

Living in Addison: An investigation into the lived experience of a master planned housing development in Auckland

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Executive summary

Addison is a large-scale master planned community located in Takanini, South Auckland. Construction commenced in 2003 and it is due for completion in late 2019, at which time there will be approximately 1200 dwellings. It has been developed in eight stages.

Addison is characterised by several urban design features, designed to counter housing density with enhanced sense of community, safety and amenity. Many of the design features were experimental at the time, including the use of narrow roads (there are a predominance of 7.5m and 5.5m wide carriageways and limited use of 3.5m carriageways), the introduction of rear lanes to provide access to garaging and allow houses to front the street, 'pocket parks' (open spaces of 500 to 800m²) and substantial tree coverage in public spaces.

After the delivery of Stage 2, the developers put covenants in place 'to help maintain the residential environment'. The covenants are extensive and ban items such as front fences, external house alarms, and washing lines visible from roads and pathways. They are upheld by the Addison Residents Society.

Changes in the broader economic, planning and regulatory context over the last 16 years have resulted in differences across Addison with regard to urban design features. The earlier stages (stages 1, 2 and 3 in particular) include greater numbers of pocket parks, neighbourhood commons and tree cover.

In June 2018 representatives from NZ Police (Counties Manukau) approached Auckland Council with concerns related to the ability for police and emergency vehicles to respond to emergency situations in the area. They raised concerns regarding design outcomes (for example narrow street width and private rear lanes), as well as issues around crime relating to car parking, public amenity maintenance and upkeep (for example, inadequate street lighting due to trees growing over them). They asked Auckland Council to avoid replicating similar issues in new developments. This provided an opportunity for Auckland Council to return to Addison and to undertake a comprehensive study into the lived experience for residents. Auckland Council encourages the development of a range of housing densities in order to achieve the vision of a quality compact city, and the results from this study will be useful evidence in future planning.

Background to Addison and urban design features

The development process for Addison was initiated as a direct response to the identification of the wider Takanini area in the Auckland Regional Growth Strategy 1999 as suitable for future urban growth. The Papakura District Council developed a Structure Plan for the Takanini future urban area in 2000. The initial concept for Addison was based on the principles of a Transit Oriented Development and was contingent on the development of the proposed Glenora train station, to be located just north of the Great South Road/Walters Road intersection. This station was intended to serve growth in the area and provide access to facilities at Bruce Pulman Park and to retail centres in the wider Takanini area. The train station never eventuated, and resulted in a car oriented development with a narrow road network struggling to cope with the levels of car ownership. Also planned for but not delivered was a commercial centre in the middle of Addison.

One distinct feature of Addison is the use of rear lanes. While they serve a useful urban design purpose, this study also found that they create several issues for residents, mostly to do with inconvenient and illegal parking in rear lanes, and the ability for residents to negotiate with their neighbours about this.

Study findings

The study highlighted many positive aspects of living in Addison. Many residents told us they had moved to the area due to the urban design features, and we were struck by how many had moved around the area over the years, choosing to stay within Addison rather than to move away. There was a strong sense of place, enabled through urban design, and many expressed enjoyment of the key features such as the neighbourhood commons and pocket parks. However, as the development has grown and changed over time (as have the surrounding areas), several issues were raised by residents and stakeholders.

The study findings are structured into five main sections in this report: crime and safety; sense of community; parking; maintenance of the local environment; and getting around. Key themes in each section are briefly summarised below.

Crime and safety

There are several intersecting factors driving the relatively high incidences of vehicle crime and burglary in the Addison area. Addison is a fairly affluent suburb surrounded by lower socio-economic areas, and was described by NZ Police in their intelligence report as '*an attractive target*' for criminal activity. Urban design features including the street layout, a lack of front fences, and rear lanes with no surveillance create an environment where it is relatively easy to commit crimes. NZ Police also specifically mentioned instances where large trees are blocking street lighting.

It appears that the introduction of a Neighbourhood Policing Team (NPT) in the area is having a positive effect. A central element of the NPT approach is to develop 'capable guardianship' among local residents; this means encouraging residents to be vigilant about locking their cars and dwellings, watching out for possible criminal behaviour and reporting instances of trespass. There is also a strong network of Neighbourhood Support groups.

A number of residents who took part in the focus groups had either observed a criminal act, been a victim of crime themselves, or knew someone who had been a victim of crime. Most crimes they discussed were either a house burglary or car theft/damage. However, for many, this had not deterred them from staying in the area. They seemed to trade off any concerns about crime with other factors such as enjoyment of the local amenity and convenience to services, facilities and the motorway system.

Sense of community

While there was evidence of a clear sense of place among residents, a key theme to come out of the research was the desire, including among members of the Residents Society committee, for a stronger sense of community, and for the appropriate facilities and resources to enable that.

Some longer-term residents felt that an initially strong sense of community had diminished over time, as the development grew and community dynamics changed. A sense of community was an integral part of the marketing campaign, and people felt they had bought into that. Changes in the

size and scale of Addison and in the ethnic and cultural make-up of the local community, as well as increasing numbers of rental households were perceived by many as challenges in the ability to feel a sense of community. Also mentioned by some was the lack of a neighbourhood centre and having to drive to get daily necessities such as a bottle of milk.

Examples were provided of neighbours getting on well, and of individuals motivating and creating a sense of local community through activities such as boot camps or home gyms from their garage, however this tended to be very localised and attributed to groups of people that moved in at a similar time.

Parking at Addison

Problems with parking were widely reported in the research and were a significant source of frustration for all stakeholders, including residents. There appears to be a disjoint between the original intent of the urban design and the realities of residents' use of and dependence on cars and other vehicles. The lack of adequate public transport services has deepened reliance on private motor vehicles.

There was a shortage of on-street parking, often related to the number of vehicles that residents owned, and their inability, or unwillingness, to utilise their garage or driveway to park all of their vehicles. Frustrations were expressed by multiple stakeholders including residents, NZ Police, and Auckland Council contractors regarding their ability to get through the streets when residents cars were parked on them, particularly the very narrow streets. Safety issues regarding parking will be partially addressed in the near future with the rollout of broken yellow lines by Auckland Transport to remove parking on narrow roads, around intersections and near pedestrian crossings.

Although the covenants state that vehicles must not be parked in front of garage doors in rear lanes, residents often do this either temporarily or in some cases, regularly. This leads to difficulties for other residents in moving or parking their cars and tension between neighbours.

The research also revealed frustrations regarding the ability of the Resident Society committee to monitor parking breaches.

Maintenance of the local environment

Many residents valued Addison's parks and trees, and highlighted them as a key feature of the area. However, we received a lot of feedback about ongoing maintenance, or the lack thereof.

Many of the trees planted in Stages 1 and 2 are fastigial oaks, which are appropriate for smaller urban spaces. However there are a large number of them, and as they have matured their proximity to private properties causes ongoing maintenance demands.

Residents also cited frustrations with hedges and berms that were overgrown (either in public or private spaces); illegal dumping of rubbish in parks; and the rain gardens in The Avenues were specifically noted by residents and council staff alike as 'collecting' litter and being problematic. There was also a sense among some that the lack of regular maintenance on some private properties was directly contravening the code of behaviour as set out in the covenants and that this was not fair.

Getting around Addison

Since the Addison development commenced, the population of the area and of surrounding areas has increased and there are now traffic issues, particularly along Porchester Road, the main arterial road through Addison. Congestion and 'rat running' were mentioned in all focus groups and examples were cited of people cutting through the narrow streets to approach the roundabout on Airfield Road from a different direction to get through faster. The road network is being used in ways for which it was not designed.

There were several requests for additional pedestrian crossings in Addison to facilitate safe access to schools for children, and to assist people traversing roads during peak hours, especially on Porchester Road.

While many residents enjoy walking in the area, illegal parking practices, alongside the density of traffic in Addison, was impacting on the walkability of the neighbourhood for some.

Public transport provision in the area is limited. The nearest train station remains at Takanini, which is a lengthy walk from the earlier stages of the development. At the time of writing the only bus route was along Porchester Road. The study did not find high levels of use in local public transport.

Discussion

The report outlines three broad findings related to the design, planning and delivery of future housing developments in Auckland.

Firstly this study highlights the importance of ensuring that land use and infrastructure (including transport and social infrastructure) are developed together. There appears to be a disjoint between the original intent of the urban design at Addison and the realities of residents' use of and dependence on cars and other vehicles. The lack of adequate public transport services has deepened reliance on private motor vehicles.

A further aspect of the importance of ensuring that land use and infrastructure are developed together is the failure of the development to provide some of the promised social and commercial infrastructure – largely due to the economic downturn in 2008, and resultant commercial feasibility of the original plans for a neighbourhood centre. This was not delivered and Addison remains exclusively a housing development.

Secondly, the study highlights the importance of ensuring that the roading hierarchy is coherent and able to adapt to changes over time. There is a lack of a clear roading hierarchy at Addison, and a very limited 'collector' network; that is the roads that sit between Porchester Road / Walter Roads and local roads in the hierarchy. Housing development within Addison itself and in surrounding areas in the last 16 years has resulted in increased traffic volume and the roading network is being used in ways for which it was not designed. This study did not find that narrow streets were problematic – rather, problems emerged when extensive car parking narrowed the effective carriageway.

Finally, the study highlights the importance of adequate car-parking options in Auckland where there is limited public transport provision. The lack of adequate parking provision is a major issue for residents as well as the Residents Society. It results in parking spilling out into berms and

streets, blocking access for vehicles in the narrower streets in particular, and adding to increased levels of car-related crime.

Please also refer to the urban design assessment undertaken as part of this study.

Recommendations

Several broad recommendations are provided below, and ideal partners are listed beside each recommendation. More detail is provided in the report.

1. *Investigate the potential to organise more community building exercises and events at Addison* (Auckland Council's Arts, Community and Events department, Papakura Local Board's Strategic Broker, Addison Residents Society and interested residents)
2. *Clarify responsibilities around general maintenance of trees and green spaces* (Auckland Council Parks, Auckland Transport (AT) and Addison Residents Society)
3. *Investigate options to improve deterrents to crime* (Addison Residents Society)
4. *Investigate options to improve pedestrian and road safety including an investigation of the safety of crossing points and location of crossings, particularly across Porchester Road, Arion Road, Takanini School Road and the roundabout* (Papakura Local Board, AT and NZ Police).

Research method

The research project was co-led by Auckland Council's Plans and Places department and the Research and Evaluation Unit (RIMU). A wider steering group made up of representatives from teams across Council and the Papakura Local Board, as well as the local community, NZ Police and the developers, provided guidance and advice to the working group on the broader aspects of the project, including scope and purpose.

A number of research methods were employed including a review of available literature, focus groups with residents, stakeholder interviews, a community survey, an intelligence report from NZ Police (received October 2018), an urban design assessment (undertaken in March 2019 by Hill, Young Cooper) and several site visits by the project team.

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1.0 Introduction

Addison is a large-scale master planned community located in Takanini, in South Auckland. It is due for completion in late 2019. This report traces the story of Addison, from the design philosophy to the actual lived experience of residents. As Auckland continues to grow, there are important aspects of this story that need to be observed and factored into new developments.

Development in Auckland is guided by The Auckland Plan 2050¹ – a long-term spatial plan to ensure Auckland grows in a way that will meet the opportunities and challenges of the future. The Development Strategy² sits within the Auckland Plan. It provides direction for how and where Auckland will grow, and where and when investment in planning and infrastructure is needed. It focuses on areas where the greatest development will happen (nodes and development areas within existing urban areas, future urban areas).

Auckland is anticipated to grow significantly over the next 30 years, and it is important that any future growth and change makes the best use of land and existing infrastructure. The Auckland Unitary Plan³ implements the Auckland Plan and enables intensification while ensuring Auckland's land is being used efficiently. It allows for higher density housing choices such as apartments and terraced housing, especially near transit corridors. This means Aucklanders can live closer to their jobs and to quality transport connections.

The Development Strategy has a strong focus on enabling future growth in existing urban areas⁴. Increasing density in existing urban areas reduces the reliance on greenfield areas for new housing, locates people closer to jobs, schools and entertainment and provides the basis for improved public transport and reduced carbon emissions.

As density increases, the way people live and interact with their neighbours becomes an important consideration, as does the function of public spaces – particularly streets and parks. Addison was an early example of higher density housing in a suburban area (over 25km from the Auckland city centre). This project is an important opportunity to understand what has worked well and what can be improved on as more of these developments occur.

¹ The Auckland Plan 2050 is a digital plan. It is available at <https://www.aucklandcouncil.govt.nz/plans-projects-policies-reports-bylaws/our-plans-strategies/auckland-plan/Pages/default.aspx>

² <https://www.aucklandcouncil.govt.nz/plans-projects-policies-reports-bylaws/our-plans-strategies/auckland-plan/development-strategy/Pages/default.aspx>

³ <https://www.aucklandcouncil.govt.nz/plans-projects-policies-reports-bylaws/our-plans-strategies/unitary-plan/Pages/default.aspx>

⁴ <https://www.aucklandcouncil.govt.nz/plans-projects-policies-reports-bylaws/our-plans-strategies/auckland-plan/development-strategy/Pages/aucklands-capacity-for-growth.aspx>

2.0 Background

The construction of Addison commenced in 2003, and it was considered an exemplar of a medium density greenfield residential development in New Zealand (Ministry for the Environment, 2007). That study found that the Addison development incorporated best practice urban design principles with a range of housing typologies aimed at creating a sense of place and community (Ministry for Environment, 2007).⁵

However, in June 2018 representatives from NZ Police (Counties Manukau) approached Auckland Council with concerns regarding some of the design outcomes in Addison. Their concerns related to the ability for police and emergency vehicles to respond to emergency situations in the area, which they related to design outcomes such as narrow road width and private rear lanes, as well as issues around crime relating to car parking, public amenity maintenance and upkeep (for example, inadequate street lighting due to trees growing over street lights). They voiced strong concerns, and asked Auckland Council to avoid replicating similar issues in new developments.

This provided an opportunity for Auckland Council to return to Addison and to undertake a comprehensive study into the lived experience for residents. Auckland Council encourages the delivery of a range of housing densities in order to deliver the vision of a quality compact city, and the results from this study will be useful evidence in future planning.

2.1 Project governance

This project was a joint Research and Evaluation Unit (RIMU) and Plans and Places project and was co-led by staff from both departments.

A small working group was established in August 2018. This group designed and undertook data collection and fieldwork, data analysis and report preparation. They also managed contracts and relationships with external researchers.

A wider steering group provided guidance and advice to the working group on the broader aspects of the project, including scope and purpose. They were regularly kept informed of progress and were able to provide input into the project where needed. Steering group members included representatives from the following parts of Auckland Council:

- Plans and Places, Planning – Central/South
- Auckland Design Office
- Community Empowerment
- Local Board Services for Papakura Local Board
- Development Programme Office

⁵ Addison was the subject of a second case study in 2011, as part of a broader study into medium density housing in New Zealand (Cityscope Consultants, 2011).

