer feel safe due to noisy, criminal tenants that landlords allow to rent out their properties but don't care about the impact on neighbours. How about an education program for landlords or regular leaflet drop informing of their responsibilities such as ensuring rubbish isn't dumped kerbside and their tenants should be of good character? It all starts with Landlord responsibility and the police have bigger fish to fry when it comes to law enforcement. How about actually fining people the \$5000 Council says they can fine but never do for dumping rubbish kerbside because staff always whine "sorry but we can't prove who put that there". Empower them to investigate for God's sake - I'm sick and tired of my street looking like a rubbish tip and my rates being used to clean up illegal dumping. It's all very well to say "look we have lovely parks and open spaces and lots of trees etc" but when the verges are constantly trashed with old furniture and crap it makes little difference how pretty the areas are where people don't actually live.
- Railway line over Brighton Rd. Bad traffic.
- Rates are too expensive and councils tend to use annual Property Valuation increases as justification for increases that typically exceed inflation. Self-funded retirees on limited budget cannot be expected to fund excessive council spending. Need to take a good look at what services are provided and how they are provided (what services could be more effectively provided by private contractors)
- Really disappointed with Council's lack of action over many years in relation to managing an ongoing problem of a resident's excessive number of cats on their property. It impacts everyone else in the street.

- Recently had street kerb replaced but feel the dip (reveal) included to avoid street tree roots has created a safety issue with drop away beside the tree and makes mowing also more difficult and riskier near the tree.
- Recently I had the NBN ripped my front nature strip, a well-maintained lawn, this was to put an inground pit for next doors NBN, they said this was okayed by the council but I was not even consulted, also the gas was installed next door but they dug up the road in front of my house which was not a worry but once again no notice was given, it would be good to be notified in writing of these issues.
- Also, we have a water problem which we have put up with for 10 years it floods every time it rains and it is impossible to get out the car on the road without standing a foot under water, there has been sumps installed in Leek Street and further up Blackburn Ave but nothing done to help solve our problem at 14A
- Reconsider building approval for houses size/height especially along the Esplanade
- Reduce council rates for aged pensions (not just the State Government small hand-out)
- Reduce rates
- Refer to previous comments regarding rainwater drainage - needs attention to avoid water build up and backflow from existing drainage being unable to cope. Urgent need of attention & rectification. Rainwater pools / floods at end of driveway and takes days to gradually drain away following even moderate rainfall!!!
- Regulate noise pollution from construction. As a resident working from home, it impacts my productivity when nearly 50% of the days of the year are disrupted by hours of drilling, sawing, demolishing or jack hammering. Place
- A limit on number of construction / renovation projects that can happen or a limit on the number of days on which they can happen. Also, I've never seen a recycling bin in Glenelg, which is unusual in 2022.
- Remedy the paving of footpaths especially within a few blocks of Jetty Road Glenelg, as I've had 3 serious falls in the past 15 months necessitating multiple visits to medical centres to have dressing changed on lacerations from these falls.
- REPLACE YOUR PLANNING STAFF WITH PEOPLE WHO CARE WHAT THE AREA LOOKS LIKE THEY HAVE RUINED THE LOOK OF WHEATLAND ST SEACLIFF
- Save Jetty Road, clean it and get its good community vibe back. Maybe a community board at the bay shops that's visible like the one near Foodland at Brighton. All ages can feel inclusive with little cost.
- Saving green spaces, retain open space to keep people active and the feeling. Too late for Glenelg, Brighton can be saved.
- See my previous comment about the council's continuing inaction in monitoring/controlling the use of the zig zag ramp at Seacliff which continues to be a safety risk for pedestrians and a nuisance for adjacent ratepayers who pay your salary!
- See previous comment about Glenelg North Adelphi Terrace Playground. The playgrounds you are renewing have a better 'old playground' than our area and yet they are getting renewed, like the Somerton Park foreshore playground for example.
- I am satisfied with Council's approval.
- Service before Ego.
- Sick to death of the chicanes in Kibby Avenue Glenelg North!
- Similar to other councils it would be very helpful to have two hard rubbish collections Per year.
- So grateful for our life here. Thank you for asking my opinion.
- We can always do better for our most vulnerable and communities can help if council organise.

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- Thank you for maintaining our beaches (too many dogs though).
 - Thank you for the water and toilets available along the esplanade. Must be tough pleasing everyone but do think of the under 18s. Give them options and opportunities. "
 - Some focus on the homeless situation on Jetty Rd Glenelg.
 - Some residents wish to enjoy the area as a normal average suburb, creating multiple events and encouraging dog owners from all over the metro area to visit regularly, causes additional impacts to amenities and the environment. The beach is a privilege and not a draw card for dogs and their owners in the hopes that businesses will see extra patronage. Visitors often disregard the area as they leave at the end of their visit, where residents suffer the impacts of neglect and increased dogs and rubbish. Visitors have little regard for resident's driveway access and often park obstructing safe access and exit to properties. The only perceived beneficiaries to this inconvenience are business owners, they may not live in the area and may not endure this inconvenience. Thank you for the opportunity to express this concern.
 - Something needs to change with regards to dogs barking, there are many people who because of financial restraints are at home longer and those who have to listen to dogs barking day and night with no support from the council simply do not believe the council care about the community that pays them their salaries. The dog complaint method at the moment is not put in place to help the person complaining about a problem animal. They are made to fill out forms that are just stupid. How many times a day does the barking occur. It is different every day and every night. Some days they don't bark but the next two days they may bark most of the day and half the night. Most people I have spoken to about this matter agree the council simply are not seriously interested in this problem that so many are suffering on a daily basis.
 - Spend less time/money on pointless sea sponge sculptures/vanity projects, and more on services that will improve quality of life for residents in the area.
 - Stop "services for profit" (like marginally justifiable parking tickets) and concentrate on actual services instead.
 - stop tearing down (wasting money) on playgrounds only to be pulled down and putting a new one?? Also, the ongoing maintenance costs of workers on these playgrounds. Also, the mini street sweeper seems to leave more sand behind than in the first place.
 - Stop the infill and desecration of the natural environment.
 - stop wasting money on fireworks
 - Street trees in Wallace Street and surrounding have been an issue for more than 20 years. Still nothing done. Plot ratios now allowed on blocks are plain stupid as are multi-dwelling and hi-rise (e.g., Pier Street / Esplanade)
 - Take seriously the concerns of the rate payers
 - Thank you for all you do
 - Thank you for all your services and the opportunity to take part in this survey.
 - Thank you for engaging with the residents and requesting the feedback to help you provide the service that is most needed for the residents and wider community.
 - Thank you for giving me the opportunity to complete this survey. Best wishes for 2022.
 - Thank you for giving us an opportunity to have a say about our community.
 - Thank you for the detailed survey - this is a positive step. Trees on street corners need pruning to lower branches to allow visual sight lines for traffic
 - Thank you for the opportunity to provide feedback via this survey
 - Residential parking permits could be more easily accessible
 - Community bus services extended and better advertised"
 - Thank you for the opportunity of doing this survey

