



**Global Research**  
Turning **Information** Into **Insight**

# Community survey pre- and post- construction of Linwood Village streetscape upgrade

## Results

April 2025

Prepared by Global Research Ltd

For



# Contents

Overview.....	3
Project background .....	3
Survey details.....	4
Overall summary of findings: pre- and post-construction opinion comparisons.....	5
Survey results .....	8
Visitation reasons and frequency.....	8
Main reasons for visiting Linwood Village today – face-to-face respondents only .....	8
Main reasons for visiting Linwood Village normally - all respondents .....	10
How often respondents usually visit Linwood Village.....	12
How often respondents visit Linwood Village to do particular things .....	13
How long respondents spend usually .....	19
Travel modes, safety and ease.....	20
How respondents travelled to Linwood Village today – face-to-face survey.....	20
Modes of travel for visiting Linwood Village usually .....	21
Pedestrian safety.....	22
COMMENTS: Pedestrian safety .....	23
Cyclist safety .....	27
Driver safety.....	28
COMMENTS: Traffic safety issues .....	29
Pedestrian ease of travel .....	34
COMMENTS: What makes it hard for you to move around Linwood Village.....	35
Appeal and impressions.....	37
Linwood Village’s appeal to spend time .....	37
COMMENTS: Anything about the streetscape that makes visits difficult or unpleasant ....	38
Overall impression of Linwood Village .....	44
Assessment of streetscape features .....	46
Quality of Linwood Village streetscape features.....	46
COMMENTS: Anything else about the streetscape .....	54
Demographic characteristics .....	67
Where respondents live.....	67
Where respondents live in Christchurch .....	68
Length of time living in Linwood.....	68
Gender .....	69
Age .....	69

# Overview

## Project background

In response to the damage inflicted by the 2010/2011 earthquakes, Christchurch City Council, in conjunction with local communities, developed master plans for the most severely damaged suburban centres to guide their recovery and rebuilding. These master plans also aimed to build back better, i.e., address issues that existed prior to the earthquakes in repairs, etc. A number of these suburban centre master plans have streetscape upgrades as actions. These include Sumner Village Centre, Ferry Road and Linwood Village Master Plans. When the latter was adopted in August 2012, the community aspirations/objectives for the Linwood Village streetscape upgrade (Action S1: Finalise and implement streetscape plan) were:

- Strong streetscape elements that define the village centre and highlight entry and exit points, specifically intersection paving treatments to signal entry into Linwood Village.
- Vehicle crossing points that are sufficiently clear of intersections.
- Shorter (10-minute) and disabled on-street parking and retention of the taxi waiting space.
- Improved bus waiting spaces with shelters, seating and good lighting, based on CPTED recommendations and real time information.
- Full width cycle lanes and cycle parking that is easily accessible and visible from the street.
- Managed vehicle movements to ensure pedestrian safety and access, including a mid-block pedestrian crossing point and street treatments that consider the elderly and people with disabilities.
- New kerb alignment, kerb build-outs at intersections and increased pavement width to maximise space on the footpaths, particularly on the sunny side of the street, and allow for street furniture and activity.
- Street trees in the pavements.
- More art/colour/mosaic and introduced aerial art/lighting within the streetscape to contribute to the atmosphere and highlight the village concept.
- Account taken of changes to Worcester Street/Boulevard signalled in the Christchurch Recovery Plan.

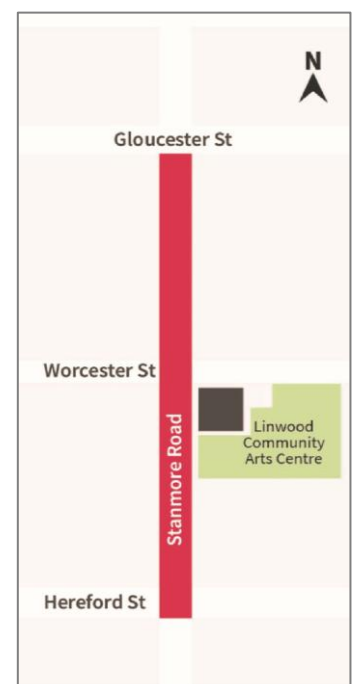
The streetscape upgrade carried out in Linwood Village was completed in 2024. The Council has conducted pre- and post-construction monitoring in early 2023 and early 2025 respectively, including via surveys of the Linwood community.

This report presents and compares the results of both the pre-construction and post-construction surveys.

The goals of the monitoring project were:

1. To better understand whether the Linwood Village streetscape upgrade met its community aspirations/objectives and makes a positive difference to users' experience of the shopping centre; and
2. To assist monitoring of the impact of the master plans on suburban centre regeneration.

*Figure 1: Location and extent of Linwood Village streetscape upgrade*



# Survey details

In total, 148 pre-construction survey responses were collected from 30 March to 8 May in 2023 and 128 post-construction surveys were collected from 17 February to 30 March in 2025.

The survey was promoted via postcards dropped in the 1,800 letter boxes in closest proximity to the upgrade area and posters displayed within Linwood Village, as well as direct emails. People could complete the survey in one of three ways: online or over the phone; by responding to the information provided on the postcards; or face to face in Linwood Village on specified days (Saturday, 22 April and Wednesday, 26 April in 2023 and Saturday, 1 March<sup>1</sup> and Wednesday, 12 March in 2025). In 2023, 98 responses were collected online or over the phone, and 50 were collected onsite in digital format (via hand-held tablets). In 2025, 77 responses were collected online or over the phone and 51 were collected onsite in digital format (via hand-held tablets).

The survey took on average around eight minutes to complete. The onsite survey had two additional questions because respondents were asked what they were doing on the day they were surveyed; the questions were otherwise consistent between both surveys. The onsite survey consisted of 41 questions and the postcard survey consisted of 39 questions.

The pre and post construction surveys were nearly identical. One activity option (*visiting the library*) was removed from the post-construction survey as it was not relevant in either. The similarities between surveys meant that direct comparisons could be made between both surveys. Additionally, the data collection methods were the same and so the results are a genuine comparison of respondents' opinions before and after construction of the streetscape upgrade. Slightly larger sample sizes would enable greater confidence in the results, but because the differences between the two survey periods are reasonably large, there can be confidence that construction of the Linwood Village streetscape upgrade has had a positive impact on physical functionality, appearance, and human behaviour within the shopping centre.

Details about the questions asked, the number of respondents who answered each question, the pre- and post-construction results, and comparisons between them are contained within this report.

---

<sup>1</sup> Linwood Village Market day.

# Overall summary of findings: pre- and post-construction opinion comparisons

## Visitation reasons, frequency and duration

- > In both the pre- and post-construction surveys, **respondents were most likely to visit Linwood Village for shopping**, though post-construction respondents reported a greater number of reasons for visiting the area.
- > Respondents' reported **frequency of visits to Linwood Village increased** in the post-construction survey. Less than half (48%) in the pre-construction survey indicated that they visit the area at least a few times a week, whereas nearly two thirds of respondents (62%) to the post-construction survey visit the area at least a few times a week.
- > Respondents reported spending more time in the Linwood Village shopping centre post-construction, than before the streetscape upgrade. In the pre-construction survey, 9% of respondents reported usually spending over one hour in the Linwood Village shopping centre, rising to 12% in the post-construction survey.

## Travel modes, safety and ease

- > **Walking has become the most popular means of transport** for respondents. Pre-construction, 55% of respondents reported walking as their usual mode of travel to Linwood Village, which rose to 64% post-construction. The next most popular option was travelling by car – Pre-construction, 64% of respondents reported that they usually drove (55%) or were a passenger in a car (9%). Post-construction, this figure dropped to 53%, with 47% stating that they usually drive to Linwood Village, and 6% that they are usually a passenger in a car.
- > **Pedestrians feel safer**, up from 30% pre-construction indicating that they feel safe or very safe when walking around Linwood Village shopping centre to 64% post-construction.
- > **More people feel it is easy or very easy to move around Linwood Village as a pedestrian**, up from 67% pre-construction, to 91% post-construction.
- > **Drivers feel safer** driving around Linwood Village shopping centre, with the 54% of respondents indicating that they feel safe or very safe pre-construction increasing to over three quarters of respondents (79%) post-construction.
- > **Perceptions of cyclist safety have improved slightly**, from 57% of pre-construction respondents feeling safe cycling around the area increasing to 60% of respondents post-construction.

## Appeal and impressions

- > **Overall assessments of Linwood Village shopping centre's appeal and impressions have improved significantly.**
  - o Only 14% of the pre-construction respondents agreed or strongly agreed that the look and feel of Linwood Village makes it an appealing place to spend time, compared to the majority of respondents (56%) post-construction.
  - o The six most chosen adjectives pre-construction all described Linwood Village negatively, whereas those in the post-construction survey all described it positively.
  - o 'Outdated', 'dirty' and 'unpleasant' have been replaced by 'reflects local character', 'friendly' and 'pleasant' as the most popular word choices pre- and post-construction respectively.

## Assessment of streetscape features

- > The quality of Linwood Village's streetscape features was assessed more positively across all categories included in the survey. Positive assessments rose from pre-construction to post-construction as follows:
  - footpath surfaces from 36% to 86%.
  - width of footpaths from 55% to 87%.
  - cycleways from 24% to 56%.
  - cycle parking from 14% to 41%.
  - vehicle parking from 31% to 45%.
  - road functionality and safety from 36% to 75%.
  - street planting from 20% to 74%.
  - street furniture from 13% to 61%.
  - availability of rubbish bins from 23% to 49%.
  - safe crossing points for pedestrians from 49% to 80%.
  - street lighting at night from 30% to 46%.
  - bus stops from 38% to 71%.
  - identification of the shopping centre from 26% to 57%.
  - reflects local character from 32% to 66%.

## Summary of comments

- > **Pedestrian safety:**
  - When asked about pedestrian safety, respondents to the pre-construction survey commented the most on their fear of anti-social behaviour in Linwood Village, but also discussed other issues including transport concerns and the streetscape/aesthetic.
  - In the post-construction survey, fewer comments were made (as fewer people felt unsafe as a pedestrian), but all of these comments related to a fear of the people and their behaviour in the area.
- > **Traffic safety issues:**
  - Pre-construction comments related to traffic safety included concerns about speeding, difficulty crossing the road and problems with the intersections; in particular the Gloucester Street/Stammore Road intersection.
  - Traffic issues raised by respondents post-construction primarily focused on changes to road layout, intersections and crossings. In particular, turning right onto Worcester Street from Stammore Road was a concern. Vehicle speed and driver behaviour was also a concern.
- > **What makes it hard to move round Linwood Village:**
  - In the pre-construction survey, comments about what makes it hard to move around Linwood Village mostly related to a fear of people or behaviour, as well as traffic danger.
  - Only a small number of comments addressed what makes it hard for people to move around Linwood Village in the post-construction survey. These comments primarily focused on accessibility issues for people with mobility needs caused by uneven paving (pavers) and deeper curbs.

- > **Comments about the streetscape:**
  - o Pre-construction, there was strong agreement that Linwood Village needed an upgrade. When asked about how the look and feel is unpleasant, respondents described how the shops were run down and empty, and complained about the rubbish everywhere. There were also calls to design the street to be more accessible, increase green spaces, and improve lighting and security.
  - o Though in a much smaller quantity, post-construction comments were similar when discussing anything about the streetscape that makes visits difficult or unpleasant. The most common responses related to empty or run down, or 'low quality' shops (particularly the abandoned Talon Arms on Worcester Street), or concerns about anti-social behaviour.
- > **Additional streetscape comments:** Respondents' final comments about the streetscape in Linwood Village shopping centre were largely positive, with respondents praising the recent streetscape upgrades. Some suggestions as to how it could be further improved were offered, including addressing the empty or run down shops; addressing anti-social behaviour; and implementing regular cleaning and maintenance of the area.

## Demographic characteristics

- > Almost all respondents (97% pre- and 98% post-construction) lived in Christchurch.
- > The vast majority of respondents (73% pre- and 76% post-construction) lived in Linwood, with over half (56% pre- and 59% post-construction) having lived there for more than 4 years.
- > There was a slight change in the gender distribution of respondents between the pre- and post-construction surveys, with an almost even male/female split pre-construction but more females (54%) completing the post-construction survey.
- > The pre-construction respondents were most likely to be aged between 25 and 64 years (74%), whereas the average age of respondents to the post-construction survey was slightly older, with the vast majority of respondents aged between 25 and 79 years (89%).

# Survey results

## Visitation reasons and frequency

### Main reasons for visiting Linwood Village today – face-to-face respondents only

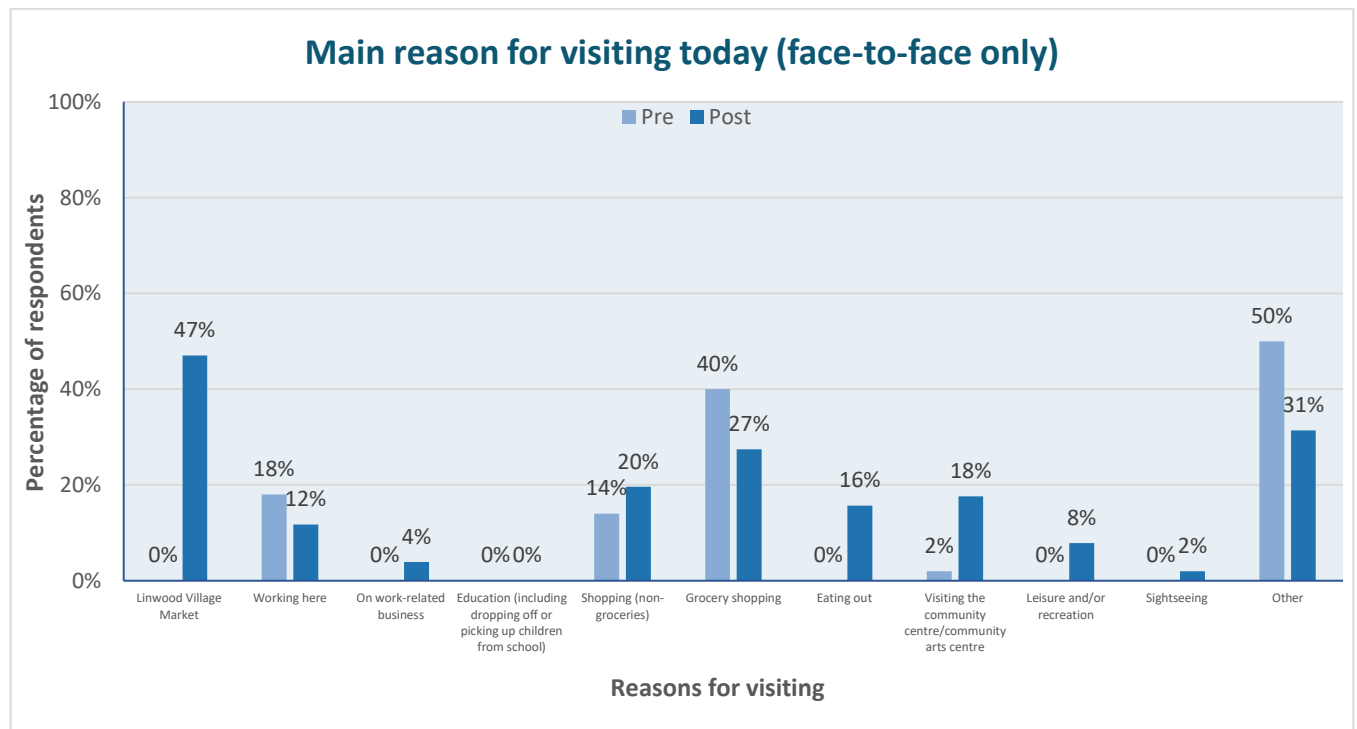
Face-to-face respondents only were asked: *What are your main reasons for visiting Linwood Village shopping centre today? (Select all that apply)*

#### Response options:

- > Linwood Village Market (not asked in pre-construction survey)
- > Working here
- > On work-related business
- > Education (including dropping off or picking up children from school)
- > Shopping (non-groceries)
- > Grocery shopping
- > Eating out
- > Visiting the community centre/community arts centre
- > Leisure and/or recreation
- > Sightseeing
- > Other (please specify)

Pre: n=50

Post: n=51





## Findings:

- Almost half of the post-construction survey respondents (47%) were visiting Linwood Village for the monthly Linwood Village Market.
- The proportion of respondents visiting the area for grocery shopping (which includes Hibbards Butchery) dropped from 40% pre-construction to 27% post-construction, though this may be due to the addition of the Linwood Village Market as an option in the post-construction survey.
- However, the proportion of respondents visiting the area for shopping (non-groceries) increased from 14% pre-construction to 20% post-construction. 'Eating out' also increased from 0% before to 16% after construction of the streetscape upgrade.
- 'Visiting the community centre' was identified as a reason for visiting Linwood Village by just 2% of respondents pre-construction. However, changing the option to the more locally specific 'Visiting the community arts centre' in the post-construction survey saw an increase to 18% of respondents visiting Linwood Village for this reason.

## Other reasons (written by respondents) for visiting Linwood Village included:

- **Pre-construction:** Going to volunteer; Butcher (x3); Bank (x3); Help in shop and community garden; Collecting cans; Passing through; The Tool Lendery; Delivering political paraphernalia; Walking dog; Work at dairy; Posting a letter; Walking; Fish and chips; Worcester Discounter; Spice heaven; hanging out at Tiny Shops; Getting shirt/seven up at Tiny Shops; Playing guitar at tiny house; After school; Friends (x2); and Job interview.
- **Post-construction:** [to use an] ATM (x3); Tiny Shops/tiny village (x3); Commuting (x2); I live in the area; Community worker; Bakery; Visiting mates; Volunteering at community centre and garden; Swapping buses; Smokes and beer; and Pharmacy.

# Main reasons for visiting Linwood Village normally - all respondents

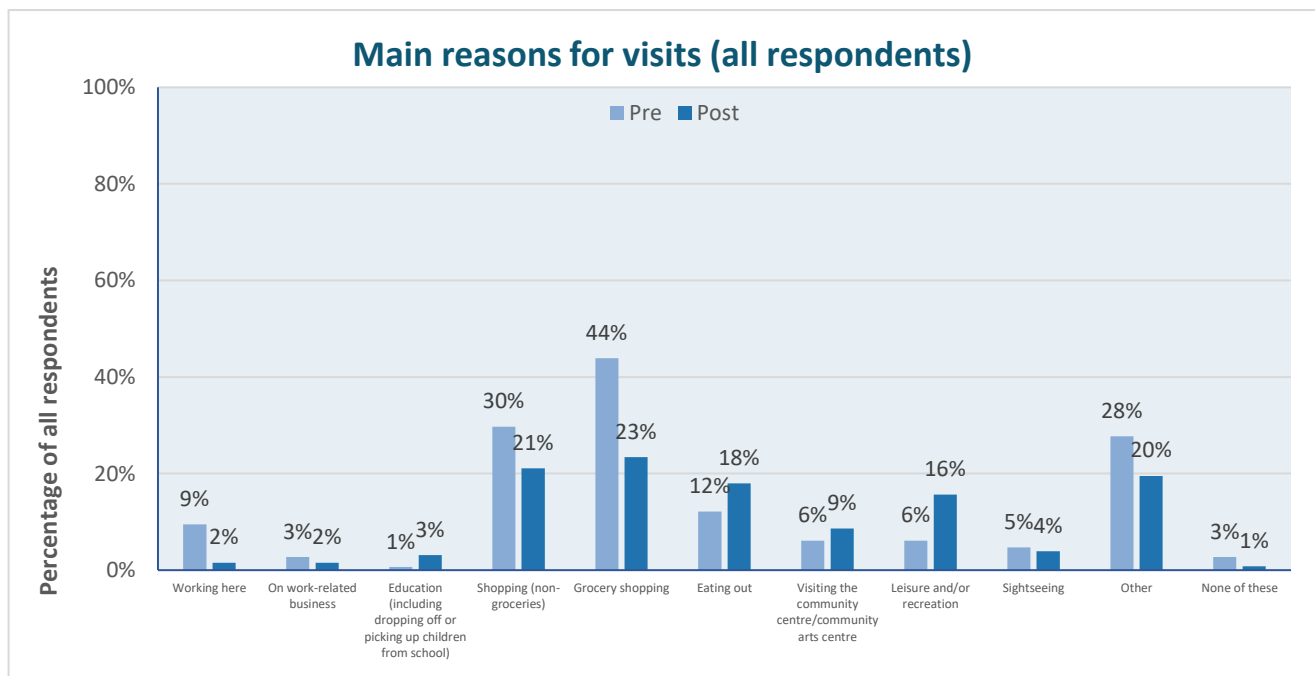
All respondents were asked: *Normally, what are your main reasons for visiting Linwood Village shopping centre?*  
(select all that apply)

## Response options:

- > Working here
- > On work-related business
- > Education (including dropping off or picking up children from school)
- > Shopping (non-groceries)
- > Grocery shopping
- > Eating out
- > Visiting the community centre/community arts centre
- > Leisure and/or recreation
- > Sightseeing
- > Other (please specify)
- > None of these

Pre: n=148

Post: n=128



## Findings:

Prior to the streetscape upgrade, the primary reason that respondents gave for visiting Linwood Village was for shopping (74%) – either grocery shopping (44%) or non-grocery shopping (30%). However, in the post-construction survey, respondents reported a wider range of reasons for visiting the area.

- Shopping was still the most popular reason for visiting Linwood Village post-construction, with 23% of respondents visiting for grocery shopping (which includes Hibbards Butchery) and 21% for non-grocery shopping.
- Eating out followed closely, with 12% pre-construction rising to 18% of respondents selecting this option post-construction.
- Leisure and/or recreation was selected by just 6% pre-construction, increasing to 16% post-construction.

- Changing the option from 'Visiting the community centre' to the more locally specific 'Visiting the community arts centre' between the pre- and post-construction surveys saw an increase from 6% to 9% respectively.

**Other reasons (written by respondents) for visiting Linwood Village included:**

- **Pre-construction:** Post office (x8); Passing through (x5); ATM Machine or bank/Western Union (x5); Live here (x4); Visiting family (x3); Volunteer (x2); Walking dog (x2); Going to tiny village (x2); The bus (x2); Tiny village bike workshop; Cans; The tool shed; Fish and chips; Asian store owner; Vape shop; Owner of Spice shop; Socialising; Friends; Community involvement; Gallery; Pharmacy; and Going for a run.
- **Post-construction:** Walking through (e.g. while walking to work, walking dogs, or to get to the river etc.) (x8); Passing through (driving, cycling, or unspecified mode of transport) (x7); Visiting local businesses or services (including the post office, pharmacy, dairy, takeaways, pub, or other shops (x6); I live there/nearby (x3); To catch the bus (x2); and To use an ATM (x2).

