

WELLBEING SURVEY

SEPTEMBER 2015

REPORT PREPARED BY NIELSEN FOR THE CANTERBURY EARTHQUAKE RECOVERY
AUTHORITY AND PARTNERING AGENCIES

CERA 
Canterbury Earthquake
Recovery Authority
Te Mana Haumanu ki Waitaha

Christchurch
City Council 

Canterbury
District Health Board
Te Pōwhiri Hauora o Waitaha


Te Rūnanga o NGĀI TAHU

NHRP
Natural Hazards
Research Platform


Selwyn
DISTRICT COUNCIL

 WAIMAKARIRI
DISTRICT COUNCIL

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OPINION STATEMENT

Nielsen certifies that the information contained in this report has been compiled in accordance with sound market research methods and principles, as well as proprietary methodologies developed by, or for, Nielsen. Nielsen believes that this report represents a fair, accurate and comprehensive analysis of the information collected, with all sampled information subject to normal statistical variance.

1. EXECUTIVE SUMMARY



INTRODUCTION

This report has been prepared for the agencies partnering the CERA Wellbeing Survey. It presents a high-level overview of results from a survey of residents of greater Christchurch.

CERA has developed the Canterbury Wellbeing Index to measure the progress of earthquake recovery. The Wellbeing Survey supplements indicators drawn from official data sources by collecting data on the self-reported wellbeing of residents.

The survey also monitors residents' perceptions of the recovery.

This is the seventh Wellbeing Survey that has been undertaken. The initial survey was conducted in September 2012, the second in April 2013, the third in September 2013, the fourth in April 2014, the fifth in September 2014 and the sixth in April 2015. Where appropriate, comparisons have been made to the previous results.

METHOD

This survey was carried out using a self-completion methodology. A random selection of residents of greater Christchurch was made from the Electoral Roll and respondents either completed the survey online or via a hard copy questionnaire posted to them.

The table below outlines the fieldwork dates, number of completed questionnaires and the final response rate for each of the seven surveys conducted thus far.

	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015	Sept 2015
Fieldwork dates	29 Aug to 15 Oct 2012	21 Mar to 5 May 2013	23 Aug to 6 Oct 2013	19 Mar to 4 May 2014	28 Aug to 15 Oct 2014	11 Mar to 5 May 2015	2 Sep to 21 Oct 2015
Completed questionnaires:							
Total	2381	2438	2476	2511	2738	2550	2526
Christchurch City	1156	1210	1240	1276	1401	1327	1213
Selwyn District	618	621	640	633	642	590	645
Waimakariri District	607	607	596	602	695	633	668
Response rate:							
Total	52%	48%	43%	38%	39%	36%	34%
Christchurch City	*not	48%	42%	39%	39%	38%	35%
Selwyn District	calculated by TLA in Sept	48%	44%	40%	38%	34%	33%
Waimakariri District	2012	48%	42%	36%	38%	33%	33%

OVERALL OBSERVATIONS FROM THE RESULTS OF EACH SURVEY

September 2012: The first Wellbeing Survey was conducted in September 2012. At this time, just over half (54%) of residents indicated that their quality of life had decreased since the earthquakes, negative impacts were being felt by most residents and high levels of stress were reported. Despite these factors, residents acknowledged that they had been experiencing some positive outcomes such as sense of community, pride in ability to cope, and renewed appreciation of life.

April 2013: When this survey was carried out in April 2013, progress towards recovery was evident when results were compared against the benchmark survey in September 2012. At this time, there were considerable improvements in perceptions of quality of life and fewer indicated they were being negatively impacted by primary stressors, including the anxiety caused by ongoing aftershocks, dealing with frightened or upset children and workplace safety concerns.

September 2013: When the survey was repeated in September 2013, further improvements were less dramatic (particularly in the already improved primary stressors); however, recovery was flowing on to some of the secondary stressors such as transport related pressures and additional work pressures. The proportion dealing with EQC or insurance issues continued to decline significantly, though it remained the most prevalent stressor in 2013.

April 2014: In April 2014, improvements were less evident. Many of the positive outcomes associated with the earthquake were dissipating with time. The rebuild continued to interrupt residents' everyday lives and this resulted in some aspects being given less positive ratings compared to September 2013. There was a sense that the disruptions stemming from the widespread rebuilding activity were testing the patience of residents. In particular, the impact of living day to day in a damaged environment surrounded by construction work and increased transport pressures was causing some frustrations.

September 2014: By the time of the September 2014 survey, the focus was shifting more towards the rebuild and the future of greater Christchurch. The survey showed a significant lift in optimism among residents. There was recognition of tangible signs of progress, which resulted in improvements in many indicators. Residents were more satisfied with the opportunities they had received to influence earthquake recovery decisions, likely to have been related to various consultation initiatives underway at the time. Throughout the two 2014 surveys, the impact of being in a damaged environment and/or surrounded by construction work was causing the most stress.

April 2015: Results in April 2015 showed a further reduction in the proportion of residents being negatively impacted by the earthquakes, with residents again acknowledging the tangible signs of progress that occurred and significant construction in the area. This tangible progress seemed to have a positive effect on residents' psychosocial recovery with ratings of quality of life showing an upward trend, a higher proportion of residents stating that their quality of life had improved over the last 12 months, fewer residents regularly feeling stressed and improvements in the average WHO-5 result (a self-rated measure of emotional wellbeing). However, the increased level of confidence in the decisions being made about recovery seen in September 2014 and the level of satisfaction expressed with the information being provided by agencies, rebounded in April 2015 to the lower levels seen in earlier measures. This was largely driven by a significant deterioration in responses from residents in Selwyn District who historically had expressed greater confidence in decision making and greater

satisfaction with information compared with those living in Christchurch City or Waimakariri District. Residents of Christchurch City continued to be more negatively impacted by the earthquakes.

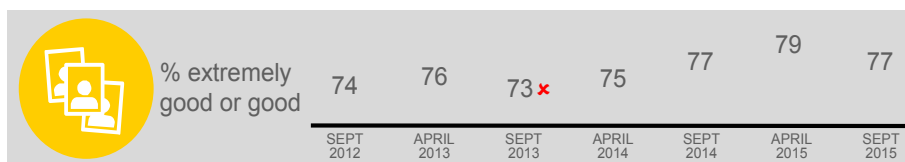
September 2015: Five years on from the 4 September 2010 earthquake, there has been a drop in the optimism that has been evident over the last 12-18 months (particularly among those living in Christchurch City). This is reflected in a drop in overall confidence that residents have in the agencies making the earthquake recovery decisions and a drop in satisfaction with the opportunities the public has had to influence those decisions.

When analysing the comments made by residents it is evident that there is some frustration that the regeneration of greater Christchurch is not happening as quickly as they may have originally expected or hoped. In addition, some wish that there was less bureaucracy and more focus on improving community facilities like schools and pools rather than on the larger anchor projects.

Despite these frustrations, the wellbeing of residents has not been negatively affected with key wellbeing indicators remaining fairly stable (quality of life, experience of stress and WHO-5 index).

QUALITY OF LIFE INDICATORS

Almost eight in ten (77%) greater Christchurch residents rate their quality of life positively (19% rate it extremely good while 58% rate it as good). The upward trend that has been evident since September 2013 has now stabilised. Some 6% rate their quality of life poorly which is consistent with previous measures.



The proportion who indicates their quality of life has decreased compared to 12 months ago is also stable with 16% indicating that their quality of life has decreased and 22% stating that it has increased over the past 12 months.

Over four in ten (43%) residents of greater Christchurch have moved properties since the earthquake on 4 September 2010. Among those who have moved, nearly a quarter (23%) indicated that they had to move due to the impact of the earthquakes and 16% indicated that the earthquakes were a factor in their decision to move. However, the majority of residents (61%) have moved for reasons unrelated to the earthquakes. Overall these results indicate that 10% of all greater Christchurch residents had to move as a result of the earthquakes, while 7% said the earthquakes were a factor in their decision to move.

Just under three quarters of those who have moved are satisfied with their new location (73%). This is a significant decrease compared to previous measures, with a higher proportion stating that they are dissatisfied with their new location. When looking at satisfaction with the new area by reason for moving, it is not surprising that those who had to move are less satisfied with the new area (64% satisfied or very satisfied, compared to 77% among those who moved for a non earthquake related reason and 74% among those who say their decision to move was in part due to the impact of the earthquakes).

Fewer than half (46%) of those living in greater Christchurch agree (strongly agree or agree) that they feel a sense of community with others in their neighbourhood. This represents a significant decline since April

2015 which is being driven by those living in Christchurch City.

Almost all residents (97%) indicate that they have someone to turn to for support if they need help. Family (90%) and friends (65%) continue to be the most common forms of support that residents turn to. Just 1% say they do not have anyone they can turn to for help.

Nearly three quarters (73%) of greater Christchurch residents have experienced stress that has had a negative effect on them at least sometimes in the past 12 months. One in five (20%) residents regularly feel stressed (most or all of the time).

NEGATIVE IMPACTS OF THE EARTHQUAKES

A list of over twenty possible negative issues was shown to residents who indicated whether, and the extent to which, their everyday lives were still being impacted by each issue as a result of the earthquakes.

In April 2013 the proportion of residents indicating that an issue was continuing to have a strong negative impact on their everyday lives decreased for all but one of the issues, with recovery most evident in the primary stressors, including the anxiety caused by ongoing aftershocks, dealing with frightened or upset children and workplace safety concerns.

In September 2013 there was further improvement seen in some of the secondary stressors that weren't so evident in April 2013. Factors such as dealing with EQC/insurance issues, transport related pressures, additional work pressures and potential or actual loss of employment or income all showed improvement.





In April 2014, there was a lot of demolition and construction in the greater Christchurch area and, as a result, residents were feeling more of a negative impact on their everyday lives from the following issues: being in a damaged environment, transport related pressures, loss of recreation facilities (both indoor and outdoor), and meeting places for community events.

In September 2014, there was significant improvement for 14 out of the 27 issues (though for six of these changes the results rebounded to levels similar to September 2013 - prior to the frustrations with the construction seen in April 2014). The most significant improvements were seen in the decreasing proportion continuing to be negatively impacted by dealings with EQC or insurance issues in relation to personal property and houses, the need to make decisions about house damage, repairs and relocation. In addition, fewer residents are feeling uncertain about their future in Canterbury, distressed or anxious about ongoing aftershocks and struggling with additional financial burdens.

In April 2015, the proportion still experiencing each of the negative impacts decreased significantly for 13 of the issues. The negative impact of being in a damaged environment continued to be the most prevalent issue with two in ten (19%) saying the impact on their everyday lives was moderate or major. Following this, the loss of other recreational, cultural and leisure time facilities were negatively impacting 15% of residents, as were transport related issues.

In September 2015, being in a damaged environment and surrounded by construction work remains the most prevalent issue for residents of greater Christchurch with 20% considering that this has a major or moderate impact on their everyday lives.

The most prevalent issues continuing to have a strong negative impact are:

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
 Being in a damaged environment and / or surrounded by construction work	30	21✓	20	24*	19✓	19	20
 Loss of other recreational, cultural and leisure time facilities	34	21✓	17	20*	17✓	15✓	15
 Loss of indoor sports and active recreation facilities	24	16✓	13	17*	14✓	12✓	13
 Dealing with EQC/insurance issues in relation to personal property and house	37	26✓	23✓	21	15✓	13✓	13

A wide variety of issues are mentioned by residents who are still being negatively impacted by their dealings with EQC and insurance issues. The poor quality of repairs and the long timeframes involved in the repair process continue to be the most frequently mentioned issues. However, as time goes on, issues around long timeframes are becoming less of an issue (14%, down from 17% in April 2015) while the quality of repairs is increasing as an issue for residents (21%).

The issues showing the most significant improvements over the last year are transport related pressures, uncertainty about remaining in the region and distress or anxiety with ongoing aftershocks.

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
 Transport related pressures	20	17✓	14✓	22*	15✓	15	12✓
 Uncertainty about their own or family's future in Canterbury	30	16✓	16	15	13✓	13	11✓
 Distress or anxiety associated with ongoing aftershocks	42	16✓	14	14	12✓	12	9✓

POSITIVE OUTCOMES OF THE EARTHQUAKES

A list of 14 possible positive outcomes was also presented to respondents.





From September 2012 to April 2014 many of the initial 'reactionary' positive outcomes of the earthquakes were slowly dissipating with time, particularly pride in ability to cope, renewed appreciation of life, heightened sense of community, spending more time with family and increased resilience.

From September 2014 to April 2015, as the focus of the agencies shifted from recovery to rebuild,





there were some significant improvements for the impacts relating to construction progress including: tangible signs of progress, access to new and repaired recreational, cultural and leisure time facilities, opportunity to experience public events and spaces and business and employment opportunities.

In September 2015, however, there have been no increases in any of the positive impacts and four areas have significantly declined, reversing the upward trend they had previously shown and returning to levels seen 12 months ago. Residents have less sense of a personal commitment to their local area (particularly in Christchurch City), and fewer of them think that there have been enhanced opportunities for business and employment.

The four most prevalent issues having a strong positive impact are:

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
 Renewed appreciation of life	45	33*	29*	27	27	29	27
 Tangible signs of progress	NA*	NA*	18	15*	20✓	24✓	22
 Pride in ability to cope under difficult circumstances	41	26*	24	22	23	22	22
 Spending more time together as a family	36	27*	25	20*	21	22	22

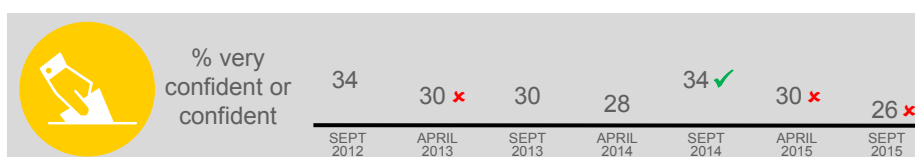
The issues showing significant decreases since April 2015 are illustrated below:

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
 Sense of stronger personal commitment to Christchurch / Selwyn / Waimakariri	24	20*	18	16	17	20✓	17*
 Opportunity to experience public events and spaces	14	15	14	14	14	18✓	13*
 Business and employment opportunities	11	10	11	12	12	15✓	11*
 Income related benefits	7	8	9	8	9	10	8*

CONFIDENCE IN DECISION MAKING

Residents have always been polarised as to whether or not they have confidence in the decisions being made by the agencies involved in the recovery.

Twelve months ago there was an increase in confidence in recovery decision-making as residents noticed tangible signs of progress but since then there have been two significant decreases in confidence such that now one quarter (26%) of all residents express confidence, while a higher proportion (39%) **lacks** confidence in the decisions being made. In April 2015, Selwyn District residents were largely responsible for the drop in confidence but six months later, it is Christchurch City residents who are significantly less likely to be confident (26% confident down from 31% in April).

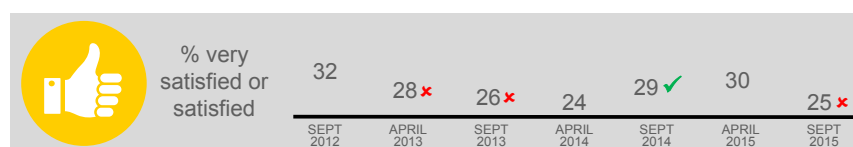


The downwards trend can also be seen when looking at confidence in the decisions being made by CERA. Confidence with Selwyn District Council has increased thus returning to levels seen prior to April 2015. For the other agencies confidence is relatively stable.

The proportion who have confidence (% confident or very confident) with each agency is listed below:

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
CERA	41	35*	35	33	37	33*	29*
CHRISTCHURCH CITY COUNCIL	29	28	26	29	37	35	33
SELWYN DISTRICT COUNCIL	41	37	42	39	44	36*	45
WAIMAKARIRI DISTRICT COUNCIL	43	37*	37	35	47	49	46
ENVIRONMENT CANTERBURY	28	27	28	25*	30	30	28

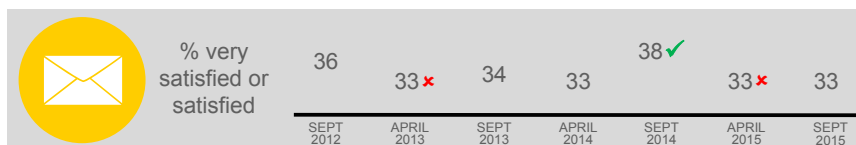
There has also been a decrease in satisfaction with the opportunities the public has had to influence earthquake recovery decisions. A quarter (25%) of greater Christchurch residents are satisfied (very satisfied or satisfied) with the opportunities they have to influence decision-making but a third (35%) are dissatisfied. The improvements seen in September 2014 and April 2015 have not been maintained.



SATISFACTION WITH INFORMATION

Residents also have very polarised views about the information they have received in relation to earthquake recovery decisions.

A third (33%) express satisfaction with the overall information received, 27% express dissatisfaction, and the remaining 40% do not have a firm view. These results are very similar to those of April 2015.



Overall satisfaction with information received about the earthquake recovery decisions has dropped significantly for Waimakariri District residents which means that all three TLAs now have similar levels of satisfaction.

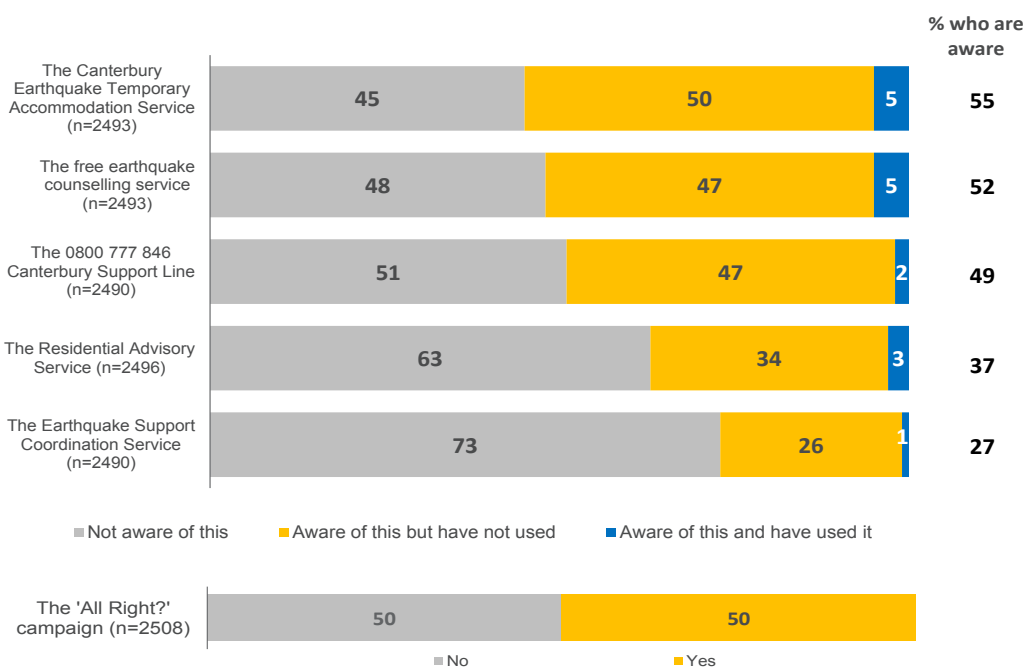
There continues to be a range of information provided to residents, with the great majority noticing information relating to earthquake recovery decisions from a number of various agencies. Satisfaction with this information shows mixed results. An overview of the results is listed below:

- The decrease in satisfaction with the information received from CERA that was seen in April 2015 has continued with satisfaction dropping further to 31%. There has been a corresponding increase in dissatisfaction from 16% to 19%.
- Satisfaction with the information from Christchurch City Council (33% satisfied or very satisfied) remains at a similar level to that of April 2015.
- Perceptions of the information received from Selwyn District Council have risen slightly (38% indicating they are satisfied or very satisfied).
- Waimakariri residents continue to be more satisfied with the information received from the Waimakariri District Council (currently 44% are satisfied).
- The proportion of residents (27%) satisfied with the information from Environment Canterbury remains at a similar level to six months ago. Satisfaction ratings of this information continue to be the lowest of all the information types received.
- Improvements in satisfaction with the information received from EQC and from private insurers seen in September 2014 and maintained in April 2015 have dropped back to lower levels seen prior to September 2014. However, levels of dissatisfaction have not risen, rather, there has been an increase in the proportion of residents who are neutral about the information.

AWARENESS AND OPINION OF SERVICES

Since the earthquakes, a number of services have been implemented in greater Christchurch to assist people living in the area. Awareness of the various support services is similar to April 2015 with the exception of the Canterbury Earthquake Temporary Accommodation Service which has decreased from 59% to 55%.

The following chart summarises the level of awareness and usage of each of these services:



Base: All respondents, excluding not answered

Favourability towards each of the services is positive, particularly among those who have used each of the services. There have been no significant changes since April 2015. However, the following points are noted:

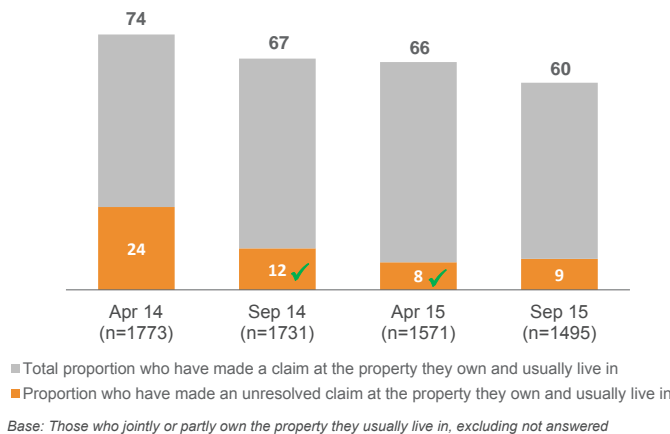
- The increase in those who think favourably of the Canterbury Earthquake Temporary Accommodation Service that was achieved in April 2015 has been maintained with over eight in ten (82%) having a favourable view.
- Attitudes towards the 'All Right?' campaign are very positive with seven in ten (70%) saying their opinion is favourable or very favourable.
- Among those who have used the free earthquake counselling service the proportion who are favourable has been dropping since September 2014 but it is still highly rated by 81%.

INSURANCE CLAIMS ON RESIDENTIAL DWELLINGS

Sixty percent of residents who own the dwelling they currently live in have made an insurance claim on their dwelling as a result of the earthquakes. The proportion that made a claim for the dwelling they own and usually live in is decreasing over time due to more and more residents having moved houses since the earthquakes and the survey any claims made on dwellings that residents previously owned and lived in).

The status of these claims is broken out as follows:

- 51% have had their claim resolved and the home-owner has accepted the offer from their insurer
- 9% have not yet had their claim resolved (with 2% having received an offer on their dwelling claim but who have not accepted it yet, 2% having had an assessment on their dwelling claim from their insurer but who have not received an offer yet, 3% who are still waiting for an assessment from their insurer, and 2% who said other - comments mainly relate to the home-owners being in dispute over the value of the offer or quality of repairs undertaken). The proportion with unresolved claims has been significantly decreasing over time, although in September 2015 this trend has stalled as illustrated below:



Over half (56%) of those who made a dwelling claim have received a cash settlement offer from their insurer. The majority (71%) have completed or started their repairs or rebuild, while 22% are either intending to start repairs or rebuilding but have not done so or are still deciding what to do.

2. BACKGROUND



BACKGROUND

CERA has developed the Canterbury Wellbeing Index to measure the progress of earthquake recovery and to provide timely feedback to social and other agencies when trends in community wellbeing emerge.

CERA is supplementing indicators drawn from official data sources by collecting data around the self-reported wellbeing of residents. It is also monitoring residents' perceptions of the recovery. Nielsen has been commissioned to conduct this research.

This is the seventh Wellbeing Survey that has been undertaken. The initial survey was conducted in September 2012 with subsequent measures taking place every six months. Where possible, comparisons have been made to the results of the previous surveys to determine the extent to which change is occurring.

This report provides a high-level overview of the results of the survey.

The CERA Wellbeing Survey is being partnered by Christchurch City Council, Waimakariri District Council, Selwyn District Council, Canterbury District Health Board, Ngāi Tahu and the Natural Hazards Platform (a multi-party research platform funded by the Ministry of Science and Innovation). The survey is also a collaboration between Government departments and the academic community which will undertake detailed analysis of the data.

Nielsen would like to sincerely thank the residents of greater Christchurch who took the time to respond to this survey.

ETHICS APPROVAL

After seeking advice, the Survey Team determined that the method and content of the CERA Wellbeing Survey did not require Health and Disability Committee ethics approval.

The project design was peer-reviewed by the Massey University Ethics Committee and the chair confirmed that it fell into the low ethical risk category. The research conforms to the Massey University Code of Ethical Conduct for Research Involving Human Participants.

QUESTIONNAIRE DEVELOPMENT

Prior to the September 2012 survey a draft questionnaire was prepared by the survey partners in consultation with their internal stakeholders. This questionnaire was then amended following consultation with Nielsen and pre-tested face-to-face on a small number of residents of greater Christchurch.

The questionnaire was designed to be repeatable for subsequent surveys in order to track progress accurately over time. As a result, for the subsequent surveys, the questionnaire was kept largely the same with some questions removed to make room for additional questions that were of interest at the time. An outline of the key changes made can be found in Appendix 1.

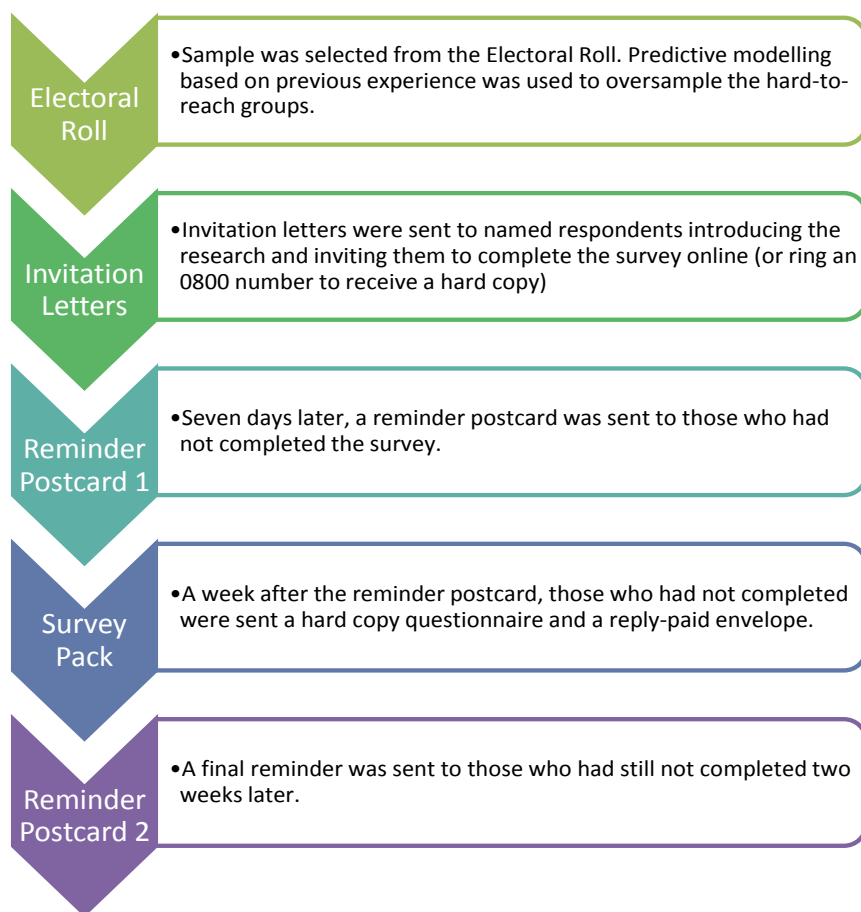
OVERVIEW OF METHOD AND SAMPLE

The target population for this research was people aged 18 years and over who currently reside in greater Christchurch.

The Electoral Roll was used as the sampling frame as it is the most comprehensive database of individuals in New Zealand.

This survey used a self-completion methodology, with respondents being encouraged to complete the survey online initially before being provided with a paper questionnaire.

An overview of the research process is shown below:



The research took place between 2 September 2015, when the first invitation letters were sent, and 21 October 2015 when the survey closed and data entry was complete.

For more details about the methodology, please refer to Appendix 1.

RESPONSE TO SURVEY

From 8327 people selected randomly from the Electoral Roll, 2526 completed questionnaires were received. The response rate for this survey was 34%. This is calculated as the number of completed interviews as a proportion of total number of selections minus exclusions based on known outcomes (e.g. death, moved out of region, gone no address). (Please see Appendix 1 for detailed response rate calculations).

The response rate for Christchurch City was 35%, for Selwyn District it was 33% and for Waimakariri District it was 33%.

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Number of completed questionnaires:							
Total	2381	2438	2476	2511	2738	2550	2526
Christchurch City	1156	1210	1240	1276	1401	1327	1213
Selwyn District	618	621	640	633	642	590	645
Waimakariri District	607	607	596	602	695	633	668
Response rate:	52%	48%	43%	38%	39%	36%	34%

Between September 2012 and April 2013, some of the decline in response rate could be attributed to a change in sampling. In April 2013, we increased the number of males and youth (18-24 year olds) initially invited to participate in the survey as these groups were found to be less likely to complete this survey. From April 2013 to April 2014 it seemed that the main reason for the decline in response rate is the time lapse from the earthquakes to the survey.

To address the declining response rate, before the September 2014 measure, the communication with respondents was revised and tested with a number of greater Christchurch residents to ensure potential respondents found the material motivating to complete. In addition, a prize draw of a \$500 Prezy Card was offered to all of those who completed. These measures had a positive impact on the response rate and halted the decline.

In April 2015 the same communication was used (albeit with the change in the CEO from whom the communications were signed by) and the same incentive was offered. Despite these initiatives remaining in place in September 2015, the response rate is continuing to decline, likely due to the length of time since the earthquakes (though the rate of decline is slowing).

Sixty four percent of questionnaires were completed online while 36% were completed in paper copy.

DATA ANALYSIS

The sample design over-sampled residents of the two districts with smaller populations to ensure that the sample size within each district was sufficient to allow reliable and robust analysis.

At the analysis stage, the data was adjusted by a process called weighting. This process adjusts for discrepancies between the profile of people who completed the survey and the known profile of residents of greater Christchurch.

Population statistics are obtained from Statistics New Zealand data and are based on the latest population projections.

Weighting increases the influence of some observations and reduces the influence of others. So, for example, while 645 or 25% of completed interviews came from Selwyn District, the population of Selwyn actually represents about 10% of greater Christchurch. Thus, the data was adjusted so that 10% of any 'greater Christchurch' result reported is based on the responses of Selwyn residents.

For more details about the weighting and data analysis, please refer to Appendix 1 and 4.

MARGIN OF ERROR

All sample surveys are subject to sampling error. Based on a total sample size of 2526 respondents, the results shown in this survey are subject to a maximum sampling error of plus or minus 2.0% at the 95% confidence level. That is, there is a 95% chance that the true population value of a recorded figure of 50% actually lies between 52% and 48%. As the sample figure moves further away from 50%, so the error margin will decrease.

The maximum error margin for each of the territorial local authority areas is identified below.

Table: Sample Size (and maximum margin of error) by TLA

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
CHRISTCHURCH CITY	1156 (± 2.9)	1210 (± 2.8)	1240 (± 2.8)	1276 (± 2.7)	1401 (± 2.6)	1327 (± 2.7)	1213 (± 2.8)
SELWYN DISTRICT	618 (± 3.9)	621 (± 3.9)	640 (± 3.9)	633 (± 3.9)	642 (± 3.9)	590 (± 4.0)	645 (± 3.9)
WAIMAKARIRI DISTRICT	607 (± 4.0)	607 (± 4.0)	596 (± 4.0)	602 (± 4.0)	695 (± 3.7)	633 (± 3.9)	668 (± 3.8)

3. NOTES TO THE REPORT



NOTES TO THE REPORT

Where 'greater Christchurch' is referred to in this report, this includes Christchurch City, Selwyn District and Waimakariri District.

At CERA's request the following rules have been applied to ensure results add exactly to 100% (rather than 99% or 101% which can occur due to rounding):

- If results add to 101% - round down the one that is rounded up the most
- If results add to 99% - round up the one that is rounded down the most.

For those results charted in the report, the combined percentages are based on the rounded number shown in the charts, not the unrounded figures in the data tables.

A small number of respondents who completed the survey in hard copy skipped over one or more questions they were meant to answer. Therefore, the number of respondents who answered each question varies slightly. For each question, the number providing an answer to that question forms the base for analysis rather than the total sample of n=2526.

The protocol for identifying significant differences between sub-groups applied throughout this report is:

- The difference must be statistically significantly at the 95% confidence level and
- The difference must be five percentage points or greater.

Due to the decreasing proportion of residents who made a claim on the property they partly or jointly own and usually live in, those with unresolved claims have been combined into one group for sub-group analysis in this report. 'Unresolved claims' is therefore defined as those who own the property they usually live in and, received an offer on their claim but have not accepted it yet, have had an assessment on their claim from their insurer but have not received an offer yet, those who are still waiting for an assessment from their insurer, and those who said 'other' (comments mainly relate to the homeowners being in dispute over the value of the offer or quality of repairs undertaken).

Throughout the September 2012 report, results for questions measuring perceptions were presented showing the proportion of respondents who responded with a 'don't know' response. However, when measuring whether perceptions have improved or deteriorated over time, it is important to ensure that results cannot be impacted simply by an increase or decrease in the proportion of respondents choosing the 'don't know' response. Thus, while the report still notes the proportion of residents who feel they don't know enough to provide an opinion, comparison of perceptions between measures are based on the responses given by those who do express an opinion.

When comparing the current September 2015 results with results from previous measures, statistically significant differences (at a 95% confidence interval) are highlighted in the following way:

- Differences highlighted green and with a tick (✓) are identified as positive shifts
- Those highlighted red and with a cross (✗) are negative shifts in the results
- Differences that are in black font and are bold are significant changes that are neither positive nor negative (such as an increase in a midpoint).

4. QUALITY OF LIFE



INTRODUCTION

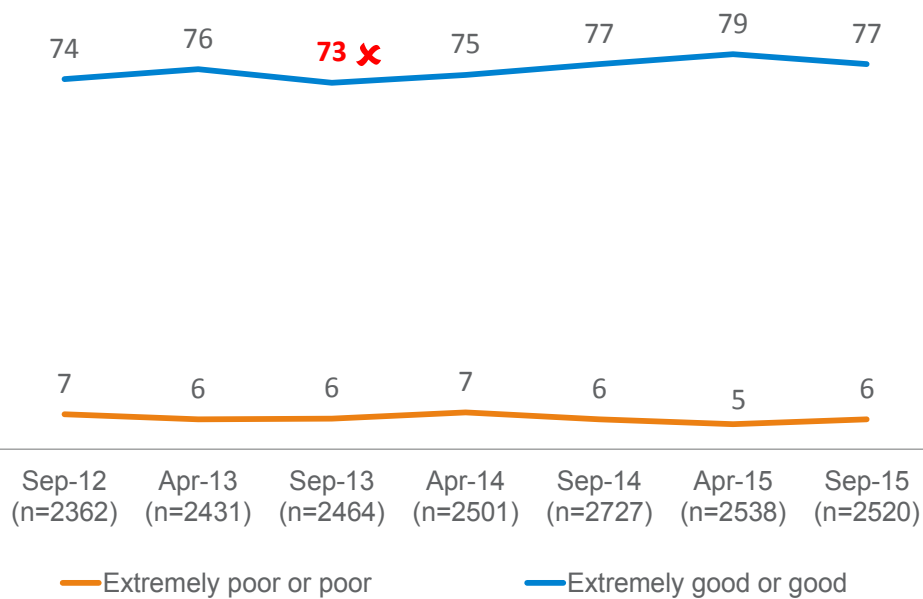
Early on in the survey, prior to being asked specifically about the impacts of the earthquakes, respondents were asked to rate their overall quality of life. They were then asked whether or not their quality of life had changed compared to 12 months ago.

OVERALL QUALITY OF LIFE

Almost eight in ten (77%) greater Christchurch residents rate their quality of life positively (19% rate it extremely good while 58% rate it as good). The proportion rating their quality of life positively has stabilised following an upward trend since September 2013.

Just 6% indicate that their quality of life is poor (extremely poor or poor) which is consistent with previous results.

Figure 4.1: Trend – Overall quality of life, over time (%)



Base: All respondents, excluding not answered

SECTION 4: QUALITY OF LIFE

Those living in Selwyn District continue to be more likely to rate their quality of life positively (86% compared to 77% of all greater Christchurch residents). However, a significantly lower proportion of residents consider their quality of life is extremely good or good than in April 2015.

Waimakariri District residents are also more likely to rate their quality of life positively with 85% stating that their quality of life is good or extremely good. The significant increase seen in April 2015 has been maintained.

Christchurch City residents continue to rate their quality of life less positively than residents of Selwyn and Waimakariri Districts, with 75% rating it as extremely good or good and 6% rating it extremely poor or poor.

Table 4.1: Trend – Overall quality of life by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015	Sept 2015
CHRISTCHURCH CITY (Sept 2012 n= 1145; Apr 2013 n=1208; Sept 2013 n=1234; Apr 2014 n=1268; Sept 2014 n=1394; April 2015 n=1322; Sept 2015 n=1211)	Extremely good or good	72	73	71	73	75	77	75
	Neither poor nor good	21	20	22	19	18	17	19
	Extremely poor or poor	7	7	7	8	7	6	6
SELWYN DISTRICT (Sept 2012 n= 614; Apr 2013 n=620; Sept 2013 n=638; Apr 2014 n=633, Sept 2014 n=641; April 2015 n=587; Sept 2015 n=643)	Extremely good or good	85	85	86	89	89	90	86*
	Neither poor nor good	11	11	12	8	9	8	11
	Extremely poor or poor	4	4	2✓	3	2	2	3
WAIMAKARIRI DISTRICT (Sept 2012 n= 603; Apr 2013 n=603; Sept 2013 n=592; Apr 2014 n=600, Sept 2014 n=692; April 2015 n=629; Sept 2015 n=666)	Extremely good or good	82	85	79*	83	81	86✓	85
	Neither poor nor good	14	12	16	14	15	12	11
	Extremely poor or poor	4	3	5	3	4	2	4*

Base: All respondents, excluding not answered

SECTION 4: QUALITY OF LIFE

Figure 4.2: Current result – Overall quality of life by TLA in April 2014 (%)

Base: All respondents, excluding not answered

Those more likely to rate their overall quality of life positively (77%) are:

- From a household with an income of more than \$100,000 (88%)
- Those who have not needed to make an insurance claim on their dwelling (88%)
- Aged 18 to 24 years old (83%)

Those less likely to rate their overall quality of life positively are:

- Those who have unresolved claims at the property they own and usually live in (49%)
- Living with a health condition or disability (56%)
- Living in temporary housing (57%)
- From a household with an income of less than \$30,000 (59%) or \$30,001 to \$60,000 (72%)
- Of Māori ethnicity (62%)
- Of Pacific, Asian, or Indian ethnicity (66%)
- Renting the dwelling they usually live in (67%)

QUALITY OF LIFE COMPARED TO 12 MONTHS AGO

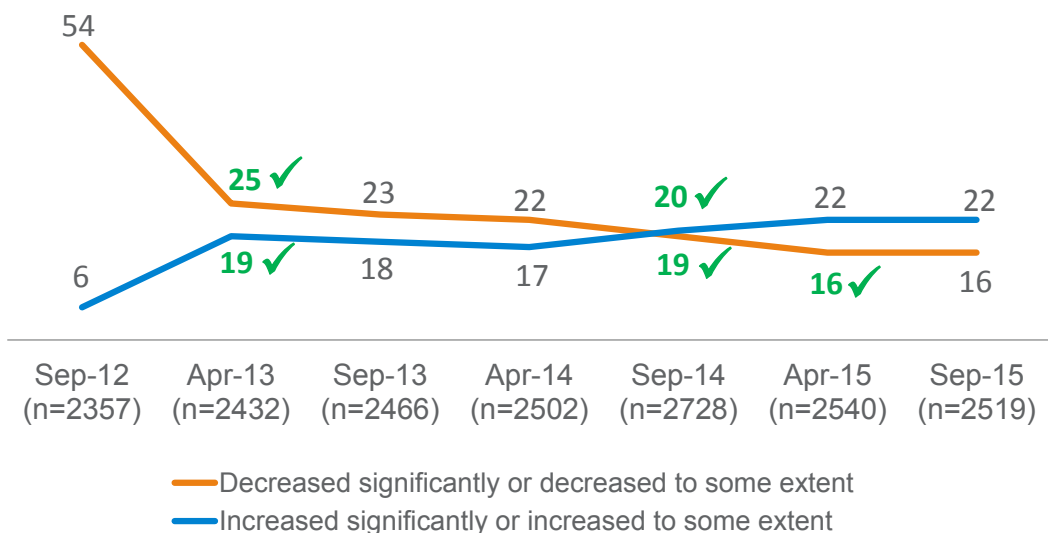
In September 2012, residents of greater Christchurch were asked whether or not their quality of life had changed *since the earthquakes*. At this time over half (54%) indicated that their quality of life had decreased significantly or decreased to some extent, while only a small proportion (6%) felt their quality of life had improved.