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- Thank you for the opportunity to comment
 - Thank you for the opportunity!
 - Thank you for your commitment whenever I have had a query, I have appreciated the friendly assistance and I appreciate the difficult job in trying to keep everyone satisfied. Try not to increase our rates too much please :)
 - Thank you for your endeavours to make Holdfast Bay a wonderful area to be part of.
 - Thanks
 - Thanks for caring what ratepayers think
 - Thanks for the opportunity.
 - Thankyou
 - Thank you for this opportunity to comment. When I was a new resident (8 years ago) it would have been good to have had a visit to welcome or email/SMS from Council I get flooded with unsolicited mail and the updates with rates payment is not the best pairing for me due to time constraints- discerning other ways to share what the Council does is therefore important to busy people. Innovative consultations such as street consultations, council morning teas etc on a weekend may engage busy working residents
 - The big shiny shed on wheatland street Seacliff is a shocker!
 - The Council is led by an excellent Mayor who seems to really want the very best for all Holdfast Bay residents. Keep asking and listening to us and keep communicating - I love the Facebook messages, it keeps me well informed and I enjoy the verbal reports from Council meetings.
 - The Council is our first line of defence against the destructive greed which is rampant in our communities. It destroys heritage, the enjoyment of public and private spaces, and the quality of life of residents and business owners alike.
 - The protections that we have are being rapidly eroded (e.g., the Development Plan which is now completely redundant but reflects the desires of the community).
 - If the Council can do anything in this regard, it's to take as hard a line as possible to retain the protections that we are losing to ensure that Holdfast Bay continues to be a desirable place to live and work, instead of just another city stripped of its soul."
 - The Council needs to be more mindful of residents, community & character of the area and it has been apparent over the years where business and development interests have surpassed residential amenity. The Holdfast Bay area is one where people seek to live. Council needs to ensure that the reasons people do seek to live here are not lost and the Council area becomes just another overdeveloped beach side suburb lacking character and soul and justifiably have the "premier" seaside title.
 - The drains often smell and is off putting to visitors and makes the neighbourhood feel cheap and gross.
 - The FOGO initiative is fantastic. Please encourage more to join the trial and please don't stop once the trial is completed
 - The importance of promoting meaningful initiatives that help address climate change and assist households to evaluate their energy use and make changes. More support for local community gardens which operate solely on volunteer efforts. Meaningful support for promoting healthy indigenous and non-indigenous relationships and understanding. Support for local groups trying to raise awareness about these issues.
 - The importance of providing access to the beach - sand/water - for disabled people.
 - Other councils have provided "mats" which allow people in wheelchairs to access the water's edge.
 - The ladies at the front counter at Brighton are always very friendly and helpful. Wonderful first point of contact people.

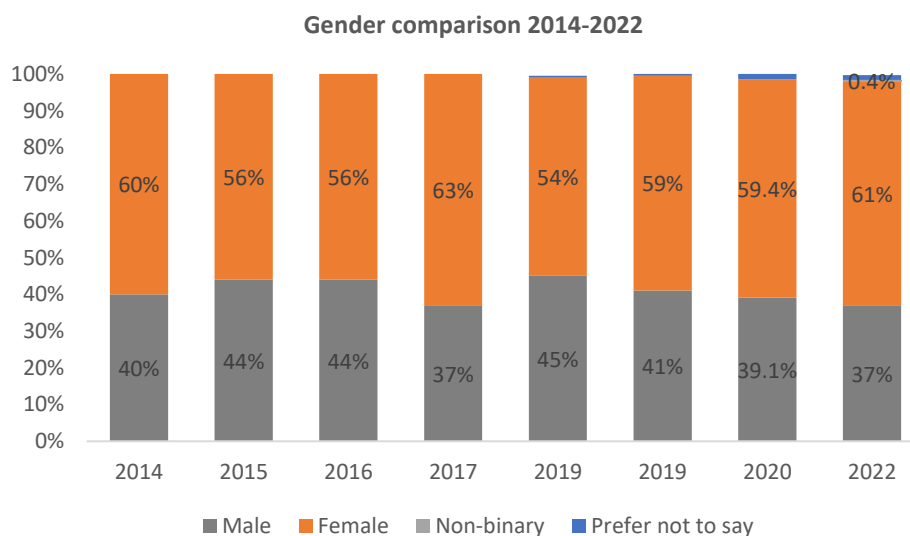
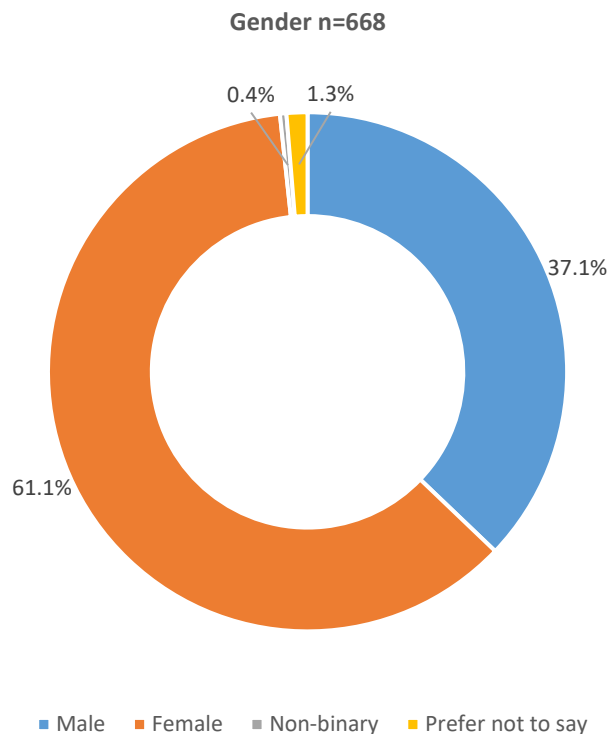
- I know a lot of my responses probably relate to state government rules (removing trees, demolishing houses etc) but if council can have even a bit of a say in these matters hopefully the lovely character of Holdfast can be somewhat retained. House block sizes seem to be getting smaller and smaller meaning no room for a decent garden.
- The demolishing of 22 and 23 South Esplanade is a tragedy - so much history to be turned into rubble. Makes a mockery of the council's previous heritage register."
- The Library at Glenelg is great!! And the walking paths along the coastline are also wonderful.... Thank you!
- The library programs (wriggle n rhyme etc) have been brilliant. Would love to see other programs for young children during school holidays too. (Even one offs like the drumming monkeys)
- The natural environment, art, all heritage & history is extremely important to me.
- The planning regulations allow many houses to be lost. More consideration to the urban streetscape. Unley manages to have old houses and new. Holdfast bay could try to save older/character dwellings
- The units being built on the corner of Pat frontage and Anderson Ave are about 1 metre back from the footpath - this may cause a group of cyclists to be hidden from view of the cars that come from the beach down Anderson - could be fatal
- The west end of Gower St floods every winter rain, yet recent works to the gutters do not seem to have incorporated stormwater drains?
- Neither we, nor our cyclist friends, feel safe traversing the narrow cycle way in Jetty Road in the face of car doors constantly opening upon us- can this be made safer please?
- Otherwise, great place to live, and thanks for organising great events in Jetty Road and the beach area.
- There is a great need to toilet facilities on Colley Reserve. There is a constant migration of people between the Marina and the bars along Jetty Road. Most weekend people are caught urinating in front of 23 Colley Terrace. It is a quite a problem.
- They are always very generous with their time and the effort they put into helping elderly citizens stay at home. They give me the peace of mind that living on my own at 84 is still achievable.
- Think about how to cater for online/home delivery, green spaces, tree canopies and children.
- Even this survey, there is so much focus on old people."
- This is a good Council. Our survey however, does not include the very aged.
- To even the footpaths and cover drains are most important.
- To keep proactively engaged with the community and focus on hyper local to keep our economy in good shape. Focus on new businesses that can create jobs and tourism.
- Unfortunately, Holdfast Bay Council does not support all of the residents of this area. Services and maintenance are more a priority for beach front dwellings. Footpaths and roads remain dangerous despite contact to the Council to fix.
- Want Council to focus more on residents than visitors.
- Waste management needs somewhere convenient to recycle soft plastics
- We certainly need a community garden / gender neutral shed (men's sheds)
- We need clarity of where the additional green spaces are located when funded from green fees from development These fees should not be used for existing spaces "
- We are new to the area and have been very impressed with the City of Holdfast as a place to live
- We are very concerned about the impact a proposed child care centre will have on our wellbeing and others who reside on Cliff Street.