# How often respondents usually visit Linwood Village

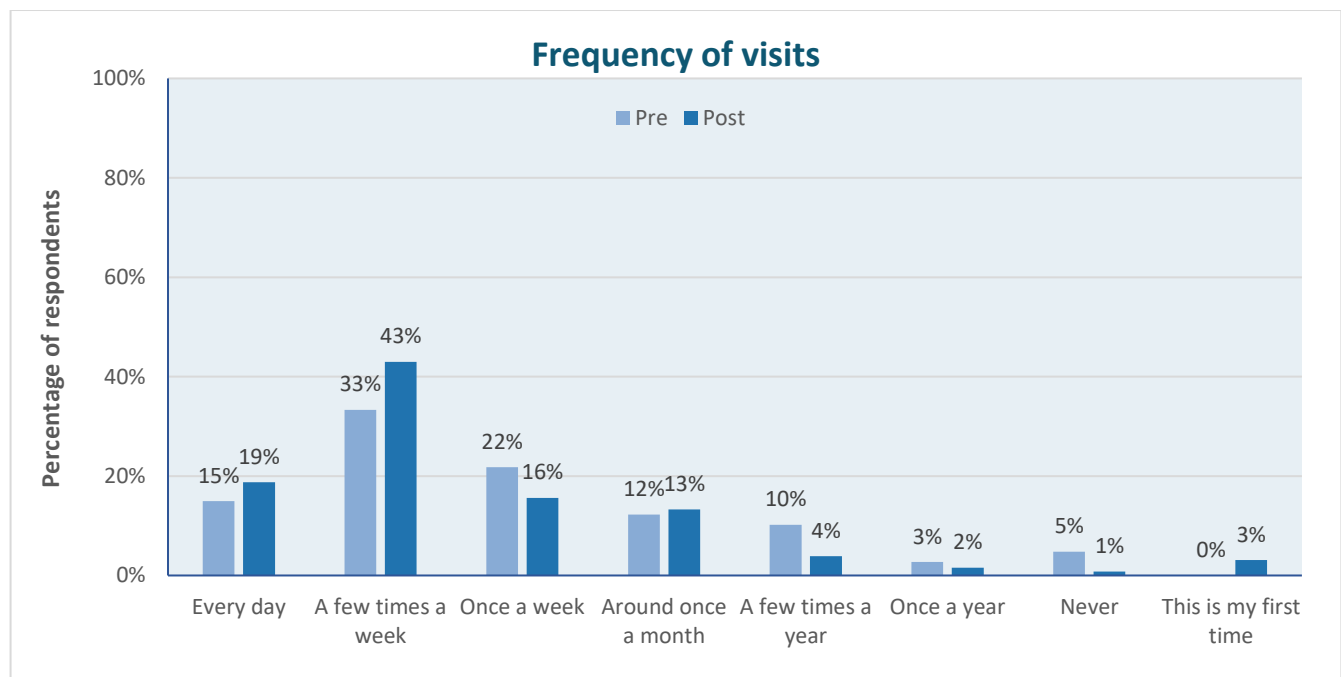
All respondents were asked: *How often do you usually visit Linwood Village shopping centre? (select one option)*

## Response options:

- > Every day
- > A few times a week
- > Once a week
- > Around once a month
- > A few times a year
- > Once a year
- > Never
- > This is my first time

Pre: n=148

Post: n=128



## Findings:

- Respondents' reported frequency of visits to Linwood Village increased in the post-construction survey.
  - The numbers of respondents visiting Linwood Village at least a few times a week rose from less than half (48%) in the pre-construction survey to nearly two thirds (62%) in the post-construction survey.
- In both survey periods, respondents were most likely to visit Linwood Village a few times a week.

## How often respondents visit Linwood Village to do particular things

Based on their response to the previous question, *Normally, what are your main reasons for visiting Linwood Village shopping centre?*

**All respondents were then asked:** *How often do you visit Linwood Village shopping centre to do these things?* (answer for each option)

### The activity options were:

- > Linwood Village Market
- > Working here
- > On work-related business
- > Education (including dropping off or picking up children from school)
- > Shopping (non-groceries)
- > Grocery shopping
- > Eating out
- > Visiting the community centre/community arts centre
- > Leisure and/or recreation
- > Sightseeing
- > Other (please specify)
- > None of these

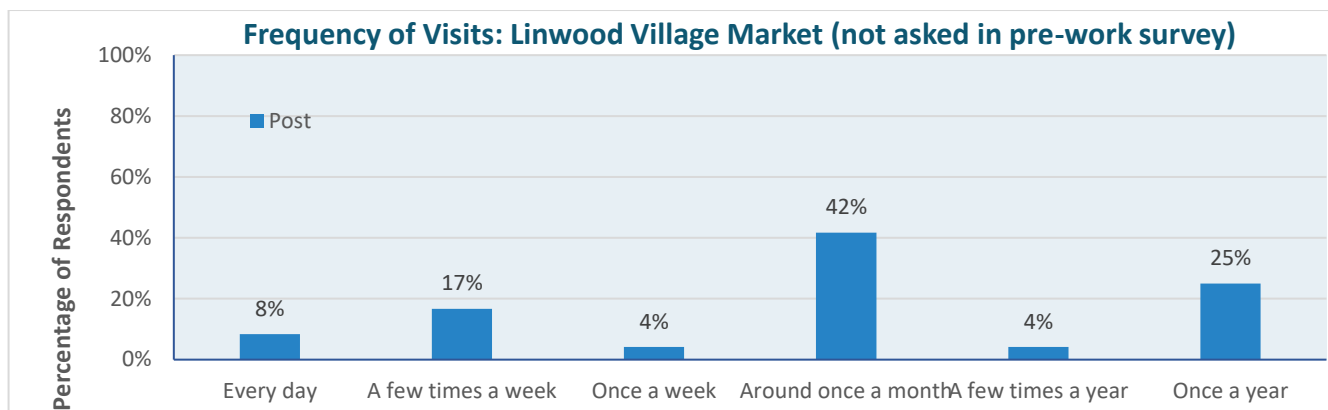
### How often visit options:

- > Every day
- > A few times a week
- > Once a week
- > Around once a month
- > A few times a year
- > Once a year
- > Never
- > This is my first time

## Linwood Village Market

Pre: NOT ASKED

Post: n=24



### Findings:

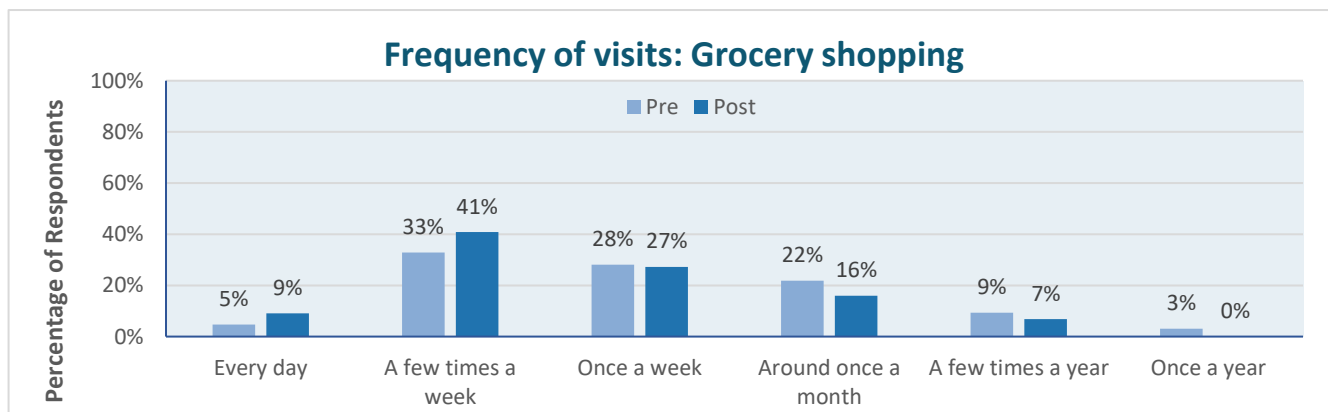
- Post-construction survey respondents were most likely to indicate that they visit the Linwood Village Market around once a month (42%).

**Note** that the Linwood Village Market only occurs once a month. However, seven out of 24 respondents to this question indicated that they attend the market more frequently than this. It is unclear why people have selected these options, though it may be influenced by the fact that some of the face-to-face surveys were conducted during the Linwood Village Market on 1 March 2025. They may also have incorrectly confused 'market' with their visits to businesses in Linwood Village which have the word 'market' in their title - Bargain Me Supermarket at 96 Stanmore Road and Worcester Discounter Supermarket at 403 Worcester Street.

## Grocery shopping

Pre: n=64

Post: n=44



### Findings:

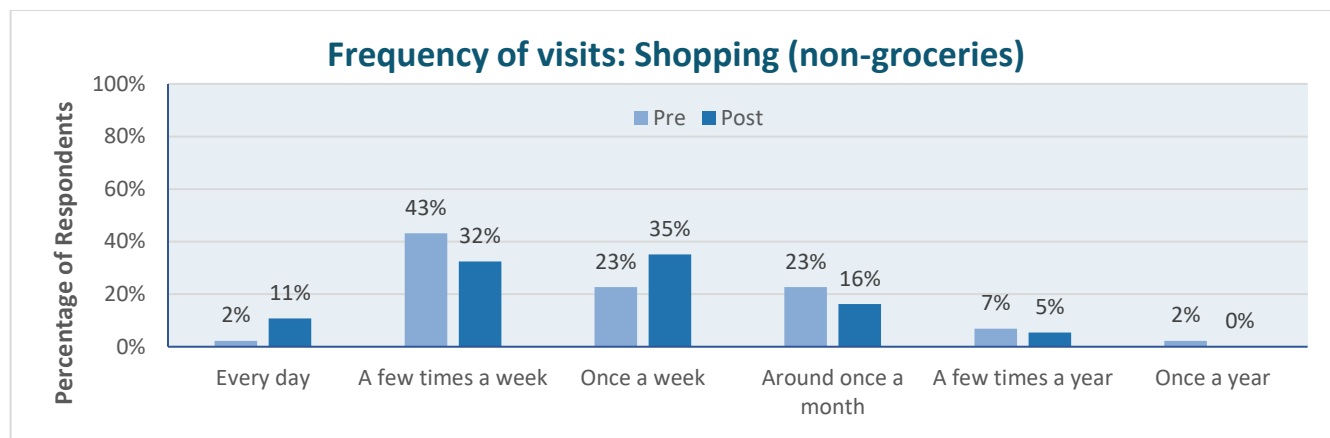
Respondents in the post-construction survey reported grocery shopping in Linwood Village **more frequently** than those who were surveyed prior to construction.

- Prior to the streetscape upgrade 38% of respondents indicated they visit Linwood Village to go grocery shopping at least a few times a week, rising to half of the post-construction respondents (50%).
- There was a corresponding fall in respondents visiting Linwood Village to go grocery shopping around once a month or less, from 34% pre-construction to 23% post-construction.

## Shopping (non-groceries)

Pre: n=44

Post: n=37



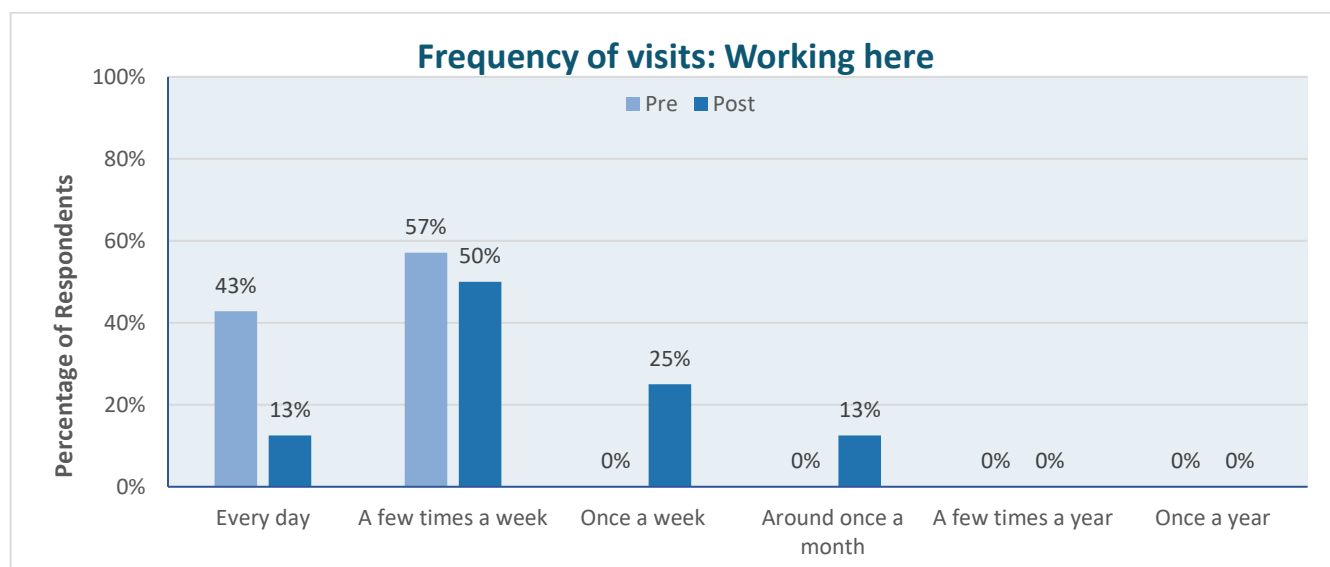
### Findings:

- The proportion of respondents who visit Linwood Village to do non-grocery shopping every day increased from 2% pre-construction to 11% post-construction.
- The proportion of respondents who visit Linwood Village for non-grocery shopping at least once a week also rose from 68% pre-construction respondents to over three quarters (78%) post-construction.

## Working here

Pre: n=14

Post: n=8



### Findings:

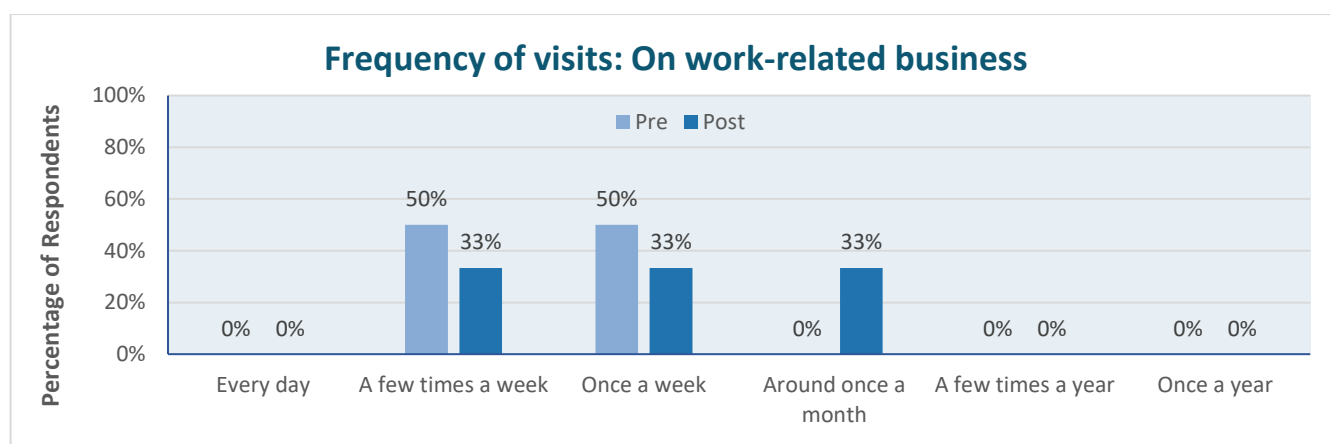
**Note** that only a very small number of respondents indicated that their main reason for visiting Linwood Village is for work (14 pre-construction and 8 post-construction).

- In both the pre- and post-construction surveys, of those respondents who stated their main reason for visiting Linwood Village was to work, at least half did so a few times a week.

## On work-related business

Pre: n=4

Post: n=3



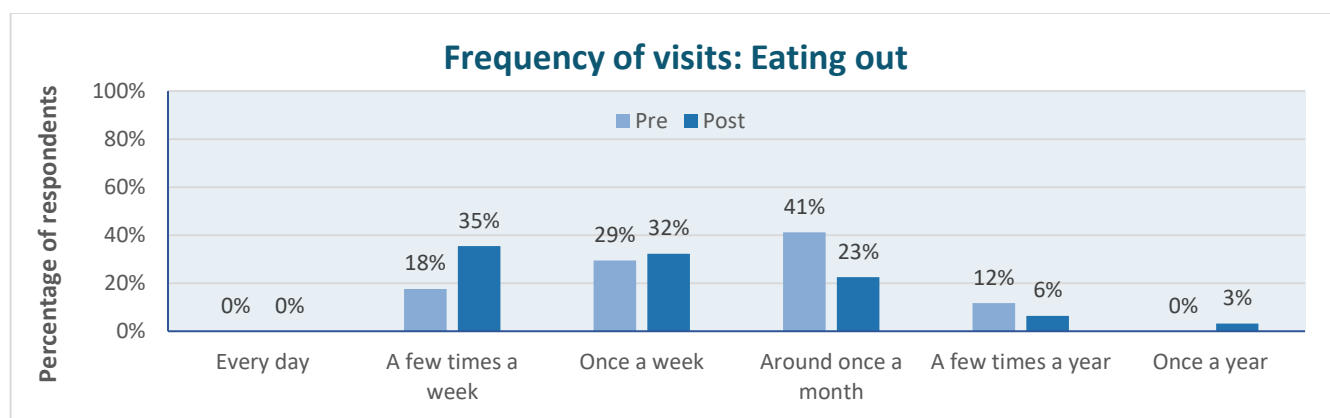
### Findings:

**Note** that in both survey periods, there were a very small number of respondents who answered this question (4 pre-construction and 3 post-construction), so no trends can be reliably identified.

## Eating out

Pre: n=17

Post: n=31



### Findings:

Respondents in the post-construction survey reported eating out in Linwood Village **more frequently** than those who were surveyed prior to construction.

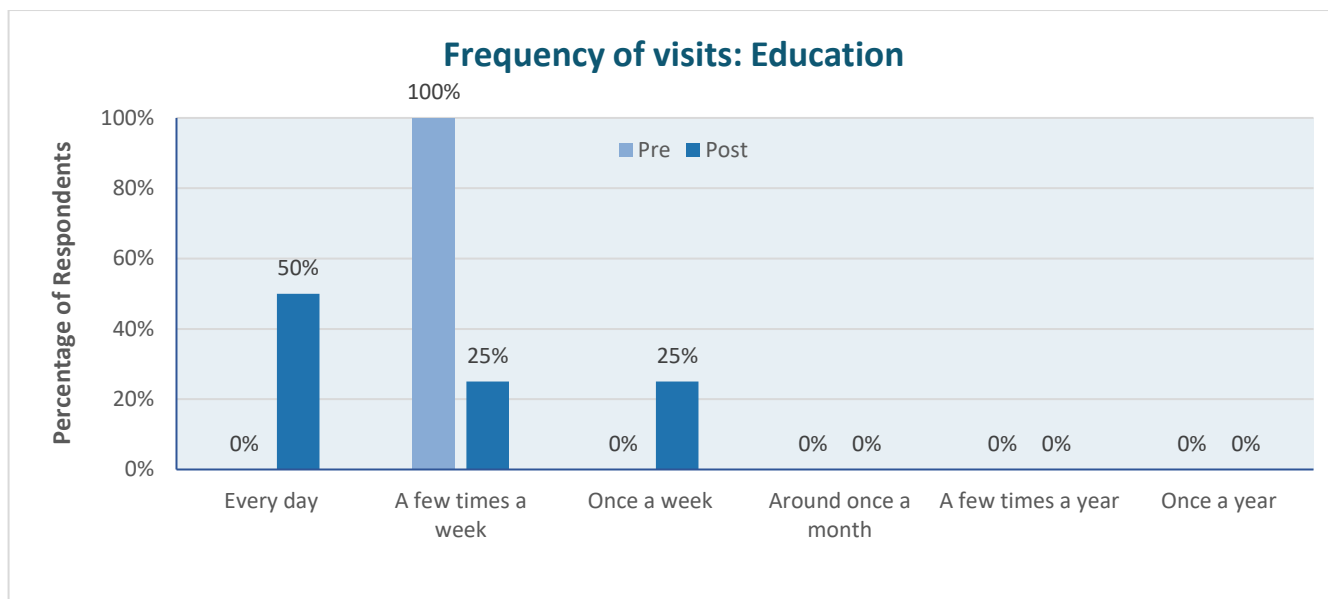
- Prior to the streetscape upgrade, 47% of respondents indicated that they visit the area to eat out at least once a week, increasing to two thirds (67%) of respondents post-construction.



## Education

Pre: n=1

Post: n=4



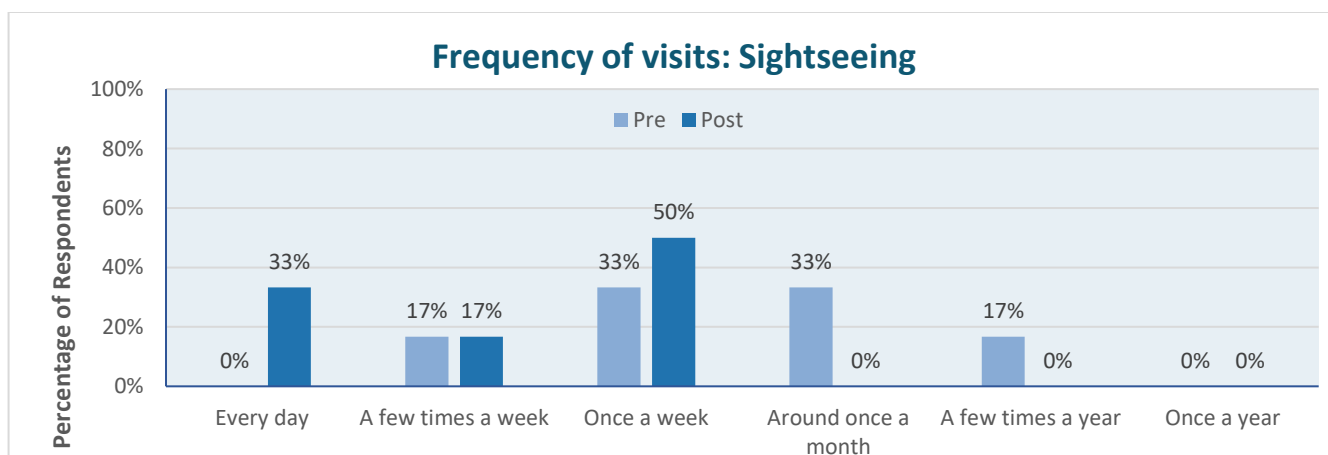
### Findings:

**Note** that in both survey periods, there were a very small number of respondents who answered this question (1 pre-construction and 4 post-construction), so no trends can be reliably identified.

