



Survey on Maintenance of Waterways and Canal and Lake Estates, 2018

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Survey on Charges for Maintenance in Canal and Lake Estates

1. Executive Summary

Introduction

This report presents the findings of a survey of 99 waterfront property owners in Redland City's canal and lake estates and 300 residents of Redland City. These respondents provided feedback on community views on the best way to manage and fund the maintenance required for Redland City's canals and lake at Raby Bay, Aquatic Paradise and Sovereign Waters.

Survey results in this report are included for these groups:

- Waterfront property owners in canal and lake estates.
- A Citywide random sample of residents excluding property owners in canal and lake estates. This sample is weighted to reflect age group and geographic regions in the City.
- A combined total sample weighted to reflect age group and geographic regions in the City.

Canal/waterway property owners and City residents were asked whether they were in favour of or opposed to 10 options for covering the cost of maintenance of waterways and the revetment walls in canals and lake estates.

Main Findings

There is highest level of consensus support for sharing of maintenance costs – outlined in option 10:

Council should pay for maintenance of the waterways and revetment walls to a level that matches public use of the parks and waterways.

The level of support recorded in the survey was:

- Three quarters of City residents surveyed (77%) were in favour.
- Over half of canal and lake property owners surveyed (55%) were in favour.

Views differ between the property owners and City residents surveyed on the other options canvassed in the survey:

- Canal and lake property owners surveyed gave stronger support for the Council paying all of the costs.
- Residents surveyed were more in favour of options where waterfront property owners in canal and lake estates pay more or all of the costs.

Views on Options for Cost Sharing on Canal and Lake Estate Maintenance

Views of Canal and Lake Waterfront Property Owners Surveyed

The top three options for sharing maintenance costs that canal and lake waterfront property owners supported were:

- Option 2. The City (through all ratepayers' general rates) should pay all the costs for maintaining the walls and the waterways of the canal and lake estates even if this means I have to pay \$60-\$90 a year through my general rates (81% in favour).

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- Option 3. The City should pay all costs for maintaining the waterways of the canal and lake estates (not the revetment walls) because waterways can be used by anyone (77% in favour).
- Option 1. The City (through all ratepayers' general rates) should pay all the costs for maintaining the revetment walls and the waterways of the canal and lake estates (71% in favour).

There was strong support for Council paying all of the costs.

Canal and lake waterfront property owners surveyed expressed lowest support for these options:

- Option 4. People who own canal or lake waterfront property within the canal and lake estates should pay all associated costs for maintaining the revetment walls that protect their land from erosion (only 12% in favour).
- Option 8. Council should decrease its current funding to pay only for maintaining waterways and the revetment walls adjacent to parks and public walkways (this is 7.9% of revetment walls) (13% in favour).
- Option 7. Canal and lake property owners should pay all costs for maintaining their revetment walls but the amount they pay should be linked to the length of their waterfront boundary (27% in favour).

Property owners were opposed to paying all of the costs and to a decrease in funding by Council.

Property owners surveyed reported that the best approach (most frequently mentioned (24%)) was Option 1 - The City should pay all the costs.

The additional comments from property owners and City residents surveyed show that the issue is a complex one.

Comments from canal and lake estate property owners surveyed focused on the following themes:

- Costs (rates, land and maintenance) are already too high for property owners in canal and lake estates.

- Council has responsibilities as the original constructor/builder of the canals and in ensuring that there is ongoing effective management of waterways and revetment wall maintenance and its costs.
- Costs of maintenance should be shared and some commented that Council should pay all of the costs.
- Council performance on maintenance needs to improve.
- Greater transparency is needed.
- A few people mentioned concerns about Council payment for markers in the Bay, the impact of boating traffic on waterways and the need for more trees in parks.
- The survey was seen as complex and a waste by some.

Full details of comments from property owners are covered in section 5.4.

Views of City Residents Surveyed

The top three options for sharing maintenance costs that City residents supported were:

- Option 7. Canal and lake property owners should pay all costs for maintaining their revetment walls but the amount they pay should be linked to the length of their waterfront boundary (85% in favour).
- Option 10. Council should pay for maintenance of the waterways and revetment walls to a level that matches public use of the parks and waterways (77% in favour).
- Option 4. People who own canal or lake waterfront property within the canal and lake estates should pay all associated costs for maintaining the revetment walls that protect their land from erosion (75% in favour).

City residents surveyed supported options where waterfront property owners pay more or all of the maintenance costs.

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City residents surveyed expressed lowest support for these options:

- Option 1. The City (through all ratepayers' general rates) should pay all the costs for maintaining the revetment walls and the waterways of the canal and lake estates (26% in favour)
- Option 2. The City (through all ratepayers' general rates) should pay all the costs for maintaining the walls and the waterways of the canal and lake estates even if this means I have to pay \$60-\$90 a year through my general rates (26% in favour).

City residents are not in favour of Council paying all of the costs.

The best approach (most frequently mentioned (20%)) was Option 6 - all rate payers should pay something but people with canal or lake waterfront property should pay more.

Comments from City residents surveyed focused on the following themes:

- Waterfront property owners have exclusive access to the canals/lake and were aware of the maintenance costs when they bought the property – they should pay most or all of the costs. Council should pay for maintenance of public use areas.
- Some felt there is a case for sharing the costs – 'everyone should chip in'. There was some support for keeping the current cost sharing arrangements.
- Some people felt that Council should pay all of the costs.
- A few commented that developers or the State Government should pay the costs.
- Council has responsibilities for maintaining the waterways and there are a lot of waterways in the City.
- Council performance on maintaining waterways and areas or facilities near waterways needs to improve.
- A transparent approach and consultation is important.
- Environmental impacts and pollution need to be addressed.

- One person commented that the survey was not useful.

Table 1.1 on the following page gives a summary of the proportion of people in favour of each of the 10 options covered in the survey with results for canal and lake property owners surveyed and City residents surveyed.

When given a chance to review their rating of options, only 4 City residents and one property owner made a change – having very little impact on the original results.

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Table 1.1 – Comparison of Results - Total in Favour of Options - Canal/Lake Property Owners and City Residents

Legend		Canal/Lake Property Owners more in favour	Canal/Lake Property Owners less in favour	
Cost Sharing Options		Canal /Lake Property Owners – total in favour	City Residents – total in favour	Difference
1.	The City (through all ratepayers’ general rates) should pay all the costs for maintaining the revetment walls and the waterways of the canal and lake estates	71%	26%	45%
2.	The City (through all ratepayer’s general rates) should pay all the costs for maintaining the walls and the waterways of the canal and lake estates even if this means I have to pay \$60-\$90 a year through my general rates	81%	26%	55%
3.	The City (through all ratepayer’s general rates) should pay all costs for maintaining the waterways of the canal and lake estates (not the revetment walls) because waterways can be used by anyone	77%	47%	30%
4.	People who own canal or lake waterfront property within the canal and lake estates should pay all associated costs for maintaining the revetment walls that protect their land from erosion, while Council will pay for revetment wall repairs on public property	12%	75%	-63%
5.	Canal and lake property owners should have direct responsibility for coordinating and funding all future works for their own revetment walls through an independent corporate entity	16%	55%	-39%
6.	All rate payers should pay something toward maintaining the revetment walls and the waterways in the canal and lake estates but people with canal or lake waterfront property should pay more	46%	72%	-26%
7.	Canal and lake property owners should pay all costs for maintaining their revetment walls but the amount they pay should be linked to the length of their waterfront boundary. This means if they have no wall they don’t pay, and if they have a longer waterfront wall they pay more	27%	85%	-58%
8.	Council should decrease its current funding to pay only for maintaining waterways and the revetment walls adjacent to parks and public walkways (this is 7.9% of revetment walls)	13%	62%	-49%
9.	Council should increase its funding for the maintenance of canal and lake revetment walls and waterways from its current level of 20-30% to 40% for all estates (with canal and lake waterfront properties paying the remaining 60%)	51%	39%	12%
10.	Council should pay for maintenance of the waterways and revetment walls to a level that matches public use of the parks and waterways	55%	77%	-22%

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Survey on Charges for Maintenance in Canal and Lake Estates

Visits to Parks or Waterways in Canal and Lake Estates

Four in ten (43%) of City residents visit canal and lake estates weekly or monthly and a third (36%) of residents rarely or never visited these areas.

Only 7% of residents visited these parks and waterways on a daily basis.

Activities in Parks or Waterways

Recreation and fitness were the main activities reported when people used parks and waterways in canal and lake estates.

Recreation activities included picnics, play, eating at restaurants, fishing, taking in the view, and sailing or using a boat.

The top three most frequently mentioned activities were:

- Fitness or exercise (21.2%).
- Picnics or catch up with friends or family (18.4%).
- Play in the parks (16.7%).

Other Benefits to the City

People surveyed reported that canal and lake estates provide these main additional benefits to the City:

Tourism and visitor benefits (mentioned by 53.6% of people surveyed)

- Attract visitors (23.6%).
- Provide scenic views of waterways and the Bay (18.0%).
- Provide access to the natural Bay environment (12.0%).

Recreation (19.1%)

- Provide an area for boating (12.3%).
- People like to fish there (6.8%).

Environmental (13.8%)

- Creates a place for sea and land wildlife (10.8%).
- Beautiful place (3.0%).

Lifestyle and personal benefit (8.3%)

- It increases value of my property (5.3%).
- Lifestyle choice (3.0%).

City growth (8.1%).

- Attracts new residents (4.3%).
- Attracts new investment (3.8%).

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2. Project Activities

2.1 Project Aims

The research was conducted for Redland City Council in late February and early March 2018 to provide feedback on:

- Frequency and visitation.
- Canal and lakefront estates.
- Activities residents undertook when visiting canal and lakefront estates.
- Views of ten options for sharing costs of maintaining waterways that everyone can access and costs of maintaining revetment walls that protect private property and public areas in the canal and lakefront estates.

2.2 Project Activities

Survey Coverage

This report presents the findings of a telephone survey of 399 people covering:

- 300 residents of Redland City.
- 99 property owners who own property in canal and lakefront estates – Raby Bay, Aquatic Paradise and Sovereign Waters.

The survey of City residents was undertaken using random digit dialling telephone numbers across postcodes in Redland City.

Redland City Council provided a contact list of property owners living in canal and lakefront estates and property owners who lived in other locations.

Questionnaire

Appendix 1 of this report contains the survey questionnaire used in the survey of residents and owners of waterfront property in canal and lake estates.

Survey Sampling

As with all surveys, results are subject to sampling error. For instance, the proportion of people in favour of option 4 on sharing of costs of maintaining waterways that everyone can access, and the cost of maintaining revetment walls that protect private property and public areas in the canal and lakefront estates, was 74%. The true value lies within a 95% confidence interval of 69% to 79%. The relative standard error for survey estimates is 2.5%.

Caution should be used when analysing survey results – very small percentage results are subject to higher sampling errors.