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- We are very happy with the beautiful Glenelg
 - The way everything is maintained
 - WE JUST WANT THE STONES REMOVED AND HAVE A WONDERFUL BEACH LIKE ALL THE OTHERS HAVE PLEASE
 - We are very satisfied with Council
 - We don't intend living in a retirement village
 - We felt quite disappointed that council planted a tree on the nature strip outside all of the houses on our street and regularly water them except for ours. We would also suggest that the current dog lead rules on the beach be changed to effect only days forecast over 30 degrees (or months Dec-Feb) as often there is no one on the beach but the dog still needs to be kept on a lead. It was disappointing to see a shed erected in Seacliff that blocks the view of their neighbours and did not require community consultation prior to erection. It is also disappointing to see blocks less than 350sqm being sold by developers
 - We have a bin issue. Our green bin is always full and recycling is usually always full. The general waste bin is never full however this is the bin that is collected every week. Is there some way this could be amended? Additionally, it would be really good if the council was more involved in soft plastic recycling. Currently the only soft plastic recycling I know of is at Woolies on Brighton Road. I believe more people would recycle if soft plastic bins were more readily available. Alternatively, a weekly/fortnightly pick up could be arranged, this is what the Germans organised and they have great rates of recycling. I would like to emphasise how unsafe Glenelg is, I don't understand why it's considered a family location. Thank you for reading my suggestions.
 - We have lived in several council areas and this is the cleanest, with the best maintained parks and gardens. The council workers should be congratulated
 - We live on Addison Road adjacent to the train line. We'd love to see revegetation of the strip along the train line. We think this would prevent rubbish being dumped and create a nice environment for birds and bugs. We'd also like the trees along the footpath better maintained. The branches are inches from the power lines which makes us feel unsafe. They also drop gumnuts which are dangerously slippery - particularly for older people.
 - We love the area and the facilities; our main concern is the housing and worry that we may end up living next to multiple 2 story houses which would be uncomfortable. It's the main obstacle to investing more in the area.
 - We love the FOGO system and think that should be across the board for all residents if possible.
 - We moved here because we liked the look and feel of the area. Not disappointed so far!
 - We need more community notice boards of people to use.
 - We need the stone embankment repaired along south esplanade especially in front of our units at 44, 44A 44B. Much of the embankment has fallen or dropped and next high tide storm will flood the street and Ferrell and Broadway unless addressed, previous high tide storm had much water poring over embankment and is now worse.
 - We would love a water fountain at Glenelg North beach. There are 2 at the southern end but none at the northern end. There is a tap for dogs but nothing for humans.
 - When phoning the council, I find the reception staff very polite and friendly. This is the same with their outdoor staff that I encounter. However unfortunately in some matters particularly relating to their street trees the council either don't take responsibility or decline to take any or appropriate action. Maybe it is what it is but I feel the council should accept more responsibility as it appears they have planted inappropriate trees in the past. Unsafe brick paving also needs more attention.

-
- Why specify that new houses must have a garage, but then normal cars will not fit in most of them, crazy stuff...
 - With building of 3 homes on a normal size block.
 - Family size and age require many car spaces in a home in which only one vehicle space is provided
 - Parking in the North Brighton i.e., high schools, primary schools where students are either dropped off or picked, some students are able to drive school. Perhaps these streets should be made one way, O'HELL."
 - Would be nice to have exercise machines located around the northern side of the Patawalonga closer to the airport such as sit-up bench and pull up bars
 - Would like the area on corner of Diagonal rd. and Young St to be better maintained. Bricks are missing and bougainvillea's have been planted but this used to be much better maintained with roses.
 - Would like to know more about community services to support aging well in the Council area.
 - Yes, please issue parking permits to residents around Sacred Heart College so we can park in front of our homes!
 - The current rules make life very difficult!
 - You are doing a fairly good job overall, but you need to be more proactive with environmental issues including compulsory greening and parking elements for all new developments both residential & business to combat climate change. More trees are urgently needed to be planted and properly maintained, otherwise we won't have an area that is fit to live in 30 years from now. Thank you for the opportunity to participate in this survey.
 - You're all doing a great job. Keep up the good work. But please fix the gutters so that the stormwater runs away, especially around our beautiful Norfolk Island Pines.
 - Your communication is great but listening during the consultation process. The esplanade from Glenelg to Marino has given me incredible mobility. The pavers on the footpaths are creating issues with falls. The Queensland's box trees drop too many nuts, that are very dangerous. Increase the greening Adelaide drive, but be responsible on what is planted.