As well as representatives from the local community and from other organisations:

- Auckland Transport
- NZ Police
- Ministry for the Environment
- Takanini Neighbourhood Support
- McConnell Property (the developer of Addison).

2.2 Purpose and objectives of the study

The primary purpose of this study was to investigate the lived experience for residents of the Addison housing development – a large-scale master planned community.

Original objectives included:

- Identify the key crime issues in the area and how they have changed over time.
- Explore the factors that contribute to increased crime in the area, including the broader socio-economic environment, road design and layout, the impacts of the covenants administered by the residents association, and maintenance of street lights and public spaces, as well as other factors.
- Explore the extent to which Crime Prevention through Environmental Design (CPTED) principles were applied in the development, and their ongoing effectiveness.
- Explore the relative success of the development's layout and design from a safety wayfinding, functionality and residential amenity perspective, with a focus on street performance.
- Investigate the extent to which the final layout and design of the subdivision was influenced by design rules – statutory and non-statutory.
- Investigate the extent to which the initial proposal was based on accessibility to public transport and what has happened since, and the impacts.
- Identify options and recommendations for change with respect to local issues, as well as areas for improvement in the planning and delivery of future housing in Auckland.

Some of these initial objectives were explored in more detail than others. During the research process interesting findings emerged that are not listed above but are discussed in this report, such as the sense of community.

2.3 This report

The next three sections provide context to the research findings. Section 3 outlines an overview of the historical planning context, delivery timeline, and main urban design features that characterise Addison. An important element in the master planned nature of the area is the governance and control of design features through a set of covenants, and requirement

to be part of the Addison Residents Society, overseen by a committee. This is discussed in Section 4. Section 5 outlines the research method and the various data collection methods.

The following chapters discuss key themes to have come out of the research, namely perceptions of crime and safety (Section 6), sense of community (Section 7), parking issues (including the use of garages) (Section 8), maintenance of the local environment (Section 9) and getting around Addison, including traffic, public transport and walkability (Section 10).

A short discussion and recommendations for change are presented in Sections 11 and 12.

Throughout the report, direct quotes from focus group participants, stakeholder interviews and respondents to the community survey are used to highlight points and provide examples. In some cases, information on participants, such as which part of Addison they live in or length of time living in Addison, has been included for additional context.

3.0 Introduction to Addison

This section provides an overview of the historical planning context, delivery timeline, and main urban design features that characterise Addison. The analysis draws on the planning background and urban design assessment undertaken for this study, as well as interviews with planners and urban designers who were involved in the original master planning and design processes.

Addison is located in the southern part of Auckland's urban area and is over 25km from the Auckland city centre (Figure 1). The development covers 84 hectares, bounded by the railway to west, Airfield Road to the north and Walters Road to south. Porchester Road bisects the development, north to south (see Figure 2). Addison will have approximately 1200 homes when complete by the end of 2019 and a gross density of houses per hectare almost double that of a typical suburban area (Hill Young Cooper, 2019).

Figure 1: Map showing Addison location in Auckland



3.1 Planning background

The development process for Addison was initiated as a direct response to the identification in the Auckland Regional Growth Strategy 1999 of around 1000 hectares of land in the wider Takanini area for future urban growth.⁶ Through a charrette planning process, the Papakura District Council established an overall framework for the planned growth and development of the area resulting in the Takanini Structure Plan (2000).

The Structure Plan anticipated a population of around 20,000 people over 50 years. Implementation of the Structure Plan was to be undertaken in a number of stages over this timeframe. Some areas were to be developed prior to 2020 and the remaining areas post 2020. Addison was the first of these stages to undergo further detailed planning and development.

The initial concept for Addison was based on the principles of a Transit Oriented Development (see section 3.3.5), which showed an intention for a new train station at Glenora, adjacent to Addison, a significant east-west link across the rail line and a new town centre, located around the proposed train station.

Based on work undertaken by Harrison Grierson, an independent engineering and design consultancy, the Papakura District Council prepared a Plan Change to move the Metropolitan Urban Limit and apply a medium density housing zone (Residential 8 zone⁷) to this area. The Plan Change was made fully operative in 2005.

A key feature of this zone was that provisions for housing were based on performance criteria rather than 'rules'. This was an innovative approach at the time, intended to give the developer more scope for responsive residential designs (Hill Young Cooper, 2019). One planner involved in the master plan process at the time remarked that the Residential 8 zone provisions under the Papakura Plan had "*very clear guidelines and urban design principles*", which was "*actually really helpful*".

3.2 Development over time

Addison has been delivered in eight stages, as illustrated in Figure 2. The initial stages bordered Bruce Pulman Park and are characterised by several urban design features that have not been replicated throughout, resulting from changes in the broader economic, planning and regulatory context, as is described further in this section.

It is important to note that the study area (referred to in this report as 'Addison') includes two distinct housing developments that were not developed by McConnell Property, and are not

⁶ The Auckland Regional Growth Strategy was compiled in 1999 by the former Auckland Regional Council on behalf of the region's eight governing councils. It set a vision for how the region could manage growth sustainably for the next 50 years, and included a commitment to a quality compact urban form.

⁷ The Residential 8 zone was a new residential zone in the Papakura District Plan that promoted for medium density housing.

subject to the covenants as outlined in the next section. These are Sunline Estates and Raceway Estates (shown in Figure 2).

It is also useful to note the large vacant green space in the centre of the study area (immediately south of Raceway Estates). In the original master plan, this area was destined to be the commercial centre at the 'heart' of Addison. However, several factors prevented this from happening and it remains vacant. The nearest commercial centre is now at Takanini Village, to the immediate left of Stage 3.

Figure 2: Map of study area including Addison development stages



A series of masterplans were prepared during the course of the development. These largely followed the structure plan set out in Plan Change 12, the provisions of which were agreed in May 2012. The main difference is that the masterplans did not show a mixed-use nodal area and an east-west arterial road connection across the railway line. One of the urban designers involved in the original master plan process remarked

We thought it would be wise to hang our concept off the idea of effectively a new rail station, for transit-oriented development, which was intended to be on the axis with Glenora Road.

In 2008, progress was impacted by the economic downturn resulting from the Global Financial Crisis, as noted by the designer we spoke to.

That had a big impact on the commercial drivers for medium density housing and land values in the area. And that was really the trigger that meant things had to change beyond Stage Three.

Parts of the development were put on hold, and one block was sold (it was subsequently developed by others and is known as Raceway Estate). Other effects were that the housing typology changed, and the road layout became more regular (as can be seen in Stage 4, referred to as 'The Avenues'). As mentioned above, the development of the commercial centre was also put on hold.

3.3 Original intent for a transit oriented development

The developer's original master plan was based on urban design principles of Transit Oriented Development (TOD), and was contingent on the development of the proposed Glenora train station, to be located just north of the Great South Road /Walters Road intersection. A central feature of a TOD is that it maximizes the amount of residential, business and leisure space within walking distance of public transport.⁸ The station was intended to serve growth in the area and provide access to facilities at Bruce Pulman Park and to retail centres in the wider Takanini area. It was intended to be close to Takanini Village and support the creation of a mixed use development around the station.

However, this did not eventuate. The southern rail stations were reviewed by Auckland Transport (AT) in 2014 as part of planning for the broader southern existing and future urban growth areas. This review assessed the best location for stations to serve the future growth in the Takanini area. That study confirmed that the station at Glenora was not supported and that the Takanini station would remain in its current location with a new station to be located at Tironui in the long term. In the interim, while Takanini Station is accessible for the north western side of Addison, it is a much longer walk for those on the eastern side of Porchester Road.

The absence of a new train station and failure to develop the centre sooner has challenged the design ethos of Addison being predicated as a TOD. In the interim a new centre has been developed on the western side of Addison – Takanini Village and now the area zoned Neighbourhood Centre in the middle of Addison remains vacant. This is significant. As one planner noted:

If I had my time again, we would not have flogged the transit oriented development, cause we would have known it was nonsense, and we would have got the centre firmly established in there quicker.

In their urban design assessment for this study, Hill Young Cooper (2019) note that an effect of the non-delivery of the proposed train station meant that the second set of neighbourhood-level structural influences (the neighbourhood centre and Bruce Pulman Park) became more important as the development progressed.

⁸ https://en.wikipedia.org/wiki/Transit-oriented_development

3.4 Urban design features

What does best practice urban design mean to us? Why are we driven to achieve it? It's all about the human experience, how these places become great places for people to live and work... how the community comes alive and thrives in response to careful design and collaboration. That's why we put great thought into how we could we make the streets be more than streets in Addison. The houses and landscaping are designed at a streetscape level, amenities are more accessible through a network of green spaces, and narrower streets are designed for people, not just cars. (promotional text from McConnell Property website)⁹

Several design features used in Addison were innovative for their time and remain a key selling point for the developers. These included the block structure, use of narrow roads, stormwater management, and use of pocket parks or neighbourhood commons. These are discussed in more detail below, and their effects may be referred to throughout the report where relevant.

3.4.1 Block structure and layout

The layout of the streets and housing blocks has changed over the course of the development. As demonstrated in the photo below, Stages 1 and 2 include a network of local roads which have only two connection points to the main arterial road (Porchester Road). This block structure creates a defined sense of community and limits through movement of traffic. Streets are narrow and some houses are serviced by rear lanes or private driveways.

⁹ <https://www.mpl.co.nz/addison>

Figure 3: Aerial view of Stages 1 and 2 (taken in Nov 2018)



Source: Auckland Council.

Note: In this photo, Bruce Pulman Park appears at the left and Porchester Road is to the right.

As mentioned earlier, the GFC and consequent economic environment had an effect on the urban design after Stage 3, including the roading layout. By Stage 4 the block structure of the development had changed to a more regular street pattern, and there is only one neighbourhood park, as shown in Figure 4.

Figure 4: Aerial view of Stage 4 ('The Avenues') (taken in Nov 2018)



Source: Auckland Council.

Note: In this photo, Bruce Pulman Park appears at the bottom left.

In the later stages, (Stages 6 to 8) the block layout changed again. As the photo below shows, the streets are wider and houses are serviced by a series of rear lanes or private driveways.

Figure 5: Aerial view of Stages 6 to 8 (taken in Nov 2018)



Source: Auckland Council.

The urban design assessment undertaken as part of this study (Hill Young Cooper, 2019) notes that the final overall street layout of Addison has resulted in a series of four semi-connected 'pods' (as illustrated in the diagram below). These pods, especially the two southern ones in Stages 1, 2 and 3, have limited legibility and a lack of intersecting collector roads, as they are disjointed grids. While the road layout may have been designed to limit 'rat running' it also has the effect of limiting through movement.

Figure 6: Road layout and ‘pods’



Image sourced from Hill Young Cooper, 2019.

The assessment also notes that a weakness of the Addison development is the limited ‘collector’ network – that is, the roads that sit between Porchester Road and Walters Road (arterial roads) and the local roads in the pods (Hill Young Cooper, 2019).

3.4.2 Narrow roads

Narrow roads are a key design feature of Addison. There are a predominance of 7.5m and 5.5m wide carriageways (and limited use of 3.5m carriageways), associated with a combination of indented parking bays and kerbside parking.

Addison was designed at a time of experimentation relating to residential road widths and cross-section design. There was a strong move to reduce road widths to reduce the perceived dominance of cars in the neighbourhood context.

Interviews with planners involved in the original stages highlight a number of perspectives on the reasons for designing narrow roads. These included a desire to create a pedestrian friendly street environment, where *“everything was low speed”* and to allow *“as much developable area as possiblenarrower streets gave them (this)”*.

The 5.5/6m wide carriageway has been used extensively in Addison and perhaps over-used in areas. Ideally, this should only be used for short sections of road, where no street parking is possible (Hill Young Cooper, 2019). In Addison, the use of long sections of narrow road width results in roads that are difficult to drive down and problematic for service vehicles, as is discussed in Section 10.

Figure 7: Example of narrow road layout in Addison



3.4.3 Neighbourhood commons

Another design feature was the introduction of neighbourhood commons, especially in the early stages of development. These are small neighbourhood parks (also referred to as 'pocket parks') or open spaces of 500m² to 800m² fronted by a small cluster of houses. In discussing the initial design, one urban designer involved at the time noted that some of this was 'fairly radical' for New Zealand:

The first two stages are very much in terms of proof of concept testing the idea of a pocket park, as the basis for the neighbourhoods, you can see there's lots of them.... it was about trying to create little pieces of identity as you went through rather than vast rays or grids.

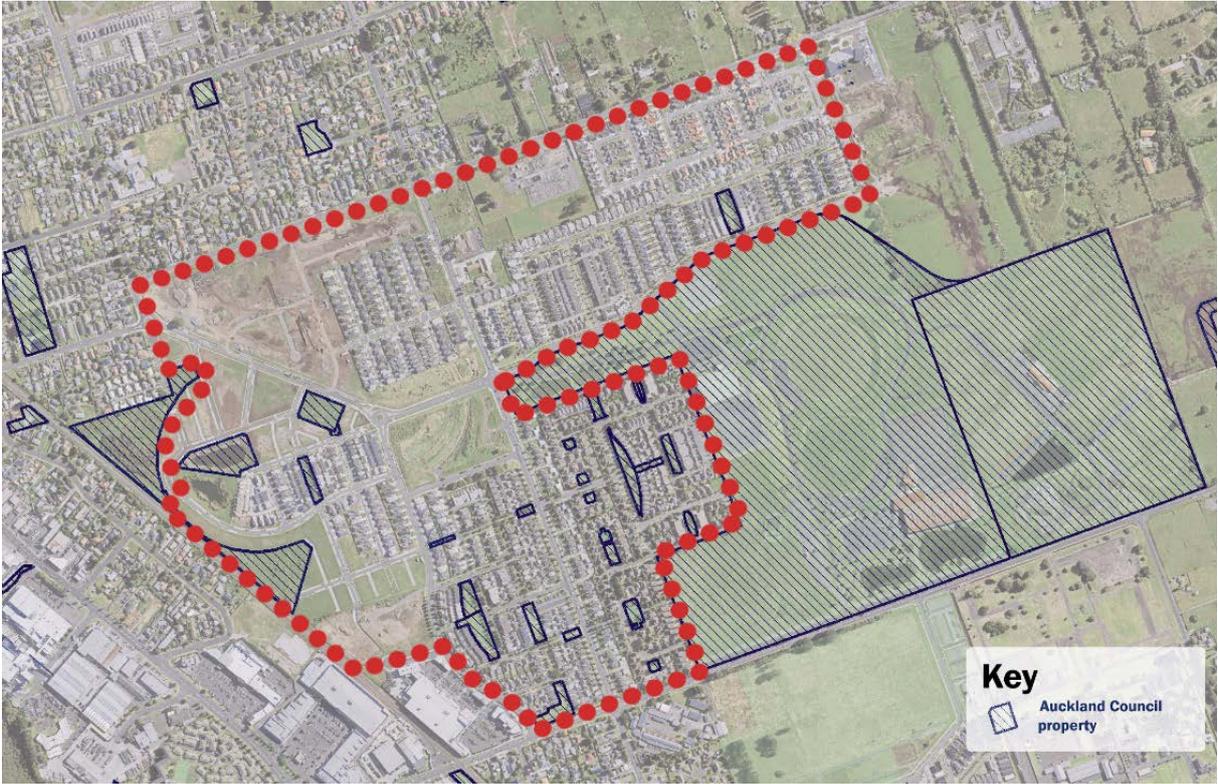
At one stage the developers took the urban design consultants on a trip to Melbourne, where they "*borrowed a lot of ideas*" in terms of the scale of the commons and pocket parks that were incorporated into the first two stages.