Weighting of Survey Estimates

Sample results have been weighted using the population (*Source: Australian Bureau of Statistics Census Data, 2016*) in each region to produce estimates that are representative for Redland City.

The Citywide sample results and the combined results for the Citywide and canal and lake property owners are almost identical.

The reason for this is that the population base in the canal and lake estates totalled about 2,410 people) is very small compared to the City's population at the 2016 Census (183,819 people).

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3. Household Characteristics

Characteristics of the sample of 399 residents surveyed included the following:

- The majority of residents surveyed (79%) owned their residence and 21% were renting.
- The survey covered female (59%) and male (41%) participants.
- The majority of respondents were aged 55 years and over (67%) and between 40 to 54 years (22%) and 11% of respondents were aged 40 years and under.
- One in five households surveyed (22%) had children aged less than 18 years in the household.

Half the residents surveyed (54%) had lived in Redland City for 20 years or more.

A further 20% had lived in the City for 10 to 19 years.

Only 12% of residents surveyed had lived in the City for less than 5 years and just under one in ten (8%) had lived in the City for 5 to 9 years.

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4. Resident Visits to Canal And Lakefront Estates

4.1 Frequency of Visits

Four in ten (43%) City residents visit canal and lake estates weekly or monthly and a third (36%) of residents rarely or never visited these areas.

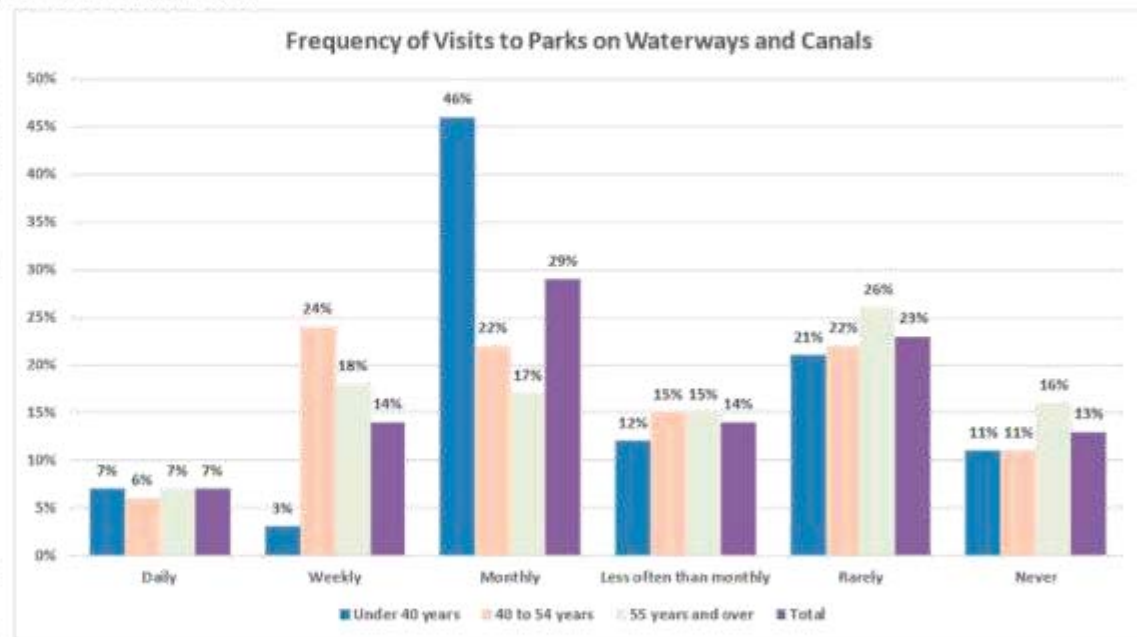
People surveyed in the wider Redland City (excluding canal and lakefront estates) were asked how often they visited the parks or waterways in the canal and lakefront estates of Raby Bay, Aquatic Paradise or Sovereign Waters.

Residents reported that they visited canal and lake estates with the following frequency:

- Daily (7%).
- Weekly (14%).
- Monthly (29%).
- Less often than monthly (14%).
- Rarely (23%).
- Never (13%).

Groups more likely to visit these areas included the following:

- People aged under 40 years (43%) and residents for 5 to 9 years were more likely to visit monthly (46%)
- People aged 40 to 54 were more likely to visit weekly (24%).
- People living in Redlands for under 5 years were more likely to visit daily (16%).



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Table 4.1.1 – Frequency of Visits to Canal and Lake Parks and Waterways by Age Group

Frequency of Visits to Parks on Waterways and Canals	Under 40 years	40 to 54 years	55 years and over	Total
Daily	7%	6%	7%	7%
Weekly	3%	24%	18%	14%
Monthly	46%	22%	17%	29%
Less often than monthly	12%	15%	15%	14%
Rarely	21%	22%	26%	23%
Never	11%	11%	16%	13%
Total	100%	100%	99%	100%

Table 4.1.2 – Frequency of Visits to Canal and Lake Parks and Waterways by Age Group

Frequency of Visits to Parks on Waterways and Canals	Under 5 years	5 to 9 years	10 to 19 years	20 or more years	Children in the household	No children in the household	Total
Daily	16%	-	8%	6%	10%	5%	7%
Weekly	12%	4%	14%	18%	12%	16%	14%
Monthly	33%	43%	25%	25%	34%	26%	29%
Less often than monthly	5%	24%	20%	13%	14%	14%	14%
Rarely	21%	23%	16%	26%	19%	26%	23%
Never	14%	6%	17%	12%	12%	13%	13%
Total	101%	100%	100%	100%	101%	100%	100%

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4. Resident Visits to Canal And Lakefront Estates

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4.2 Activities in Canal and Lake Estates

Recreation and fitness were the main activities reported when people used parks and waterways in canal and lake estates.

Recreation activities included picnics, play, eating at restaurants, fishing, taking in the view, and sailing or using a boat.

Fitness activities included exercise, swimming, canoeing or kayaking and walking.

City residents and waterfront property owners in canal and lake estates were asked about the types of activities they liked to do when they visit parks and waterways in canal and lake front estates.

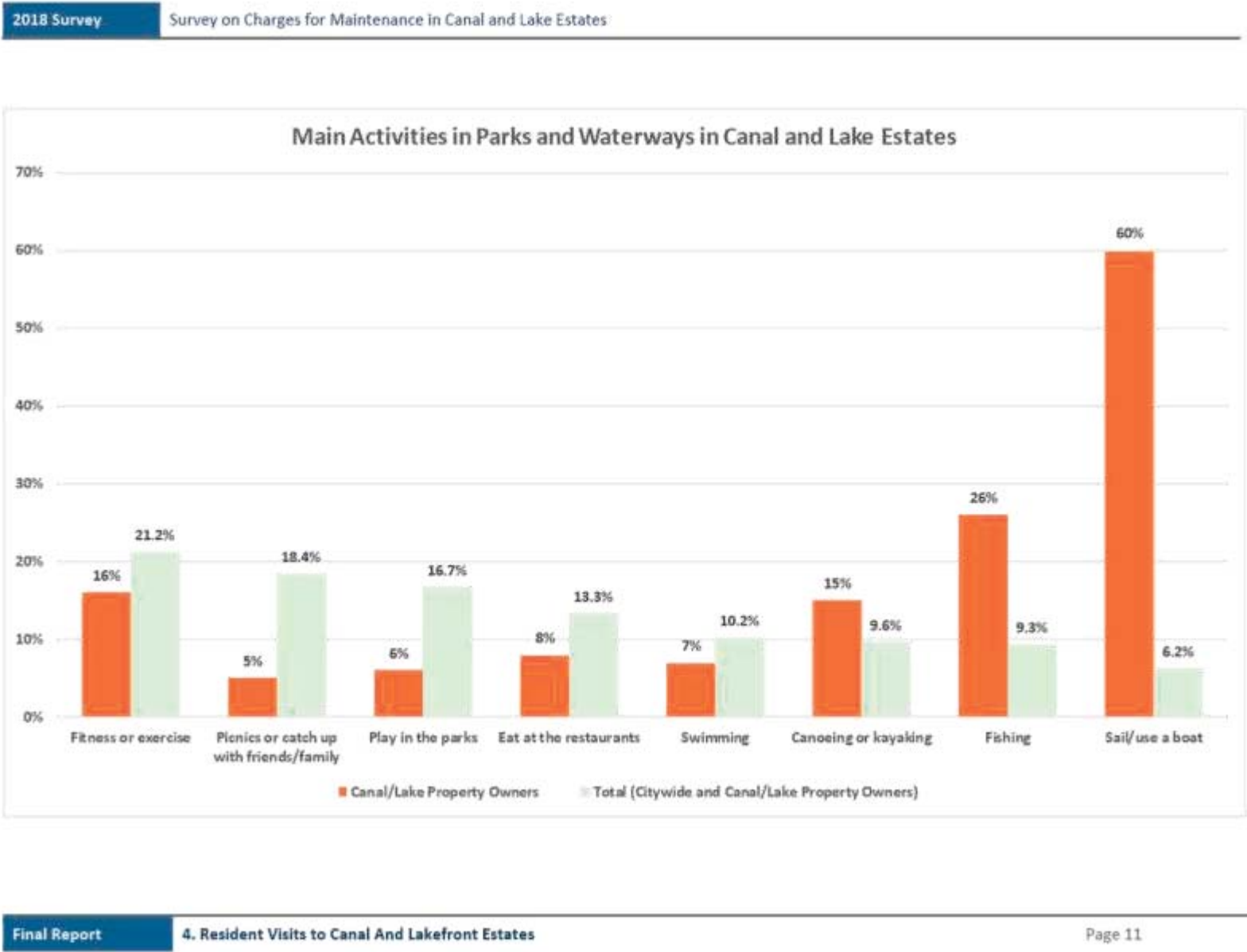
These activities included:

- Fitness or exercise (mentioned by 21.2% of people surveyed – City and canal/lake property owners).
- Picnics or catch up with friends or family (18.4%).
- Play in the parks (16.7%).
- Eat at the restaurants (13.3%).
- Swimming (10.2%).
- Canoeing or kayaking (9.6%).
- Fishing (9.3%).
- Take in the view or scenery (7.3%).
- Sail/use a boat (6.2%).
- Walking (5.4%).
- Walk the dog (3.7%).

The chart on the following page compares the main activities reported by waterfront property owners in canal and lake estates with the combined results for the Citywide survey including canal and lake waterfront property owners.

Table 4.2.1 – Activities when People Surveyed Visited Canal and Lake Parks and Waterways

Activities when visiting Canal/Lake Estate Parks and Waterways	Total (Citywide and Canal/Lake Property Owners)
Fitness or exercise	21.2%
Picnics or catch up with friends/family	18.4%
Play in the parks	16.7%
Eat at the restaurants	13.3%
Swimming	10.2%
Canoeing or kayaking	9.6%
Fishing	9.3%
Take in the view/scenery	7.3%
Sail/use a boat	6.2%
Walking	5.4%
Walk the dog	3.7%



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4.3 Other Benefits from Canal and Lake Estates

Canal and lake estates attract visitors (23.6%), provide scenic views of waterways and the Bay (18.0%), provide an area for boating (12.3%), provide access to the natural Bay environment (12.0%) and create a place for sea and land wildlife (10.8%).

