

RI summer 'roadshow' feedback

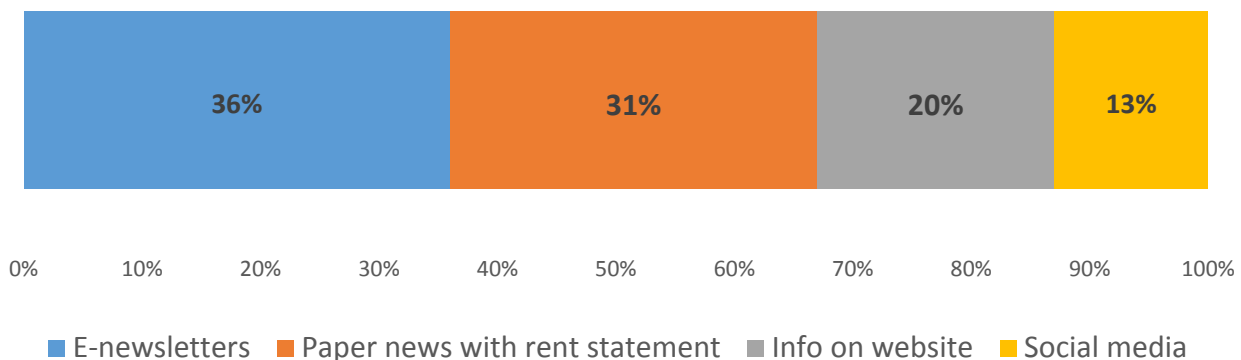
4 events, 96 surveys completed, 43 new RI sign-ups

The RI team door-knocked and met residents at four estates: Handcroft Road, Fieldway, Regina Road/Sunny Bank and Monks Hill.

A brief survey was completed and contact details and preferences were collected where applicable.

RI & comms questions

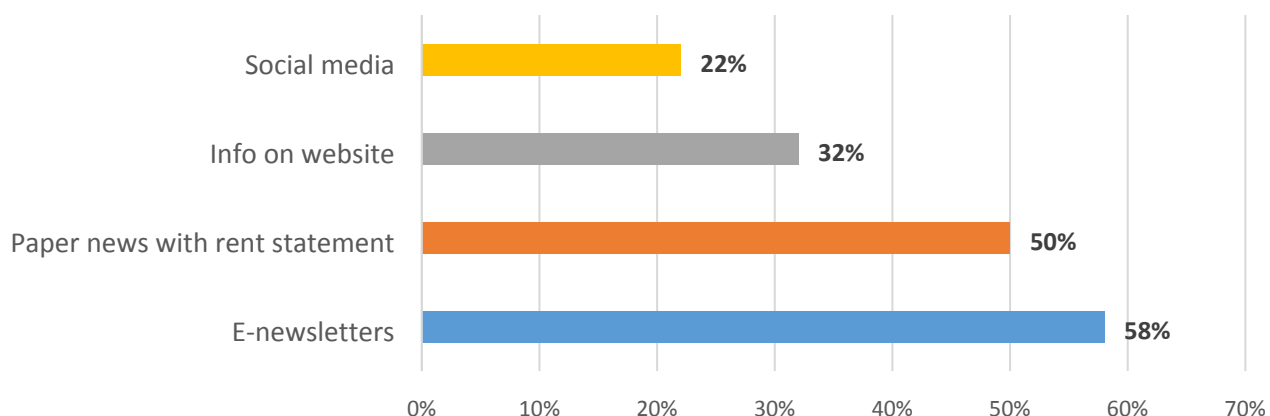
How residents want to be kept up to date with news & info about housing services