In April 2013, residents were asked whether or not their quality of life had changed *compared to 12 months ago*. Just over half felt that their quality of life had remained at the same level as it was 12 months previously. A quarter believed that their quality of life had deteriorated, while 19% indicated there had been an improvement in their quality of life.

In September 2014, the proportion who indicated that their quality of life had deteriorated compared to 12 months ago had dropped significantly to 19%, while the proportion indicating that there had been an improvement compared to 12 months ago had increased significantly from 17% in April 2014 to 20% in September 2014.

In April 2015, there were further improvements with just 16% indicating that their quality of life had deteriorated and 22% indicating that it had increased, with these improvements stable in September 2015.

Figure 4.3: Trend – Quality of life compared to 12 months ago, over time (%)



Base: All respondents, excluding not answered

SECTION 4: QUALITY OF LIFE

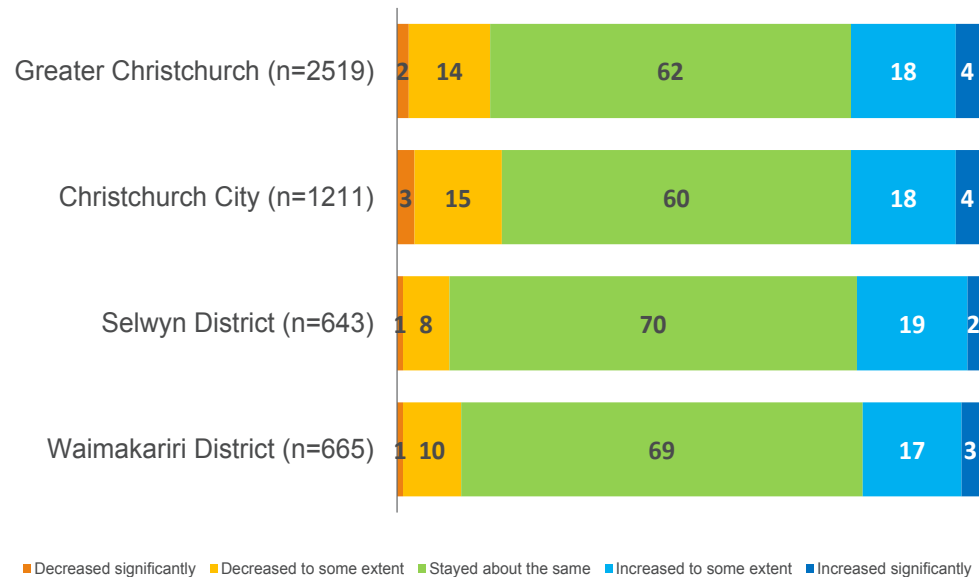
Similar proportions of residents in each of the three TLAs say their quality of life has improved compared to 12 months ago. Although improvements have been seen in the proportion of Christchurch City residents who say their quality of life has decreased, the proportion remains higher than those living in Selwyn District (9%) and Waimakariri District (11%, compared to 18% in Christchurch City).

Table 4.3: Trend – Quality of life compared to 12 months ago by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015	Sept 2015
CHRISTCHURCH CITY (Sept 2012 n= 1141; April 2013 n=1208; Sept 2013 n=1237; April 2014 n=1296, Sept 2014 n=1396; April 2015 n=1322; Sept 2015 n=1211)	Increased significantly or to some extent	6	20✓	18	16	20✓	22	22
	Stayed about the same	37	53	57	60	60	61	60
	Decreased significantly or to some extent	57	27✓	25	24	20✓	17✓	18
SELWYN DISTRICT (Sept 2012 n= 613; April 2013 n=620; Sept 2013 n=638; April 2014 n=632, Sept 2014 n=641; April 2015 n=588; Sept 2015 n=643)	Increased significantly or to some extent	7	15✓	22✓	21	26	24	21
	Stayed about the same	56	68	65	67	65	66	70
	Decreased significantly or to some extent	37	17✓	13✓	12	9	10	9
WAIMAKARIRI DISTRICT (Sept 2012 n= 603; April 2013 n=604; Sept 2013 n=591; April 2014 n=601, Sept 2014 n=691; April 2015 n=630; Sept 2015 n=665)	Increased significantly or to some extent	7	17✓	19	19	19	22	20
	Stayed about the same	55	65	63	63	66	65	69
	Decreased significantly or to some extent	38	18✓	18	18	15	13	11

Base: All respondents, excluding not answered

SECTION 4: QUALITY OF LIFE

Figure 4.4: Current result – Quality of life compared to 12 months ago (%)

Base: All respondents, excluding not answered

Those more likely to say their quality of life has **decreased** over the past 12 months (16%) are:

- Living in temporary housing (39%)
- Those who have unresolved claims at the property they own and usually live in (35%)
- Of Māori ethnicity (33%)
- Living with a health condition or disability (32%)
- From a household with an income of less than \$30,000 (29%)
- Aged 75 years old or over (28%)
- Renting the dwelling they usually live in (24%)

Those more likely to say their quality of life has **increased** over the past 12 months (22%) are:

- Of Pacific, Asian or Indian ethnicity (35%)
- Aged 18 to 24 (30%), or 25 to 34 years old (27%)
- Living at a different address from their address on 4 September 2010 (29%)
- From a household with an income of more than \$100,000 (29%)

5. COMMUNITY AND SOCIAL CONNECTEDNESS



INTRODUCTION

A number of community and social connectedness indicators were included in the survey. These were:

- Whether residents are still living in the same street address as they were on 4 September 2010. Those who had moved were asked whether they had to move due to the impact of the earthquakes or whether they chose to, and how satisfied they were with their new location.
- The extent to which a person feels a sense of community with others in his/her neighbourhood.
- Who residents would turn to if faced with a serious injury or illness, or needed emotional support during a difficult time.

REASON FOR MOVING SINCE 4 SEPTEMBER 2010

Over four in ten (43%) greater Christchurch residents have moved properties since the earthquake on 4 September 2010. This is higher among those now living in Selwyn and Waimakariri Districts (49%).

Among these respondents who have moved since the earthquakes, just under a quarter (23%) indicate that they had to move due to the impact of the earthquakes, while an additional 16% indicate that this was a factor in their decision. The majority of those who have moved (61%) have done so for non-earthquake related reasons.

Table 5.1: Current result – Proportion who are no longer living in the same street address as 4 September 2010, reason for moving since 4 September 2010, by where respondents are now living (%)

	Greater Christchurch (n=2507)	Christchurch City (n=1201)	Selwyn District (n=643)	Waimakariri District (n=663)
Proportion no longer living in the same street address	43%	41%	49%	49%
Reason for moving:	(n=1118)	(n=500)	(n=297)	(n=321)
I had to move due to the impact of the earthquakes	23%	24%	13%	27%
I chose to move and my decision was in part due to the impact of the earthquakes	16%	16%	13%	16%
I moved for a non earthquake related reason (e.g. change of flat, purchase of a new house)	61%	60%	74%	57%

Base: All respondents, excluding not answered

Those more likely to indicate they **had** to move due to the impact of the earthquakes (23% of those who have moved) are:

- Aged 75 years old or over (54%)
- Living in temporary housing (51%)
- Of Māori ethnicity (44%)
- Living with a health condition or disability (41%)

Those less likely to indicate they **had** to move due to the impact of the earthquakes are:

- Those who have not needed to make an insurance claim on their dwelling (12%)
- Now living in Selwyn District (13%)

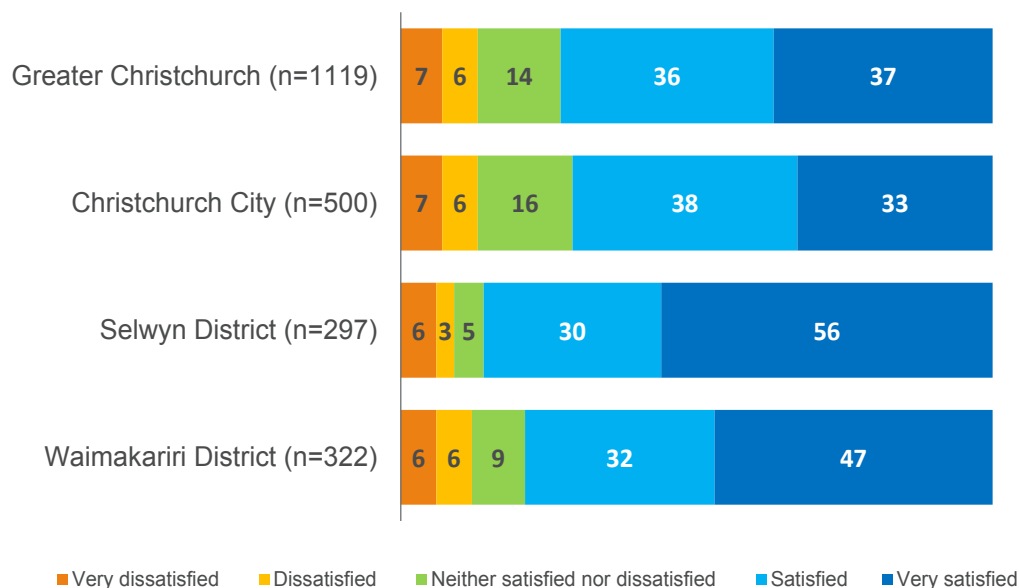
SATISFACTION WITH NEW LOCATION

Almost three quarters (73%) of those who have moved for any reason are satisfied with their new location. There has been a significant decrease in the level of satisfaction since April 2015 (from 79% to 73%).

Table 5.2: Trend – Satisfaction with the new location among those who have moved since 4 September 2010, by where respondents are now living over time (%)

TLA	Rating	Apr 2014	Sept 2014	April 2015	Sept 2015
GREATER CHRISTCHURCH (April 2014 n= 780; Sept 2014 n=1062; April 2015 n=1091; Sept 2015 n=1119)	Very satisfied or satisfied	79	76	79	73*
	Neither satisfied nor dissatisfied	12	15	12	14
	Very dissatisfied or dissatisfied	9	9	9	13*

Figure 5.1: Current result – Satisfaction with the new location among those who have moved since 4 September 2010, by where respondents are now living (%)



Base: Those who are living at a different street address compared to where they were living on 4 September 2010, excluding not answered

Those now living in Selwyn District (86% satisfied or very satisfied) and Waimakariri District (79%) are more satisfied with their new location than those now living in Christchurch City (71%).

Those more likely to be satisfied with their new location (73%) are:

- From a household with an income of more than \$100,000 (84%)

SECTION 5: COMMUNITY, CULTURE AND SOCIAL CONNECTEDNESS

- Those who have not needed to make an insurance claim on their dwelling (83%)
- Aged 35 to 49 years old (79%)
- Living in a household with at least one child (78%)

Those less likely to be satisfied with their new location are:

- Living in temporary housing (51%)
- Living with a health condition or disability (61%)
- Renting the dwelling they usually live in (66%)

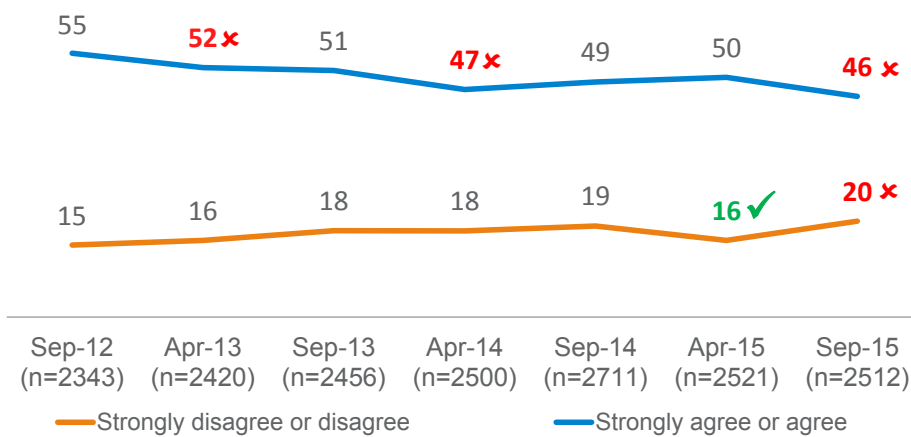
When looking at satisfaction with the new area by reason for moving, it is not surprising that those who had to move are less satisfied with the new area (64% satisfied or very satisfied, compared to 77% among those who moved for a non earthquake related reason and 74% among those who say their decision to move was in part due to the impact of the earthquakes).

SENSE OF COMMUNITY

Almost half (46%) of those living in greater Christchurch agree (strongly agree or agree) that they feel a sense of community with others in their neighbourhood, while one fifth (20%) do not feel a sense of community.

The sense of community in the region has declined significantly in the six months since April 2015 and returned to lows seen in April 2014.

Figure 5.2: Trend – Sense of community with others in neighbourhood, over time (%)



Base: All respondents, excluding not answered

SECTION 5: COMMUNITY, CULTURE AND SOCIAL CONNECTEDNESS

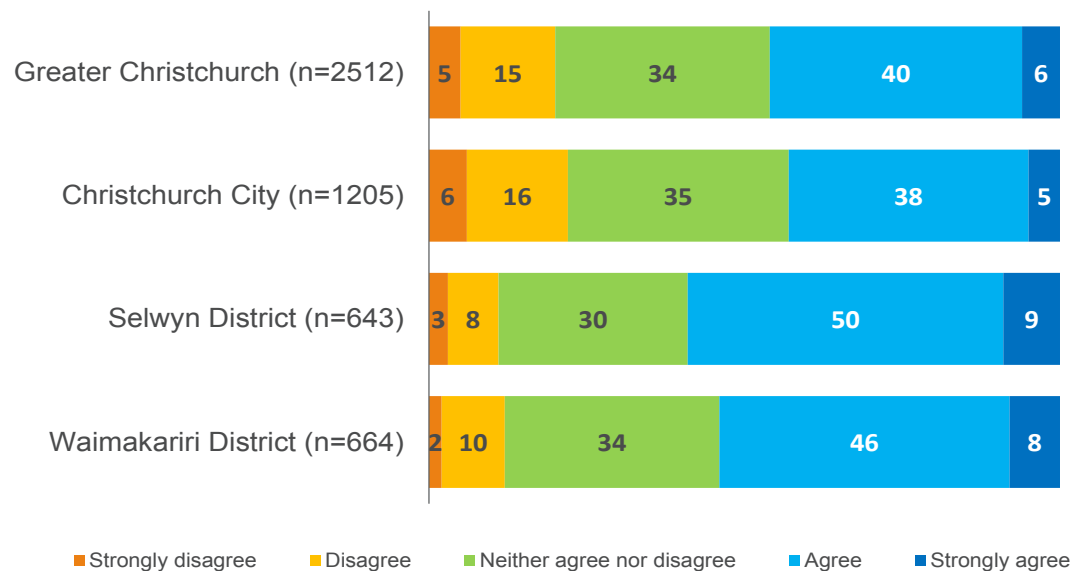
The decline in the sense of community is driven by residents living in Christchurch City (a drop from 48% in April 2015 to 43% in September 2015).

Residents living in Selwyn District (59%) and Waimakariri District (54%) continue to feel a stronger sense of community with others in their neighbourhood than residents of Christchurch City.

Table 5.3: Trend – Sense of community with others in neighbourhood by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015	Sept 2015
CHRISTCHURCH CITY (Sept 2012 n= 1135; April 2013 n=1201; Sept 2013 n= 1232; April 2014 n= 1270; Sept 2014 n= 1388; April 2015 n=1310, Sept 2015 n=1205)	Strongly agree or agree	53	51	49	45*	47	48	43*
	Neither agree nor disagree	31	32	32	36	33	34	35
	Strongly disagree or disagree	15	17	19	19	20	18✓	22*
SELWYN DISTRICT (Sept 2012 n= 610; April 2013 n=616 ; Sept 2013 n= 638; April 2014 n= 631; Sept 2014 n= 637; April 2015 n=584, Sept 2015 n=643)	Strongly agree or agree	63	59	62	64	63	59	59
	Neither agree nor disagree	28	29	29	28	27	31	30
	Strongly disagree or disagree	9	12	9	8	10	10	11
WAIMAKARIRI DISTRICT (Sept 2012 n= 598; April 2013 n=603; Sept 2013 n= 586; April 2014 n= 599; Sept 2014 n= 686; April 2015 n=627, Sept 2015 n=664)	Strongly agree or agree	56	56	58	59	53*	54	54
	Neither agree nor disagree	31	32	30	30	33	33	34
	Strongly disagree or disagree	13	12	12	11	14	13	12

Base: All respondents, excluding not answered

Figure 5.3: Current result – Sense of community with others in neighbourhood by TLA (%)

Base: All respondents, excluding not answered

Those more likely to agree they feel a sense of community with others in their neighbourhood (46%) are:

- Aged 65 to 74 years old (61%) or 75 years or over (57%)
- Those who have accepted an offer on their dwelling claim from their insurer (56%)
- Those who have not needed to make an insurance claim on their dwelling (54%)
- From a household with an income of more than \$100,000 (54%)

Compared with the 20% of residents who disagree that they feel a sense of community with others in their neighbourhood those more likely to disagree are:

- Living in temporary housing (37%)
- Renting the dwelling they usually live in (33%)
- Aged 18 to 24 years old (32%) or 25 to 34 years old (28%)

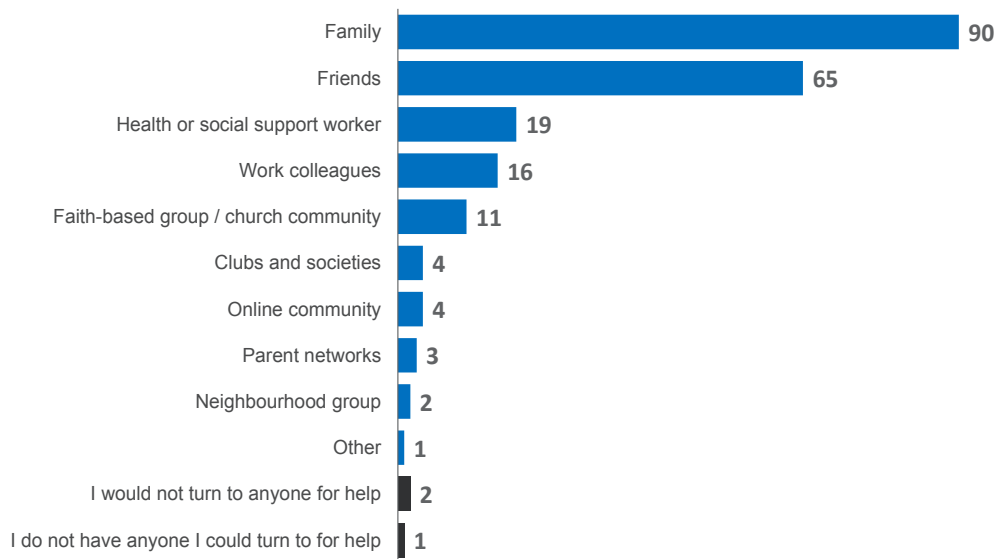
This result is impacted by residents moving homes as a result of the earthquakes, as sense of community levels are higher among those who are living at the same street address as they were on 4 September 2010 (50% compared to 41% of those who have moved).

SUPPORT NETWORK

A key indicator of social connectedness is whether residents of greater Christchurch have someone to turn to if faced with a serious injury or illness, or if they needed emotional support during a difficult time.

The majority (97%) indicate that they have someone to turn to. Family (90%) and friends (65%) continue to be the most common forms of support that residents have in times of need.

Figure 5.7: Current result – Who residents would turn to for help (%)



Base: All respondents, excluding not answered (n=2518)

Sub-group differences of interest are:

- Younger residents (those aged 18 to 24) are more likely to turn to family (95%), friends (79%) and online communities (13%)
- Residents aged 25 to 34 years old are more likely to turn to family (95%), friends (76%) and work colleagues (23%)
- Those who have a household income of more than \$100,000 are more likely to turn to friends (77%) or work colleagues (26%)
- Females are more likely than males to turn to friends (69% compared to 60%)
- Those who have a health condition or disability are more likely to turn to a health or social support worker (28%)
- Those from a household with an income of \$30,000 to \$60,000 are more likely to say they would turn to a faith-based group or church community (16%)
- Households with at least one child under the age of 18 are more likely to turn to parent networks (7%)

6. HEALTH AND WELLBEING



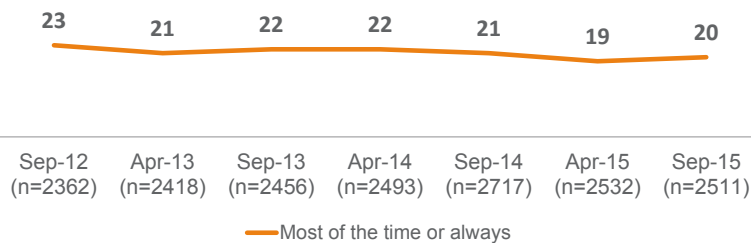
INTRODUCTION

Two health and wellbeing indicators were included in the survey. The first relates to levels of stress, while the second is an internationally-used wellbeing index.

LEVELS OF STRESS

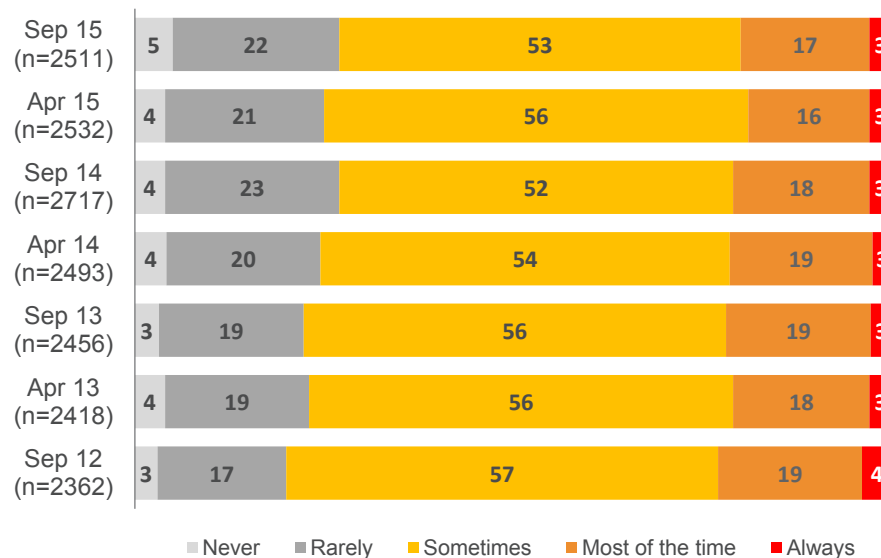
Just under three quarters (73%) of greater Christchurch residents have experienced stress at least sometimes in the past 12 months that has had a negative effect on them (a result which is showing a downward trend since the earthquakes), with 20% saying that they experience this stress most or all of the time.

Figure 6.1: Trend – Whether experienced stress in the past 12 months that has had a negative effect, over time (% who say always or most of the time)



Base: All respondents, excluding not answered

Figure 6.2: Trend – Whether experienced stress in the past 12 months that has had a negative effect, over time (%)



Base: All respondents, excluding not answered

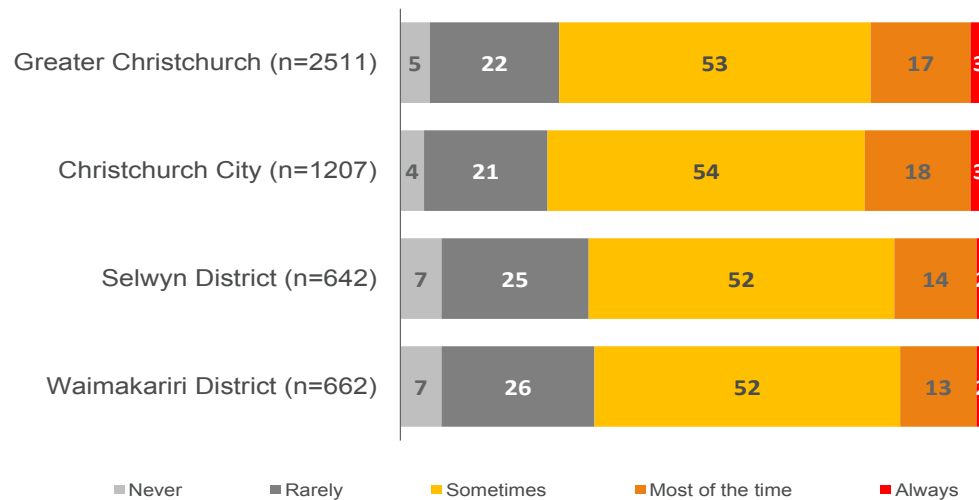
Residents of Selwyn District (16%) and Waimakariri District (15%) report less frequent experiences of stress that is having a negative impact on them than those living in Christchurch City (21%).

Table 6.1: Trend – Whether experienced stress in the past 12 months that has had a negative effect by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015	Sept 2015
CHRISTCHURCH CITY (Sept 2012 n=1145; April 2013 n=1200; Sept 2013 n=1230; April 2014 n=1264; Sept 2014 n=1392; April 2015 n=1317, Sept 2015 n=1207)	Always or most of the time	24	23	23	23	22	19	21
	Sometimes	57	56	56	54	52	57	54
	Rarely or never	19	21	21	23	26	24	25
SELWYN DISTRICT (Sept 2012 n=615; April 2013 n=616; September 2013 n=638; April 2014 n=630; Sept 2014 n=636; April 2015 n=586, Sept 2015 n=642)	Always or most of the time	17	17	13 ✓	13	16	15	16
	Sometimes	58	54	57	55	54	55	52
	Rarely or never	25	29	30	32	30	30	32
WAIMAKARIRI DISTRICT (Sept 2012 n=602; April 2013 n=602; Sept 2013 n=588; April 2014 n=599; Sept 2014 n=689; April 2015 n=629, Sept 2015 n=662)	Always or most of the time	19	15	18	16	19	18	15
	Sometimes	56	58	53	56	51	51	52
	Rarely or never	25	27	29	28	30	31	33

Base: All respondents, excluding not answered

Figure 6.3: Current result – Whether experienced stress in the past 12 months that has had a negative effect by TLA (%)



Base: All respondents, excluding not answered

Those more likely to say they have experienced stress always or most of the time (20%) are:

- Living in temporary housing (41%)
- Those who have unresolved claims at the property they own and usually live in (35%)
- Living with a health condition or disability (31%)
- Aged 18 to 24 years old (27%)
- Renting the dwelling they usually live in (26%)

Those less likely to say they have experienced stress always or most of the time are:

- Aged 65 to 74 years old (9%) or 75 years or over (11%)
- Those who have not needed to make an insurance claim on their dwelling (13%)

WHO-5 WELLBEING INDEX

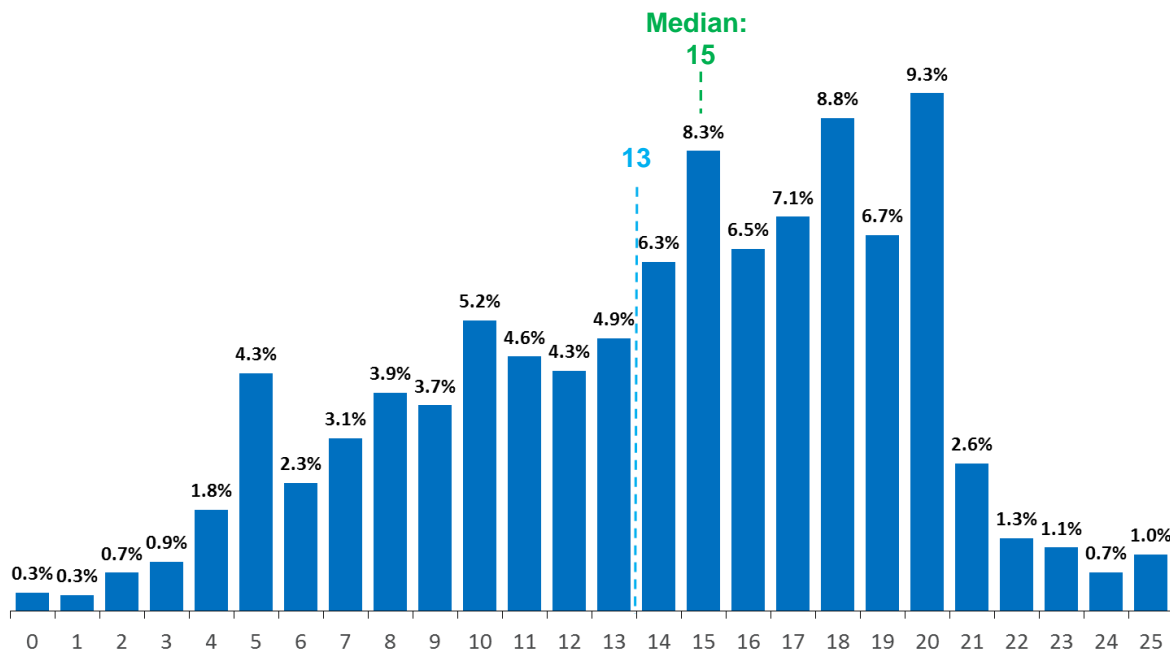
The WHO-5 is a self-rated measure of emotional wellbeing. Respondents are asked to rate the extent to which each of five wellbeing indicators has been present or absent in their lives over the previous two-week period. They do this using a six-point scale ranging from 'all of the time' to 'at no time'. The five wellbeing indicators are:

- I have felt cheerful and in good spirits
- I have felt calm and relaxed
- I have felt active and vigorous
- I woke up feeling fresh and rested
- My daily life has been filled with things that interest me

The WHO-5 is scored out of a total of 25, with 0 being the lowest level of emotional wellbeing and 25 being the highest level of emotional wellbeing. Scores below 13 (between 0 and 12) are considered indicative of poor emotional wellbeing and may indicate risk of poor mental health.

The chart below shows the distribution of scores across the greater Christchurch area. The mean result for greater Christchurch is 14.1, while the median result is 15. Just over a third (35%) of respondents scored below 13.

Figure 6.4: Current result – WHO-5 raw score distribution for greater Christchurch (%)



Base: All respondents, excluding not answered on any statement (n=2445)

Please note, these results should be interpreted with caution, given the absence of New Zealand norms and no pre-quake data for greater Christchurch.

With no New Zealand norms or pre-quake data, the April 2013 results can be treated as a benchmark.

The overall mean result for greater Christchurch has stayed at a similar level to that of April 2015 (14.2 in April and 14.1 in September) (at a 95% confidence level using a two tailed t-test).

Table 6.5: Trend – WHO-5 raw score mean over time (Mean and margin of error (95% CI level))

TLA	April 2013	September 2013	April 2014	September 2014	April 2015	September 2015
GREATER CHRISTCHURCH	13.8 (± 0.22) n=2343	13.7 (± 0.21) n=2398	13.6 (± 0.22) n=2405	13.9 (± 0.20) n=2658	14.2✓(± 0.21) n=2453	14.1 (± 0.21) n=2445
CHRISTCHURCH CITY	13.6 (± 0.31) n=1171	13.5 (± 0.30) n=1204	13.3 (± 0.30) n=1219	13.7 (± 0.29) n=1359	14.0 (± 0.29) n=1285	13.9 (± 0.30) n=1178
SELWYN DISTRICT	14.6 (± 0.41) n=599	14.9 (± 0.38) n=628	15.1 (± 0.41) n=610	14.9 (± 0.38) n=629	15.0 (± 0.40) n=571	14.7 (± 0.40) n=626
WAIMAKARIRI DISTRICT	14.8 (± 0.43) n=573	14.4 (± 0.43) n=566	14.3 (± 0.43) n=576	14.4 (± 0.39) n=670	14.9 (± 0.40) n=597	15.1 (± 0.39) n=641

Base: All respondents, excluding not answered at any of the five statements

Those living in Christchurch City continue to have a significantly lower mean compared to those living in Selwyn and Waimakariri Districts.

Those more likely to have a raw score result above the greater Christchurch mean of 14.1 (53%) are:

- Aged 65 to 74 years old (64%)
- From a household with an income of more than \$100,000 (61%)

Those more likely to have a raw score result below the greater Christchurch mean of 14.1 (47%) are:

- Living with a health condition or disability (66%)
- Those who have unresolved claims at the property they own and usually live in (58%)
- Renting the dwelling they usually live in (57%)
- From a household with an income of less than \$30,000 (54%)

For further information about the WHO-5 Wellbeing Index, please see the paper by Bech, Gudex and Johansen. (Bech P, Gudex C, Johansen KS. The WHO (Ten) Well-Being Index: Validation in diabetes. *Psychotherapy and psychosomatics*. 1996;65(4):183-90. PubMed PMID: 8843498).

7. NEGATIVE IMPACTS OF THE EARTHQUAKES



INTRODUCTION

In this section of the report, we look at responses to questions aimed at measuring the proportion of residents who are negatively impacted by the earthquakes in each of a number of ways.

Respondents were shown a list of 25 possible issues and were asked to indicate the extent to which each was **still having** a negative impact on their everyday lives as a result of the earthquakes.

The results are shown as follows:

- Table 7.0 provides an overview and ranks the 25 issues, based on the proportion that indicates a particular issue is continuing to have a **strong negative impact** on their everyday lives (answered either ‘moderate negative impact’ or ‘major negative impact’). This table compares September 2015 results with the previous six surveys.
- Following this summary table, each of the issues is analysed individually and significant differences between sub-groups highlighted.

STRENGTH OF IMPACT

The next table compares results for the September 2015 survey with the previous results. The question was phrased slightly differently between measures as follows:

- In September 2012, residents considered the extent their everyday lives **had been impacted** by an issue as a result of the earthquakes.
- In all subsequent measures residents considered the extent to which their everyday lives **were still being impacted** by each issue as a result of the earthquakes.

In April 2013 the proportion of residents indicating that an issue was continuing to have a strong negative impact on their everyday lives decreased for all but one of the issues, with recovery most evident in the primary stressors, including the anxiety caused by ongoing aftershocks, dealing with frightened or upset children and workplace safety concerns.

In September 2013 there was further improvement seen in some of the secondary stressors that weren’t so evident in April 2013. Factors such as dealing with EQC/insurance issues, transport related pressures, additional work pressures and potential or actual loss of employment or income all showed improvement. Dealing with EQC or insurance issues was the most prevalent negative impact throughout 2013.

In April 2014, there was a lot of construction in the greater Christchurch area and as a result residents were feeling more of a negative impact on their everyday lives from the following issues: being in a damaged environment, transport related pressures, loss of recreation facilities (both indoor and outdoor), and meeting places for community events.

In September 2014, there was significant improvement for 14 issues (though for six of these changes the results rebounded to levels similar to September 2013 (prior to the frustrations with the construction seen in April 2014)). The most significant improvements were seen in the decreasing proportion continuing to be negatively impacted by dealings with EQC or insurance issues in relation to personal property and houses, the need to make decisions about house damage, repairs and relocation. In addition, fewer residents are feeling uncertain about their future in Canterbury, distressed or anxious about ongoing aftershocks and struggling with additional financial burdens.

In April 2015, the proportion still experiencing each of the negative impacts decreased significantly for 13 of the 27 issues asked about. The negative impact of being in a damaged environment continued to be the most prevalent issue with two in ten (19%) saying the impact on their everyday lives was moderate or major. Following this the loss of other recreational, cultural and leisure time facilities and transport related issues were being felt by 15% of residents.

In September 2015, the most prevalent issues that are having a negative impact on residents' lives continue to be living in a damaged environment (which affects 20%) and the loss of recreational, cultural and leisure time facilities (which affects 15%). However, there has been a decrease in the proportion of residents who are negatively impacted by the following four issues: transport pressures, uncertainty about remaining in the region, distress about ongoing aftershocks and having to move house (either temporarily or permanently).