7. Demographics

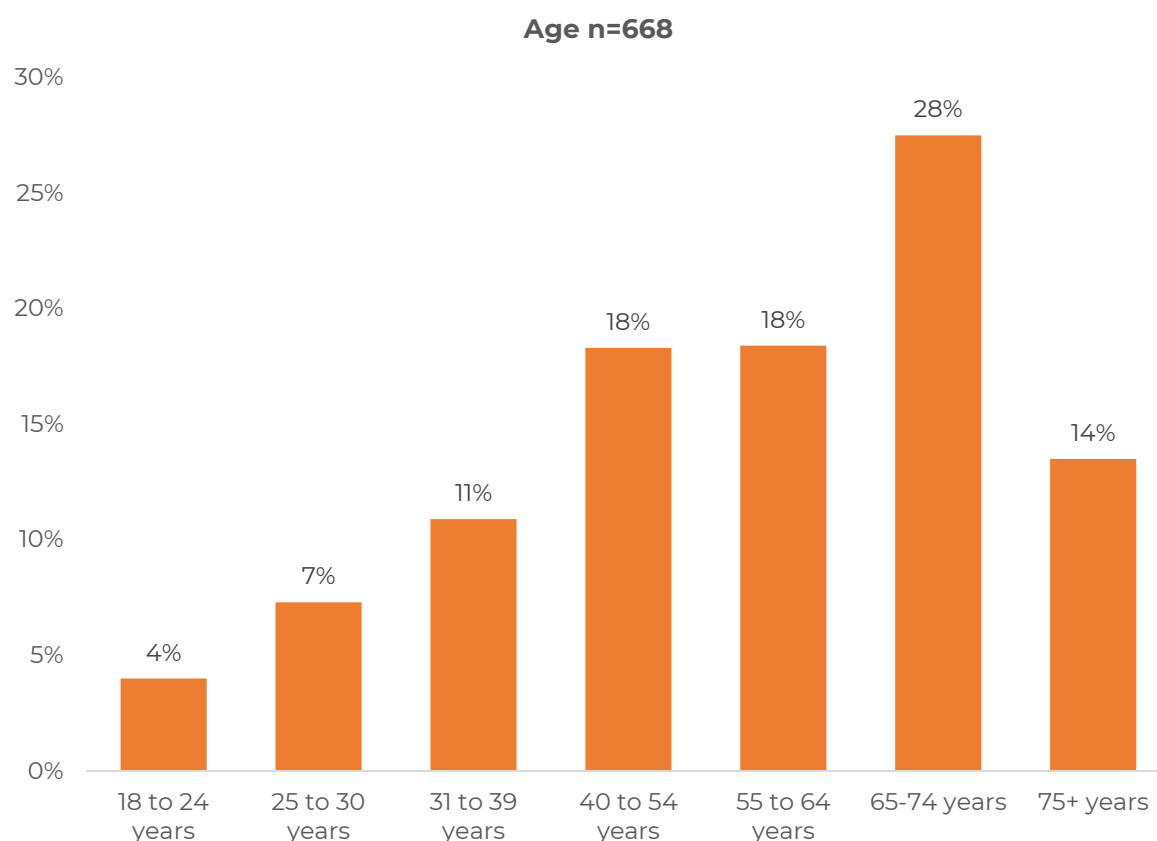
Q48. Gender



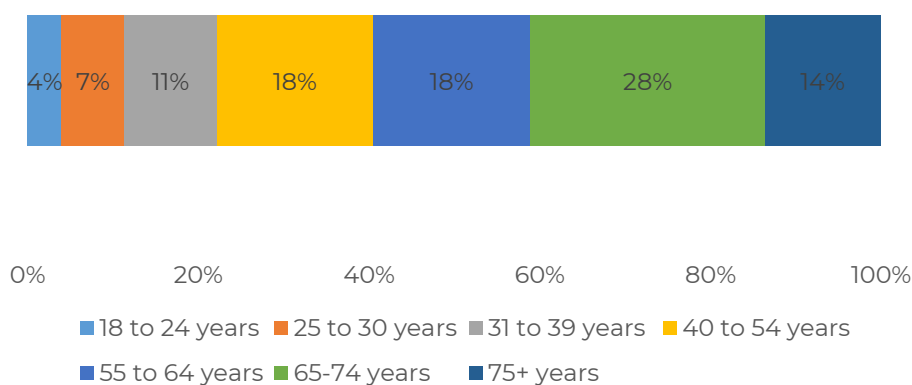
We also offered 'non-binary' as a gender option this survey and there were 3 respondents who fit this category. In addition, there were another 9 respondents who preferred not to say.

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.