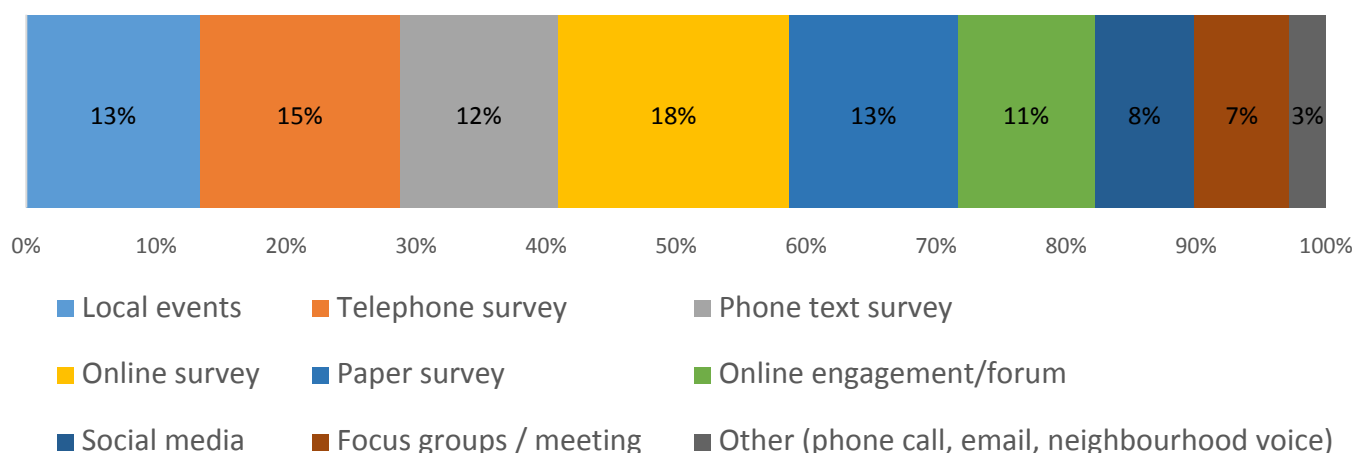
For the first two questions residents were asked to tick all options that apply, the percentages given in the first chart are the number of times each option was ticked / total number of responses.

Many people chose multiple options, but 45% of those who chose paper newsletters and 41% of those who chose email newsletters *only* selected that option. Website and social media were only chosen as the sole preferred source of information in a couple of cases.