Table 7.0: Trend – Proportion that indicates an issue continues to have a moderate or major negative impact on their everyday lives, over time (%)

(Issues ranked based on September 2015 results from highest to lowest in term of proportion still being strongly impacted by each issue)	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Being in a damaged environment and / or surrounded by construction work	30	21✓	20	24*	19✓	19	20
Loss of other recreational, cultural and leisure time facilities	34	21✓	17	20*	17✓	15✓	15
Loss of indoor sports and active recreation facilities	24	16✓	13	17*	14✓	12✓	13
Dealing with EQC/insurance issues in relation to personal property and house	37	26✓	23✓	21	15✓	13✓	13
Transport related pressures	20	17✓	14✓	22*	15✓	15	12✓
Uncertainty about my own or my family's future in Canterbury	30	16✓	16	15	13✓	13	11✓
Making decisions about house damage, repairs and relocation	29	22✓	21	19	14✓	12✓	11
Loss of meeting places for community	NA*	10	8	11*	10	8✓	10*

events							
Loss of outdoor sports and active recreation facilities	20	12✓	10	13*	11✓	11	10
Additional financial burdens	26	16✓	15	15	13✓	10✓	10
Distress or anxiety associated with ongoing aftershocks	42	16✓	14	14	12✓	12	9✓
Additional work pressures	27	16✓	12✓	13	10✓	8✓	9
Living day to day in a damaged home	22	16✓	16	12✓	12	8✓	8
Loss of usual access to the natural environment	24	13✓	10	12	10✓	8✓	7
Poor quality of house	14	10✓	13*	9✓	9	7✓	7
Lack of opportunities to engage with others in my community through arts, cultural, sports or other leisure pursuits	15	9✓	7	9	7	6	7
Having to move house permanently or temporarily	16	13✓	12	11	10	8✓	6✓
Difficulty finding suitable rental accommodation	12	9✓	10	10	9	7✓	6
Relationship problems	16	9✓	9	9	8	6✓	6
Potential or actual loss of employment or income	18	10✓	7✓	8	5✓	5	6
Dealing with barriers around disabilities whether existing or earthquake related	12	8✓	6	6	7	6	5
Loss or relocation of services	13	8✓	7	7	6	5	5
Dealing with frightened, upset or unsettled children	18	7✓	5	6	4✓	5	5
Workplace safety concerns	16	6✓	6	4	4	4	3
House too small for the number of people in the household	3	3	4	4	4	4	3

Base: All respondents, excluding not answered (base sizes vary)

* Not asked in September 2012

DAMAGED ENVIRONMENT

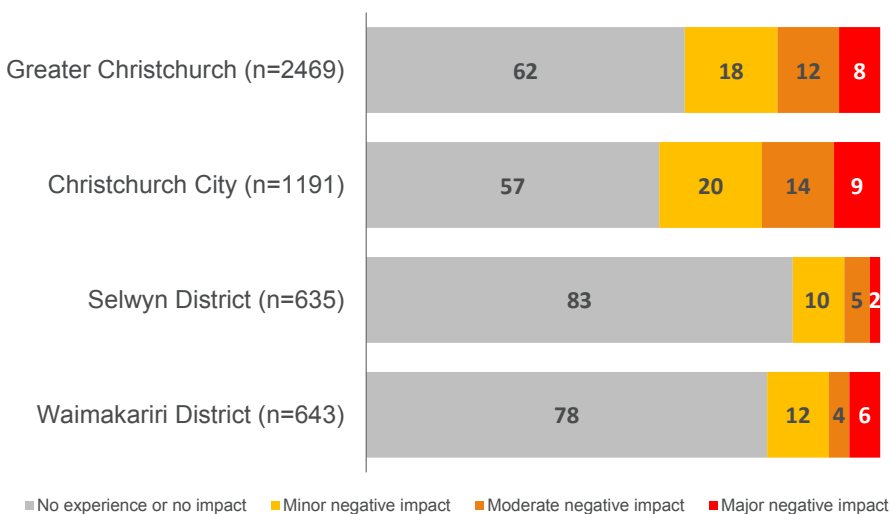
Nearly four in ten (38%) say that being in a damaged environment or surrounded by construction work continues to have a negative impact on their everyday lives. For two in ten (20%) this impact is moderate or major. Being in a damaged environment and/or surrounded by construction work continues to be the most prevalent issue having a negative impact on greater Christchurch residents.

Table 7.1: Trend – Proportion that indicates this issue continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Being in a damaged environment and / or surrounded by construction work	30	21✓	20	24*	19✓	19	20

Base: All respondents, excluding not answered

Figure 7.1: Current result – Being in a damaged environment and / or surrounded by construction work by TLA (%)



Base: All respondents, excluding not answered

A higher proportion of Christchurch City residents (23%) continue to be moderately or majorly impacted compared with Waimakariri (10%) and Selwyn District residents (7%).

Those more likely to say the impact on their everyday lives is moderate or major (20%) are:

- Those who have unresolved claims at the property they own and usually live in (49%)

Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 65 to 74 years old (10%)
- Those who have not needed to make an insurance claim on their dwelling (13%)

LOSS OF LEISURE FACILITIES

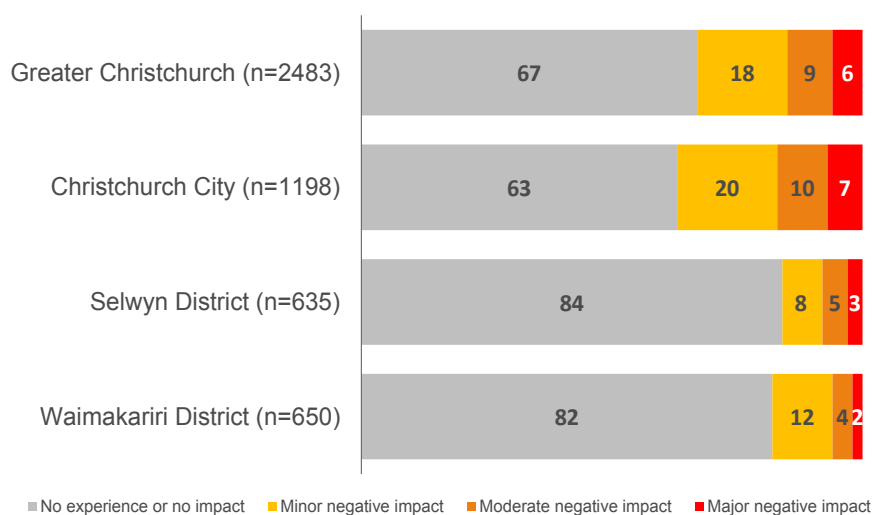
One third (33%) of greater Christchurch residents continue to be negatively impacted by the loss of recreational, cultural and leisure time facilities. For 15% this loss continues to have a moderate or major negative impact on their everyday lives. This issue is the second most prevalent stressor.

Table 7.2: Trend – Proportion that indicates this issue continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Loss of other recreational, cultural and leisure time facilities	34	21✓	17	20*	17✓	15✓	15

Base: All respondents, excluding not answered

Figure 7.2: Current result – Loss of other recreational, cultural and leisure time facilities (cafes, restaurants, libraries, marae, arts and cultural centres) by TLA (%)



Base: All respondents, excluding not answered

Christchurch City residents are significantly more likely to feel negatively impacted by the loss of leisure facilities in their area (17%) compared with residents living in Selwyn District (8%) and Waimakariri District (6%).

Those more likely to say the negative impact on their everyday lives continues to be moderate or major (15%) are:

- Those who have unresolved insurance claims at the property they own and usually live in (30%)
- Living with a health condition or disability (20%)

Those less likely to say the negative impact on their everyday lives continues to be moderate or major are:

- Aged 65 to 74 years (6%) or 75 years or over (8%)

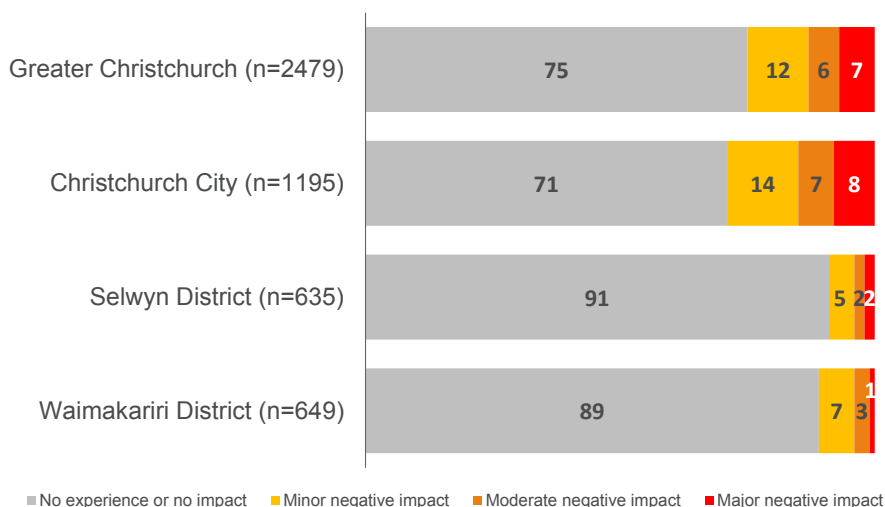
LOSS OF INDOOR FACILITIES

A quarter (25%) of residents continues to be negatively impacted by the loss of indoor sports and active recreation facilities. For 13% the impact on their everyday lives is major or moderate.

Table 7.3: Trend – Proportion that indicates this issue continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Loss of indoor sports and active recreation facilities	24	16✓	13	17✗	14✓	12✓	13

Figure 7.3: Current result – Loss of indoor sports and active recreation facilities (e.g. swimming pools, sports fields and courts) by TLA (%)



Base: All respondents, excluding not answered

Those living in Christchurch City are most affected by the loss of indoor recreation facilities (15%, compared with 4% of those living in Waimakariri District or Selwyn District).

Those more likely to say the impact on their everyday lives is moderate or major (13%) are:

- Those who have unresolved claims at the property they own and usually live in (21%)
- Aged 35 to 49 years old (20%)
- Living in a household with at least one child (18%)

Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 75 years or over (4%) or 65 to 74 years old (6%)

EQC OR INSURANCE ISSUES

A fifth (20%) of greater Christchurch residents say that dealing with EQC/Insurance issues in relation to personal property and house continues to have a negative impact on their everyday lives. Some 13% say it is still having a moderate or major negative impact on their everyday lives.

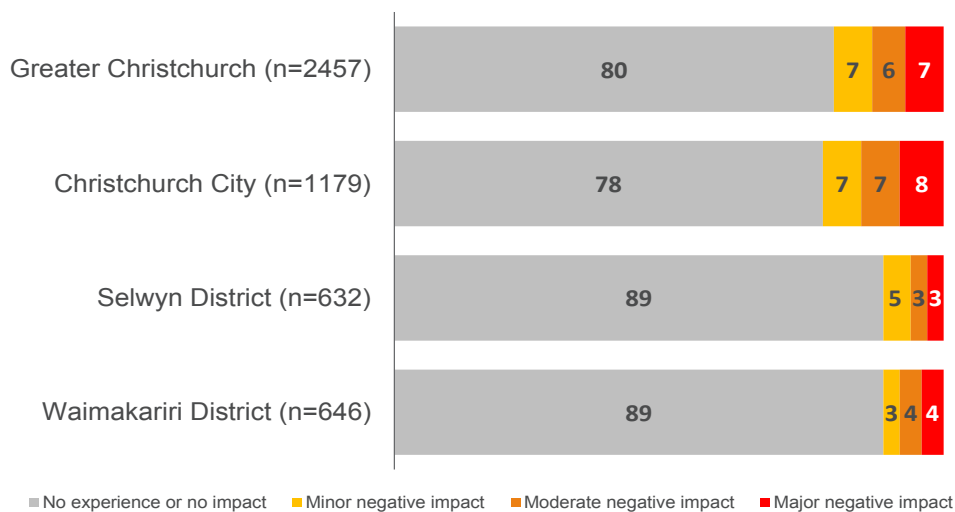
The proportion which says the impact is moderate or major is consistent with the April 2015 result.

Table 7.4: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Dealing with EQC/insurance issues in relation to personal property and house	37	26✓	23✓	21	15✓	13✓	13

Base: All respondents, excluding not answered

Figure 7.4: Current result – Dealing with EQC/insurance issues in relation to personal property and house by TLA (%)



Base: All respondents, excluding not answered

The proportion of those who continue to be strongly impacted (rated the impact as moderate or major) by having to deal with EQC and insurance issues is higher among those living in Christchurch City (15%, compared to 8% of those living in Waimakariri District and 6% of those in Selwyn District).

Those more likely to say the negative impact on their everyday lives continues to be moderate or major (13%) are:

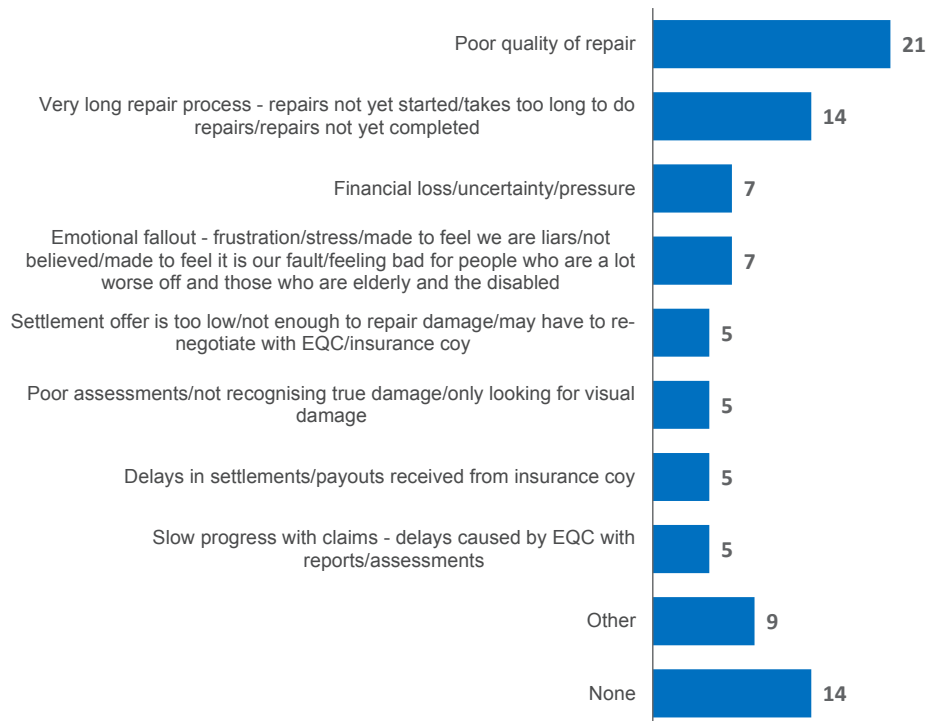
- Those who have unresolved claims at the property they own and usually live in (74%)

Those less likely to say the negative impact on their everyday lives continues to be moderate or major are:

- Renting the dwelling they usually live in (4%)

A wide variety of issues are mentioned by residents who are still being negatively impacted by their dealings with EQC and insurance issues. The poor quality of repairs and the long timeframes involved in the repair process continue to be the most frequently mentioned issues.

Figure 7.4.1: Current result – Description of issue (%)



Base: Those who continue to be negatively impacted by this issue, excluding not answered (n=403)

Note: Only responses with 5% and over are shown

TRANSPORT RELATED PRESSURES

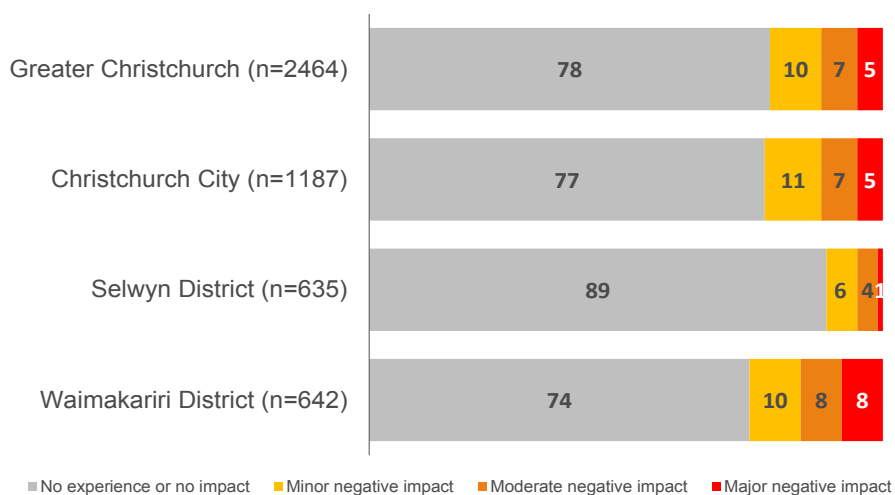
Just under a quarter (22%) of residents is continuing to experience negative impacts around transport related pressures as a result of the earthquakes. For one in ten (12%), this impact is moderate or major which is a significant decrease in impact since the April 2015 (from 15%).

Table 7.5: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Transport related pressures	20	17✓	14✓	22*	15✓	15	12✓

Base: All respondents, excluding not answered

Figure 7.5: Current result – Transport related pressures (work/personal) by TLA (%)



Base: All respondents, excluding not answered

Waimakariri District (16%) residents feel more negatively impacted by transport related pressures than residents in the greater Christchurch area (12%). In contrast, just 5% of residents in Selwyn District say the impact on their everyday lives is moderate or major.

Those less likely to say the negative impact on their everyday lives continues to be moderate or major (12%) are:

- Aged 75 years or over (6%) or 65 to 74 years old (7%)

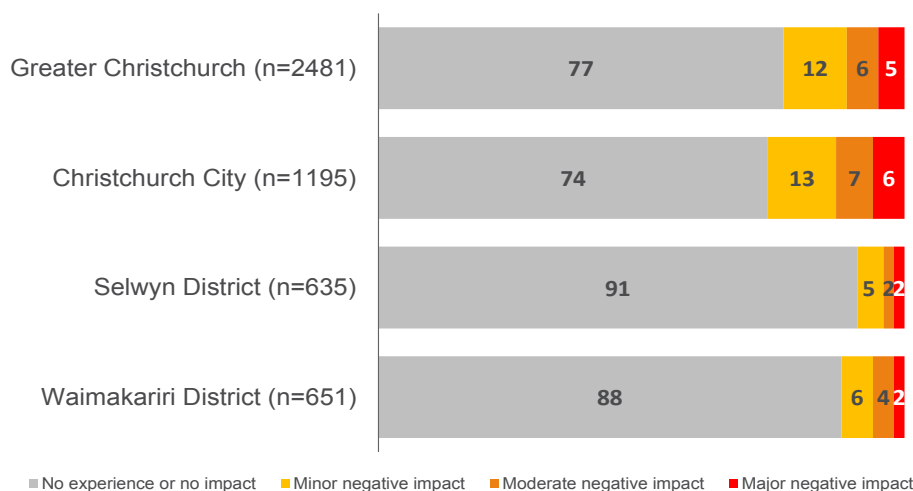
UNCERTAINTY ABOUT THE FUTURE

Nearly one quarter (23%) of residents say that uncertainty about their own or their family's future in Canterbury is still having a negative impact on their everyday lives. There has been a significant decrease in the proportion of residents saying that this issue is having a moderate or major impact on them (11% down from 13% in April 2015).

Table 7.6: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Uncertainty about my own or my family's future in Canterbury	30	16✓	16	15	13✓	13	11✓

Figure 7.6: Current result – Uncertainty about my own or my family's future in Canterbury by TLA (%)



Base: All respondents, excluding not answered

Uncertainty about their future in Canterbury is being felt more keenly by residents in Christchurch City with 13% saying the impact is moderate or major. There is a much less uncertainty about the future among those living in Waimakariri (6%) and Selwyn Districts (4%).

Those more likely to say the impact on their everyday lives has been moderate or major (11%) are:

- Those who have unresolved claims at the property they own and usually live in (30%)
- Living in temporary housing (25%)

- Of Māori ethnicity (22%)
- Living with a health condition or disability (17%)
- Renting the dwelling they usually live in (17%)

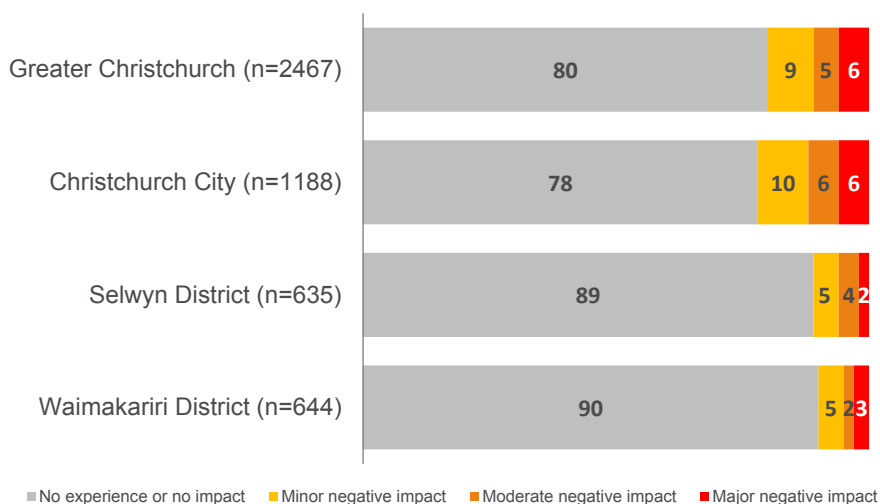
Those less likely to say the impact on their everyday lives has been moderate or major are:

- Aged 65 to 74 years old (5%) or 75 years old or more (5%)
- Those who have not needed to make an insurance claim on their dwelling (6%)

DECISIONS AROUND DAMAGE, REPAIRS AND RELOCATION

One fifth (20%) of greater Christchurch residents are still being negatively impacted through having to make decisions about house damage, repairs and relocation. Some 11% say that making these decisions continues to have a strong (moderate or major) negative impact on their everyday lives.

Figure 7.7: Current result – Making decisions about house damage, repairs and relocation by TLA (%)



Base: All respondents, excluding not answered

A higher proportion of Christchurch City residents (12%) continue to be strongly negatively impacted by the decision-making process compared with residents of Selwyn District (6%) and Waimakariri District (5%).

Those more likely to say the negative impact on their everyday lives continues to be moderate or major (11%) are:

- Those who have unresolved claims at the property they own and usually live in (59%)
- Living in temporary housing (28%)
- Living with a health condition or disability (16%)

Those less likely to say the negative impact continues to be moderate or major are:

- Renting the dwelling they usually live in (5%)
- Those who have not needed to make an insurance claim on their dwelling (6%)

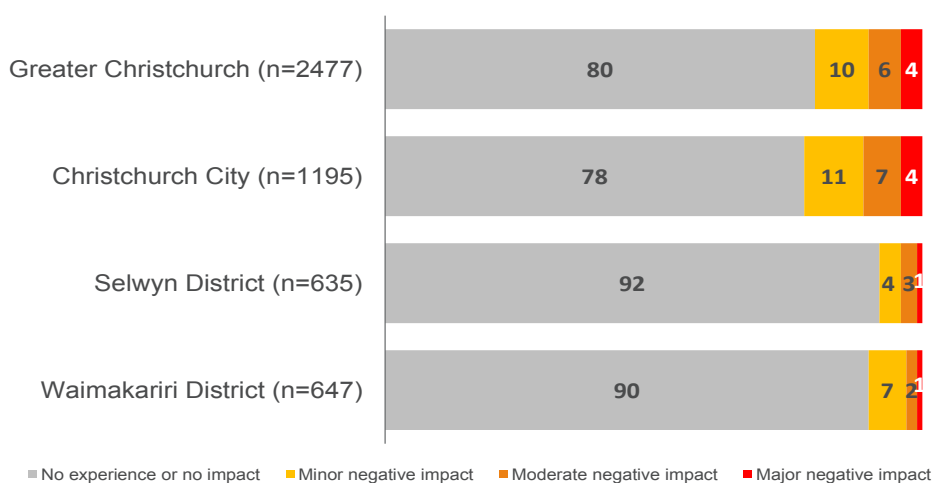
LOSS OF MEETING PLACES

One fifth of residents (20%) continue to be negatively impacted by a loss of meeting places for community events. For half of those impacted (10%), this loss is having a moderate or major impact on their everyday lives.

Table 7.8: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Loss of meeting places for community events	NA*	10	8	11*	10	8✓	10*

Figure 7.8: Current result – Loss of meeting places for community events by TLA (%)



Base: All respondents, excluding not answered

Loss of such facilities is particularly noticeable in Christchurch City (11%, compared to 3% in Waimakariri District and 4% in Selwyn District).

Those more likely to say the impact on their everyday lives is moderate or major (10%) are:

- Those who have unresolved claims at the property they own and usually live in (18%)
- Living with a health condition or disability (16%)

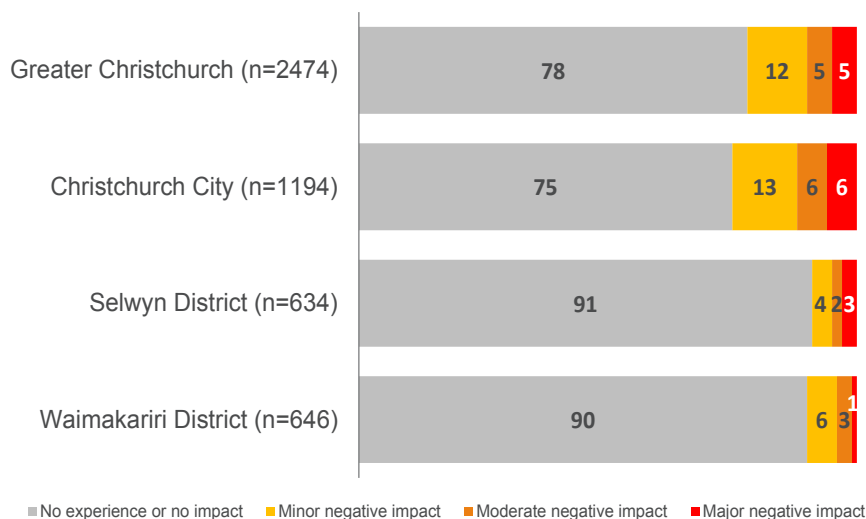
Those less to say the impact is moderate or major are:

- Aged 65 to 74 years old (4%)

LOSS OF OUTDOOR FACILITIES

Just over one in five (22%) greater Christchurch residents continues to be impacted by the loss of outdoor sports and active recreation facilities. For one in ten (10%), the loss of outdoor facilities is still having a moderate or major impact on their everyday lives.

Figure 7.9: Current result – Loss of outdoor sports and active recreation facilities (e.g. swimming pools, sports fields and courts) by TLA (%)



Base: All respondents, excluding not answered

Christchurch City residents are more likely to say the loss of outdoor recreation facilities is still impacting their everyday lives (12%, compared with 5% of those living in Selwyn District and 4% of those living in Waimakariri District).

Those more likely to say the impact on their everyday lives is moderate or major (10%) are:

- Those who have unresolved claims at the property they own and usually live in (18%)

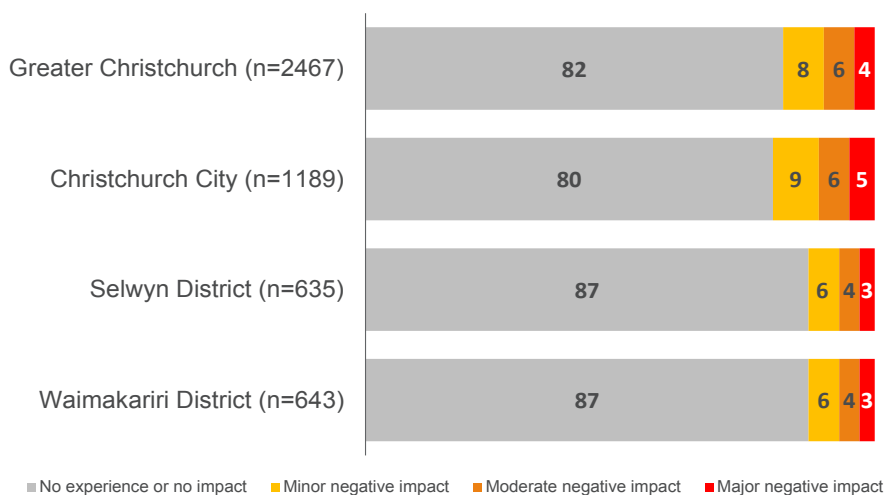
Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 65 to 74 years old (5%) or 75 years or over (3%)

FINANCIAL BURDENS

Fewer than one in five (18%) residents say that additional financial burdens as a result of the earthquakes continue to negatively impact their everyday lives. For 10% this impact is moderate or major.

Figure 7.10: Current result – Additional financial burdens (e.g. replacing damaged items, additional housing costs, supporting family members) by TLA (%)



Base: All respondents, excluding not answered

Christchurch City residents feel more negatively impacted by additional financial burdens (11% rating the impact as moderate or major, compared with 7% in both Waimakariri and Selwyn Districts).

Those more likely to say the impact on their everyday lives is moderate or major (10%) are:

- Those who have unresolved claims at the property they own and usually live in (36%)
- Living in temporary housing (26%)

Those less likely to say the negative impact on their everyday lives continues to be moderate or major are:

- Aged 18 to 24 years old (4%), 75 years or over (4%) or 65 to 74 (5%)
- Those who have not needed to make an insurance claim on their dwelling (5%)

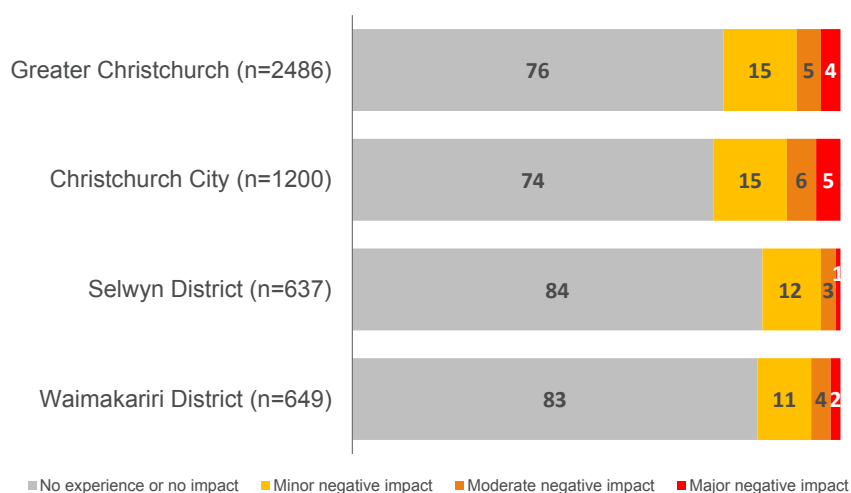
DISTRESS AROUND AFTERSHOCKS

Just under a quarter (24%) of greater Christchurch residents say the distress or anxiety associated with ongoing aftershocks is still having a negative impact on their everyday lives. For 9% the impact on their everyday lives is moderate or major. This proportion has decreased significantly over time and is now at its lowest level.

Table 7.11: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Distress or anxiety associated with ongoing aftershocks	42	16✓	14	14	12✓	12	9✓

Figure 7.11: Current result – Distress or anxiety associated with ongoing aftershocks by TLA (%)



Base: All respondents, excluding not answered

The proportion of Christchurch City residents (11%) who say they are still experiencing distress or anxiety associated with ongoing aftershocks remains significantly higher than the proportion of those living in Waimakariri (6%) and Selwyn Districts (4%).

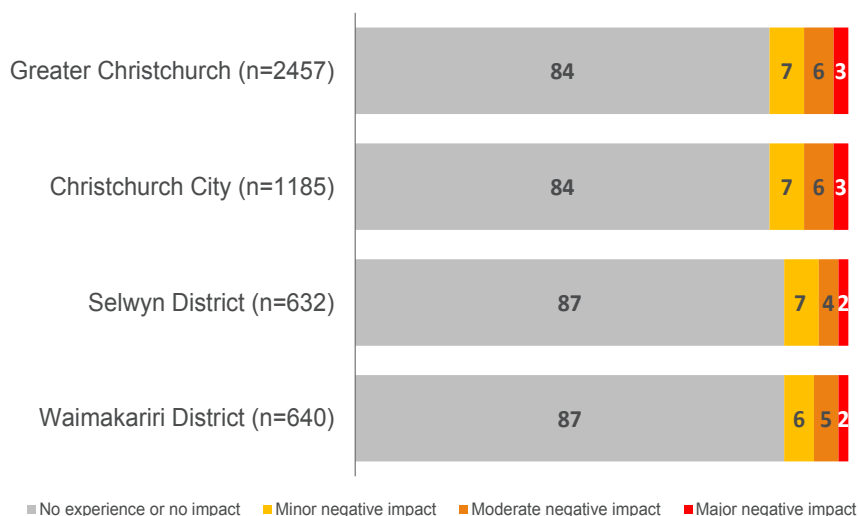
Those more likely to say the negative impact on their everyday lives is moderate or major (9%) are:

- Living with a health condition or disability (18%)
- Aged 75 years or over (17%)
- From a household with an income of less than \$30,000 (16%)
- Those who have unresolved claims at the property they own and usually live in (16%)

ADDITIONAL WORK PRESSURES

A sixth (16%) of greater Christchurch residents continues to be impacted by additional work pressures. For 9% this issue is having a moderate or major impact on their everyday lives.

Figure 7.12: Current result – Additional work pressures (e.g. Workplace relocation, workload increasing as a result of earthquakes) by TLA (%)



Base: All respondents, excluding not answered

Some 9% of Christchurch City residents are still being moderately or majorly impacted by these additional pressures compared with 7% of those living in Waimakariri District and 6% in Selwyn District.

Those more likely to say the impact on their everyday lives has been moderate or major (9%) are:

- Those who have unresolved claims at the property they own and usually live in (25%)

Those less likely to say the impact on their everyday lives has been moderate or major are:

- Aged 65 to 74 years (1%) or 75 years or over (1%)

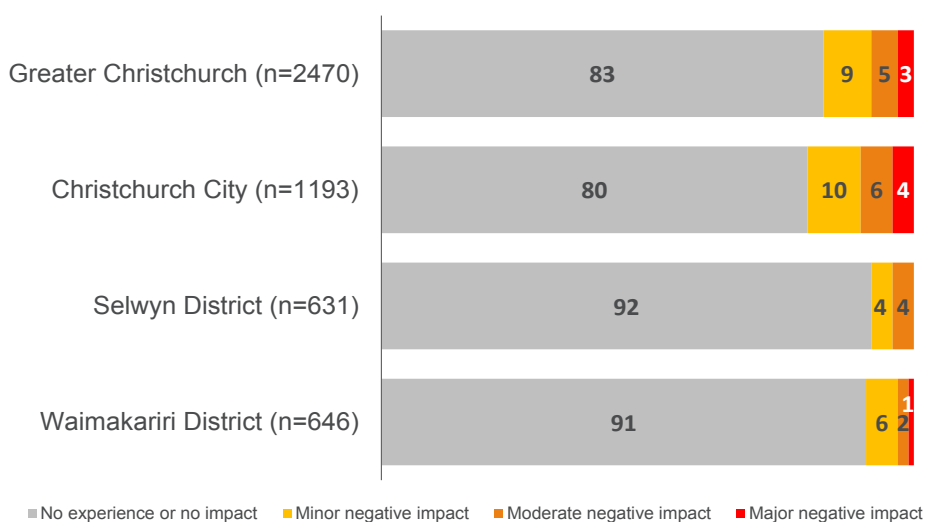
DAMAGED HOME

Fewer than a fifth (17%) of greater Christchurch residents say that living day to day in a damaged home continues to have a negative impact on their everyday lives. For 8% this impact is moderate or major. Year on year, fewer residents are being negatively impacted from living day to day in a damaged home.

Table 7.13: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Living day to day in a damaged home	22	16✓	16	12✓	12	8✓	8

Figure 7.13: Current result – Living day to day in a damaged home by TLA (%)



Base: All respondents, excluding not answered

Christchurch City residents are more strongly impacted than those living in Waimakariri and Selwyn Districts (10% compared with 4% in Selwyn District and 3% in Waimakariri District).

Those more likely to say the impact on their everyday lives is moderate or major (8%) are:

- Those who have unresolved claims at the property they own and usually live in (54%)
- Living in temporary housing (15%)

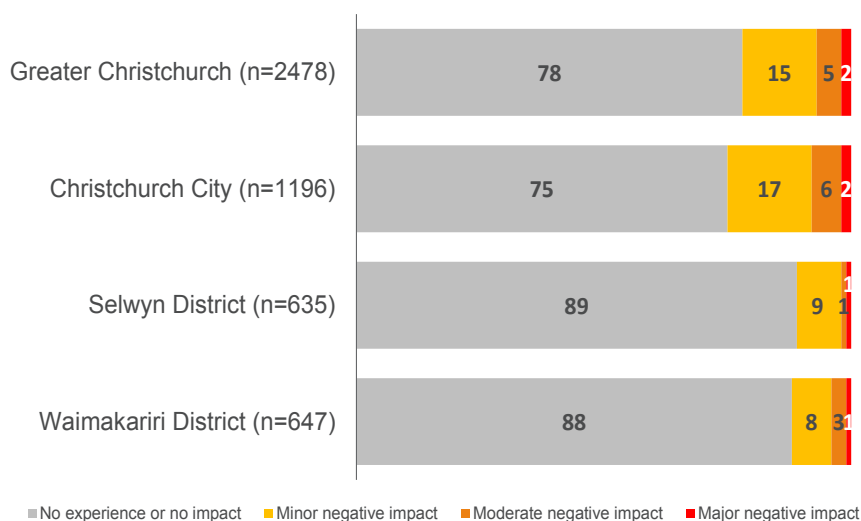
Those less likely to say the impact on their everyday lives has been moderate or major are:

- Those who have not needed to make an insurance claim on their dwelling (3%)

ACCESS TO NATURAL ENVIRONMENT

For two in ten residents (22%), the loss of usual access to the natural environment is having a negative impact on their everyday lives as a result of the earthquakes. This impact is moderate or major for 7% of greater Christchurch residents.

Figure 7.14: Current result – Loss of usual access to the natural environment (rivers, lakes, beaches, wildlife areas, parks, walking tracks) by TLA (%)



Base: All respondents, excluding not answered

Loss of access to the natural environment is not negatively impacting the majority of Selwyn and Waimakariri residents (with just 2% of Selwyn residents and 4% of Waimakariri residents indicating that the negative impact on their lives is moderate or major). However, it is continuing to negatively impact a slightly greater proportion of Christchurch City residents (8%).

Those more likely to say the impact on their everyday lives has been moderate or major (7%) are:

- Of Māori ethnicity (14%)

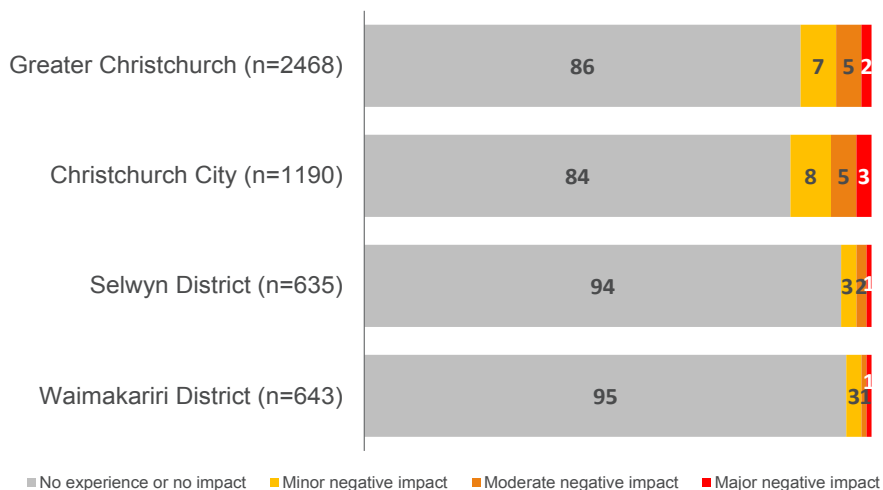
Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 75 years or over (2%)

POOR QUALITY OF HOUSE

Some 14% indicate they are living in a poor quality house as a result of the earthquakes. For 7% this is impacting strongly on their everyday lives.

Figure 7.15: Current result – Poor quality of house (e.g. cold, damp) by TLA (%)



Base: All respondents, excluding not answered

Christchurch City residents are significantly more likely to still be negatively impacted by living in poor quality housing as a result of the earthquakes (8% compared with 3% of those living in Selwyn District and 2% of those in Waimakariri District).