Figure 8: Example of neighbourhood commons in Addison



As Figure 9 shows, most of these small parks are now vested with Auckland Council, which means that the council must maintain them.

Figure 9: Neighbourhood parks in Addison vested in Auckland Council



The urban design assessment undertaken as part of this study found that while these spaces add amenity to the adjacent development they come at the expense of fragmentation of the open space. As a result, they have limited neighbourhood amenity (Hill Young Cooper, 2019). Other open spaces are used for pedestrian linkages, which often have limited passive surveillance from adjoining housing and streets.

An important aspect of Addison’s neighbourhood commons and pocket parks was the deliberate planting of trees throughout, particularly in the earlier stages. One urban designer involved in the early stages noted that in Stage 1 and 2 “we deliberately wanted to go overboard on street tree planting, so there’s double avenues in there, and all sorts of things”.

Many of the trees planted in Stages 1 and 2 are fastigial oaks, which are appropriate for smaller urban spaces; however as the trees have matured, the large number of them and their proximity to private properties causes ongoing maintenance demands (discussed in more detail in Section 9).

This ‘over treeing’ at Addison is limited to the earlier stages, and the later stages have substantially fewer neighbourhood parks and trees, as indicated in Figure 10. The area known as The Avenues (Stage 4) relies on swales¹⁰ and green infrastructure to provide a sense of openness within the development, although there is no functionality to these features as a recreational space.

Figure 10: Tree cover at Addison



Source: Auckland Council

¹⁰ A swale is a broad grass channel used to treat stormwater runoff.

3.4.4 Public / private interface

Public and private interface is a strong element in the design of Addison. The Residential 8 zone provisions within the Papakura District Plan set out the design assessment criteria. Design Element 1 referred to the public face of the development, as it relates to the road and any other adjoining public space. These assessment criteria ensured that buildings were an appropriate design, height and scale.

As identified in the urban design assessment, generally the houses in Addison have a good visual and physical linkage between the front of the house and the street (Hill Young Cooper, 2019). This has been achieved by ensuring windows and doors face the street, that any planting is low level and that front fencing in yards is limited. Some of the elements are controlled through the covenants (see Section 4 for more detail on covenants).

However, the assessment also found that some dwellings lack sufficient ‘transition space’, or in other words, are located too close to the road. As a result, residents tend to keep curtains and blinds closed at the ground level. While the use of blinds may be to control sun exposure, they may also reflect concerns over privacy (Hill Young Cooper, 2019).

Figure 11: Example of public private interface at Addison – Stage 1



Figure 12: Example of public private interface at Addison – Stage 6



3.4.5 Rear lanes / shared driveways

A distinct feature of Addison is the use of rear lanes and shared driveways. Several arrangements are present including straight lanes, curved lanes and H shaped configurations (Hill Young Cooper, 2019). These arrangements have changed over time, and more recently developed rear lanes in the later stages of Addison tend to be wider and longer than in the early stages.

The purpose of the rear lanes is to create active street frontages by putting garages and vehicle manoeuvring down a central spine at the back of the houses. This allows houses to front the street and avoids breaking up the footpath with a series of driveways. A second urban designer involved in the design of Stages 1 and 2 noted:

Rear lanes also provided an opportunity for a different type of product where they had, like lofts above the garage ... We developed a 13 point assessment model for rear lanes looking at lighting and security and surveillance and you know, blind spots and certain landscaping and that sort of thing.

While rear lanes and shared driveways serve a useful urban design purpose, this study also found that they create several issues for residents. Generally, when a driveway is accessed by two or more properties, then the responsibility for its maintenance is shared jointly by the owners of those properties. This can create challenges.

Figure 13: Image of a rear lane at Addison



Another issue that was raised was around the provision of street lighting in the rear lanes. The issue of who pays for and installs street lights was noted by an interviewee from Auckland Council's resource consent team,

.... In most cases what we required was like a sensor light above the garage door. So that as people came down they turn on. Some of these other ones, we actually wanted proper street lights. But, then cause it's private, there's the whole ownership thing. And I think that's something that Council was looking at but I don't know how we deal with those. Because there's more and more of that sort of thing.

The width of the rear lanes does not provide room for people to park in front of their garages, and results in overspill of parking onto the roads, as noted by a planner involved in the original design (below), and discussed in more detail in Section 8.

We still have the issues of parking, and lack of parking, and it's an issue for the residents. It's a common complaint of Addison residents that there are cars parked all over the place. Because laneways don't offer the flexibility for visitor car parking for instance.

Another challenge identified with rear lanes related to way-finding; for example, stories of couriers unable to locate addresses. Requirements have changed and LINZ requires if you have six or more units for a private way it needs its own road name. At the time of this research the Residents Society were looking at numbering the garages associated with the houses in the rear lanes.

3.4.6 Commercial centre

As mentioned above, the commercial 'heart' of Addison was originally proposed to be in the centre of the development, however this did not eventuate and the land remains vacant. The nearest commercial centre is at Takanini Village on the western side of Addison.

Stage two of this development is currently underway. Auckland Council has leased a 600 square metre building within this stage for a Takanini Community Hub (the hub is under construction at the time of writing). The Papakura Local Board agreed the community hub concept plan in December 2018 and the facility is due to open in May 2020.

3.4.7 Crime prevention through environmental design

Crime Prevention through Environmental Design (CPTED) was used in the design elements of Addison's masterplans, at the micro and macro level. Whilst CPTED principles were employed more generically at the masterplan level, CPTED reports were also produced to accompany individual super lot consents where those super lots included a rear lane.

One CPTED design feature in the early stages was that houses fronting on to the commons and neighbourhood parks encouraged good passive surveillance of these open spaces (Ministry for the Environment, 2007). The landscaping design supported this approach through the lack of front fences, minimal set back distances and ensuring rear lanes had good sightlines.

Another CPTED design feature was the use of lofts above garages in the rear lanes to provide oversight. Some of these are associated with the adjacent house, while others have a separate unit title.

4.0 Governance

After the delivery of Stage 2, the developers put covenants in place 'to help maintain the residential environment'. With the exception of homeowners in Stage 1, all homeowners of properties delivered by McConnells are required to pay an annual levy of \$250 to the Addison Residents Society (this is an incorporated society) and to uphold the covenants.¹¹

The Society is managed by Addison Developments and has a committee of owners. The committee is charged with enforcing the covenants through a variety of means, including contracting Crockers Body Corporate Management to follow up on breaches. The covenants and the committee are briefly introduced here and will be referred to throughout the rest of the report. They play an important role in the lived experience of residents of Addison.

4.1 Covenants

The following is a summary of the covenants on Addison properties:

- No fences
- No additional buildings or structures
- Maintain front yards and do not plant in the no-plant zone
- No immobile vehicles or other rubbish to be kept on Addison land
- No parking on reserves
- No signage except for "For Sale" signs.
- No devices to be affixed to the outside of dwellings including: TV aerials, alarm systems or air conditioning units
- Remove graffiti within 48hrs
- Replacement mail boxes must match the originals.
- Washing lines to be kept not visible from roads and pathways
- Curtains and/or blinds are required to be installed on all windows
- If any building is destroyed by fire etc. it must be rebuilt in similar style within a reasonable period.

(cited from Cityscope Consultants, 2011)

The covenants vary slightly from stage to stage and are not compulsory for residents of Stage 1. Breaches are subject to penalties of \$100 per day, which can be levied until the transgression is rectified.

¹¹ Unlike most other medium density developments in New Zealand, which are commonly made up of unit titles, the properties at Addison are freehold. There is therefore no body corporate.

4.2 Addison Residents Society committee

The Residents Society committee meets once a month, and members are appointed at an annual general meeting. It has a number of sub-committees which are responsible for a range of different functions (e.g. finance, parking, security). In addition, an onsite manager is employed (approximately 25 hours per week) who maintains an overview of the neighbourhood (e.g. monitors breaches of covenants). At the time of research there were seven members of the committee, including a representative from McConnell Property who has a controlling voting power in the Constitution (this will remain in place until the final houses are built, after which McConnells will not be on the committee).

The role and function of the committee appears to have changed over time. It has always had a policing and enforcement function, but used to be involved in community building activities in the early days and at one point included a social sub-committee. A current committee member explained that the committee had recently broadened their scope to encompass a more positive and community-focussed approach:

This year we've changed, we say 'you know, it's not all about the bad, it's about the good as well'. So we're here to promote Addison as a great place to live. We want to promote it in such a way that people will want to come and stay here.

He identified several challenges in relation to the operation of the committee including a high turnover of members and the difficulty in attracting members with the right skillsets:

It's all very well saying that you need some governance but it's a bit like your school boards of trustees. You need people who are passionate and wanting to put, and have a bit of time and they also have a little bit of expertise to be able to do that.

He also spoke about the voting advantage afforded to the developers, which meant that they were able to override the wishes of the committee.

We have wanted to do certain things, and they [the developers] have this voting power in the Constitution that they can override anything. So, if we have 10 members and 10 members say yes we want to do it, they have 11 votes. [They] have 11 votes. It's quite discouraging.

There appears to be some frustration among members of the committee with their ability to enforce the covenants, particularly with regard to parking enforcement and ensuring that all property owners uphold their responsibility to keep gardens and lawns under control and tidy. This was also echoed by residents, who expressed mixed responses to the role and function of the committee as these comments from the community survey indicate:

The Addison Residents' Committee could step up the gardening and help make it transparent to residents how broken lighting can be fixed.

The Addison Society doesn't make themselves known unless they are complaining about the state of the gardens. I didn't even know we had one until I received a note in the mailbox saying I would be fined \$100 if I didn't cut my lawns. I think this is a very poor way to communicate and make people feel welcome in their community.

Governance issues were also noted in a previous case study of Addison undertaken in 2011, which found that

It appears that the decision to eschew unit titles as a form of ownership has resulted in an Incorporated Society which has less teeth and may have significant difficulties in future years, especially when Addison Properties are not around anymore to support the society. (Cityscope Consultants, 2011a)

Some of these challenges and frustrations are discussed further in Sections 6 to 9.

5.0 Method

This section discusses aspects of the research process including sample recruitment and the research method. The research method was approved by Auckland Council's Human Participants Ethics committee in August 2018. Fieldwork was undertaken between September 2018 and March 2019.

5.1 Overview of methods

This research project utilised a number of research and information gathering sources and methods, as listed below.

Background information:

- Demographic profile of local community as at the 2018 Census
- Intelligence report from NZ Police on reported crime in the Addison area
- Rapid review of available literature
- Overview of development and planning context.

Research and investigations:

- Field trips
- Urban design assessment
- Interviews and focus groups with residents and other stakeholders
- Online survey of residents.

More detail on each of these is provided below and in the Appendices.

5.2 Background information

Where relevant this report references and discusses findings from this background material outlined below.

Demographic profile

Data from the 2018 New Zealand Census of Populations and Dwellings was sourced to understand the general characteristics of the Addison community. At that time, there were 4347 usual residents and 1191 occupied private dwellings. The median age was 30.1 years, compared with 34.7 years for Auckland overall. The population is ethnically diverse – in 2018, over half (55%) of the usual residents identified with an ethnic group under the broad Asian category, 29 per cent identified as European, 13 per cent identified as Māori, and 13 per cent identified with an ethnic group under the broad Pacific category.¹²

¹² Please note that people can choose more than one ethnic identity on their census form, so these categories are not mutually exclusive.

Crime intelligence report

Following the initial approach to Auckland Council by NZ Police about crime in the local area, the project team received a more detailed intelligence report from NZ Police in October 2018. The purpose of that report was to provide a clear outline of where specifically, and why, the Addison development experiences a high level of crime and to provide recommendations for change. It outlined numbers of occurrences of reported crime in four categories: vehicle crime, burglary, wilful damage and family harm.

The report was provided in confidence and is not a public document. However, where appropriate and relevant, specific findings are mentioned in this report, and the recommendations for change have been considered by the steering group.

Literature review

A rapid review of available literature was undertaken by an independent researcher in March 2019.¹³

The scope of the review was defined by the Auckland Council project leads, and focused on published literature on master-planned greenfield housing developments from the last 10 to 15 years. Master-planned greenfield housing developments were defined as large-scale housing developments on suburban sites with identifiable boundaries, which include a mix of housing types, a master plan underpinning their planning and implementation, and some level of private or social infrastructure. The review therefore incorporated both 'master-planned communities' (MPCs) and 'master-planned estates' (MPEs), and excluded gated communities.

Specific topics of interest were identified as:

- Planned parking and garaging provision versus number of vehicles and associated behaviour
- The practicalities of shared access ways and rear lanes
- Road design, layout and width within MPCs
- Provision and utilisation of green space within MPCs
- The extent to which MPCs are created and promoted for home ownership, and changes over time in levels of home ownership
- The extent to which MPCs are developed for family household units
- The extent to which Crime Prevention through Environmental Design (CPTED) has been a factor in the design of MPCs, and how well this has worked.

In addition, two previous case studies on Addison were reviewed. These are a case study undertaken by the Ministry for the Environment in 2007 (Ministry for the Environment, 2007), and a case study undertaken in 2011 as part of a broader study into residential intensification in New Zealand (Cityscope Consultants, 2011).

¹³ This review is available on demand from the authors.

5.3 Interviews and focus groups

Qualitative research was undertaken with residents and other stakeholders between December 2018 and March 2019.

Focus groups

Three focus groups were conducted with local residents, including 20 people in total. Two of the groups included residents from across the area, and the third group was made up of six neighbourhood support coordinators, all residents of Addison. Participants were a mix of long-term and newer residents, home owners and renters. Efforts were made also to ensure that participants were a mix of people living in different housing types and with a range of onsite parking options. For more information on the characteristics of focus group participants please refer to Appendix A. Participants have been given pseudonyms in order to preserve their anonymity.

Focus group discussions were semi-structured, and were held in local premises (two at a local facility and one in a resident's home).