This chart shows the % of residents who chose each option

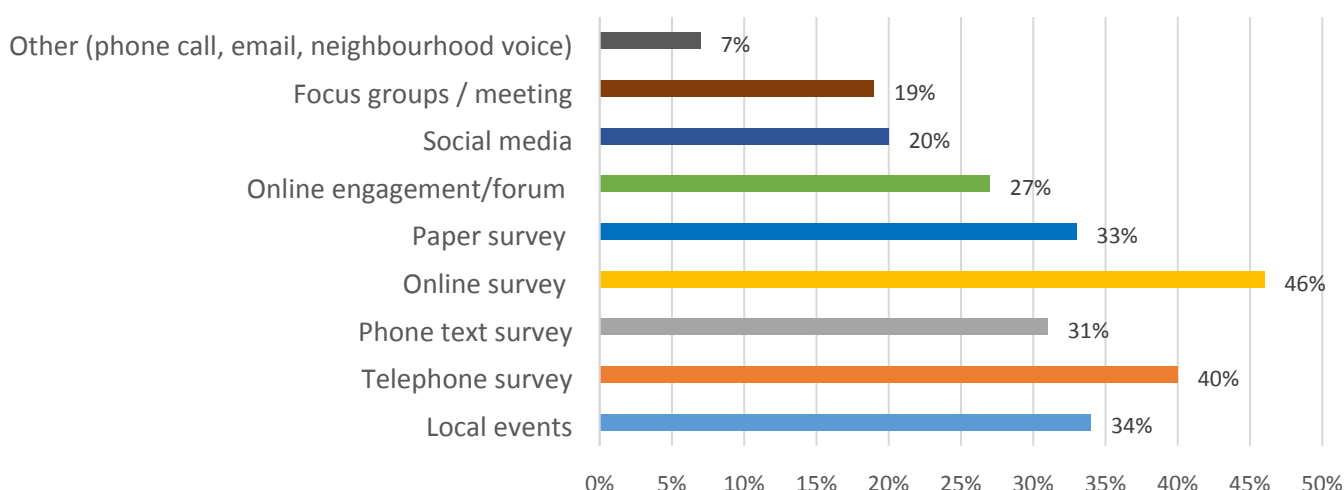


How residents prefer to tell us their views

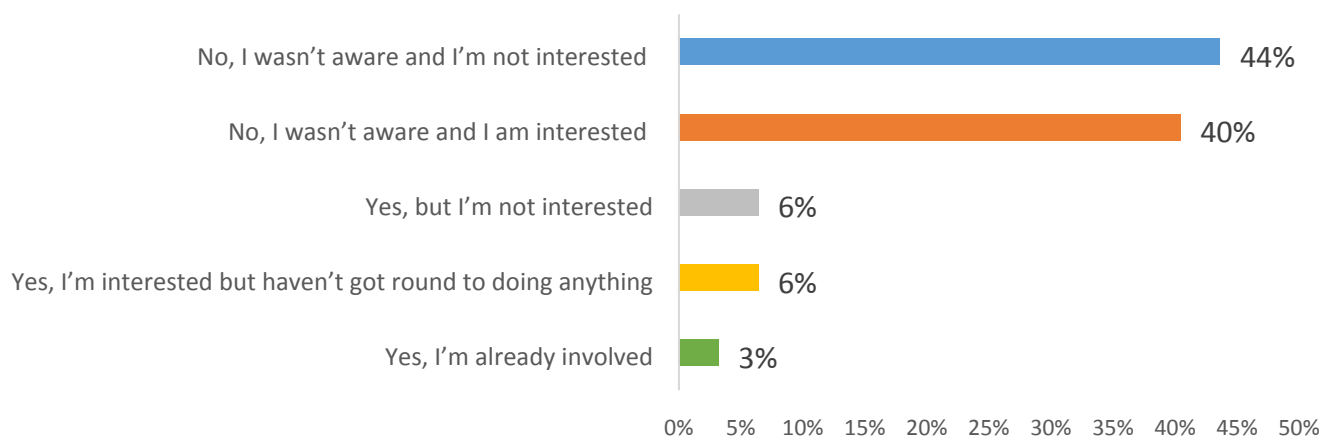


Again, most of those surveyed chose multiple options. There was a fairly even spread across the choices, but the most popular option was surveys (particularly online) with local events and other online engagement also proving popular.

The chart below shows the % of residents who chose each option.



Have residents heard about the different ways to get involved



84% of those surveyed said they had not heard about the different ways they could get involved. Almost half of those said they were interested and contact details were collected for 43 residents.

Area feedback summary

Residents were also asked what they liked about their area and what they would like to change, a summary of feedback from each of the four areas follows.

Regina Road /Sunny Bank

What do you like about the area?

- Quiet/ peaceful location x 8
- Friendly/nice neighbours/like neighbourhood x 6
- Flats nice/spacious inside x 4
- Lived here a long time x 3
- The view x 3
- Feel secure/safe living here x 2
- Family orientated/ kids play together x 2
- School close by
- Caretaker good
- Flat warm in winter / cool in summer

What would you like to change?

- Lifts breaking down x 2
- Better block and estate cleaning x 13
- Rubbish collection, smelly bins x 4
- ASB x 3
- Security door too heavy and bangs loudly x 2
- Parking x 2
- More play areas for older children over 5s
- Better community, communication between neighbours

Handcroft Road estate

What do you like about the area?

- Central location, close to town centre shops and transport x 11
- Friendly neighbours and community x 6
- Estate not too big
- Nice grassed areas
- Local police friendly
- Quiet

What would you like to change?

- Crime/policing x 7
- ASB x 5
- Gates to estate, security, CCTV to deter crime x 3
- More activities for children/young people (and better promotion of this) x 3
- Better community spirit
- Grounds maintenance x 4
- Fly tipping, more rubbish collections needed x 2
- Upkeep of estate, revamp area - make it look more attractive x 4

Fieldway estate

What do you like about the area?

- Community spirit, people look out for each other x 5
- Green areas, open space, surrounding countryside x 5
- Quiet location x 6
- The view x 2
- Convenient to shops, services and transport x 2

What would you like to change?

- Better block cleaning, maintenance of the building x 7
- Rubbish outside block, by bins x 2
- ASB x 5
- Activities for young people to do x 2
- Outside space, communal gardens, play areas x3
- Better community morale

Monks Hill Estate

What do you like about the area?

- Quiet, peaceful x 9
- Community spirit
- Local to everything, transport links and amenities x 2
- Clean/tidy
- Has a bit of everything
- Not too crowded

What would you like to change?

- Could be cleaner, improved caretaking x 5
- Crime x 2
- ASB
- Refurbishment of community space
- More for children x 2