City residents and waterfront property owners in canal and lake estates identified these other benefits that canal and lakefront areas bring to the City:

- Attract visitors and tourists (mentioned by 23.6% of people surveyed – City and canal/lake property owners).
- Scenic views of waterways and Moreton Bay (18.0%).
- People like to paddle, sail or use their boats there (12.3%).
- Access to the natural Bay environment (12.0%).
- Creates places for wildlife (sea and land) (10.8%).
- People like to fish there (6.8%).
- It increases value of my property (5.3%).
- Attracts new residents (4.3%).
- Attracts new investment (3.8%).
- Lifestyle choice (3.0%).
- Beautiful place (3.0%).

Other benefits mentioned by less than 3% of people surveyed included:

- Recreation or sports.
- Used to market or promote Redland City.
- Socialising and community activities.
- Walking including walking the dog.
- Access to restaurants and hotels.

- Parks.
- Beaches.
- A place to live.
- Peace and quiet.

Overall, one in five people surveyed (19.0%) felt that these areas did not bring any other benefits to the City.

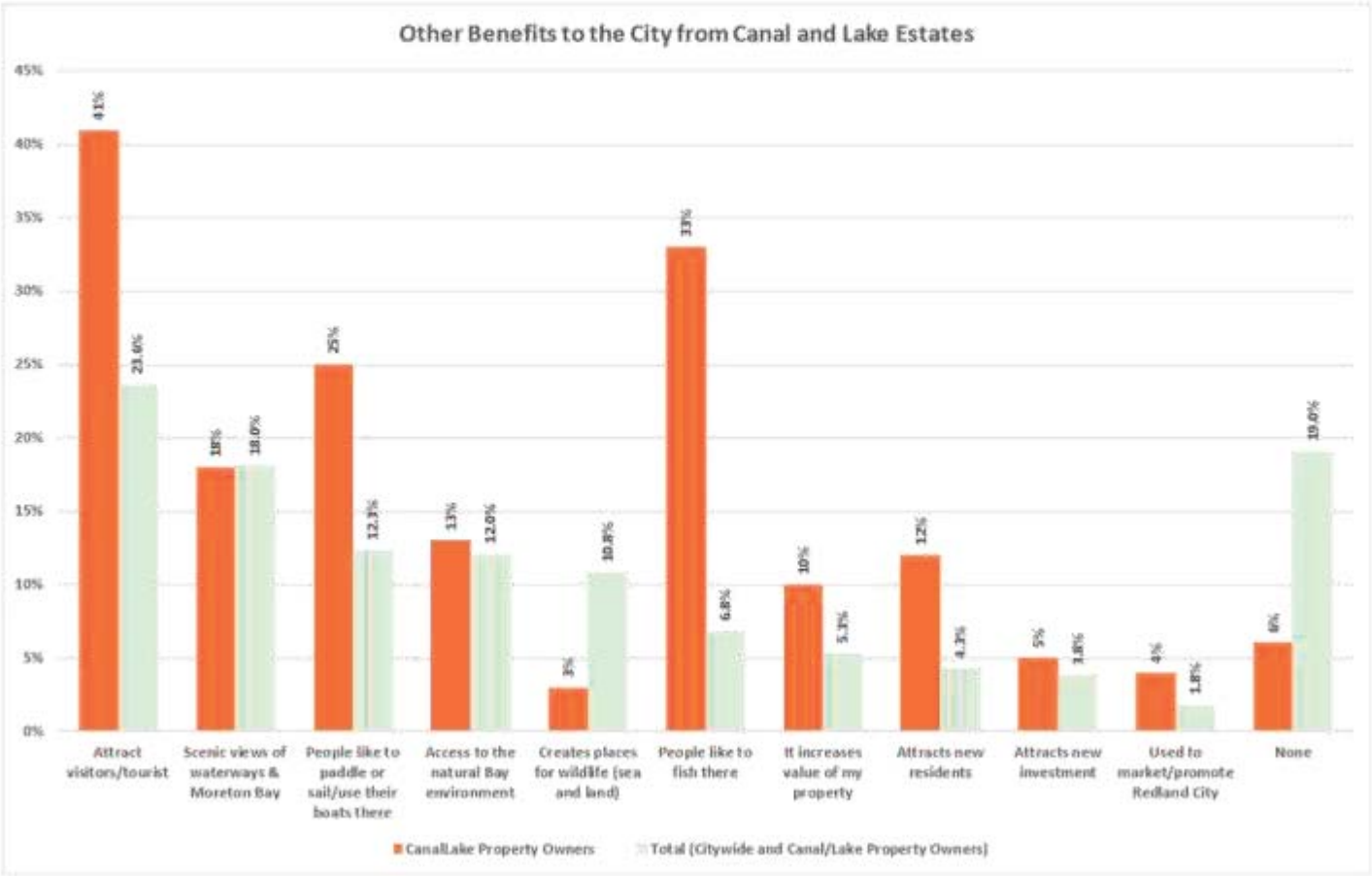
Table 4.3.1 – Other Benefits Canal and Lake Estates bring to the City

Other Benefits Canal and Lake Estates bring to the City	Total (Citywide and Canal/Lake Property Owners)
Attract visitors/tourist	23.6%
Scenic views of waterways and Moreton Bay	18.0%
People like to paddle or sail/use their boats there	12.3%
Access to the natural Bay environment	12.0%
Creates places for wildlife (sea and land)	10.8%
People like to fish there	6.8%
It increases value of my property	5.3%
Attracts new residents	4.3%
Attracts new investment	3.8%
Lifestyle choice	3.0%
Beautiful place	3.0%

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Survey on Charges for Maintenance in Canal and Lake Estates

The chart shows the main benefits mentioned by waterfront property owners in canal and lake estates, and the combined sample of City and canal/lake property owners.



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Survey on Charges for Maintenance in Canal and Lake Estates

5. Views on Cost Sharing Options

5.1 Rating of Cost Sharing Options

Over half of residents (77%) and canal and lake property owners (55%) supported option 10 that Council should pay for maintenance of the waterways and revetment walls to a level that matches public use of the parks and waterways.

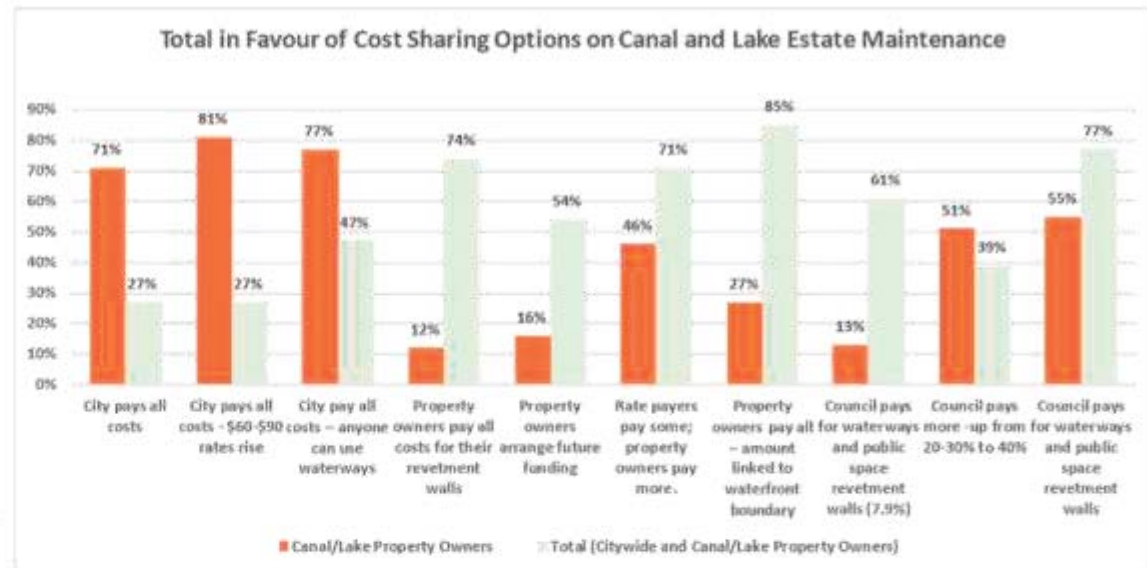
When assessing other options to share costs, canal and lake property owners surveyed gave stronger support for the City paying all of the costs.

Residents surveyed were more in favour of options where waterfront property owners in canal and lake estates pay more or all of the costs.

Survey respondents were asked to indicate whether they were in favour or opposed to ten options which gave different ways of sharing costs covering:

- The maintenance of waterways that everyone can access.
- The cost of maintaining revetment walls that protect private property and public areas in the canal and lakefront estates.

Each of the ten options were read out to respondents and they were then asked to indicate whether they were in favour (strongly in favour or somewhat in favour), neutral or opposed (somewhat opposed or strongly opposed) to each of the options.



Tables on the following pages give detailed results for three different groups:

- Owners of waterfront property in canal and lake estates.
- Citywide residents (excluding canal and lakefront property owners).
- A combined total which is weighted to reflect the population size of the canal area compared to the City overall.

Due to the area representative weighting of the combined total, these results are within 1% of the results for the Citywide residents sample.

The option with the highest levels of support from canal and lake estate property owners and City residents is:

Option 10- Council should pay for maintenance of the waterways and revetment walls to a level that matches public use of the parks and waterways.

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Canal and Lake Estate Waterfront Property Owners' Views

These options received highest levels of support from canal and lake waterfront property owners surveyed:

2. The City should pay all the costs for maintaining the walls and the waterways of the canal and lake estates even if this means I have to pay \$60-\$90 a year through my general rates (81% in favour).

3. The City should pay all costs for maintaining the waterways of the canal and lake estates (not the revetment walls) because waterways can be used by anyone (77% in favour).

1. The City should pay all the costs for maintaining the revetment walls and the waterways of the canal and lake estates (71% in favour).

There was mid-range support for these options:

10. Council should pay for maintenance of the waterways and revetment walls to a level that matches public use of the parks and waterways (55%).

9. Council should increase its funding for the maintenance of canal and lake revetment walls and waterways from its current level of 20-30% to 40% for all estates (51%).

6. All rate payers should pay something toward maintaining the revetment walls and the waterways in the canal and lake estates but people with canal or lake waterfront property should pay more (46%).

For this option, property owners suggested that property owners contribute 41% to pay for costs.

Fewer property owners surveyed were in favour of these options:

7. Canal and lake property owners should pay all costs for maintaining their revetment walls but the amount they pay should be linked to the length of their waterfront boundary (27%).