Those more likely to say the impact on their everyday lives is moderate or major (7%) are:

- Those who have unresolved claims at the property they own and usually live in (29%)
- Of Māori ethnicity (18%)
- Living in temporary housing (15%)
- Renting the dwelling that they usually live in (13%)

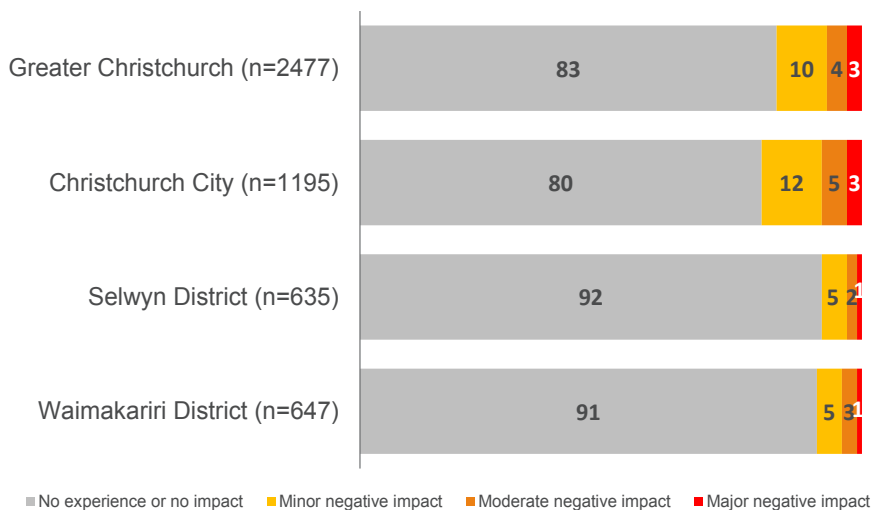
Those less likely to say the impact on their lives is moderate or major are:

- Aged 75 years or over (0%)

LOSS OF OPPORTUNITY FOR LEISURE PURSUITS

Over a sixth (17%) of greater Christchurch residents reports that they are still being negatively impacted by a lack of opportunities to engage with others in their community through arts, cultural, sports or other leisure pursuits. For 7% the loss of these opportunities is having a moderate or major impact on their everyday lives.

Figure 7.16: Current result – Lack of opportunities to engage with others in my community through arts, cultural, sports or other leisure pursuits by TLA (%)



Base: All respondents, excluding not answered

This issue is felt more by Christchurch City residents (8% compared with 3% of those living in Selwyn District and 4% of those living in Waimakariri District).

Those less likely to say the impact on their everyday lives is moderate or major (7%) are:

- Aged 65 to 74 years old (2%)

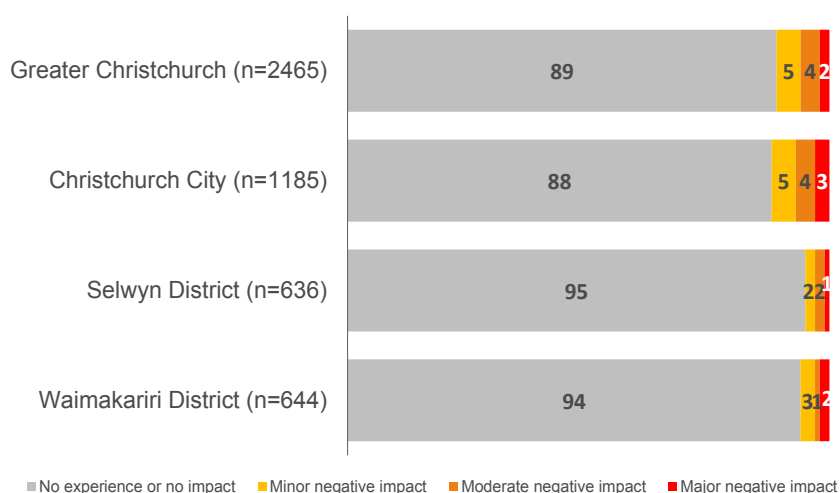
MOVING HOUSE

Some 11% say they are still being affected by having to move house permanently or temporarily as a result of the earthquakes. For 6% the need to move is still having a moderate or major impact on their everyday lives which is a significant decrease since April 2015 (down from 8%).

Table 7.17: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Having to move house permanently or temporarily	16	13✓	12	11	10	8✓	6✓

Figure 7.17: Current result – Having to move house permanently or temporarily by TLA (%)



Base: All respondents, excluding not answered

Again, a higher proportion of Christchurch City (7%) residents continue to be impacted by this issue compared with Selwyn District and Waimakariri District (3%) residents.

Those more likely to say the impact on their everyday lives is moderate or major (6%) are:

- Living in temporary housing (36%)
- Those who have unresolved claims at the property they own and usually live in (28%)
- Of Māori ethnicity (13%)

Those less likely to say the impact on their everyday lives has been moderate or major are:

- Of Pacific, Asian or Indian ethnicity (1%)

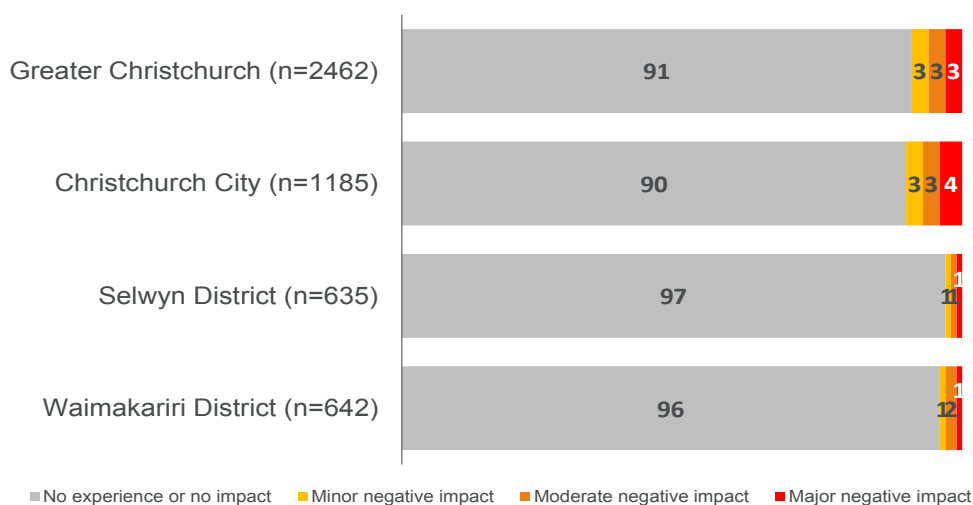
RENTAL ACCOMMODATION

One in ten (9%) greater Christchurch residents are still being negatively impacted in relation to finding suitable rental accommodation. Overall, the everyday lives of 6% of residents are being strongly impacted by the difficulty they have experienced or are experiencing in finding rental accommodation. The proportion being strongly impacted by this issue continues to show a downward trend.

Table 7.18: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Difficulty finding suitable rental accommodation	12	9✓	10	10	9	7✓	6

Figure 7.18: Current result – Difficulty finding suitable rental accommodation by TLA (%)



Base: All respondents, excluding not answered

Issues around finding suitable rental accommodation are more prevalent in Christchurch City (7% saying the impact is moderate or major) than in Selwyn District (2%) and Waimakariri Districts (3%).

Those more likely to say the impact on their everyday lives is moderate or major (6%) are:

- Living in temporary housing (24%)
- Renting the dwelling they usually live in (17%)
- Of Māori ethnicity (16%)
- Those who have unresolved claims at the property they own and usually live in (15%)

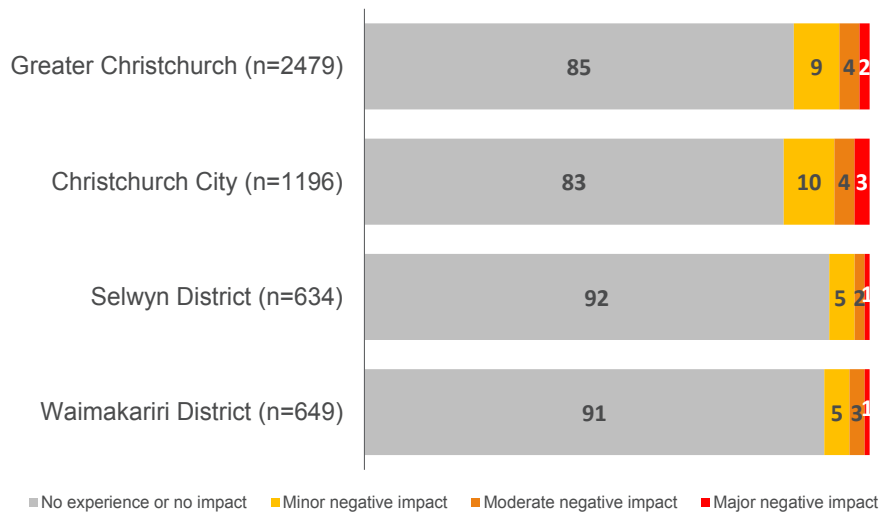
Those less likely to say the impact on their everyday lives has been moderate or major are:

- Those who have not needed to make an insurance claim on their dwelling (0%) and those who accepted an insurance claim offer (1%)
- Aged 65 to 74 years (1%) or 75 years or over (0%)

RELATIONSHIP PROBLEMS

Nearly one in six (15%) continues to be negatively impacted by relationship problems as a result of the earthquakes. Fewer than one in ten (6%) residents say the impact on their everyday lives is major or moderate.

Figure 7.19: Current result – Relationship problems (arguing with partner/friends) by TLA (%)



Base: All respondents, excluding not answered

Christchurch City residents are more negatively impacted by relationship problems as a result of the earthquakes (7% compared with 4% of those in Waimakariri District and 3% in Selwyn District).

Those more likely to say the impact on their everyday lives is moderate or major (6%) are:

- Those who have unresolved claims at the property they own and usually live in (20%)
- Of Māori ethnicity (12%)

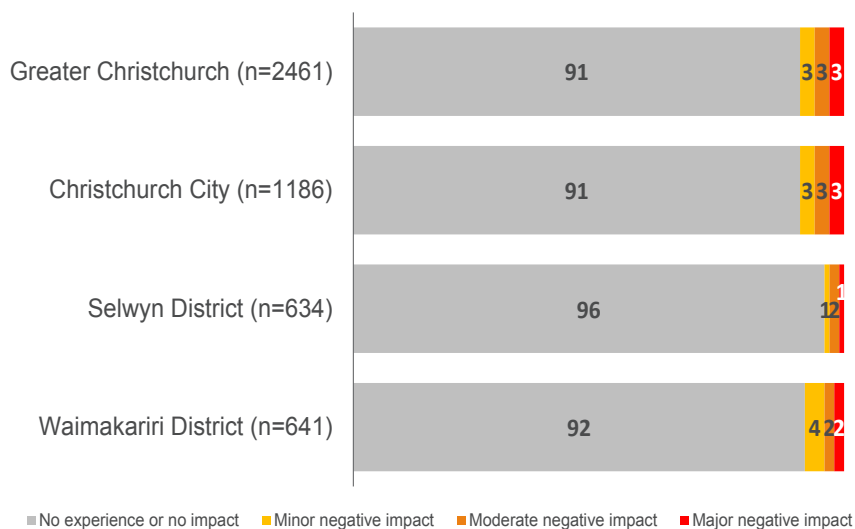
Those less likely to say the impact is moderate or major are:

- Aged 18 to 24 years old (1%) or 75 years old or more (1%)

LOSS OF EMPLOYMENT OR INCOME

Almost one in ten (9%) residents continues to be impacted by potential or actual loss of employment or income as a result of the earthquakes. As would be expected, the majority (6% overall or two thirds of those still being impacted) of those experiencing loss of employment or income are being strongly impacted by this.

Figure 7.20: Current result – Potential or actual loss of employment or income by TLA (%)



Base: All respondents, excluding not answered

Residents of Christchurch City are most likely to be impacted by loss of employment or income as a result of the earthquakes (6%, compared to 3% of Selwyn and 4% of Waimakariri District residents).

Those more likely to say the impact on their everyday lives is moderate or major (6%) are:

- Those who have unresolved claims at the property they own and usually live in (19%)
- Living in temporary housing (14%)
- Of Māori ethnicity (12%)

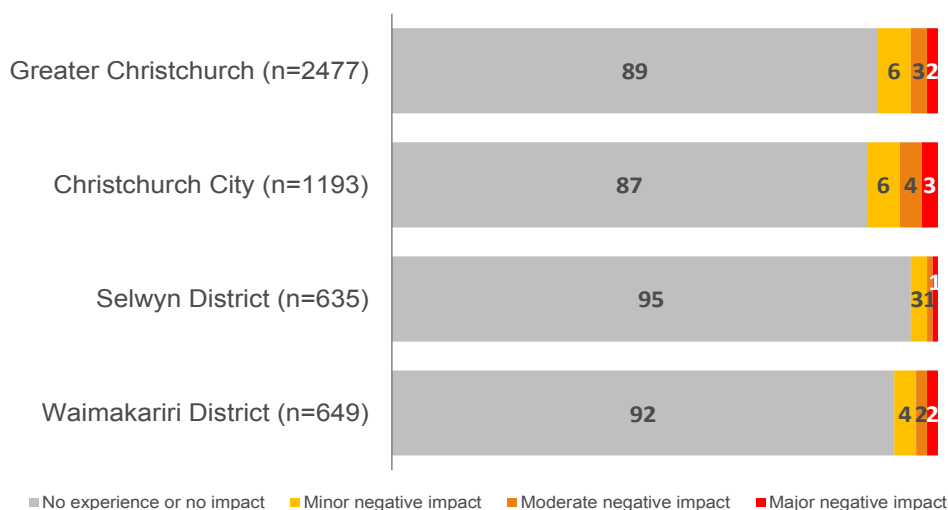
Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 75 years old or over (1%)

BARRIERS AROUND DISABILITIES

Just over one in ten (11%) say their everyday lives are negatively impacted in relation to dealing with barriers around disabilities (whether existing or earthquake related). For 5% this is having a moderate or major negative impact on their everyday lives.

Figure 7.21: Current result – Dealing with barriers around disabilities (own or other people's) whether existing or earthquake related by TLA (%)



Base: All respondents, excluding not answered

Christchurch City residents are more negatively impacted by barriers around disabilities as a result of the earthquakes (7% compared with 4% of those in Waimakariri District and 2% in Selwyn District).

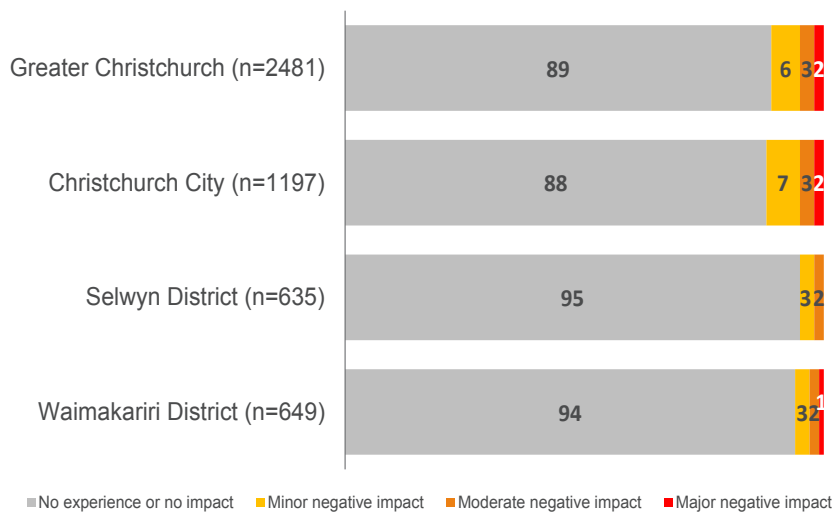
Those more likely to say the impact on their everyday lives is moderate or major (5%) are:

- Living with a health condition or disability (17%)
- From a household with an income of less than \$30,000 (11%)
- Of Māori ethnicity (11%)

LOSS OF SERVICES

Just one in ten (11%) residents continues to be negatively impacted by the loss or relocation of services. For 5% this loss is having a moderate or major impact on their everyday lives.

Figure 7.22: Current result – Loss or relocation of services (such as GPs, childcare, schools, other Govt Departments) by TLA (%)



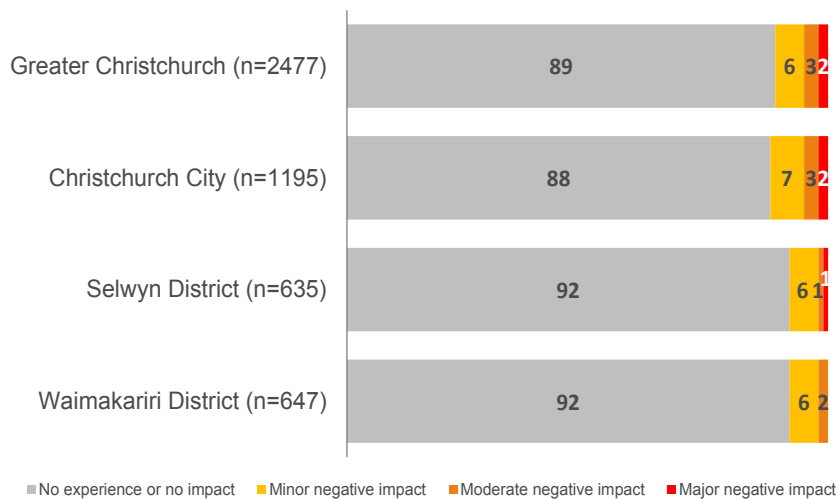
Base: All respondents, excluding not answered

A slightly higher proportion of Christchurch City residents are negatively impacted by the loss or relocation of services (5% compared with 3% of Waimakariri District and 2% of Selwyn District residents).

FRIGHTENED, UPSET OR UNSETTLED CHILDREN

One in ten (11%) greater Christchurch residents is still being impacted through needing to deal with frightened, upset or unsettled children as a result of the earthquakes. For 5%, this is still having a moderate or major impact on their everyday lives.

Figure 7.23: Current result – Dealing with frightened, upset or unsettled children by TLA (%)



Base: All respondents, excluding not answered

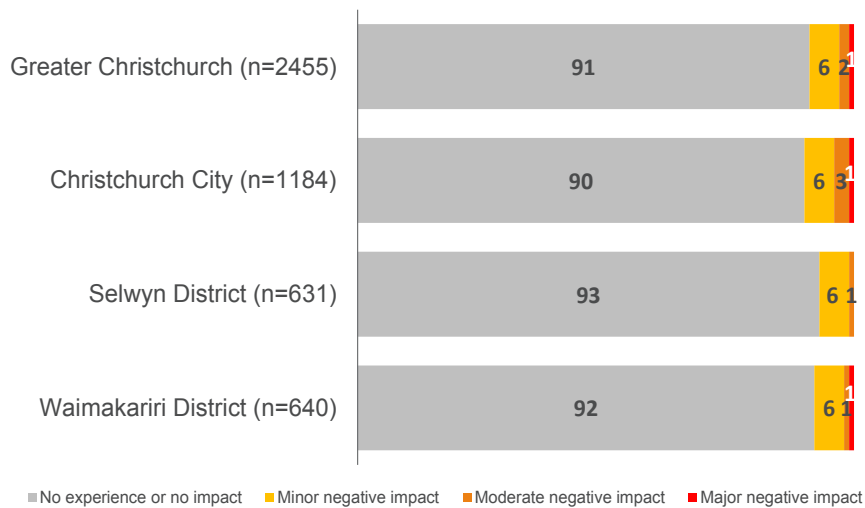
Those more likely to say the impact on their everyday lives is moderate or major (5%) are:

- Of Māori ethnicity (10%)

WORKPLACE SAFETY CONCERNS

Almost one in ten (9%) residents of greater Christchurch continues to have workplace safety concerns as a result of the earthquakes. For 3% of residents, these concerns have a moderate or major impact on their everyday lives.

Figure 7.24: Current result – Workplace safety concerns (e.g. perception that building is unsafe) by TLA (%)



Base: All respondents, excluding not answered

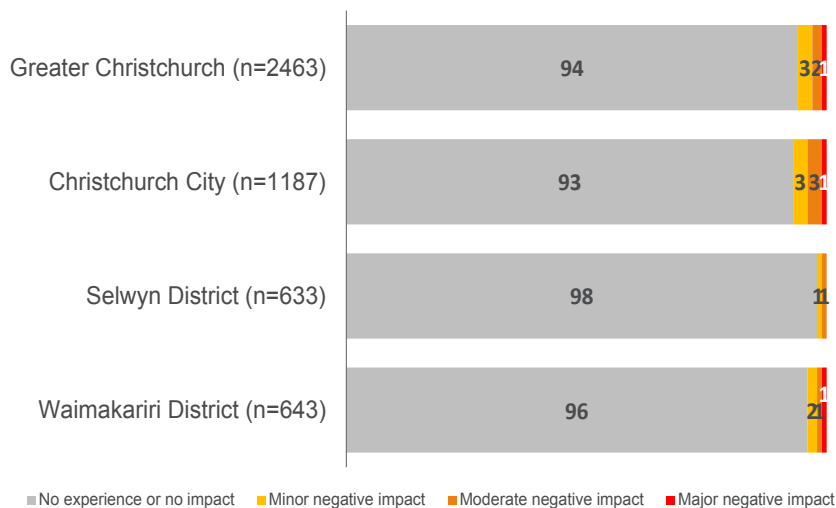
Those more likely to say the impact on their everyday lives is moderate or major (3%) are:

- Those who have unresolved claims at the property they own and usually live in (9%)

HOUSE TOO SMALL

The lives of 6% of residents are still being negatively impacted by living in a house too small for the number of people in the household. For 3% of residents, these concerns have a moderate or major impact on their everyday lives.

Figure 7.25: Current result – House too small for the number of people in the household by TLA (%)



Base: All respondents, excluding not answered

A slightly higher proportion of Christchurch City residents continue to be strongly impacted by living in a house too small for the number of people (4% compared with 2% of Waimakariri District residents and 1% of Selwyn District residents).

Those more likely to say the impact on their everyday lives is moderate or major (3%) are:

- Living in temporary housing (14%)

8. POSITIVE OUTCOMES OF THE EARTHQUAKES



INTRODUCTION

Questions were also asked to measure the proportion of residents who have experienced positive outcomes from the earthquakes.

Respondents were shown a list of 14 positive outcomes and for each, were asked to indicate the level of impact each issue was **still having** on their everyday lives as a result of the earthquakes.

The results are shown as follows:

- Table 8.0 provides an overview and ranks the 14 outcomes, based on the proportion that indicates a particular issue is continuing to have a **strong positive impact** on their everyday lives (answered either 'moderate positive impact' or 'major positive impact'). This table compares the September 2015 results with results of the previous six surveys.
- Following this summary table, each of the issues is scrutinised individually and significant differences between sub-groups highlighted.

STRENGTH OF OUTCOME

The next table compares the September 2015 results with the previous measures. The question was phrased slightly differently between measures as follows:

- In September 2012 residents considered the extent their everyday lives **had been impacted** by an issue as a result of the earthquakes.
- In subsequent surveys residents considered the extent to which their everyday lives **were still being impacted** by each issue as a result of the earthquakes.

As can be seen from the table, from September 2012 to April 2014 many of the initial 'reactionary' positive outcomes of the earthquakes were slowly dissipating with time, particularly pride in ability to cope, renewed appreciation of life, heightened sense of community, spending more time with family and increased resilience.

In the following year when the focus shifted from recovery to rebuild there were some significant improvements with the impacts relating to construction progress including: tangible signs of progress, access to new and repaired recreational, cultural and leisure time facilities, opportunity to experience public events and spaces and business and employment opportunities. The family's increased resilience and a heightened sense of community were the only impacts with initial 'reactionary' positive outcomes continuing to trend down.

The September 2015 results show that many of these positive impacts have stabilised. However three of the four areas that had positive improvements in April 2015 have returned to levels seen prior.

Table 8.0: Trend – Proportion saying the outcome continues to have a moderate or major positive impact (%)

(Issues ranked based on September 2015 results - from highest to lowest in term of proportion still being strongly impacted by each issue)	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Renewed appreciation of life	45	33*	29*	27	27	29	27
Tangible signs of progress	NA*	NA*	18	15*	20✓	24✓	22
Pride in ability to cope under difficult circumstances	41	26*	24	22	23	22	22
Spending more time together as a family	36	27*	25	20*	21	22	22
Access to new and repaired recreational, cultural and leisure time facilities	NA*	16	18	15*	18✓	20	19
Family's increased resilience	36	23*	24	21*	22	19*	19
Sense of stronger personal commitment to Christchurch / Selwyn / Waimakariri	24	20*	18	16	17	20✓	17*
Helping family, friends and the community	NA*	20	19	17	17	17	16
Heightened sense of community	34	20*	19	17	16	15	14
Opportunity to experience public events and spaces	14	15	14	14	14	18✓	13*
Business and employment opportunities	11	10	11	12	12	15✓	11*
Improved quality of house after the repair/rebuild	NA*	NA*	11	10	11	12	11
Income related benefits	7	8	9	8	9	10	8*
Increased opportunities for individual creative expression	9	9	10	7*	9	9	8

Base: All respondents, excluding not answered (base sizes vary)

* Not asked in September 2012

RENEWED APPRECIATION OF LIFE

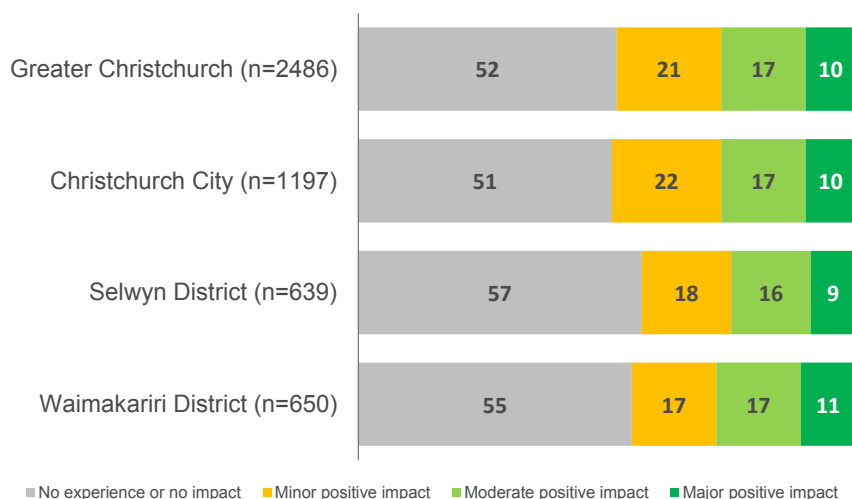
Almost half (48%) continue to experience a renewed appreciation of life as a result of the earthquakes. For over a quarter (27%) this continues to have a moderate or major positive impact on their everyday lives. This remains the most prevalent positive outcome from the earthquakes.

Table 8.1: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Renewed appreciation of life	45	33*	29*	27	27	29	27

Base: All respondents, excluding not answered

Figure 8.1: Current result – Renewed appreciation of life by TLA (%)



Base: All respondents, excluding not answered

Those more likely to say the impact on their everyday lives is moderate or major (27%) are:

- Female (32%)

Those less likely to indicate a moderate or major impact are:

- Aged 18 to 24 years old (16%)

TANGIBLE SIGNS OF PROGRESS

Just under half (48%) say they are being positively impacted by tangible signs of progress. For a fifth of residents (22%) this is having a moderate or major impact on their everyday lives. Being able to see tangible signs of progress remains the second most prevalent positive outcome impacting residents' everyday lives.

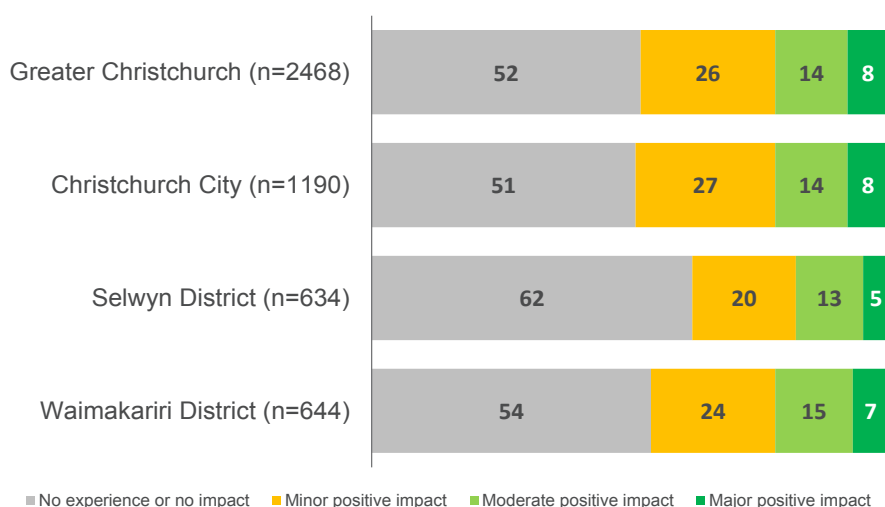
Table 8.2: Trend – Proportion that are experiencing this impact and how strongly they are being impacted, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Tangible signs of progress	NA*	NA*	18	15*	20✓	24✓	22

Base: All respondents, excluding not answered

* Not asked in that measure

Figure 8.2: Current result – Tangible signs of progress (new buildings, CBD cordon removed) by TLA (%)



Base: All respondents, excluding not answered

Selwyn District has a lower proportion of residents saying they can see tangible signs of progress (18%, compared to 22% in both Christchurch City and Waimakariri District).

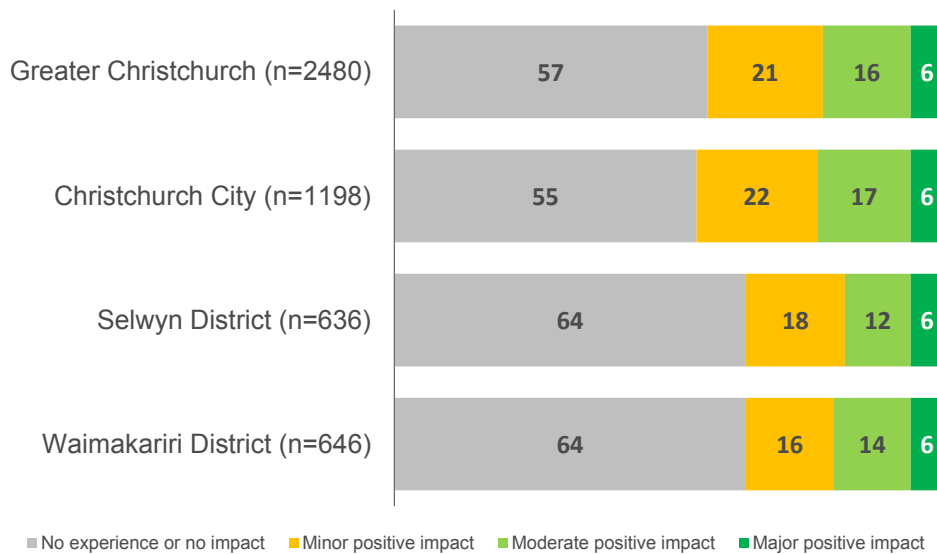
Those more likely to indicate the impact on their everyday lives has been moderate or major (22%) are:

- From a household with an income of more than \$100,000 (29%)
- Those who have moved to the area for employment or business since 4 September 2010 (29%)

COPING UNDER DIFFICULT CIRCUMSTANCES

Four in ten (43%) still feel pride in their ability to cope under difficult circumstances as a result of the earthquakes. For one in five (22%) this continues to have a moderate or major positive impact on their everyday lives.

Figure 8.3: Current result – Pride in ability to cope under difficult circumstances by TLA (%)



Base: All respondents, excluding not answered

Residents living in Selwyn District are less likely to consider that this factor is continuing to have a major or moderate impact on their everyday lives (18% compared to 23% in Christchurch City and 20% in Waimakariri District).

Those more likely to indicate the impact on their everyday lives has been moderate or major (22%) are:

- Those who have unresolved claims at the property they own and usually live in (32%)
- From a household with an income of more than \$100,000 (28%)

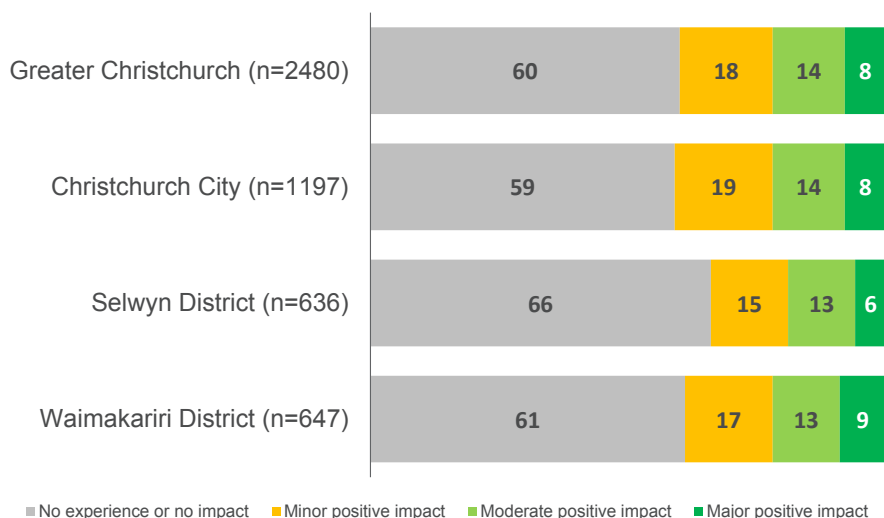
Those less likely to indicate the impact on their everyday lives has been moderate or major are:

- Aged 75 years old or more (15%)

SPENDING TIME WITH FAMILY

Two in five (40%) greater Christchurch residents continue to benefit from spending more time together as a family as a result of the earthquakes. For one in five (22%) this is having a moderate or major positive impact on their everyday lives.

Figure 8.4: Current result – Spending more time together as a family by TLA (%)



Base: All respondents, excluding not answered

Selwyn District residents are less likely to say that spending more time together as a family as a result of the earthquakes continues to have a positive impact on their lives (19% compared with 22% of residents in both Christchurch City and Waimakariri District).

Those more likely to say the impact on their everyday lives is moderate or major (22%) are:

- Of Pacific, Asian or Indian ethnicity (35%)
- Female (27%)

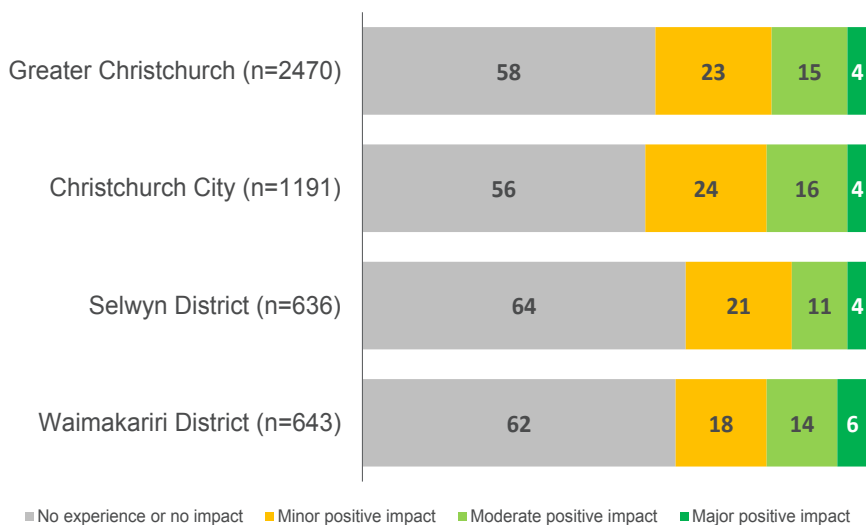
Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 18 to 24 years old (15%)

ACCESS TO NEW FACILITIES

Just over two in five (42%) residents feel that access to new and repaired recreational, cultural and leisure time facilities is impacting positively on their lives, including 19% for whom this is having a strong positive impact.

Figure 8.5: Current result – Access to new and repaired recreational, cultural and leisure time facilities by TLA (%)



Base: All respondents, excluding not answered

Those living in Selwyn District (15%) are less likely to say they are being positively impacted by increased access to new and repaired facilities compared to those living in Christchurch City and Waimakariri District (20%).

Those more likely to indicate the impact on their everyday lives has been moderate or major (19%) are:

- Aged 25 to 34 years old (25%)

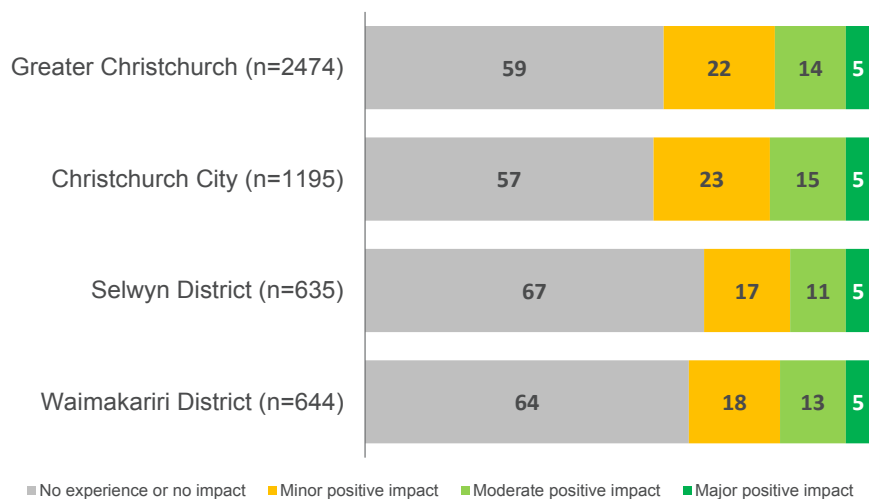
Those less likely to say this are:

- From a household with an income of less than \$30,000 (14%)

INCREASED RESILIENCE

Two in five (41%) indicate an increase in their own and/or their family's resilience as a result of the earthquakes. One in five (19%) of all residents indicates that increased resilience is having a moderate or major positive impact on their everyday lives.

Figure 8.6: Current result – Family's increased resilience by TLA (%)



Base: All respondents, excluding not answered

Residents of Selwyn District are less likely to say that increased resilience is having a moderate or major positive impact on their everyday lives (16%, compared to 20% in Christchurch City and 18% in Waimakariri District).

Those more likely to say the impact on their everyday lives is moderate or major (19%) are:

- Of Pacific, Asian or Indian ethnicity (32%)
- From a household with an income of more than \$100,000 (26%)

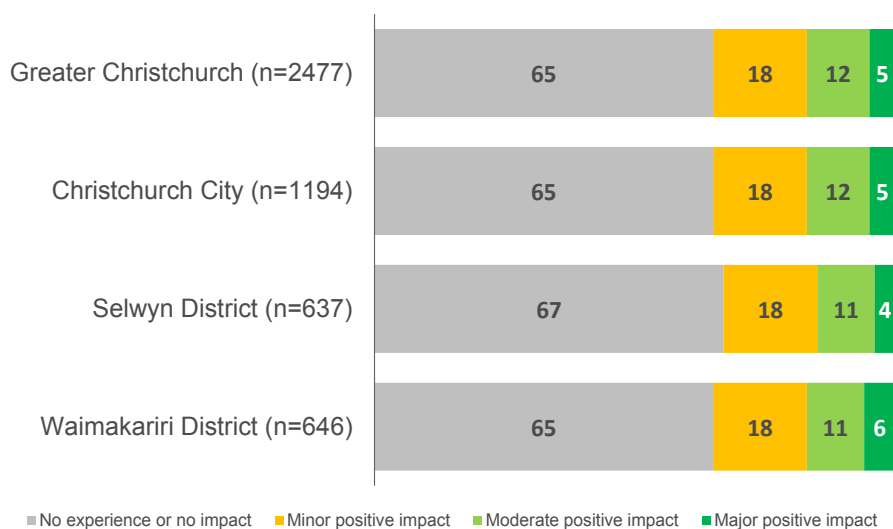
STRONGER PERSONAL COMMITMENT

Since the earthquakes, over a third (35%) of residents feel a stronger personal commitment to the area they live in. The proportion of residents saying this is having a moderate or major positive impact on their everyday lives has decreased significantly since April 2015 (from 20% to 17%).

