

Enhanced multi storey strategy Survey findings

March 2023

The surveys:

Tenant survey:

The first survey went to current residents who live in one of our multi storey blocks. We asked the tenants to tell us which block they lived in and where in the block they lived e.g. floor 4-8 but it was otherwise anonymous.

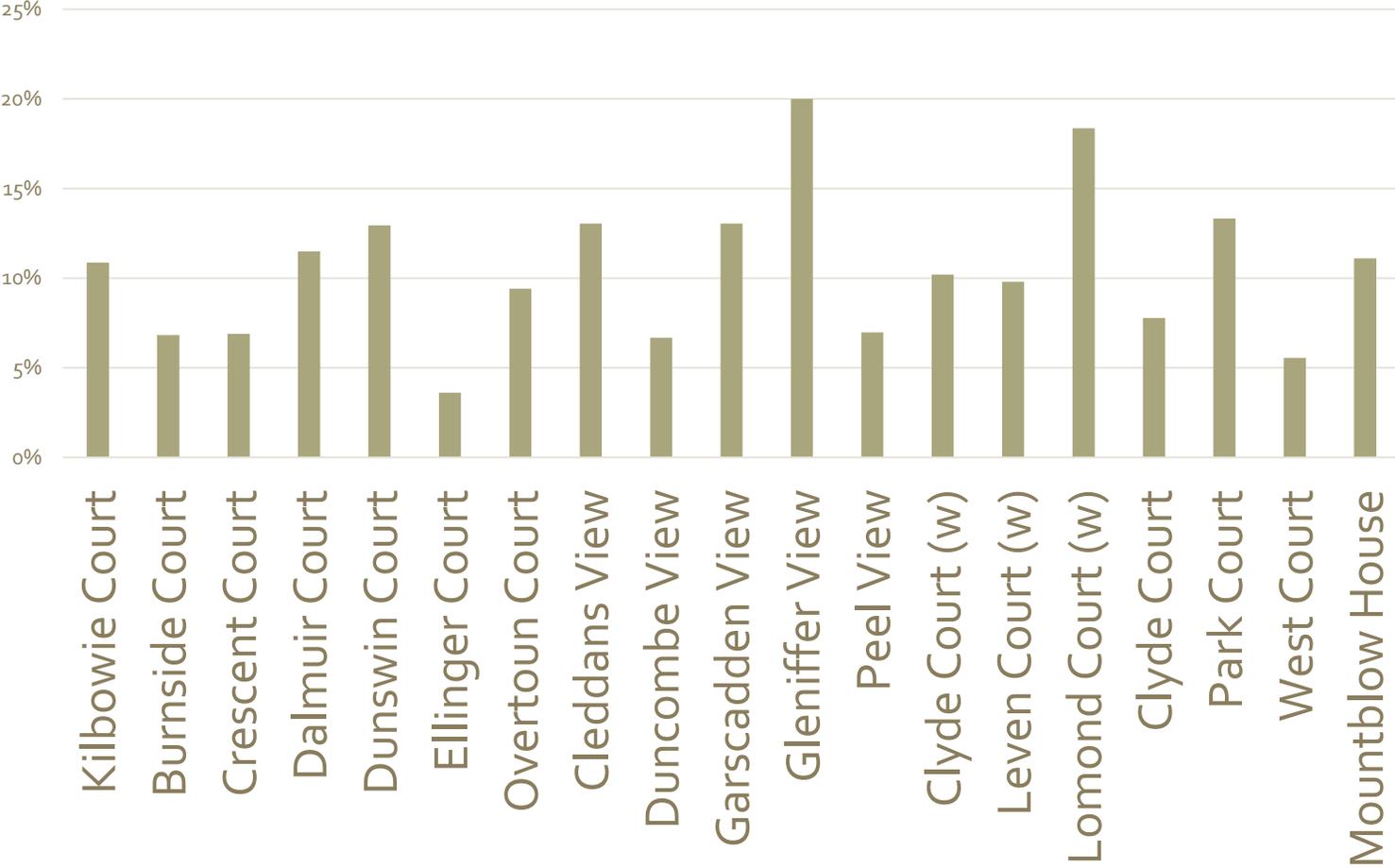
The survey was hosted on survey monkey and tenants were texted a link to complete the survey.

The survey asked the residents a range of questions focusing on what they liked and disliked about their block of flats and the flat itself and then gave opportunity to provide suggestions on how to improve. We also asked them to provide us with a satisfaction score before asking them about priorities which had been identified by early engagement with tenant groups, housing officers and others.

