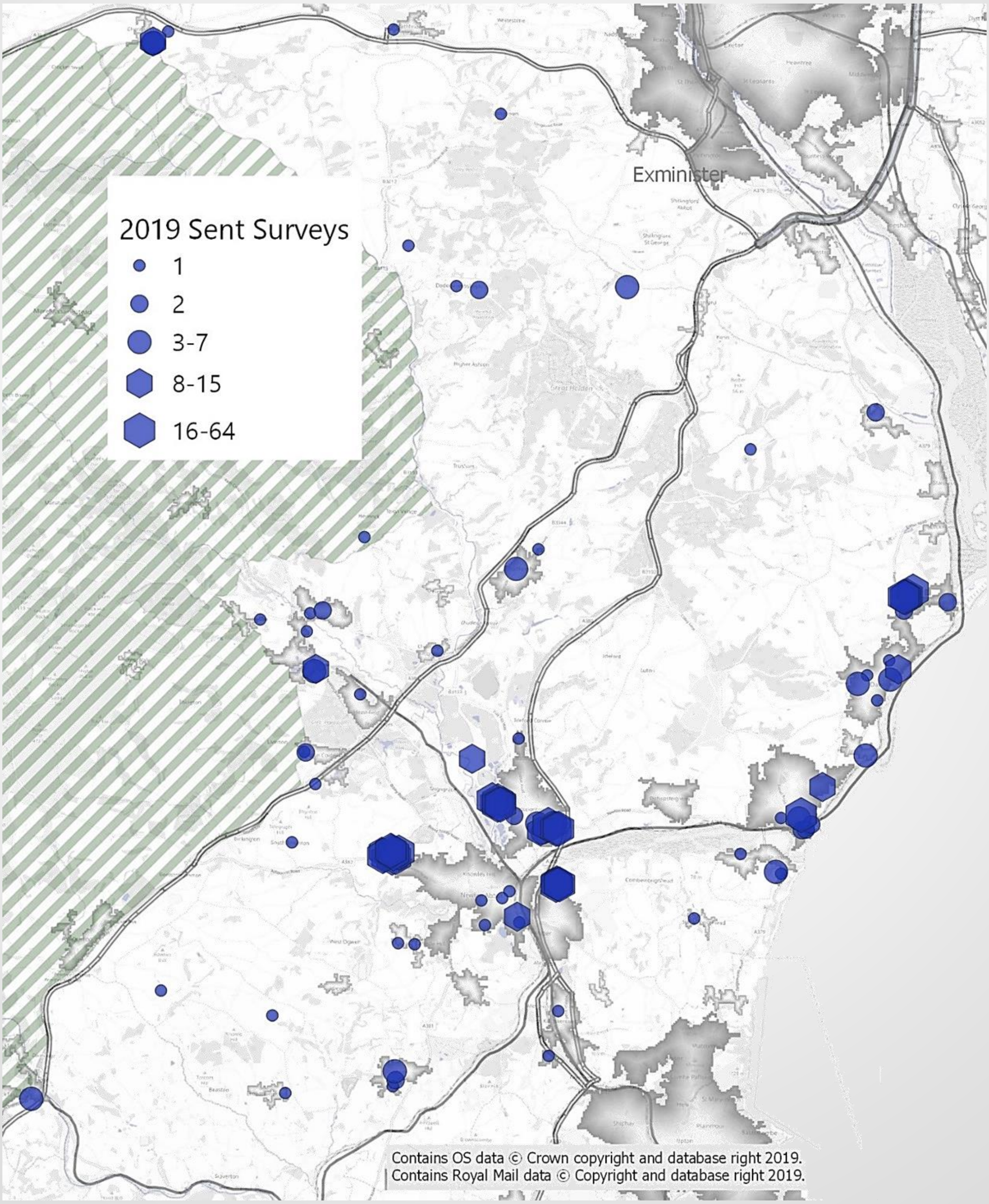
Teignbridge New Development

Post Occupancy Survey 2019



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EXECUTIVE SUMMARY

- This report provides the results of the seventh annual satisfaction survey of residents of new build dwellings in the Teignbridge District Council Planning Authority Area (excludes the National Park). This ongoing survey provides information on resident satisfaction with development and new build housing market dynamics. The survey contains questions on tenure, demographics, relocation and satisfaction. Findings on most topics and detail were consistent with previous years.

- The response rate of 28.5% (of 984 surveys sent) is similar to previous years. Whilst the sample size is too small to be statistically significant the responses provide unique and valuable insight into residents' views on the new build developments.