Interviews with stakeholders

In addition to focus groups with residents, a number of interviews were undertaken with stakeholders. These included representatives from

- A member of the Addison Residents society
- A member of the NZ Police (Takanini branch)
- Auckland Council staff involved in consenting, waste collection, parks maintenance and a former resident of Addison
- A small group of local real estate agents, some of whom were also residents of Addison
- Planners and urban designers involved in the development of the master plans.

Interviews were undertaken face to face by various members of the project team.

With participants' informed consent, all interviews and focus group discussions were recorded and transcribed). Thematic analysis was undertaken using NVivo.

Community survey

All residents in Addison were invited to participate in an online survey, via a leaflet drop to all letterboxes. Participants were offered an incentive of the chance to win one of three Prezzy cards worth \$250.

A total of 145 completed responses were received. Respondents varied with regard to the length of time they had lived in the area, gender, age, and home ownership.

The survey included an initial question designed to ensure that only local residents participated, and to identify which part of the area they lived in. The map (Figure 14) and table below indicate the distribution of participants across the four broad sub-areas.

Figure 14: Addison community survey areas



Area	Development stage	Number of respondents	Percentage
A	1 and 2	45	31
B	3	28	19
C	4 and Sunline Estate	32	22
D	5, 6, 7, 8 and Raceway Estate	40	28
Total		145	100

The purpose of the survey was to explore residents’ perceptions of a range of topics including their sense of community, crime and safety, parking, and green spaces. The survey included a mix of open and closed questions.

The questionnaire is included in Appendix B and top line results are shown for all closed questions. Responses to open ended questions were also coded using NVivo and were used to analyse themes. Quotes from survey participants are included throughout this report.

5.4 Other research and investigations

Urban design assessment

In March 2019, an urban design assessment of Addison was undertaken by Hill Young Cooper.¹⁴ The urban design review involved:

- Undertaking a site visit and talking to urban designers involved in the original master plan
- Review of the 2007 Ministry for the Environment case study of Addison
- Revisiting the 2007 evaluation and assessing the development against latest urban design criteria (such as those contained in the Auckland Design Manual)
- Providing a critique of the development's strengths and weaknesses in urban design terms and highlighting issues and possible solutions
- Identifying learnings for future developments.

Findings from the assessment are referred to throughout this report, and the full report is available on Knowledge Auckland.

Field trips

In addition to undertaking focus groups and interviews with residents in the Addison area, the project team and steering group undertook several field trips to Addison, in order to familiarise ourselves with the road layout, parking provisions, urban design and general amenity. In the early stages of the research project, several members of the steering group from Auckland Council and MfE were driven around the area by the supervisor of the Takanini Neighbourhood Police team, who was able to point out issues from a policing perspective.

The following sections discuss key themes in the findings.

¹⁴ Available on Knowledge Auckland website: www.knowledgeauckland.org.nz. The study was funded by the Ministry for the Environment (MfE).

6.0 Crime and safety

An initial purpose of the project was to identify the main crime issues in Addison, how they have changed over time, and to explore the factors that contribute to crime in the area. This emerged from the approach to Auckland Council by NZ Police in 2018, who expressed frustration at the amount of resourcing they had to put into addressing high incidences of vehicle crime and burglaries.

An intelligence report furnished by NZ Police at the start of the study (October 2018)¹⁵ advised that the area ‘*generates ongoing hotspots for vehicle crime*’. Vehicle crime was the top crime type ‘*by a significant margin*’, with burglary featuring as the second highest and wilful damage third. However, appears that the introduction of a Neighbourhood Policing Team in the area is having a positive effect, as discussed below in Section 6.2.¹⁶

6.1 Factors driving crime

Information provided by NZ Police at the start of the study indicated that three intersecting factors drive the relatively high incidences of vehicle crime and burglary in the Addison area. These are location, urban design features and parking. These are discussed below.

The first factor is location. Addison is a relatively affluent suburb surrounded by lower socio-economic areas, and was described by NZ Police in their intelligence report as ‘*an attractive target*’ for criminal activity. The report notes that ‘*the majority of offenders and suspects identified live in lower socio-economic areas surrounding the Addison development*’. This was backed up by the local officer we spoke to:

We believe a lot of our offending is being done by transient offenders who are coming from Randwick Park in Manurewa, Otahuhu, Otara... we get offenders from the North Shore sometimes, everyone's so mobile, so it's really hard for us, we can target and work with our local offenders but the offenders coming out of area, all we can really do is try and stop them when they come into the area and you know see what they're up to apprehend them when we can.

Secondly, urban design features including the street layout, a lack of front fences, and rear lanes with no surveillance create an environment where it is relatively easy to commit crimes.

The rear lane where you drive down. For an offender that's great, because a lot of those rear lanes, the only windows looking over them will be laundry windows, kitchen windows and they know that at a certain time of day people are going to be in their lounges or at the front of house. So

¹⁵ This report was confidential and is not available publicly.

¹⁶ Comparative data on reported crimes in the area was not collected so it is not possible to report on actual changes in crime during the study period.

they're down there, there's no capable guardian looking out to what they're doing so, they're free to break into cars.

The police report discusses 'a lack of natural/overt surveillance' due to lack of street lighting, distance of visibility from houses and various tree cover in some parts of Addison, for example parts of Arion Road. In addition, the report notes that visible alarms attached to the exterior of dwellings are banned in Addison, and that these can act as deterrents along with sensor lights, good quality door locks and natural visibility from the street.

From a policing perspective, frustrations were voiced at the inability to lock down the area, due to the street layout, as voiced by the local officer we spoke to:

It's so easy for offenders to get around, you've got the big park, you've got Porchester Road the main thoroughfare, you've got Mill Road on the other side, you've got Great South Road. We can't lock down the area in a policing perspective.

The third factor relates to the high numbers of cars and vehicles parked on driveways and on streets, often with no or limited surveillance. Parking at Addison is discussed in more detail in Section 8.

6.2 NZ Police response

In response to high rates of crime in the area, NZ Police established a Takanini Neighbourhood Policing Team (NPT) a few years ago. An NPT is a small team of police officers who work closely with communities in neighbourhoods where people are particularly likely to be victims of crimes and crashes.¹⁷ The intent is to facilitate communities to self-police. Thus, while their role incorporates standard Police functions, they also undertake a broader range of activities. This was discussed at some length in the interview with the local officer we spoke to:

We strengthen communities, we try and encourage capable guardianship, promoting Neighbourhood Support, working with the schools, doing some mentoring to young kids.

He explained that the Takanini NPT work closely with the local Addison community on a series of initiatives including engendering a sense of 'capable guardianship' among residents. This means encouraging residents to be vigilant about locking their cars and dwellings, watching out for possible criminal behaviour and reporting instances of trespass. On occasion, this means uniformed police officers knock on residents' doors to inform them that their windows or doors are open and to encourage them to lock up, for example:

Part of our job is ... talking to people and saying you need to lock your windows and lock your doors and close them because a lot of the offenders

¹⁷ Within Papakura, these were launched in Takanini and Papakura East.

are opportunists and they just walk around, they see an open window, they jump in.

Several residents we spoke to in focus groups mentioned that this had occurred to them, for example:

... Trying their luck. Yeah like it happened to our next door neighbours frequently. ... that's why the Police come knocking and they say to us be careful, like they have situations where in a minute someone's run into your house and have stolen as much as they can possible can get.

Other aspects of the NPT approach include offender management – “*we try and work with WINZ to get them a job, get them upskilled for education*”, as well as provision of crime prevention advice to residents who have experienced high levels of crime (e.g. three burglaries within a 12 month period). This includes monthly visits from a police officer.

During the interview with the local police officer he reported that there had been less reported crime in the area than the year before. He mentioned two factors behind this: the recent apprehension of “*two brothers who were put into custody who were stealing a lot of cars from the area*”, as well as the prevention measures discussed above.

6.2.1 Neighbourhood Support Groups

NZ Police also reported that they encourage the development of Neighbourhood Support (NS) Groups in Addison, and work alongside current coordinators and groups to disseminate crime prevention messages and empower local communities.¹⁸ Specific activities mentioned included hosting neighbourhood meetings with food provided, provision of information regarding levels of crime to coordinators, and direct communication with members (e.g. updates of what is happening in Addison).

Everyone in the neighbourhood is invited, they get a free sausage sizzle and a free coke and a free coffee ... And [we] will be there and once we get say five or more people that have gathered around, we'll do a little speech to them explaining the benefits of Neighbourhood Support ... and then we also talk about all the problems we're having in the area with crime... and we get good buy-in from the people and then we just have a spreadsheet and we just get their details and we join them up straight away.

As discussed earlier, one of the focus groups was made up of NS coordinators from across Addison. The coordinators employed a number of approaches including face to face meetings, Facebook pages and at the time of the research a text service was being established to alert residents of crime-related events, as described by one participant:

[...] could for example, if there was something in Raceway Estate he could send a text alert to everyone in Raceway Estate that signed up to say the

¹⁸ For more information on the Neighbourhood Support model please refer to <https://neighbourhoodsupport.co.nz/>

Armed Offenders squad are in your area, please stay indoors. Or the Police dogs are out, please stay indoors, we don't want them to lose a scent.

6.3 Experience and perceptions of crime

The study also set out to explore residents' perceptions of crime and safety in the area. We discussed this with residents in focus groups and included questions about car theft and perceptions of safety in the community survey. Results are discussed below.

A number of residents who took part in the focus groups had either observed a criminal act, been a victim of crime themselves, or knew someone who had been a victim of crime. Most crimes they discussed were either a house burglary or car theft/damage. Some had also found people unlawfully on their property. Examples included:

I had a man with Crips headband and he just came walking down the footpath and went straight to my front door and tried to push it through and I was home alone with the baby during the day. So now my partner is staying and he has to park on the street because I'm too scared to sleep in the house by myself even with my freshly sharpened tomahawk.

In our first six years we've been there we had our house broken into and that was our first Christmas... They went through every single thing in the house literally, did a really good job of trashing the place.

Some focus group participants and stakeholders spoke about the impact of surrounding areas on crime in Addison. This included the proximity of lower income areas which were associated with higher crime rates, and a perception that Addison was targeted due to residents' higher levels of affluence:

We have heard stuff about people who don't live in Addison come to this area. They look around to find targets.

You know there are surrounding areas where it's walking distance. We know there are gang houses, and a whole lot of social issues, so I guess that doesn't assist.

For some, the amount of crime they had experienced had driven them away. One ex-resident spoke about crime as one of the key reasons why she moved out of Addison in 2009. She had observed theft in her street on a number of occasions, her husband's car had been broken into, and she had someone enter her house while she was home alone with two young children. While she had initially been attracted by the level and nature of green spaces, this had ended up being a negative aspect of the area:

It was great that there was all these parks and things for the kids to play in, but then there was the negative that you're also so open.

These experiences, combined with other factors such as the risk from speeding cars in the neighbourhood, meant that she no longer considered it a safe area to raise her children and her and her husband moved their family to a more rural area.

However, we also found that although crime and safety issues were top of mind during focus groups with residents, and several participants had been subject to some form of criminal activity, those we spoke to seemed to trade off these concerns with other more compelling factors such as enjoyment of the local amenity and convenience to services, facilities and the motorway system.

As described above, there appears to have been a reduction in crime in the local area, due to the concerted effort by NZ Police. One participant commented:

It was a big issue when we first moved in here. I don't know if that happens in all new areas, but initially the cars were being broken into. You couldn't leave any valuables in your car... (now) it's not as bad.

6.4 Sense of safety

The research revealed mixed perceptions of safety in the local area among residents.

Some focus group participants considered it a very safe place to live, as is evident in their level of comfort in allowing children to play in public spaces, their more relaxed attitude to home security, and the fact that they were happy to walk around the area after dark, as described by one participant:

I would walk any time of day or night. I walk at midnight, 1am, I don't care 'cause I feel safe.

Some highlighted that their level of familiarity with the local area and connection with other residents played a key role:

We all know each other. And like we have dinners, we send our kids like, to us it's safe. ... There's a strong sense of community.

This was backed up by results from the community survey. A main theme in the open ended responses to the question of why people agreed that Addison was a great place to live was that they felt it was safe.

However, many other residents did not feel overly safe in certain circumstances, due to perceived crime levels, personal experience of crime, or a belief that Addison was a target for criminals outside of the area. Some focus group participants spoke about being fearful of their neighbours, especially in situations of potential conflict. For example,

We have neighbours who park in front of their garage, like parallel parking next to their garage and block our garage, all the time. They are like big people, like really big. And I'm too scared to go to them and tell them not to do it there, because I'm scared if they are going to do anything.

We're close to that park and the people that we see ... it just doesn't feel safe at all ... we used to have a lot of break-ins when we first moved in, like two or three years ago, so yeah after that, it just put us off.

Participants spoke about the impact of feeling unsafe in their neighbourhood. This included reluctance to confront neighbours about anti-social behaviour, always accompanying their children outside the home, only parking in certain areas, and avoiding using public transport. Some residents also stated that they would not walk at night, and others reported that they only walked in specific areas, due to safety concerns.

Occasionally we do [go for walks] but not when it's dark. I don't feel safe because I've sometimes I've seen cars that I believe don't belong to Addison.

We've only got one daughter, she's 12, I wouldn't be sending her down there [to the park] by herself... But also the number of people that come in and out of the houses around there, I don't know who those people are and it's a long way for her if she gets into any trouble without knowing anybody along there.

A few expressed particular concerns about their perception of personal safety walking to and from the Takanini train station.

He was basically stood over, walking to the train. He takes the motorbike now, but his motorbike was off the road, so he took the train. The first time he was stood over, the second time he was chased, so instead of going down Airfield Road from the roundabout, he ran through the grass when before that was all developed because he felt safer running through the grass instead of taking the footpath round.

Feels dangerous walking to the train station down that tiny secluded path. Needs lights and more space to give a wide berth to strangers. [Resident – community survey]

During the research period, work has been carried out by AT to improve Takanini Station including better parking facilities (a park and ride facility, and lighting) and access through to Taka Street. Any impact of these improvements were unable to be measured within this research.

6.5 Community response

Discussion in the focus groups identified a range of individual and community-based responses to the perceived threat of crime in Addison, some of which is in line with the focused policing approach outlined in section 6.2. These included undertaking security conscious behaviour, such as keeping doors locked when working upstairs, not carrying a hand bag at night, and keeping curtains drawn during the day.

For one focus group participant, the perception of Addison as a target due to residents' higher levels of affluence meant that they were encouraged to modify their appearance when leaving the house:

We have been warned by our neighbours and we warn our parents when they come from India, please don't go out when you have your jewellery on.

Some talked about installing home security systems: “*We have digital locks, cameras, motion detectors, the lot*”. And contacting the Police when they spotted anything suspicious

I don't hesitate to give the Police a call if I'm concerned about someone's behaviour... I've done that before saying 'there's a few young kids on bikes causing havoc in the carpark'.