Table 8.7: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Sense of stronger personal commitment to Christchurch / Selwyn / Waimakariri	24	20*	18	16	17	20✓	17*

Figure 8.7: Current result – Sense of stronger personal commitment to Christchurch / Selwyn / Waimakariri by TLA (%)



Base: All respondents, excluding not answered

Residents living in each of the TLAs have similar levels of commitment to their local authority.

Those more likely to indicate their personal sense of commitment is having a moderate or major impact on their everyday lives (17%) are:

- Of Pacific, Asian or Indian identity (27%)

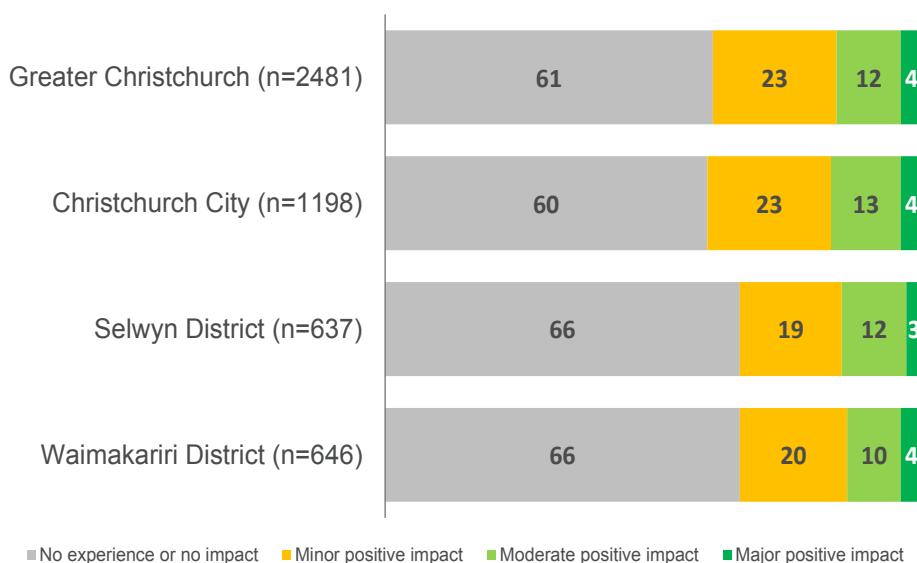
Those less likely to indicate this are:

- Aged 18 to 24 years old (10%)

HELPING OTHERS

Four in ten (39%) say that helping family, friends and the community as a result of the earthquakes is still having a positive impact on their everyday lives. A sixth (16%) say this is having a moderate or major positive impact.

Figure 8.8: Current result – Helping family, friends and the community by TLA (%)



Base: All respondents, excluding not answered

Those more likely to indicate that helping family and friends as a result of the earthquakes is still having a strong impact (16%) are:

- Aged 65 to 74 years old (21%)

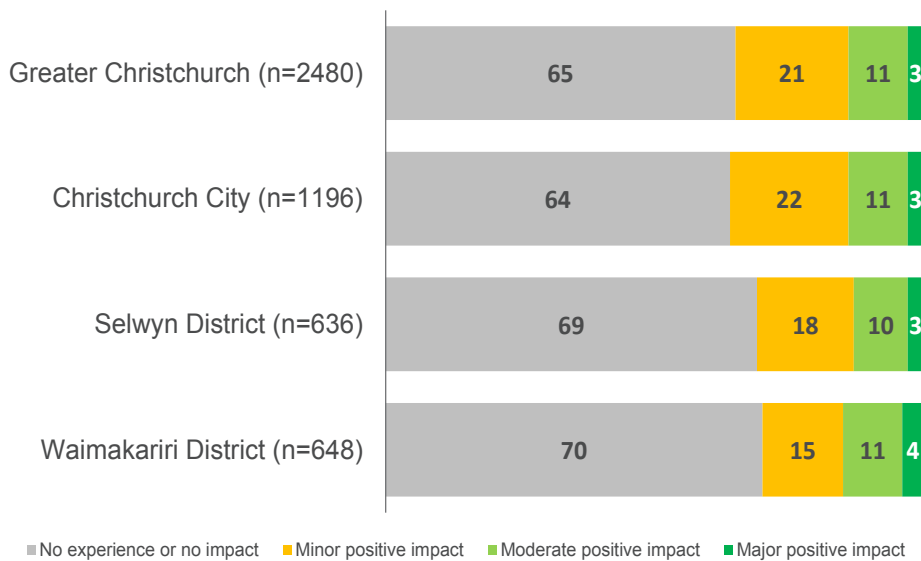
Those less likely to indicate that helping family and friends as a result of the earthquakes is still having a strong impact are:

- Aged 18 to 24 years old (10%)

SENSE OF COMMUNITY

Just over a third (35%) of residents continues to feel a heightened sense of community as a result of the earthquakes. For around a sixth (14%), this is having a strong positive impact on their everyday lives.

Figure 8.9: Current result – Heightened sense of community by TLA (%)



Base: All respondents, excluding not answered

Those more likely to indicate the impact on their everyday lives has been moderate or major (14%) are:

- Of Pacific, Asian or Indian ethnicity (23%)
- Those with unresolved claims at the property they own and usually live in (23%)

Those less likely to say this are:

- Aged 18 to 24 years old (8%)

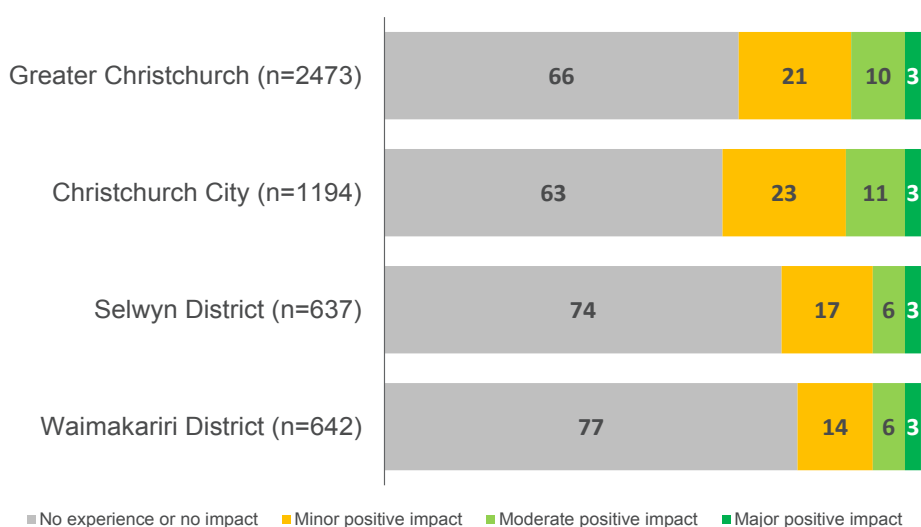
EXPERIENCE PUBLIC EVENTS AND SPACES

A third (34%) continues to be positively impacted by the opportunity to experience public events and spaces as a result of the earthquakes and this is having a strong positive impact on the lives of just over one in ten (13%) residents. This represents a significant decrease from April 2015 and is the lowest rating to date.

Table 8.10: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Opportunity to experience public events and spaces	14	15	14	14	14	18✓	13*

Figure 8.10: Current result – Opportunity to experience public events and spaces by TLA (%)



Base: All respondents, excluding not answered

Those living in Selwyn District (9%) and Waimakariri District (9%) are less likely to feel they are being strongly impacted by opportunities to experience public events and spaces as a result of the earthquakes (compared to 14% of those living in Christchurch City).

Those more likely to indicate the impact on their everyday lives has been moderate or major (13%) are:

- From a household with an income of more than \$100,000 (18%)

Those less likely to say this are:

- Aged 75 years or over (4%) or 65 to 74 years old (6%)

BUSINESS AND EMPLOYMENT OPPORTUNITIES

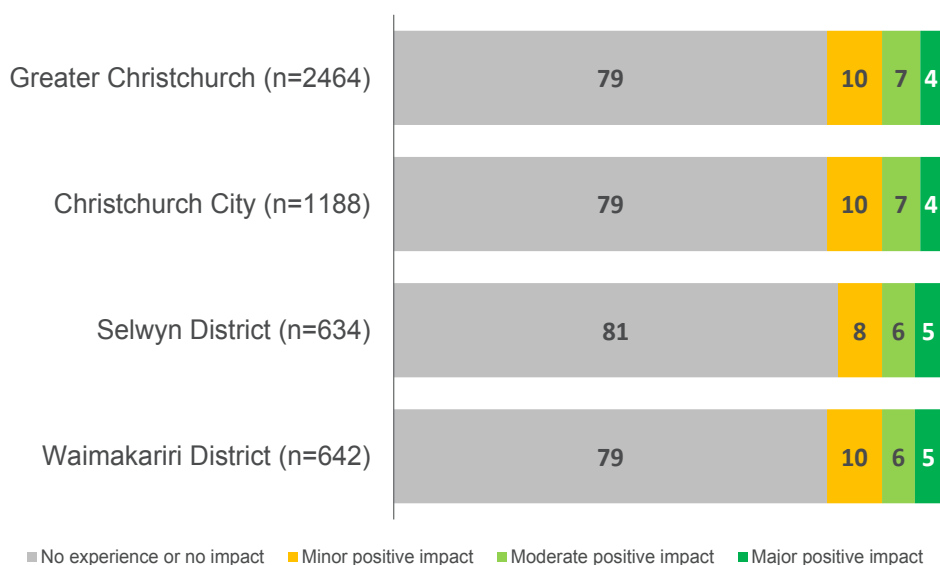
Two in ten (21%) are being positively impacted by business and employment opportunities as a result of the earthquakes. For one in ten (11%) this is having a moderate or major positive impact on their everyday lives.

Although there was a significant increase in April 2015 in the proportion of residents being strongly impacted by business and employment opportunities, there has been a significant decrease in September 2015 back to earlier levels.

Table 8.11: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Business and employment opportunities	11	10	11	12	12	15✓	11*

Figure 8.11: Current result – Business and employment opportunities by TLA (%)



Base: All respondents, excluding not answered

Those more likely to indicate that the impact on their everyday lives is moderate or major (11%) are:

- Those who have moved to the area for employment or business since 4 September 2010 (27%)
- Of Pacific, Asian or Indian ethnicity (24%)
- Living in temporary housing (23%)
- Aged 25 to 34 years old (18%)
- Renting the dwelling they usually live in (17%)
- From a household with an income of more than \$100,000 (16%)
- Living in a household with at least one child (16%)

Those less likely to indicate that the impact on their everyday lives has been moderate or major are:

- Aged 75 years or over (0%) or 65 to 74 years old (2%)
- Living with a health condition or disability (4%)
- From a household with an income of less than \$30,000 (6%)

IMPROVED QUALITY OF HOUSE

Nearly one in five (19%) is experiencing an improved quality of house due to the repair or rebuild as a result of the earthquakes. For 11% this is having a moderate or major impact on their everyday lives.

Figure 8.12: Current result – Improved quality of house after the repair / rebuild by TLA (%)



Base: All respondents, excluding not answered

Those more likely to indicate that the impact on their everyday lives is moderate or major (11%) are:

- Of Pacific, Asian or Indian ethnicity (18%)

INCOME-RELATED BENEFITS

Just over one in ten residents (14%) is experiencing income-related benefits as a result of the earthquakes. For 8% this is having a moderate or major impact on their everyday lives. This is significantly lower than the result in April 2015.

Table 8.13: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Income related benefits	7	8	9	8	9	10	8*

Figure 8.13: Current result – Income-related benefits by TLA (%)



Base: All respondents, excluding not answered

Those more likely to indicate that the impact on their everyday lives is moderate or major (8%) are:

- Those who have moved to the area for employment or business since 4 September 2010 (15%)
- Aged 25 to 34 years old (14%)
- Of Pacific, Asian or Indian ethnicity (13%)

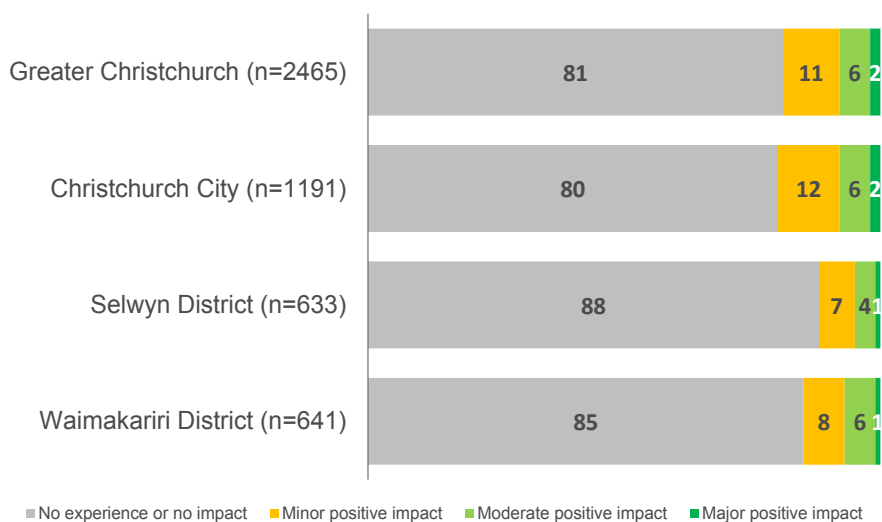
Those less likely to indicate that the impact on their everyday lives is moderate or major are:

- Aged 75 years or over (1%) and 65 to 74 years old (2%)
- Living with a health condition or disability (3%)

INDIVIDUAL CREATIVE EXPRESSION

A fifth (19%) of Christchurch residents are being positively impacted by increased opportunities for individual creative expression. For under one in ten (8%) this is having a moderate or major positive impact on their everyday lives.

Figure 8.14: Current result – Increased opportunities for individual creative expression by TLA (%)



Base: All respondents, excluding not answered

Residents living in Selwyn District are less likely to feel strongly impacted by increased opportunities for individual creative expression (5% compared to 8% of residents in Christchurch City and 7% in Waimakariri District).

Those more likely to indicate that the impact on their everyday lives is moderate or major (8%) are:

- Of Pacific, Asian or Indian ethnicity (15%)

Those less likely to indicate that the impact on their everyday lives is moderate or major are:

- Aged 64 to 75 years old (3%) or 75 years or over (3%)

9. CONFIDENCE IN DECISION MAKING



INTRODUCTION

This section summarises responses to questions that measured the perceptions residents have of the decisions being made by the agencies involved in earthquake recovery.

Specifically, respondents were asked to indicate the level of confidence they felt in each of the following (using a scale of not at all confident, not very confident, neutral, confident, very confident, don't know):

- Overall, that the agencies involved in the earthquake recovery have made decisions that were in the best interests of greater Christchurch (generally, rather than agency-specific)
- That CERA is making earthquake recovery decisions that are in the best interests of greater Christchurch
- That their specific local council is making earthquake recovery decisions that are in the best interests of the district in question
- That Environment Canterbury is making earthquake recovery decisions that are in the best interests of greater Christchurch.

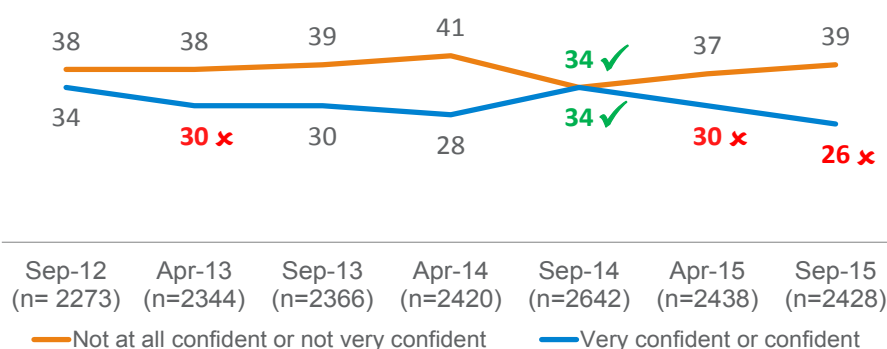
Respondents were also asked to express their level of satisfaction or dissatisfaction with the opportunities the public has had to influence earthquake recovery decisions.

OVERALL CONFIDENCE

Residents have always been polarised as to whether or not they have confidence in the decisions being made by the agencies involved in the recovery. One quarter (26%) of residents express confidence in the decisions being made, while 39% lack confidence. The remaining third (35%) are non-committal.

In September 2014 confidence among residents improved, however just one year later confidence has dropped significantly to reach its lowest point since the Wellbeing surveys began.

Figure 9.1: Trend – Overall confidence in the earthquake recovery decisions, over time (%)



Base: All respondents, excluding those who said don't know or not answered

In April 2015 residents living in Selwyn District were driving the decrease in confidence with the recovery decisions but in September 2015 it is residents of Christchurch City leading the decrease with 26% expressing confidence and four in ten (40%) saying they are not confident about the decisions being made.

Residents of Selwyn (31%) and Waimakariri Districts (29%) are now more likely to have confidence in the recovery decision-making process than those living in Christchurch City.

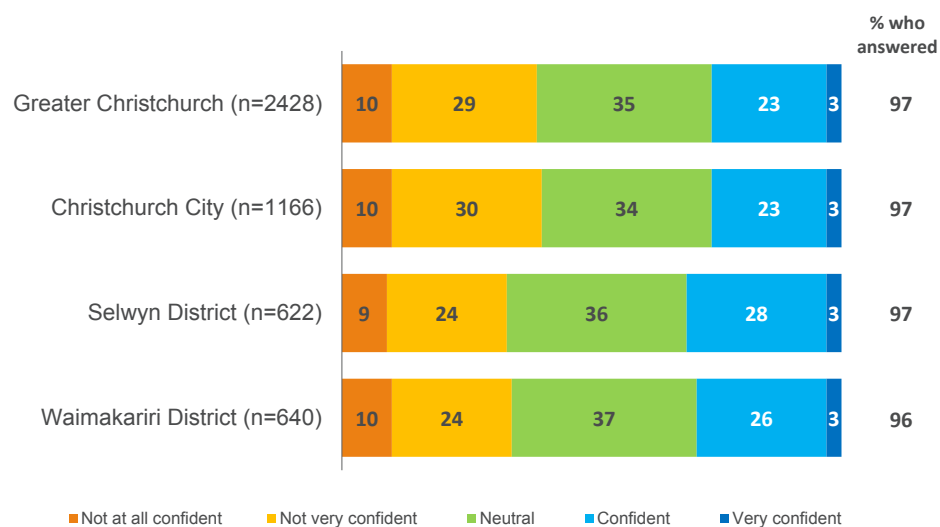
Table 9.1: Trend – Overall confidence in the earthquake recovery decisions by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015	Sept 2015
CHRISTCHURCH CITY (Sept 2012 n=1100; April 2013 n=1168; Sept 2013 n=1191; April 2014 n=1230; Sept 2014 n=1354; April 2015 n=1268; Sept 2015 n=1166)	Very confident or confident	34	30*	29	26	33✓	31	26*
	Neutral	27	32	31	31	32	32	34
	Not at all or not very confident	39	38	40	43	35✓	37	40

SELWYN DISTRICT (Sept 2012 n=591; April 2013 n=601; Sept 2013 n=613; April 2014 n=607; Sept 2014 n=618; April 2015 n=566; Sept 2015 n=622)	Very confident or confident	40	34*	32	34	39	28*	31
	Neutral	26	34	38	32	32	36	36
	Not at all or not very confident	34	32	30	34	29	36*	33
WAIMAKARIRI DISTRICT (Sept 2012 n=582; April 2013 n=575; Sept 2013 n=562; April 2014 n=583; Sept 2014 n=670; April 2015 n=604; Sept 2015 n=640)	Very confident or confident	33	32	29	30	35	34	29
	Neutral	32	31	34	35	34	33	37
	Not at all or not very confident	35	37	37	35	31	33	34

Base: All respondents excluding those who said don't know or not answered

Figure 9.2: Current result – Overall confidence in the earthquake recovery decisions by TLA (%)



Base: All respondents, excluding those who said don't know, excluding not answered

Those more likely to express confidence in earthquake recovery decisions (26%) are:

- From a household with an income of more than \$100,000 (33%)

Those more likely to **lack** confidence (39%) are:

- Those who have unresolved claims at the property they own and usually live in (59%)
- Living with a health condition or disability (49%)
- Aged 50 to 64 years old (44%)

RELATIVE CONFIDENCE IN SPECIFIC AGENCIES

As noted earlier, overall confidence in the earthquake recovery decisions is at its lowest level (26% of residents are confident or very confident). This trend can also be seen when looking at confidence in the decisions being made by CERA. However, confidence with Selwyn District Council has risen significantly following a decrease in confidence in April 2015 and is at the highest level to date.

Table 9.2: Trend – Confidence with the individual agencies involved in making earthquake recovery decisions, over time (%)

Confidence that agency has made decisions in best interest of relevant area	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	April 2015	Sept 2015
CERA (Sept 2012 n=2273; April 2013 n=2301; Sept 2013 n=2346; April 2014 n=2386; Sept 2014 n=2607; April 2015 n=2407; Sept 2015 n=2398)	Very confident or confident	41	35*	35	33	37✓	33*	29*
	Neutral	29	35	33	34	34	33	35
	Not at all or not very confident	30	30	32	33	29✓	34*	36
CHRISTCHURCH CITY COUNCIL (Sept 2012 n=1017; April 2013 n=1151; Sept 2013 n=1184; April 2014 n=1218; Sept 2014 n=1340; April 2015 n=1260; Sept 2015 n=1162)	Very confident or confident	29	28	26	29	37✓	35	33
	Neutral	29	31	31	34	30	31	33
	Not at all or not very confident	42	41	43	37✓	33✓	34	34
SELWYN DISTRICT COUNCIL (Sept 2012 n=583; April 2013 n=586; Sept 2013 n=606; April 2014 n=596; Sept 2014 n=611; April 2015 n=562; Sept 2015 n=612)	Very confident or confident	41	37	42	39	44	36*	45✓
	Neutral	33	35	36	37	35	36	32
	Not at all or not very confident	27	28	22✓	24	21	28*	23
WAIMAKARIRI DISTRICT COUNCIL (Sept 2012 n=584; April 2013 n=576; Sept 2013 n=559; April 2014 n=586; Sept 2014 n=668; April 2015 n=608; Sept 2015 n=642)	Very confident or confident	43	37*	37	35	47✓	49	46
	Neutral	27	30	26	31	29	26	33
	Not at all or not very confident	30	33	37	34	24✓	25	21
ENVIRONMENT CANTERBURY (Sept 2012 n=2151; April 2013 n=2217; Sept 2013 n=2256; April 2014 n=2307; Sept 2014 n=2525; April 2015 n=2364; Sept 2015 n=2339)	Very confident or confident	28	27	28	25*	30✓	30	28
	Neutral	37	41	40	40	37	37	38
	Not at all or not very confident	35	32✓	32	35*	33	33	34

Base: All respondents excluding those who said don't know or not answered

CONFIDENCE IN CERA

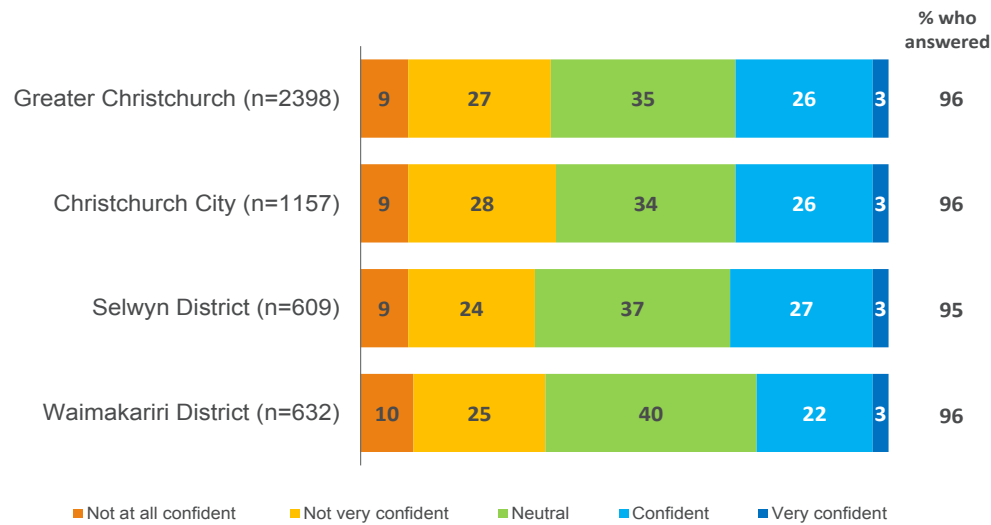
Confidence in the decisions being made by CERA has continued to drop significantly with 29% of residents of greater Christchurch now saying they have confidence in the earthquake recovery decisions being made by CERA. Nearly four in ten (36%) lack confidence in CERA's decision-making and the remainder (35%) are neutral.

This overall drop in confidence in CERA is evident in two of the three TLAs (Christchurch City and Waimakariri District).

Table 9.3: Trend – Confidence in earthquake recovery decisions being made by CERA by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015	Sept 2015
CHRISTCHURCH CITY (Sept 2012 n=1101; April 2013 n=1142; Sept 2013 n=1179; April 2014 n= 1214; Sept 2014 n=1338; April 2015 n=1249; Sept 2015 n=1157)	Very confident or confident	41	34*	36	33	36	34	29*
	Neutral	29	34	32	33	34	32	34
	Not at all or not very confident	30	32	32	34	30✓	34*	37
SELWYN DISTRICT (Sept 2012 n=587; April 2013 n=585; Sept 2013 n=607; April 2014 n=600; Sept 2014 n=612; April 2015 n=559; Sept 2015 n=609)	Very confident or confident	41	37	36	34	41✓	28*	30
	Neutral	31	38	39	38	34	41	37
	Not at all or not very confident	28	25	25	28	25	31*	33
WAIMAKARIRI DISTRICT (Sept 2012 n=585; April 2013 n=574; Sept 2013 n=560; April 2014 n=572; Sept 2014 n=657; April 2015 n=599; Sept 2015 n=632)	Very confident or confident	40	37	32	31	36	32	25*
	Neutral	29	36	35	37	37	36	40
	Not at all or not very confident	31	27	33*	32	27	32	35

Base: All respondents excluding those who said don't know or not answered

Figure 9.3: Current result – Confidence in decision making by CERA by TLA (%)

Base: All respondents, excluding those who said don't know, excluding not answered

Those more likely to say they are confident with the decisions CERA has made (29%) are:

- From a household with an income of more than \$100,000 (34%)
- Aged 25 to 34 years old (34%)

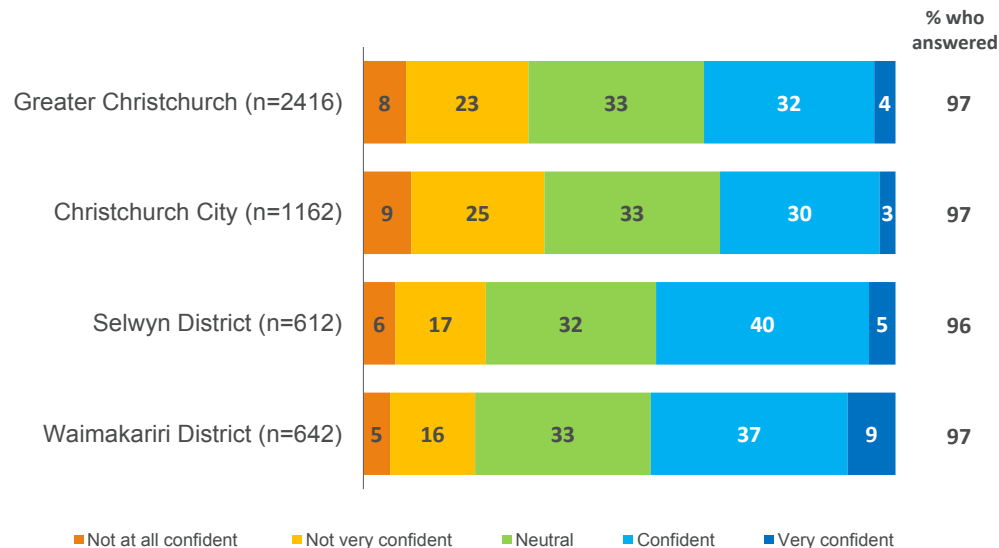
Those more likely to say they are **not** confident with the decisions CERA has made (36%) are:

- Those who have unresolved claims at the property they own and usually live in (54%)
- Living with a health condition or disability (49%)

CONFIDENCE IN LOCAL COUNCILS

Overall, almost four in ten (36%) greater Christchurch residents are confident that the decisions made by the local councils are in the best interest of their area, while three in ten (31%) lack confidence.

Figure 9.4: Current result – Confidence in decision making by local councils by TLA (%)



Base: All respondents, excluding those who said don't know, excluding not answered

Those living in Waimakariri District (46%) and Selwyn District (45%) are more confident with the decisions being made by their local council compared to those living in Christchurch City (33%).

Those more likely to have confidence in the decisions made by their local council (36%) are:

- From a household with an income of \$100,000 or more (42%)

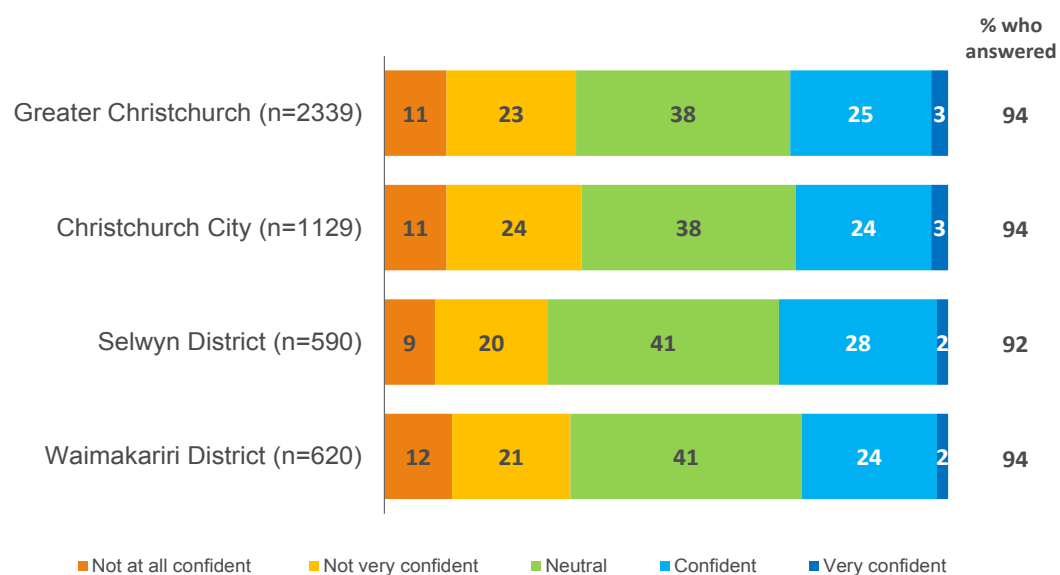
Those more likely to **lack** confidence with the decisions made (31%) are:

- Those who have unresolved claims at the property they own and usually live in (45%)
- Living with a health condition or disability (39%)
- Aged 50 to 64 years or more (36%)

CONFIDENCE IN ENVIRONMENT CANTERBURY

Confidence in the decisions being made by Environment Canterbury remains at a similar level to that of April 2015 with nearly three in ten (28%) residents feeling confident or very confident. A slightly larger proportion (34%) continues to lack confidence.

Figure 9.5: Current result – Confidence in decision making by Environment Canterbury by TLA (%)



Base: All respondents, excluding those who said don't know, excluding not answered

Those more likely to express confidence in the decisions made by Environment Canterbury (28%) are:

- Of Pacific, Asian or Indian ethnicity (37%)
- Aged 18 to 24 years old (36%) or 25 to 34 years (34%)
- Renting the dwelling they usually live in (34%)

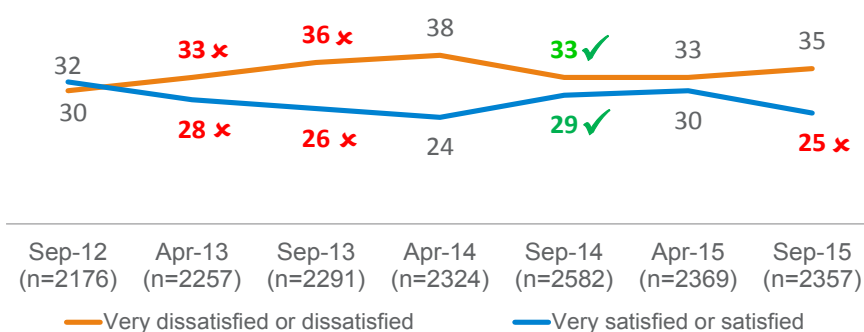
Those more likely to **lack** confidence with the decisions made (34%) are:

- Those who have unresolved dwelling claims for the property they own and usually live in (54%)
- Living with a health condition or disability (44%)
- Aged 50 to 64 years old (43%)
- Those who have made an insurance claim on their dwelling (39%)

SATISFACTION WITH OPPORTUNITIES TO INFLUENCE DECISIONS

One quarter (25%) of residents in greater Christchurch are currently satisfied (very satisfied or satisfied) with the opportunities the public has had to influence earthquake recovery decisions. This result is significantly lower than that of April 2015. However, the proportion of residents (35%) expressing dissatisfaction (dissatisfied or very dissatisfied) is relatively stable.

Figure 9.6: Trend – Satisfaction with the opportunities the public has had to influence earthquake recovery decisions, over time (%)



Base: All respondents, excluding those who said don't know, excluding not answered

Residents living in Christchurch City are not as satisfied as they were in April 2015 and are now the least satisfied with the opportunities they have had to influence the earthquake recovery decisions.

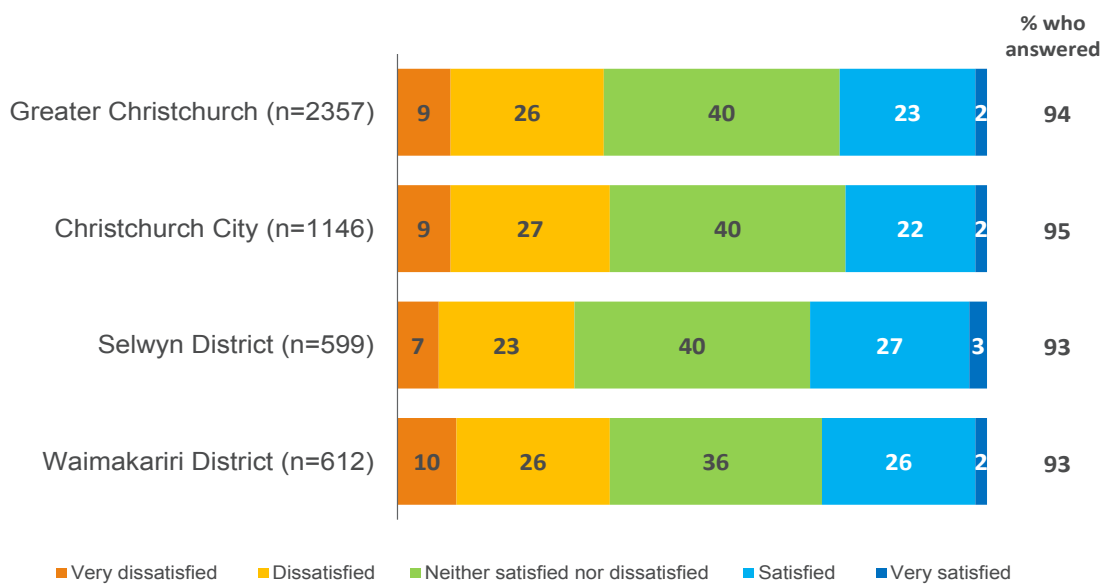
Table 9.4: Trend – Satisfaction with the opportunities the public has had to influence earthquake recovery decisions by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015	Sept 2015
CHRISTCHURCH CITY (Sept 2012 n=1064; April 2013 n=1125; Sept 2013 n=1159; April 2014 n=1195; Sept 2014 n=1312; April 2015 n=1245; Sept 2015 n=1146)	Very satisfied and satisfied	32	28x	25	24	29✓	30	24x
	Neither satisfied nor dissatisfied	38	39	38	37	37	35	40
	Very dissatisfied and dissatisfied	30	33	37x	39	34✓	35	36
SELWYN DISTRICT (Sept 2012 n=558; April 2013 n=580; Sept 2013 n=600; April 2014 n=576; Sept 2014 n=606; April 2015 n=542; Sept 2015 n=599)	Very satisfied and satisfied	37	31x	27	23	32✓	25x	30
	Neither satisfied nor dissatisfied	37	41	39	43	39	46	40
	Very dissatisfied and dissatisfied	26	28	34x	34	29	29	30

WAIMAKARIRI DISTRICT (Sept 2012 n=554; April 2013 n=552; Sept 2013 n=532; April 2014 n=553; Sept 2014 n=664; April 2015 n=582; Sept 2015 n=612)	Very satisfied and satisfied	33	27*	27	25	32✓	30	28
	Neither satisfied nor dissatisfied	39	41	39	42	41	39	36
	Very dissatisfied and dissatisfied	28	32	34	33	27✓	31	36

Base: All respondents, excluding those who said don't know, excluding not answered

Figure 9.7: Current result – Satisfaction with the opportunities the public has had to influence earthquake recovery decisions by TLA (%)



Base: All respondents, excluding those who said don't know, excluding not answered

Those more likely to be **dissatisfied** with the opportunities (35%) are:

- Those who have unresolved claims at the dwelling they own and usually live in (47%)
- Living with a health condition or disability (43%)

10. SATISFACTION WITH INFORMATION



INTRODUCTION

This section summarises responses to questions that measured how satisfied or dissatisfied residents are with information they have received about earthquake recovery decisions (e.g. timeliness, relevance, accuracy).

