

1. The Community Facilities – Venues for Hire and Community Houses and Centres, Satisfaction Research, 2014-2015 (Satisfaction Survey) (*Attachment B*) confirms that the community's overall satisfaction rating for community facilities in the Albert-Eden Local Board area is 76 per cent. While this is a one per cent reduction on the previous year, it indicates that the local board are getting a lot of things right, as follows:
 - a) 91% Being well located/easy to get to
 - b) 87% Provide a safe environment
 - c) 87% Room/space hired was suitable for needs
 - d) 86% being accessible to all
 - e) 84% public transport close by
 - f) 82% good internal lighting
 - g) 80% Enough parking close by
2. However, there is less satisfaction (78 – 73 per cent) for these factors: tidy grounds, suitable kitchen, tidy building, clean/well-maintained toilets, equipment suitable for needs, good external lighting, clean and well-maintained kitchen, good heating and ventilation.
3. The Customer Satisfaction Survey confirms that the top (14 per cent) purpose for hiring space at a community facility (across Auckland) was for private functions, such as weddings and birthdays. This could be due to the lack of space in homes and lack of 'back yards' due to more people living in sites of housing intensification sites
4. The Customer Satisfaction Survey confirms that the number of people in a group that attend an event at a community house or centre is less than 20 people (55 per cent) and between 20 -49 people (30 per cent). This reinforces what has been already identified in the Albert-Eden Local Board Plan 2014: '*There is a need for affordable meeting and office spaces for small community groups*'.
5. The Community Facilities Strategic Asset Management Plan includes information around future demand for community facilities. Auckland's population is expected to grow to 2 million by 2031 and is likely to become more ethnically diverse. Currently, 35 per cent of Auckland's 2013 Census population were born overseas. These demographic factors will have implications for the quantity, type and location of community facilities.