Several talked about keeping an eye out for each other. For one of the NS coordinators this included undertaking informal street patrols or surveillance when they walked at night-time:

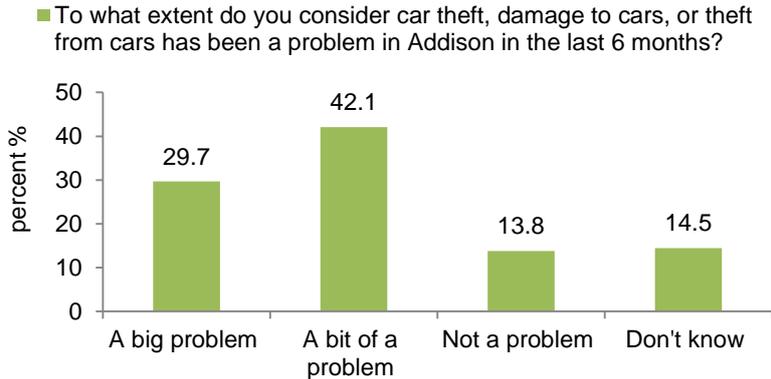
We'll go around and just make sure there's no one doing anything they shouldn't be doing, we have taken foot patrol upon ourselves.

6.6 Community survey results

Respondents to the community survey were asked a series of questions related to their perception of car related crime, and perceptions of their safety in their home and walking in the local area.

Over a quarter (29.7%) of respondents stated that car theft, damage to cars or theft from cars had been a 'big problem' in Addison in the previous 12 months, and 42.1 per cent felt it had been a 'bit of a problem' (see Figure 15).

Figure 15: Resident perceptions of car theft as a problem (n=145)

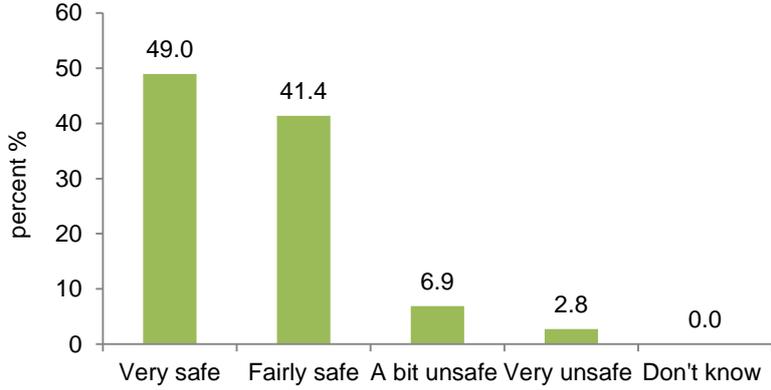


As the charts in Figure 16 indicate, most respondents felt safe in their home during the day (90.3% felt very safe or fairly safe), and after dark (77.2% felt very safe or fairly safe). However it must be noted that almost one in five (22.8%) reported feeling unsafe in their home after dark.

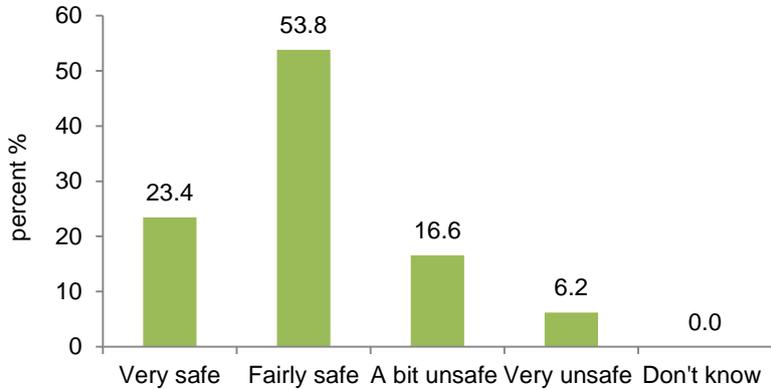
We also asked respondents whether they felt safe walking in the local area during the day and after dark. Again, the majority (82.8%) reported feeling very or fairly safe walking in the local area during the day, but perceptions of safety dropped after dark, with one in five (20.7%) stating that they felt very unsafe, and 27.6 per cent stating they felt a bit unsafe in that circumstance.

Figure 16: Resident perceptions of safety across different scenarios (n=145)

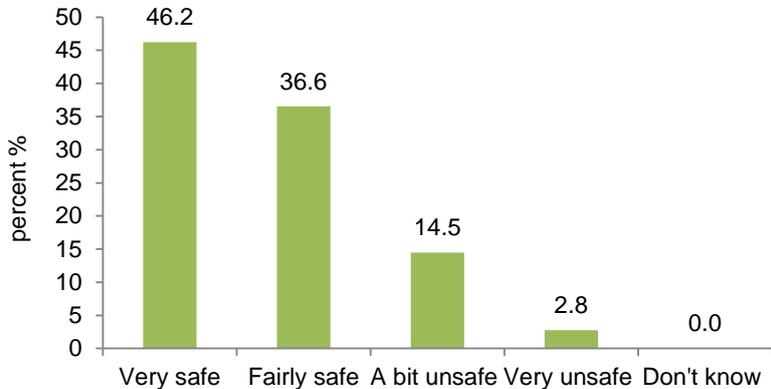
In your home during the day



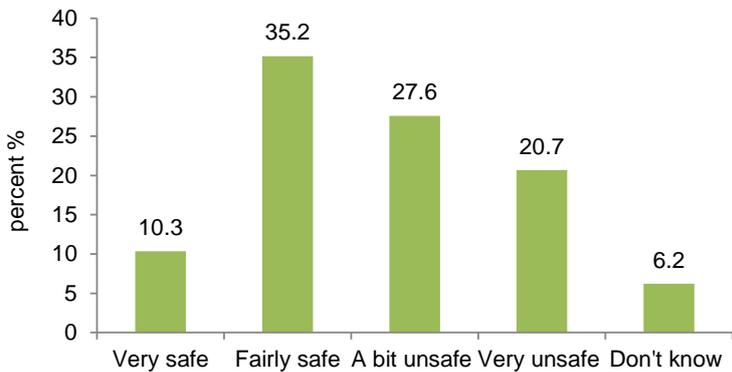
In your home after dark



Walking in your local area during the day



Walking in your local area after dark



7.0 Sense of community in Addison

A key theme to come out of the research was the desire among residents, including members of the Residents Society committee, for a stronger sense of community.

Focus group participants were specifically asked whether they felt a sense of community at Addison, and whether this was important to them. While some reported that they felt a strong sense of community in the area:

I think particularly on our street, there is a strong sense of community ... we know who lives on our street, we know who doesn't live on our street and we know cars, we know children and those sort of things.

Others highlighted it as a gap:

People around us pretty much keep to themselves as we do. Most interactions are pretty short. Hello or goodbye.

This was also evident in the residents' survey. The majority (85.5%) of survey respondents strongly agreed or agreed that it was important to feel a sense of community with people in their neighbourhood, but just over half (59.3%) stated they actually felt a sense of community.

There were several themes in focus group discussions about community at Addison.

Firstly, there was a sense among some longer-term residents that the initial strong sense of community had diminished over time, as the development grew and community dynamics changed. Similar to other greenfield housing developments, a strong sense of community was an integral part of the marketing campaign, as is described on the Addison website – '*where neighbours interact and get to know one another and where kids play freely*'. People felt they had bought into that.

When we lived in [Stage 1] it was at a time where there were lots of young families and I knew the whole block... our kids would pop in and out of the houses along there and there was things organised ... But now I think, whether that's because we are now on a main road so we don't have that kind of enclosed part or whether it's just because it's got so big and people are changing over, we've lost what we had when we were over this side.

Addison when we first moved in was a fantastic place to live. Over time it is somewhat less. There is no community spirit like we used to have. We used to have barbecues in the common and you felt safe. Now we don't.

Urban design features such as the neighbourhood commons and pocket parks, prevalent in the earlier stages appear to have engendered a sense of community, as these comments above suggest.

The sense of community that participants talked about tended to be expressed at the street or immediate neighbourhood level. Many felt that they had strong relationships with their neighbours or people in the street, as these comments indicate:

I'll go away for a holiday and I can throw my keys at any one of probably three or four neighbours. And that I've never had anywhere else.

We look after each other. When someone's away, we also inform, we write, email, txt ... it's so good. I love that because when I'm running out of sugar or butter I can go to my neighbours.

The whole street comes together or during Diwali, food gets left on our doorstep. Or fundraising for something, everyone tried to contribute as much as they can. You come home and there's mountains of food on the doorstep to put into parcels.

This study highlighted the role of individuals in motivating and creating a sense of local community. Examples include people who ran boot camps or home gyms from their garage, attended by local neighbours:

Me and my husband run a Community Group exercise. Like a boot camp. ... we run it out of our garage. It's just people on our street, people down the other street.

Or of people taking the initiative to organise localised activities:

At Guy Fawkes, we rolled the barbeque out, we invited everyone down instead of everyone setting up individual fireworks besides their house, come down, pool in together, let the kids have a good show, the kids have a sausage sizzle, you know, the people have a few wines or whatever, and they have a really good time and we've done a few things like that.

One focus group participant also identified the public / private interface of the neighbourhood as facilitating interactions between residents:

There's no front fences, you're outside, you actually talk to your neighbours every day and we do.

This focus on a sense of community at the neighbourhood or street level, and through a series of what one respondent referred to as "little events", occurred in the context of a general lack of neighbourhood facilities, or a community hub¹⁹:

There's nowhere for people to group.

No hub.

¹⁹ At the time of writing, a community hub is being constructed in the Takanini Village complex on the corner of Walters and Arion Roads, and will be open in May 2020. This is a joint project between Auckland Council and a local developer.

The role of children in bringing communities and households together was mentioned by a few people:

You meet parents, you can meet your neighbours and ... the kids start playing and that's how they make friendships.

In line with this, playgrounds where families can gather was another specific amenity that some residents felt was missing:

I reckon it's because we have no playgrounds in Addison we drive down to the one next to the motorway that's near the Takanini onramp and offramp and we go there and there's tonnes of people there.

I think one of our neighbours raised a matter with the Council around having some like jungle gyms and stuff for the kids out of Bruce Pulman cause it's huge, but there's nothing there to accommodate the kids, I mean it's big and you can do whatever, but for the younger kids there's no slides and swings and stuff like that, like a proper kids playground.

A children's playground on Kauri Drive was opened in October 2018, however, there was feedback from those we spoke to that it was too basic and/or not appropriate for younger children (see Section 9.1).

Another contributing factor identified by some (mostly owner-occupiers) to the lack of a sense of community in Addison was the impact of what they perceived as increasing numbers of rental households. They felt that rental households were less likely than owner-occupiers to get involved in neighbourhood or community activities.

I'm not saying that people that rent aren't community minded. But they don't tend to have the long-term involvement and want to get and see things improve and everything else because you know three months, six months, 12 months later they've gone.

People who live there, who own the houses, they tend to communicate with their neighbours, but people who are renting I find it kind of, they don't really care about communicating even if it comes to saying "hello" to their neighbours or parking they are not considerate to others.

Not everyone agreed with this perception however, with one NS coordinator stating:

I don't think the renter thing has any to do with it though cause they're probably 50% rented in this street and 50% owned.

Addison is a multi-cultural community. For some residents, the language and cultural diversity created barriers getting to know their neighbours and others in the community:

All our immediate families are second language families. We talk more with the school kids who have reasonably good English when they throw their balls over the fence and come to retrieve them.

It is a highly multicultural neighbourhood which is wonderful and colourful, but there are very few opportunities for coming together. I have found it very difficult to build meaningful relationships among my Korean, Indian, Pakistani, Māori, Pasifika, South African and Pakeha neighbours. I feel as though the Local Board could assist with this by offering a chance for the community to come together, however, Papakura Local Board has significant equity challenges and Addison would possibly, and rightly, not be a priority. (residents survey)

However for others, this was a strength:

Yeah, there's a strong sense of community. I think a part of it is cultural as well. Because we've got Pacific Islanders, Māoris... we all live on the street, and we all have this, we are very community based.

Some of those who did not feel connected to their community expressed a strong desire for this, including requests for more organised events:

I've been trying to get on to Neighbourhood Watch and things because I'm always at home... I personally love the neighbourhood but would just like to get to know others more.

Maybe have just a 'meet and greet', maybe even have some tradies there so they can recommend a tradie... like my electrician who I know is good. He is a local so he can maybe give a 10% discount to them.

7.1 Role of the Residents Society

The role of the Residents Society in building a sense of community was discussed with members of the society and with residents. Whereas earlier versions of the society engaged in community building activities such as barbeques, the focus in later years has been on upholding the covenants and acting as regulators. Current members of the society we spoke to expressed a desire to re-engage in such activities.

Over the last two years we've been pretty much around policing. This year we've changed, we say it's not all about the bad, it's about the good as well. So, we're here to promote Addison as a great place to live. We want to promote it in such a way that people will want to come and stay here. We want to have community events and that sort of stuff to do good for the community.

This was backed up by some participants in the focus groups:

The Addison Residents Society is fairly dysfunctional in my opinion. Because they should be the ones that should be in behind it and organising a lot of stuff in conjunction with the Council.

Constraining factors for the committee were time and resourcing. An appropriate level of representation by a range of ethnic groups was also mentioned as a factor.

8.0 Parking at Addison

Parking is a key theme in this research, and is central to the initial research question regarding high levels of burglary of cars and from cars, due to the amount of cars parked on driveways, berms and on the street. Problems with parking were widely reported in the research and were a significant source of frustration for all stakeholders, including residents.

There appears to be a disjoint between the original intent of the urban design and the realities of residents' use of and dependence on cars and other vehicles. The lack of adequate public transport services has deepened reliance on private motor vehicles.

Issues with parking were highlighted in the community survey, with 53.8 per cent of respondents stating they were dissatisfied or very dissatisfied with the current parking situation at Addison (33.1% were satisfied or very satisfied, and 13.1% were neither satisfied nor dissatisfied). A majority of respondents (84%) provided an open-ended comment on parking, mostly related to on street parking and mostly critical.

The themes from those comments and from the focus groups are discussed below.

8.1 On street parking

On street parking was a particular frustration for many participants in this study. Feedback included two main themes.

The first theme was the shortage of on street parking spaces. This was often related to the number of vehicles that residents owned, and their inability, or unwillingness, to utilise their garage or driveway to park all of their vehicles (see section 8.5 for further discussion of the use of garages). The inclusion of lofts in rear lanes, originally designed for activation and passive surveillance purposes, had contributed to the number of vehicles per property as many are rented out.

Another key theme regarding on street parking were the frustrations expressed by multiple stakeholders including residents, NZ Police, and Auckland Council contractors regarding their ability to get through the streets when residents cars were parked on them, particularly the very narrow streets.