Q49. Age bracket

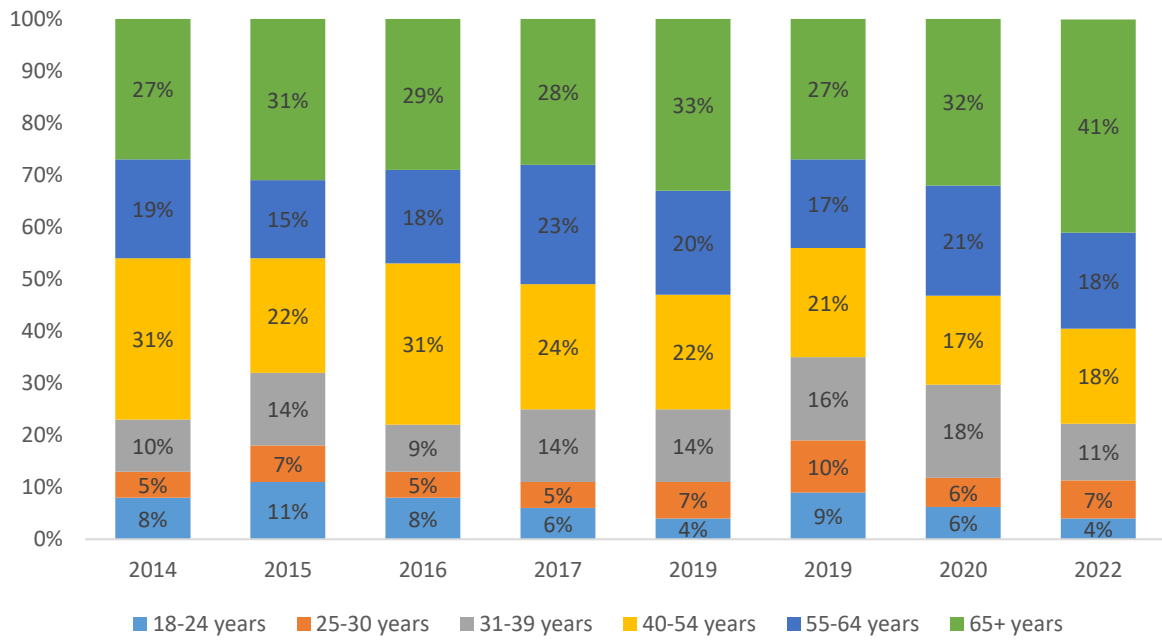


Age of respondents n=668



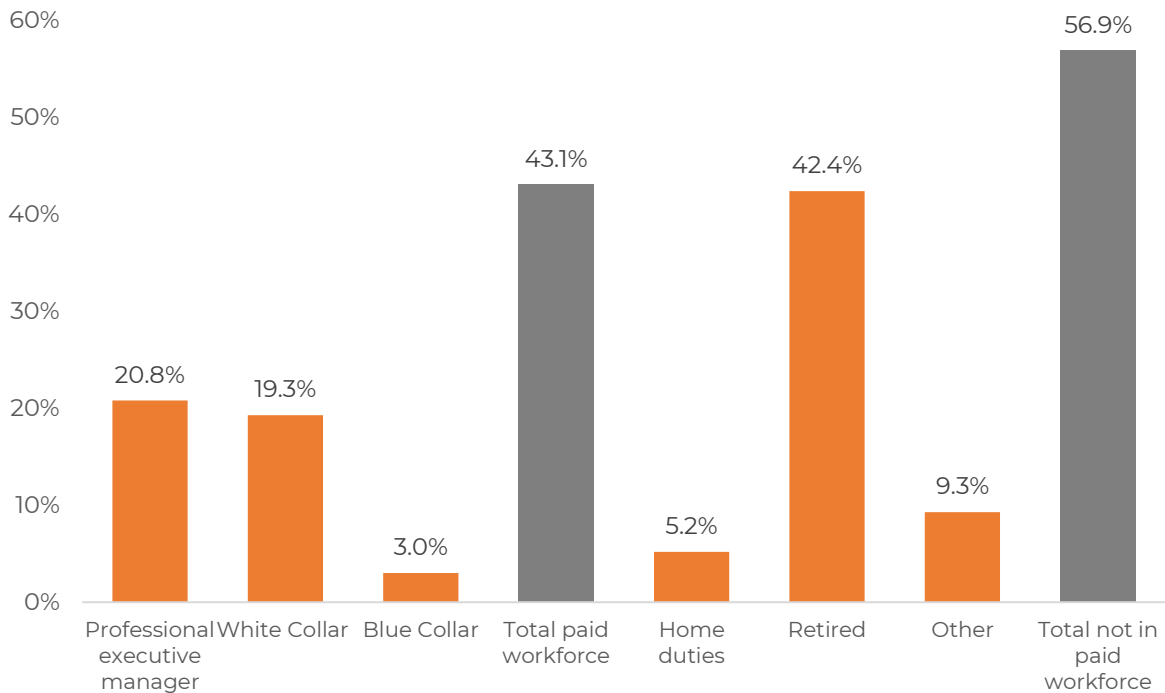
We have achieved a sample very close to the population breakdown of the area. 22% of our sample are aged under 40 and 78% over 40. This skew was due to the number of self-completion surveys conducted on Your Holdfast. Rather than delete them from the data we have chosen to analyse all 668 respondents and accept a larger sample than just 400 people.