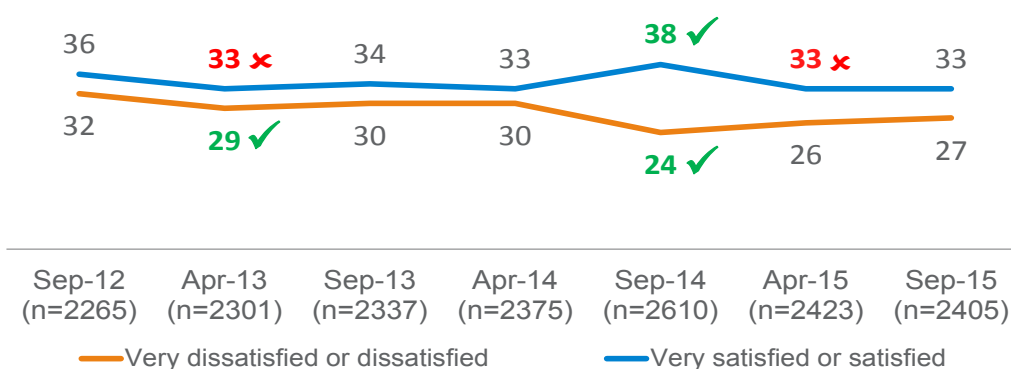
Specifically, respondents were asked their level of satisfaction with each of the following:

- Overall, with information about earthquake recovery decisions (generally, rather than agency-specific)
- Information from CERA
- Information from their local council
- Information from Environment Canterbury
- Information from EQC (relating to their policy)
- Information from private insurers (relating to their policy)

OVERALL SATISFACTION

Residents continue to have very polarised views about the information they have received in relation to earthquake recovery decisions. A third (33%) express satisfaction with the overall information received, 27% express dissatisfaction, and the remaining 40% do not have a firm view. Levels of satisfaction are unchanged since April 2015.

Figure 10.1: Trend – Overall satisfaction with information, over time (%)



Base: All respondents, excluding those who said don't know, excluding not answered

Satisfaction with information has dropped significantly for Waimakariri District residents such that residents in all three TLAs now have similar levels of satisfaction.

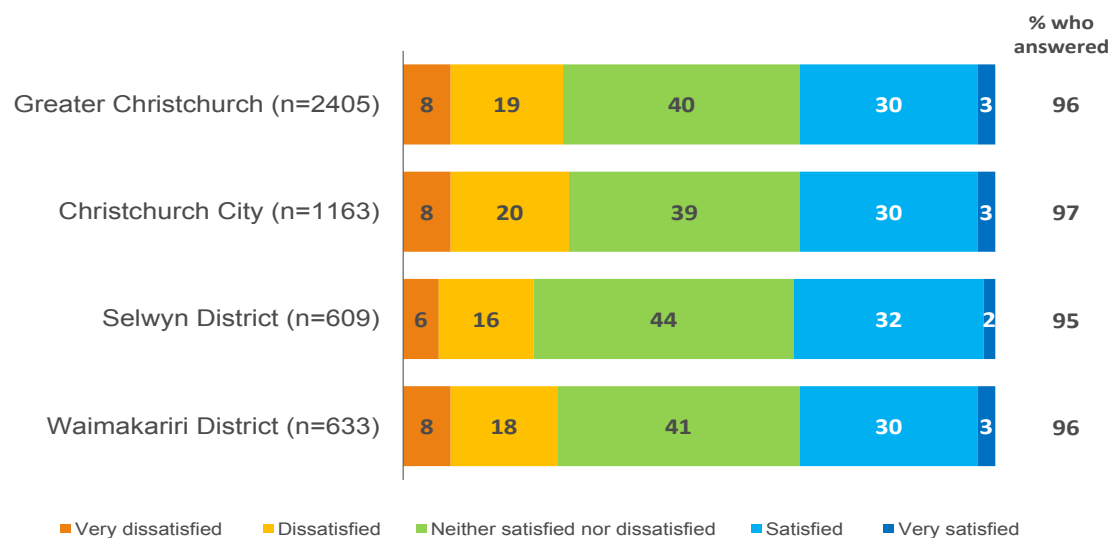
Table 10.1: Trend – Overall satisfaction with information by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015	Sept 2015
CHRISTCHURCH CITY (Sept 2012 n=1102; April 2013 n=1152; Sept 2013 n=1182; April 2014 n=1221; Sept 2014 n=1338; April 2015 n=1269; Sept 2015 n=1163)	Very satisfied and satisfied	35	33	33	32	37 ✓	33 ✗	33
	Neither satisfied nor dissatisfied	31	37	35	36	38	40	39
	Very dissatisfied and dissatisfied	34	30 ✓	32	32	25 ✓	27	28
SELWYN DISTRICT (Sept 2012 n=582; April 2013 n=591; Sept 2013 n=601; April 2014 n=587; Sept 2014 n=608; April 2015 n=559; Sept 2015 n=609)	Very satisfied and satisfied	40	34 ✗	35	33	39 ✓	31 ✗	34
	Neither satisfied nor dissatisfied	36	42	40	41	39	48	44
	Very dissatisfied and dissatisfied	24	24	25	26	22	21	22

WAIMAKARIRI DISTRICT (Sept 2012 n=579; April 2013 n=558; Sept 2013 n=554; April 2014 n=567; Sept 2014 n=664; April 2015 n=595; Sept 2015 n=633)	Very satisfied and satisfied	40	35	38	38	39	40	33*
	Neither satisfied nor dissatisfied	35	43	39	41	39	39	41
	Very dissatisfied and dissatisfied	25	22	23	21	22	21	26*

Base: All respondents excluding those who said don't know or not answered

Figure 10.2: Current result – Overall satisfaction with information by TLA (%)



Base: All respondents, excluding those who said don't know, excluding not answered

Those more likely to be satisfied with the information received (33%) are:

- Aged 75 years old or over (42%) or 65 to 74 years (40%)
- From a household with an income of \$100,000 or more (38%)

Those more likely to be dissatisfied with the information received (27%) are:

- Those who have unresolved claims at the property they own and usually live in (39%)
- Living in temporary housing (39%)
- Living with a health condition or disability (35%)

Residents' recollection of receiving information from each agency is still extremely high with the great majority having noticed information relating to earthquake recovery decisions from their local councils (93% of Christchurch City residents, 91% of Waimakariri District residents and 88% of Selwyn District residents), CERA (89%) and EQC (86%). Some 84% have noticed information from Environment Canterbury and 80% recall receiving information from their private insurers. These results are consistent with those of April 2015.

Table 10.2: Trend – Proportion who recall receiving information from each agency, over time (%)

Proportion who recall receiving information	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
CERA	89	90	88	88	89	88	89
Local council							
Christchurch City Council	90	90	88	90	92	93	93
Selwyn District Council	83	84	84	83	87	88	88
Waimakariri District Council	90	90	93	89	91	91	91
Environment Canterbury	77	79	78	77	82	84	84
EQC (relating to resident's policy)	90	89	88	86	88	87	86
Private insurer (relating to resident's policy)	86	84	84	80	82	81	80

Base: All respondents, excluding not answered

Note: September 2012 referred to information and communication, while subsequent measures refer to information only

RELATIVE SATISFACTION

Satisfaction with the information received from specific agencies, based on those who recall receiving information, show slight drops. An overview of the results is listed below:

- The decrease in satisfaction with the information received from CERA that was seen in April 2015 has continued with satisfaction dropping further to 31%. There has been a corresponding increase in dissatisfaction from 16% to 19%.
- Satisfaction with the information from Christchurch City Council (33% satisfied or very satisfied) remains at a similar level to that of April 2015.
- Perceptions of the information received from Selwyn District Council are relatively stable (38% indicating they are satisfied or very satisfied).
- Waimakariri residents continue to be more satisfied with the information received from the Waimakariri District Council (currently 44% are satisfied).
- The proportion of residents (27%) satisfied with the information from Environment Canterbury remains at a similar level to six months ago. Satisfaction ratings of this information continue to be the lowest of all the information types received.
- Improvements in satisfaction with the information received from EQC and from private insurers seen in September 2014 and maintained in April 2015 have dropped back to lower levels seen prior to September 2014. However, levels of dissatisfaction have not risen, rather, there has been an increase in the proportion of residents who are neutral about the information.

Table 10.3: Trend – Satisfaction with the information from various agencies, over time (%)

Satisfaction with information about earthquake recovery decisions among recipients	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	April 2015	Sept 2015
CERA (Sept 2012 n=2061; April 2013 n=2088; Sept 2013 n=2104; April 2014 n=2146; Sept 2014 n=2351; April 2015 n=2188; Sept 2015 n=2160)	Satisfied and very satisfied	40	37*	34*	33	40✓	35*	31*
	Neither satisfied nor dissatisfied	42	47	46	48	45	49	50
	Dissatisfied and very dissatisfied	18	16	20*	19	15✓	16	19*
CHRISTCHURCH CITY COUNCIL (Sept 2012 n=1019; April 2013 n=1057; Sept 2013 n=1073; April 2014 n=1132; Sept 2014 n=1258; April 2015 n=1210; Sept 2015 n=1105)	Satisfied and very satisfied	28	31	28	28	34✓	35	33
	Neither satisfied nor dissatisfied	45	45	46	49	45	46	48
	Dissatisfied and very dissatisfied	27	24	26	23	21	19	19
SELWYN DISTRICT COUNCIL (Sept 2012 n=507; April 2013 n=514;	Satisfied and very satisfied	36	34	34	34	38	36	38

Sept 2013 n=528; April 2014 n=526; Sept 2014 n=549; April 2015 n=516; Sept 2015 n=563)	Neither satisfied nor dissatisfied	47	47	50	50	48	48	48
	Dissatisfied and very dissatisfied	17	19	16	16	14	16	14
WAIMAKARIRI DISTRICT COUNCIL (Sept 2012 n=539; April 2013 n=536; Sept 2013 n=540; April 2014 n=530; Sept 2014 n=623; April 2015 n=574; Sept 2015 n=602)	Satisfied and very satisfied	42	43	44	36*	45✓	48	44
	Neither satisfied nor dissatisfied	39	37	39	45	39	38	42
	Dissatisfied and very dissatisfied	19	20	17	19	16	14	14
ENVIRONMENT CANTERBURY (Sept 2012 n=1778; April 2013 n=1853; Sept 2013 n=1916; April 2014 n=1916; Sept 2014 n=2187; April 2015 n=2116; Sept 2015 n=2068)	Satisfied and very satisfied	22	24	25	23	25	29✓	27
	Neither satisfied nor dissatisfied	55	56	55	57	54	53	54
	Dissatisfied and very dissatisfied	23	20✓	20	20	21	18✓	19
EQC (RELATING TO RESIDENT'S POLICY) (Sept 2012 n=2140; April 2013 n=2098; Sept 2013 n=2161; April 2014 n=2128; Sept 2014 n=2360; April 2015 n=2171; Sept 2015 n=2146)	Satisfied and very satisfied	27	28	26	29✓	32✓	33	28*
	Neither satisfied nor dissatisfied	31	29	33	32	33	36	40
	Dissatisfied and very dissatisfied	42	43	41	39	35✓	31✓	32
PRIVATE INSURER (RELATING TO RESIDENT'S POLICY) (Sept 2012 n=1975; April 2013 n=1974; Sept 2013 n=2036; April 2014 n=1978; Sept 2014 n=2206; April 2015 n=2021; Sept 2015 n=1975)	Satisfied and very satisfied	31	33	33	34	37✓	37	34*
	Neither satisfied nor dissatisfied	36	36	39	37	39	41	44
	Dissatisfied and very dissatisfied	33	31	28✓	29	24✓	22	22

Base: Those who recall receiving communications or information from the various organisations.

SATISFACTION WITH CERA

The majority (89%) of residents recall receiving information about earthquake recovery decisions from CERA.

As mentioned previously, the decrease in satisfaction with the information received from CERA that was seen in April 2015 has continued with satisfaction dropping further to 31%. The same trend is evident among Christchurch City residents.

Satisfaction levels have also dropped in Waimakariri District (from 37% satisfied in April 2015 to 28%), which is the lowest level to date.

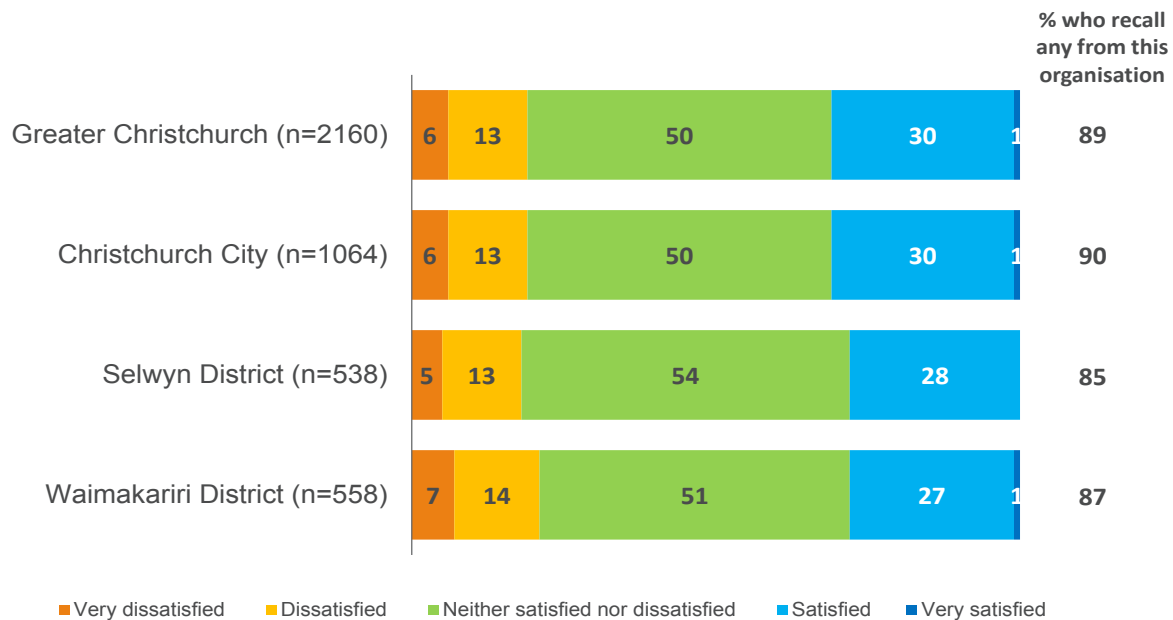
Table 10.4: Trend – Satisfaction with the information from CERA, over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015	Sept 2015
CHRISTCHURCH CITY (Sept 2012 n=1020; April 2013 n=1058; Sept 2013 n=1074; April 2014 n=1122; Sept 2014 n=1233; April 2015 n=1154; Sept 2015 n=1064)	Very satisfied and satisfied	40	36	34	34	40✓	35*	31*
	Neither satisfied nor dissatisfied	41	47	45	47	44	49	50
	Very dissatisfied and dissatisfied	19	17	21*	19	16	16	19
SELWYN DISTRICT (Sept 2012 n=510; April 2013 n=519; Sept 2013 n=515; April 2014 n=514; Sept 2014 n=529; April 2015 n=503; Sept 2015 n=538)	Very satisfied and satisfied	40	35	34	33	38	29*	28
	Neither satisfied nor dissatisfied	47	52	52	53	49	57	54
	Very dissatisfied and dissatisfied	13	13	14	14	13	14	18
WAIMAKARIRI DISTRICT (Sept 2012 n=531; April 2013 n=511; Sept 2013 n=515; April 2014 n=510; Sept 2014 n=589; April 2015 n=531; Sept 2015 n=558)	Very satisfied and satisfied	39	45✓	38*	33	38	37	28*
	Neither satisfied nor dissatisfied	47	41	48	51	49	46	51
	Very dissatisfied and dissatisfied	15	14	14	16	13	17	21

Base: Those who recall receiving communications or information from the various organisations.

Just under a third (31%) of residents are satisfied with the information from CERA, while some 19% are dissatisfied. A large proportion (50%) is neither satisfied nor dissatisfied.

Figure 10.3: Current result – Satisfaction with the information from CERA by TLA (%)



Base: All respondents, excluding those who said don't recall receiving any, excluding not answered

Those more likely to be satisfied with the information from CERA (31%) are:

- Aged 65 to 74 years old (42%)

Those more likely to be dissatisfied (19%) are:

- Of Māori ethnicity (30%)
- Those who have unresolved claims at the dwelling they own and usually live in (30%)
- Living with a health condition or disability (26%)

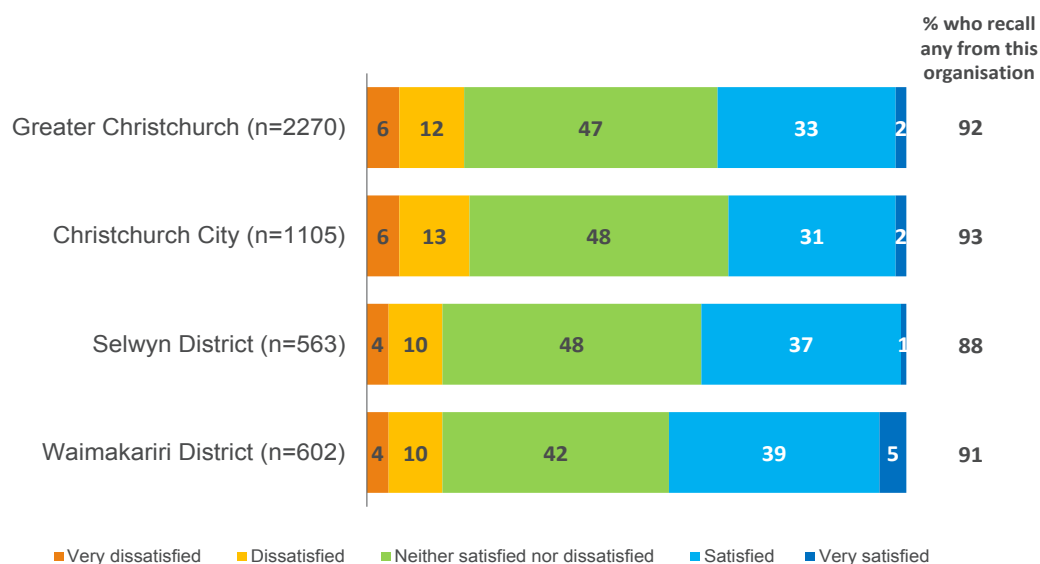
SATISFACTION WITH LOCAL COUNCILS

The majority (92%) say that they recall receiving information about earthquake recovery decisions from their local council. Overall, just over a third (35%) are satisfied with the information received from their local council, while two in ten (18%) are dissatisfied.

The trend in satisfaction with the information from each council is as follows:

- Satisfaction with the information from Christchurch City Council is at a similar level to that of April 2015 with one third (33%) of residents satisfied.
- Perceptions of the information received from Selwyn District Council are relatively stable (38% indicating they are satisfied or very satisfied).
- Although not a significant increase, Waimakariri residents are slightly more satisfied with the information received from the Waimakariri District Council. They continue to have the highest satisfaction of all the agencies (44%).

Figure 10.4: Current result – Satisfaction with the information from local councils by TLA (%)



Base: All respondents, excluding those who said don't recall receiving any, excluding not answered

Those more likely to be satisfied with the information received from their local council (35%) are:

- Aged 65 to 74 (45%) or 75 years or over (44%)
- Those who have accepted an offer on their dwelling claim from their insurer (40%)

Those more likely to be dissatisfied (18%) are:

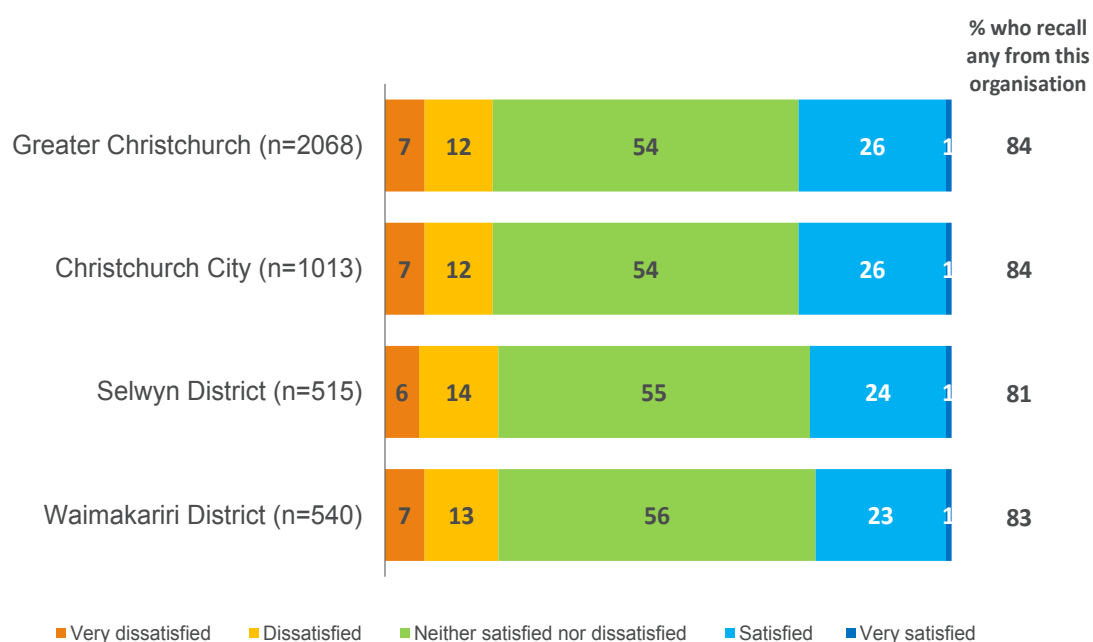
- Of Māori ethnicity (31%)
- Those who have unresolved claims at the dwelling they own and usually live in (31%)
- Living with a health condition or disability (23%)

SATISFACTION WITH ENVIRONMENT CANTERBURY

Over eight in ten (84%) greater Christchurch residents recall receiving information from Environment Canterbury.

Over a quarter (27%) of those who recall receiving information are satisfied with what they have received from Environment Canterbury, while almost two in ten (19%) are dissatisfied. Satisfaction increased significantly in April 2015 and this increase has been maintained.

Figure 10.5: Current result – Satisfaction with the information from Environment Canterbury by TLA (%)



Base: All respondents, excluding those who said don't recall receiving any, excluding not answered

Those more likely to be satisfied with the information received from Environment Canterbury (27%) are:

- Aged 75 years or over (38%)
- From a household with an income of less than \$30,000 (34%)

Those more likely to be dissatisfied with the information from Environment Canterbury (19%) are:

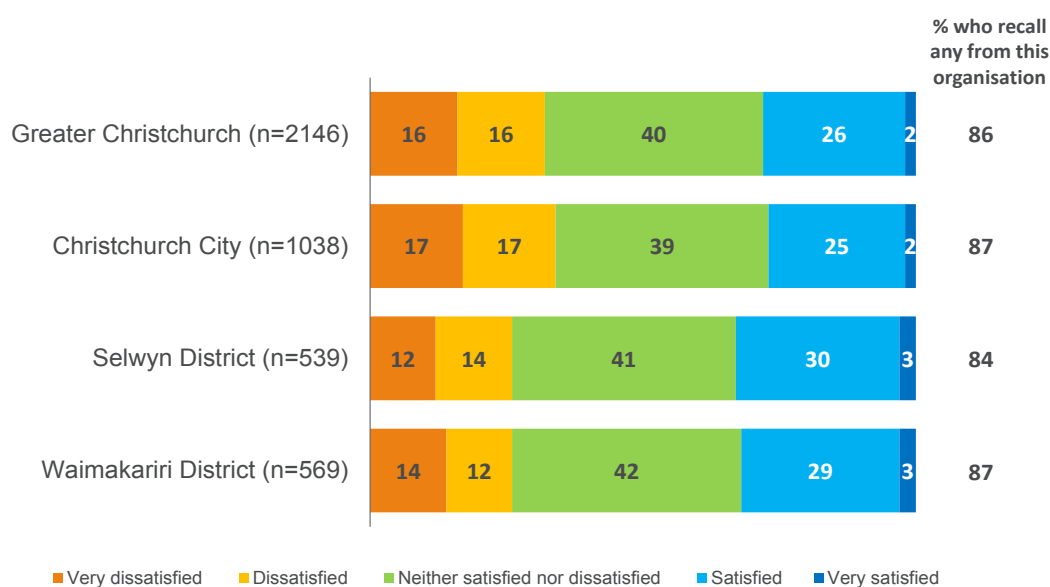
- Of Māori ethnicity (30%)
- Those who have unresolved claims at the property they own and usually live in (29%)
- Living with a health condition or disability (26%)

SATISFACTION WITH EQC

The majority (86%) recall receiving information from EQC relating to their policy. Nearly three in ten (28%) recipients are satisfied with the information received and a third (32%) are dissatisfied.

Overall, ratings of EQC's information have decreased since April 2015 (from 33% to 28%). In addition, there has been a significant increase in those who are neither satisfied nor dissatisfied.

Figure 10.6: Current result – Satisfaction with the information from EQC by TLA (%)



Base: All respondents, excluding those who said don't recall receiving any, excluding not answered

Those living in Selwyn District (33%) and Waimakariri District (32%) are more satisfied with the information they have received from EQC in relation to their policy, than those in Christchurch City (27%).

Those more likely to be satisfied with the information (28%) are:

- Aged 75 years or over (43%) or 65 to 74 years old (36%)
- From a household with an income of less than \$30,000 (35%)
- Those who have accepted an offer on their dwelling claim from their insurer (34%)

Those more likely to be dissatisfied with the information (32%) are:

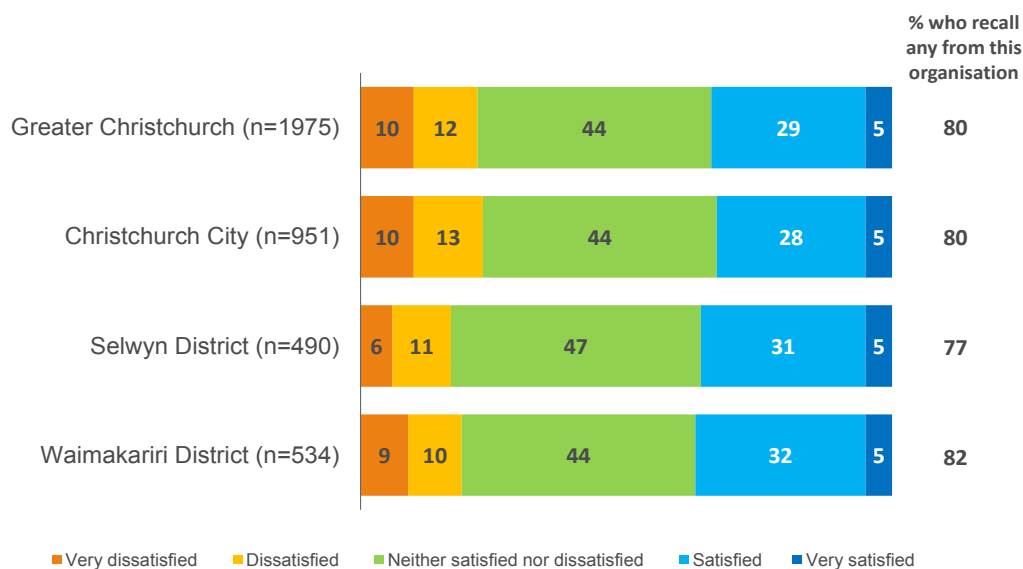
- Those who have unresolved claims at the property they own and usually live in (69%)
- From a household with an income of more than \$100,000 (41%)
- Aged 35 to 49 years old (40%)
- Living in a household with at least one child (38%)

SATISFACTION WITH PRIVATE INSURERS

Eight in ten (80%) recall receiving information relating to their policy from private insurers.

Just over a third (34%) of greater Christchurch residents who recall receiving information from private insurers are satisfied with what they have received. This represents a decline in satisfaction from April 2015 (37% satisfied). The level of dissatisfaction (22%) is stable.

Figure 10.7: Current result – Satisfaction with the information from private insurers by TLA (%)



Base: All respondents, excluding those who said don't recall receiving any, excluding not answered

Those living in Christchurch City are more dissatisfied than those from the other Districts with the information they have received from private insurers in relation to their policy (23% compared to 19% in Waimakariri District and 17% in Selwyn District).

Those more likely to be satisfied with the information (34%) are:

- Aged 65 to 74 years old (51%), 75 years or over (49%) or 50 to 64 years old (40%)
- Those who have accepted an offer on their dwelling claim from their insurer (45%)
- Female (39%)

Those more likely to be dissatisfied (22%) are:

- Those who have unresolved claims at the dwelling they own and usually live in (52%)
- From a household with an income of more than \$100,000 (28%)

11. AWARENESS AND OPINION OF SERVICES



INTRODUCTION

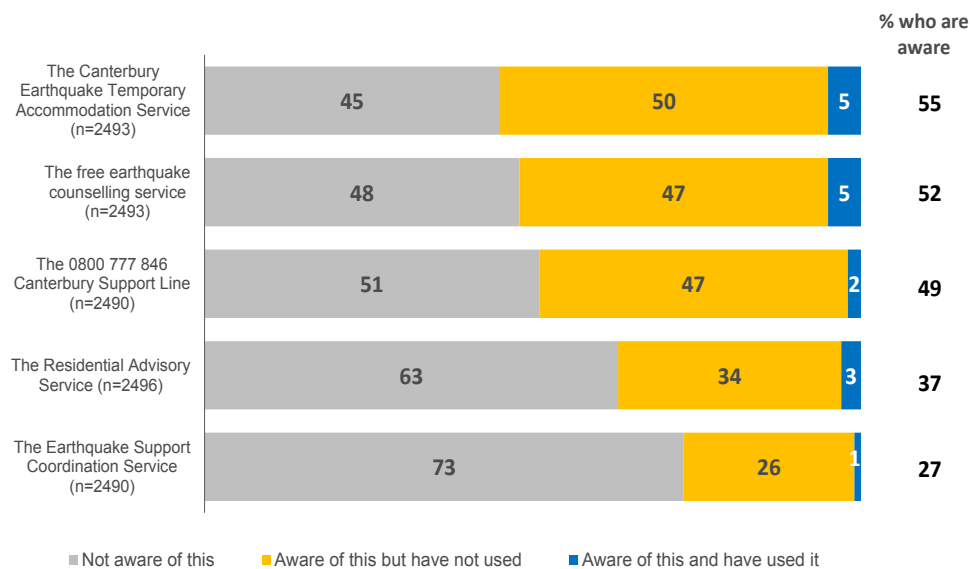
A number of services have been implemented in greater Christchurch to assist people living in the area to cope with various issues. This section reviews the awareness, use and opinion of these services.

AWARENESS AND USE OF EACH OF THE SERVICES

Awareness of the Canterbury Earthquake Temporary Accommodation Service is highest of all services with over half (55%) of residents saying that they are aware of this service. Some 5% have used this service at some point.

Five in ten (52%) are aware of the free earthquake counselling service, with 5% indicating they have used this service. Just under half (49%) of residents are aware of the 0800 777 846 Canterbury Support Line, while two in five (37%) residents indicate they are aware of the Residential Advisory Service. Awareness of the Earthquake Support Coordination Service is the lowest of all services with fewer than three in ten (27%) indicating they are aware of it.

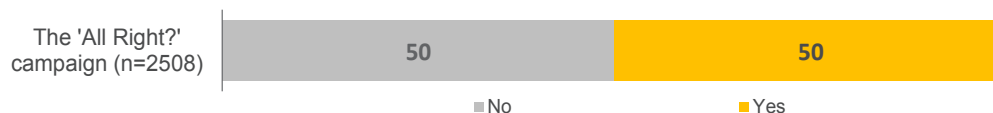
Figure 11.1: Current result – Awareness and usage of the various services (%)



Base: All respondents, excluding not answered

Half (50%) of greater Christchurch residents are aware of the 'All Right?' campaign.

Figure 11.2: Current result – Awareness of the 'All Right?' campaign (%)



Base: All respondents, excluding not answered

AWARENESS AND OPINION OVER TIME

Awareness of five of the six support services remains fairly consistent with April 2015. The exception is awareness of the Canterbury Earthquake Temporary Accommodation Service which has significantly decreased in the past six months (from 59% to 55% aware).

Table 11.1: Trend – Awareness of each service over time (% who are aware)

Awareness of each service	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015	Sept 2015
The Canterbury Earthquake Temporary Accommodation Service	55	55	55	60✓	59	55*
The free earthquake counselling service	57	56	53	56	55	52
The 0800 777 846 Canterbury Support Line (the quake line)	53	51	47	51	51	49
The Residential Advisory Service	NA	35	36	40✓	39	37
The Earthquake Support Coordination Service	29	27	26	31✓	29	27
The 'All Right?' campaign	33	38✓	49✓	48	49	50

Base: All respondents, excluding not answered

The table below shows the opinions of each service among those who have used the service and those who are aware of the service but have not used it personally.

Among those who have used the Canterbury Earthquake Temporary Accommodation service and the free earthquake counselling service, over eight in ten have a favourable opinion.

Table 11.2: Trend – Opinion of each service over time (% who are favourable or very favourable)

	Among those who have used service						Among those who have <u>not</u> used the service					
	Apr 2013	Sept 2013	Apr 2014	Sept 2014	April 2015	Sept 2015	Apr 2013	Sept 2013	Apr 2014	Sept 2014	April 2015	Sept 2015
The Canterbury Earthquake Temporary Accommodation Service	76	71	77	70	83✓	82	39	42	40	44	46	45
The free earthquake counselling service	85	79	70	90✓	85	81	48	53✓	52	55	55	51
The 0800 777 846 Canterbury Support Line (the quake line)	58	66	62	65	62	59	45	43	39	47✓	48	44
The Residential Advisory Service	NA	46	63	68	80	74	NA	35	37	40	43	42
The Earthquake Support Coordination Service	58	93✓	77	74	74	64	33	35	34	36	42✓	39
The 'All Right?' campaign	NA	NA	NA	NA	NA	NA	57	61	63	69✓	72	70

CANTERBURY EARTHQUAKE TEMPORARY ACCOMMODATION SERVICE

Over half (55%) of greater Christchurch residents are aware of the Canterbury Earthquake Temporary Accommodation Service. Although this result represents a decline in awareness of the service it is a return to levels seen prior to September 2014. Five percent of residents have used the service in the time since it was established.

Among those currently living in temporary housing, just under half (49%) are aware of the service and 12% indicate that they have used it.

Those more likely to be aware of this service (55%) are:

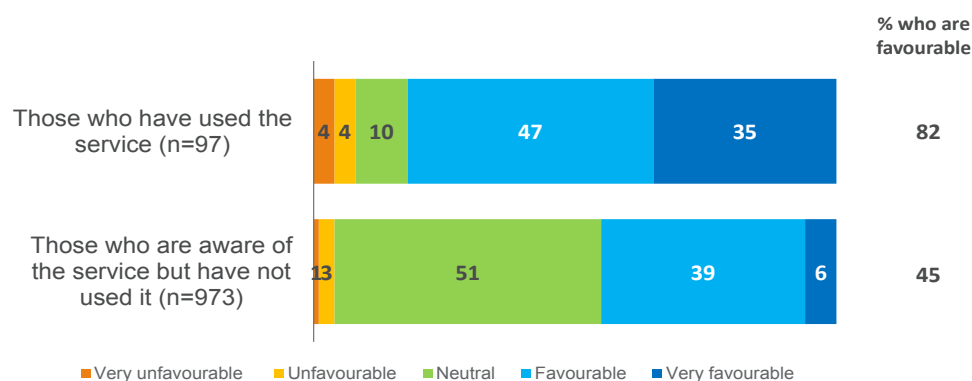
- Those who have unresolved claims at the dwelling they own and usually live in (68%)
- Aged 50 to 64 years old (66%), 65 to 74 (67%) or 75 or over (66%)
- From a household with an income \$30,000 to \$60,000 (65%)
- Those who have made an insurance claim for the dwelling they own and usually live in (62%)

Those less likely to be aware of this service (55%) are:

- Aged 18 to 24 years old (38%) or 25 to 34 (49%)
- Renting the dwelling they usually live in (50%)
- From a household with an income of more than \$100,000 (50%)
- Living in a household with at least one child (50%)

Of those who have used the Canterbury Earthquake Temporary Accommodation Service, eight in ten (82%) have a favourable impression of it while 45% of those who have not used it are favourable.

Figure 11.3: Current result – Opinion of the Canterbury Earthquake Temporary Accommodation Service (%)



Base: Those who are aware of the service, excluding those who said don't know or not answered

Those living in Waimakariri District are significantly more likely to be aware of the service (59%) while those in Selwyn District are significantly less likely to be aware (43%).

FREE EARTHQUAKE COUNSELLING SERVICE

Half (52%) of residents say that they are aware of the free earthquake counselling service, while some 5% have used this service.

Those more likely to be aware of this service (52%) are:

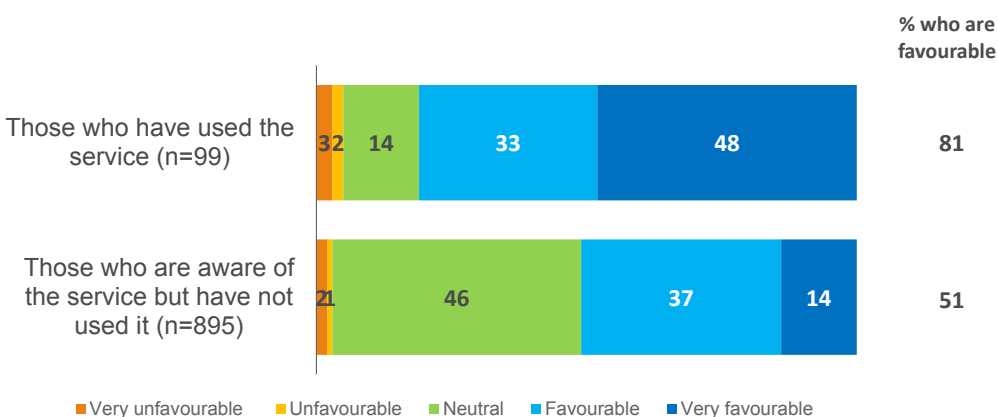
- Aged 50 to 64 years old (60%), 65 to 74 years old (66%) or aged 75 or older (65%)
- From a household with an income of less than \$30,000 (61%) or \$30,001 to \$60,000 (57%)
- Living with a health condition or disability (60%)
- Those who have made a claim at the property they own and usually live in (57%)

Those less likely to be aware of this service (52%) are:

- Aged 18 to 24 (38%) or 35 to 49 years old (46%)
- Living in Selwyn District (44%)
- From a household with an income of more than \$100,000 (45%)
- Renting the dwelling they usually live in (46%)
- Living in a household with at least one child (46%)
- Male (46%)

Among those who have used the service, eight in ten (81%) have a favourable impression of it, while 51% of those who are aware of the service but not used it have a favourable opinion.

Figure 11.4: Current result – Opinion of the free earthquake counselling service (%)



Base: Those who are aware of the service, excluding those who said don't know or not answered

THE 0800 777 846 CANTERBURY SUPPORT LINE

Half (49%) of greater Christchurch residents are aware of the 0800 777 846 Canterbury Support Line. Two percent have used the service.