Some participants in the research had been directly impacted by this issue. For example, one focus group participant spoke about being “*stuck behind*” a rubbish truck for 10 minutes because there was no room to pass the vehicle, and others reported that their vehicles had been damaged:

I've been side swiped since living in Addison because the road is too damn small.

They park on the carriageway, which reduces the width of the street to such a degree that two large vehicles can't pass in opposite directions ... I've got two partially smashed wing mirrors on my car, both of them

occurred on that stretch of Arion Road because of cars coming towards me at speed.

Concerns were also expressed about the potential outcome if emergency vehicles were not able to access some areas of the development, as this comment indicates:

I have spoken to the fire and the ambulance and the Police and some of the shared driveways. If there was a fire in some property halfway down the shared driveways, the fire brigade wouldn't be able to get an engine down to put out the fire.

In addition, the research revealed other on street parking issues such as people parking on corners and available parking bays being used up. One respondent to the community survey summed it up:

It is horrendous, firstly, to find a park in the parking area is like winning a lottery. People park vehicles on the footpath, kerbs and grass area. It is very hard to drive on the streets or even coming in or going out of my own driveway. It is also very challenging to turn into the next streets as the view is blocked by the vehicles parked all over the place, it just an accident waiting to happen.

There were a number of knock-on effects from a shortage of parking within Addison. These included a lack of parking for visitors, residents having to park some distance from home, and negative impacts on reserves or other green spaces in the area:

Nobody is supposed to park on the common, they're there for the kids. And then you sometimes you come home and they will be six or seven cars parked on the commons.

I lived by Walters Road roundabout. I had my boss' car one day, an extra car. The first available parking space I could find was at the traffic lights. Do you know how far away that is from the Walters Road roundabout all the way to the traffic lights? It's a 10 minute hike with like bags and stuff, that was the first available park.

8.1.1 Introduction of broken yellow lines

During the study period, AT announced a project to introduce broken yellow lines at a number of locations throughout Addison, in response to concerns raised by NZ Police and others regarding lack of access and visibility.²⁰ Community consultation was carried out in mid-2019. It is substantial and involves parking removal in the following areas:

- Narrow roads – removing parking along one side of roads less than 6.8 metre wide.
- Around intersections – reinforcing the NZ Road Code by formally removing parking around intersections.

²⁰ Under the NZ Road Code stopping or parking is prohibited on a broken yellow line.

- Pedestrian and pram crossings – removing parking leading up to pedestrian crossings and pram ramps.

It is anticipated that this will have major impacts on parking practices at Addison.

8.2 Rear lanes and shared driveways

Although the covenants state that vehicles must not be parked in front of garage doors in rear lanes²¹, residents often do this either temporarily or in some cases, regularly. This leads to difficulties for other residents in moving or parking their cars:

We loved the covenants - no parking in the laneways, must keep lawn tidy etc. Reality is we often can't get in or out of our garage due to neighbours parking in the way and verbally abusing us if we ask them to move.

Shared driveway is also not a very good idea or needs to be wider as there are always cars who cannot find street parking parked on the shared driveways which makes it very difficult and sometimes impossible to get our cars out of our garage and this is a near daily occurrence.

The driveway design appears to make a difference. One focus group participant spoke about the difficulty of getting out of his shared driveway that features staggered garages, and that then sets up hazardous parking behaviours:

Some of the garages are way back versus the ones that are popping out, right, so what happens is that those people that park in their garages that are a little bit more popped back, they park there and then the others go well I should be able to park there and so they do... as I say, we ended up doing a 14 point turn to get out because they weren't there to move their car.

The shared driveway model is predicated on the ability of neighbours to communicate and negotiate with each other; however this is not always possible. Either neighbours may not be there to move their car when required, or residents may not feel confident in communicating:

I'm too scared of those guys, they play loud music at night, people who live in the loft, they come to play all the time and they don't let us sleep, but we are just too scared to go to them and tell them not to do it because they are big people.

This was not universal, and there were instances of neighbours who were able to effectively negotiate the parking:

²¹ This applies to Stages 1, 2 and 3 only, which include reference to 'access way' in the covenant regarding car parking, i.e. 'The Transferee shall not park or permit guests, residents, invitees or contractors to park any vehicle on the Road Reserve, Access Way, Common or on the Front Yard apart from on a properly constructed driveway or parking bay' (italics added). Breaches are liable to a sum of \$100 per day until paid.

In terms of our shared driveway, we all know each other. I mean that's probably a good thing. And I find that a lot of people that are the problem are visitors that come into the area.

8.3 Parking breaches

The research also revealed frustrations regarding the ability of the Resident Society committee to monitor parking breaches. At the time of research, the committee had a parking and security sub-committee who considered parking issues, and they also employed an onsite manager who worked “20-25 hours a week” to monitor potential breaches, including parking.²²

Similar to many other residents, one member of the committee questioned why large berms couldn't be used for parking, and noted that Crockers would not breach people for parking on berms as – despite what is outlined in the covenants – the berm is Council property.

Some residents expressed frustration and anger at being fined for parking incorrectly as they felt it was not fair given the lack of parking spaces, for example:

Well, the first day we moved there, we parked right outside our garage just to move things in, and we already got a note within five minutes saying, please do not park here.

The Parking is a nightmare! It is constantly complained about on social media pages, we have a HUGE berm of grass along Popokatea that collects rubbish and does nothing at all we need more car parks. Building 3-5 bedroom homes which on average have 4-5 cars per house sometimes more. There is a house on my street that has 7 cars! And I've had a notice on my car from parking on the side of the house that it will be \$100 a day if I don't move it which is crazy because the amount of thinking [about] car parks for Addison was next to none.

8.4 Garages

The use of garages was explored in the focus groups and in the community survey.

As shown in Appendix A, the use of garages to park household vehicles was not uniform among focus group participants. Of the 20 focus group participants, only four stated that they used the garage to park all vehicles in that household – all four lived in households with only two vehicles.

Among the 127 survey participants who had off street parking in a garage, either at the front or rear of the house, 72.4 per cent used their garage ‘regularly’ to store ‘their vehicle’, 13.4

²² They had considered a towing committee at one point, to focus on parking breaches in stages 2 and 3 which have narrower shared driveways. The project had progressed as far as getting booklets printed and towing signs made up, but this was vetoed by the developer. It was also recognised by some on the committee that it would just shift the problem to the next area as there is not enough parking overall.

per cent 'occasionally' and 14.2 per cent said 'never' (note that the question asked about their own vehicle, not all vehicles in the household).

Residents do not use their garages to park their vehicles for a number of reasons, including the size of vehicles and alternative use of the garage space.

Several commented that their vehicle would not fit into the garage due to its size, for example:

The garage is a small double. Which does not allow us to park both our big vehicles.

Our property has supposedly double garage, but we have tried to get two cars in there and you literally cannot get them in. I have a Suzuki Swift, so it's little, but we physically couldn't get two cars in, so the bigger car goes in there.

The research discovered a range of alternative uses for garage space including home gyms, storage facilities, additional living, sleeping or utility areas, and cooking spaces:

I don't use my garage for the car, not this winter. I use my garage as a laundromat.

Where they're single garages quite a lot of ethnic families like to cook their curries in the garage, not in the kitchen.

My garage is converted ... my son plays instruments, we put down carpets.

An early design feature of garages in Addison was the inclusion of loft spaces, which were intended to provide an additional area for the household (e.g. as a guest room). However, some owners or tenant occupiers were renting these out, as a means of generating additional income, and that this was adding to parking pressures in the development:

There's an encumbrance on the title to say they're to be used in conjunction with the dwelling, and not to have cooking facilities or anything. However, anecdotal reports are that many of them are rented out.

The design of garages had created a problem for some residents, who reported that they were not big enough to house their vehicles. This, combined with the fact that garages were fulfilling a range of functions, meant that cars were parked elsewhere. Findings from the research suggest that this was having a significant impact on on-street parking in the area, as discussed above.

9.0 Maintenance of the local environment

A key feature of the development of Addison, particularly in the early stages, was the encouragement of neighbourhood feel and amenity from the deliberate inclusion of pocket parks, hedges and trees, and common green spaces. Another key feature in the development of the early stages was the frontage of housing onto Bruce Pulman Park.

Over time, these green elements have delivered a sense of amenity but have also created substantial issues with regard to maintenance and upkeep. We explored these issues with residents both in the focus groups and the community survey, and in an interview with Auckland Council staff involved in operational management and maintenance.

Key issues are explored here.

9.1 Parks

Many residents valued Addison's parks, and highlighted them as a key feature of the area, as one resident living in Stage 1 noted:

It's really nice, like you go around every 20 or 30 houses you will see another park, a small park.

Several survey respondents mentioned access to parks including Bruce Pulman Park, as one of the main reasons they had rated Addison as being a great place to live. Some appreciated the quiet and "natural" space they provided, and others commented on the contribution they made to the walkability of the area or their community-building role, for example:

There are no tall buildings and I feel connected with nature with the trees and green spaces.

One of the benefits of living in Addison is the local park. My son really enjoys going there after school and at the weekends. He meets other local children and they all play together which is really positive to see.

Almost two thirds of respondents to the community survey had visited a smaller park in Addison at least once in the previous six months, with 42.8 per cent stating they had visited a local park once a week or more. While the majority (60%) of survey respondents rated the overall quality of local small parks as excellent, very good or good, 24.1 per cent felt they were fair and 15.9 per cent rated them as being 'poor'.

Some issues related to parks were raised in focus groups and by stakeholders. This included comments about people parking their cars illegally on the commons. Another aspect was the lack of maintenance and difficulty in getting the smaller pocket parks maintained by Auckland Council, as discussed below in Section 9.3.

Related to this was a widespread request for more, or better, playgrounds within Addison. While it was acknowledged by some residents that a new playground had recently been built on Kauri Drive at the time of the research, many felt that it was too basic and/or not appropriate for younger children, as these comments from the survey illustrate:

The playground near the house is very disappointing. My children sometimes refuse to visit again.

The new 'playground' near Kauri Drive is a disgrace. Even my kids went 'yuck, so boring' on their first visit.

9.2 Trees

For some residents, the trees in Addison were a positive feature of the development. They appreciated the shelter and privacy they provided, and the additional ambience they brought to the area as the following comments from the community survey indicate:

Trees in the area give it a nice feel.

The homes near us are well designed for privacy, and planting of trees has helped this... Even though our home is on a very busy road, we feel a sense of privacy and safety. Road noise is muted by trees and construction design, we think.

There was however also lots of feedback on the size or condition of trees, particularly in the early stages of Addison. These trees are now mature and many are overgrown. Negative impacts included concern about potential safety risks and damage to property (e.g. footpaths) or people (e.g. due to slipping on leaves). Some spoke about trees getting in the way of service vehicles and being “hit” by trees as they walked on pathways. One respondent to the community survey stated that the trees were “the single worst thing about Addison”, due to interference with their property:

The ones outside our home produce so many leaves in autumn they clog all the drains and cover our courtyard areas. Then when the leaves grow back they get infected with something that drops sticky stuff so I can't hang out my washing and everything underneath the trees gets covered in a sticky film.

The problems with trees were linked to the density of planting, the species that had been introduced into the neighbourhood, and a lack of maintenance including the tree roots lifting up the footpath.

The trees planted are a joke. Totally unsuitable for close urban living. They are varieties that grow enormous & many already are very large, impinging on private property and blocking sunlight.

A council staff member involved in operational management and in dealing with complaints from residents noted that “a lot of the grief is ... focused about trees”. He noted that the

density of the trees in the early stages of Addison results in interference with assets, “whether it be private assets or, footpaths, power poles, the road corridor itself, that sort of thing”. He noted that the number and size of the trees mean that they require constant maintenance:

Every year you’re going through and doing a blitz on every single tree, uplifting, lifting, and pruning away from the power poles, pruning away from trees, pruning away from boundaries. Our contractors love it, especially in the unit rate base contract... they love Addison.

He also noted that there has been instances of illegal pruning and removal of street trees especially in Stage 1 and around Bruce Pulman Park by frustrated residents, and expressed some sympathy with that, “considering the grief that they are causing”.

The local NZ Police officer we spoke to also highlighted ongoing frustration that overgrown trees block street lights and contribute to increased levels of crime.

But it’s just you know, at night time if people walk around Addison or even drive around, most of the street lights are blocked out. In the original parts of Addison like Phase 1 and 2, like in the newer ones like Popokatea there’s no, the trees are still quite little around there.

9.3 Maintenance of public spaces

Many participants in this study expressed frustration at the lack of maintenance in public spaces in Addison, citing trees, hedges and berms that were overgrown.

We have got a situation in Raupo Street, which runs from Arion through to McGinty. There’s an area between the footpath and the curb that nobody mows. And it’s ... as high as this table and all the weeds have flowered and gone to seed and seeds spread by the birds.

Frustration was also expressed at rubbish dumped in parks that was not cleared:

Local small parks - issues with illegal dumping, in particular Windfola Parkway, Addison Ponds beside the railway lines. These are full of rubbish and in particular building supplies and the associated food/liquor scraps.

The rain gardens in The Avenues (shallow planted depressions designed to hold rain water until it soaks into the soil) – were specifically noted by residents and council staff alike as ‘collecting’ litter and being problematic. As pointed out by one council staff member:

They are supposed to be a sieve, they work well in that regard ... but as you can imagine living there you don’t really want to see native grasses just with litter sort of sieved all across the front every day of the week.

It was acknowledged by Council operations staff that maintenance work was inconsistent in Addison. This included the care of trees to ensure that parks were adequately lit as a way of

maintaining safety (although the introduction of LED lighting was seen to be a positive development in this area).

9.4 Maintenance of private spaces

In addition, the lack of upkeep of private properties was a bone of contention for some residents, who commented on their neighbours and other residents who did not mow lawns regularly or maintain gardens to a high standard. There was a sense among some that the lack of regular maintenance on private properties was contravening the code of behaviour as set out in the covenants.

The maintenance of the properties, you know you need to keep your lawns tidy, it's all there, you can be fined if you don't. There's properties in here with lawns you know half a metre high sometimes.

There was a sense that was not fair to others, and was actively contravening the covenants, as the following comment from the community survey shows:

Can we have some incentives for residents to take a greater pride in their frontages. Long grass, weeds, letterboxes overflowing and rubbish everywhere at front doors is disgusting. Why should others who are proud of Addison be required to pick up so much mess left by couldn't-care-less occupants.

Some expressed frustration also at the perceived lack of action on behalf of the Residents Society to enforce the covenants. As evident in the quotes below, tenants in rental properties were often viewed as the main perpetrators of this behaviour:

They [tenants] don't mow their lawns, they don't do their gardens ... You can drive down streets and you can see the ones that are rental properties, because, some of them do, the vast majority of them don't.

