

We have opened a follow-up survey asking:

1. What are your thoughts, ideas, feedback, suggestions, things you like / don't like - about Courtenay Place?

Is Courtenay Place feeling more welcoming these days? Would you go there during the day for some reason, or in the evening for a meal with your friends and whānau? (If you don't have a view, just type N/A)

For example: do you think some of the work being done in Courtenay Place (eg improvements to Te Aro Park) is working?

What more needs to be done?

What's worked or hasn't worked for you to improve Courtenay Place and why?

What could we all do, as inner-city residents, to help Courtenay Place?

2. What are your thoughts, ideas, suggestions, feedback, things you like / don't like - about inner-city safety?

Do you feel safe in Wellington's inner city (Courtenay Place, Cuba Street, Manners Street, Lambton Quay etc).

(If you don't have a view, just type N/A)

For example: are there some times of the day you wouldn't go to parts of the city (if so, which parts and why).

Is there more that could be done to make the inner-city feel safer for you (and your whānau, friends and visitors)?

What's working for you/not working for you and why?

What could we all do, as inner-city residents, to help inner-city safety?

3. What are your thoughts, ideas, suggestions, feedback, things you like / don't like - about greenery and outdoor amenities in the inner-city?

Some things like parklets, plantings around Swan Lane/Cuba Street, and work on Glover Park etc have happened. Is there still more to do?

(If you don't have a view, just type N/A)

For example: there are parklets popping up outside cafes with outdoor seating & plants? Is that making a difference for you? Do we need more of this or should the work go into planting more permanent trees and plants?

What else and where do you think we need plants and/or trees, and/or outdoor seating and facilities?

Do we need more places for children to play in the inner-city - if so, what type of places, and where in the inner-city should they be?

Does the inner-city feel like it's responding to the growing number of people living in the many apartment buildings already here or being built? (if not, what's missing?)

What could we all do, as inner-city residents, to help?

Some comments so far

Cracking down on the anti-social behaviour is what is required. **Cuba Mall has become a gang hang out where the public are being harassed.**

Avoid Courtenay place and Cuba street after dark if I can. **A friend was almost hit - luckily (the person) was too drunk to aim straight (this at 6pm on a weeknight).**

The "grifters" are getting aggressive - blatantly walking up to people and asking for money

was going to work about 8.15am on a Monday morning, on Courtenay Place /Cuba corner, a man approached me asking for money, I said no and kept walking, **he came near to me and threw a punch,** luckily there were people near me who told him to stop. this was the first time in the 7 years I have lived inner city i have felt scared. He was not one of the usual money beggars.

I'd still not go there in the evenings especially at the weekend. **Aggressive drunkenness is still an issue**

It's basically a "dump". I walk through each day and it is not at all welcoming. I would not go at night.

Manners Street looks dangerous with people sleeping and congregating in the doorways of empty shops. the woman that glue sniffs is often round the manners st, Courtenay Place area. **Money machines would be a no go area for me as there are often beggars hanging around them.**

It's not a very inviting area, for Wellington main entertainment hubs. Lot more homeless individuals, **and aggressive people.** Place looks and feels dirty. If you go there, it needs to be in a group.

The liquor ban needs to be enforced, and the fine a lot higher. Those living on street, especially those with mental health, addiction problems should be in supportive care, not on the streets. **People are feeling intimidated by these individuals.**

It also not a good look when you have huge teams of police on patrol. Unfortunately they are needed. A better design of this entertainment hub, with establishments responsibility including the thorough cleaning of their outside space.

You are more conscious of danger all throughout inner city Wellington. You have people openly drinking alcohol, from Lambton, to Courtenay.

Manners (Street) is very bad, even with groups, doing drugs, **intimidating shoppers and fighting amongst themselves.** It's not a good look for tourists moving through the area.

The inner-city parks seem to be used more by the homeless and gangs than the general public. My stepson was walking past Te Aro Park when **gangs go to fight in the park and shooting at each other.** I think it's unlikely people will use the inner-city parks. The exception is Glover Park but only because the Rogue and Vagabond bar uses part of the Park so there's safety in numbers. **However I was approached by homeless people using the Park for money and food while I was sitting outside at the bar.**

No, Courtney Place hasn't improved. I've stopped going there **because it no longer feels safe.** It looks dirty and unkept. Courtney Place and Te Aro has deteriorated significantly since emergency housing was bought to the CBD. **Patched gang members now frequent the area.** They've followed the emergency housing to sell drugs etc.