Comparison of age 2014-2022

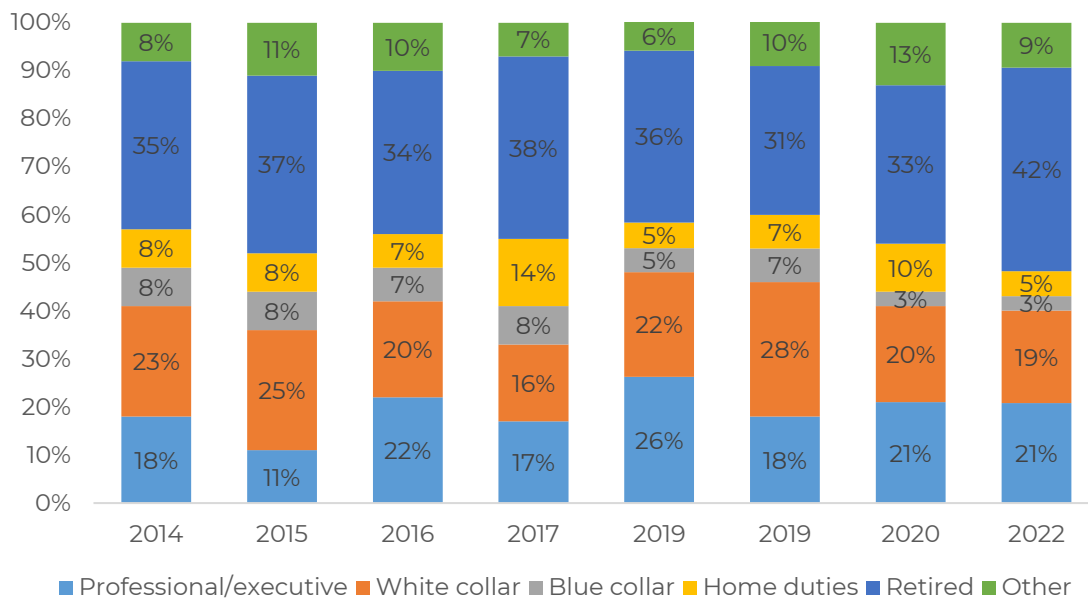


Q50. Occupation

Employment n=668



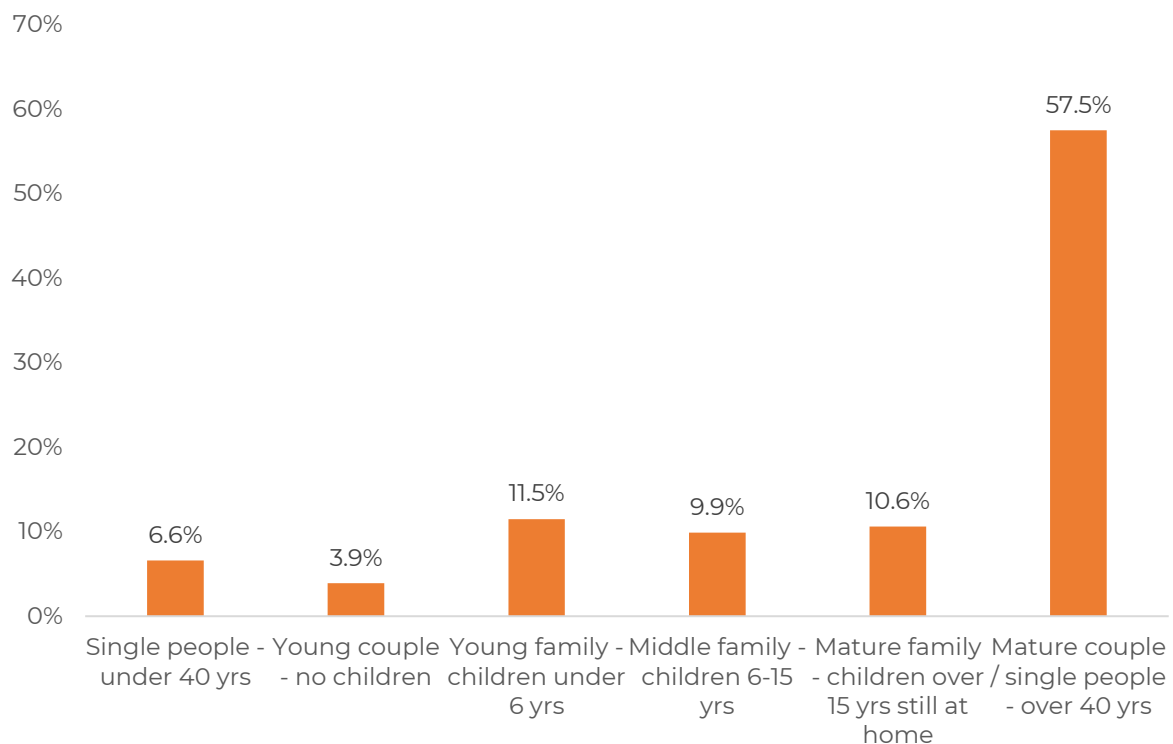
Employment comparison 2014-2022



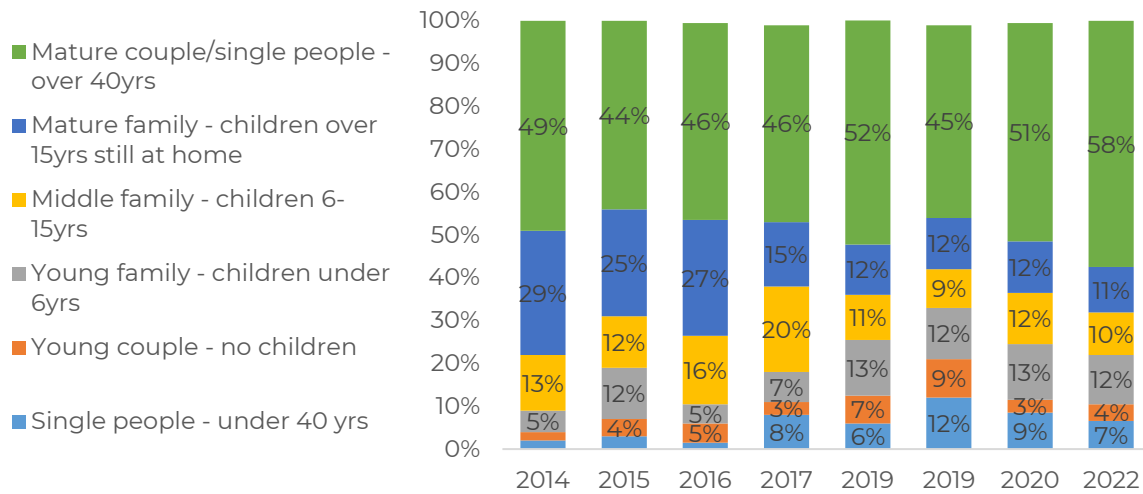
Very similar patterns of employment have occurred over all surveys.