5. Canal and lake property owners should have direct responsibility for coordinating and funding all future works for their own revetment walls through an independent corporate entity (16%).

8. Council should decrease its current funding to pay only for maintaining waterways and the revetment walls adjacent to parks and public walkways (this is 7.9% of revetment walls) (13%).

4. People who own canal or lake waterfront property within the canal and lake estates should pay all associated costs for maintaining the revetment walls that protect their land from erosion (12%).

City Residents' Views (excluding Canal/Lake Property Owners)

These options received highest levels of support from City residents surveyed:

7. Canal and lake property owners should pay all costs for maintaining their revetment walls but the amount they pay should be linked to the length of their waterfront boundary (85%).

10. Council should pay for maintenance of the waterways and revetment walls to a level that matches public use of the parks and waterways (77%).

4. People who own canal or lake waterfront property within the canal and lake estates should pay all associated costs for maintaining the revetment walls that protect their land from erosion (74%).

6. All rate payers should pay something toward maintaining the revetment walls and the waterways in the canal and lake estates but people with canal or lake waterfront property should pay more (71%).

For this option, residents suggested that property owners contribute 74% to pay for costs.

8. Council should decrease its current funding to pay only for maintaining waterways and the revetment walls adjacent to parks and public walkways (this is 7.9% of revetment walls) (61%).

There was mid-range support for these options:

5. Canal and lake property owners should have direct responsibility for coordinating and funding all future works for their own revetment walls through an independent corporate entity (54%).

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3. *The City should pay all costs for maintaining the waterways of the canal and lake estates (not the revetment walls) because waterways can be used by anyone (47% in favour).*

Fewer residents surveyed were in favour of these options:

9. *Council should increase its funding for the maintenance of canal and lake revetment walls and waterways from its current level of 20-30% to 40% for all estates (39%).*

2. *The City should pay all the costs for maintaining the walls and the waterways of the canal and lake estates even if this means I have to pay \$60-\$90 a year through my general rates (27% in favour).*

1. *The City should pay all the costs for maintaining the revetment walls and the waterways of the canal and lake estates (27% in favour).*

Table 5.1.1 gives results for the combined sample of City residents and canal and lake property owners and residents.

Table 5.1.2 gives the results for the sample of City residents surveyed, excluding canal and lake estate property owners.

Table 5.1.3 gives the results for the sample of canal and lake property owners surveyed.

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Table 5.1.1 – Views on Maintenance Options – Combined Sample of Canal/Lake Property Owners and Citywide Residents

Cost Sharing Options	Legend		High – 70% or higher in favour		Low – Less than 50% in favour			
	Strongly in favour	Somewhat in favour	Total in Favour	Neutral	Somewhat opposed	Strongly opposed	Total opposed	Cannot say
1. The City (through all ratepayers' general rates) should pay all the costs for maintaining the revetment walls and the waterways of the canal and lake estates.	12%	15%	27%	8%	21%	43%	64%	2%
2. The City (through all ratepayers' general rates) should pay all the costs for maintaining the walls and the waterways of the canal and lake estates even if this means I have to pay \$60-\$90 a year through my general rates	11%	16%	27%	4%	22%	46%	68%	1%
3. The City (through all ratepayers' general rates) should pay all costs for maintaining the waterways of the canal and lake estates (not the revetment walls) because waterways can be used by anyone.	19%	28%	47%	12%	16%	22%	38%	3%
4. People who own canal or lake waterfront property within the canal and lake estates should pay all associated costs for maintaining the revetment walls that protect their land from erosion....	56%	19%	74%	6%	10%	9%	19%	1%
5. Canal and lake property owners should have direct responsibility for coordinating and funding all future works for their own revetment walls through an independent corporate entity.	31%	23%	54%	16%	14%	14%	28%	2%
6. All rate payers should pay something toward maintaining the revetment walls and the waterways in the canal and lake estates but people with canal or lake waterfront property should pay more.	41%	30%	71%	7%	8%	14%	22%	*

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5. Views on Cost Sharing Options

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Cost Sharing Options	Strongly in favour	Somewhat in favour	Total in Favour	Neutral	Somewhat opposed	Strongly opposed	Total opposed	Cannot say
7. Canal and lake property owners should pay all costs for maintaining their revetment walls but the amount they pay should be linked to the length of their waterfront boundary....	57%	28%	85%	4%	4%	6%	10%	1%
8. Council should decrease its current funding to pay only for maintaining waterways and the revetment walls adjacent to parks and public walkways (this is 7.9% of revetment walls).	30%	32%	61%	8%	10%	19%	29%	1%
9. Council should increase its funding for the maintenance of canal and lake revetment walls and waterways from its current level of 20-30% to 40% for all estates...	18%	21%	39%	9%	18%	32%	50%	2%
10. Council should pay for maintenance of the waterways and revetment walls to a level that matches public use of the parks and waterways	40%	37%	77%	7%	4%	10%	14%	1%

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Table 5.1.2 – Views on Maintenance Options –Citywide Residents Sample (excludes Canal/Lake Property Owners)

Legend	High – 70% or higher in favour		Low – Less than 50% in favour					
Cost Sharing Options	Strongly in favour	Somewhat in favour	Total in Favour	Neutral	Somewhat opposed	Strongly opposed	Total opposed	Cannot say
1. The City (through all ratepayers' general rates) should pay all the costs for maintaining the revetment walls and the waterways of the canal and lake estates.	11%	15%	26%	8%	21%	43%	64%	2%
2. The City (through all ratepayers' general rates) should pay all the costs for maintaining the walls and the waterways of the canal and lake estates even if this means I have to pay \$60-\$90 a year through my general rates	10%	16%	26%	4%	22%	46%	68%	1%
3. The City (through all ratepayers' general rates) should pay all costs for maintaining the waterways of the canal and lake estates (not the revetment walls) because waterways can be used by anyone.	19%	28%	47%	12%	16%	22%	38%	3%
4. People who own canal or lake waterfront property within the canal and lake estates should pay all associated costs for maintaining the revetment walls that protect their land from erosion....	56%	19%	75%	6%	10%	8%	18%	1%
5. Canal and lake property owners should have direct responsibility for coordinating and funding all future works for their own revetment walls through an independent corporate entity.	31%	24%	55%	16%	14%	14%	27%	2%
6. All rate payers should pay something toward maintaining the revetment walls and the waterways in the canal and lake estates but people with canal or lake waterfront property should pay more.	42%	30%	72%	7%	8%	14%	21%	*
7. Canal and lake property owners should pay all costs for maintaining their revetment walls but the amount they pay should be linked to the length of their waterfront boundary....	57%	28%	85%	4%	4%	5%	10%	1%
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Cost Sharing Options	Strongly in favour	Somewhat in favour	Total in Favour	Neutral	Somewhat opposed	Strongly opposed	Total opposed	Cannot say
8. Council should decrease its current funding to pay only for maintaining waterways and the revetment walls adjacent to parks and public walkways (this is 7.9% of revetment walls).	30%	32%	62%	9%	10%	18%	29%	1%
9. Council should increase its funding for the maintenance of canal and lake revetment walls and waterways from its current level of 20-30% to 40% for all estates...	18%	21%	39%	9%	18%	32%	50%	2%
10. Council should pay for maintenance of the waterways and revetment walls to a level that matches public use of the parks and waterways	40%	37%	77%	7%	4%	10%	14%	1%

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Table 5.1.3 – Views on Maintenance Options – Canal/Lake Waterfront Property Owners

Legend	High – 70% or higher in favour		Low – Less than 50% in favour					
Cost Sharing Options	Strongly in favour	Somewhat in favour	Total in Favour	Neutral	Somewhat opposed	Strongly opposed	Total opposed	Cannot say
1. The City (through all ratepayers' general rates) should pay all the costs for maintaining the revetment walls and the waterways of the canal and lake estates.	60%	11%	71%	10%	9%	10%	19%	-
2. The City (through all ratepayers' general rates) should pay all the costs for maintaining the walls and the waterways of the canal and lake estates even if this means I have to pay \$60-\$90 a year through my general rates	64%	17%	81%	5%	6%	8%	14%	-
3. The City (through all ratepayers' general rates) should pay all costs for maintaining the waterways of the canal and lake estates (not the revetment walls) because waterways can be used by anyone.	67%	10%	77%	3%	2%	15%	17%	3%
4. People who own canal or lake waterfront property within the canal and lake estates should pay all associated costs for maintaining the revetment walls that protect their land from erosion....	4%	8%	12%	2%	10%	74%	84%	2%
5. Canal and lake property owners should have direct responsibility for coordinating and funding all future works for their own revetment walls through an independent corporate entity.	11%	5%	16%	5%	9%	67%	76%	3%
6. All rate payers should pay something toward maintaining the revetment walls and the waterways in the canal and lake estates but people with canal or lake waterfront property should pay more.	24%	22%	46%	5%	7%	40%	47%	1%
7. Canal and lake property owners should pay all costs for maintaining their revetment walls but the amount they pay should be linked to the length of their waterfront boundary....	13%	14%	27%	11%	9%	51%	60%	2%
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Cost Sharing Options	Strongly in favour	Somewhat in favour	Total in Favour	Neutral	Somewhat opposed	Strongly opposed	Total opposed	Cannot say
8. Council should decrease its current funding to pay only for maintaining waterways and the revetment walls adjacent to parks and public walkways (this is 7.9% of revetment walls).	8%	5%	13%	7%	5%	74%	79%	1%
9. Council should increase its funding for the maintenance of canal and lake revetment walls and waterways from its current level of 20-30% to 40% for all estates...	32%	18%	51%	8%	5%	31%	36%	5%
10. Council should pay for maintenance of the waterways and revetment walls to a level that matches public use of the parks and waterways	38%	16%	55%	8%	7%	27%	34%	3%

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5.2 Respondents who Changed their Views

Having heard the options and provided ratings on each, 4 City residents and one canal/lake property owner decided to change their rating.

The four City residents made these changes:

- Two City residents changed from being in favour to being opposed to 'the City should pay all costs'.
- One City resident changed from being opposed to being in favour of 'people who own canal/lake waterfront property should pay all costs for their revetment walls'.
- Two City resident changed their views on whether 'waterfront property owners should have direct responsibility for coordinating and funding future costs' – one now in favour, one now opposed.

The property owner who made a change to be somewhat in favour of 'the City should pay all of the costs even if this means I have to pay \$60-\$90 a year through my general rates.