## Sightseeing

Pre: n=6

Post: n=6



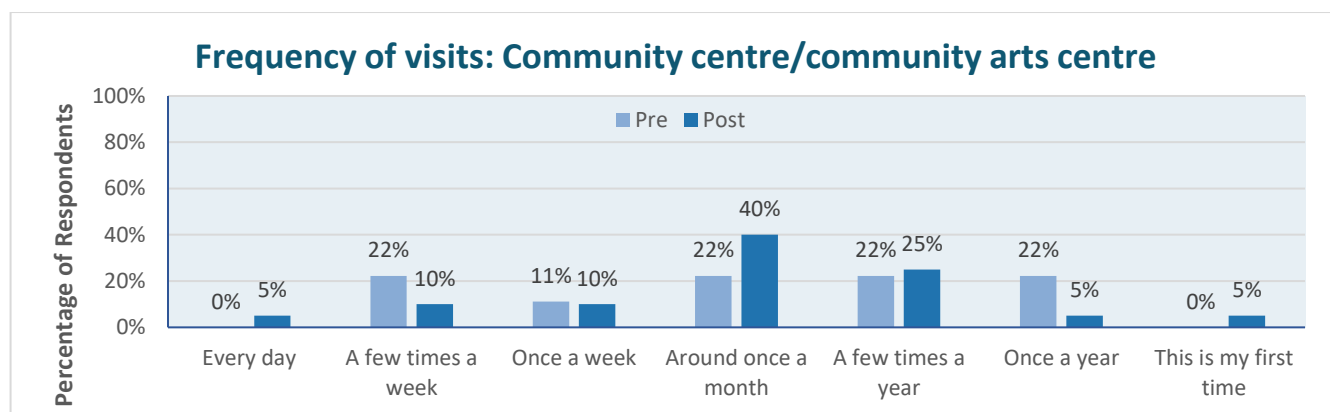
### Findings:

**Note** that in both survey periods, there were a very small number of respondents who answered this question (1 pre-construction and 4 post-construction), so no trends can be reliably identified.

## Community centre

Pre: n=9

Post: n=20



### Findings:

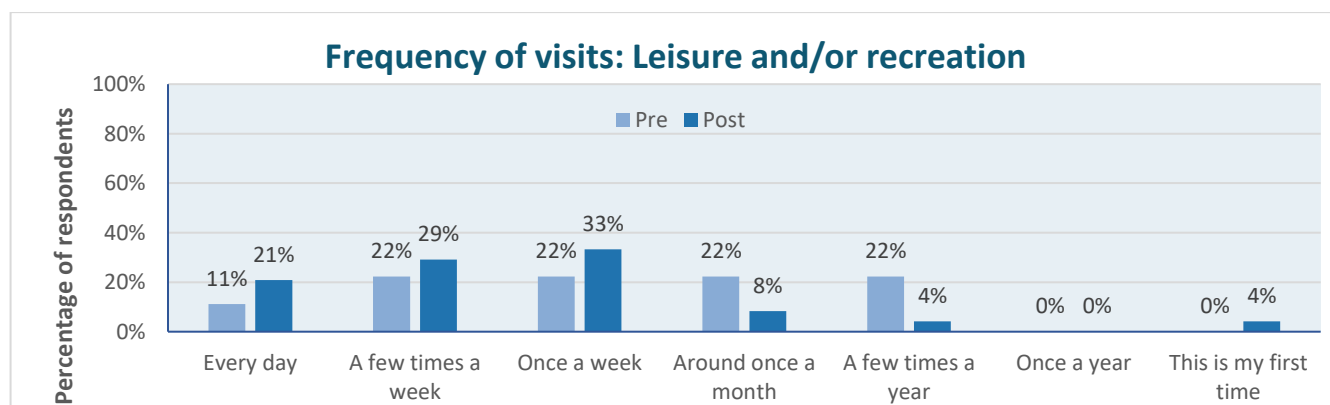
More respondents reported visiting the community centre post-construction than pre-construction.

- The number of those who indicated that they visit the community centre at least once a month rose from just over half (55%) of the nine pre-construction respondents to two thirds (65%) post-construction. This may be because of its more specific identification as the community arts centre in the post-construction survey.

## Leisure and/or recreation

Pre: n=9

Post: n=24



### Findings:

More respondents reported visiting Linwood Village for leisure and/or recreation post-construction than pre-construction.

- Just over half (55%) of the nine pre-construction respondents indicated that they visit the area for leisure and/or recreation at least once a week, increasing to 83% of the respondents who answered this question in the post-construction survey.

## How long respondents spend usually

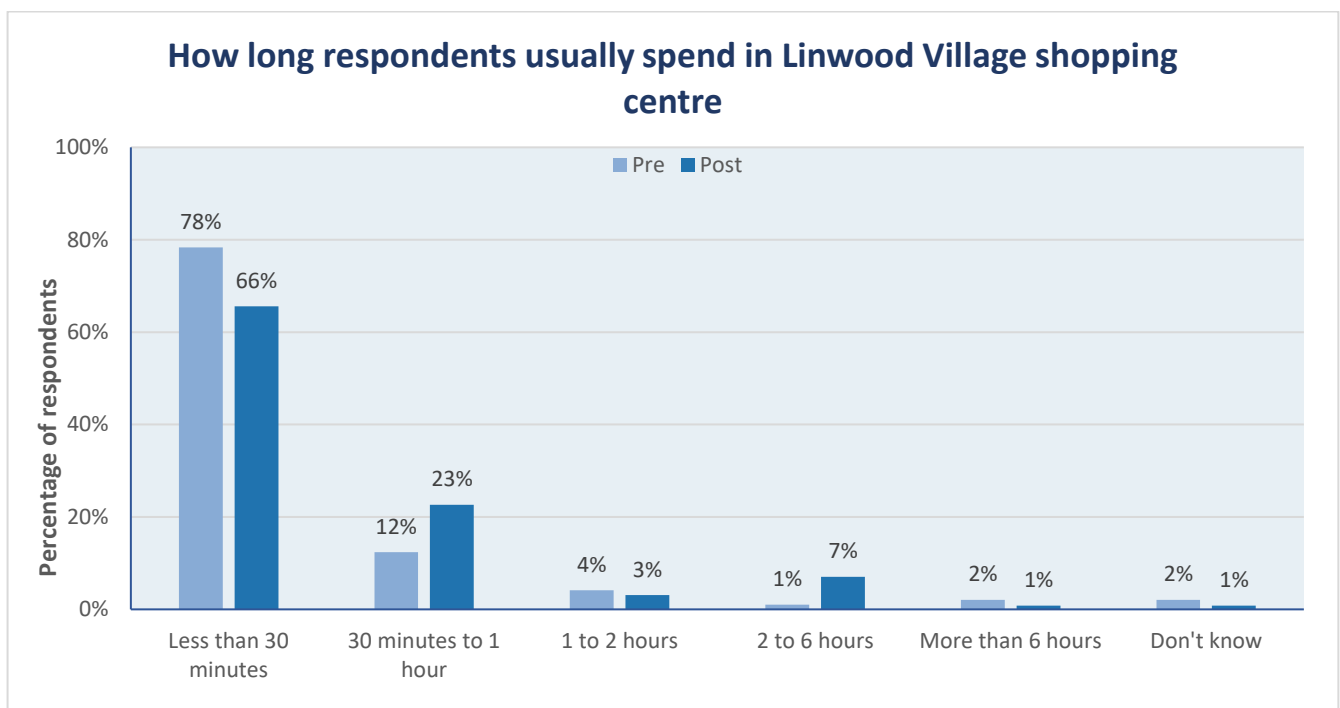
All Respondents were asked: *How long do you usually spend in the Linwood Village shopping centre when you visit?*  
(select one option)

### Response options:

- > Less than 30 minutes
- > 30 minutes to 1 hour
- > 1 to 2 hours
- > 2 to 6 hours
- > More than 6 hours
- > Don't know

Pre: n=97

Post: n=128



### Findings:

Respondents reported spending more time in the Linwood Village shopping centre post-construction, than before the streetscape upgrade.

- In the pre-construction survey, 9% of respondents reported usually spending over one hour in the Linwood Village shopping centre, rising to 12% in the post-construction survey.
- Similarly, the proportion of respondents usually spending less than 30 minutes in the shopping centre dropped from 78% pre-construction to 66% post-construction.

# Travel modes, safety and ease

## How respondents travelled to Linwood Village today – face-to-face survey

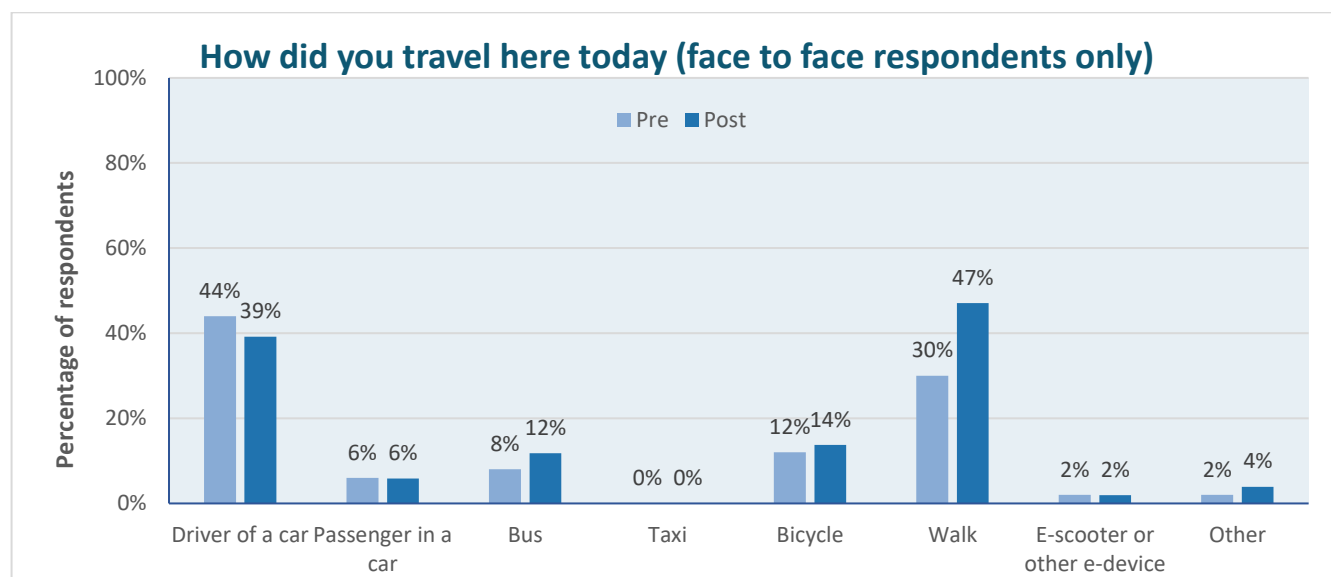
Face-to-face respondents only were asked: *How did you travel to Linwood Village shopping centre today? (select all that apply)*

### Response options:

- > Driver of a car
- > Passenger in a car
- > Bus
- > Taxi
- > Bicycle
- > Walk
- > E-scooter or other e-device
- > Other (please specify)

Pre: n=50

Post: n=51



### Findings:

More respondents reported walking to Linwood Village post-construction.

- Pre-construction, 30% of the face-to-face respondents indicated that they had walked to Linwood Village, compared to almost half (47%) in the post-construction survey.
- The proportion of respondents who drove a car to Linwood Village dropped from 44% pre-construction to 39% post-construction.
- The proportion of respondents using other modes of transport remained relatively similar across both survey periods, albeit with slight increases in bus and bicycle use post-construction.

Other transport modes (written by respondents) included:

- **Pre-construction:** Live here.
- **Post-construction:** Mobility impaired; and Mobility scooter.

# Modes of travel for visiting Linwood Village usually

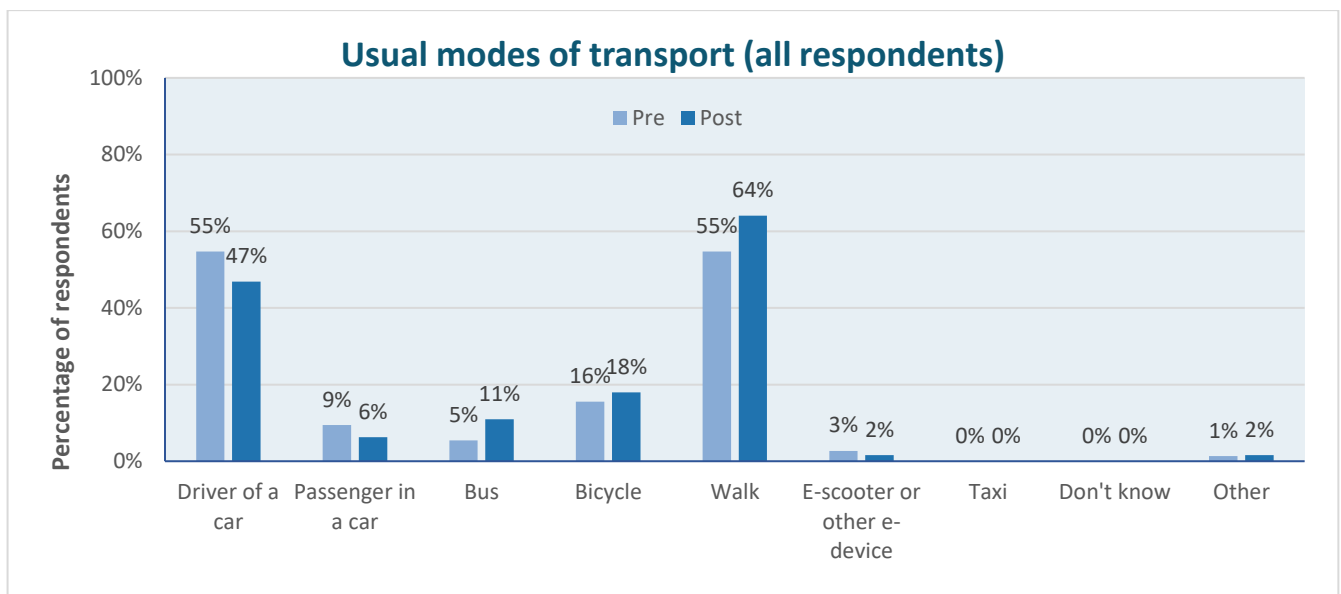
All respondents were asked: *What are your usual modes of travel for visiting Linwood Village shopping centre?*  
(select all that apply)

## Response options:

- > Driver of a car
- > Passenger in a car
- > Bus
- > Taxi
- > Bicycle
- > Walk
- > E-scooter or other e-device
- > Other (please specify)

Pre: n=148

Post: n=128



## Findings:

The proportion of respondents who noted walking as their usual mode of transport to Linwood Village increased post-construction, with a corresponding decrease in the proportion who usually travel there by car.

- In the pre-construction survey, 55% of respondents noted that they usually walk to Linwood Village, which rose to 64% post-construction.
- Meanwhile, the proportion of respondents who usually travel to Linwood Village by car (either as a driver or passenger) dropped from 64% pre-construction to 53% post-construction.
- The proportion of respondents who usually bus or bike to Linwood Village also increased slightly from pre- to post-construction.

## Other transport modes (written by respondents) included:

- Pre-construction: Live here; and Skateboard.
- Post-construction: Mobility scooter.

## Pedestrian safety

All respondents were asked: *Thinking about your personal safety, traffic safety and your safety from injury...*

*As a pedestrian, how safe or unsafe do you feel when walking around Linwood Village shopping centre? (select one option)*

### Response options:

- > Very safe
- > Safe
- > Neither safe nor unsafe
- > Unsafe
- > Very unsafe
- > Don't know

Pre: n=148

Post: n=127



### Findings:

Perceptions of pedestrian safety have **improved** since the pre-construction survey.

- Pre-construction, 30% of respondents feel safe or very safe when walking around Linwood Village shopping centre, compared to 64% post-construction.
- The 44% of respondents who feel unsafe or very unsafe when walking around Linwood Village shopping centre pre-construction fell to 15% post-construction.

## COMMENTS: Pedestrian safety

Note that minor grammatical errors have been corrected in comments to assist readability and understanding, otherwise they are verbatim.

**All respondents were asked:** *As a pedestrian, what is it about the existing streetscape that makes you feel unsafe in Linwood Village shopping centre? (please write)*

### Fear of people/behaviour

In the pre-construction survey, while the majority of comments did relate to a fear of the people in the area (48 comments), 18 comments related to transport concerns, and 7 related to street aesthetic. In the post-construction survey, fewer comments were provided by respondents overall but *all* related to a fear of the people and behaviour in the area. The comments made by respondents are listed below:

#### Pre-construction

- People cross the road without using the crossing. Some people selling drugs on a bike. On drugs create accidents. Police here 3 days a week. Should come under cover.
- People on street.
- Lots of aggressive, shouting on the street - feel unsafe.
- Usually homeless people on the street. People going through rubbish. Had door opened once by someone begging, wouldn't bring my child. People on drugs.
- People more than anything.
- The residents. A few drug dealers, it's a pretty shady area.
- The people. Homeless who could do with some help. Hang around for generosity.
- The people are unpredictable. Druggies on this side of the street. People smoking drugs in front of kids.
- The homeless - people begging.
- Homeless people, drug dealers and beggars.
- People in the community unfortunately, lots of police sirens, my son is scared of living at my house cause of the community.
- The synthetic users and the false homeless people in the area.
- Beggars (x2).
- People approaching you for money, etc.
- It's not the road itself, it's the people, especially the homeless ones.
- At night-time there is lack of traffic and only a few people on the street watching people.
- The homeless begging. I can't send my kids down to the dairy or fish n chip shop due to safety.

#### Post-construction

- The beggars.
- Broken glass, drunk people.
- Homeless people.
- The people hanging around begging, empty shops.
- More of the people that hang around the area. Especially being a young female. And with what has happened further down the road recently.
- Often people obviously under the influence yelling and approaching pedestrians.
- The type of people that hang around.
- Beggars on the street.
- The people - drunk, drugged, mental health issues.
- It is more the people than the streetscape.
- Hostile people.
- The regular beggars.
- The street beggars.
- Beggars approaching people for money at night, drug dealers and users in area.

- All the unkind people that use drugs/some of the homeless people.
- I can see quite a lot of homeless people and they usually ask for money.
- The people.
- Homeless people, derelict buildings, graffiti.
- Don't feel safe.
- All the homeless & others just loitering & pestering everyone.
- There are usually people around that don't make me feel safe (drunk, on drugs or asking for money).
- The drug house on Stanmore Road and Hereford Street.
- Anti-social behaviour and being pestered by beggars.
- Anti-social behaviour, being harassed by beggars.
- Beggars, vandalism, criminal activity (past).
- Drunks and crazies walking about and in parks or vacant lands.
- Homeless drug addicts, mental health in the community patients, gang members.
- The homeless around everyday day.
- Lots of shady looking people hanging around storefronts.
- It's not the streetscape, it's the beggars.
- Beggars around the ATM, groups of stationary people over the pavement.
- The Beggars and the people hanging around.
- The people hanging around the area can be intimidating. Drug related behaviour and homelessness is very present in the area.
- It's bleak. It looks completely unloved. There is limited shelter. People hassle you for money or smokes. People deal drugs. People are out of it. One time - no joke - I saw a big, barefoot, bearded, white guy wearing leathers and tiny sparkling fairy wings storm down the footpath, right into traffic, and wrestle a woman off her bike. You need to avoid that little park bit by the busted sin house on Hereford Street. It's dirty and messy and unpleasant. People dump rubbish. Empty sections are filled with shit. It's 3rd world. I can walk here within 5 minutes and still I always would prefer to get in my car and drive somewhere else, which is a pity as the community arts centre is really lovely. If I have to walk through here, I go as fast as I can and I make sure I hold onto my stuff.
- The people that sit on the street and dirtiness and rubbish sitting around.



- Street beggars and people drinking alcohol.
- Homeless, drug use.
- The people that usually hang around this particular area. There are a lot of unsafe people around.
- The amount of suspicious people.
- Homeless.
- Number one is not so much the streetscape as the people who hang out there.
- Streetscape allowing for anti-social behaviour especially from drugged homeless seated or wandering male beggars.
- The homeless people, the dodgy people who are possibly drugged or in a gang or both.
- At night-time it feels very unsafe.

## Transport concerns

### Pre-construction

- Cars drive too fast on Stanmore Road and Gloucester Street.
- Speeding and not obeying red lights.
- Too fast cars. Congestion gets really clogged. How to include the scooters? Get them off the footpath.
- The turning at Stanmore Road and Worcester Street is really close and dangerous with my daughter crossing the road.
- At night-time it can be unsafe. Turning at Stanmore Road and Worcester Street - getting onto the cycleway is difficult. Avoid the roundabout when biking. Roundabout is bad for cycles.
- Outside the store people go into wrong lane to go straight and don't stay in their lane.
- The cars have a rule of their own.
- Cars turning into Hereford Street - crazy drivers. Young kids. Boy racers.
- Cars need to travel slower.
- The crazy drivers.
- Poor sidewalks, lots of driveway entrances cars turn into unexpectedly.
- Cars often run red lights.
- Car traffic. Blind spots.
- Noisy cars speeding through along Stanmore Road.
- Sometimes hard to see approaching traffic.
- Also, fast drivers.

### Post-construction

No comments were made on this topic.

- However, streetscape-wise the speed of passing traffic is a concern when crossing the street.
- Turning drivers do not wait when pedestrians use the crossing green light.

## Street aesthetic

### Pre-construction

- Uncleaness.
- Lack of CPTED design. In particular: poor lighting; closed/rundown buildings creating unsafe spaces and visually hidden areas; lack of pedestrian/public spaces.
- Grunge on street/rubbish, old unused supermarket trolleys.
- Unkept side paths.
- Empty buildings, lack of community style businesses e.g., cafes, restaurants, empty lots bookended by fast food shops and a sleazy pub, rundown and depressed feel.
- Narrow footpaths.
- It's a dump-nothing nice. The people at the Butcher are nice.