This combination has provided us with qualitative information which we have coded to identify themes and priorities which we will use as the foundation for further consultation and improvements.

Resident survey responses:

Percentage of responses by block:



Things residents liked about their flat:

The top three things residents liked were:

1. The view: 33%
2. The layout/ spaciousness of their home: 30%
3. Neighbours: 18%

People also noted that they liked being able to personalise the space, the cupboards and privacy of having their own home.

Things residents disliked about their flat:

The top three things residents disliked were:

1. Electric heating (32%)*
2. Noise (22%)
3. Dampness and mould (15%)

*Not all the blocks have electric heating, Littleholm and Mountblow blocks have gas systems.

Other dislikes included ASB (11%), outstanding repairs and maintenance (10%), broken intercom/ secure entry (9%).

In addition to the complaints about dampness and mould were complaints around bathroom ventilation (5%) and the homes being draughty (6%).

Further, there were comments about smells primarily from the bin chutes but also in general.

Things residents would like to see improved for their flat:

The top three things residents would like to see improved:

1. Heating and hot water (36%)
2. Renovations - Bathroom/ kitchen updates most popular (12%), windows (5%), secure entry (7%), overall renovation (7%), tackle damp/mould ventilation (7%)
3. Repairs and maintenance service (9%)

Some other themes emerged for example tenants were looking for improved recycling opportunities, better internet connectivity and management of noise from neighbours e.g. through allocation or management policy.

There were also requests for CCTV and concierge service/ more onsite staff.

Things residents liked about the block of flats:

The top three things residents liked were:

1. Cleanliness – 17%
2. Caretakers – 15%
3. Laundry - 10%*

* Not all blocks have laundry but was popular where it is available

Meanwhile different amenities received mentions from residents for example access to shops (7%), transport links (6%) and access to greenspaces (9%) and parks (2%) were all positive attributes. The lift, secure entry and bulk store rooms also got mentions as positive attributes.

Things residents disliked about their block:

The top three things residents disliked were:

1. Dirty/ cleanliness – 21%
2. Smelly – 13%
3. Poor security/ broken entry systems – 11%

Other themes which emerged were related to noise from other tenants (13%), dogs & dog mess (8%) and drugs (8%) but some of these were more pronounced in some blocks than in others.

There were also a range of comments received about the visual look of the blocks with the entrance being the most commonly mentioned area needing investment.

Things residents would like to see improved for their block:

The top three things residents would like to see improved:

1. Security, lighting and CCTV (18%)
2. Refurbish common spaces e.g. foyer, closes (12%)
3. Deep clean common areas (11%)