These changes are very small and do not significantly change the results presented in section 5.1

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5.3 Best Approach to Managing Costs

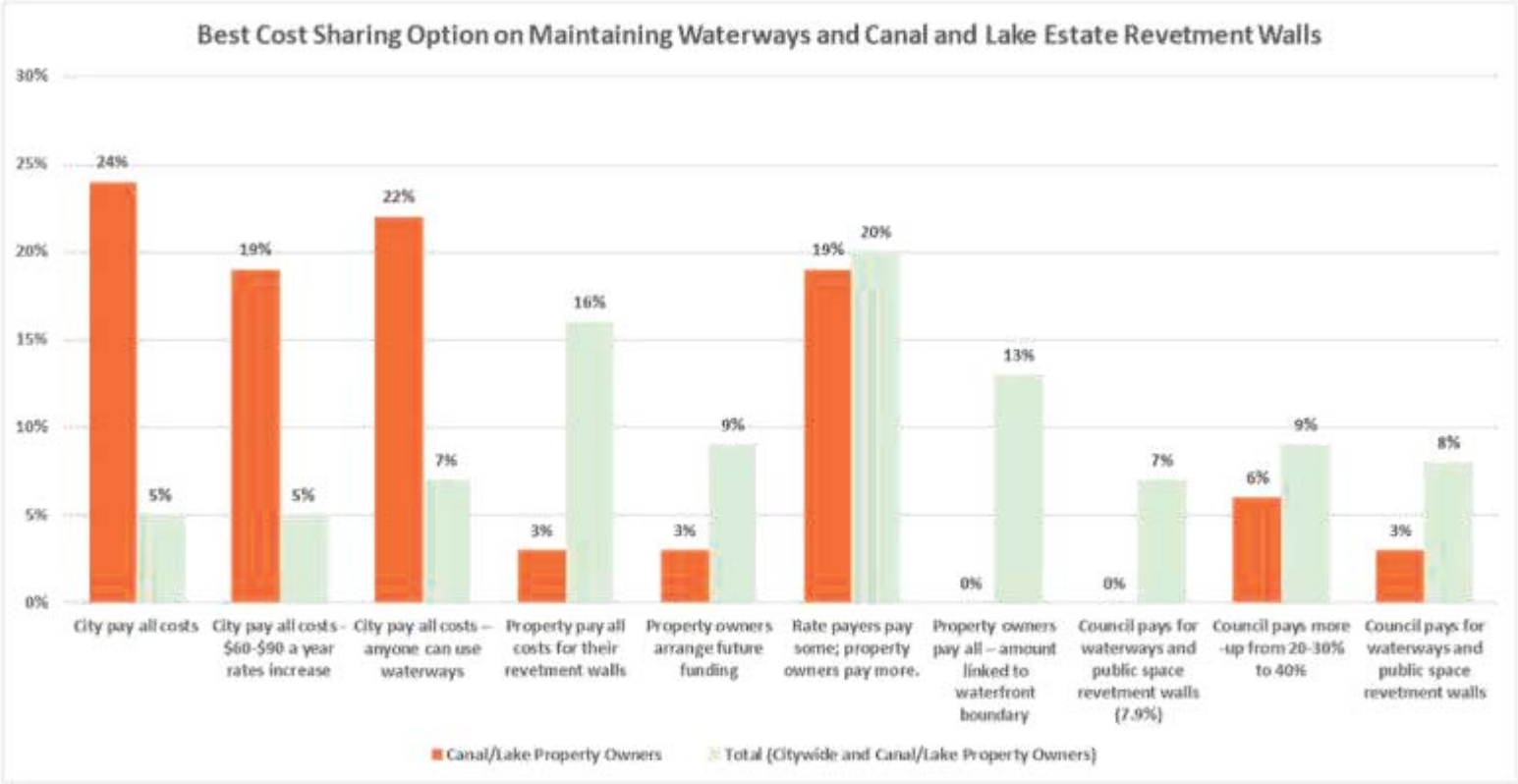
Residents and canal/lake waterfront property owners were asked to nominate the best approach to managing the cost of maintaining the revetment walls and the waterways of the canal and lake estates.

Best approaches nominated by residents focused on sharing costs between ratepayers and property owners (option 6); and property owners paying more or all revetment wall costs (options 2 and 7). Property owners support Council paying all the costs (options 1, 2 and 3) and sharing costs between rate payers and property owners (option 6).

Table 5.3.1 – Best Approach to Manage Costs

Legend	Top 3	Lowest 3
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Best Cost Sharing Option on Canal and Lake Estate Maintenance	City Residents	Canal Property Owners	Combined Total
1. The City should pay all the costs.	5%	24%	5%
2. The City should pay all the costs even if this means I have to pay \$60-\$90 a year through my general rates	5%	19%	5%
3. The City (through all ratepayer's general rates) should pay all costs for maintaining the waterways of the canal and lake estates because they can be used by anyone.	7%	22%	7%
4. People who own canal or lake waterfront property within the estates should pay all costs for their revetment walls.	16%	3%	16%
5. Canal and lake waterfront property owners should have direct responsibility for coordinating and funding all future works through an independent corporate entity.	9%	3%	9%
6. All rate payers should pay something but people with canal or lake waterfront property should pay more.	20%	19%	20%
7. Canal and lake property owners should pay all costs but the amount they pay should be linked to the length of their waterfront boundary.	13%	-	13%
8. Council should pay only for maintaining waterways and revetment walls adjacent to parks and public walkways (this is 7.9% of revetment walls).	7%	-	7%
9. Council should increase its funding for the maintenance from its current level of 20-30% to 40% for all estates (with canal and lake waterfront properties paying the remaining 60%).	9%	6%	9%
10. Council should pay for maintenance of the waterways and revetment walls to a level that matches public use of the parks and waterways	8%	3%	8%
Total	100%	100%	100%



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5.4 Comments from Canal and Lake Estate Property Owners

Respondents were also able to provide additional comments about how Council manages the cost of maintaining canal and waterway revetment walls and waterways.

Comments from canal and lake estate property owners surveyed focused on the following themes:

- Costs (rates, land and maintenance) are already too high for property owners in canal and lake estates.
- Costs of maintenance should be shared and some felt that Council should pay all of the costs.
- Council has responsibilities as the original constructor/builder of the canals and in ensuring that there is ongoing effective management of waterways and revetment wall maintenance and its costs.
- Council performance needs to improve.
- Greater transparency is needed.
- Some people had concerns about Council payment for markers in the Bay, the impact of boating traffic on waterways and the need for more trees in parks.
- The survey was seen as complex and a waste by some.

The verbatim comments from canal and lake estate property owners recorded in the survey included the following:

Costs are too high

- Raby Bay vs Sovereign Point costs are much higher for the former than the latter, we should be paying less than them.
- As a rate payer, Council takes responsibility for fixing roads outside my house but as a rate payer they expect me to pay for it which is hypocritical; we live on a canal and the values of property reflect so council charges higher rates.
- As a rate payer, the land is very high in value so we are already paying higher rates than others; we are already paying more than our fair share, so the Council should contribute more; there should be more maintenance on cleaning up plant debris and waste debris in the canals.
- I just think that we're paying too much to live there but too much to repair as well.
- I'm happy to pay the rates at this point in time- don't want any rates to increase.
- People who live on the canal pay a lot more in general rates in QLD because their valuation is a lot higher than those that don't have canal frontage. If their valuation is higher they pay the general rates so they have the money for the maintenance of repairs from the canal owners.
- The cost of purchasing a house in Raby Bay is already expensive. People who want to buy don't want to buy because the rates are so high - our house has been on for 18 months.
- The extra charges come on top (levy) of a higher rate band and extra rates. It's like a double charge - degree of unfairness.
- The rates are too high, so the Council should take care of everything.

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- The rates are far too expensive in the Redlands City. Compared to Melbourne and Sydney we pay a lot more than those major cities. In relation to the value of the properties we are paying a lot more.
- They've been ripping themselves off; they were made to payback all the money.

Share the cost

- At the moment the majority of the costs are passed on to the rate payers which is accepted.
- Everyone should share costs evenly even if they have to pay extra.
- Given that it's actually a part of the storm water system which every rate payer should contribute towards and it's a public park we shouldn't have to pay for the lawns to be mowed.
- Happy with the rate currently; don't agree if there is a sudden change and increase in the amount they have to pay in the future - leave it as it is.
- I believe in the concept user pays. I never use them.
- I believe that I am already paying higher rates because of the unimproved value of my land and the Council at the moment are double dipping because I'm paying extra for my rates and for the maintenance of the waterways.
- I think a shared approach is the right way to go. The canal precincts are a major attraction of commerce, and they are there because of the harbourside precinct. Markets are made more attractive because of harbourside. The calculation of sharing cannot be measured by just the people who use the parks and restaurants. the Council should be paying what they pay now or more as a shared cost. The survey is poorly designed - there are multiple questions within questions.
- If a resident has caused a problem to the revetment wall through development they have paid for or authorised they need to be totally responsible for any costs that result from damages to the revetment

wall; any costs for repairing of revetment walls that have been caused by a Council decision the City needs to pay for.

- If someone had a deck, and the retaining wall fell down - they should front that cost. However, if isn't related to the deck - the Council should front that cost.
- It's a public place so the cost should be divided by everyone since they all have equal rights to use it - it's not an exclusive area.
- People think we live on the canal and no one comes down. Boats come down - lots of sightseers that come down the canal; put gates if the Council making the owners only pay - put gates in the canals so sightseers can't come down.

Council should pay

- Historically, Council previously accepted responsibility for repairs and waterways and it should be maintained for the future.
- I just think that the Council should pay for all the revetment wall expenses because all ratepayers pay to maintain the footpaths and public spaces. On one side of my house there's a canal and the other side a kerb.
- The Council should be paying for all costs.
- Why do you have 7 million dollars in a slush fund for works that need to be done - it should all come out of the public purse - Council fees.

Council responsibilities

- Believe the council is remiss in their responsibilities for public infrastructure in the canals.
- Council is going wriggle out of taking responsibility for it.
- Council should take responsibility for the maintenance of the canal and revetment wall that they approved 25 to 30 years ago. However, distributing those costs between visitors should be a Council responsibility. Landowners should contribute to canal and revetment walls - we should contribute something.

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- Council's responsibility for the maintenance of revetment walls, canals and waterways.
- I think the first point to make is Redland Shire Council was responsible for construction and oversight of the Raby Bay canals. Second, for the last 22 years they have accepted responsibility for managing and maintaining the Raby Bay canals. Redlands City Council has not accepted any responsibility for the publicly owned area other than those walls it owns. Redland City Council owns the revetment slopes with the rocks and should accept repairing failures to this area. Redland City Council levies land holders for the total repair cost of canal revetment failures including the council owned revetment slope which is unfair. Council should accept responsibility for the repairs to the revetment rock slope as the property owner accepts responsibility for the concrete wall. They don't accept the responsibility for the revetment slope. As a property owner, I am just looking for a fair and reasonable outcome.
- It's a builder's liability and the Council is in the builder's liability. The canal developer went bankrupt, but they were underwritten by a bank and Council paid out the bank for the right to own the canal estate, so taking on the responsibility of the canal.
- It seems like a poor move if they try to reduce their commitment because they're the ones who approved the operations and let the developers walk away.
- Well I believe it is Council's responsibility to maintain the canals and revetment wall as they have; they are doing a good job. Everyone should contribute to the maintenance, however people on the canal should pay a greater proportion. We always paid a levy living on these estates and I think we all expect to pay a levy. However, I think it has started to get a little bit high. I'm happy to speak to any of the councilors. I'm not part of any activist group – I'm just a resident.