### Post-construction

No comments were made on this topic.

## Other

### Pre-construction

- Unsure.

### Post-construction

No comments were made on this topic.

## Cyclist safety

All respondents were asked: *Thinking about your personal safety, traffic safety and your safety from injury...*

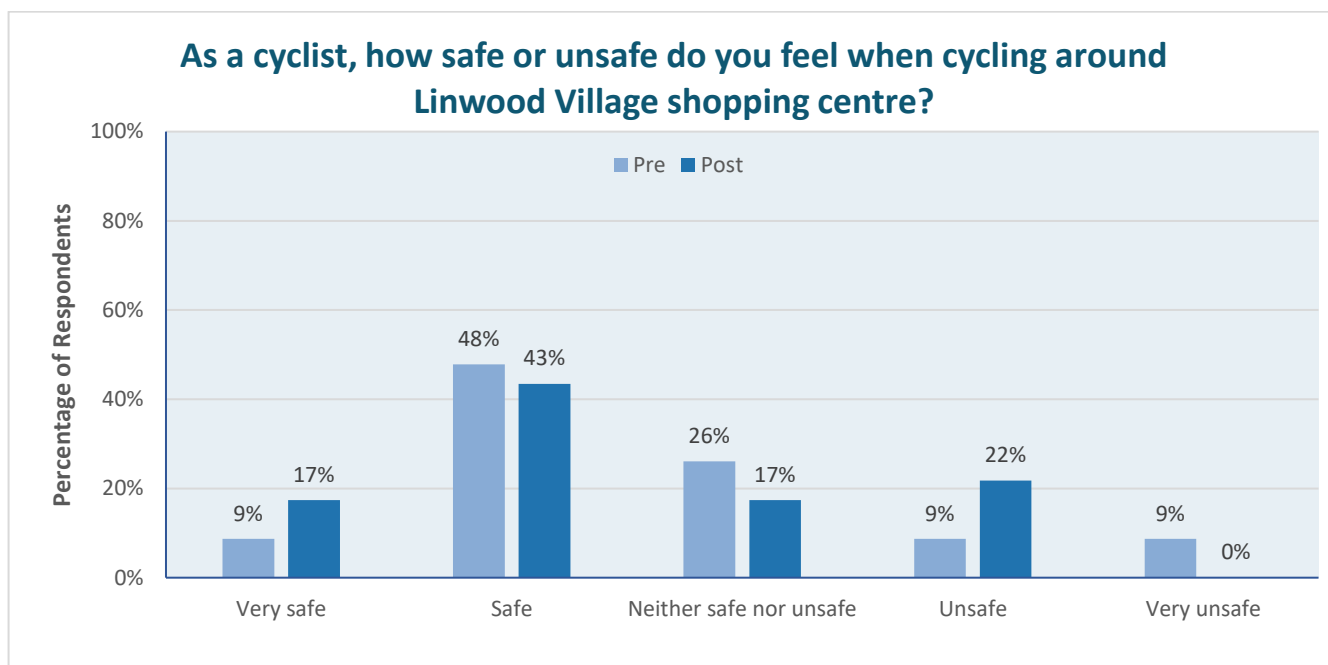
*As a cyclist, how safe or unsafe do you feel when cycling around Linwood Village shopping centre? (select one option)*

Response options:

- > Very safe
- > Safe
- > Neither safe nor unsafe
- > Unsafe
- > Very unsafe
- > Don't know

Pre: n=23

Post: n=23



### Findings:

Perceptions of cyclist safety have **improved slightly** since the pre-construction survey.

- 60% of respondents feel safe or very safe when cycling around Linwood Village shopping centre post-construction, up slightly from 57% pre-construction.
  - The proportion of respondents who feel very safe when cycling in the area, however, has increased more dramatically from 9% pre-construction to 17% post-construction.
- Interestingly, the proportion of respondents who feel unsafe when cycling around Linwood Village shopping centre has also increased post-construction, rising from 9% pre-construction to 22% post-construction, but those feeling very unsafe dropped from 9% to 0%.

## Driver safety

All respondents were asked: *Thinking about your personal safety, traffic safety and your safety from injury...*

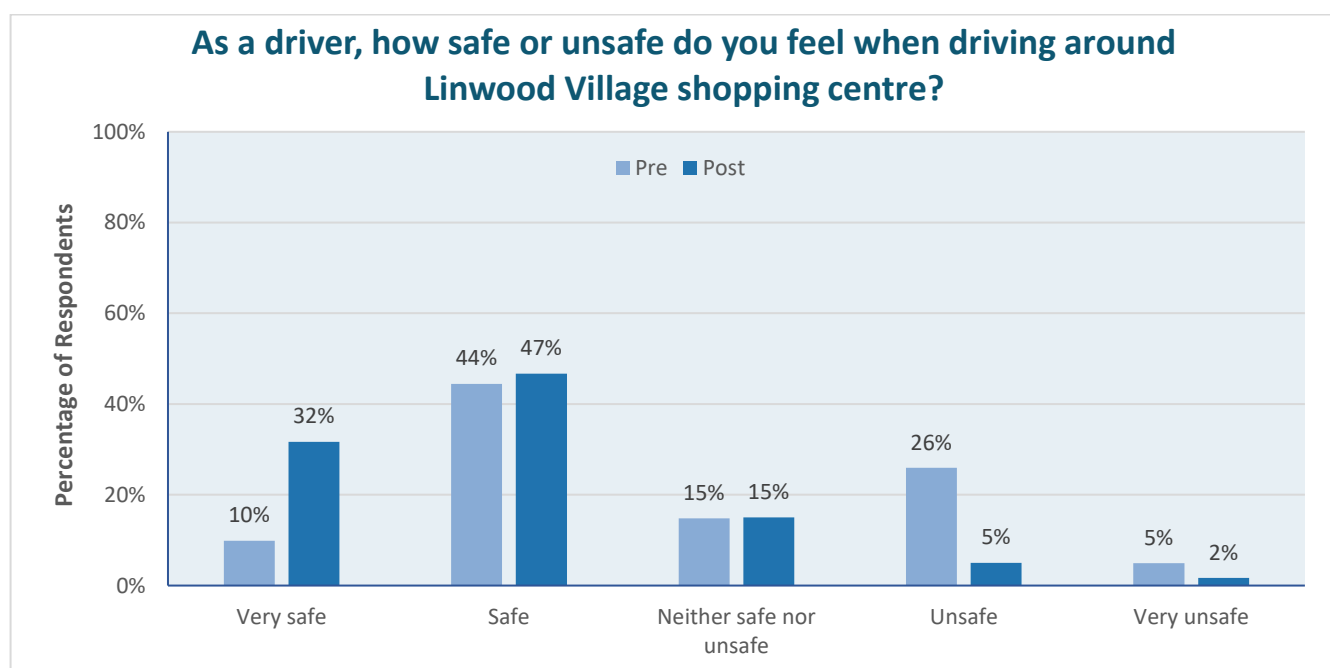
*As a driver, how safe or unsafe do you feel when driving around Linwood Village shopping centre? (select one option)*

### Response options:

- > Very safe
- > Safe
- > Neither safe nor unsafe
- > Unsafe
- > Very unsafe
- > Don't know

Pre: n=81

Post: n=60



### Findings:

Perceptions of driver safety have **improved** since the pre-construction survey.

- Pre-construction, 54% of respondents feel safe or very safe when driving around Linwood Village shopping centre post-construction, compared to 79% post-construction.
- Meanwhile, the proportion of respondents who feel unsafe or very unsafe when driving around the area has dropped from 31% pre-construction to just 7% post-construction.

# COMMENTS: Traffic safety issues

All respondents were asked: *Are there any traffic safety issues in Linwood Village shopping centre that you would like to tell us about? (please write)*

## Roading design, intersections and crossings

### Pre-construction

- Lots of red-light runners at the Gloucester Street/Stammore Road intersection.
- The Gloucester Street/Stammore Road intersection is dodgy - running lights.
- The intersections at Hereford Street and Worcester Street are good. But the Gloucester Street intersection seems to have been ignored and needs to be updated and improved.
- The Gloucester Street intersection can be really busy, which makes pulling in & out of the post shop car parks difficult.
- Yes, red light.
- It feels unsafe to cross the Hereford Street/Stammore Road area where the roundabout is with my small child, is as it's very busy and cars go fast.
- Hereford Street roundabout is dangerous for pedestrians.
- The roundabout on the corner on Stammore Road/Hereford Street is not safe to cross, building on the corner impedes seeing traffic turning left onto Hereford Street.
- The biggest safety and traffic hazard is a roundabout on Hereford Street/Stammore Road.
- Other drivers sometimes seem to play a "Russian roulette" and shoot through the roundabout without giving way (and looking at right if someone is coming from that side). The same on the next roundabout on Cashel Street/Stammore Road.
- Speed of cars along Stammore Road; cars shooting red lights at the Stammore Road/Worcester Street intersection.
- Traffic lights between Worcester Street and Stammore Road need more time for turning traffic.
- Rough cars and the intersection at Gloucester Street/Stammore Road make it fast and difficult to turn, the road lay out is restrictive.
- Turning right onto Gloucester Street from Stammore Road travelling south is difficult.
- Crossing the road is a challenge.

### Post-construction

- Intersection of Worcester Street and Stammore Road is too narrow and hard for cars on Stammore Road turning right onto Worcester Street. Need a right turning arrow as it blocks all the cars going straight.
- Turning right sometimes can be difficult.
- Turning in Stammore Road. Is busy.
- The light fazing for Worcester Street/Stammore Road seems to change really quickly even when there is no traffic at the intersection.
- No, pretty good overall. Maybe apart from the Worcester Street\Stammore Road lights not being in sync sometimes.
- The traffic light from Worcester Street turning right onto Stammore Road can take a long while to change. I've seen people get out their vehicles and push the pedestrian crossing to get the lights to change.
- There aren't any issues however the lights are so close it gets confusing.
- When traffic is turning right at the art centre onto Worcester Street, it gets really blocked up because no one can pass and the lights change quickly. I have seen some people run red lights and also try to overtake the turning vehicle.
- There are too many traffic lights, as a cyclist they are a pain in the neck. I'm glad there are no speed bumps down Stammore Road, please don't put them there as it is fairly busy.
- Stupid high curbs which damage tyre rims.
- With the new road markings for Gloucester Street and Stammore Road, makes it harder for cars to get past buses or parked cars close to the intersection.
- Speed bumps close to roundabout and traffic light.
- The newly installed speed bumps make it very unpleasant.
- YES: the turning bay into Worcester Street was removed, thus creating more stressful conditions at peak traffic times.

- Push bikes quite often ride out into the road without looking.
- Some people hardly see the sides of the road before crossing.
- Sometimes at peak hours is hard to cross the road.
- I think we need more pedestrian crossings.
- People wandering out on the road in front of vehicles.
- People walking across the road not looking.
- Be careful when crossing.
- The corner of Worcester Street and Stanmore Road has a sharp corner which leads to a lot of bumping into the person/bike on the other side.
- North bound traffic turning into the supermarket.
- The roundabout on Hereford Street/Cashel Street needs to be redesigned to make it safer for all transport users and pedestrians.
- Pedestrian crossing not long enough for slow walkers.
- The short walk cycles for crossing the road, it feels like I have to rush.

## Speed concerns

### Pre-construction

- Cars too fast.
- Red light running, speeding.
- Any speed bumps on Worcester Street.
- Slipped crossing between the lights.
- People who speed and are unsafe.
- Speed limit, controls.
- Although Stanmore Road is a major through road, it would be great if this part of the road was reduced to at least 40Kms. Traffic seems to think driving fast is a top priority but don't think about driving through a "shopping centre". As I am slightly disabled getting out of my car can sometimes be a wee tad scary as a large "car" is racing through the green/yellow lights.
- Speed limit too high for a high pedestrian area.
- Speed & volume of traffic, and the short duration of traffic lights.
- Insufficient traffic easing means loud cars can pass through at high speeds close to pedestrians.
- Slow it all down. Make it 20km/hr from Armagh Street to Tuam Street. No bike safety. I'd like speed bumps.
- The way traffic speeds up between lights, on both blocks.
- Pedestrian crossing green light must be timed so cars turning still have red light and have to wait for some time. Reduce speed to 30Kms/hr.

### Post-construction

- Cars too fast. Don't care.
- Cars racing through area. Lots of accidents over the years. Especially during rush hours.
- Speed too slow, traffic banks up through the roundabout.
- Even though youse have taken the speed limit down to 30 when coming through, nobody listens, not even the buses so unless youse are going to put speed cameras up, nothing will change when people come through & not do the 30ks, because it's not me I'm worried about - it's the elderly who are deaf & obviously have bad eye sight coz that car will be ages away. However, when the elderly like my nan cross, they see her but they don't do the 30 that has been enforced & I'm scared my nanny is going to get hurt.
- Road vehicles not following speed limits.
- Need separated bike lane, cars can drive past really fast.
- Armagh Street is 30km per hour. Then, from the Stanmore Road/Armagh Street corner, Stanmore Road is 50 km per hour for one block before returning to 30 km through the village. This is confusing and not followed due to the flip flop of changes. Please add that one block to be 30km too.
- People are still getting used to some of the road layout but I think it's really good, it's more people going too fast or being stupid on scooters.
- High speeds through the intersections, running orange and red lights.

## Fear of people/behaviour

### Pre-construction

- Lots of bikes with drugs are dangerous. People begging is not good in front of jobs, should be picking fruit, etc.
- Street is ok, just the people on it can be a problem - homeless and drugs.
- Problem with people outside the shop hassling customers.
- At night-time there are lots of angry people under the influence of substances who take their frustrations out on the public. The car park at the back of Bridies Bar and Bistro is the biggest drug-dealing in Christchurch.
- Not a safe place.
- No traffic issues per se but am concerned about the unsafe people in the area and the crime (thinking about my car).
- Drunk people.
- People drive stupidly, pulling in and out too fast, especially when parking close to the lights as it's all really tight. The visibility getting in and out of carparks, including off-road, is poor. Traffic gets backed up and people get impatient. I now lock my car doors as I drive through because there have been too many times where people have tried to hassle me at the lights for money or open the car and reach inside when I'm stopped. Once a guy got mad - I wouldn't give him money and he started karate kicking the car.
- In lockdown beggars started to approach your car at the traffic lights so I now feel unsafe even driving through (started locking my car doors).

### Post-construction

- Loiterers.
- Loitering.
- Homeless people and drunk people.
- Beggars sometimes.
- Drug addicts that walk across the street without looking.
- There are incidents of violence in the village that I've been aware of, some of it might be gang-related, not sure. Not aware of traffic issues in the area.
- There are few random intoxicated teenagers hanging around in the area. Apart from them there is no traffic-related issues.
- The bikers who don't wear helmets and run out onto the streets. Then try to fight people for acknowledging what they are doing.
- Have to walk into the cycle lane outside the dairy as the two beggars and their dog are on footpath and their dog is on a long lead and doesn't look very happy or trustworthy.
- Jaywalkers. Beggars wandering around willy-nilly. People unable to park correctly. Stopping in the middle of the road for a hug and catch up saulet.

## Other driver behaviour

### Pre-construction

- The way people drive their cars and smash the Stanmore Road post shop was terrible.
- I find people are often in a rush, get frustrated when you slow down for orange lights, etc. Can get aggressive.
- Night-time racing down the road.
- Cars running red lights.

### Post-construction

- Cars going through traffic lights when pedestrians are crossing.
- Cars run over bikes. Safer to walk. Lots of traffic.
- People can be aggressive driving.
- Drivers not keeping distance.
- I think that with the new roads it has slowed down drivers of vehicles, but also sometimes, as soon as they get over the speed bump, they tend to still speed up, causing risk and harm to us and our families when crossing the road. But that's not all drivers - most are really nice and slow down.
- Cars pulling out quickly from behind the butcher.

## Traffic congestion

### Pre-construction

- Traffic coming out of the lane by the butchery.
- Stanmore Road gets incredibly congested between 4.30pm-5.30pmish. Due to the limited parking on Worcester Street, cars often park illegally/suddenly U-turn which can be quite dangerous.
- Yes, frequently congested.
- Long queues at the lights meaning drivers take risks.

### Post-construction

No comments were made on this topic.

## Parking

### Pre-construction

- Lack of car parks.
- Better parking would be good.
- Needs more accessible parking.
- Parking near ATM.
- Lack of parking and lighting at night.
- Speeding, running red lights, illegal parking.
- People running red lights, speeding, parking illegally.
- Lack of on street parking for shoppers.
- Not that I have had experience with it, good parking and clear road markings.
- Parking in.

### Post-construction

- Parking and getting past can be a problem.
- Parking.
- Parking on the corner of Worcester Street and Stanmore Road, there are multiple shops here that are at their busiest at around 5pm. There are only about 6 street car parks and this often leads to people parking illegally, unsafely or just leaving their cars running in the middle of the road as they duck in to grab what they need. People also do unsafe U-turns very close to the intersection to grab parks on the other side of the road. There is empty space available to build a safe, timed carpark to eliminate this issue.



## Active transport

### Pre-construction

- Could be more pedestrian friendly - gets quite busy.
- No dedicated cycleway all the way through. Cars can be a bit pushy. Just signage on the street would be good, just before the lights.
- Make it bike friendly!
- Electric scooters blocking the foot path.
- I feel extremely unsafe as a pedestrian, not very safe as a cyclist, but also not very safe as a driver.
- Separated cycle lanes would be an improvement.

### Post-construction

- Bike on the footpath - too dangerous.
- No, I find the pedestrian crossing button works well. Sometimes cyclists on the footpath. Separated cycleway and pedestrians would be good.
- Bikers passing from and to either sides of Stanmore Road.
- On a walker, footpaths not level.

## Positive comments

### Pre-construction

No comments were made on this topic.

### Post-construction

- No problems regarding traffic safety. I like that it's a 30km zone!! Well now that there has been a handrail installed where the homeless dwell, I don't have to worry about either stepping over them or walking on to the road in the gutter to get around them, since you widened the foot path to accommodate us both.
- No - the traffic calming measures are great.
- Since the upgrade and the speed condition of 30kph I feel much safer.
- Crossings, etc, feel much safer.
- I don't see any issues. I think it's pretty safe. Most of people drive slow.
- Feel safer now the work has been done.
- Safer during the day walking around.

## Other comments

### Pre-construction

- Bus stop.
- Mailbox inside the shop, not outside.
- Less yellow lines outside Hibbard's Butchery.
- None I can think of (x2).
- No (x43).
- None.
- Nothing.
- Lots.
- All good.

### Post-construction

- No/NA/Nil/None (x 33).
- Ferry centre by Mad Butcher is very, very unsafe, dangerously unsafe. It's not unusual to see broken glass there. It's good that there are so many traffic lights making people stop.
- It is what it is.
- Broken glass on road.
- Cones everywhere.
- Normal.

- Traffic seems safe.
- A park.
- Sometimes cars are fast. Cycles on the footpath and mobility scooters can be dangerous.
- Safer during the day walking around. Not about driving. Not stop at night.
- No bus stop in the middle on number 60 route going into town.

## Pedestrian ease of travel

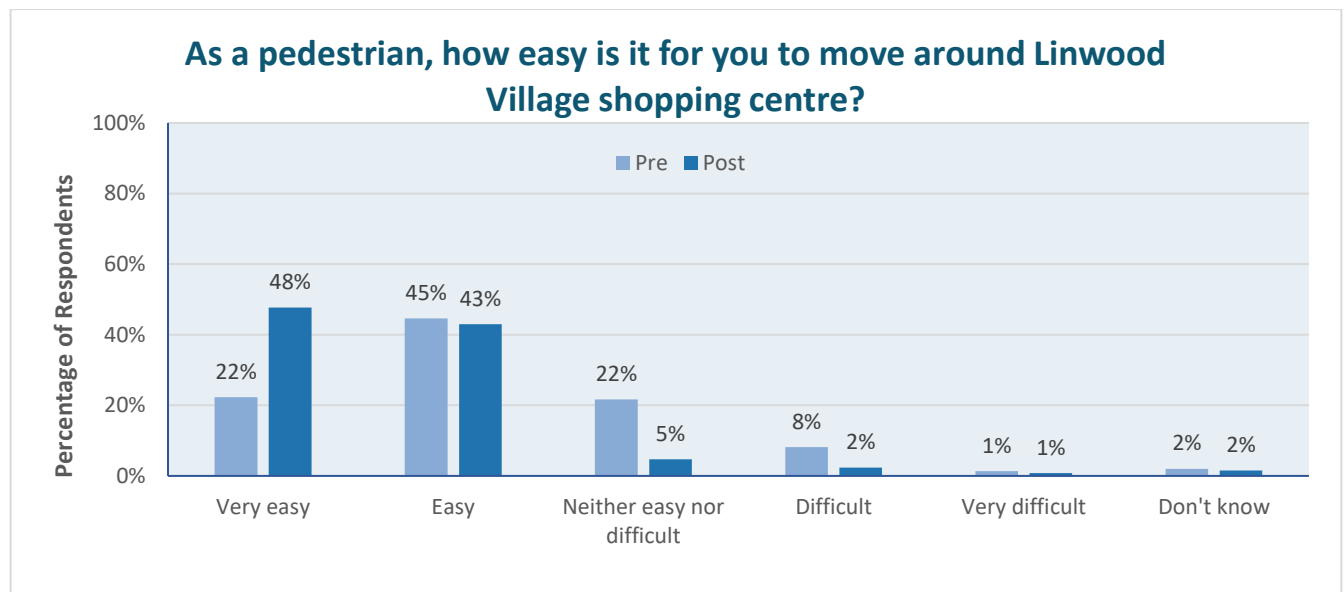
All respondents were asked: *As a pedestrian, how easy is it for you to move around Linwood Village shopping centre? (select one option)*

Response options:

- > Very easy
- > Easy
- > Neither easy nor difficult
- > Difficult
- > Very difficult
- > Don't know

Pre: n=148

Post: n=128



### Findings:

Assessments of how easy it is to move around Linwood Village shopping centre as a pedestrian **improved significantly** pre- to post-construction.

- Pre-construction, 67% of respondents indicated that it was easy or very easy to get around as a pedestrian post-construction, increasing to 91% post-construction.

# COMMENTS: What makes it hard for you to move around Linwood Village

All respondents were asked: *Is there anything that you would like to tell us about what makes it hard for you to move around Linwood Village shopping centre? (please write)*

## Accessibility concerns

### Pre-construction

No comments were made on this topic.