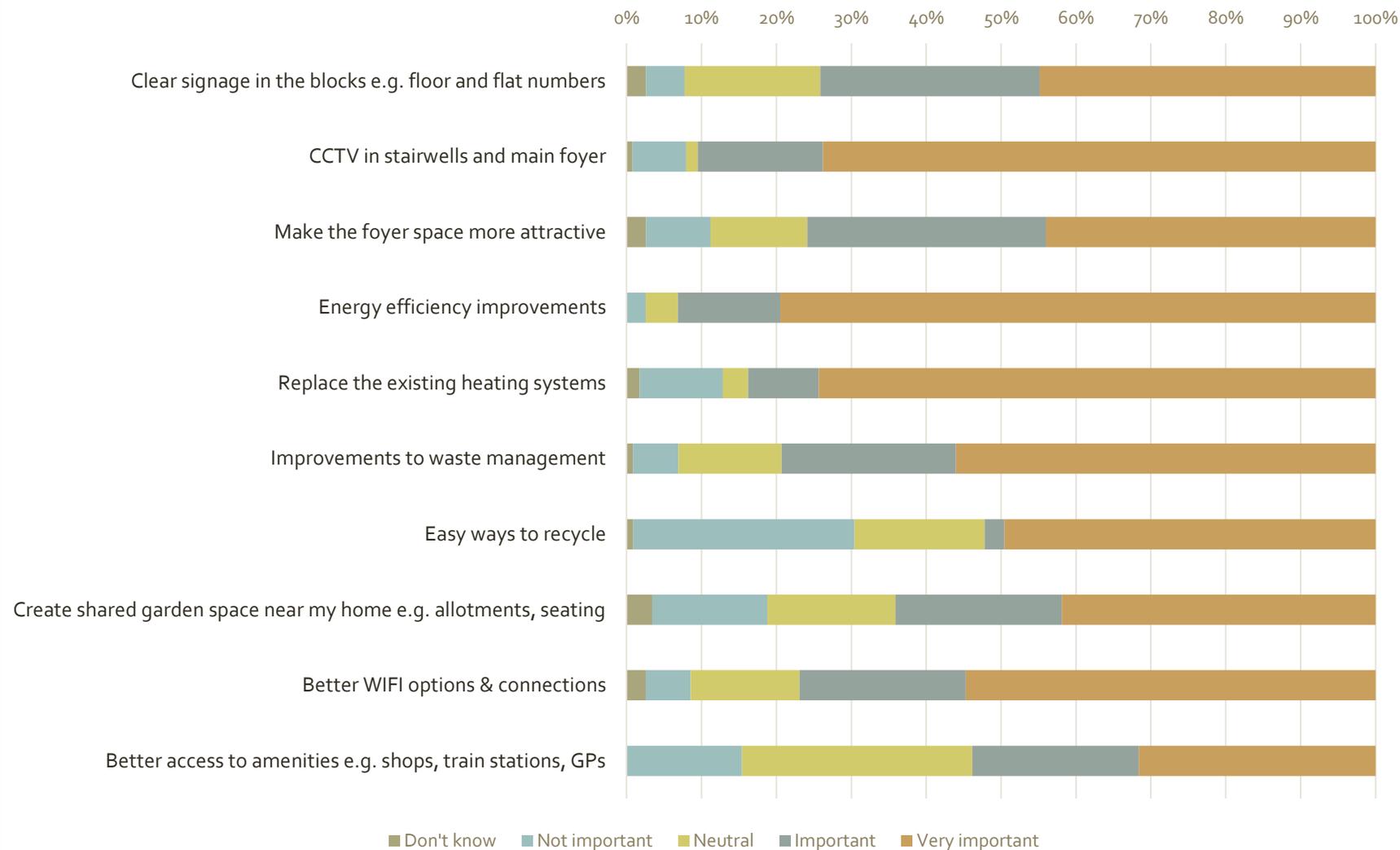
Also notable were comments about the laundry & improvements sought such as more opening hours, secure access.

There were also demands to improve immediate greenspace around the blocks e.g. to introduce seating.

Tackling ASB and changing the janny offering e.g. to include evenings, weekends, become a concierge were also the focus of some comments.