Council performance

- For one, they should be much more efficient - they've wasted hundreds of millions of dollars on things that don't work and wasted money on surveys. They should take a 70% pay cut, go back to barebones staffing and go back to managing things they are supposed to such as roads, waterways, schools, parks and recreational areas.
- Get a new council.
- I believe Council has handled this inappropriately, incompetently, and unprofessionally, with little or no due diligence or accountability and has now been found wanting. Council is now trying to make ratepayers and Raby Bay land owners foot the bill for their poor management. Council approved the construction of these waterways and should therefore be responsible for their ongoing maintenance. Their attempt in the formation of a rate payers committee to disguise their incompetence is nothing but a ruse. Ratepayers will not be fooled.
- I don't know what the committee is and there are the people that looked into payment of our rates. There was a law where the Council had been charging us extra money as ratepayer's percentage and we got a refund. The committee is doing a really good job and keeping the Council on game.
- I think it's not been well handled; Council has failed at this task up to now. Money hasn't been spent in the past; the annual operational plan has not been delivered - an independent body corporate needs to do it.
- Poorly managed - there's reluctance on behalf the Council on the maintenance of waterways and revetment walls. Always issues - costs should be coming out of the Council finances and no additional costs should be charged to residents.

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- The Council changed the planning rules which enabled property owners to build out to their revetment walls. That is deleterious to maintaining revetment walls. It would appear that they're doing piece meal work - they don't have a proper contractor.
- The Council does a poor job - lack of consultation with the residents.
- The Council is in total control all the way and why should we pay when it's their work.
- The Council is not managing the work involved in an effective way; the Council is spending too much money and wasting too much time on the work.
- The Council's effort has been hopeless – it's mitigating the problem. When they have to fix it, it actually costs more. The Redlands waits too long to fix things compared to Gold Coast Council where they think - no beaches, no water, no tourism, and no money. Compare this Redlands where they do not think like this. Council should adopt a different rating for all the estate river property areas; adopt a differential rating system. Keith is a user pays person.
- They built it incorrectly in the first place. They should be responsible for fixing it; they should use the money they are using for this survey for better things in the region.
- They need to decide what they going to do.
- When the Raby Bay was first built, the Council engineer supervised construction and footings were never put down on revetment walls. I think the canals have been dug too deep, so surrounding soil will keep sliding down and hence causing failure to the revetment walls. They have been poorly built under Council supervision.

Poor performance on maintenance

- Process that they have previously used has been very expensive. They haven't developed for the cost of their repairs. Revetment walls Council took over; canal development is being used by many other people that don't live there.

- Mismanaged it - collected lots of dollars from owners that wasn't legally allowed. Haven't kept up the maintenance of walls - too expensive repairing walls not efficient.
- The Council has done a terrible job of managing these waterways.
- The maintenance of the water ways is zero to none in the 18 months I've been there. The treatment and cleanup of water ways and the creeks are not being maintained as they are full of rubbish.
- Council should maintain the revetment walls to maintain consistency so it's the same standard throughout the shire.
- They are not looking after the canals very well. For at least thirty years. they have let other people build up to the revetment walls.
- They have maintained the roads.
- We haven't seen any repairs done in Raby Bay; used to be a team of councillors that came around that would clean the plastic bags - haven't seen active council work in last 3 years.

Transparency

- I think it's abominable and you hide all the financials.
- I think it should be a tender and the public should be open to scrutinize. Public should be able to review tenders; should be open book and the rate payers should see how the money is spent.
- It's very difficult for the Council to be retrospectively changing how they've been doing things and not taking into consideration prior arrangements from the original developer. The costs are already reflected in higher rates due to increased valuation of property due to it being on a canal estate - it appears that the Council is double dipping.
- The property owners who are paying 70-80% should have more direct representation and consideration of the spending of the contribution of the costs of maintaining canal and waterway revetment walls - more consultation needed.

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- There should be transparency. The engineering was right that they approved.
- They need to consult with the residents more than they currently do.
- Whatever the funding model is it needs to be done with transparency, so we know how our funds are being used. They should stop double dipping - their rates are astronomically higher than the rest of Redlands. Double dipping on general rates as well as canal levy - there's a big difference between aquatic paradise and Raby Bay. Raby Bays revetment walls are much worse than aquatic paradises so we shouldn't have to be funding their problems.
- The Council is all talk and no work, and this survey is a great example of it. Everyone is just talking and hearing the same over and over again.
- The survey is very complicated.
- This investigation is useless because only a little amount of people live here.

Markers and beacons

- At one point in time the Council stuck beacons out in Raby Bay; he thinks the Council should point out to the state government that they should not be paying for that.
- No mention of channel markers; they're paid out of the canal levy - they should be paid by the council or state government. They are hardly used by the residents; largely used by the public - who don't even live in Redland City.

Boating traffic issues

- Big commercial boats (ferry) go way over the speed limit and do more damage than anyone in the area; they should be charged more than anyone else as their wash and speed is horrendous; Council needs to be more a little bit more open with what they tell the ratepayers.

Parks

- The Council should plant more trees and picnic areas around this area.

Views on the survey

- I don't understand why the Council are wasting so much money doing surveys. This is ridiculous that rate payers are paying.

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5.5 Comments from City Residents

Respondents were also able to provide additional comments about how Council manages the cost of maintaining canal and waterway revetment walls and waterways.

Comments from City residents surveyed focused on the following themes:

- Waterfront property owners have exclusive access to the canals/lake and were aware of the maintenance costs when they bought the property – they should pay most or all of the costs. Council should pay for maintenance of public use areas.
- Some felt there is a case for sharing the costs – ‘everyone should chip in’. There was some support for keeping the current cost sharing arrangements.
- Some people felt that Council should pay all of the costs.
- A few commented that developers or the State Government should pay the costs.
- Council has responsibilities for maintain the waterways and there are a lot of waterways in the City.
- Council performance on maintaining waterways and areas or facilities near waterways needs to improve.
- A transparent approach and consultation is important.
- Environmental impacts and pollution need to be addressed.
- One person commented on the survey.

Comments from City residents included:

Sharing costs

- All ratepayers should pay the same amount.
- Make sure everybody chips in and Council make sure it is actually maintained.
- Some family members use it when they go fishing; all people should pay for the rates - probably the fairest.

- Fundraisings or raffles for the local people – increase their funding through this way since the rates are very high as they are.
- I think it's a good idea for the canal and state owners pay for their bit and also via the council.

Property owners should pay more or all

- At least 3 quarters should be paid for by waterfront properties.
- If you buy a block you're liable for all the maintenance costs - it should be no different for waterfront properties.
- People on the canal should bear the cost of maintenance like I do for myself.
- There is a difference between waterways and canals - canals are for houses; canals are private and should be paid for accordingly.
- Water front should bear the costs of their own maintenance just like I bear the cost of my own.
- Don't contribute any more money on maintaining the walls and the canals. The Council allowed the developers to build the walls which are unnecessary. You let it be and don't play with nature.
- Generally, what I see it's in good condition. The walls and water ways appear to be in good condition – that's a credit to the Council. The value of properties are generally higher so landowners that have access to canals should certainly pay their fair share for the lifestyle they have and the capital gains that they enjoy.
- People who live there should pay more. Should stop building since it costs more to maintain.
- Thinks people who own property close to water/estate should pay more. People who don't own property there shouldn't pay more than 20% since they probably won't use it much.
- I believe in the concept user pays. I never use them.
- I don't live really close to it so I can't comment, but I know about who should pay for what.

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- Property owners that have the privilege should pay more for the maintenance, but everyone should pay something.
- I think that the canal front owners should pay the vast majority of the costs, probably about 95% and the balance 5% to be paid for by other rate payers. Of the 95% it should be proportional based on the length of their frontage - if they have more wall they should pay for more. They are the ones who get the property value increases - their property values are higher therefore they should pay.
- I think the Council should totally pay for the general area for public use and people who live on it and paying higher rates can't expect other rate payers to subsidise.
- If it's public use, I wouldn't mind having some input to the payment. But if it's private they should pay for it all.
- If new house is bought into area, need to take responsibility for a larger proportion since all the rates are coming in from new people; more effort should be put in according to the amount that people use the canals and lakes.
- If there on 80 percent on the total for people who live on the lake and waterfront that is good.
- If you live on the waterfront you have to be prepared to pay for your own wall.
- Important that the council helps out with the public areas; canals - not everyone is going to go down the canal where the private areas are because they look at you strangely.
- It has nothing to do with me - doesn't care as not her problem; the people who want to live near fancy things should pay for all these things themselves as the council gets nothing done; pay 700 plus per QUARTER.
- It's an important part of the region and I think they should be funding a fair amount.
- Council should only pay for what the public uses or can use.
- If you use it you should pay for it.
- If anyone is rich enough to afford a waterfront property, they should maintain at their own cost.
- The property owners should be responsible for their own land.
- People who live there should pay for everything that they have near their property; Council should pay public stuff.
- People that live there chose to - hence they should pay for it.
- People who own properties should pay for it; parks and beaches Council should look after. People who buy it should have full upkeep.
- Public don't get the sale of the canals. They shouldn't be paying for anything that benefits the owners. Half the canals can't be accessed, and they are privately owned.
- The people in the property know they have responsibility for maintaining; other ratepayers use it sometimes, but ratepayers can't really use it. The people who own that property should pay the most.
- The people who live in multimillion dollar house should pay 100%. It's a premium estate - not poorer areas having to contribute in their rates. The estates should pay for their own lifestyles that they have chosen.
- The people who own properties should pay more. Not everyone who pays gets to use it, since the water ways aren't actually accessible to everyone.
- The residents with waterway estates should be paying for their responsibility and maintaining it not rate payers.
- We're paying pretty high rates and the people on Raby Bay and Aquatic Waters is an upper-class area but when it comes down to funding maintenance they expect us to pay. If you can't afford to live there, then get out.
- If own it, they should pay it.
- Those people chose to buy to live there and as such they should bare 100% of the maintenance costs.

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- The people have responsibility to pay for public properties; for private ownership, they should pay for their own land including the property of the wall.

Residents should not pay more

- As long as my rates don't go up; I don't want to pay for someone else's luxuries.
- Costs should not be passed to residents that do not have a waterfront property.
- Doesn't really use it - if the rates aren't affected she has no issue.
- If you don't live there you shouldn't have to pay to maintain it.
- As a rate payer we already pay enough as it is for our rates; adding \$60-\$90 would be unaffordable as its already tough as it is as I am on a single person income. I think they need to find better ways to manage without upping the rates that people pay.