Another issue that emerged was the lack of clarity regarding the lines of responsibility for maintenance of hedges and berms. The council staff member involved in operational management raised this as a particular issue:

We have issues with regards to sort of private gardens ... they're not a legitimate street garden so to speak, like a rain garden might be. But you've got like ... a lot of griselinia hedges, they just sit right on that private to road corridor boundary, and a lot of the time they're not really being maintained by residents. People around the area, the Residents Association would expect and/or want them done, but they don't sit in our maintenance contract.

The challenges around maintenance come back to the public / private interface. The lack of fencing or demarcation of the front garden in particular has created confusion as to where responsibility lies.

10.0 Getting around Addison

As previously discussed in this report, the internal street layout adopted for some of the early stages of Addison was based on a small network of narrow local roads that connected onto Porchester Road (an arterial road). The urban design assessment found that this was perhaps designed to help sell housing product, rather than provide a street pattern that would meet functional needs into the long term (Hill Young Cooper, 2019). The roading pattern in some parts discourages through movement which may be adding to some issues associated with safety and the benefit of having eyes on the street from passing traffic.

In addition, the overall design was also predicated on the delivery of a train station, which never happened.

Issues of getting around the roads and streets were explored in both the focus groups and community survey. Traffic flows and congestion at busy times was a major theme as discussed below.

10.1 Traffic

Since the Addison development commenced, the population of the area and of surrounding areas has increased and there are now traffic issues, particularly along Porchester Road, the main arterial road through Addison. As pointed out in the urban design assessment:

While the pods may be designed to limit 'rat running', they have the effect of also limiting through movement. A consequence of this is likely to be greater pressure on Porchester Road, which is becoming increasingly busy. Congestion is beginning to see some displacement of traffic into the pods as drivers seek to get around busy intersections. The secondary roads are not designed to cater for the traffic being diverted (Hill Young Cooper, 2019).

Congestion and 'rat running' were mentioned in all focus groups and examples were cited of people cutting through the narrow streets to approach the roundabout on Airfield Road from a different direction to get through faster:

So they're all zigzagging through here and I don't what sort of speeds they must be doing through here but they are cutting through to avoid all the queue of traffic.

The congestion on Porchester Road at peak times seems to be resulting in creative solutions, such as the zigzagging through the streets, or the creation of a third traffic lane (the median strip).

I'm on Porchester so I park on Porchester and I jump into the median cause it's all stopped past my house, jump into the median, drive down, turn right into Kuaka.... If I sit in the traffic to turn right at Airfield Road, I'm

looking at half an hour to go less than 100 metres up, 200 metres up the road.

The research also found that streets are being used for purposes for which they were not designed, such as Arion Road. One focus group participant noted that since Kauri Heart Drive was opened, Arion Road is used as a thoroughfare. Another noted that there is simply not enough room on some of the streets for two parked cars, and two lanes of traffic.

This engendered frustration and in the following case of one participant, potentially dangerous driving behaviours:

I drive on the footpath. I have both wheels on the footpath and go down Pharlap Crescent between the letterboxes and the trees because the road is blocked and I can't get my four wheel drive down. Not all the time but at least once a week and I've given up now. I'm not even nice about it, I look [to see] no children there, no adults, up, over, out.

There were several requests for additional pedestrian crossings in Addison to facilitate safe access to schools for children, and to assist people traversing roads during peak hours. Porchester Road was highlighted as an appropriate location by a number of residents, for example:

My kids catch the bus to school and when they get dropped off on Porchester Road, they have to cross the road. I wouldn't mind having some form of pedestrian crossing, or another place for them to cross the road safely.

One respondent to the community survey suggested that a crossing was also needed at Pulman Park:

We live near Pulman Park and there needs to be a place for families to cross (especially prams and bikes) as there is no sloped access to Pulman Park. People have to leave the footpath and walk on the road in order to access the park, sharing the road with cars and trucks.

Residents from one of the focus groups also spoke about a number of current pedestrian crossings in Addison which were seen to pose a safety risk, due to their poor positioning:

Coming from Manuora towards Porchester, after the roundabout you want to go further towards Papakura. Immediately after the roundabout there is a pedestrian crossing. I thought that it is too close.

10.2 Walking

A number of residents reported that they enjoyed regular walks in their neighbourhood – 28.3 per cent of respondents to the survey stated they walked around Addison five or more times a week, and 38.6 per cent walked two to four times a week. This included within Pulman Park, as well as suburban streets close to where they lived. People cited a range of

motivations for walking within Addison. These included health reasons, as a family activity, for pleasure, or as a means of accessing local services or amenities:

Everything close by. Moreover, our parents like to live here as shops close and our temple nearby so they can just walk there.

I find the easy walkability to shops and services make Addison a very attractive place to live.

Some residents spoke about the relationships that had developed as a result of their walking routine, or the sense of community they felt that the activity brought to Addison.

A couple of the focus group participants had also observed patterns in walking behaviour across different ethnic groups in the community:

Quite a lot of the Indian community generally go walking together at night-time.

However, a number of issues impacted on the walkability of the neighbourhood. These were highlighted by residents who took part in the focus groups, as well some survey participants in response to the questions asking about their experiences of getting around the local area or why they disagree that Addison is a great place to live.

Traffic-related issues included concerns about cars speeding, people driving on paths, or busy roads which made it unsafe to cross the street. There was also evidence that illegal parking practices, alongside the density of traffic in Addison, was impacting on the walkability of the neighbourhood for some residents. Comments included:

As the Takanini village business area expands, parking on Arion Road desperately needs addressing. It's becoming unsafe to walk with a pram during busy times of the day due to the amount of traffic and vehicles parking on the street causing traffic to back up when two cars can't travel on the road at the same time due to cars blocking part of a lane.

Boys would love to be able to walk to and from school through Bruce Pulman Park (Kauri Flats). However, it is extremely unsafe, as there is no footpath on Walters Road, and the speed limit hasn't been reduced. They ask if they can just about every day. It seems silly that we have to get in the car and drive for 5 minutes.

Other obstructions on the footpath included building materials, and open gates. Obstructions were seen to be a particular hazard for people with a disability.

A lot of houses park in the footpath by their driveways which can be inconvenient especially for those who may be disabled.

There were many comments about the impact of trees on walkability, and the risk of harm they posed to walkers. This was linked to branches obstructing pathways, leaves posing a slip hazard, and tree roots causing damage to footpaths:

We walk a lot, the issue we have is that there is an awful lot on the streets that have got trees on them, and in the middle of winter it'll take your eye out.

The trees are overgrown and where there is supposed to be a walkway, you've got to bend down to actually get through.

Other issues discussed in relation to the walkability of Addison included the need for improved (e.g. less uneven), or more, footpaths, as these comments from the community survey show:

A lot of pavements are very uneven. Very problematic when walking around with a stroller.

Like when I go running and sometimes I'd go running at 5am in the morning and there's not much light, I'd almost trip and break my neck because the footpath is broken.

10.3 Public transport

Public transport provision in the area is limited. The nearest train station remains at Takanini, which is a lengthy walk from the earlier stages of the development.

At the time of writing the only bus route was along Porchester Road.

The study did not find high levels of use in local public transport. The community survey found that 50.3 per cent of respondents did not use public transport in the previous six months. Among those who did, 17.2 per cent used it five or more times a week.

Through the survey and focus groups we heard experiences of people who had tried using public transport but did not have good experiences particularly with the frequency of buses, location of bus stops and safety around the Takanini Station.

Someone who lived in later stages of Addison (area D in the survey) stated

Buses are not accessible from our area we have to walk down Porchester and then they will not allow you to get off the bus at the intersection so we have to walk 1.2km to and from bus stop reason why we all 3 have vehicles now (survey respondent).

11.0 Discussion

This study into the lived experience of the Addison housing development, 16 years after construction began, highlights the complexities of planning and delivering large-scale housing developments in an evolving and growing urban area such as Auckland.

At the start of the Addison development, several of the urban design features were experimental and ambitious for the time, such as the inclusion of narrow roads, the introduction of rear lanes, pocket parks and substantial tree coverage in public spaces. Many of these aspects have worked well, as discussed in this report, and we found a strong sense of place among Addison residents, even though multiple frustrations were expressed with parking, traffic and maintenance of green spaces. The project team were particularly struck by how many participants in the focus groups had moved around the area and had chosen to stay in Addison, rather than to move out.

Although crime and safety issues were top of mind during focus groups with residents, and some participants had been subject to a form of criminal activity, those we spoke to seemed to trade off these concerns with other more compelling factors such as enjoyment of the local amenity and convenience to services, facilities and the motorway system.

This discussion is structured as follows. First we return to the original rationale for this study which was to investigate the impact of urban design features in Addison on the relatively high levels of vehicle-related crime, and on the ability of NZ Police, as well as other services, to adequately police the area and respond to emergencies.

The rest of this discussion outlines three broad learnings related to the design, planning and delivery of future housing developments in Auckland. These are: the importance of ensuring that land use and infrastructure (including transport and social infrastructure) are developed together; the importance of ensuring that the roading hierarchy is coherent and able to adapt to changes over time; and the importance of adequate car-parking options.

Each is discussed in turn.

11.1 Impact of urban design on crime in Addison

An intelligence report furnished by NZ Police at the start of the study advised that Addison generates ongoing hotspots for vehicle crime, and that vehicle crime was the top crime type with burglary featuring as the second highest and wilful damage third. We did not receive similar reports for other parts of Auckland.

As set out in Section 6.1, information provided by NZ Police indicates that three intersecting factors were driving the fairly high incidences of vehicle crime and burglary in the Addison area: urban design features, location, and issues with parking.

NZ Police considered that some urban design features including the street layout, a lack of front fences, and rear lanes with no surveillance create an environment where it is relatively easy to commit crimes and is difficult to police.

Without a thorough understanding of crime rates and drivers in other parts of Auckland, we are not confident in solely attributing urban design features to crime in Addison. However, as captured in the urban design assessment and residents comments, it is clear that the ongoing effectiveness of some of the features designed to encourage passive surveillance has diminished due to lack of maintenance of vegetation – obscuring entrances and sightlines. Another contributing issue was maintenance of the trees and positioning of street lights. In some parts of Addison, trees have been left to grow and block light reaching the pavement and road creating a dark area and limiting surveillance around parked cars. There is a need to include adequate lighting in rear lanes as well.

Some street reserves block sightlines between dwellings and the street, with street tree planting at a height and scale that limits passive surveillance from dwellings. Also, some dwellings lack sufficient transition space – this may be in the form of a front yard setback or change in height between street level and an elevated floor level of the ground floor space. These types of measures avoid the need for high fencing or substantial screen planting along front boundaries. Transition space provides a means of balancing the competing demands for passive surveillance of streets from occupiers of buildings, while maintaining a sense of privacy for occupants.

On site visits we noticed a number of houses with curtains drawn during the day at ground level. This prevents surveillance out to the street, but does provide privacy for those inside as well as possible heat control and protection from UV rays.

However, location is an important factor as well. Addison is a relatively affluent suburb surrounded by lower socio-economic areas and was described by NZ Police in their intelligence report as '*an attractive target*' for criminal activity. The intelligence report prepared by NZ Police noted that '*offenders and suspects identified in volume crime live relatively close to the Addison development and likely perceive this area as a target for criminal activity*'.

The third factor relates to the high numbers of cars and vehicles parked on driveways and on streets, often with no or limited surveillance. Parking is discussed at length in this report, and the requirement to adequately plan for vehicles in master planning communities is a key learning from this study (as discussed below).

It appears that the introduction of a Neighbourhood Policing Team in the area is having a positive effect, as discussed in Section 6.2. The impact of the neighbourhood policing approach was to reduce crime and build a sense of community through actions such as street barbeques and encouraging neighbourhood support groups. On the other hand, the encouragement for residents to lock their doors and draw blinds while at home seems counter-intuitive to the urban design goals of passive surveillance, and the desired urban design goals of encouraging a sense of neighbourhood.

11.2 Importance of integrated land use and infrastructure planning

As mentioned above, the findings from this study highlight the importance of ensuring that land use and infrastructure are developed together in a coherent fashion. Section 3.3 details how the developer's original master plan was based on urban design principles of Transit Oriented Development (TOD), and was contingent on the development of the proposed Glenora train station, to be located just north of the Great South Road/Walters Road intersection. This station was intended to serve growth in the area and provide access to facilities at Bruce Pulman Park and to retail centres in the wider Takanini area.

However, it was never built, and there appears to be a disjoint between the original intent of the urban design and the realities of residents' use of and dependence on cars and other vehicles. The lack of adequate public transport services has deepened reliance on private motor vehicles.

A further aspect of the importance of ensuring that land use and infrastructure are developed together is the failure of the development to provide some of the promised social and commercial infrastructure – largely due to the economic downturn in 2008, and resultant commercial feasibility of the original plans for a neighbourhood centre. This was not delivered and Addison remains exclusively a housing development.

11.3 Importance of a clear roading hierarchy

Secondly, the findings presented here and in the accompanying urban design assessment, highlight the lack of a clear roading hierarchy at Addison, and the weakness of the limited 'collector' network; that is the roads that sit between Porchester Road / Walter Roads and local roads in the hierarchy. Collector roads provide through movement choices and strong connectivity.

The internal street layout adopted for some of the early stages of Addison was based on a small network of narrow local roads that connected onto Porchester Road (an arterial road). The urban design assessment found that this was perhaps designed to help sell housing product, rather than provide a street pattern that would meet functional needs into the long term (Hill Young Cooper, 2019).

The roading pattern in some parts discourages through movement which may be adding to some issues associated with safety and the benefit of having eyes on the street from passing traffic. Issues of getting around the roads were voiced in both the focus groups and community survey. Traffic flows and congestion at busy times was a major theme.

The share volume of narrow local roads limits the ability for the development to adapt to change over time. Housing development within Addison itself and in surrounding areas in the last 16 years has resulted in increased traffic volume and the roading network is being used in ways for which it was not designed.

We did not find that narrow streets in and of themselves were problematic –rather, problems emerged when extensive car parking narrowed the effective carriageway.

11.4 Need to ensure adequate provision for parking

A third learning relates to the mismatch between the provision of car-parking options at Addison with actual levels of car ownership and parking practises among residents. The lack of adequate parking provision is a major issue for residents as well as the Residents Society. It results in parking spilling out into berms and streets, blocking access for vehicles in the narrower streets in particular, and adding to increased levels of car-related crime. This is a somewhat complex issue, and there are multiple factors at play, including the lack of adequate public transport provision; the failure to deliver a TOD which has heightened residents use of and dependence on cars and other vehicles; a possible under-estimation of the numbers (and size) of vehicles, including work vehicles, per household at design stages; and the alternative use to which garages are regularly put (storage, cultural practises, extra bedrooms etc.).

At the time of writing, AT were planning to introduce broken yellow lines extensively throughout Addison, in response to concerns raised by NZ Police and others regarding lack of access and visibility. While this will no doubt enable traffic to flow more freely, the displacement effects this will have on car parking at Addison remains to be seen.