In the twenty years I've been coming to Courtenay Place I've never seen it so bad. The removal of cars will make it worse. It will create more space for people with mental health issues, beggars and gangs to hangout

From conversations (*not verbatim*)

*“I heard that the Pharmacy opposite McDonalds on Manners was held up by someone who **said they had a gun...**”*

*“Did you hear that the 24/7 dairy opposite McDonalds was held up by someone with a knife. It was 1 in the morning and **the guy had a knife** – there was just a young girl in the shop serving ...”*

*“I’m really p’d off that the Michael Hill Jewellers shop on Dixon was ram raided – it’s closed now so it’s just another empty shop – I’ve kinda had enough of the person camping out here during the day, **screaming at everyone who walks by...**”*

*“I work in a dairy in Courtenay Place. We’ve got **an ATM outside**, but our customers come into the shop and say they can’t use it – they say there’s a homeless person sitting right next to it looking a bit scary and they don’t feel safe to use it, so they don’t. If I call the Police, they just ask if I’m being threatened myself ... so they don’t do anything about the ATM problem or how our customers are feeling or are being affected...”*

*“I work in a takeaway place in Courtenay Place – it was daylight at the end of my shift - **at 4pm** – and there was a guy waiting outside the shop ... looking scary – he’d come into the shop earlier and had just walked in and gone into our office at the back and I’d chased him out – he wanted to take my phone ... I was scared about leaving the shop... what if he was waiting to attack me?....”*



*“There was a fight right outside where I work by Te Aro Park – **it was 9.30am in the morning!**...”*

*“**It was about 6.30am** and I was walking past Te Aro Park on the way to a café where I work in Tory Street, and there were 2 guys fighting ... one guy was standing over the other, and shouting something about “ghosts”...”*

*“I work near Te Aro Park - staff keep resigning ... one person left recently ... she was young (in her 20s) and she was seeing lots of incidents ... fights right outside etc ... one day there was a man masturbating right outside the window **in broad daylight** ... and there’s always poos and urine in the nearby Lane ... she didn’t feel safe...”*

*“I work in a café in Tory Street ...**it was about 8 in the morning** ... a woman came in and seemed OK ... I was making coffee so was busy, and she left ... I then realised she’d stolen our tip jar – I’ve now heard about other places that are having their tip jars stolen – like the place across the road... and a place nearby ”*

*“I own a flower shop and I’ve had plants stolen recently – **it’s just blatant** ... they just walk off with them... and no-one seems to care about catching them...”*

*“I work in a Courtenay Place restaurant – we have a little outdoor area by the street – and homeless people sleep there, and I’ve had to clean up their poo, and their urine regularly **when I arrive to open** ... sometimes they come into the restaurant and so I tell them to leave ... but if I’m busy serving, they come in before I can stop them and won’t leave...we have another place in Cuba Mall and that’s doing much better business than us, here in Courtenay Place which used to be really busy ”*

“I live in an apartment building in Tory Street ... we been talking to the Police and council teams about the problems with people sleeping in our car park, smoking, drug dealing, poo-ing and urinating, graffiti, etc ...

*“I live in an apartment building in College Street, there’s an apartment building nearby and outside there are often people off their heads – **during the day** - shouting, drunk ... it feels like its linked to benefit payout days. We’ve also **had parcels stolen** from our mailbox ... we had pictures of them from our CCTV camera and we talked to the Police about maybe being nearby when the regular courier runs happen ... said they didn’t know them ... and didn’t seem interested in patrolling ...”*

*“I was walking across **Reading Car Park** on a Saturday morning heading for Tākina – and the car park was a mess – bottles, cans, and also there was broken glass everywhere - across the whole area, not just in one place. There are families going to Tākina – and this is the local car park – it’s horrible and doesn’t feel safe at all ...”*

*“I was in Courtenay Place **around 6pm on a week day** – near the St James. A guy came along and he opened kicked and opened the rubbish bin... he pulled out the wheelie bin and starting throwing everything on the ground ... I don’t know what he was looking for... he left it like that and then went to the next bin and did the same thing ... there was litter everywhere ...*

I approached him to see if he needed anything – was he looking for food, could I maybe help him so he’d stop what he was doing .. he growled at me and said “back off” in a menacing way... so I did.

He didn’t seem very well at all ... I didn’t know what to do ... should I call the Police? That seemed wrong because he wasn’t being violent, but he was being a public nuisance and making Courtenay Place look awful when there were lots of people there .. I really wanted a way to call a welfare service of some sort so they could come and see him, look after him and guide him away...”

“I was in Courtenay Place, near the Tory Street/Courtenay Place dairy .. there was what seemed to be a homeless man – he was dressed up like a Mexican, sombrero, poncho, pushing a shopping trolley full of stuff ... a couple walking passed looked at him because he was so unusually dressed ... and he swore at them and moved towards them angrily and gestured at them .. they looked really shocked ...

*... he then set up at the ATM immediately outside the dairy ... he started jumping around and shadow boxing with himself, and talking to himself and, because people were looking at him as they walked by, he gestured angrily at them ... he then put his bedding down and looked like he was going to be there all night ... **it was only around 5pm**, and it’s school holidays so there are still families around ... I rang the Wellington Council to see if they had a welfare people who could help him – I hope they did because he looked like he could be aggressive, and no-one would want to use the ATM with him there ...*



I’m really worried about Courtenay Place not feeling safe for anyone these days – and I’m also worried about how visitors to the city, when the FIFA World Cup is on, will be treated and what they’ll think – it feels like there are more street people coming up to people begging, being more aggressive and even being violent that we’re seeing or hearing about, more hanging around ATMs, around McDonalds in Manners Street, more shouting and nasty behaviour ... it’s only a few weeks away and Courtenay Place or the inner-city generally just doesn’t feel safe or prepared right now to welcome lots of visitors who will have been told that Courtenay Place is our ‘entertainment centre’ ... I think they’ll be shocked and will spread the word to stay away!...”