### Post-construction

- Hard to push someone in a wheelchair. The curbs seem deeper in a wheelchair. The narrowed street turning right into Worcester Street from Stanmore Road blocks the street.
- Have walking disability.
- Bumpy tile pavers are a pain in the arse. Tiles are bumpy.

## Fear of people/behaviour

### Pre-construction

- The people hassling on the street who are on drugs. A group of people near the ATM scares people. People go to the shop to get cash instead.
- Just the people and, when trying to cross the road, it's hard to get a space wide enough in the traffic.
- Again, the homeless & those loitering & pestering people.
- Crowds of people hanging around/sitting on the footpaths.
- Not safe.
- Evading beggars and crossing the street amid traffic.
- Being hassled for money or catcalls and other antisocial behaviour.
- The safety.

### Post-construction

- Unsafe people.

## Traffic danger

### Pre-construction

- Car volume and speed.
- Traffic.

### Post-construction

No comments were made on this topic.

- Multiple intersections though traffic is at a speed higher than it should be.
- You just have to chance it as you cross the road.

## Unpleasant streets

### Pre-construction

- It would be great if there could be a much more "village" environment with maybe flowerpots, etc, for a bit more "happiness" to say "Welcome to Linwood Village", etc. And fix the footpaths for easier access.
- Rubbish on street.

### Post-construction

No comments were made on this topic.

# Appeal and impressions

## Linwood Village's appeal to spend time

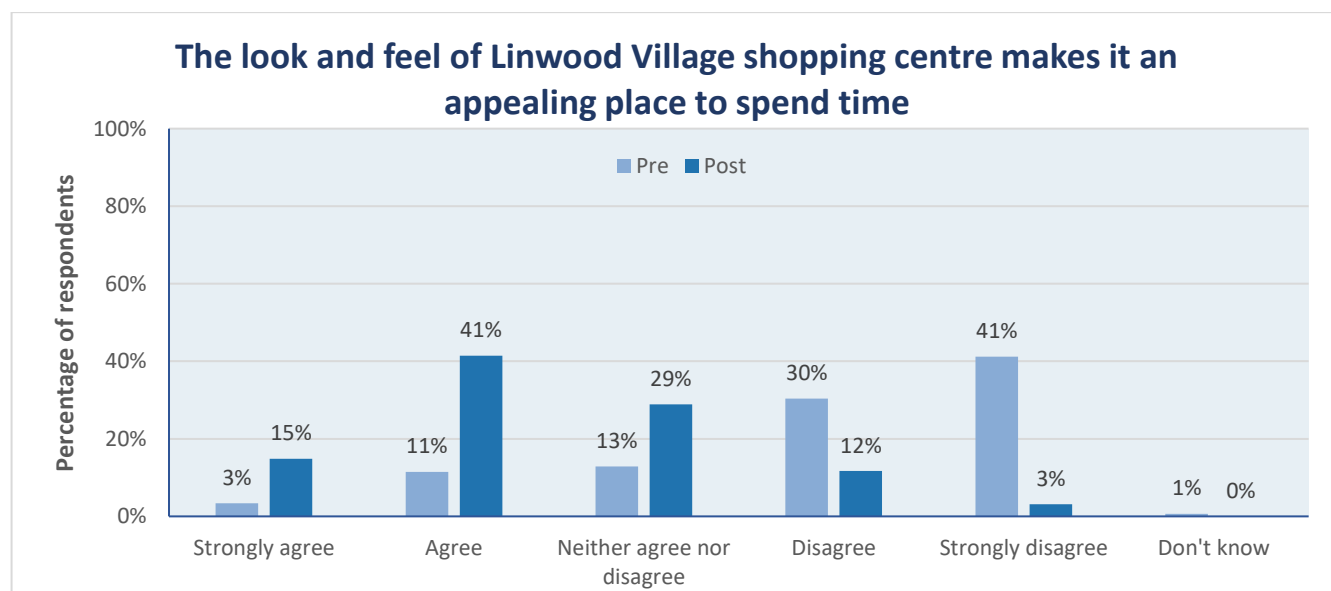
All respondents were asked: *Overall, how much do you agree or disagree that the look and feel of Linwood Village shopping centre makes it an appealing place to spend time?*

Response options:

- > Strongly agree
- > Agree
- > Neither agree nor disagree
- > Disagree
- > Strongly disagree
- Don't know

Pre: n=148

Post: n=128



### Findings:

- In the pre-construction survey, the vast majority of respondents (71%) disagree or strongly disagree that the look and feel of Linwood Village makes it an appealing place to spend time.
  - This has changed significantly, dropping to just 15% of respondents in the post-construction survey.
- Less than one fifth of respondents (14%) agreed or strongly agreed that Linwood Village is an appealing place to spend time in the pre-construction survey, compared to 56% in the post-construction survey.

## COMMENTS: Anything about the streetscape that makes visits difficult or unpleasant

All respondents were asked: *Is there anything about the look and feel of the streetscape in Linwood Village shopping centre that makes your visit(s) difficult or unpleasant? (please write)*

### Empty and run down streets/streetscape concerns

#### Pre-construction

- Empty shops. Changed since earthquakes. Pub changed.
- Stopped coming cause of the homeless and the Supervalu closed. The vacant lot on the corner and empty shops. The homeless put her off coming - stopped her coming. Some are abusive.
- Could do with more shops. Empty sites.
- Need to spend money to make it more whanau friendly. Fix up empty sites - need more for people other than like a tradie shed.
- Run down, old, decrepit, run down amenities.
- Needs an upgrade. Needs commercial investment too.
- Construction material on footpath. Everything seems run down.
- The gallery is really nice. The Tiny Shops are really nice. Community stuff is great. The smoking at the outdoor bar is bad. Rubbish and bits. Derelict buildings, empty sites, averagely maintained shops. Feng shui not there. The river is nice to walk around but have to get there, passing through this area.
- Doesn't look like a shopping street - not very lively. Just a couple of dairies.
- The empty sites are appalling.
- Tidy up the derelict buildings and spaces. Turn the grass into a decent park for kids.
- Need to update the look of the shops, will bring more people in.
- Looks rundown.
- It feels neglected and derelict, a bit depressing. Feels like tiny village used to be cared for and now it's mostly weeds.
- Empty buildings, rubbish. Shop fronts that are old and unappealing.
- Tatty shopfronts, empty lots.
- Just looks quite cheap and run down. The New World is great though.

#### Post-construction

- Empty shops.
- The shops look awful.
- The empty shops. The high presence of low-quality shops. The volume of the pub.
- The Talon Arms is falling over and has broken glass and rubbish constantly around it. The empty concrete park next to it is barren and ugly. People sit outside shops begging for money.
- Lack of good shops.
- Environment.
- Get rid of dangerous Talon Arms on Worcester Street - very unsafe abandoned building.
- Need more cleanliness. The abandoned building on Worcester Street is left as a dumping place from last 13 yrs. It makes the place unappealing and uninviting. And encourages vandalism.

- It looks like a barren derelict site. Empty lots, earthquake-damaged buildings, unappealing shop fronts.
- Undeveloped. Cold. Not unique/interesting.
- The place has been a shambles since the earthquake. Piecemeal, low budget structures & "beautification" projects along with empty sections and partially destroyed buildings. Compared to other, more affluent centres in Christchurch e.g., Sumner & Beckenham, the amount of redevelopment & neglect here is a disgrace. Because of this lack of progress, the area has resident "beggars & other dodgy characters" that seem be-fitting to the state of the village...but at the same time adding another unpleasant element to the feel of the village. I feel sorry for the retailers trying to make a living in this environment.
- Very run down and has odd colour dots on the foot path.
- Empty shops.
- Unpleasant.
- The general lack of cohesion of the area, the empty sections/derelict buildings, some antisocial behaviour, a lack of an inviting feeling community cafe.
- Is not a social space, feels like a hot spot for people in desperate situations.
- Empty shops, empty sections, dirty potholes in carpark by butchers, lack of shop diversity, no community feel, no real reason to stop.
- Dirty, desolate, lack of shop diversity, no community feel, forgotten and sad.
- It is unpleasant. It looks unkempt and uncared for and needs some much-needed investment.
- Empty lots/abandoned buildings (the old Video Ezy) make the area look rough.
- Unsafe, rundown, vandalism central, needs a cool cafe or similar, very disappointed in the design and creativity of the architect(s) who developed recent additions to Worcester Street/Stanmore Road corner (I mean how do you make a depressed area even more unattractive. By putting up a depressed unattractive structure). No established trees or greenery, landscape and feel is 'nil' (but if it is improved... Maintain it!!!!)
- It's just not appealing to want to stop, because of the type of shops and the bar/pub. Its garden bar just feels rough.
- There's plenty of vacant lots, and due to homeless and vagrants hanging around the

Village, it doesn't make for an environment where anyone would want/need to stay for too long a period.

- Some shops closed/graffitied.
- Landlords not maintaining properties and letting them sit empty.
- The area is not clean. Some shops never clean their windows. Empty sections give an unkempt feel.
- Outdated.
- 1) The drug house on the NW corner of the Hereford Street and Stanmore Road intersection.  
2) The terrible state of pavement next to the butchery and the driveway to access the carpark. Also, the carpark's dirtiness and potholes are something I like to avoid. 3) Empty shops or shops where is nothing to buy in, just some pre-packed junk and highly processed food.
- Looks derelict and ghetto. Feels unsafe with unsavoury people loitering.
- It is disgusting to look at! Especially from the corner of Worcester Street to Gloucester Street. Empty section at the corner of Worcester Street/Stanmore Road across from Bridies Hotel - it is a visual disaster! Along the strip, both sides from Gloucester Street to Worcester Street have old retail shops that also look terrible. The only new complex is at the corner of Worcester Street/Stanmore Road which includes Linwood Village Pharmacy (my business). From Worcester Street to Hereford Street there are closed business yards, an old house, etc - equally visually terrible. The Talon Arms on Worcester Street is not only an eyesore but a den for drug addicts.
- Run down and shabby with empty shops makes it very unappealing to shop in Linwood Village.
- Looks very run down, just horrible place to visit. Council does not look after it at all.
- In the evenings it's dark, there's often rubbish and broken glass.
- It would have to be a lot more welcoming for people to spend time there, right now it is sparse and lacking direction.
- Neglected. Untidy empty sites. Vape shops.
- Looks very run down, dirty, litter, tagging, weeds, etc.
- It's a messy, poorly looked after shambles that makes me feel like the community has never been a priority, especially in the decade+ since the quakes.



- It is an embarrassment to the whole area, I used to shop there pre quake, every week, groceries, post office. The beggars ruined the supermarket but it's just been so run down for so many years. It's just vape shops, dairies and a pub. There're always people under the influences of substances. It should all get knocked down and build housing. The shops are a magnet for worst of Linwood to gather together. Get rid of the ATM's, I'm sure it's convenient for people buying drugs. I hate to say such negative things but 10 years + I've seen it just run down, I just want to sell my house and move to a nicer neighbourhood.
- Grunge.
- Because of the crime in the area, most of the shops and facades have not been maintained or looked after very well. It looks run down, worn, lots of graffiti, etc.
- Abandoned buildings, beggars, empty sections.
- It looks neglected. It doesn't look like a village. There is nothing on the streetscape level that defines it as separate from any other part of Stanmore Road.
- I'd like the vacant lots along the road tidied up and better lit. The signage feels a little old and shoddy, as well.
- A bit filthy.
- Appears run down with lots of empty buildings that haven't been looked after and need to be demolished or renovated.
- The beggars make it unpleasant; shop fronts look unappealing.
- Parks that are empty and not really adding anything - could be planted a lot nicer, native trees and bushes to encourage more bird life. Grass spaces beside the road are unlikely to be used for picnics etc. Old buildings. Vape shops placed in low socioeconomic area. High rate of homeless people who need care. More housing developments which is okay, but I can assume will increase the likelihood of gentrification of the area. Some buildings aren't in use. What about Council planting or hanging flower baskets or something small like this to show that it's lively and someone's caring for it.
- Lack of variety of shops.
- There are empty lots with overgrown grass and graffiti which isn't nice to look at.
- Old, outdated shopfronts and the beggars.

- Rough, unkempt, graffiti, derelict buildings (though this has improved lately), dodgy and drug dealing people loitering. Fights, intoxicated people, and people "acting out" is not uncommon.
- Empty shops. Beggars. Tagging. Insufficient parking. And generally looking run down.
- It's pretty decrepit - looks unloved.
- Empty unkempt land and hideous unoccupied buildings; Needs an upgrade.
- Broken windows.
- Just looks rundown. Some people would be scared to get out of cars. They would think it is a high crime area, but it really isn't.
- Somewhat dirty, ATMS are covered in blood sometimes. Broken bottles etc. There is a local guy who does his best collecting all the dirt and stuff and puts them in the bins. Homeless people asking for money, etc.
- Many run down and closed up buildings. Lack of ownership or care of spaces.
- Rough.
- Empty sections, derelict sections (former gun and Video Ezy sites), beggars always asking for money.
- It looks like it's a still being built construction site.

## Fear of people/behaviour

### Pre-construction

- Just people.
- People on the street shouting, men and women instigating confrontation. Faeces and drug paraphernalia.
- And the INTERESTING people.
- Homeless people. People on the street. Some of the buildings are run down. No new life coming in. Abandoned buildings not appealing.
- Too many scum bags. They don't keep to themselves. Horrific drug problem. Get sick of being at risk.
- At night-time you can hear lots of cars cruising.
- Have some beggars, not too bad today.
- Just the people on the street.
- Would like a few more shops and fewer beggars or homeless people. Sometimes presence of people on drugs behaving badly. Life on street is good though - buskers are fine.

### Post-construction

- Homeless people, low grade s\*\*\*\*\* rip off bargain supermarkets & shops that promote drugs and drug paraphernalia like "Roc Nation".
- Beggars.
- Begging.
- Often has people under the influence, and the outsides of the buildings look rundown and unappealing.
- Unsure.
- The beggars can be intimidating.
- People.
- Beggars.

- Tagging, rubbish, intoxicated pedestrians, homeless on street, gang in patches.
- Looks really cramped in the area and, as mentioned before, the drug users that sit on that street or in by the picnic tables don't make a very pleasant sight.
- Antisocial behaviour from people who are clearly under the influence of narcotics.
- The amount of homeless people doesn't feel very inviting.
- I don't feel at all safe shopping there. I only shop at the butcher's.
- I only visit the post office if I have to. I feel very uncomfortable & unsafe there so avoid the area as much as possible even though it's my closest shops.
- People begging is problematic.
- Same as previously mentioned. The streetscape in itself is fine. Some people make it unpleasant to walk around there.
- Homeless keep on asking for money not a good look for shopping centre.
- Street people "beggars".
- As a single woman, I feel unsafe as a pedestrian, cyclist and driver. Nearby drug dealers, shelters and Bridies does not help.
- Too many beggars.
- Beggars, gang patches, people who are obviously wasted.
- Sometimes kids and family pestered by people pretending to be homeless.

## Other

### Pre-construction

- No (x5).
- Yes.
- Please see my previous comments, as I feel they are more relevant to the above question.
- No, but think if it was a bit brighter it would be friendlier. Could have better street lighting, especially at night.
- No - just the vibe here.

### Post-construction

- Not enough recycling stations/confusing bike lanes/speeding cars.
- No matter how many visual improvements you make, it will still be filled with the same demographic.
- More lighting would be nice.
- No.
- Too much money spent.

# Overall impression of Linwood Village

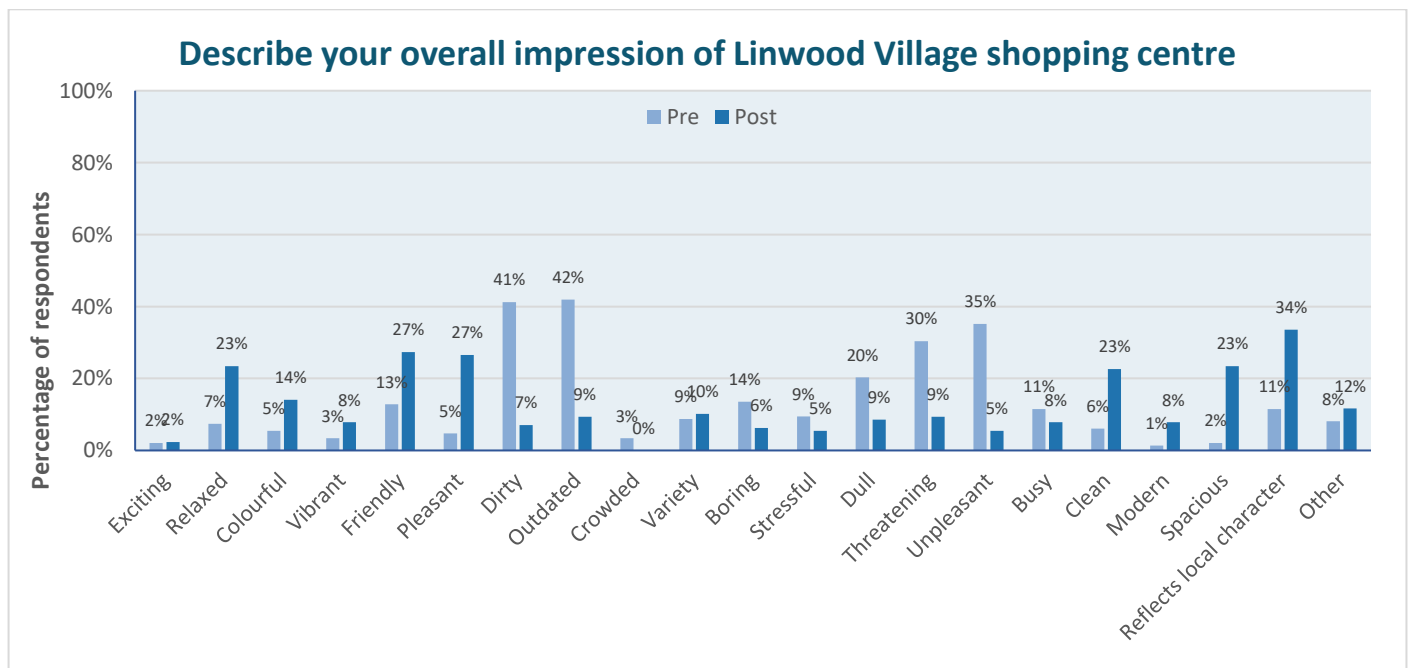
All respondents were asked: *Please describe your overall impression of Linwood Village shopping centre using up to three of the following descriptors: (select up to three)*

## Response options:

- |             |               |                            |
|-------------|---------------|----------------------------|
| > Exciting  | > Crowded     | > Clean                    |
| > Relaxed   | > Variety     | > Modern                   |
| > Colourful | > Boring      | > Spacious                 |
| > Vibrant   | > Stressful   | > Reflects local character |
| > Friendly  | > Dull        | > Other (please specify)   |
| > Pleasant  | > Threatening | > None of the above        |
| > Dirty     | > Unpleasant  |                            |
| > Outdated  | > Busy        |                            |

Pre: n=148

Post: n=128



## Findings:

- Overall impressions of the Linwood Village shopping centre improved dramatically between the pre-construction and post-construction surveys.
  - In the pre-construction survey, the six most frequently chosen adjectives all described Linwood Village negatively ('outdated', 'dirty', 'unpleasant', 'threatening', 'dull' and 'boring').
  - In the post-construction survey, the six most frequently chosen adjectives all described Linwood Village positively ('reflects local character', 'friendly', 'pleasant', 'clean', 'spacious', and 'relaxed').
- In the pre-construction survey, the three most popular words selected to describe Linwood Village shopping centre were 'outdated' (42%), 'dirty' (41%) and 'unpleasant' (35%). In the post-construction survey, these words were selected by just 9%, 7%, and 9% respectively.

- In the post-construction survey, the three most popular words selected were 'reflects local character' (34%), 'friendly' (27%) and 'pleasant' (27%). In the pre-construction survey, these words were selected by just 11%, 13% and 5% respectively.

Other words/phrases (written by respondents) used to describe Linwood Village shopping centre included:

- **Pre-construction:** Undeveloped; Run down; Disrepair; There is a community feel despite the unpleasantness; Sad; Neglected; Some homeless around shops; Run down; Dodgy people around; Needs more businesses; Derelict; and Really messy & not in a funky way.
- **Post-construction:** Streetscape is nice but ruined by intimidating and aggressive people; Uneventful; Need more shops; Improving; Heaps of homeless people begging; I avoid the shopping centre often due to people asking for money outside shops and businesses. So tired of being asked for money when I go out. I avoid shops because of it; Some people need help. It unfortunately detracts from the area; Speed bumps very unwelcoming and awkward; Nice local community; Fair; Still needs more revitalising; Peaceful; Lovely; Beautiful, attractive, appealing; and S\*\*\* of a bus stop.