Those more likely to be aware of this service (49%) are:

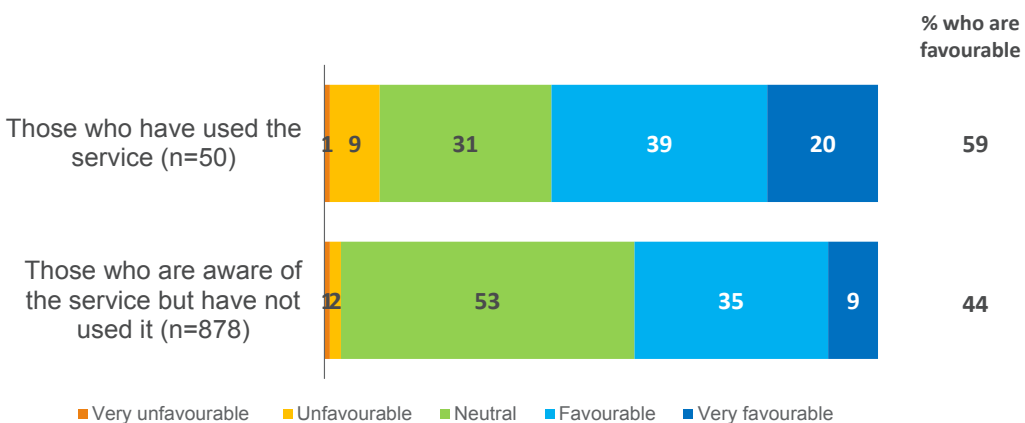
- Aged 50 to 64 years old (57%) or aged 65 to 74 years old (65%)
- From a household with an income of less than \$30,000 (57%) or \$30,001 to \$60,000 (55%)
- Living in Waimakariri District (54%)

Those less likely to be aware of this service are:

- Aged 18 to 24 (38%) or aged 35 to 49 years old (41%)
- Renting the dwelling they usually live in (44%)
- Living in a household with a child (44%)
- From a household with an income of more than \$100,000 (44%)

Of those who have used the 0800 777 846 Canterbury Support Line, three in five (59%) have a favourable impression of it, while 10% have an unfavourable impression. Among those who are aware of the Support Line but have not used it, 44% say their impression is favourable.

Figure 11.5: Current result – Opinion of the 0800 777 846 Canterbury Support Line (%)



Base: Those who are aware of the service, excluding those who said don't know or not answered

RESIDENTIAL ADVISORY SERVICE

Over a third (37%) of greater Christchurch residents are aware of the Residential Advisory Service, while 3% have used it.

Those more likely to be aware of this service (37%) are:

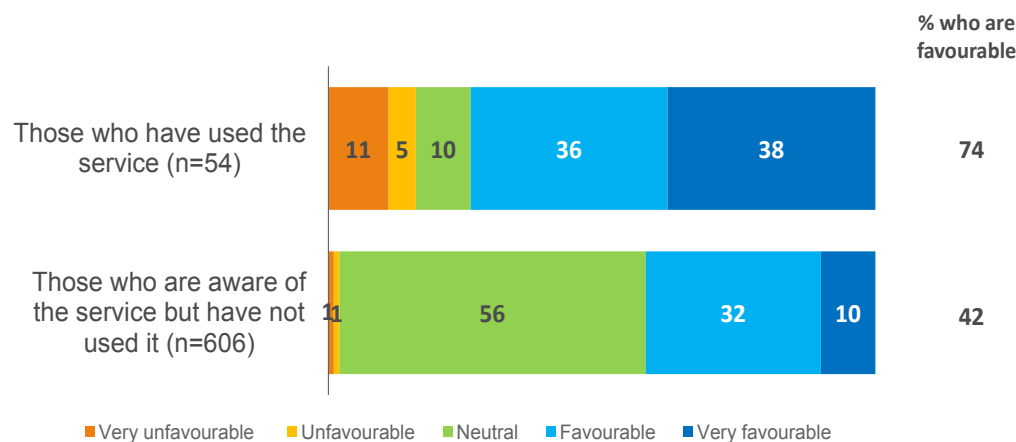
- Those who have unresolved claims at the property they own and usually live in (62%)
- Aged 65 to 74 years old (47%) or 50 to 64 years old (45%)

Those less likely to be aware of this service (37%) are:

- Aged 18 to 24 (19%)
- Living in Selwyn District (26%)
- Renting the dwelling they usually live in (31%)

Of those who have used the Residential Advisory Service, three quarters (74%) have a favourable impression of it, while two in five (42%) of those who have not used it say their impression of the service is favourable.

Figure 11.6: Current result – Opinion of the Residential Advisory Service (%)



Base: Those who are aware of the service, excluding those who said don't know or not answered

EARTHQUAKE SUPPORT COORDINATION SERVICE

Just over a quarter (27%) of greater Christchurch residents are aware of the Earthquake Support Coordination Service. A small proportion (1%) says it has used this service.

Those more likely to be aware of this service (27%) are:

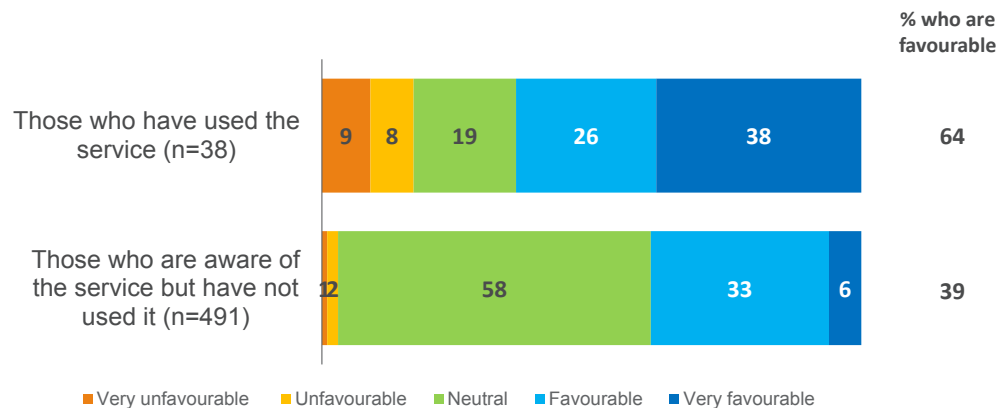
- Aged 65 to 74 years old (37%) or 50 to 64 years old (34%)
- From a household with an income of \$30,001 to \$60,000 (32%)
- Living in Waimakariri District (32%)

Those less likely to be aware of this service (27%) are:

- Aged 18 to 24 (18%) or aged 35 to 49 (21%)
- From a household with an income of more than \$100,000 (22%)

Of those who have used the Earthquake Support Coordination Service, almost two thirds (64%) have a favourable impression of it, while nearly four in ten (39%) of those who have not used it say their impression of the service is favourable.

Figure 11.7: Current result – Opinion of the Earthquake Support Coordination Service (%)



Base: Those who are aware of the service, excluding those who said don't know or not answered

'ALL RIGHT?' CAMPAIGN

Half (50%) of greater Christchurch residents are aware of the 'All Right?' campaign.

Those more likely to be aware of this campaign (50%) are:

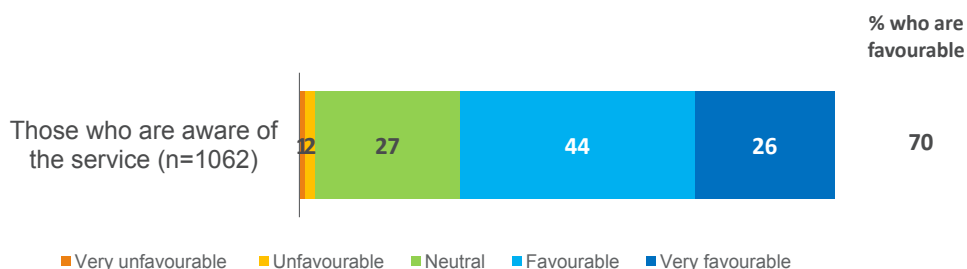
- Aged 25 to 34 (59%) 35 to 49 years old (58%)
- Living with a health condition or disability (58%)
- From a household with an income of more than \$100,000 (57%) or \$60,001 to \$100,000 (56%)
- Those who have accepted an offer from their insurer for their dwelling claim (56%)
- Female (56%)
- Living in a household with at least one child (56%)

Those less likely to be aware of this campaign (50%) are:

- Aged 75 or over (29%) or 65 to 74 years old (40%) or 50 to 64 years old (45%)
- Of Pacific, Asian or Indian ethnicity (32%) or of Māori ethnicity (37%)
- From a household with an income of less than \$30,000 (39%) or \$30,001 to \$60,000 (44%)
- Living in Selwyn district (42%)
- Males (43%)

Of those who have heard of the 'All Right?' campaign, seven in ten (70%) say their impression is favourable. This is consistent with the result in April 2015.

Figure 11.8: Current result – Opinion of the 'All Right?' campaign (%)



Base: Those who are aware of the service, excluding those who said don't know or not answered

12. INSURANCE CLAIMS



INTRODUCTION

This section summarises responses to questions that measure the proportion of residents dealing with insurance claims that have been made as a result of the earthquakes. Due to the complexity of the questions, great care must be taken to ensure the results are interpreted within the confines of the group of residents that answered each question.

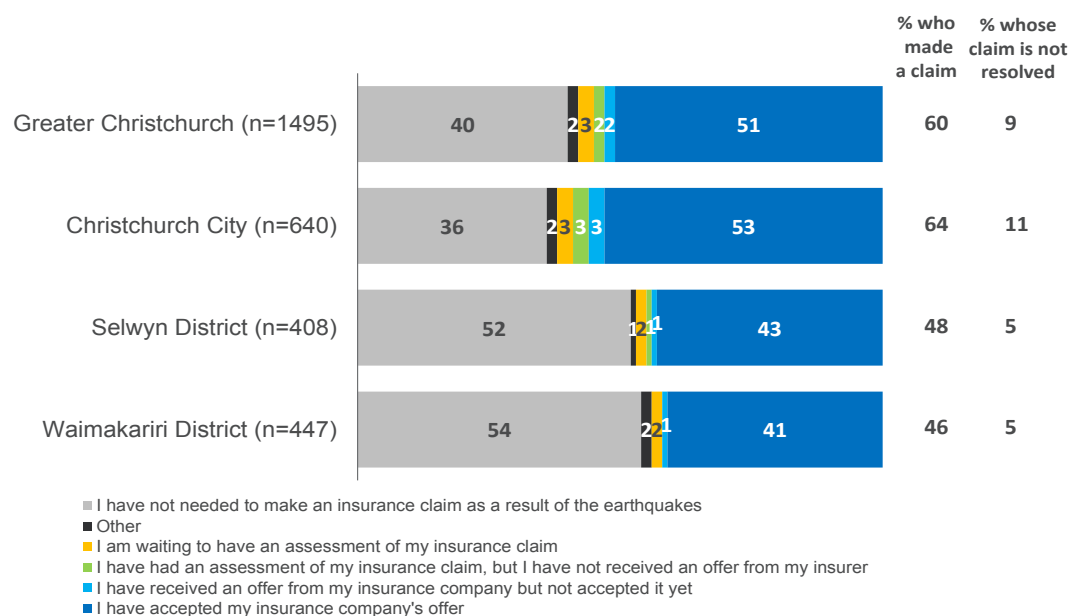
Those who currently own (either personally or jointly) the residential dwelling they usually live in were asked whether they have made an insurance claim and the outcome of the claim. (Note: the question does not capture the issues being faced by those who own rental properties or those who have since moved from properties where they may have previously made a claim).

Three in five (60%) residents who own the dwelling they usually live in have made a claim on their current dwelling as a result of the earthquakes. The proportion that made a claim for the dwelling they own and usually live in is decreasing over time due to more and more residents having moved houses since the earthquakes. (As noted above, residents were not asked whether claims were made for dwellings they previously owned and lived in).

The status of the claims made is broken out as follows:

- 51% have had their claim resolved and the home-owner has accepted the offer from their insurer
- 9% have not yet had their claim resolved (with 2% having received an offer on their dwelling claim but who have not accepted it yet, 2% having had an assessment on their dwelling claim from their insurer but who have not received an offer yet, 3% who are still waiting for an assessment from their insurer, and 2% who said other).

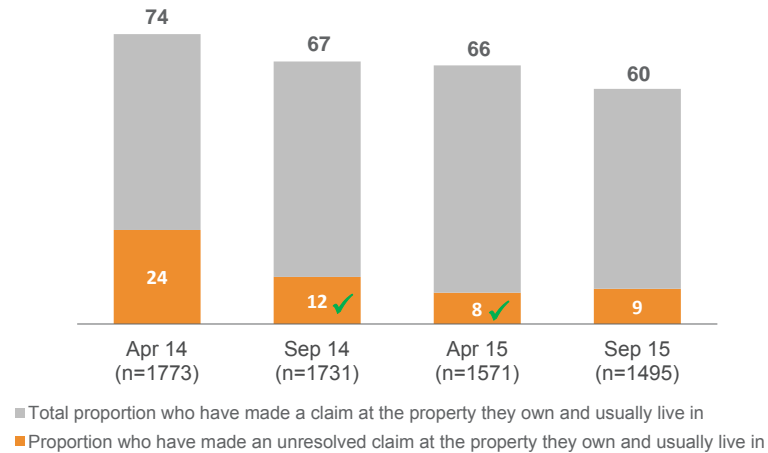
Figure 12.1: Current result – Whether they made an insurance claim, and if so, where they are in the process (%)



Base: Those who personally or jointly own the dwelling they usually live in, excluding not answered

Those with unresolved claims had previously been showing a downward trend. However, there has been no change in the proportion with an unresolved claim since April 2015.

Figure 12.2: Trend - Whether they made an insurance claim (%)



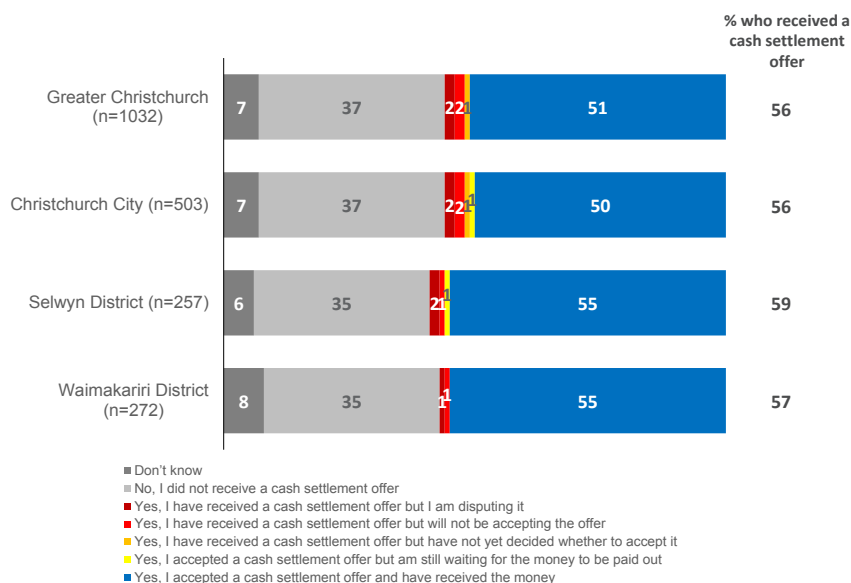
Base: Those who jointly or partly own the property they usually live in, excluding not answered

Those who have made a claim on the property they own and usually live in and who have received an offer from their insurer (which they may or may not have accepted yet) were also asked; a) whether the offer they received was a cash settlement offer; b) what they have done or are intending to do with the property if they have received a cash settlement offer; and c) why repairs or rebuilding haven't begun if they have received the money for their cash settlement and they have not yet begun repairs/rebuilding even though they intend to, or if they are still deciding what to do.

In addition, those who completed the survey online but did not make a claim at the property they own and usually live in were asked whether they made any claims on any residential properties in greater Christchurch as a result of the earthquakes (including rental properties or holiday homes) and, if so, were also asked the questions about cash settlement and intentions for the property. This resulted in a total of 1032 properties for which this analysis was carried out (71% (729) are properties with an owner who usually lives there and 29% (303) are owned by someone who usually lives in a different property).

Of those included in this analysis, 56% received a cash settlement offer from their insurer in response to their insurance claim (51% have accepted the offer and already received the money, 1% have received the offer but have not decided whether or not to accept the offer, 2% have received a cash settlement offer but have decided not to accept it, and 2% are disputing the cash settlement offer they have received).

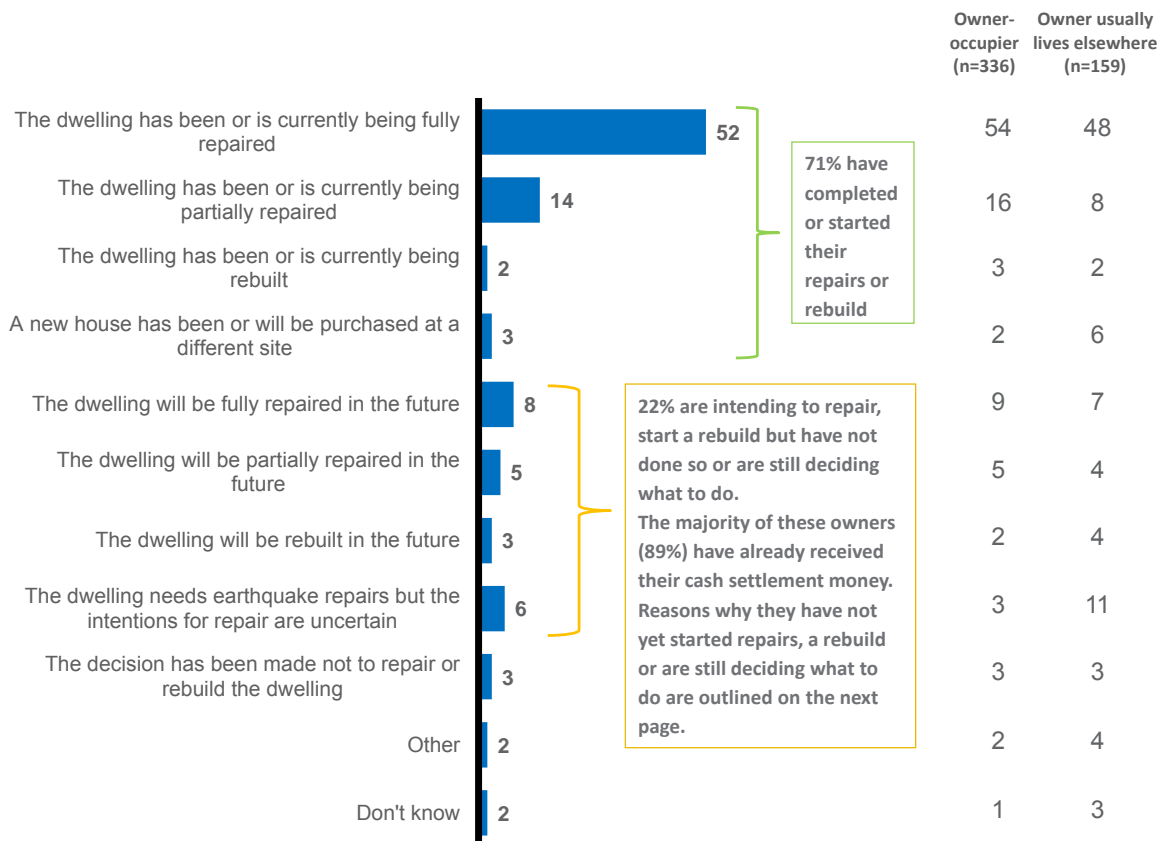
Figure 12.3: Current result – Whether the owner received a cash settlement offer from their insurer to settle the claim, and if so, where they are in the process (%)



Base: Those who have received an offer from their insurance company for a property they own, excluding not answered

The 56% who indicated that they have received a cash settlement offer were then asked what has been done to the damaged property or what the owner is intending to do. As illustrated below, 71% have completed or started their repairs or rebuild, while 22% have not yet started repairs/rebuilding though they are intending to in the future.

Figure 12.4: Current result – Intentions for the damaged property among those who have received a cash settlement offer (%)



Base: Those who have received a cash settlement offer for a property they own, excluding not answered (n=495)

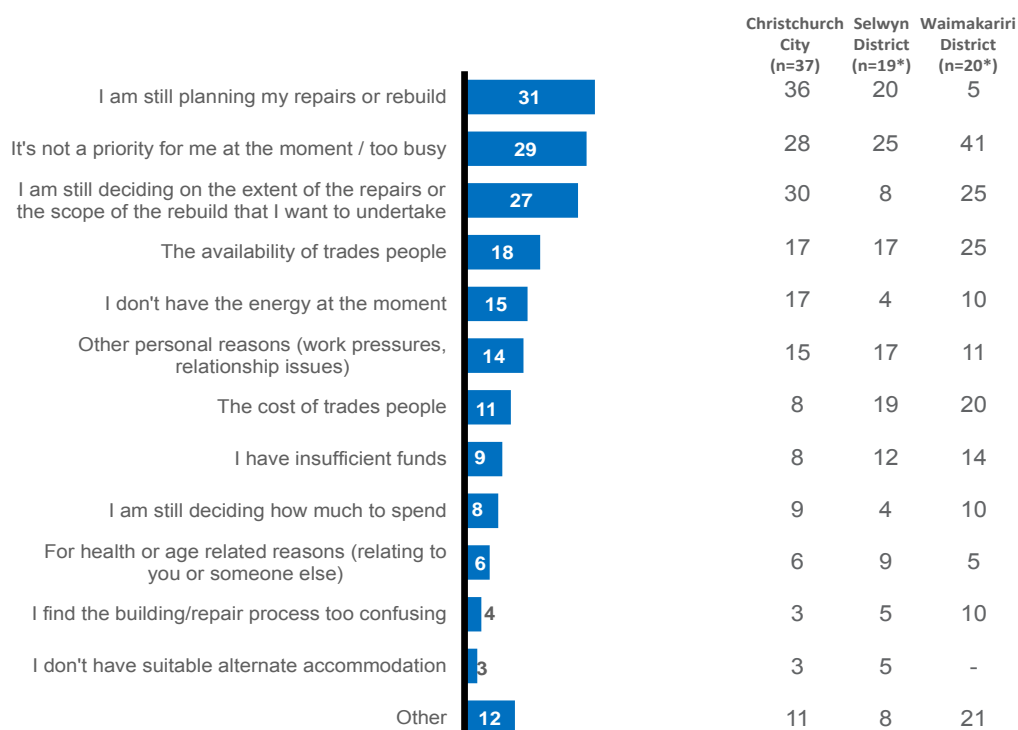
Note: For 68% of the properties, the property is where the owner usually lives. For the other 32%, the owner is commenting on a property they do not usually live in (such as a rental property)

Among the 22% who are intending to repair the dwelling, start to rebuild or are still deciding what to do and have already received their cash settlement money, three in ten (31%) say their reasons for not doing any work yet is because they are still planning their repairs or rebuild while 29% say it is not a priority for them at the moment. A further 27% are still deciding the extent of the repairs they will undertake.

A small proportion of owners are being delayed by the unavailability of trades people (18%) or the cost of trades people (11%). Nine percent say they have insufficient funds to begin the repairs or rebuild to their dwelling.

Please note that this result is indicative only as only 76 owners met the criteria to answer this question.

Figure 12.5: Current result – Reasons for having not started rebuilding or repairs, or for still deciding what will be done with the dwelling (%)



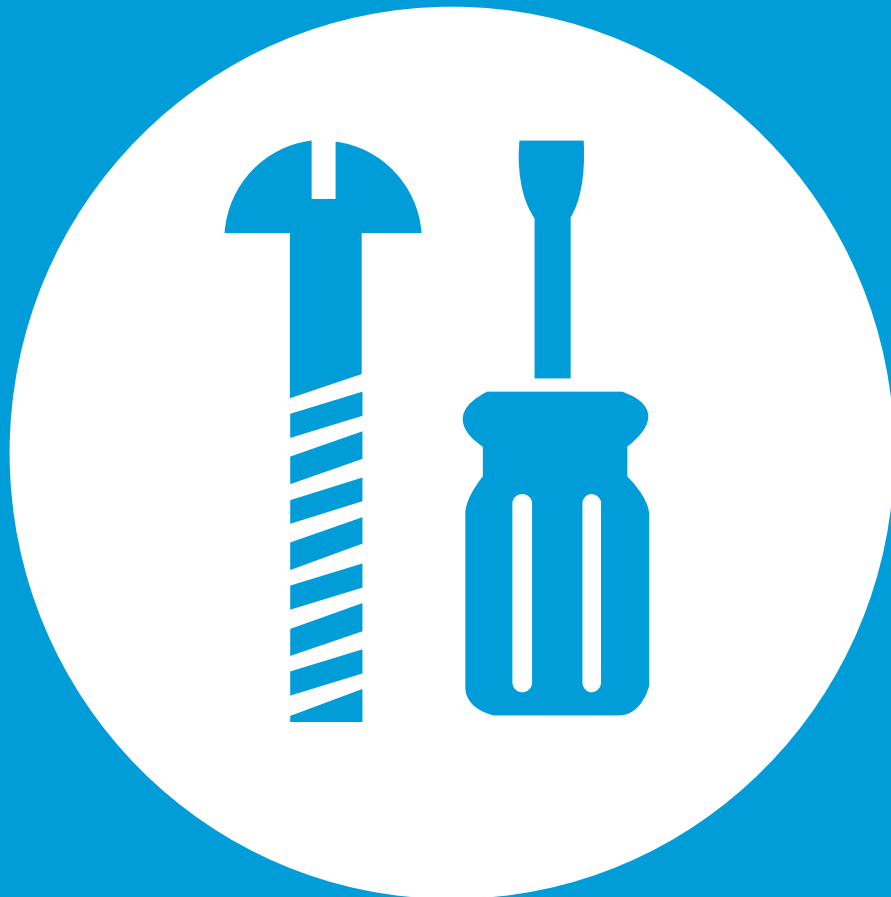
Base: Those who have received a cash settlement and who haven't begun repairs or rebuild for a property they own, excluding not answered (n=76)

** Result indicative only due to small base size*

Note: For 56 of the properties, the property is where the owner usually lives. For the other 20, the owner is commenting on a property they do not usually live in (such as a rental property)

APPENDIX 1:

RESEARCH DESIGN



METHODOLOGY

ABOUT THE SEQUENTIAL MIXED METHODOLOGY

The Wellbeing Survey is carried out using a sequential mixed methodology, in which respondents are first encouraged to complete the survey in the most cost effective manner, online. For those who do not complete the survey online or are not able to, a hard copy questionnaire is provided.

The initial invitation letter was sent on 2 September 2015. The letter contained a link to the online survey and provided an individual login ID and password. An 0800 number and email address (manned by Nielsen) were also in the letter, allowing respondents to ask questions about the survey, request a hard copy or request to be removed.

A reminder postcard was sent to those who had not yet completed the survey a week later on 9 September. This postcard repeated the instructions for completing the survey online.

On 17 September, a week after the postcard, those respondents who had still not completed online were sent a survey pack, containing a hard copy questionnaire, cover letter and reply paid envelope. The cover letter repeated the instructions to participate online, in case a respondent would rather participate in that manner.

After the survey pack has been sent, all those who have completed the survey online are likely to have done so. Therefore efforts changed to encouraging completion of the hard copy questionnaire. On 2 October, the final communication, a second reminder postcard was sent to those who had still not completed.

The survey was closed on 21 October 2015.

BENEFITS OF THE METHODOLOGY

The sequential mixed methodology has a number of benefits. Firstly, potential respondents are selected from the Electoral Roll, which allows for the inclusion of the majority of greater Christchurch residents. It has the advantage of including the approximately 60% who are excluded from CATI methodologies through not having phone numbers available through telematching. It is also superior to online panels which have limited number of panellists and only those who are online, who may not accurately represent the greater Christchurch population.

The sequential mixed methodology allows respondents to complete the survey in their own time, at their own pace and either online or hard copy according to their preference.

SAMPLE DESIGN

SAMPLE FRAME

The Electoral Roll records the addresses of the vast majority of New Zealanders aged 18 and over. Potential respondents were selected from the Roll if their residential address was in greater Christchurch.

The survey was not able to include the following people who are not on the Electoral Roll (the number of these people is not known):

- Those who are not on the Electoral Roll (have not enrolled to vote)
- Residents who are not eligible to vote (non-residents)
- Migrant workers whose residential address is out of Christchurch, however they are temporarily working in greater Christchurch
- Those who had very recently moved to Christchurch and not updated their details on the Electoral Roll.

Please note that the Electoral Roll is updated every 3 months and the latest version available at the time of sampling was used to select the sample.

Māori descent from the Electoral Roll was used to identify those with a high possibility of having Māori ethnicity. Title was used for identifying gender and the age of the respondent was also used from the Electoral Roll data to identify their age group for sample selection purposes.

SAMPLE

The sample was a probabilistic sample of the population of Christchurch City, Waimakariri District and Selwyn District.

The sample was targeted to include n=1250 Christchurch City residents, n=625 Waimakariri residents and n=625 Selwyn residents. To ensure a good representation of the population, letters were sent out in proportion to the size of the population by age group, Māori / non-Māori, gender and ward. Additional invitations were sent to males, youth and Māori respondents as these groups are known to have lower response rates.

The targets were set using the most up-to-date data source available from Statistics New Zealand (Census 2013 statistics).

The table below shows the target and achieved sample of the subgroups of interest and their margins of error:

Subgroup	Target	Achieved	Margin of error
Christchurch	1250	1213	± 2.8%
Waimakariri	625	668	± 3.8%
Selwyn	625	645	± 3.9%
18-24 years	328	289	± 5.8%
25-49 years	1075	1047	± 3.0%
50-64 years	621	669	± 3.8%
65 + years	476	521	± 4.3%
Māori Ethnicity	155	112	± 9.4%
Males	1221	1138	± 2.9%
Females	1279	1388	± 2.6%

QUESTIONNAIRE DESIGN

For the September 2012 survey, the draft questionnaire was prepared by the survey partners in consultation with their internal stakeholders. This questionnaire was then amended following consultation with Nielsen and pre-tested face-to-face on a small number of residents of greater Christchurch.

The questionnaire was designed to be repeatable for subsequent surveys.

For subsequent surveys, the questionnaire was kept largely the same with some questions removed to make room for additional questions that were of interest at the time.

Key changes for the April 2013 questionnaire were:

- Instead of asking whether quality of life had changed since the earthquakes, we asked how it had changed in the last 12 months.
- An additional question was added to the health and wellbeing section to provide insight into where residents were turning for support.
- The WHO-5 wellbeing index was also added to obtain an additional measure of wellbeing.
- The focus of the questions to monitor impacts of the earthquakes (both negative and positive) was shifted to identify the extent to which specific issues were still affecting residents'

everyday lives.

- New questioning was added to understand awareness, use and opinion of a variety of services that have been set up in greater Christchurch to help residents cope with issues arising from the earthquakes.

Key changes for the September 2013 questionnaire were:

- An additional question was included for those who indicated they are continuing to be negatively impacted by dealings with EQC / insurance issues, to find out what these issues are.
- Two outcomes were added to the positive outcomes of the earthquake question to understand the impact of improved quality of house and tangible signs of progress.
- The Residential Advisory Service was included in the section about awareness, use and opinion towards the services offered.

Key changes for the April 2014 questionnaire were:

- Two questions were included to understand, from those who have moved homes since the 4 September 2010 earthquake, their reasons for moving and their satisfaction with their new location.
- Questions were also included to ascertain where residents currently receive information from about the rebuild and recovery, and where they would go if they were looking for information.
- Due to the closure of the Avondale Earthquake Assistance Hub, this Earthquake Assistance Hubs service was removed from the section about awareness, use and opinion towards the services set up to help residents.
- A question was added to identify the proportion of home-owners who needed to make an insurance claim as a result of the earthquakes. And among those who did were asked to identify where in the insurance claim/settlement process their claim is.

Key changes for the September 2014 questionnaire were:

- Four questions were added to the questionnaire to understand awareness of and engagement with the Canvas public engagement process (referred to as 'Your thinking for the red zones'). These questions were only asked on those now living in Waimakariri District and related specifically to the future use of the red zones in Waimakariri (Kaiapoi and Pines/Kairaki Beaches).

Key changes for the April 2015 questionnaire were:

- To understand the impact of increasing numbers of people with different lifestyles and cultures from different countries coming to live in greater Christchurch, a question was added to understand the extent to which this makes the area a better or worse place to live. Residents were then asked to state the positive and negative aspects of people with different lifestyles and cultures moving into the area.
- A couple of additional residential dwelling insurance claim questions were added to understand the progress being made with cash settlement offers, what owners are intending

to do with the property that they have received a cash settlement for, and any reasons why owners may be having trouble deciding what to do with their property or limiting them from starting repairs or rebuilding.

Key changes for the September 2015 questionnaire were:

- The questions about the impact of new residents with different lifestyles and cultural backgrounds moving into the area were not asked this time.
- All residents and not just property owners were asked about the condition of the dwelling that they usually live in
- Two issues were deleted from the list of negative impacts - dealing with insurance issues relating to a business or work and difficult decisions concerning pets
- Those who own a property were asked a series of new questions including the total value of the dwelling claim, in order to analyse the full impact of the earthquakes on home owners
- Respondents who have received a cash settlement from their insurer were asked a set of additional questions about support, services or information that either was, or could be, helpful in making decisions about repairs or rebuild

PROGRAMMING AND DESIGN

The survey was programmed in Confirmit (Nielsen's online survey software) and set up for hard copy completion. Great care was taken to assure consistency between the two versions wherever possible.

USAGE OF DON'T KNOW

Having a don't know option available to respondents in a hard copy or online survey can encourage the selection of this response as an easy option. To avoid this, those questions that ask for an opinion generally did not have a don't know response option. The respondent had the option to not answer these questions if preferred (through not selecting a response on the hard copy version and the online version allowed respondents to continue without completion).

Don't knows were included as a response for questions where respondents may not be able to answer, such as who owns the dwelling where they live, whether they have support if faced with a difficult time, how satisfied they are with earthquake recovery decisions communications and confidence in agencies involved in recovery.

Throughout the September 2012 report, results were analysed including don't know responses. For this report the approach needed to shift so that results are not impacted by shifts in 'don't know' responses and therefore changes in results can be attributed to an actual change in what is happening in the region. For this reason, throughout this report, questions have been reported excluding don't know answers. Where applicable the proportion who knew enough to have an opinion is reported.

A copy of the final questionnaire can be found in Appendix 2.

The average length of the online survey was 22 minutes.

PRE-TESTING

Once the questionnaire was reviewed and set up, both online and in hard copy, pre-testing was carried out in September 2012.

The purpose of the pre-testing was to:

- Check the questionnaire in both hard copy and online format (the introduction, format and wording of the questions, as well as the instructions about how to complete the questionnaire)
- Test the persuasiveness of the communications
- Provide feedback on the new questions
- Obtain feedback from respondents.

Pre-tests were carried out with 13 respondents across greater Christchurch with a mixture, as shown in the table below.

Target Group	Online Pre-tests	Hard copy Pre-tests
Māori	3	2
Asian / Indian	1	-
Youth (18-24 year olds)	1	1
65 years and older	-	2
Male	2	2
Female	4	5
Red Zone Residents	2	2
Have dependent child/ren	2	2

Following the pre-testing, the questionnaire and materials were finalised using the pre-testing feedback from respondents.

As the content for the subsequent surveys were left largely unchanged, pre-testing was not carried out again ahead of these measures.

0800 NUMBER

An 0800 number and email address (manned by Nielsen) were available for respondents throughout the survey period. Three hundred and forty five emails and calls were received during this time. The nature of the calls and emails are listed in the table below:

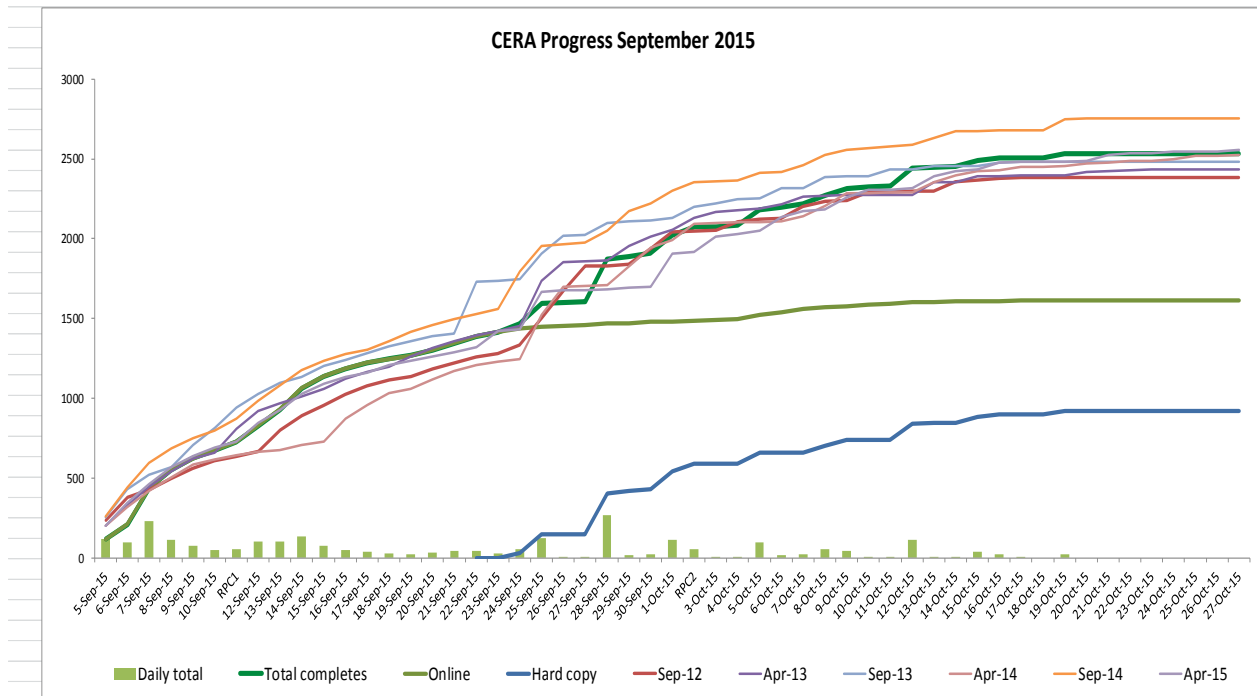
Refusals	
Health/Age/Language reasons	36
Don't want to participate	40
Currently unavailable (e.g. on holiday, out of the country)	64
Person no longer lives at address	25
Deceased	6
Queries	
General question / query	21
Trouble using link	17
Material received after completion	8
Request replacement / hard copy sent	1
Request hard copy	124
New address	3

A set of Survey FAQs was created for the 0800 number operator to assist in the response to callers' questions.

SURVEY RESPONSE

Sixty four percent of questionnaires were completed online while 36% were completed in paper copy.

The following chart shows the responses over the survey period, as well as comparing the response to previous surveys.



RESPONSE RATE

To calculate response rate, tracking of every individual sent an invitation to complete the survey and the outcome of the invitation was carefully recorded.

By entry into Confirmit, Nielsen traced which of the letters, postcards or questionnaire packs were returned as ‘gone no address.’ Any telephone or email notification of refusal to participate was logged into the 0800 number call log. This log also recorded notification from third parties that the nominated respondent was not available or capable to complete the survey due to age, language issues, health reasons, death or other disabilities. Every effort was made to remove any respondent from subsequent communications.

The return rate is calculated as follows:

$$\text{Completed surveys} / \text{total number of invitations mailed out (excluding GNAs and ineligible)} \times 100$$

Ineligibles are defined as those who are unable to participate due to age, language issues, health or other disabilities.

