

FREQUENTLY ASKED QUESTIONS

<i>Why was I invited to take part in this survey?</i>	The Tamaki Regeneration Company is interested to hear from people who live in your area. Yours is one of nearly 1,3500 households in the Glen Innes neighbourhood. We got the addresses from New Zealand Post to make sure all households had a chance to take part.
<i>Do I have to complete the survey?</i>	To make sure results accurately reflect the views of people in your area, it is very important that all those who receive a survey, complete it. The survey is voluntary. If you cannot take part or if you have any questions, please call Nexus Research on 309 8392.
<i>Why does the website address provided in the letter not work?</i>	Website address is http://www.nexusresearch.co.nz/GlenInnes . Please type this into the address bar at the top of the page rather than the search box. You could try another browser but most up to date browsers are supported. Please email us at support@nexusresearch.co.nz if you have difficulties.
<i>Why does the QR Code not take me to the survey?</i>	Most new phones have a QR Code reader built into the camera app. This is how to use the QR Code. Older phones will need to download a QR Code reader app from Apple App Store or Google Play Store. These apps are free.
<i>What do I do if the survey stops or the site crashes before I've had time to complete the survey?</i>	Until you complete the survey, you can re-open it and it will take you back to the last question you answered. All of your answers are saved as you progress.
<i>Can I change my response?</i>	There are blue back-arrow buttons after each question that allows you to go back through the questions before the survey is complete. Once it is completed, if you want to change something please call us on 309 8390 or else email us at support@nexusresearch.co.nz .
<i>When do I get my \$10 Pak 'n Save voucher?</i>	We will send these out by mail as we receive the completed surveys. Best to allow 20 days from when you complete before you receive the voucher.
<i>How will the prize draw be managed?</i>	All respondents who indicate they would like to receive a \$10 Pak 'n Save voucher will be entered into the draw which will be held on 8 th June 2021. The winners will be notified that day by email.
<i>Can I get the questionnaire translated?</i>	If you need the questionnaire translated, please call Tamaki Regeneration Company on 0800 521 555 and tell them what language is required.