Keep the current cost sharing

- I'm not happy with the options on the previous questions. I'm happy with things the way they are with waterfront properties paying 70-80%.
- I'm happy with what I see; happy with how it's being managed right now.
- I think what they are doing now is right.
- It is important that we subsidise these parks as we do the Public Parks.
- Keep the rates the same - Council pays 70%. Council should control their funds so that additional cost is not passed onto the residents. The survey shouldn't be an excuse for them to pass on responsibility.

Council should pay

- I think the council passed them, so I think they should pay for them. They passed the developer's plans, so they must have thought they could keep them going.

- I think the council should pay a little but for public use; the landowner should pay the majority.
- The Council should maintain everything.
- The Council should pay more for fixing it.
- They get rates and they should be paying them themselves - should come out of general revenue for the rates.

Developers should pay

- The rates are there to maintain the waterway revetment wall and waterways. Property developers should maintain the waterway revetment walls especially as they developed it. No one is doing the maintaining of the walls. Developer held accountable who developed the place.

State funding needed

- State funding is needed. Areas of erosion needs to be looked at - State funding could be very helpful for these areas.
- Day to day maintenance and long term should be considered like pollution - State Government involvement.

Council responsibilities

- Council responsibilities
- Council's own engineering department approved and signed off and are ultimately responsible - there should be no difference in the Council costs as there is for a public road.
- The Council never did enough planning originally and it's a bit late to do something about it now.
- As long as Council looks after public land, revetment walls, access to water ways and maintenance of them.
- Council has a lot of water ways including island and coastal properties not just now. Council should not jump into the vocal lobby group; many islanders face similar issues but are disenfranchised when dealing with Redlands City Council. They should make a draft thorough policy that covers all water ways rather than dealing with

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things on an issue by issue basis and the top of agenda to be sewerage because no one wants to talk about poo.

- Council should not have allowed Raby Bay development to happen; it was not properly engineered at the time and as result the Council or state government were wrong in signing off. Hence locals should not have to pay for it - can't blame people who have bought properties there.
- That the Council should oversee the whole process as opposed to delegating to other parties to ensure the job is done properly.
- It's a complicated issue, best left in the hands of the technical officers.

Council performance

- Council has made many mistakes and done a deal with the developers many years ago where they were responsible (the Council) for the waterways and this was wrong.
- I don't agree with any approval for Toondah at Cleveland; it will destroy the area and environment and we need to take more care of wildlife. No approval of the bridge - it would destroy a lot of vegetation and animal environments.
- If they can't fix Curlew Creek I can't trust them to fix the waterways. It is stagnant, and it stinks and reeds twice the height of the average person.
- Major - before they approve, make sure they get the best advice, best engineering solutions. Wasn't done properly; people don't own the revetment walls, so not the owners fault.
- Think they are fairly well managed.
- The canals are not fully maintained, and the Council is not doing their job on the canals.
- Received rebate - Council had illegally done something. Reinstated extra levy but there are failures because previous Council had agreed

to certain stipulations. Stop running away from and find a proper solution.

- The Council created this problem - they can manage it. However, not at the expense of other people of the Redlands. It is a very bad development - no one should be able to build on the water front anywhere and then expect for other people in the Council to pay for their rates.
- The Council should return/refund/ all the money they took from owners who live in the estate; money taken from developers - 100% of all money should be refunded to owners; was over millions of \$\$\$ - should be paid back 100% plus interest on this. Council has not held up their part of bargain and charge homeowners a fee for maintenance. Where is the millions of dollars they took??

Comments about Council

- It's all good.
- Doing a decent job.
- I think they're doing ok.
- Do a good job of it.
- They're doing a good job.
- I think the Council should be investigated for corruption; too many envelopes being handed out.
- The Council generally do a very good job.
- Rates are expensive & should not go up

Transparency

- Council meets with local residents - proceed with figuring a solution with people who live in that area.
- Glad it's under review; has been ambiguous. Redland Bay area needs to be managed by Council older people have been over charged in the past.
- The waterways seem to get more share of maintenance money and attention compared to older areas such as Cleveland.

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- Needs further discussion and more debate - very substantial for the community.
- I don't know the ins and outs, so I can't tell you that. Don't know how much I pay for the upkeep of the waterways.
- Important to do independent auditing; council had 30 million dollars of rate payers money - not right way to manage the funds and can't be audited within council.
- Maybe to make it clear to people that buy the properties what they are up for instead of finding out later.

Waterways and facilities near waterways

- The creeks leading into the lakes need maintenance, cleaning.
- The Council does not spend enough time looking after the Redland Bay waterways.
- Council should put more parking at Cleveland - more around the waterfront areas. Stop splitting blocks and increasing residential density.
- Cleveland Point needs to expand their parking; put gardens where people normally park.
- Perception of water ways being private - only 2 spots where you can access without a boat. Seems to be a total impression that people who live there are exclusive.
- Lakes become overgrown with algae and weed; see more swimming areas along the bay.
- Like to tidy up the creek - mow the park area but the leave the creek area untidy.
- Making more space for public - would be great if the Council could buy more land at Cleveland Point and Wellington Point and having that space for families.
- Maybe they could put more effort into cleaning all the water ways creeks; I'm close to the creek that crosses through Boundary Street, creek there gets blocked from all the debris of trees falling etc. so the

water sits. If they had community workers to clear a bit of it; causing damage to walkways and bridges. Council should clear a little and tidy it up.

- More money and equipment on the waterway; similar waterparks to Redcliffe; more BBQ areas and places to fish off.
- More waterparks within the area.
- My interest is in the creeks which the Council does nothing about. Anyway, and is not in this survey, I would like to see a walkway along Hillier Creek.
- If you want to have an event down there you pay 180 dollars; when you get there, it is not private, and they get money for nothing.
- She doesn't see much activity of Council doing stuff along the sea front. It depends on the cost - the parks are well kept but for the sea front there is lots of rubbish lying around.
- What is the hold up for the kayaking pontoon in the main canal of Raby Bay.
- What was mentioned at the beginning of the survey where the Council's responsibilities of dredging and maintaining the navigable waterways are currently not being done. My boat coming in at low tide, I touch the bottom of the canal because of the shallow water.
- Bullshit - a lot of them have no infrastructure - big problems.

Costs are high

- My friend on the waterfront pays very high rates - for artificial vs natural it's the same; aquatic life needs to be looked after better and be a bigger focus.
- Already thought they paid a levy but their rates are too high - not happy with rates.
- I just don't think it's fair to change the contribution after the resident had purchased a property. Also, I think that if the council wants to make changes to make residents pay more I think it should be linked

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to new residents so people who buy new property it should be a part of the condition of sale.

- Rates are too high for pensioners, but they are doing a good job so maybe that's why the rates are so high. Need better management of rates - we can't afford for them to keep going up.
- The extremely high rates that landowners pay more than covers the cost of maintenance for canals and water ways. The difference between dry and wet block owner more than covers the cost of canal maintenance and repairs.
- The Redlands Council seems to be the most expensive in QLD, regardless of waterfronts.
- Look we pay 30 to 50 per year - it seems to be a lot of money and how much they put into it; maybe a bit of maintenance and mowing and garbage - doesn't sound right to me - it's a bit more than I thought.

Environment impacts

- They're doing damage to the environment and knocking down trees.
- Liked how it was natural - don't like anything to be built on it.
- If you're reclaiming land - do the infrastructure and moving the natural land - think about the animals and nature.
- To make sure that the pollution and environmental standards are upheld and are healthy.

Views on the survey

- This survey is absolutely useless.

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APPENDIX 1 – SURVEY QUESTIONNAIRE

Survey on Canal and Waterway Use and Charges, 2018

Draft No. 10
26 February 2018

INTRODUCTION

Good morning/afternoon/evening, my name is ... from National Field Services calling on behalf of Deborah Wilson Consulting Services, a Brisbane market research firm. We are conducting an important survey for Redland City Council on community views on the best way to manage and fund the maintenance required for our City's canals and lake at Raby Bay, Aquatic Paradise and Sovereign Waters.

To maintain these estates, Council dredges the waterways so they remain navigable and repairs the revetment walls that protect ~~houses~~ canal waterfront land from erosion.

Your feedback will help Council understand community views on managing and funding maintenance for these waterways.

FOR REDLAND City RESPONDENTS

(Quotas were used covering gender and broad age groups to select a representative sample)

FOR OWNERS OF CANAL AND WATERWAY PROPERTIES WHO PAY THE SPECIAL CHARGE

Redland City Council has provided your contact information for the purpose of a telephone survey of a sample of special charge ratepayers.

This ensures that ratepayers affected by maintenance charges for revetment walls have a say through this survey.

All information provided is to be managed in accordance with Council's Information Management Policy, Information Privacy Policy and Privacy Statement. I will read out this Privacy Statement:

The security of our customer's personal information is our priority and when we use other companies to provide services, we require them to protect the confidentiality of personal information".

FOR ALL

The interview will take about 9 minutes. Do you have time now to participate?

The information you provide will be used for research purposes only and we do not keep any individual responses after we finish the survey.

SAY IF NECESSARY: This survey is solely for research purposes and your replies will, of course, be treated in complete confidence with no information provided being linked to your name or household.

During the course of this interview, my supervisor may listen to check the quality of my work.

FOR REDLAND City RESPONDENTS

Can I confirm that you live in Redland City? **(If no, thank and end interview)**

Can I just confirm you are aged 18 years or over?