The next section presents some recommendations for change.

12.0 Recommendations for change

The following recommendations for change and action have been prepared by the authors in liaison with the broader steering group. They result from consideration of a range of suggestions made by study participants during interviews, focus groups and the community survey, by NZ Police in their intelligence report to the project team, as well as consideration by the steering group of lessons learned when considering the study findings.

1. Investigate the potential to organise more community building exercises and events at Addison

It is recommended that Auckland Council through the Arts, Community and Events department and through Papakura Local Board's Strategic Broker work with the Addison Residents Society and interested residents to explore funding and resource options for community building exercises and events at Addison. Local parks and the new community centre (once complete) could be utilised for these events. The use of 'pop up' events at parks could assist in defining the use for different parks and could provide an opportunity to trial a more permanent solution such as seating or BBQ areas.

2. Clarify responsibilities around general maintenance of trees and green spaces

It is recommended that Auckland Council through the Parks Services Unit, AT and the Addison Residents Society explore ways to clearly define and understand who has responsibility over maintenance of all public trees, pocket parks and green spaces in Addison.

Auckland Council to ensure that the Residents Society knows who to contact at Auckland Council in the event of any maintenance issues.

It is also recommended that Auckland Council through the Arts, Community and Events department and through Papakura Local Board's Strategic Broker work with the Addison Residents Society and interested residents to explore funding and resource options for collective community responses to ongoing beautification and maintenance of the environment, such as a centralised shared lawn mowing service, community clean up days.

3. Investigate options to improve deterrents to crime

It is recommended that the Addison Residents Society consider changing the covenants to allow alarms on the exterior of houses.

It is also recommended that Auckland Council upgrade existing street lights where possible, and ensure that all mature trees currently covering or blocking street lights are attended to urgently and maintained regularly.

4. Investigate options to improve pedestrian and road safety

It is recommended that the Papakura Local Board work with AT to undertake an investigation of the safety of crossing points and location of crossings, particularly across Porchester Road, Arion Road, Takanini School Road (where Airfield Road connects) and the

roundabout, with an aim to improve safety and walkability in the area. This includes identifying the potential for new pedestrian crossings on Porchester Road to assist with residents accessing amenities east and west of this significant arterial (e.g. Bruce Pulman Park (east) and Takanini Village shops and the Takanini Train Station (west)).

AT to explore the option for a give way sign on the junction of Calumet Way and Bruce Pulman Drive.

It is also recommended that AT work with the Papakura Local Board and NZ Police to carry out a review once broken yellow lines have been implemented. The review would explore their impact on street functionality, access, vehicle speeds and parking.

12.1 Recommendations for further research

In addition it is recommended that Auckland Council Plans and Places and Research and Evaluation Unit return to Addison once the development is complete, to investigate the effects and changes following the introduction of broken yellow lines, the opening of a community hub, improved facilities at the Takanini Railway Station, as well as the effects of the developer withdrawing from the Residents Society.

It is recommended that further research be undertaken by Auckland Council on the design of rear lanes and private streets under the Auckland Unitary Plan e.g. width, lighting, passive surveillance, landscaping, wayfinding etc. Use the learnings from this and other studies, to create best practise design standards that incorporate CPTED principles.

13.0 References

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Appendix A: Demographics of focus group participants

Sex	Age	Household size	Owner occupier	Number of vehicles and use of garage
Focus group 1				
Female	18 to 24	2	No	1 car and 1 van – parks car in garage and van on street
Female	25 to 39	7	No	1 work van and 1 eight- seater vehicle – both ‘just fit’ in the garage 1 car from loft – doesn’t use garage
Male	25 to 39	4	Yes	2 cars – park in garage
Female	40 to 54	5	No	2 cars – park in garage 1 car from loft
Female	40 to 54	4	Yes	3 cars – doesn’t use garage
Male	55 to 64	2	Yes	1 car and 1 ute – parks car in garage and ute on driveway
Male	65 and over	2	Yes	1 car – parks in driveway
Focus group 2				
Female	25 to 39	5	No	3 cars – doesn’t use garage
Male	40 to 54	5	Yes	3 cars - doesn’t use garage
Female	40 to 54	5	Yes	3 cars – parks one in garage
Female	40 to 54	3	Yes	2 cars and one car from loft residents – parks one in garage
Female	40 to 54	4	Yes	2 cars and 3 motorbikes Motorbikes parked in garage
Male	55 to 64	2	Yes	1 car – parks in garage
Male	55 to 64	3	Yes	2 cars - parks in garage
Focus group 3				
Female	n/a	n/a	No	2 cars - parks one in garage
Female	n/a	n/a	Yes	3 cars and 1 work truck - parks one car in garage
Male	n/a	n/a	Yes	As above – in same household
Female	n/a	n/a	Yes	2 cars – parks one in garage
Male	n/a	n/a	No	3 cars – parks one in garage
Female	n/a	n/a	No	2 cars – doesn’t use garage

Appendix B: Community survey questionnaire and topline results

Results for closed questions only are presented here.

In which area do you currently live?

	Number	%
Area A	45	31.0
Area B	28	19.3
Area C	32	22.1
Area D	40	27.6
Total	145	100.0

How long have you lived in Addison?

	Number	%
Less than 1 year	25	17.2
1 year to just under 2 years	36	24.8
2 years to just under 5 years	44	30.3
5 years to just under 10 years	30	20.7
10 years or more	10	6.9
Total	145	100.0

How long have you lived in your current home?

	Number	%
Less than 1 year	42	29.0
1 year to just under 2 years	42	29.0
2 years to just under 5 years	44	30.3
5 years to just under 10 years	26	17.9
10 years or more	8	5.5
Total	145	100.0

I feel a sense of community with others in my neighbourhood

	Number	%
Strongly disagree	11	7.6
Disagree	23	15.9
Neither agree or disagree	25	17.2
Agree	70	48.3
Strongly agree	16	11.0
Don't know	0	0.0
Total	145	100.0
Total agree	86	59.3
Total disagree	34	23.4

It's important to me to feel a sense of community with people in my neighbourhood

	Number	%
Strongly disagree	1	0.7
Disagree	2	1.4
Neither agree or disagree	17	11.7
Agree	61	42.1
Strongly agree	63	43.4
Don't know	1	0.7
Total	145	100.0
Total agree	124	85.5
Total disagree	3	2.1

Addison is a great place to live

	Number	%
Strongly disagree	1	0.7
Disagree	15	10.3
Neither agree or disagree	24	16.6
Agree	64	44.1
Strongly agree	41	28.3
Don't know	0	0.0
Total	145	100.0
Total agree	105	72.4
Total disagree	16	11.0

SAMPLE**In which age group do you belong?**

	Number	%
Under 18	0	0.0
18 to 24	5	3.4
25 to 39	98	67.6
40 to 54	22	15.2
55 to 69	14	9.7
70 and over	6	4.1
Total	145	100.0

Which ethnic group, or groups, do you belong to?

	Number	%
NZ European	72	49.7
Māori	11	7.6
Samoan	3	2.1
Tongan	0	0.0
Cook Island Māori	3	2.1
Niuean	0	0.0
Indian	32	22.1
Chinese	8	5.5
Korean	2	1.4

Other	23	15.9
Prefer not to say	6	4.1

Note: People could choose more than one ethnic identity

Gender

	Number	%
Male	56	38.6
Female	87	60.0
Gender diverse	0	0.0
Prefer not to say	2	1.4
total	145	100.0

HOUSING

What type of home do you currently live in?

	Number	%
Stand alone/freestanding	107	73.8
Attached dwelling (eg. terraced housing or town house)	38	26.2
Total	145	100.0

Who owns the home you currently live in?

	Number	%
I personally or jointly own it with a mortgage	82	56.6
I personally or jointly own it without a mortgage	9	6.2
A family trust owns it	4	2.8
Parents / other family members or partner own it	4	2.8
A private landlord who is NOT related to me owns it	43	29.7
A social service agency or community housing provider (e.g. the Salvation Army, New Zealand Housing Foundation) owns it	1	0.7
Housing New Zealand owns it	0	0.0
Other (open ended)	2	1.4
Don't know	0	0.0
Total	145	100.0

Currently, how many people live in your home, including yourself? (This includes anyone who lives in your home, including sleep-outs, lofts or granny flats on the same property).

	Number	%
1	3	2.1
2	36	24.8
3	39	26.9
4	33	22.8
5	21	14.5
6	9	6.2
7	3	2.1
8 or more	1	0.7
Total	145	100.0

PARKING

In total, how many motor vehicles (not counting motorbikes) do you and any others living at your home have available for use?

Number of vehicles	Number	%
1	23	15.9
2	65	44.8
3	33	22.8
4	20	13.8
5	1	0.7
6 or more	3	2.1
Total	145	100.0

Which of the following parking options are available at the property where you currently live? (regardless of whether or not you actually use them for parking) (Select all that apply)

	Number	%
Off street parking, in a garage at the front of the house	66	45.5
Off street parking, in a garage accessed by a shared driveway / rear lane	61	42.1
Off street parking, on the driveway in front of the house	35	24.1
None - street parking only	5	3.4

Note: People could choose more than one option.

Off street parking in garage at front of house and on the driveway in front of house	19
Off street parking in garage at rear lane and on the driveway in front of house	3
Off street parking, on the driveway in front of the house, only choice	13

Next 2 questions were only asked of the 127 people who had off street parking in a garage - either front or rear of house.

Is the garage at the property... (select one only)?

	Number	%
Single (designed for one vehicle only)	12	9.4
Double (designed for two vehicles)	108	85.0
Other (see below)	7	5.5
total	127	100.0

Other (please describe): 2 car garage plus an official parking space beside the garage

Other (please describe): We actually have the garage and 2 car parks at the back, accessed by rear lane.

Other (please describe): Double (designed for two very very small vehicles)

Other (please describe): Two singles

Other (please describe): Designed for two? But unable to fit two cars side by side and open doors (when nothing else in garage) and is not long enough for one of our vehicles

Other (please describe): Double garage but designed only for small hatchback cars. Not practical.

Other (please describe): designed for two, but we can't physically park two cars so we only park one car there at the moment. Other vehicle is parked on the street.

On average, how often do you use the garage to park or store your vehicle?

	Number	%
Regularly	92	72.4
Occasionally	17	13.4
Never	18	14.2
Total	127	100.0

How do you, or others in your household, use your garage? (select all that apply)

	Number	%
Storage (not including storage of motor vehicle)	116	80.0
Parking	109	75.2
Laundry	89	61.4
Extra living area	9	6.2
Home gym	30	20.7
Other (open ended)	9	6.2

Note: People could choose more than one option. Percentages are out of total sample

Other (open ended)

Men's support group meetings

Kids play room

Parking motorbikes

Music studio

We park one car inside the garage. The other on our driveway in front of the garage.

Workshop

Despite our garage and drive way being accessed from the rear lane we park in our own driveway, not in the shared lane. Other who do not have allocated drive way do park in shared lane making it super hard for us to actually get in and out of our driveway.

we store other appliances like fridge which we couldn't fit into our house.

Pool table

To what extent are you satisfied with the current parking situation in Addison?

	Number	%
Very satisfied	15	10.3
Satisfied	33	22.8
Neither	19	13.1
Dissatisfied	40	27.6
Very dissatisfied	38	26.2
Total	145	100.0

total satisfied	48	33.1
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total dissatisfied	78	53.8
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In general, how safe or unsafe do you feel in the following situations?

<u>In your home during the day</u>	Number	%
Very safe	71	49.0
Fairly safe	60	41.4
A bit unsafe	10	6.9

Very unsafe	4	2.8
Don't know	0	0.0
Total	145	100.0

<u>In your home after dark</u>	Number	%
Very safe	34	23.4
Fairly safe	78	53.8
A bit unsafe	24	16.6
Very unsafe	9	6.2
Don't know	0	0.0
Total	145	100.0

<u>Walking in the local area during the day</u>	Number	%
Very safe	67	46.2
Fairly safe	53	36.6
A bit unsafe	21	14.5
Very unsafe	4	2.8
Don't know	0	0.0
Total	145	100.0

<u>Walking in the local area after dark</u>	Number	%
Very safe	15	10.3
Fairly safe	51	35.2
A bit unsafe	40	27.6
Very unsafe	30	20.7
Don't know	9	6.2
Total	145	100.0

To what extent do you consider car theft, damage to cars, or theft from cars has been a problem in Addison in the last 6 months?

	Number	%
A big problem	43	29.7
A bit of a problem	61	42.1
Not a problem	20	13.8
Don't know	21	14.5
Total	145	100.0

GETTING AROUND

Over the past 6 months, how often did you walk around Addison? If this changes on a weekly basis, please provide an average.

Walking in local area	Number	%
5 or more times a week	41	28.3
2- 4 times a week	53	36.6
Once a week	19	13.1

2- 3 times a month	10	6.9
At least once a month	6	4.1
Less than once a month	14	9.7
Did not walk around the area at all in the past 6 months	2	1.4
Total	145	100.0

Over the past 6 months, how often did you take public transport in the local area? (this includes buses or the train. This does not include taxis or Uber). If this changes on a weekly basis, please provide an average.

Public transport use in local area	Number	%
5 or more times a week	25	17.2
2- 4 times a week	10	6.9
Once a week	5	3.4
2- 3 times a month	10	6.9
At least once a month	7	4.8
Less than once a month	15	10.3
Did not use public transport in the local area in the past 6 months	73	50.3
Total	145	100.0

LOCAL ENVIRONMENT

Over the past 6 months, how often did you visit the smaller parks in Addison? (this does not include Bruce Pulman Park). If your usage changes on a weekly basis, please provide an average.

Use of smaller parks in Addison	Number	%
5 or more times a week	16	11.0
2- 4 times a week	20	13.8
Once a week	26	17.9
2- 3 times a month	9	6.2
At least once a month	11	7.6
Less than once a month	18	12.4
Did not visit smaller parks in the past 6 months	45	31.0
Total	145	100.0

How would you rate the overall quality of the following environmental aspects at Addison?

Local small parks

	Number	%
Excellent	17	11.7
Very good	31	21.4
Good	39	26.9
Fair	35	24.1
Poor	23	15.9
Total	145	100.0

Street trees

	Number	%
Excellent	22	15.2
Very good	42	29.0
Good	39	26.9
Fair	25	17.2
Poor	17	11.7
Total	145	100.0

Footpaths

	Number	%
Excellent	23	15.9
Very good	35	24.1
Good	52	35.9
Fair	26	17.9
Poor	9	6.2
Total	145	100.0

Street lights at night

	Number	%
Excellent	14	9.7
Very good	24	16.6
Good	53	36.6
Fair	32	22.1
Poor	22	15.2
Total	145	100.0

Find out more: phone 09 301 0101, email rimu@aucklandcouncil.govt.nz or visit aucklandcouncil.govt.nz and knowledgeauckland.org.nz