Q51. Household structure

Household structure n=668

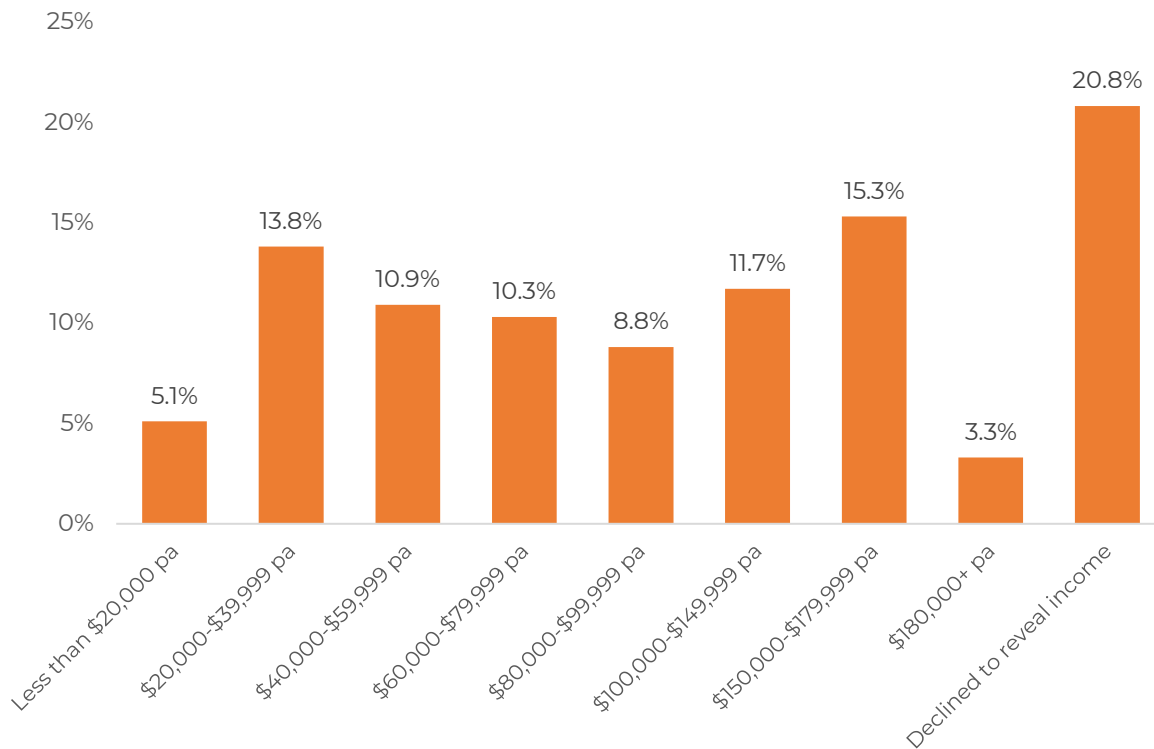


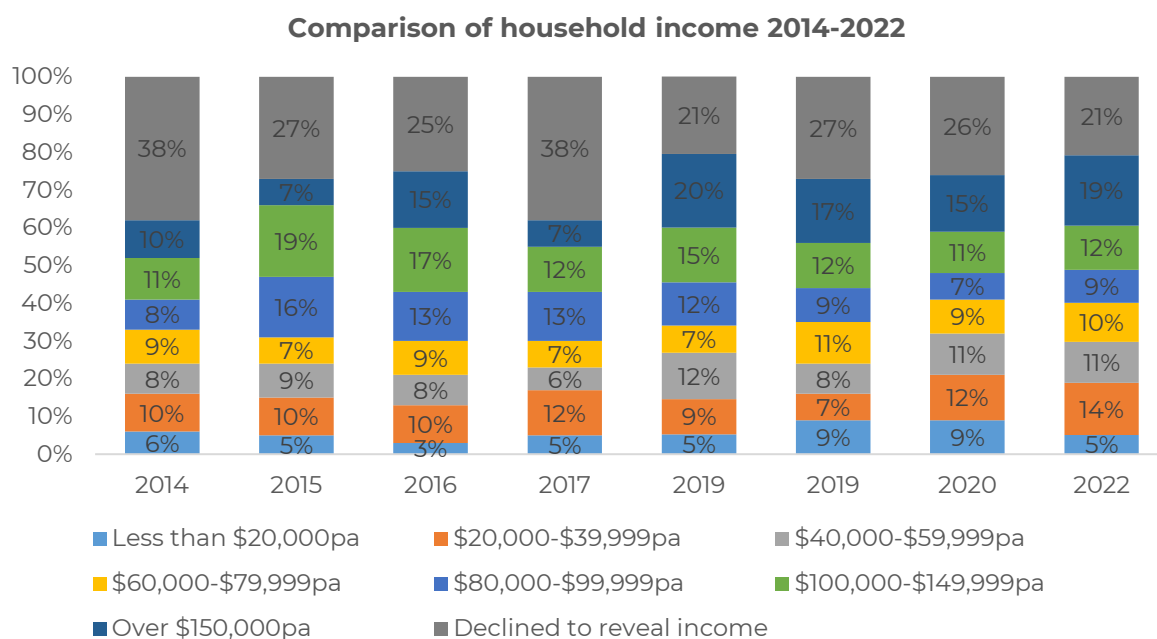
Household structure comparison 2014-2022



Q52. Household income

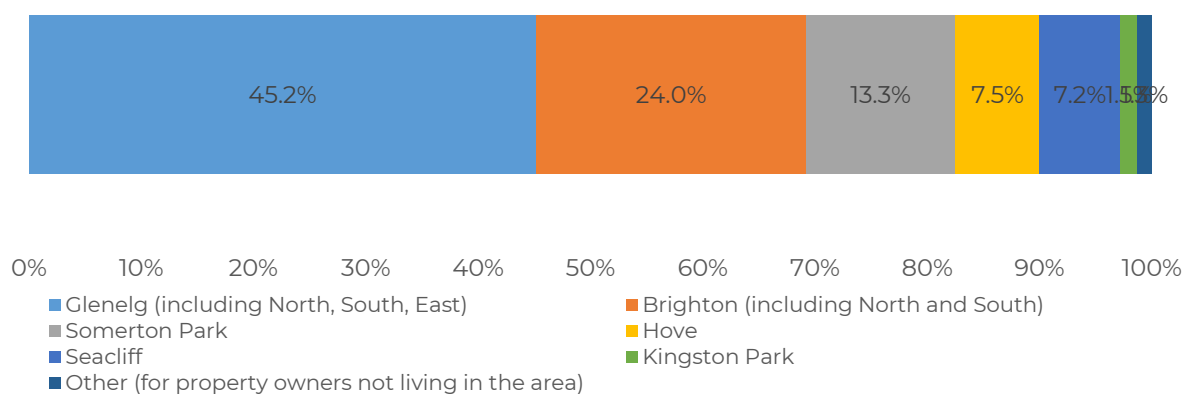
Household income n=668



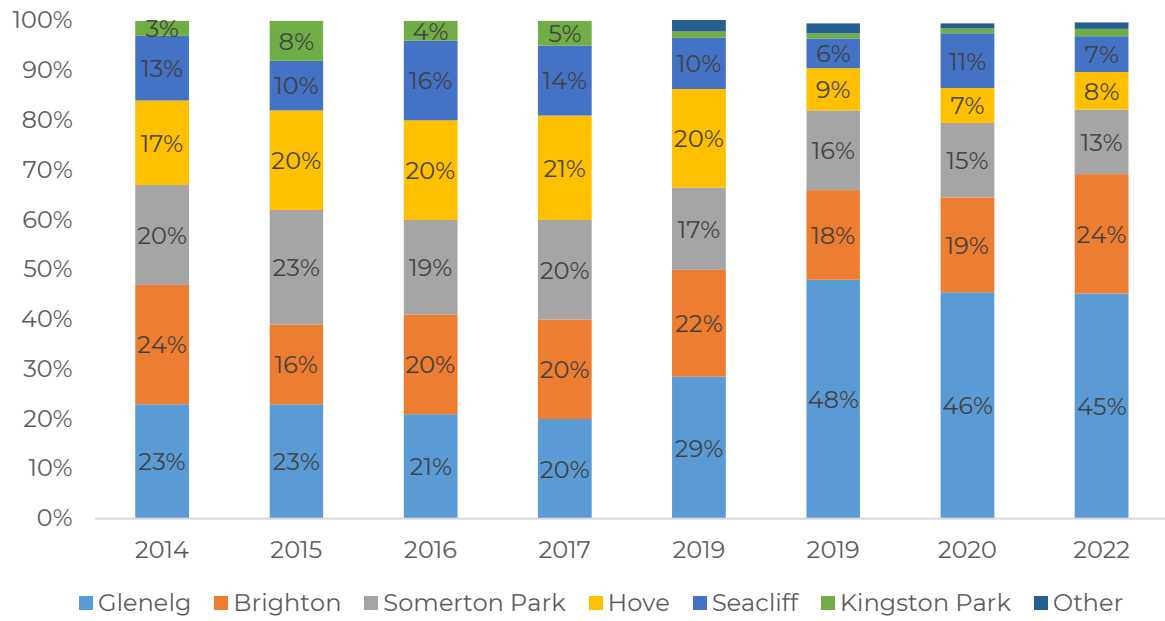


Q53. Which Holdfast Bay suburb do you live in?

Location of residents n=668



Comparison of suburb representation 2014-2022



8. Questionnaire

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.

Please note your responses will be 100% anonymous and confidential. Intuito Market Research abides by The Research Society's Privacy Code for Market and Social Research. All data gathered will be treated with the strictest confidentiality and will only be used for research purposes. Intuito is a member of The Research Society and works to the highest privacy standards.

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

Q1. I feel safe in my neighbourhood.

Strongly disagree Strongly agree Unsure
0 1 2 3 4 5 6 7 8 9 10

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

Strongly disagree Strongly agree Unsure
0 1 2 3 4 5 6 7 8 9 10

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

Strongly disagree Strongly agree Unsure
0 1 2 3 4 5 6 7 8 9 10

Social aspects

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.).