2018 Survey

Survey on Charges for Maintenance in Canal and Lake Estates

FOR ALL**A. Views on the Redlands****A1 What is your postcode? (Record postcode)**

Postcode _____

A2 What is your suburb? (DO NOT READ OUT)

- | | |
|---------------------|--------------|
| Thorneside | 1 |
| Birkdale | 2 (Go to A3) |
| Erobin | 3 |
| Ormiston | 4 |
| Wellington Point | 5 (Go to A3) |
| Cleveland | 6 (Go to A3) |
| Raby Bay | 7 (Go to A3) |
| Point Halloran | 8 |
| Redland Bay | 9 |
| Victoria Point | 10 |
| Victoria Point West | 11 |
| Capalaba | 12 |
| Sheldon | 13 |
| Alexandra Hills | 14 |
| Burwood Heights | 15 |
| Thorntlands | 16 |
| Mount Cotton | 17 |
| Amity Point | 18 |
| Dunwich | 19 |
| Point Lookout | 20 |
| Coochiemudlo Island | 21 |
| Karragarra Island | 22 |
| Lamb Island | 23 |
| Macleay Island | 24 |
| Russell Island | 25 |
| Other (Specify) | 26 |

FOR REDLAND CITY RESPONDENTS and A2 answers of codes 1, 3, 4, 8 to 26 – Go to A5**FOR OWNERS OF CANAL AND WATERWAY PROPERTIES WHO PAY THE SPECIAL CHARGE - Go to A3****A3 Do you own a canal or lakefront waterfront property in one of Redland's canal and lake estates at Raby Bay, Aquatic Paradise, or Sovereign Waters, and pay the special charge? (Record one answer)**

Yes 1 (Go to A4)

No 2 (Go to A5)

A4 In which of these canal or waterway areas do you ~~in-ot~~ own a property? (Read out and record one answer)

- | | |
|------------------|---|
| Raby Bay | 1 |
| Aquatic Paradise | 2 |
| Sovereign Waters | 3 |

2018 Survey

Survey on Charges for Maintenance in Canal and Lake Estates

A5	What was your age group last birthday? (Read out and record one answer)	
	18 – 24	1
	25 – 29	2
	30 – 34	3
	35 – 39	4
	40 – 44	5
	45 – 49	6
	50 – 54	7
	55 – 59	8
	60 – 64	9
	65 and over	10
A6	Sex (Record automatically)	
	Male	1
	Female	2

2018 Survey

Survey on Charges for Maintenance in Canal and Lake Estates

1. Use and Views of Canal and Waterway Areas**ASK FOR CITYWIDE SURVEY RESPONDENTS ONLY****1.1a** On average, how often do you visit the parks or waterways in the canal and lake front estates of Raby Bay, Aquatic Paradise, or Sovereign Waters? **(Read out and record one answer)**

Daily	1 (Go to 1.1b)
Weekly	2 (Go to 1.1b)
Monthly	3 (Go to 1.1b)
Less often than monthly	4 (Go to 1.1b)
Rarely	5 (Go to 1.1b)
Never	6 (Go to 1.2)

ASK ALL**1.1b** What type of activities do you like to do when you visit canal and lake front estates? **(Do not read out, Record all answers)**

Play in the parks	1
Eat at the restaurants	2
Sail/use a boat	3
Fishing	4
Fitness or exercise	5
Canoeing or kayaking	6
Swimming	7
Picnics or catch up with friends/family	8
Other (specify)	9

1.2Apart from being places that residents can use and visit, what other benefits do these canal and lake front areas bring the City? **(Do not read out, Record all answers)**

None – do not bring any benefits	1
Attract visitors/tourist	2
People like to fish there	3
People like to paddle or sail/use their boats there	4
Scenic views of waterways and Moreton Bay	5
Access to the natural Bay environment	6
It increases the value of my property	7
Used to market/promote Redland City	8
Attracts new residents	9
Attracts new investment to the City	10
Creates places for wildlife (sea and land)	11
Other (specify)	12

2018 Survey

Survey on Charges for Maintenance in Canal and Lake Estates

2. Use and Views of Canal and Waterway Areas

2.1 Canal and lake estate revetment walls and waterways in Redland City cost money to maintain. The residents who live in these estates and who own canal or lakefront waterfront property with revetment walls that protect their property from erosion pay for most of the maintenance (70-80%), but because there are also public parks with revetment walls in these estates and because the waterways are open to the general public, all ratepayers also contribute between \$30-\$50 a year through their general rates.

I will read out some cost sharing options that cover costs of maintaining waterways that everyone can access, and the cost of maintaining revetment walls that protect private property and public areas in the canal and lakefront estates.

Are you in favour or opposed to these options on cost sharing on canal and lake estate maintenance costs? Are you strongly in favour, somewhat in favour, neutral, somewhat opposed, strongly opposed to these options: **(Read out each option and record one answer)**

Options	Strongly in favour	Somewhat in favour	Neutral	Somewhat opposed	Strongly opposed	Cannot say
(1) The City (through all ratepayers' general rates) should pay all the costs for maintaining the revetment walls and the waterways of the canal and lake estates.	1	2	3	4	5	6
(2) The City (through all ratepayer's general rates) should pay all the costs for maintaining the walls and the waterways of the canal and lake estates even if this means I have to pay \$60-\$90 a year through my general rates	1	2	3	4	5	6
(3) The City (through all ratepayer's general rates) should pay all costs for maintaining the waterways of the canal and lake estates (not the revetment walls) because waterways can be used by anyone.	1	2	3	4	5	6
(4) People who own canal or lake waterfront property within the canal and lake estates should pay all associated costs for maintaining the revetment walls that protect their land from erosion, while Council will pay for revetment wall repairs on public property.	1	2	3	4	5	6
(5) Canal and lake property owners should have direct responsibility for coordinating and funding all future works for their own revetment walls through an independent corporate entity.	1	2	3	4	5	6

2018 Survey

Survey on Charges for Maintenance in Canal and Lake Estates

(6) All rate payers should pay something toward maintaining the revetment walls and the waterways in the canal and lake estates but people with canal or lake waterfront property should pay more.	1	2	3	4	5	6
(6a) If all rate payers pay something, what percentage of the total costs should people with canal or lake waterfront property in the canal or lake estates pay (they currently pay between 70-80%)?	_____ %					
(7) Canal and lake property owners should pay all costs for maintaining their revetment walls but the amount they pay should be linked to the length of their waterfront boundary. This means if they have no wall they don't pay, and if they have a longer waterfront wall they pay more.	1	2	3	4	5	6
(8) Council should decrease its current funding to pay only for maintaining waterways and the revetment walls adjacent to parks and public walkways (this is 7.9% of revetment walls).	1	2	3	4	5	6
(9) Council should increase its funding for the maintenance of canal and lake revetment walls and waterways from its current level of 20-30% to 40% for all estates (with canal and lake waterfront properties paying the remaining 60%).	1	2	3	4	5	6
(10) Council should pay for maintenance of the waterways and revetment walls to a level that matches public use of the parks and waterways						

2.2 Having heard all of the options, do you want to change whether you are in favour or are opposed to some options?

Yes 1 (Go to the statement mentioned below and revise as needed. Then go to 2.3)

No 2 (Go to 2.3)

IF YES, RECORD NEW ANSWER BELOW. READ OUT THE SHORT OPTION DESCRIPTION IF THE RESPONDENT NEEDS PROMPTING.

2018 Survey

Survey on Charges for Maintenance in Canal and Lake Estates

Options	Strongly in favour	Somewhat in favour	Neutral	Somewhat opposed	Strongly opposed	Cannot say
(1) The City should pay all the costs.	1	2	3	4	5	6
(2) The City should pay all the costs even if this means I have to pay \$60-\$90 a year through my general rates	1	2	3	4	5	6
(3) The City (through all ratepayer's general rates) should pay all costs for maintaining the waterways of the canal and lake estates because they can be used by anyone.	1	2	3	4	5	6
(4) People who own canal or lake waterfront property within the estates should pay all costs for their revetment walls.	1	2	3	4	5	6
(5) Canal and lake waterfront property owners should have direct responsibility for coordinating and funding all future works through an independent corporate entity.	1	2	3	4	5	6
(6) All rate payers should pay something but people with canal or lake waterfront property should pay more.	1	2	3	4	5	6
(7) Canal and lake property owners should pay all costs but the amount they pay should be linked to the length of their waterfront boundary.	1	2	3	4	5	6
(8) Council should pay only for maintaining waterways and revetment walls adjacent to parks and public walkways (this is 7.9% of revetment walls).	1	2	3	4	5	6
(9) Council should increase its funding for the maintenance from its current level of 20-30% to 40% for all estates (with canal and lake waterfront properties paying the remaining 60%).	1	2	3	4	5	6
(10) Council should pay for maintenance of the waterways and revetment walls to a level that matches public use of the parks and waterways						

2018 Survey

Survey on Charges for Maintenance in Canal and Lake Estates

2.3 Of all of the options, which do you think is the best approach to managing the cost of maintaining the revetment walls and the waterways of the canal and lake estates. **(Read out and select one option)**

Options	Best Option
(1) The City should pay all the costs.	1
(2) The City should pay all the costs even if this means I have to pay \$60-\$90 a year through my general rates	2
(3) The City (through all ratepayer's general rates) should pay all costs for maintaining the waterways of the canal and lake estates because they can be used by anyone.	3
(4) People who own canal or lake waterfront property within the estates should pay all costs for their revetment walls.	4
(5) Canal and lake waterfront property owners should have direct responsibility for coordinating and funding all future works through an independent corporate entity.	5
(6) All rate payers should pay something but people with canal or lake waterfront property should pay more.	6
(7) Canal and lake property owners should pay all costs but the amount they pay should be linked to the length of their waterfront boundary.	7
(8) Council should pay only for maintaining waterways and revetment walls adjacent to parks and public walkways (this is 7.9% of revetment walls).	8
(9) Council should increase its funding for the maintenance from its current level of 20-30% to 40% for all estates (with canal and lake waterfront properties paying the remaining 60%).	9
(10) Council should pay for maintenance of the waterways and revetment walls to a level that matches public use of the parks and waterways	10

2.4 Do you have any other comments you would like to make about how Council manages the cost of maintaining canal and waterway revetment walls and waterways? **(Record all answers)**

ASK ALL

3. Demographics

Finally, a couple of questions to make sure we are talking to a cross section of people.

3.1 How long have you lived in Redland City? **(Record number of years and record 1 if less than 1 year)**

_____ years

3.2 How many people live in the household in the following categories? **(Read out and record an answer for each)**

Adults in the household aged over 18	
Children aged 12 to 18	
Children aged 5 to 11	
Children aged under 5	
Total people	

45

2017 Survey

Redland City Council Community Satisfaction Survey

3.3 What is your occupation? **(If respondent is unemployed/not in labour force, ask...) What is the main income earner in the household's occupation? (Do not read out. Record using the reference list.)**

- | | |
|---|----|
| Manager/administrator | 1 |
| Professional | 2 |
| Associate professional | 3 |
| Tradespersons and related workers | 4 |
| Advanced clerical and service worker | 5 |
| Intermediate clerical, sales and service worker | 6 |
| Elementary clerical, sales and service workers | 7 |
| Labourers and related workers | 8 |
| Unemployed | 9 |
| Retired | 10 |
| Student | 11 |
| Other (specify | 12 |

ASK IF 3.3#10

3.4 (a) Do you work outside Redland City?

- | | |
|-----|---|
| Yes | 1 |
| No | 2 |

(b) Do you use public transport to get to work?

- | | |
|-----|---|
| Yes | 1 |
| No | 2 |

ASK IF 3.3#10

3.5 Do you own or manage a business in the Redlands? **(Record one answer)**

- | | |
|-----|---|
| Yes | 1 |
| No | 2 |

ASK ALL

3.6 Do you own your residence or are you renting? **(Record one answer)**

- | | |
|---------------------------------|---|
| Renting | 1 |
| Own or paying off the residence | 2 |

3.7 Do you identify as **(Read all and record one answer)**

- | | |
|---|---|
| An Aboriginal or Torres Strait Islander | 1 |
| A traditional owner | 2 |
| Other non-English speaking background | 3 |
| None of the above | 4 |

Thank you for your help with this survey.

Just to remind you, my name is from National Field Services and our telephone number is We remind you that the information you provided will only be used for research purposes. We do not keep any individual responses after we finish the survey.