- This year's survey overall satisfaction with recent development overall was back up to 80% which is a significant improvement over 2018 and in line with the long term average of 75%).

- Summary of performance indicators:

Performance Indicator	2019 survey	2018 survey
% Satisfied/Very Satisfied with new development in their area	80.5%	58%
% Satisfied/Very Satisfied with open space/play space	39.8%	61%
% of commutes involving active/public travel	24.6%	25.3%
% responding 'Yes' when asked "Do you feel you belong to/are part of your neighbourhood?"	75%	73%

- In relation to satisfaction with specific topics, over half of the responses were Satisfied or Very Satisfied. The highest levels of Satisfaction were with Internal Space and the House Overall with 92.4% and 89.6% being satisfied/very satisfied. Unlike previous surveys, the lowest level of satisfaction was with community facilities (just 34% very/satisfied). This was slightly lower than satisfaction with parking (37.5%).

- Similar to previous years' findings, 82% of residents responding relocated to their new home from Devon and the southwest with 77% relocating from TQ/EX postcode areas. Households were fairly evenly split between families with children (29%), retired households (31%) and working couples/singles (37%).

- The majority of responses were from owner occupiers (82%). As with most years' surveys almost all of the retired households purchased their homes outright with no mortgage (85%). The majority of homes bought by families with children were purchased with a mortgage.

- There were 184 homes with garages, and of these only 37% used the garage for parking/storing a vehicle (32% in 2018).

- Of households with children only 21% reported someone changing school as a result of the move, though there were 39 pre-schoolers reported in the survey who will likely be added to local school rolls in future. Of all households 48% reported changing surgery as a result of the move (only 37% of TQ/EX relocations changed survey, with 121 locally relocating households remaining with the same surgery.

2019 New Build Satisfaction Survey

1 Satisfaction Survey 2019

Context

1.1 Teignbridge District Council (TDC) have been monitoring the views of residents in newly completed homes since 2012/13. The current Council Strategy covers the period 2016-2025 and includes several priorities for the Council many of which are delivered directly through planning. The post occupancy survey relates to the “great places to live and work” and “roof over our heads” activities. The survey provides input to monitoring council progress, specifically through performance indicators:

- Overall satisfaction of residents of new developments,
- Satisfaction with public open space and play space,
- Percent of households feeling the belong to/are part of their neighbourhood, and
- Percent of new development residents who make commuting trips via active and sustainable travel.

1.2 Survey questions also address issues which support planning decision making. This includes questions related to infrastructure, demographics and migration which are useful in calibrating evidence used in plan making. The topics covered in the annual survey include:

- Migration, tenure & demographics
- Satisfaction & Belonging
- Transport & Commuting
- Schools & Surgeries

Teignbridge Survey Methodology

1.3 The survey, provided in Annex 1 of this report, is sent to households based on the planning monitor of new completions. For large major developments, where possible the surveys are sent when the development, or a significant phase of the development, is complete. Consequently, each year’s survey has a different geographical spread. By the time a development or phase is surveyed residents may have been in their new homes from just a few months to up to about two years.

1.4 Originally the survey was only sent to larger developments. Now it is also sent to residents of newly completed conversions, small and self-build schemes as well. The survey is posted to each household along with a short introductory letter from the council, a printed survey and a postage paid return envelope. A postage paid invitation to join the Council’s “Talking Teignbridge” residents’ panel is also included and over the years many new residents have continued to provide the Council with feedback through participation in the panel.

1.5 For this year’s post occupancy 984 surveys were sent and 281 responses were received. This represents a response rate of 28.5% which somewhat higher than average.

Survey Year	Surveys sent	Response rate
2019	**984**	**28.5%**
2018	727	25.2%
2017	599	23.2%
2016	426	23.5%
2015	955	29.7%
2014	288	10.7%
2013	232	15.5%[1]

1.6 Whilst the survey sample size is too small to be statistically significant, the responses provide unique and valuable insight into residents' views on the new build developments. **This report presents the qualitative survey results as statistical graphs and measures for ease of interpretation only.**

The Sites

1.7 In this year's survey the larger development sites were predominately in the Heart of Teignbridge area. This is on contrast to 2018 and 2017 where the majority of surveys were sent to Dawlish, Teignmouth and Exminster.