Strongly disagree Strongly agree Unsure
0 1 2 3 4 5 6 7 8 9 10

Q5: The City of Holdfast Bay provides programs that foster social interaction and community wellbeing.

Strongly disagree Strongly agree Unsure
0 1 2 3 4 5 6 7 8 9 10

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

Q12. Providing arts and cultural experiences and opportunities?

Very unsatisfied
0 1 2 3 4 5 6 7 8 9 10
Very satisfied Unsure

Q13. Providing library services and programs?

Very unsatisfied
0 1 2 3 4 5 6 7 8 9 10
Very satisfied Unsure

Q14. Providing and maintaining community centres and programs?

Very unsatisfied
0 1 2 3 4 5 6 7 8 9 10
Very satisfied Unsure

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

Very unsatisfied
0 1 2 3 4 5 6 7 8 9 10
Very satisfied Unsure

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

Very unsatisfied
0 1 2 3 4 5 6 7 8 9 10
Very satisfied Unsure

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

Very unsatisfied
0 1 2 3 4 5 6 7 8 9 10
Very satisfied Unsure

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

Very unsatisfied
0 1 2 3 4 5 6 7 8 9 10
Very satisfied Unsure

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

Very unsatisfied
0 1 2 3 4 5 6 7 8 9 10
Very satisfied Unsure

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

Q20. The management of storm water and drainage.

Very unsatisfied
0 1 2 3 4 5 6 7 8 9 10
Very satisfied Unsure

Q21. Maintaining our beaches and coastal areas.

Very unsatisfied
0 1 2 3 4 5 6 7 8 9 10
Very satisfied Unsure

Very unsatisfied 0 1 2 3 4 5 6 7 8 9 10 Very satisfied Unsure

Very unsatisfied Very satisfied Unsure

0 1 2 3 4 5 6 7 8 9 10

Very unsatisfied Very satisfied Unsure

0 1 2 3 4 5 6 7 8 9 10

Very unsatisfied Very satisfied Unsure

0 1 2 3 4 5 6 7 8 9 10

Very unsatisfied Very satisfied Unsure

0 1 2 3 4 5 6 7 8 9 10

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Very unsatisfied 0 1 2 3 4 5 6 7 8 9 10 Very satisfied Unsure

Very unsatisfied Very satisfied Unsure

0 1 2 3 4 5 6 7 8 9 10

Q30. Providing and maintaining cycle networks.

Very unsatisfied

0 1 2 3 4 5 6 7

Very satisfied Unsure

8 9 10

Q31. Providing and maintaining public toilets.

Very unsatisfied

0 1 2 3 4 5 6 7

Very satisfied Unsure

8 9 10

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

Very unsatisfied

0 1 2 3 4 5 6 7

Very satisfied Unsure

8 9 10

Q33: Why did you rate your satisfaction with Jetty Road, Glenelg this way?

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

Very unsatisfied

0 1 2 3 4 5 6 7

Very satisfied Unsure

8 9 10

Q35: Why did you rate your satisfaction with Jetty Road, Brighton this way?

Q36. How satisfied are you with the Broadway, Glenelg?

Very unsatisfied

0 1 2 3 4 5 6 7

Very satisfied Unsure

8 9 10

Q37: Why did you rate your satisfaction with the Broadway, Glenelg this way?

Q38. How satisfied are you with the design of new development in the area?

Very unsatisfied

0 1 2 3 4 5 6 7

Very satisfied Unsure

8 9 10

Q39. Which aspects do you believe are important considerations for design and development in the area?

- ☐ 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)

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

Totally disagree 0 1 2 3 4 5 6 7 8 9 10 Totally agree

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

Very unsatisfied 0 1 2 3 4 5 6 7 8 9 10 Very satisfied

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

Very unsatisfied 0 1 2 3 4 5 6 7 8 9 10 Very satisfied

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

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 space
- ☐ 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)

Many people these days wish to live at home for as long as they possibly can, some to end of life and seeking associated palliative care. Ongoing services will be needed to enable this and we would like to ask you about some of the services which are available now.

Q45. There are a number of aged care services in the City of Holdfast area. Which of the following providers are you aware of that have services in the area? Choose all that apply.

- ☐ ECH
- ☐ Southern Cross
- ☐ Alwyndor
- ☐ Eldercare
- ☐ Uniting Communities
- ☐ Calvary
- ☐ ACH
- ☐ None of these

Q46. Which of the following services for older community members do you think you (and/or a family member) may wish to use in the future?

- ☐ Household chores (i.e. light gardening, cleaning, meal preparation)
- ☐ Home modifications such as easy access taps, safety rails, ramps, etc.
- ☐ Assistance with shopping
- ☐ Assistance with transport (i.e. shopping, appointments, etc.)
- ☐ Social opportunities, whether group activities like lunches or social trips, etc.
- ☐ Wellness classes such as yoga, meditation, fitness classes, health education, etc.
- ☐ Assistance with medication
- ☐ Personal care such as help showering or dressing
- ☐ Respite (i.e. in house or day respite)
- ☐ Therapy services such as physiotherapy, podiatry, speech pathology, etc.
- ☐ Residential care
- ☐ End of life care at home
- ☐ Don't know / not sure
- ☐ Other (please specify)

Demographics

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

Q47: What is your gender? (Single response.)

- ☐ Male
- ☐ Female

-
- Non-binary
 - Prefer not to say

Q48: In which age bracket do you belong? (Single response.)

- 18-24 years
- 25-30 years
- 31-39 years
- 40-54 years
- 55-64 years
- 64-75 years
- 75+ years

Q49: How would you describe your employment? (Single response.)

- Professional/executive/manager
- White collar (office workers, retail assistant, nurse, teacher, etc.)
- Blue collar (trades, manufacturing, agriculture, etc.)
- Home duties
- Retired
- Other (unemployed, student, carer)(please specify)

Q50: Which of these groups best describes your household? (Single response.)

- Single people (people aged under 40 years living alone or sharing accommodation)
- Young couple without children (married or living together)
- Young family (couple or single parent with children under 6 years)
- Middle family (couple or single parent with children aged 6-15 years)
- Mature family (couple or single parent with children over 15 years and at least one living at home)
- Mature couple or single (couple or single in middle to late age groups over 40 years with no children at home)

Q51: What is your gross household income? (Single response.)

- Under \$20,000pa
- \$20,000-\$39,999pa
- \$40,000-\$59,999pa
- \$60,000-\$79,999pa
- \$80,000-\$99,999pa
- \$100,000-\$149,999pa
- \$150,000+
- Prefer not to say

Q52: 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

Q53. 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 something additional you would like to say.