To calculate the response rate we then apply the same proportion of ineligibles as those we have heard back from to those we have not (i.e. the 5,304 “Unknown”). This therefore assumes that there will be the same number of ineligibles (deceased, moved etc) in the group we did not hear from as is in the group we did hear back from).

The table below outlines the response rate calculation:

Category	n
Deceased	8
Out Of Region	19
GNA	197
Language	3
Unavailable	68
Health/Age	38
Total ineligible	333
Refused	50
Incomplete	114
Unknown - Mailed Out, No Info	5304
Total Inscope No Response	5468
On Line Completes	1614
Off Line Completes	912
Completes	2526
Mail Outs	8327
Response rate Method I (%)	31.60
Response rate Method II (%)	34.09

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015	Sept 2015
Number of completed questionnaires:							
Total	2381	2438	2476	2511	2738	2550	2526
Christchurch City	1156	1210	1240	1276	1401	1327	1213
Selwyn District	618	621	640	633	642	590	645
Waimakariri District	607	607	596	602	695	633	668
Response rate:	52%	48%	43%	38%	39%	36%	34%

Between September 2012 and April 2013, some of the decline in response rate could be attributed to a change in sampling. In April 2013, we increased the number of males and youth (18-24 year olds) initially invited to participate in the survey as these groups were found to be less likely to complete this survey. From April 2013 to April 2014 it seemed that the main reason for the decline in response rate is the time lapse from the earthquakes to the survey.

To address the declining response rate, before the September 2014 measure, the communication with respondents was revised and tested with a number of greater Christchurch residents to ensure potential respondents found the material motivating to complete. In addition, a prize draw of a \$500 Prezzy Card was offered to all of those who completed. These measures had a positive impact on the response rate and halted the decline.

In April 2015 the same communication was used (albeit with the change in the CEO who signed the communications) and the same incentive was offered. Despite these initiatives remaining in place in September 2015 the response rate is continuing to decline, likely due to the length of time since the earthquakes.

DATA ENTRY

PROCESS

As completed questionnaires were returned to Nielsen's Auckland office, they were data entered directly into Confirmit, the same software programme used for the online component of the survey. Using the same software removed the chance of error in combining data sources.

The data entry team had different access to the survey tool from a survey respondent. For example, the data entry team had the ability to select 'no response' for any question where a hard copy respondent had not selected a response.

PROTOCOLS

Data entry protocols were set up to ensure consistency between team members and will be used for consistency between measures.

These protocols included:

- Q7 Owner of dwelling - If multiple answers – add to 98 and type in all responses
- Q12 Gender - If not answered check name at back for clues, or refer to supervisor
- Q14 Whakapapa - Only answered if NZ Māori ethnicity in Q13
- Q17 Number of children living in household – if marked as a dash or NA then Zero selected, whereas if it is left blank entered as not answered

QUALITY CONTROL

As part of Nielsen’s quality control processes, 10% of data entered surveys were verified.

DATA CLEANING

Once the hard copy questionnaires had been data entered, a series of data checks were carried out as part of the quality control procedure. During this process, the following edits were carried out:

- Seven surveys were removed where respondents had completed both online and in hard copy (online version was kept)
- One further survey was removed as the respondent identified that they were aged under 18 years old
- Gender was added for 5 respondents who had left this question blank. This was added using their title from the Electoral Roll.
- Age from the Electoral Roll was added for the 6 respondents who left this question blank
- Region was added from the Electoral Roll for the 6 respondents who left this question blank

WEIGHTING

Weighting was used to correct for imbalances in sample representation arising from a) the use of the Electoral Roll as a sample frame and b) quotas not being fully achieved.

The weights were calibrated to match the population percentage figures for the quota control variables of TA, age and gender interlocked. A second weight for ethnicity (Māori / Non-Māori) was also applied to counteract any effects the boosting of Māori respondents may have had on the sample.

See Appendix 4 for the weighting matrix.

APPENDIX 2: QUESTIONNAIRE



INTRODUCTION

This section of the Appendix shows the final questionnaire in the hard copy format.

Thank you for taking the time to help us measure progress and make sure that the decisions being made are meeting the needs of our communities.

INSTRUCTIONS FOR COMPLETING THE SURVEY	
<p>You will need to circle an answer like this</p> <p>Please circle <u>one</u> answer</p> <p>Yes 1</p> <p>No 2</p>	<p>Or like this</p> <p>Please circle one answer for each statement</p> <p>Question... 1 2 3 4 5</p> <p>Question... 1 2 3 4 5</p>
<p>When there is an instruction to go to a certain question, please make sure you circle the correct answer <u>before</u> going to the question as instructed</p> <p>Please circle <u>one</u> answer</p> <p>Yes 1 → Go to Q1</p> <p>No 2</p>	

ABOUT YOU AND WHERE YOU LIVE

To begin with we have some general questions about you and where you live. These questions are to help us check we have a representative sample of people to participate in this survey, and sometimes these things can affect our wellbeing.

<p>Q1 Which area do you live in?</p> <p>Please circle <u>one</u> answer</p> <p>Christchurch City (including Banks Peninsula) 1</p> <p>Selwyn District 2</p> <p>Waimakariri District 3</p> <p>Outside these areas 4 → See note below</p>	<p>Q2 Are you still living at the same street address where you were living before the earthquake on the 4th of September 2010? Please answer 'no' if you have moved for <u>any</u> reason</p> <p>Please circle <u>one</u> answer</p> <p>Yes 1 → Go to Q7</p> <p>No 2 → Go to Q3</p>
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Note: If you live outside of these areas thank you very much for taking the time to start this survey. Unfortunately, we need only those who are currently living in greater Christchurch (this includes Christchurch, Selwyn and Waimakariri) to complete the full questionnaire.

Please enter your contact details for the prize draw at Q48 (on the last page), place your questionnaire in the reply-paid envelope and post back to Nielsen.

Q3 If you answered 'no' in Q2, please write down the street address you were living at before the September 4th earthquake.

Please note: This information will only be used to see if there are differences between different areas. Your individual information will not be looked at separately.

Number _____

Street Name _____

Suburb _____

City _____

Country (if other than New Zealand) _____

Q4 Which of the following best describes the main reason for your move?

If you have moved more than once since the earthquakes please think about your most recent move.

Please circle one answer

I had to move due to the impact of the earthquakes	1
I chose to move and my decision was in part due to the impact of the earthquakes	2
I moved for a non earthquake related reason (e.g. change of flat, purchase of a new house)	3

Q5 Overall, how satisfied are you with your new location?

Please circle one answer

Very dissatisfied	1
Dissatisfied	2
Neither satisfied nor dissatisfied	3
Satisfied	4
Very satisfied	5

Q6 Which of the following best describes where you are currently living?

'Currently living' means the address where you are currently staying. This may be either a permanent or temporary address.

Please circle one answer

Long-term or permanent housing	1
Temporary housing until you move into or back into permanent housing	2
Other (please specify) _____	9

Q7 Which of the following best describes who owns the dwelling (that is the house / townhouse / flat / apartment etc) that you *usually live in*?

'Usually live in' means the address where you usually live. If you are currently living temporarily somewhere else as a result of earthquake damage or repairs, but you intend to move back there, your usual address is your pre-earthquake address. And if you are unsure where you will be moving, your usual address is the address you are living at now.

Please circle one answer

You personally or jointly own it	1
Family member owns it (e.g. your parents, your child, your Family Trust)	2
You rent it from the local council, or Housing New Zealand	3
You rent from a private landlord	4
Other (please specify) _____	8
Don't know	9

Q8 To the best of your knowledge, which of the following best describes the current condition of the dwelling (that is the house/townhouse/flat/apartment) that you **usually** live in specifically in relation to earthquake damage.

Please answer in relation to earthquake damage for the dwelling of your current property rather than any land and paths / driveways or contents damage.

Note: By fully repaired we mean that the dwelling has or will be repaired back to the condition of the dwelling as it was before the 4th of September 2010. By partially repair we mean that the dwelling has or will have some repairs carried out but this will not return the dwelling to its original condition.

Please read through the entire list before selecting the best response

The dwelling has been or is currently being fully repaired	1
The dwelling has been or is currently being partially repaired	2
The dwelling has been or is currently being rebuilt	3
A new house has been or will be purchased at a different site	4
The dwelling will be fully repaired in the future	5
The dwelling will be partially repaired in the future	6
The dwelling will be rebuilt in the future	7
The dwelling needs earthquake repairs but the intentions for repair are uncertain	8
The decision has been made not to repair or rebuild the dwelling	9
The dwelling was not damaged in the earthquakes	10
Other (please specify) _____	98
Not applicable, the dwelling was built after 4 September 2010	99
Don't know	100

Please answer Q9 if you personally or jointly own the residential property that you **usually** live in. All others please go to Q11.

Q9 As a result of the earthquakes which of the following is the most accurate when thinking about the residential property you own (personally or jointly) and that you **usually** live in:
Please think about claims with EQC and/or private insurers for the dwelling at this property, but exclude land and paths / driveways claims and contents claims.

Please circle one answer

I have not needed to make an insurance claim as a result of the earthquakes	1	→ Go to Q11
I have accepted my insurance company's offer	2	
I have received an offer from my insurance company but not accepted it yet	3	
I have had an assessment of my insurance claim, but I have not received an offer from my insurer	4	} Please go to Q11
I am waiting to have an assessment of my insurance claim	5	
Other (please specify) _____	6	

Q10 What is the total value of your dwelling claim(s) (based on what you have been offered) or settlement(s)?
 Please include all dwelling claims but exclude land and paths / driveways and contents settlements.

Please include any GST when circling one answer below

Up to \$15,000	1	\$300,001 to \$500,000	5
\$15,001 to \$50,000	2	\$500,001 and over	6
\$50,001 to \$100,000	3	Prefer not to say	97
\$100,001 to \$300,000	4	Don't know	99

Q11 How many times (if at all) have you moved properties since the September 2010 earthquake?
 Please include any moves into temporary accommodation as well as into long-term accommodation. Please answer this question even if you are still living in the same property as at 4 September 2010.

Please circle one answer

Once only	1	Seven times	7
Twice	2	Eight times	8
Three times	3	Nine times	9
Four times	4	Ten or more times	10
Five times	5	Not applicable, I have not needed to move	97
Six times	6		

Q12 Are you:

Please circle one answer

Male	1
Female	2

Q13 Which ethnic group or groups do you belong to?

Please circle all that apply

New Zealand European	1
New Zealand Māori	2
Pacific	3
Asian	4
Indian	5
Other (please specify)	6

Prefer not to say	9

Q14 Only answer this question if you selected New Zealand Māori as your ethnic group. Otherwise please go to Q15.

Do you whakapapa to...

Please circle all that apply

Ngāi Tahu	1
Ngāti Mamoe	2
Waitaha	3
None of the above	4
Don't know	9

Q15 In which of the following age groups do you belong?

Please circle one answer

Less than 18 years	1	45-49 years	8
18-19 years	2	50-54 years	9
20-24 years	3	55-59 years	10
25-29 years	4	60-64 years	11
30-34 years	5	65-74 years	12
35-39 years	6	75 years or over	13
40-44 years	7		

Q16 Which best describes your household's annual income before tax?

Please circle one answer

Loss	1
No income	2
Less than \$30,000	3
\$30,001 to \$60,000	4
\$60,001 to \$100,000	5
More than \$100,000	6
Don't know	9
Prefer not to say	10

Q17 How many children aged under 18 years currently live with you?

Please enter the number of children in the box.

Please enter a zero or a dash if there are no children aged under 18 currently living with you.

Q18 Have you moved into the greater Christchurch area (this includes Christchurch, Selwyn and Waimakariri), from elsewhere in New Zealand or from overseas, since 4 September 2010 specifically for employment or business opportunities?

Please circle one answer

Yes	1
No	2

YOUR QUALITY OF LIFE

The next questions are about your quality of life and about how things have been for you lately.

Q19 Would you say that your overall quality of life is...

Please circle one answer

Extremely poor	1
Poor	2
Neither poor nor good	3
Good	4
Extremely good	5

Q20 And compared to 12 months ago, would you say your quality of life has...

Please circle one answer

Decreased significantly	1
Decreased to some extent	2
Stayed about the same	3
Increased to some extent	4
Increased significantly	5

Q21 To what extent do you agree or disagree with the following statement:

Please circle one answer

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I feel a sense of community with others in my neighbourhood	1	2	3	4	5

Q22 Do you have a health condition or disability that has lasted, or is expected to last, 6 months or more AND that restricts your everyday activities?

Please circle one answer

Yes	1
No	2
Prefer not to say	7

Q23 If you were faced with a serious illness or injury, or needed emotional support during a difficult time, who would you turn to for help?

Please circle all that apply

Family	1
Friends	2
Faith-based group / church community	3
Cultural group (e.g. Somalian, Korean, Samoan Group)	4
Neighbourhood group (e.g. residents' association, play groups)	5
Clubs and societies (e.g. sports clubs, poetry groups, Lions Club)	6
Health or social support worker	7
Parent networks (e.g. school, pre-school)	8
Work colleagues	9
Online community (e.g. Facebook / Twitter, forums, online gaming communities)	10
Rūnanga	11
Other (please specify) _____	12
I would not turn to anyone for help	13
I do not have anyone I could turn to for help	14

Q24 At some time in their lives, most people experience stress. Which statement best applies to how often, if ever, in the past 12 months you have experienced stress that has had a negative effect on you?

Stress refers to things that negatively affect different aspects of people's lives, including work and home life, making important life decisions, their routines for taking care of household chores, leisure time and other activities.

Please circle one answer

Always	1
Most of the time	2
Sometimes	3
Rarely	4
Never	5

Q25 Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

Notice that higher numbers mean better wellbeing. For example: If you have felt cheerful and in good spirits more than half of the time during the last two weeks, please circle the number 3 below.

Please circle one answer for each of the 5 statements

		All of the time	Most of the time	More than half of the time	Less than half of the time	Some of the time	At no time
1	I have felt cheerful and in good spirits	5	4	3	2	1	0
2	I have felt calm and relaxed	5	4	3	2	1	0
3	I have felt active and vigorous	5	4	3	2	1	0
4	I woke up feeling fresh and rested	5	4	3	2	1	0
5	My daily life has been filled with things that interest me	5	4	3	2	1	0

IMPACT OF THE EARTHQUAKES

These next questions are about different ways that the earthquakes may have impacted on your life.

Q26 Please indicate the level of impact each of the following issues is still having on your everyday life as a result of the earthquakes.

Please circle **one** answer for each of the 26 statements

		Did not experience this as a result of the earthquakes	Experienced this but it is having no or minimal impact now	Still having a minor negative impact	Still having a moderate negative impact	Still having a major negative impact
1	Living day to day in a damaged home	1	2	3	4	5
2	House too small for the number of people in the household	1	2	3	4	5
3	Poor quality of house (e.g. cold, damp)	1	2	3	4	5
4	Making decisions about house damage, repairs and relocation	1	2	3	4	5
5	Having to move house permanently or temporarily	1	2	3	4	5
6	Difficulty finding suitable rental accommodation	1	2	3	4	5
7	Dealing with EQC/insurance issues in relation to personal property and house – <i>please specify what the issues are below:</i>	1	2	3	4	5
8	Potential or actual loss of employment or income	1	2	3	4	5
9	Additional work pressures (e.g. workplace relocation, workload increasing as a result of earthquakes)	1	2	3	4	5
10	Workplace safety concerns (e.g. perception that building is unsafe)	1	2	3	4	5
11	Additional financial burdens (e.g. replacing damaged items, additional housing costs, supporting family members)	1	2	3	4	5
12	Transport related pressures (work/personal)	1	2	3	4	5
13	Being in a damaged environment and/or surrounded by construction work	1	2	3	4	5

Please continue to indicate the level of impact each of the following issues is still having on your everyday life as a result of the earthquakes.

Please circle one answer for each of the 26 statements

	Did not experience this as a result of the earthquakes	Experienced this but it is having no or minimal impact now	Still having a minor negative impact	Still having a moderate negative impact	Still having a major negative impact
14	1	2	3	4	5
15	1	2	3	4	5
16	1	2	3	4	5
17	1	2	3	4	5
18	1	2	3	4	5
19	1	2	3	4	5
20	1	2	3	4	5
21	1	2	3	4	5
22	1	2	3	4	5
23	1	2	3	4	5
24	1	2	3	4	5
25	1	2	3	4	5
26	1	2	3	4	5

Q27

Please indicate the level of impact each of the following issues is still having on your everyday life as a result of the earthquakes.

Please circle one answer for each of the 15 statements

	Did not experience this as a result of the earthquakes	Experienced this but it is having no or minimal impact now	Still having a minor positive impact	Still having a moderate positive impact	Still having a major positive impact	
1	Heightened sense of community (e.g. stronger connections with family and neighbours)	1	2	3	4	5
2	Helping family, friends and the community	1	2	3	4	5
3	Pride in ability to cope under difficult circumstances	1	2	3	4	5
4	Family's increased resilience	1	2	3	4	5
5	Increased opportunities for individual creative expression	1	2	3	4	5
6	Opportunity to experience public events and spaces (e.g. memorial events, and initiatives like Gap Filler and ReStart)	1	2	3	4	5
7	Access to new and repaired recreational, cultural and leisure time facilities (cafés, restaurants, libraries, places of worship, marae, arts and cultural centres)	1	2	3	4	5
8	Sense of stronger personal commitment to Christchurch / Selwyn / Waimakariri	1	2	3	4	5
9	Renewed appreciation of life	1	2	3	4	5
10	Spending more time together as a family	1	2	3	4	5
11	Business and employment opportunities	1	2	3	4	5
12	Income-related benefits (e.g. higher income, more stable income)	1	2	3	4	5
13	Improved quality of house after the repair/rebuild	1	2	3	4	5
14	Tangible signs of progress (new buildings, CBD cordon removed)	1	2	3	4	5
15	Other positive impacts (please specify these impacts below)	1	2	3	4	5

INFORMATION AND DECISION-MAKING AROUND THE EARTHQUAKES

These next questions are about the information you may have received since the earthquakes and about your impressions of the recovery.

Q28 Overall, to what extent do you feel confident that the agencies involved in the earthquake recovery have made decisions that were in the best interests of greater Christchurch (this includes Christchurch, Selwyn and Waimakariri)?

Please circle one answer

Not at all confident	1
Not very confident	2
Neutral	3
Confident	4
Very confident	5
Don't know	9

Q29 Overall, how satisfied or dissatisfied have you been with information about earthquake recovery decisions (e.g. has this information been timely, relevant, accurate)?

Please circle one answer

Very dissatisfied	1
Dissatisfied	2
Neither satisfied nor dissatisfied	3
Satisfied	4
Very satisfied	5
Don't know / Not applicable	9

Q30 To what extent do you feel confident that...

Please circle one answer for each of the 3 statements

	Not at all confident	Not very confident	Neutral	Confident	Very confident	Don't know
1 CERA is making earthquake recovery decisions that are in the best interests of greater Christchurch (this includes Christchurch, Selwyn and Waimakariri)	1	2	3	4	5	9
2 Your local council (either Christchurch City Council, Waimakariri District Council or Selwyn District Council) is making earthquake recovery decisions that are in the best interests of your city or district	1	2	3	4	5	9
3 Environment Canterbury is making earthquake recovery decisions that are in the best interests of greater Christchurch (this includes Christchurch, Selwyn and Waimakariri)	1	2	3	4	5	9

Q31 How satisfied or dissatisfied have you been with information about earthquake recovery decisions (e.g. has this information been timely, relevant, accurate)?

Please circle one answer for each of the 5 statements

	Don't recall any from this organisation	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1 Information from CERA	9	1	2	3	4	5
2 Information from your local council (either Christchurch City Council, Waimakariri District Council or Selwyn District Council)	9	1	2	3	4	5
3 Information from Environment Canterbury	9	1	2	3	4	5
4 Information from EQC (relating to your policy)	9	1	2	3	4	5
5 Information from private insurers (relating to your policy)	9	1	2	3	4	5

Q32 For each of the services below, which one of the following best applies to you?

Please circle one answer for each of the 5 statements

	Not aware of this	Aware of this but have not used it	Aware of this and have used it
1 The Canterbury Earthquake Temporary Accommodation Service	1	2	3
2 The Earthquake Support Coordination Service (including Kaitoko Whanau workers)	1	2	3
3 The 0800 777 846 Canterbury Support Line (the quake line)	1	2	3
4 The free earthquake counselling service	1	2	3
5 The Residential Advisory Service	1	2	3

Q33 And are you aware of the 'All Right' campaign?
'All Right' is a campaign designed to help us think about our mental health and wellbeing.

Please circle one answer

Yes	1
No	2

- Q34** For each of the services you were aware of in the previous two questions, which of the following best describes your impression of the service?
Please note, even if you have not personally used the service, you may have an impression of them based on what you have seen and heard.

Please circle one answer for each service you are aware of

	Very unfavourable	Un-favourable	Neutral	Favourable	Very favourable	Don't know
1 The Canterbury Earthquake Temporary Accommodation Service	1	2	3	4	5	9
2 The Earthquake Support Coordination Service (including Kaitoko Whanau workers)	1	2	3	4	5	9
3 The 0800 777 846 Canterbury Support Line (the quake line)	1	2	3	4	5	9
4 The free earthquake counselling service	1	2	3	4	5	9
5 The Residential Advisory Service	1	2	3	4	5	9
6 The 'All Right' campaign	1	2	3	4	5	9

- Q35** Overall, how satisfied or dissatisfied are you with the opportunities the public has had to influence earthquake recovery decisions?

Please circle one answer

Very dissatisfied	1
Dissatisfied	2
Neither satisfied nor dissatisfied	3
Satisfied	4
Very satisfied	5
Don't know	9

INSURANCE SETTLEMENTS

The next few questions are for people who are living in a dwelling that they personally or jointly own, and who have made an insurance claim on this dwelling as a result of the earthquakes and who have received an offer on this claim from their insurer (which they may or may not have accepted yet). If this does not apply to you, please go to Q47.

Q36 Please answer these questions based on the property that you personally or jointly own and usually live in and have made a dwelling claim on.

Have you received a cash settlement offer as a result of your claim at this property?
Please think about the dwelling at this property, but exclude land and paths / driveways claims and contents claims.

Please circle one answer

Yes, I accepted a cash settlement offer and have received the money	1	
Yes, I accepted a cash settlement offer but am still waiting for the money to be paid out	2	
Yes, I have received a cash settlement offer but have not yet decided whether to accept it	3	
Yes, I have received a cash settlement offer but will not be accepting the offer	4	
Yes, I have received a cash settlement offer but I am disputing it	5	
No, I did not receive a cash settlement offer	6	} Please go to Q41
Don't know	9	

Q37 Please answer the next two questions if you have received your cash settlement money but have not started repairs or a rebuild yet or are still deciding what to do. Everyone else please go to Q39

What best describes why you haven't begun your repairs or rebuild or are still deciding what to do?

Please read through the whole list below before selecting your main reason, or reasons

I find the building/repair process too confusing	1
I don't have suitable alternate accommodation	2
I have insufficient funds	3
I am still deciding how much to spend	4
I am still deciding on the extent of the repairs or the scope of the rebuild that I want to undertake	5
I am still planning my repairs or rebuild	6
The cost of trades people	7
The availability of trades people	8
For health or age related reasons (relating to you or someone else)	9
Other personal reasons (work pressures, relationship issues)	10
I don't have the energy at the moment	11
It's not a priority for me at the moment / too busy	12
I am waiting to settle my land damage claim	13
Other (please specify) _____	99

Q38 What forms of support, services or information would help you progress your repair or rebuild?
Please be as detailed as possible.

Please answer the next two questions if you have received your cash settlement money and you have started or completed repairing or rebuilding your property. Everyone else please go to Q41.

Q39 What support, services or information did you find useful in helping you decide what to do with your property upon receiving your cash settlement?
Please be as detailed as possible.

Q40 Was there support, services or information that could have made the process easier?
Please be as detailed as possible.

FINANCIAL IMPLICATIONS OF THE EARTHQUAKES

The next few questions ask property owners who have accepted an offer from EQC/their private insurer what financial implications this process has had. This will help CERA and other agencies support owners in the future.

Please answer these questions based on the property that you personally or jointly own and usually live in and have accepted a dwelling claim on.

If this does not apply to you, please go to Q47

Q41 Lots of things affect people's financial situation. For example, they may have changed jobs or had a promotion, retired or become unemployed, or had children. Compared with before the September 2010 earthquake, you may be better or worse off financially for a variety of reasons, which might be unrelated to the earthquakes.

When answering this question, please try and isolate the impact on your financial situation of the property you usually live in being damaged and requiring repairs/rebuilding and accepting the offer from EQC/your private insurer, rather than the earthquakes themselves or other factors.

Do you think that this has contributed to your overall financial situation in a positive or negative way, or not really had an impact?

Please think just about any costs associated with returning the property to the condition it was in before the 4th of September 2010. If you have taken the opportunity to improve your property (such as additional renovations or installing a heating system), please don't include this in your response.

Please circle one answer

A positive impact	01	
A negative impact	02	→ Please go to Q43
Not had an impact	03	} Please go to Q44
Don't know	99	

Q42 For what reasons do you think that it has impacted on your financial situation in a **positive** way?

Please circle all that apply

I now have more equity in my property (equity is the value of your property minus the amount you owe in mortgage)	01
My mortgage has decreased	02
My property has better potential for capital gain/better resale value now	03
I now have more savings / cash available	04
Other (please specify) _____	98
Don't know	99

Q43 For what reasons do you think that it has impacted on your financial situation in a **negative** way?

Please circle all that apply

I now have less equity in my property (equity is the value of your property minus the amount you owe in mortgage)	01
My mortgage has increased	02
My property has lower potential for capital gain/worse resale value now	03
I now have less savings / cash available	04
Other (please specify) _____	98
Don't know	99

Q44 Did you personally incur any costs not covered by your settlement with your insurance company?

Please think just about the costs associated with returning the property (or replacement property) to the condition it was in before the 4th of September 2010.

Please circle one answer

Yes	01	} Please go to Q46
No	02	
Don't know	99	

Q45 What were these additional costs for?

Please circle all that apply

Legal advice	01
Financial advice	02
Valuers/engineers/property inspectors/geotech report/surveyors	03
Accommodation (after the accommodation allowance ran out and before our home had repairs/rebuild completed)	04
Additional building costs not covered by the settlement	05
Repairing pre-earthquake damage	06
Other (please specify) _____	98
Don't know	99

Q46 And did you personally incur additional costs associated with finding *temporary accommodation* while your property was undergoing repairs or being rebuilt that were not covered by the settlement you received from your insurer?

Please circle one answer

Yes	01
No, did not incur additional costs	02
No, did not need to find temporary accommodation	03
Don't know	99

FINAL COMMENTS AND PRIZE DRAW ENTRY

Q47 And finally, please comment on any other aspects of the recovery that are important to you:

Q48 Please provide your contact details so that we are able to contact you if you are the winner of the \$500 Prezzy Card or if we have any questions about your questionnaire (e.g. if we can't read your response).

Name:

Phone number:

Email:

It is likely that more research will be carried out during the recovery; for example, to get a more detailed understanding of a particular issue among people affected by that issue.

Are you willing to provide contact details so that we are able to contact you and invite you to take part in further research?

Please note: providing your contact details does not put you under any obligation to participate.

Please circle one answer: **YES / NO**

If you said yes, please ensure your contact details are filled in above. Thank you.

We really appreciate that you have taken time to complete this survey. Your feedback will inform our decision making and help to improve the recovery process.

Thank you!

PLEASE CHECK THAT YOU HAVE COMPLETED ALL PAGES OF THE QUESTIONNAIRE.

Please put the completed questionnaire in the Freepost envelope provided or any envelope (no stamp required) and post it to:

Wellbeing Survey Returns Team
Nielsen
PO Box 33819
Takapuna
Auckland 0740
New Zealand

If you have any questions please call 0800 400 402

Prize Draw Terms and Conditions of Entry

1. Information on how to enter the promotion forms part of these Terms and Conditions of Entry. Entry into the promotion is deemed acceptance of the following terms and conditions.
2. The promotion commences on 2 September 2015 and closes on 21 October 2015 ("Promotional Period").
3. To enter Eligible Respondents must complete and submit the Wellbeing Survey within the Promotional Period by:
 - a. filling out the online survey at www.acnonline.com/wellbeing (using your personalised username and password, provided in the letter sent to you informing you of the survey) including your contact details, or
 - b. returning a completed hard copy of the survey (if this has been provided) with your contact details to the Promoter.
4. Entry is only open to "Eligible Respondents", being individuals who: (i) are residents of New Zealand aged 18 years or older; and (ii) are not employees of the Promoter or the Canterbury Earthquake Recovery Authority; and (iii) are not a spouse, de facto partner, parent, child, sibling (whether natural or by adoption) or household member of such an employee; and (iv) are not professionally connected with the promotion.
5. Each completed survey with accompanying contact details, submitted in accordance with paragraph 3, above, will automatically receive one entry into the prize draw. There is a limit of one entry per Eligible Respondent.
6. The Promoter reserves the right, at any time, to verify the validity of the entry and Eligible Respondent (including a respondent's identity, age and place of residence) and to disqualify any respondent who submits a response that is not in accordance with these Terms and Conditions of Entry. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.
7. The prize draw will take place on 28 October 2015. The winner will be notified within 10 working days of the draw by telephone or email. Once the winner has been contacted and notified, the details will be published online for four weeks at www.acnonline.com/wellbeing.
8. The first valid entry drawn at random will win a \$500 Prezzi Card.
9. The prize is not transferable or exchangeable. No responsibility is accepted for late, lost, misdirected or illegible entries.
10. The Promoter's decision is final and no correspondence will be entered into.
11. If after 10 working days following the Promoter attempting to contact the winner at the contact details provided the Promoter has been unable to make contact with the winner, that winner will automatically forfeit the prize, and the Promoter will randomly select one further entry who will be contacted by the Promoter by telephone or email and will be the winner of the prize.
12. The winner permits the Canterbury Earthquake Recovery Authority, the Promoter and their affiliates to use the winner's name and biographical information for advertising and promotional purposes, without any compensation.
13. All personal details of the respondents will be stored securely at the office of the Promoter and used to operate and administer the prize draw or to contact the respondent, if necessary, to clarify responses to questions in any hard copy of the survey. A request to access, update or correct any personal information should be directed to the Promoter.
14. The Promoter is ACNielsen (NZ) ULC, L8 150 Willis Street, Te Aro, Wellington, 6011, New Zealand. Phone +64 9 970 6700.
15. The Promoter reserves the right to amend or modify these Terms and Conditions of Entry at any time.
16. The Promoter will not be liable for any loss or damage whatsoever which is suffered (including but not limited to indirect or consequential loss) or sustained as a consequence of participation in the promotion or as a consequence of the use and enjoyment of the prize.
17. The promotion is governed by New Zealand law and all respondents agree to submit to the exclusive jurisdiction of the Courts of New Zealand with respect to any claim or matter arising out of or in connection with this promotion.

APPENDIX 3: SAMPLE PROFILE



INTRODUCTION

This section outlines the profile of the weighted and unweighted sample. Results were weighted by gender, age, region and ethnicity to reflect the known population proportions (which were sourced from Statistics New Zealand).

Table 3.1: Region distribution (%)

Greater Christchurch (n=2526)		
	Unweighted	Weighted
Christchurch	48	79
Selwyn	26	10
Waimakariri	26	11

Base: All respondents

Note: Those living in Selwyn and Waimakariri were oversampled to allow for sub-group analysis

Table 3.2: Gender distribution (%)

	Greater Christchurch (n=2526)		Christchurch City (n=1213)		Selwyn District (n=645)		Waimakariri District (n=668)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Male	45	49	46	49	43	51	45	49
Female	55	51	54	51	57	49	55	51

Base: All respondents, excluding not answered

Table 3.3: Age distribution (%)

	Greater Christchurch (n=2526)		Christchurch City (n=1213)		Selwyn District (n=645)		Waimakariri District (n=668)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
18-19 years	4	4	4	4	5	5	4	4
20-24 years	7	9	9	10	6	7	5	5
25-29 years	6	7	7	7	4	5	5	5
30-34 years	6	7	7	7	6	7	5	6
35-39 years	7	7	7	7	8	9	5	6
40-44 years	11	11	12	12	10	11	10	11
45-49 years	11	11	11	10	13	14	11	12
50-54 years	10	9	8	8	10	10	11	10
55-59 years	9	8	8	8	9	9	9	9
60-64 years	8	8	8	8	9	8	9	9
65-74 years	13	11	11	11	14	10	17	15
75+ years	8	8	8	8	6	5	9	8

Base: All respondents, excluding not answered

Table 3.4: Age collapsed into reporting groups (%)

	Greater Christchurch (n=2526)		Christchurch City (n=1213)		Selwyn District (n=645)		Waimakariri District (n=668)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
18-24	11	13	13	14	10	12	9	9
25-34	12	14	15	14	10	12	10	11
35-49	29	29	30	29	31	34	27	29
50-64	27	25	24	24	29	27	28	28
65-74	13	11	10	11	14	10	17	15
75+	8	8	8	8	6	5	9	8

Base: All respondents, excluding not answered

Table 3.5: Ethnicity distribution (%)

	Greater Christchurch (n=2523)		Christchurch City (n=1212)		Selwyn District (n=645)		Waimakariri District (n=666)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
New Zealand European/Pakeha	88	86	85	85	92	91	91	89
New Zealand Māori	4	6	4	6	4	6	5	8
Pacific	1	1	1	1	0	0	1	1
Asian	4	5	6	6	1	1	1	1
Indian	1	1	1	1	0	0	0	0
Other European e.g. German, American, British, South African	4	4	4	4	5	5	4	4
Other	0	0	1	1	-	-	0	0
Prefer not to say	1	1	1	1	1	1	1	1

Base: All respondents, excluding not answered

Note: This is a multiple response question therefore columns may add to more than 100%

Table 3.6: Whether Whakapapa to Ngāi Tahu/Ngāti Mamoe/Waitaha (%)

	Greater Christchurch (n=111)		Christchurch City (n=51)		Selwyn District (n=25*)		Waimakariri District (n=35)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Ngāi Tahu	52	51	49	50	48	47	60	59
Ngāti Mamoe	2	2	2	2	-	-	3	3
Waitaha	1	0	-	-	-	-	3	3
None of the above	42	43	45	44	44	44	37	37
Don't know	5	4	4	4	8	8	3	3

Base: Those who identified themselves as New Zealand Māori, excluding not answered

Table 3.7: Whether living in same street address as before the earthquake on 4 September 2010 (%)

	Greater Christchurch (n=2507)		Christchurch City (n=1201)		Selwyn District (n=643)		Waimakariri District (n=663)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	55	57	58	59	54	51	51	51
No	45	43	42	41	46	49	49	49

Base: All respondents, excluding not answered

Table 3.8: Description of where respondent is currently living (%)

	Greater Christchurch (n=1119)		Christchurch City (n=500)		Selwyn District (n=297)		Waimakariri District (n=322)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Long-term or permanent housing	87	83	80	80	90	90	95	94
Temporary housing until you move into or back into permanent housing	7	9	10	10	6	6	3	3
Other	6	8	10	10	4	4	2	3

Base: Those who are living at a different street address compared to where they were living on 4 September 2010, excluding not answered

Table 3.9: Number of children living in household (%)

	Greater Christchurch (n=2417)		Christchurch City (n=1164)		Selwyn District (n=619)		Waimakariri District (n=634)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
None	65	65	66	67	62	58	65	63
1	13	14	13	13	13	14	14	14
2	16	15	15	15	18	19	15	16
3	5	5	5	4	6	7	6	6
4	1	1	1	1	1	2	0	1
5 or more	0	0	0	0	0	0	0	0

Base: All respondents, excluding not answered

Table 3.10: Ownership of dwelling where usually live (%)

	Greater Christchurch (n=2517)		Christchurch City (n=1209)		Selwyn District (n=644)		Waimakariri District (n=664)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
You personally or jointly own it	67	61	59	58	72	70	76	75
Family member owns it (e.g. your parents, your child, Family Trust)	18	19	18	19	19	20	18	18
You rent it from the local council, or Housing New Zealand	2	3	3	3	0	0	0	0
You rent from a private landlord	11	15	17	17	7	8	5	6
Other	2	2	2	2	2	2	1	1
Don't know	0	0	1	1	0	0	0	0

Base: All respondents, excluding not answered

Table 3.11: Household income before tax (%)

	Greater Christchurch (n=2514)		Christchurch City (n=1210)		Selwyn District (n=641)		Waimakariri District (n=663)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Loss	0	0	0	0	-	-	0	0
No income	1	1	2	2	1	1	0	1
Less than \$30,000	12	13	14	14	8	7	12	11
\$30,001 to \$60,000	20	20	20	20	18	17	22	21
\$60,001 to \$100,000	25	25	25	24	26	26	24	25
More than \$100,000	25	24	23	23	29	31	22	23
Prefer not to say	12	12	11	11	14	14	14	13
Don't know	5	5	5	6	4	4	6	6

Base: All respondents, excluding not answered

Table 3.12: Moved into area since earthquakes for employment or business (%)

	Greater Christchurch (n=2515)		Christchurch City (n=1207)		Selwyn District (n=642)		Waimakariri District (n=666)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	9	8	7	7	11	13	8	9
No	91	92	93	93	89	87	92	91

Base: All respondents, excluding not answered

Table 3.13: Whether have a health condition or disability (%)

	Greater Christchurch (n=2519)		Christchurch City (n=1212)		Selwyn District (n=642)		Waimakariri District (n=665)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	17	17	18	18	14	13	18	16
No	79	79	78	78	81	82	79	80
Prefer not to say	4	4	4	4	5	5	3	4

Base: All respondents, excluding not answered

APPENDIX 4:

WEIGHTING MATRIXES



This section shows the weight matrix that results were weighted by.

Weight 1: Region, Age and Gender Interlocked

COUNT	Population Figures (2013 Estimates Sourced from Statistics New Zealand)								
	Total	FEMALE				MALE			
		18 – 24 years	25 – 49 years	50 – 64 years	65 years or over	18 – 24 years	25 – 49 years	50 – 64 years	65 years or over
Christchurch	267420	17382	58470	32979	28515	19560	56544	31422	22548
Selwyn	32655	1710	7698	4308	2337	2262	7335	4512	2493
Waimakariri	37560	1524	7980	5388	4395	1830	7137	5316	3990

%	Population Figures (2013 Estimates Sourced from Statistics New Zealand)								
	Total	FEMALE				MALE			
		18 – 24 years	25 – 49 years	50 – 64 years	65 years or over	18 – 24 years	25 – 49 years	50 – 64 years	65 years or over
Christchurch	79.2	5.1	17.3	9.8	8.4	5.8	16.7	9.3	6.7
Selwyn	9.7	0.5	2.3	1.3	0.7	0.7	2.2	1.3	0.7
Waimakariri	11.1	0.5	2.4	1.6	1.3	0.5	2.1	1.6	1.2

Weight 2: Ethnicity

COUNT	Population Figures (2013 Projections Sourced from Statistics New Zealand)		
	Total	Māori	Non - Māori
Greater Christchurch	337635	20871	316764

%	Population Figures (2013 Projections Sourced from Statistics New Zealand)		
	Total	Māori	Non - Māori
Greater Christchurch	100	6.2	93.8