# Assessment of streetscape features

## Quality of Linwood Village streetscape features

All respondents were asked: *How would you rate the quality of the following aspects of Linwood Village shopping centre? (select one option for each statement)*

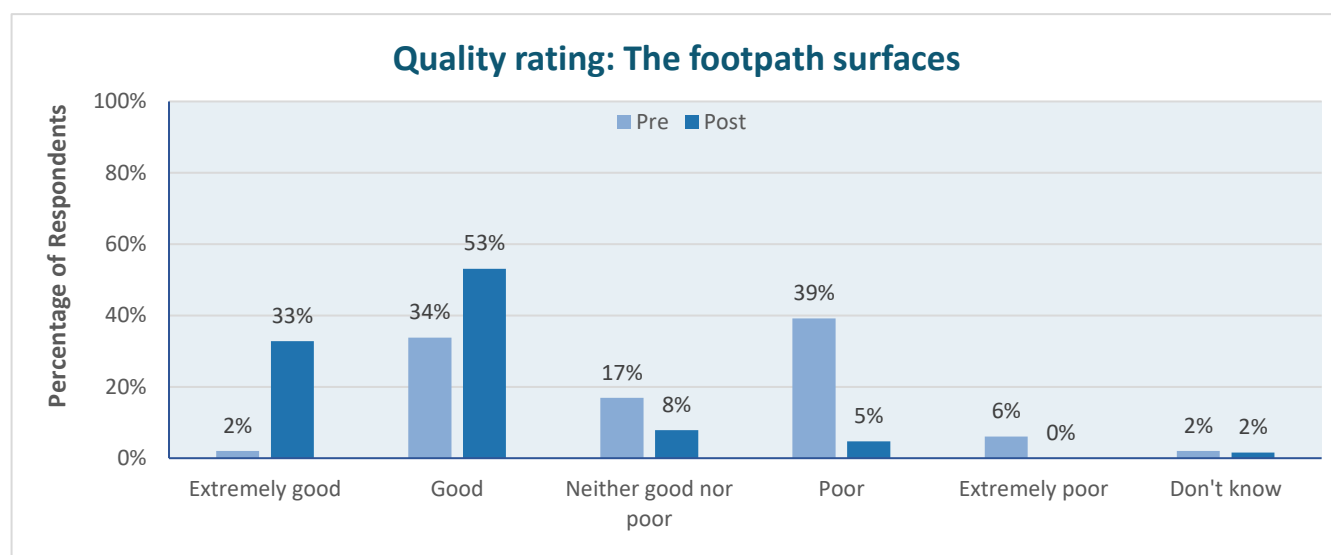
### Response options:

- > Extremely good
- > Good
- > Neither good nor poor
- > Poor
- > Extremely poor
- > Don't know

### Footpath surfaces

Pre: n=148

Post: n=128



### Findings:

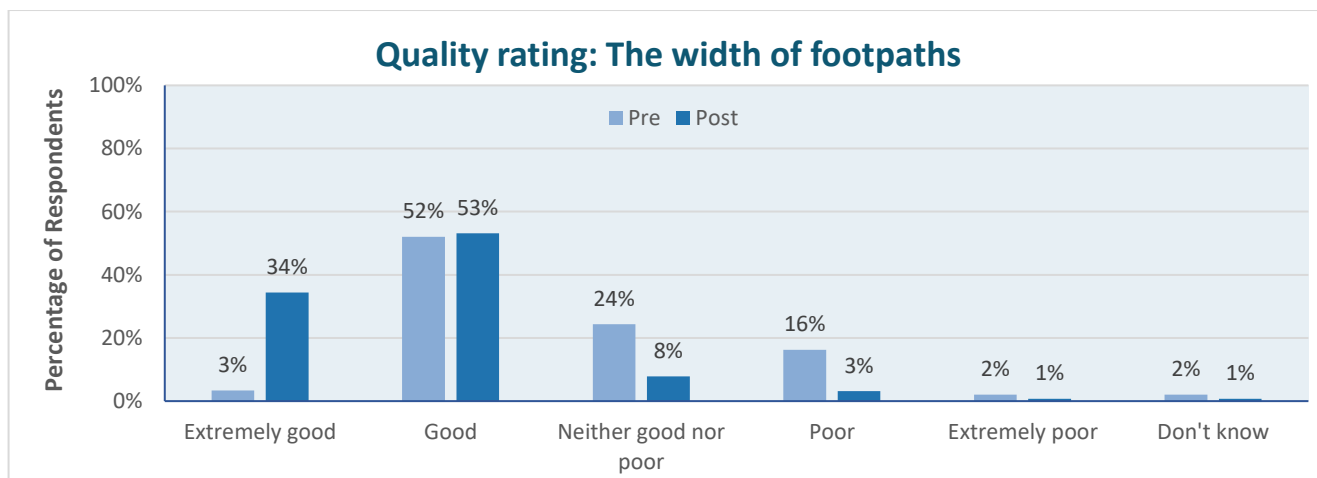
Assessments of the footpath surfaces **improved significantly** post-construction.

- Pre-construction, 36% of respondents rated the footpath surfaces positively (extremely good or good), compared to 86% post-construction.
- Negative assessments (poor or extremely poor) dropped from 45% pre-construction to just 5% post-construction.
  - No respondents rated footpath surfaces 'extremely poor' in the post-construction survey.

## Width of footpaths

Pre: n=148

Post: n=128



### Findings:

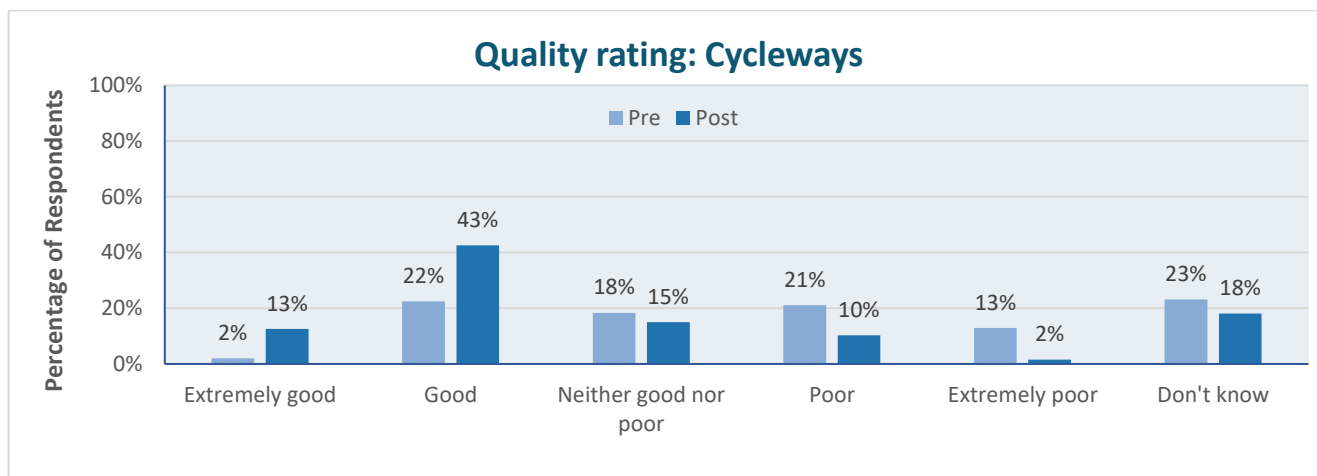
Assessments of the width of footpaths **improved** post-construction.

- Pre-construction, 55% of respondents rated the width of footpaths positively (extremely good or good), compared to 87% post-construction.
- Negative assessments (poor or extremely poor) dropped from 18% pre-construction to 4% post-construction.

## Cycleways

Pre: n=147

Post: n=127



### Findings:

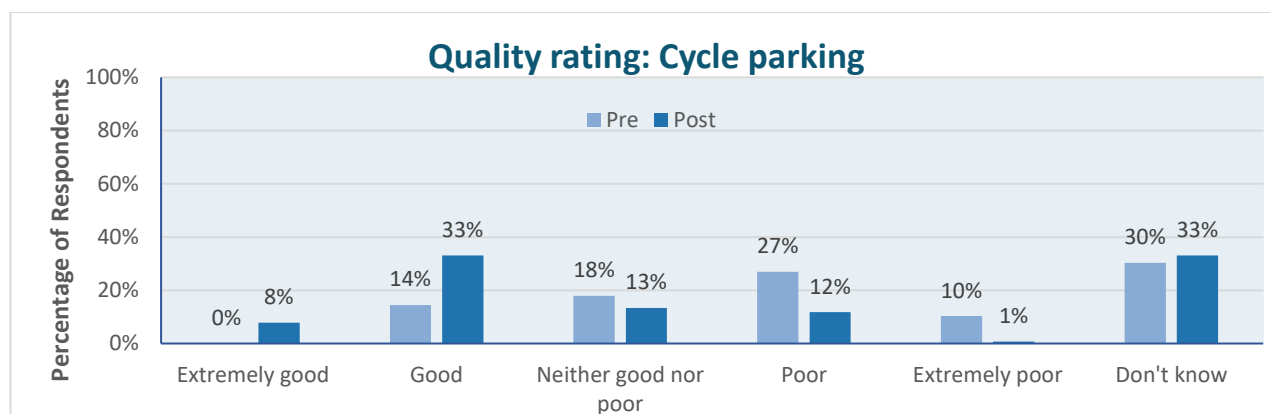
Assessments of the cycleways **improved** post-construction.

- Pre-construction, 24% of respondents rated cycleways positively (extremely good or good), compared to 56% post-construction.
- Negative assessments (poor or extremely poor) dropped from 34% pre-construction to 14% post-construction.

## Cycle parking

Pre: n=145

Post: n=127



### Findings:

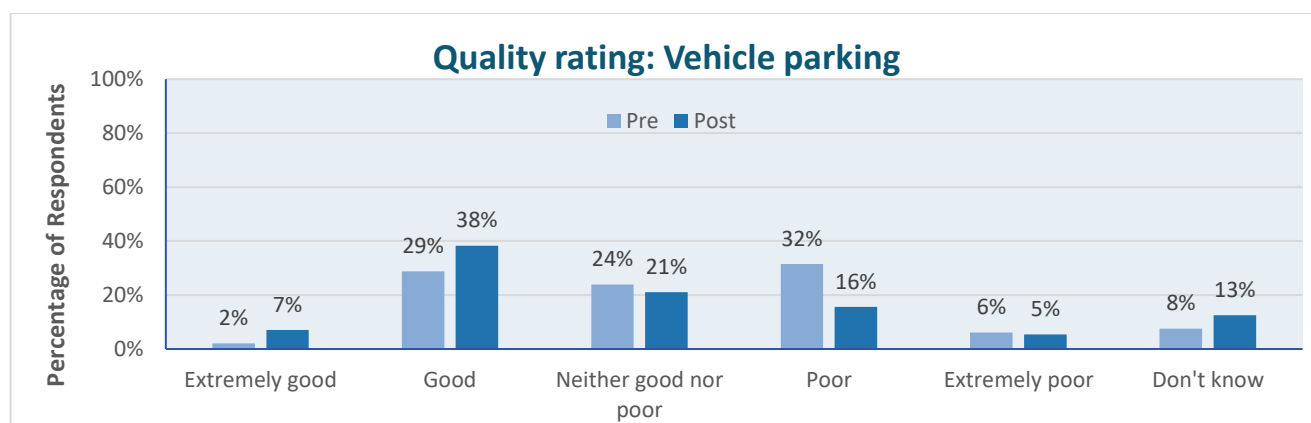
Assessments of cycle parking **improved** post-construction.

- Pre-construction, 14% of respondents rated cycle parking positively, compared to 41% post-construction.
  - No respondents rated cycle parking 'extremely good' pre-construction, compared to 8% post-construction.
- Negative assessments (poor or extremely poor) dropped from 37% pre-construction to 13% post-construction.

## Vehicle parking

Pre: n=146

Post: n=128



### Findings:

Assessments of vehicle parking **improved** post-construction.

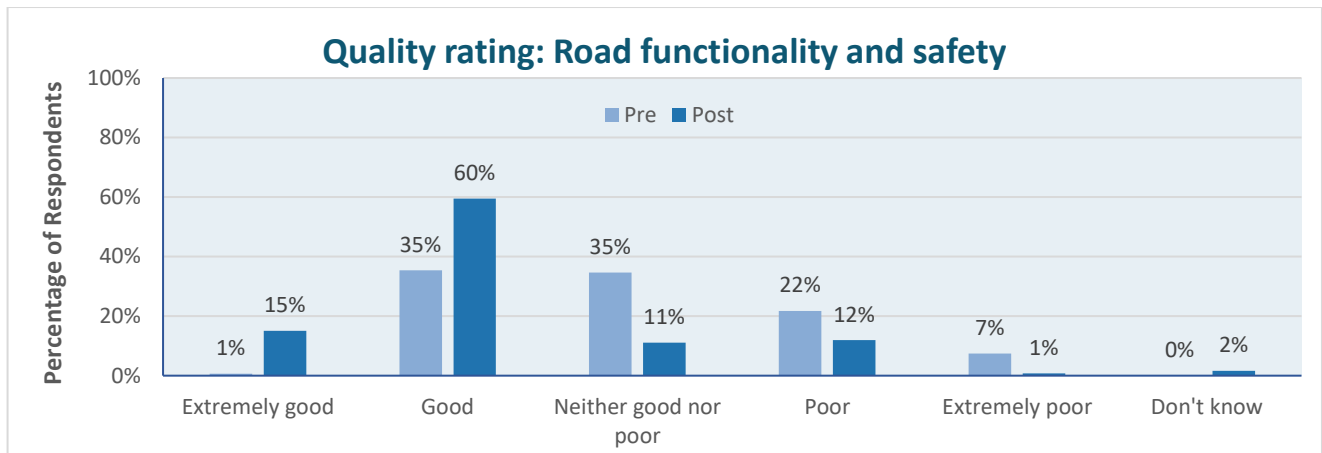
- Pre-construction, 31% of respondents rated vehicle parking positively (extremely good or good), compared to 45% post-construction.
- Negative assessments (poor or extremely poor) dropped from 38% pre-construction to 21% post-construction.



## Road functionality and safety

Pre: n=147

Post: n=126



### Findings:

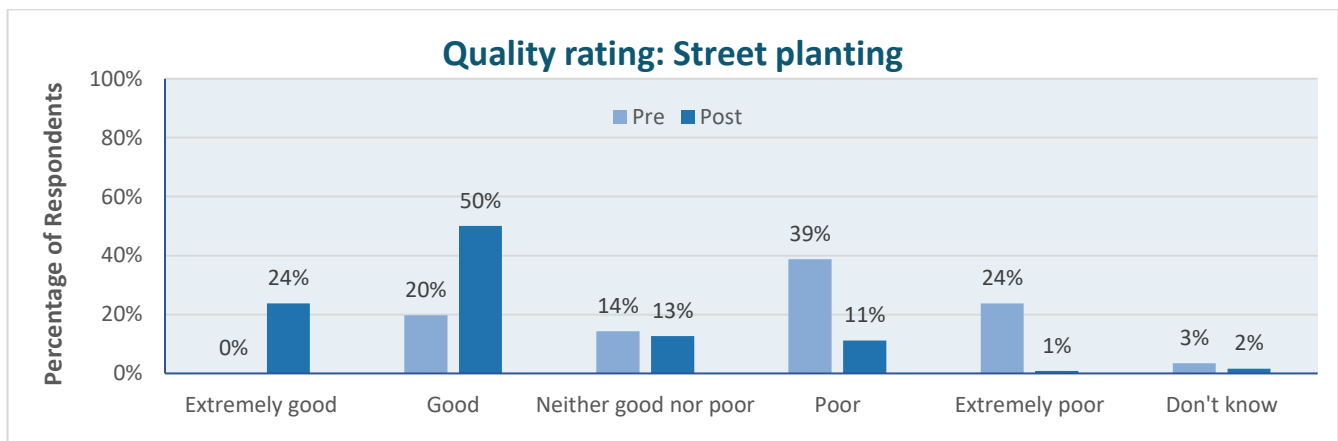
Assessments of road functionality and safety **improved significantly** post-construction.

- Pre-construction, 36% of respondents rated road functionality and safety positively (extremely good or good), compared to 75% post-construction.
- Negative assessments (poor or extremely poor) dropped from 29% pre-construction to 13% post-construction.

## Street planting (e.g. street trees, planter boxes)

Pre: n=147

Post: n=126



### Findings:

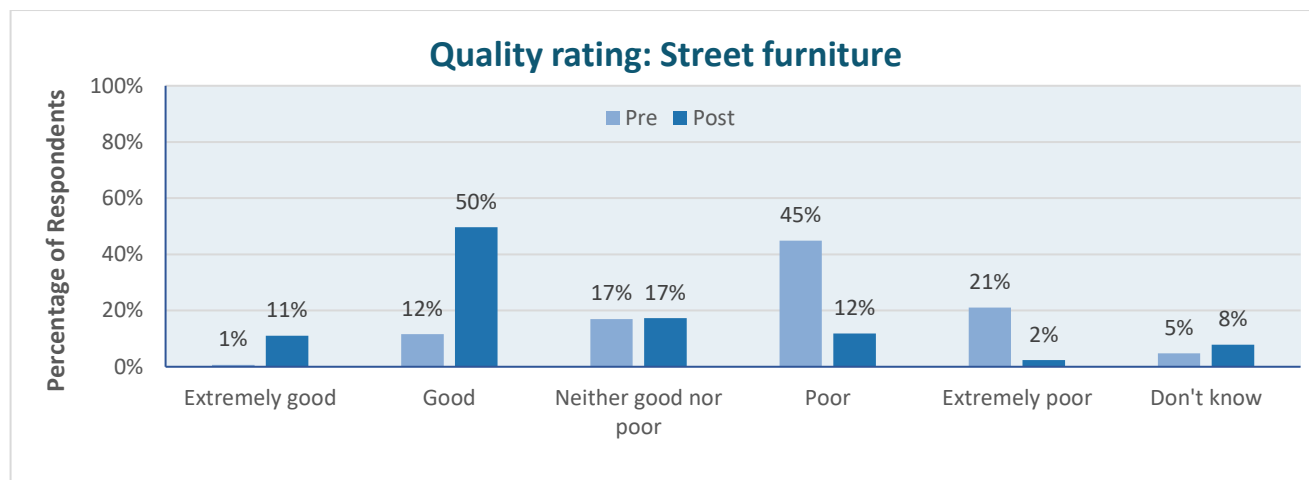
Assessments of street planting **improved significantly** post-construction.

- Pre-construction, 20% of respondents rated street planting positively, compared to 74% post-construction.
  - No respondents rated street planting 'extremely good' pre-construction, compared to 24% post-construction.
- Negative assessments (poor or extremely poor) dropped from 63% pre-construction to 12% post-construction.

## Street furniture (e.g. seating, tables)

Pre: n=147

Post: n=127



### Findings:

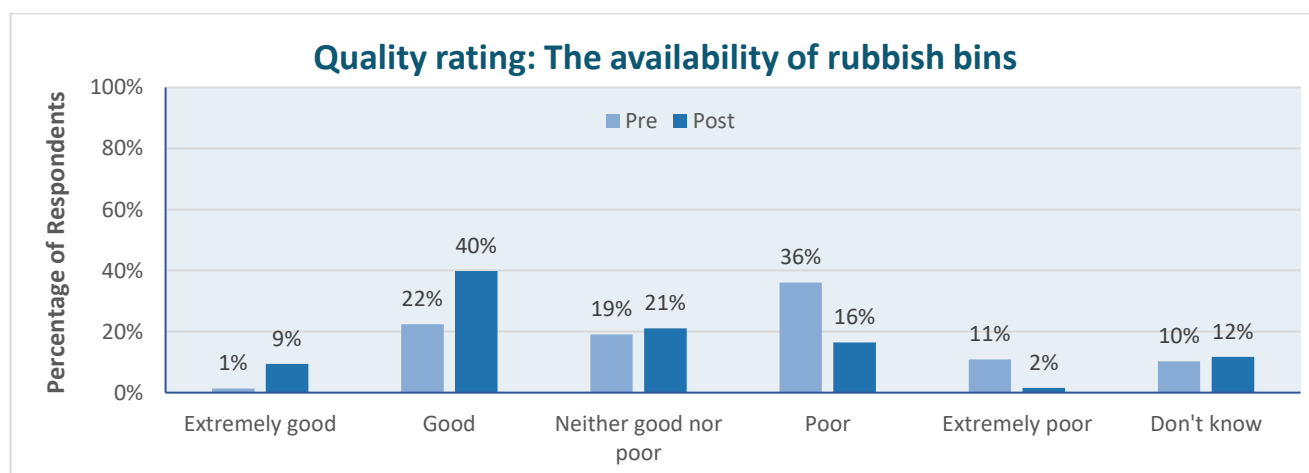
Assessments of street furniture **improved significantly** post-construction.

- Pre-construction, just 13% of respondents rated street furniture positively (extremely good or good), compared to 61% post-construction.
- Negative assessments (poor or extremely poor) dropped from 66% pre-construction to 14% post-construction.

## The availability of rubbish bins

Pre: n=147

Post: n=128



### Findings:

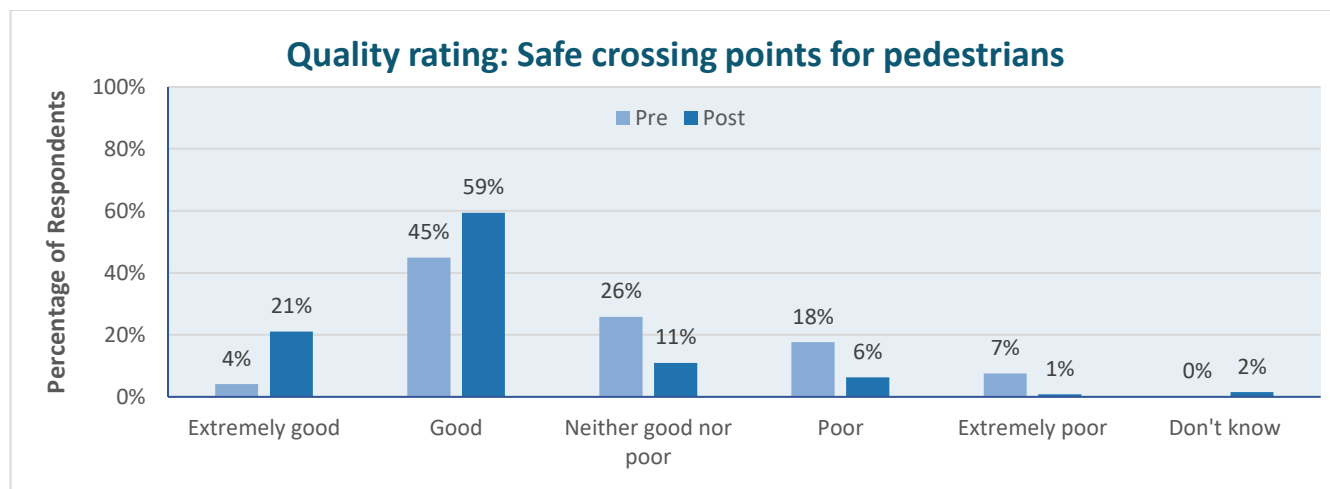
Assessments of the availability of rubbish bins **significantly** post-construction.

- Pre-construction, 23% of respondents rated the availability of rubbish bins positively (extremely good or good), compared to 49% post-construction.
- Negative assessments (poor or extremely poor) dropped from 47% pre-construction to 18% post-construction.