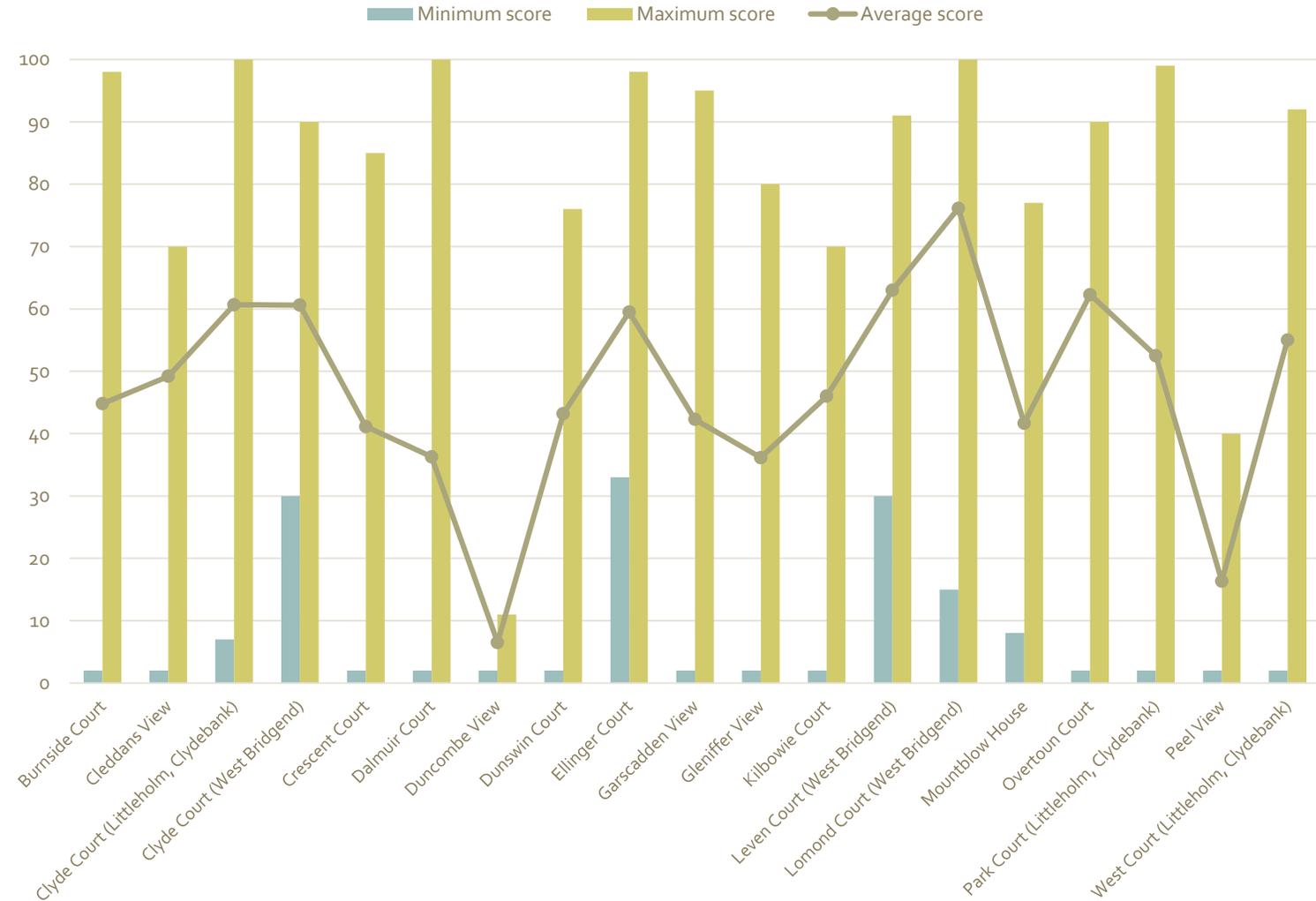
In addition to open ended questions, we also asked residents to rank how important they thought a number of suggestions were. These prompts were based upon feedback from tenants through WDTRO and housing officers and mostly reinforce the findings from the main survey.

WiFi and signage were not mentioned much during the open responses but were very popular here.



Resident satisfaction

At the end of the survey we asked residents to tell us how satisfied they were with their home. Whilst the average tracks around 50% this was based on some very high scores and some very low scores. Where people said zero we have replaced with two in order to show them on this graph. It is notable that some blocks are scoring better such as those at West Bridgend.



About the surveys:

Waiting list survey:

In addition to a survey to current residents we surveyed the waiting list to gain insight into those who are looking for a new home think of the multi storey flats.

Similarly to the main survey, this survey was hosted on survey monkey and was texted to those on the waiting list.

The first question asked if a one, two or three bedroom flat would meet the applicant's needs and then it asked what makes multi storey flats attractive, what we could do to make them more attractive and then finally any other thoughts about them.

This survey was predominately a qualitative survey which was intended to give us insight into perceptions people, who are looking for a new home, have about multi storey flats to help us understand why some blocks are low demand.

Similarly to the resident survey we have coded these survey responses to identify themes and priorities. A copy of the survey can be found at the end of this report.

Meet your housing needs:

The first question we asked was would a 1,2 or 3 bedroom flat meet the responder's housing needs.

Of the 1028 responses, 364 said it would not, 390 said they would and the remainder did not answer.

We have focused on coding the responses of those who said the flats would meet their needs because these are the people who will likely live there.

What makes them attractive to you:

1. Would like to live there (39%)
2. Meet my needs (32%)
3. Would not like to live there (30%)

We asked the waiting list who said the property met their needs what makes them attractive to them and the answers reflect the complexity of housing need that whilst on paper a property may meet needs, does not mean someone will want to live there for example some people said they needed a two bedroom wheelchair adapted property or one on the ground floor.

Other responses acknowledged the attractiveness of a lift and being part of community meanwhile others noted the attractive lack of maintenance required for multi storey flats, access to good amenities and transport links.

What could we do to make the multis more attractive:

We didn't get as many responses to this question but the improvements were clear:

1. More security in blocks
2. More maintenance in blocks
3. More cleaning in blocks
4. Confidence in the lifts
5. More and better green space

These asks broadly reflect the demands from existing residents which reinforces the need for the actions identified. It also highlights the challenges we have with perceptions e.g. need for the blocks to have a good reputation for security, repairs and green space and this may take longer and will require consistency to tackle.