## Safe crossing points for pedestrians

Pre: n=147

Post: n=128



### Findings:

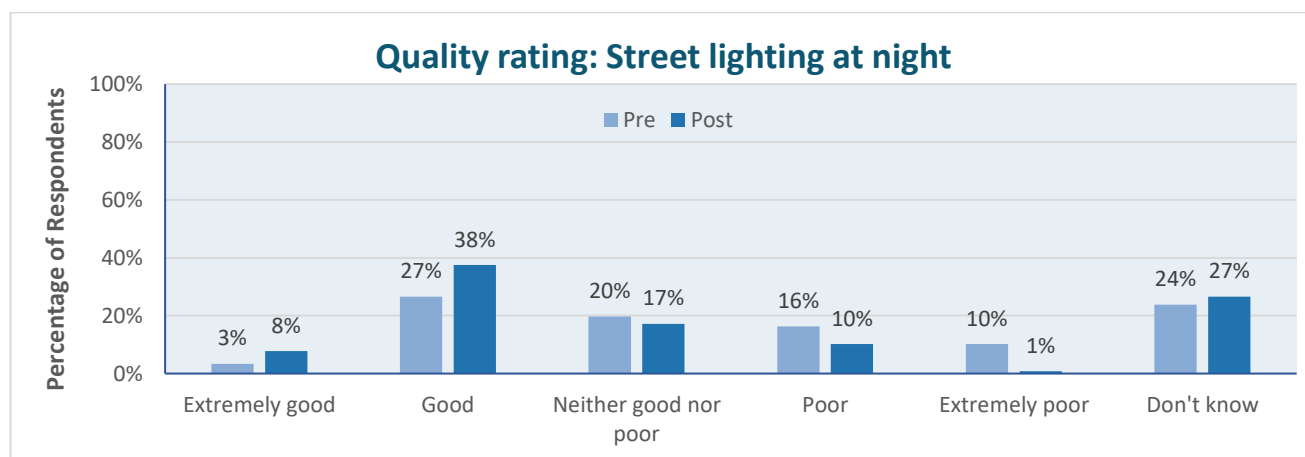
Assessments of safe crossing points for pedestrians **improved** post-construction.

- Pre-construction, 49% of respondents rated safe crossing points for pedestrians positively (extremely good or good), compared to 80% post-construction.
- Negative assessments (poor or extremely poor) dropped from 25% pre-construction to just 7% post-construction.

## Street lighting at night

Pre: n=147

Post: n=128



### Findings:

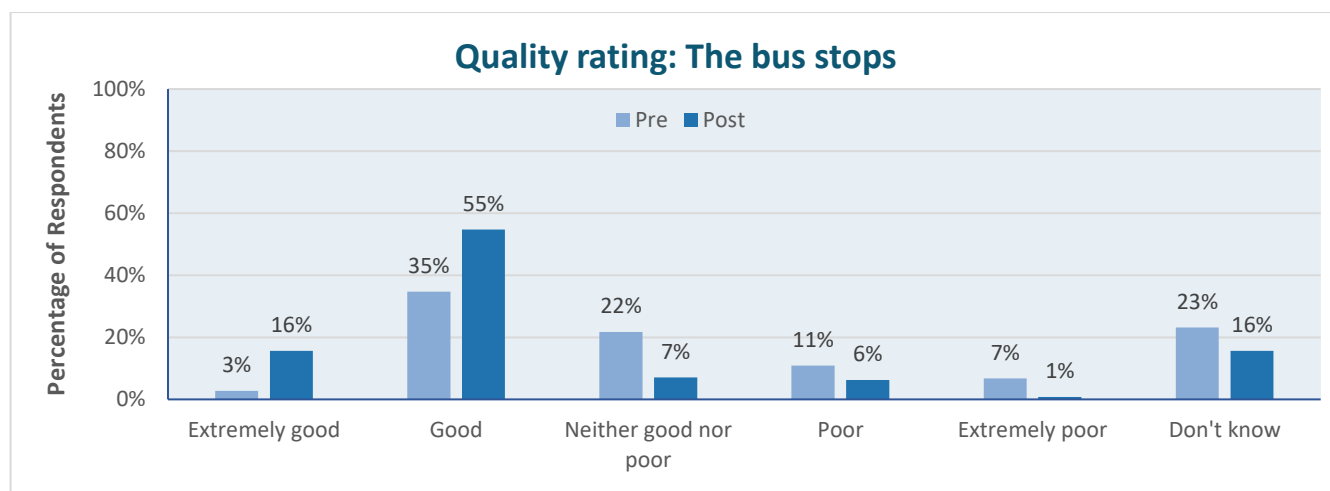
Assessments of street lighting at night **improved** post-construction.

- Pre-construction, 30% of respondents rated street lighting at night positively (extremely good or good), compared to 46% post-construction.
- Negative assessments (poor or extremely poor) dropped from 26% pre-construction to 11% post-construction.

## The bus stops

Pre: n=147

Post: n=128



### Findings:

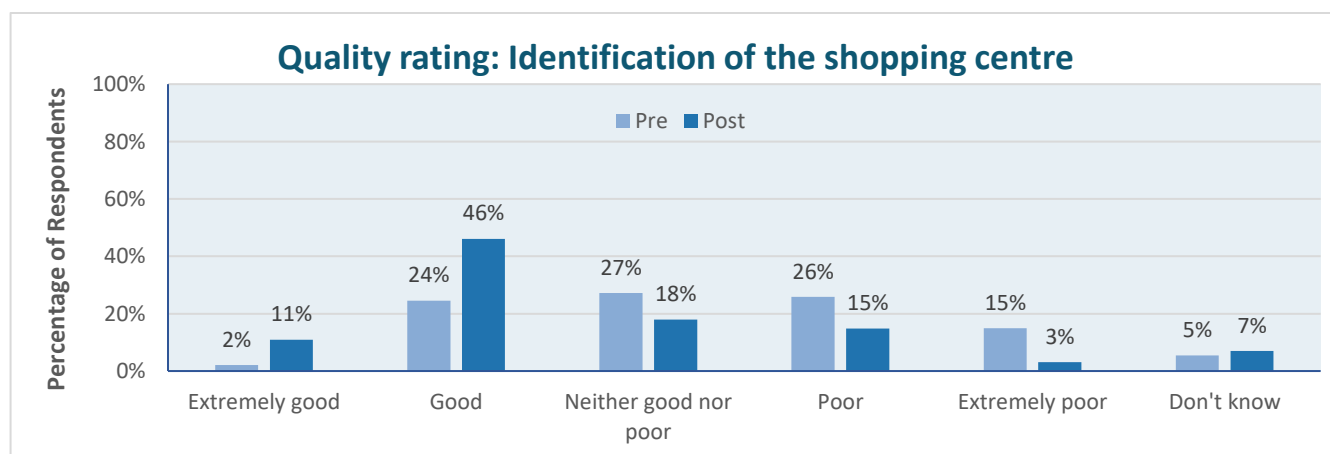
Assessments of the bus stops **improved** post-construction.

- Pre-construction, 38% of respondents rated the bus stops positively (extremely good or good), compared to 71% post-construction.
- Negative assessments (poor or extremely poor) dropped from 18% pre-construction to 7% post-construction.

## Identification of the shopping centre

Pre: n=147

Post: n=128



### Findings:

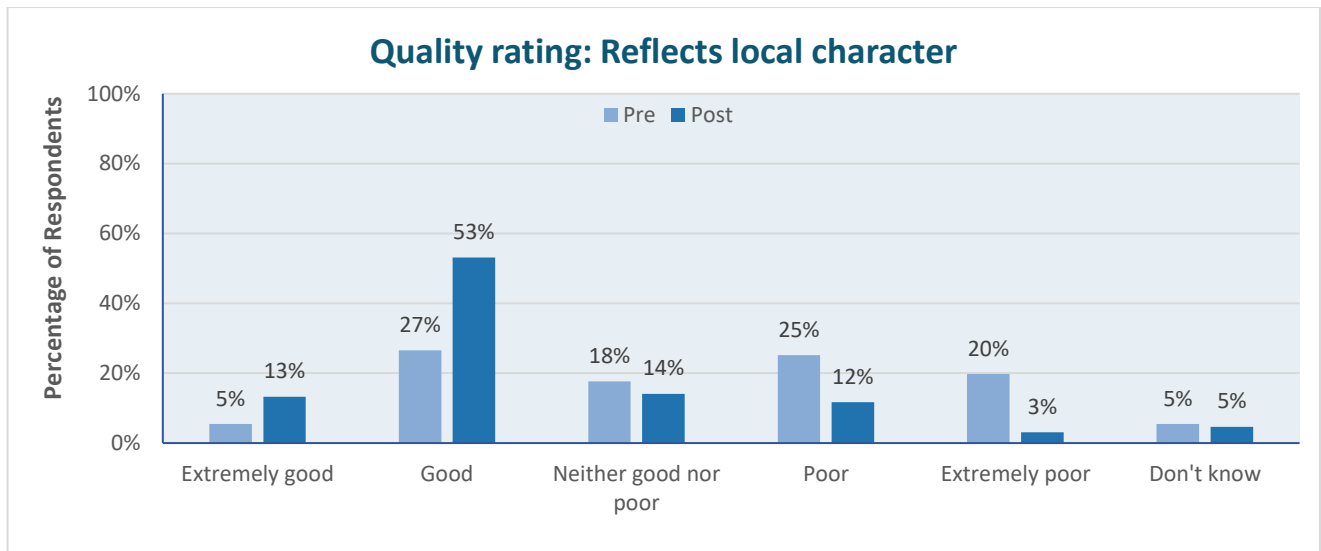
Assessments of identification of the shopping centre **improved** post-construction.

- Pre-construction, 26% of respondents rated the identification of the shopping centre positively (extremely good or good), compared to 57% post-construction.
- Negative assessments (poor or extremely poor) dropped from 41% pre-construction to 18% post-construction.

## Reflects local character

Pre: n=147

Post: n=128



### Findings:

Assessments of Linwood Village reflecting local character **improved** post-construction.

- Pre-construction, 32% of respondents 'reflects local character' positively (extremely good or good), compared to 66% post-construction.
- Negative assessments (poor or extremely poor) dropped from 45% pre-construction to 15% post-construction.

# COMMENTS: Anything else about the streetscape

All respondents were asked: *Is there anything else that you would like to tell us about the streetscape in Linwood Village shopping centre?*

## Positive comments

### Pre-construction

- I like the street scape in Linwood Village. That is why I like to visit there almost every day.

### Post-construction

- It's better than it was.
- It looks a lot better than 5 years ago.
- Love the work done in 2024, excited to see the trees mature.
- The work done really made a difference to the general look and feel of the area.
- New wide paths and cycle lanes look and work great for segregating from traffic, etc.
- Streetscape is great!
- As a local I am very proud to see my area is a priority and that it has had a much needed facelift. It makes our community proud of living here. I hope to see more businesses open and attract more foot traffic.
- It is clean and tidy 😊.
- Getting better.
- I live on Worcester Street close to Fitzgerald Ave. I have on occasions gone to the shopping area. There is a much greater good feel/atmosphere to the area since the upgrade. I feel for the businesses that have decided to set up a new business. But also applaud them for doing so.
- A vast improvement. Will be better with more buildings, is transitioning. Less mischief.
- People not hanging around so much, less intimidating. Nice to meet people.
- It took a long time to come and it's great, and we need more of these sort of centres.
- No, I just think it's brilliant, it's a place of safety.
- It is improving and a lot nicer than it was. People know each other - community element.
- Like the gardens. Design is great.
- Good improvement.
- Community gardens and post shop are good.
- A very good change - it makes me smile when I bike through.
- I appreciate the new trees that have been planted. More big trees are always welcome!
- Recently construction been done at Stanmore Road and since then, it looks great.
- No, not really. Quite satisfied about what has been done there, thanks.

- Keep it going - it's a positive thing as a homeowner to have in the neighbourhood.

## Empty shops/buildings

### Pre-construction

No comments were made on this topic.

### Post-construction

- Need to pull down the abandoned building, it reflects very poorly on the community.
- Need more active shops. Shops that are affordable.
- Something needs to be done about the empty lots that gather trash and broken glass. In particular, either side of the Talon Arms. This really brings down the neighbourhood and is a mockery to the plaque dedicated to the earthquake victims, which has been placed in the ground next to it. The Linwood gallery is the real jewel of the neighbourhood and there are good businesses in there which are being let down by these sad spaces.
- The undeveloped corner of Worcester Street & Stanmore Road detracts from the new landscape plus the Talon Arms is a dangerous building right on the footpath which is also filling up with 'fly tipping'. Is an eyesore.
- There's a couple of abandoned buildings that are all tagged up which make the area look rough.
- Empty sections need filling with tenants. The old abandoned gun shop needs to be pulled down, it's an eyesore on the landscape, attracting more anti-social activities.
- The shop fronts along Stanmore Road between Worcester and Gloucester Streets on both sides look quite tired and outdated in places. Some work to remedy this would make a lot of difference, although I appreciate this is likely privately owned.
- Upgrade the shops get rid of the bums.
- Need to pull down Talon Arms. It looks unsafe and makes the whole place seem abandoned.

## Social issues and concerns / Fear of people

### Pre-construction

- The homeless people on the street are the main problem, especially from 5 to 9 at night. Last year a guy came in and robbed the shop, he still in

### Post-construction

- Need to control vandalism.

prison. The street parking is poor for customers. The dirty footpath, no one maintains it. There are too many leaves on the street - need to clean. The shop wants to expand but parking is limiting that, they are the number 1 Filipino store in Christchurch, so people drive to visit from all over Christchurch and there is nowhere to visit.

- Just sort the people.
- It is a nice area. No less glue baggers and food beggars.
- The people on the street, homeless, druggies, drug trade needs to be sorted out. That is the main problem. Just sort that out. The area is near to the city, good housing, people are good - so everything is good. Is straight forward, just fix the problems on the street.
- Lot of people suffering from mental health drug addiction need better services to help out. Lots pretend to be helpless but mixed with mental health can be dangerous.
- Needs to be a safer community for family and kids.
- Too much homeless.
- The source of most drug dealing occurs openly at a property on the corner of Hereford Street and Stanmore Road and is a direct result of the antisocial behaviour that occurs in the village.
- No, just wanted to make clear that we feel unsafe and it's not representative of the community I live around.
- Need to get rid of the homeless people sitting around doing drugs. I never use the ATM there as I'm too scared of being harassed. That part of Stanmore Road seems very secluded and gloomy.
- Not a good place with kids. Don't feel safe around in Linwood.
- It currently feels extremely dodgy and unsafe. If this changed, I would visit more frequently.
- The homeless outside the dairy just don't make Linwood Village shopping centre a nice place for families and people in general to spend time in.
- Street beggars put people off from shopping. Feels very unsafe. Apart from Hubbard Butchery there are no good shops. Feels very unsafe.
- You can fix the street scape (this would be a good thing) but people won't want to shop there until the begging problem is eliminated.
- A particular problem for these blocks is the drug dealership house on the corner of Hereford Street and Stanmore Road, which is a revolving
- Something needs to be done about the beggars in the area, I was approached by another drug addict(?) last night.
- Unfortunately, there are some people that sit around the shops wanting money. I feel sorry for these people as they need help, but it can make you feel a little unsettled. One new business has just started and already people are sitting around near the entrance.
- There are a lot of homeless people begging.
- The Westpac ATM on benefit days can be confronting with people drinking and selling drugs.
- Both Wellington & Auckland have bylaws about begging; the Salvation Army say no reason for homeless in Chch; the beggar I saw last was buying alcohol in the supermarket afterwards so no real need to be begging; PLEASE pass laws about street beggars, thank you; very intimidating when they ask for money.
- Love the upgrades made, feels like a nicer space now. However, beggars are still quite a problem.
- It's full of drug addicts sleeping outside the shops and has drunk people coming from the pub onto the road.



door for begging and buying. The shopping centre improves markedly when that place is shut down, but sadly these are for short periods only. I believe that this house is responsible for about 80% of the problems on the street. It is owned by a middle school teacher from Merivale who seems comfortable with facilitating this activity in our neighbourhood.

- In an awful way it does reflect local character by feeling awful and unsafe and poor - but that's probably not the goal! We have gorgeous pockets of green and heritage Linwood and lots of creatives. It's slowly gentrifying but personally I will move to a safer neighbourhood so I can at least walk to my local shops with a sense of safety.
- Would love to feel safe enough to walk down and use it more as we feel so unsafe that we drive the short distance just for takeaways.
- There are a few homeless people around who also feel threatened by the characters that hang around the shops.
- Also, people begging for money, I do not enjoy shopping there anymore.
- People sell drugs day and night at the tiny village. Too many beggars/should work. Scare people away. Make shops close.

## Criticism of streetscape

### Pre-construction

- Needs more life.
- Can be upgraded a bit more.
- Expect every area should have an upgrade - everyone pays rates.
- Is all a bit messy and only parts are fixed - some parts are very bad. Fix the road and the pavement.
- Long overdue for renovation. Post earthquake a mess.
- Needs more investment tidy up - update.
- Get rid of derelict building - eyesore next to butcher.
- The wall art has never been upgraded - of the fish, people proud.
- Community - Tiny Shops. Te Whare Roimata all good, lead by example by loving and caring.
- Would be good to sort the empty spaces - is the worst bit.

### Post-construction

- Live band music volume far too high. Very deafening when walking past.
- Insufficient due to the removal of the seats in the village park.
- Too expensive.
- The footpaths have had very expensive paving installed, can't understand why...
- Complete waste of money. I walk through the village several times a week - no sign of any person sitting in the no expense spared seating area.
- Feel the unfinished corner on Worcester Street and Stanmore Road lets the area improvements down. Disappointing to see that nothing has been done with the Talon Arms Gun Shop since the earthquake. It's dangerously hanging over the public footpath and has become a dumping place for domestic rubbish.

- Hurry up and fix it- it has been going on for ages. You have meetings discussing it, but don't do anything. Just do it.
- If you could make the area a safe one to visit, that would be a good start. It all hinges on this really (as this is what it puts people off and consequently what effects the success of businesses in the area).
- In short - the area looks and feels desolate. Streetscaping alone won't solve the problems, but it will be an extremely helpful element alongside efforts by community, businesses, enforcement, and social agencies.
- No. The driveway behind the butcher needs doing. The shop around the corner needs to be demolished. Empty lots are poor.
- It's a shocker! Decrepit, old, poor variety.
- Please update it, put some decent shops in place. Some more appealing buildings.
- Still have earthquake damage. Derelict building next to the butcher - the guy's trying but takes ages.
- The roundabouts need beautification. Doris Lusk Park should reflect on the artist she was. The village is just awful. Pre-quake you had a supermarket, vegetable shop, fish all in walking distance. I shopped there every week. It's a rough element, they own that area now and have done for years. Linwood Village needs people living in it. Condense the shop spaces down to target quality not a row of empty shops. I've lived in this area for 15 years and without the Fitz pub it's improved. I do see more families, but they will shop outside of Linwood as do I and that speaks volumes. I do all my shopping in the city.
- Empty shops should be sorted – café, etc.
- Get rid of the still standing, but damaged dwellings like the gun shop, and the house on the SW corner of Hereford Street/Stammore Road, the drug house on the NW corner of Hereford Street/Stammore Road, the unpleasantly looking part of Stammore Road on its W side till it reaches Worcester Street. Then abandoned DVD store with a very unpleasant area from one ATM to the Westpac ATM. Support businesses like Domino, Subway, Super Value, which used to be there, to return.
- It is my closest place to go but needs a lot of work to make it a vibrant place.
- Random faded paint and sad planting don't help the overall ambience.
- Some aspects are still run down and need of a face lift. Otherwise - good job!
- It looks like a lot of money was wasted by having so many different types of tiles. Makes the overall aesthetic appear cheaper and lower class. More likely to have long term issues with replacement and maintenance also. You wouldn't see something done to this standard in an area like Merivale or Fendalton so why in Linwood?

- The old video shop, the wrecked gun shop on Worcester Street, the cheap and nasty pop-up shops. Also, the old subway building, these building are just dragging the area down.
- Needs to have a character makeover.
- Not just the streetscape that needs improving but the buildings need painting and doing up, some empty sections are overgrown.
- It is rundown and has very little to encourage to use the shops in the area. There are people begging and threatening at times, which puts a lot of people off stopping there. Something like a decent cafe would help people to make a stop.
- Area needs a complete overhaul, suburbs right next to the CBD in other cities like Auckland and Wellington are vibrant, desirable, trendy, and bustling. Surely the same can be done here in Christchurch. The area has a lot of potential and we've just gone through a massive property boom and yet no-one wants to invest in the area. There must be something the Council can do to change this?
- Aside from the butchery the appeal of shops in Linwood Village is below par.
- if you are going to spend money on it, keep it maintained. No good planting wonderful trees when they will be bent or snapped, or pulled out... and then what? Keep it maintained. Maybe consider changing zoning to allow 'good' housing... not state housing. Remove beggars and I'll be able to walk down that road unharrassed (sic). If that pub closes... reconsider not allowing another business like that there. Low income, mentally ill, and people of questionable morals don't need a pub near them. Then... I could finally walk down that road for the first time in years. Off the top of my head.
- Needs to have a heart or focal centre and get rid of the pub.
- Build on local character.
- There are no shops of any interest to me. The whole place looks derelict and forgotten. I walk through as quickly as I can.
- Nice to have a really nice upgrade to attract people into the area. Has been a lot of intensification and those people should be attracted to businesses.

## Traffic, transport and roading

### Pre-construction

- Better traffic management to slow down cars that roar Cashel Street towards Fitzgerald Ave, perhaps reduce speed limits. East of Stanmore Road there are nice crossings, but head towards the city side and motor vehicles gun it!.
- Needs more seating areas and a lower speed limit.
- Improve pedestrians crossing to make it safer for us. Reduce speed to 30Kms/hr in all directions around the village. Thank you.
- Cycle lane along Worcester Street is excellent. Traffic calming along Stanmore Road needs to be increased. There are lots of loud modified cars passing through the area and they take any opportunity to accelerate to high speeds with high noise levels.
- No. Sometimes traffic backed up.

### Post-construction

- Make more use of the transport-slowing features. Not sure why they are there.
- Put the bus stop in the middle of the shops so we can use it and change buses, and also go shopping.
- Please install 30kmh speed limit.
- Also, poor car parking spaces put me off to go in the shops. So I don't shop there at all, but I walk around there with my dogs a lot and I don't feel threatened (I don't like the beggars but they are pretty nice. But preferable they aren't there) so I guess it's a pedestrian friendly area - need more outdoor seating space! :)

## Parks and greenery

### Pre-construction

- Better if there was a playground.
- Need more parks for the children. Put things on them that people can use. Should utilise every space.
- Make it more appealing for families. More parks for families. Clean the area with road sleepers. Council to pick up their signs, not left as weapons or to break things.
- Please plant trees and green spaces in the area thanks.
- Need more green.
- Develop nice children's playground, so it supports families to gather so they can do some light shopping and healthy refreshments.
- Nice trees not things you plant and neglect. Get rid of those ugly coloured circles and put nice trees down the streets. Cashel Street has ugly trees, flowering blossoms perhaps.
- I'm concerned that private property development (apartments owned by people who do not live in them - landlords, body corporations) will continue and eventually push people out of the area. Linwood community deserves spaces that

### Post-construction

- In the plans there was meant to be trees by the gallery, the tree pits are there but without the trees it removes the tree lined feel and the shade for pedestrians in this area.
- Have fallen over a tree down on Gloucester Street before.
- About the trees: I don't know enough about the trees to have an informed opinion - I hope they are indigenous and appropriate to local conditions.
- I like the new garden.

are as nice and well cared for as richer suburbs (regardless of if people will “just graffiti or break stuff”). It needs to be clear that the Council cares enough to make that care visible. Gardening is important, the quality of buildings is important. Trees, trees, trees! They’ll take a while to grow but the whole city looks better when buildings are amongst trees and not the main eyesore.

## Lighting and security

### Pre-construction

- No good planting anything for the idiots to rip out for their own fun. Monitored crime cameras would help, along with bringing them before the courts.
- Security cameras needed.
- Need more security cameras so people feel safe.
- You should get rid of that little green space corner on Stanmore Road and Hereford Street, it’s just a dumping ground for rubbish and drunks. It needs more lighting, and the bus stop needs to be safer.
- Heaps of lighting and cameras for security.
- Can be a bustling place as its quite central but needs a bit of security as well.
- Law enforcement and police presence would be good. Cops on beat would be good. The ethnic diversity shops are great.
- Streetlights are really poor - non-existent.
- There needs to be more space and areas to sit and socialise, more bright lighting for evenings.
- More light at night.

### Post-construction

No comments were made on this topic.

## Rubbish

### Pre-construction

- The dairy needs a rubbish bin outside. The bin was removed after an incident, and it wasn’t put back. People drop stuff outside the shop, they have to pick rubbish up all the time. From the Dairy shop worker.
- The rubbish bin and the post box need to be replaced - waiting to be replaced.
- The messy, vacant, unattended section on the corner of Stanmore Road/Worcester Street and

### Post-construction

No comments were made on this topic.

the rubbish in the 'park' on the corner of Hereford Street/Stanmore Road.

- Cycleway garden plots un-weeded and full of rubbish, the empty site on the corner of Worcester Street and Stanmore Road also untidy and the park on the corner of Hereford Street and Stanmore Road extremely untidy.
- Air freshener would be nice.
- Needs to be safe and clean.

## Accessibility

### Pre-construction

- Needs shelter at the bus stops.
- No bus shelter on Stanmore Road opposite Tiny Shops. The width of the footpath is too narrow - can't fit a pram and a mobility scooter.
- The footpaths not great for wheelchairs.
- Bus stops closer together for the elderly.
- Bus stops not good - too expensive. Need a functional structure.
- I have only recently moved into the area. There are a lot of people who I am sure would prefer to shop locally that find it too much of a hassle and not user-friendly. There are a number of older residents in the area (me being one of them) that struggle to be able to use public transport. We don't need more cycle ways - sorry we are way too old to get on a bike. Work to make the Linwood Village exactly what the words say "VILLAGE". Pretty the Village up and others will come to visit.

### Post-construction

No comments were made on this topic.

## Criticism

### Pre-construction

- Putting some chairs outside the two fish and chips shops isn't going to change the community.
- Please do something more than a lick of paint. Those coloured spots that got painted on the footpath were a joke.
- It has been neglected for too long. Landlords should be made to clean up/knock down derelict shops/buildings. It's all a visual eyesore. I stop at the shops only when I'm in a hurry - it's not a pleasant nor safe place to be. If I have time, I'd rather go further afield to avoid going there.

### Post-construction

- It has been a lot quieter for the retailers in the area since the new streetscape was finished.

- It needs a total makeover if there is to be any impetus for redevelopment to occur. The Council needs to enforce the removal of the Talon Arms building and clear the empty sections of weeds. Pre-earthquake this village had a pizzeria, cafes, a seafood shop, dance studio, greengrocer etc i.e., it was actually a functioning village of sorts. Now, it is just a shadow of a shopping centre which has had plenty of talk and plans about a renaissance; but with very little in the way of action.
- Have lived in this area for over 20 years. Prior to earthquakes was bright vibrant shopping area with strong community feel. Now nothing. So much has been promised and not delivered. Shameful.
- A few painted spots on the pavement (the last attempt to brighten it up) will do nothing. Unfortunately, I think the area needs investment in new buildings and viable businesses to go in those buildings.
- Since earthquakes this area has never recovered. We had restaurants, supermarket, vege store, hairdressers, bakery, takeaways e.g., Subway... Redevelopment has been promised for years and nothing done, beggars have chased away businesses and forced supermarket closure... Area is sad, neglected and a disgrace.
- Is it a shopping centre? Doesn't seem like it.
- The positive points (in my opinion) currently are some shops (e.g. Post Shop, Spice Heaven, Butcher, Pinoy), the pub/restaurant, and the Eastside Gallery. Linwood Village is a relatively new and poor name choice for the block. For years prior locals living here called it the Stanmore Road shops - the rebrand was a mistake IMO [in my opinion].
- Don't do what you did to Worcester Street to any of the surrounding areas. It doesn't work for cyclists or motorists, it's just more dangerous for both.

## Encourage shop variety

### Pre-construction

- More shop variety and colour.
- Enticing other businesses like green grocers and bakeries would be a nice touch.
- Needs a greengrocer, cafe, something to attract a wider range of people that better reflects the local community.

### Post-construction

No comments were made on this topic.

- Maybe pedestrianising the shopping centre, upkeeping green spaces and offering some subsidised rents to attract diverse shops and cafes to the zone could be great.
- The integration of different cultures in this shopping centre is nice to see. It would be good to have this centre developed in a similar way to Addington shopping area (Lincoln Road) where the improvements do not mean loss of culture or original store owners.
- Getting more food options - Food stalls, food caravans etc.

## Other suggestions

### Pre-construction

- Put some tables and seats available for shop keepers.
- I hope when it does get it uplift, that it will be inviting for the average person to want to spend time here and that homeless and dealers are encouraged to spend time here.
- If there was more visible support in place for people frequenting the area and participating in antisocial behaviour, that would be great.
- Take the old video store off the landlord and turn it into a community drop-in centre for the homeless community. Also, some of the planting blocks the view from the bus stop.

### Post-construction

- We'd appreciate more art and colourful murals in there!
- It needs more art and colour.
- Would be nice to see the empty stores getting leased.
- There needs to be some action so that the businesses can attract more customers which in turn adds to the village life. One building in the village needs to come down. Many people have spoken to the Council about this but it seems to have fallen on deaf ears. It is dangerous and a health hazard. Cannot understand why it is still there.
- Want the Council to tidy the plants once a month. Weeds already growing through pavers.
- The number 60 bus needs a bus stop in Stanmore Road near Gloucester Street coming into town.
- I think youse guys need to put something on the new footpath you have done coz when it rains, if I'm in my Crocks, I slip & slide & have dislocated my knee after youse first did the sidewalks. If youse could do that it would be great, coz I have to walk on the road when it's raining for fear I'll dislocate my knee again. I've had a full knee replacement, so if I hurt myself now on the sidewalks it's not going to end pretty. If youse could fix that then we be good.
- Trees need twigs pruned from the trunk rather than leaving for a couple of years and so pruned branches then rot. Trunks need to be pruned earlier.



- Needs cleaning a lot more often, particularly on Saturdays after Friday night sessions.
- It looks so much better than it previously had. Would be awesome if something is done with the empty space across from Bridies but I don't know if that is privately owned or not. Would also be good to have maybe more Police presence in this area too. But overall the road and footpath areas have been done really well.
- Make the toilets a bit brighter.
- The Talon Arms gun shop needs to go.
- Make it safe please.
- Could continue to be revitalised. 66% of shops lost in earthquake and still rebuilding. We knew the identity before - it was an older, funky, colourful neighbourhood and now we are transitioning but we are not clear about our identity - we have modern buildings but they could be anywhere. Before we knew what we were and we stood out - still rebuilding that identity. Need to action what has already been talked about and written in reports. There are a lot of vacant shops. CCC could buy some land as a 20-year investment so the remainder can be consolidated. Could help establish the businesses - survive with labour from large families. Can we build on that ethnic diversity that exists in the neighbourhood?
- Would love some space for people to intentionally be: a basketball hoop and half court would provide a space for people to be, play or even skate in.
- The village needs more rubbish tins.
- More bins needed - was overflowing this morning.
- More frequent collection of rubbish.

## Other

### Pre-construction

- No (x21).
- Village is accessible.
- Is a major thoroughfare for many people for many reasons. Some of the people here are from a darker background but there is a lot of comradery. If you are good to people, they will be good to you. Lots of reciprocation. Not any violence from the locals on the street.
- All good. Local barber.
- Think survey has it all.

### Post-construction

- Some of the workshop or events held on the weekdays and I am never able to attend any of it. Shame :(.
- It's a great start for the community but if you are focused on design and function as metrics you are missing social metrics of positive, neutral and negative social interactions. That data would've helped you see how community works over it looks nice and little traffic issues.

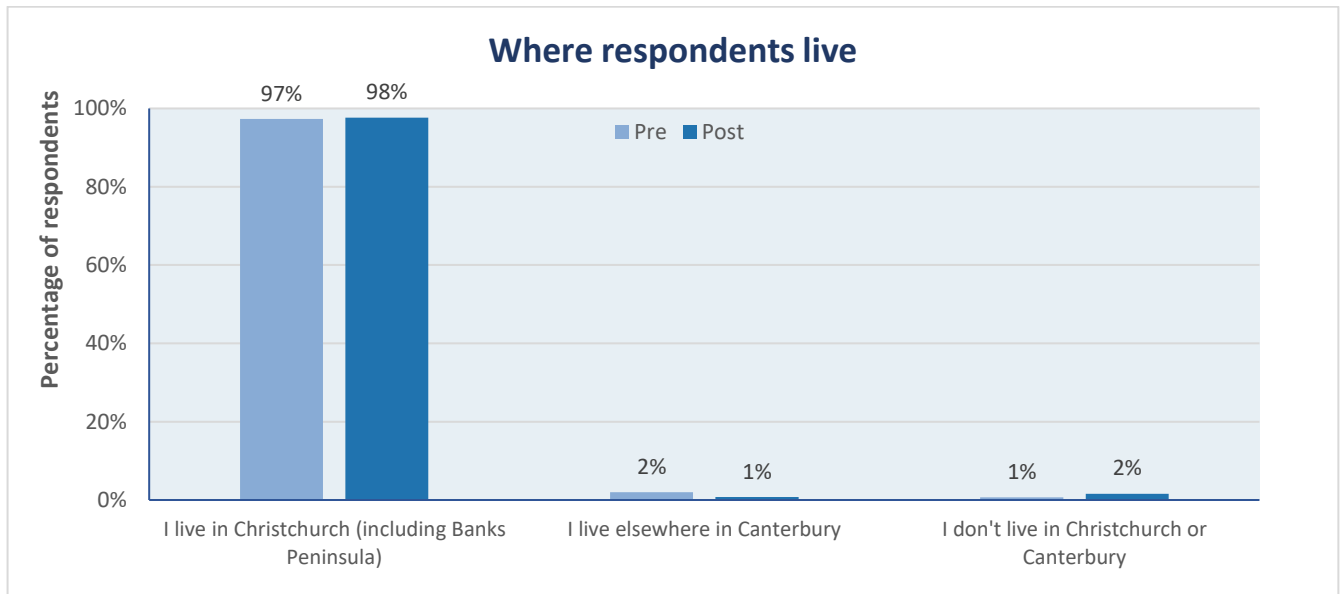
- Not any easy thing to achieve in the current economic climate and in this area which houses a lot of poorer households.
- Not that I can think of.
- The upgrades have made a huge difference, in that it doesn't feel like a bomb site anymore, and there is a stronger emphasis upon pedestrian safety and the overall look and feel. This is investment that should have happened a long time ago, so even while it's a real lift I can't help but feel sad that it took so long, and has been such an afterthought. It will be really nice when the trees develop a bit more, and more of the retail spaces are developed further. The buildings themselves are still mostly really tatty, and it still doesn't feel particularly safe to walk through, especially after dark, and the moment you move out of the immediate space that's been upgraded it's pretty nasty - fly tipping, dirty disposable nappies on the side of the street, stinking rubbish, intimidation at bus stops, dark storefronts. It's a good start though.
- All good.
- Looks alright.
- I think that there should be more advertising for the building.
- Lovely area with interests here, but not an area to attract people.
- Hard to get up ramp to community centre and communicate to get them to the door.
- Before it was a bit rough. Got rid of gangs. Is good in Hereford Street. Pretty quiet. Some businesses are closing, some opening.
- Is some heritage here, but not reflected. Different designs.
- Could do with improving.
- Safety.
- No (x13).

# Demographic characteristics

## Where respondents live

All respondents were asked: *Where do you live?*

Pre: n=148 / Post: n=128



### Findings:

Results for where respondents live were very similar in both the pre- and post-construction surveys.

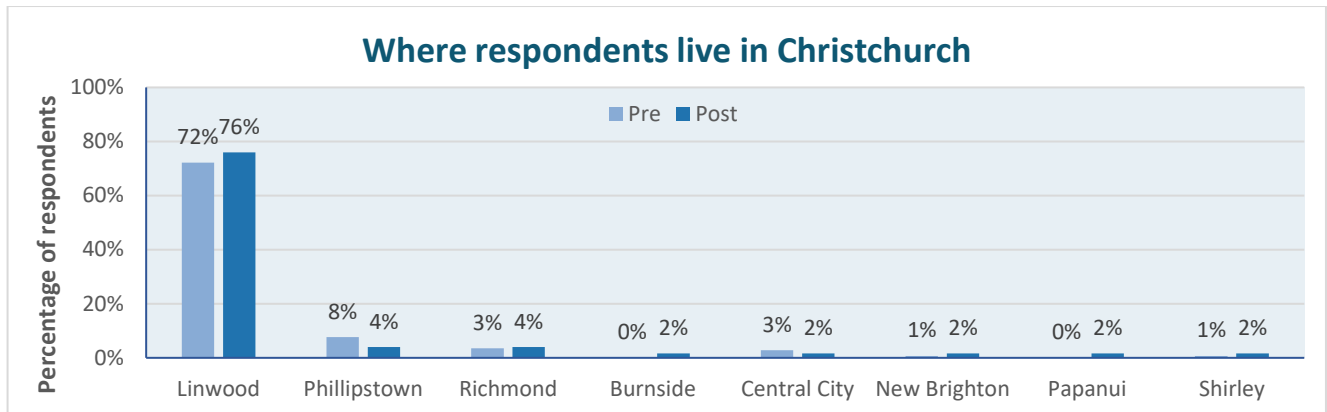
- Almost all respondents lived in Christchurch for both survey periods.
- The one respondent who lives outside Christchurch (post-construction) noted that they live in Sheffield.

## Where respondents live in Christchurch

All respondents were asked: *Where do you live in Christchurch?*

Pre: n=144 / Post: n=125

**Note** the chart below shows all suburbs where 2% of respondents or more reside. Other suburbs were selected by fewer than 2% of respondents but are not included on the chart.



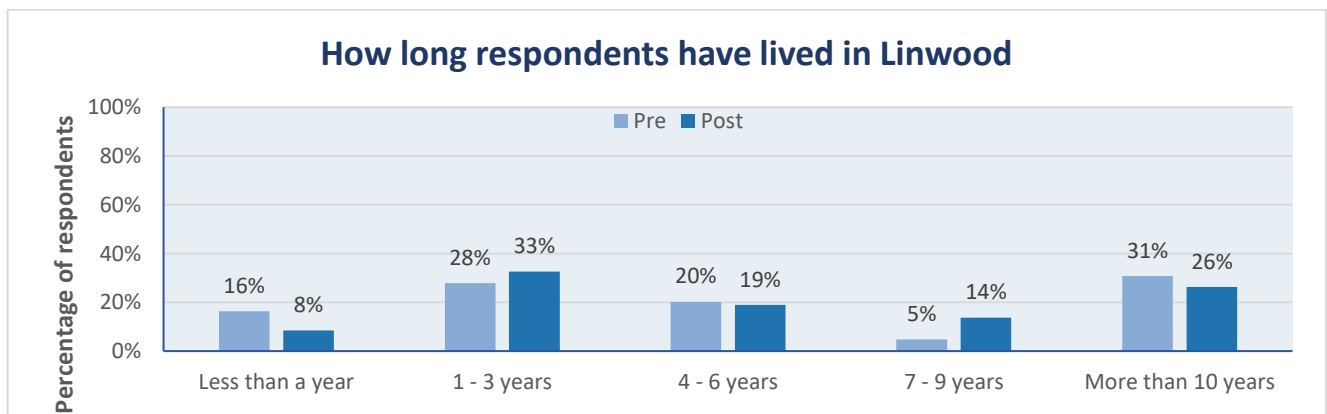
### Findings:

- In both the pre- and post-construction surveys, the vast majority of respondents lived in Linwood.
- In the post-construction survey, the next most frequently selected suburbs were Phillipstown and Richmond (both 4%).
- Suburbs selected by less than 2% of respondents include: Addington; Avonside; Bromley; Clifton; Edgware; Halswell; Redcliffs; Riccarton; Westmorland; and Woolston.

## Length of time living in Linwood

All respondents were asked: *How long have you lived in Linwood? (select one option)*

Pre: n=104 / Post: n=95



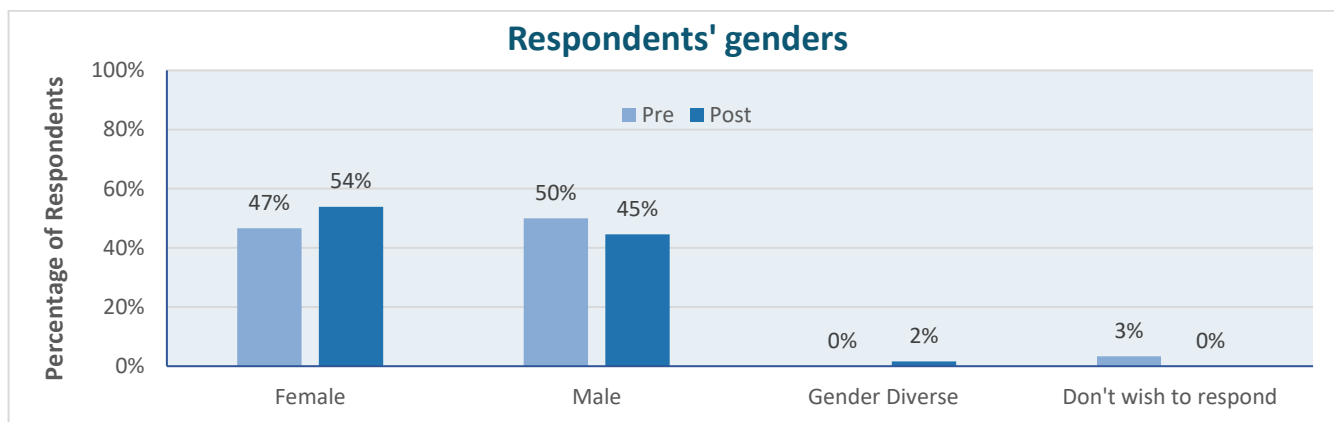
### Findings:

- Pre-construction, more than 10 years was the most common length of time that respondents had lived in Linwood (31%), followed by 1 – 3 years (28%). In the post-construction survey, this had reversed to 26% and 33% respectively.
- Pre-construction, 16% of respondents had lived in Linwood for less than a year, falling to 8% post-construction.

## Gender

All respondents were asked: *Gender (select one)*

Pre: n=148 / Post: n=128



### Findings:

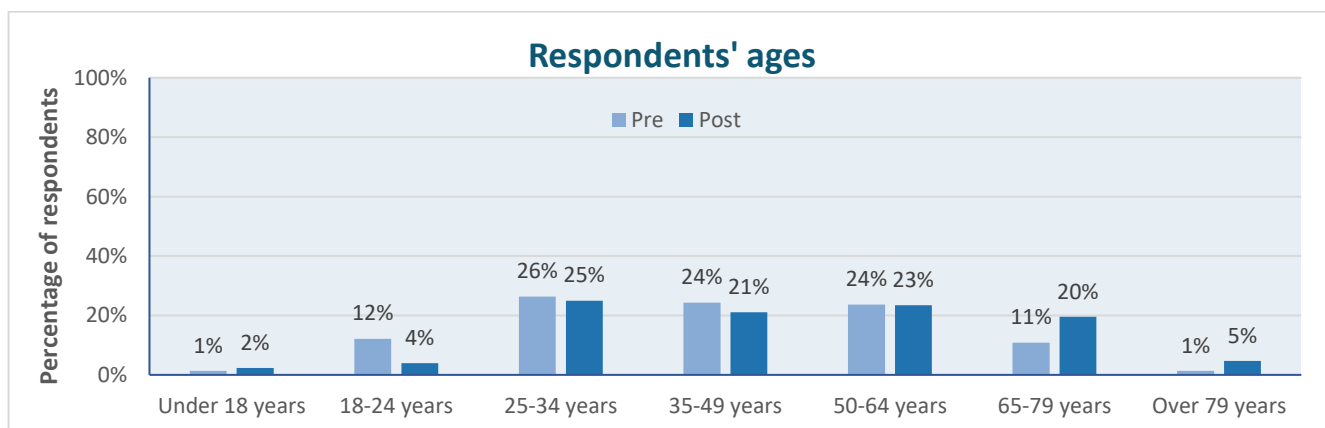
There was a slight change in the gender distribution of respondents between the pre- and post-construction surveys, with more females completing the post-construction survey.

- In the post-construction survey, 54% of respondents were female, compared to 47% in the pre-construction survey.
- The proportion of males dropped from 50% pre-construction to 45% post-construction.
- 2% of respondents were gender diverse in total across both surveys.

## Age

All respondents were asked: *What is your age? (select one)*

Pre: n=148 / Post: n=128



### Findings:

The age distribution of respondents changed slightly between the pre- and post-construction surveys, with fewer young people participating post-construction.

- The proportion of respondents who were under the age of 25 dropped from 13% pre-construction to 6% post-construction.
- Meanwhile, the proportion of respondents over 64 years of age increased from 12% pre-construction to 25% post-construction.

This report has been prepared by:

Global Research  
150 Office Rd  
Merivale  
Christchurch 8014  
New Zealand  
+64 3 355 4562  
[www.globalresearch.nz](http://www.globalresearch.nz)



**Global Research**  
Turning **Information** Into **Insight**