Surveys sent	responses	Response Rate	Location	Developer
133	35	26.3%	Buckland, Newton Abbot	Barratt
18	5	27.8%	Greenhill Way, Kingsteignton	Baker Estates
23	10	43.5%	Penns Mount, Kingsteignton	Devonshire Homes (*Kilnwood*)
122	30	24.6%		Linden
171	47	27.5%	Hele Park & Mile End, Newton Abbot	Redrow
56	19	33.9%		Taylor Wimpey
146	38	26.0%	Newcross, Kingsteignton	Redrow
110	48	43.6%	Shutterton, Dawlish	Redrow
96	23	24.0%	Small development 1-4 units	
109	25	22.9%	Small development 5-20 units	

2 Migration, Tenure & Demographics

Migration / Relocation

2.1 A question is included in the survey to help understand the dynamics of the local housing market for new build housing. This is important as context for plan making and housing. This data also helps calibrate the assumptions used in estimations of housing demand and helps answer the frequently raised question "where do the residents of these new homes come from?"

Q1. Please tell us your:
Present post code ------------------ Previous post code ------------------

2.2 83% of residents responding relocated to their new home from the southwest with 77% from TQ/EX Postcodes (fig 2-1). The Community Council of Devon has confirmed that all Affordable Housing nominations were assigned to people with a local connection. There was again a slight under-representation of housing association households, which will have been allocated to local residents. The

[1] Details on the original survey have been updated following review.

following table identifies the previous location of residents reported in this year's survey:

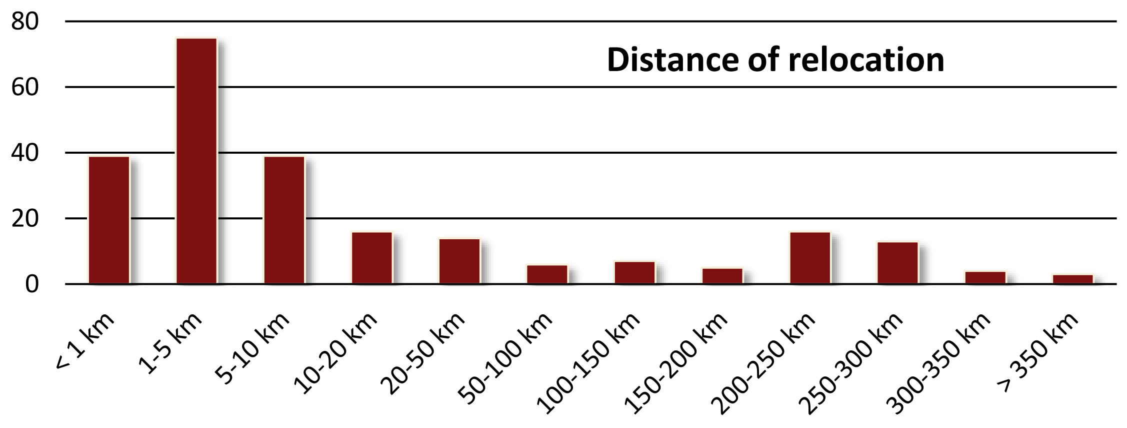
Previous Residence Location	Number of responses	Percent
TQ/EX	199	77.4%
Other South West	14	5.4%
South East	16	6.2%
London	12	4.7%
Midlands	4	1.6%
East of England	3	1.2%
East Midlands	3	1.2%
West Midlands	2	0.8%
Yorkshire	2	0.8%
Wales	1	0.4%
International	1	0.4%
Blank	*23*	

2.3 Local (TQ/EX) relocation of 75% is broadly consistent with previous years.

Survey Year	% of households relocating from EX and TQ postcodes
2019	77%
2018	75%
2017	77%
2016	67%
2015	80%

2.4 Academic and industry research shows that the majority of home relocations in England are under 10km. The English Housing Survey and other research focuses on existing housing stock, however post occupancy surveys support the view that new build relocations are similar to that of the general population. Two thirds (64%) of the 2019 sample had a relocation distance of 10km or less.

Relocation Distance	***%***	***N***	***Relocation Distance***	***%***	***N***
< 1 km	16.5%	*39*	**100-150 km**	3.0%	*7*
1-5 km	31.6%	*75*	**150-200 km**	2.1%	*5*
5-10 km	16.5%	*39*	**200-250 km**	6.8%	*16*
10-20 km	6.8%	*16*	**250-300 km**	5.5%	*13*
20-50 km	5.9%	*14*	**300-350 km**	1.7%	*4*
50-100 km	2.5%	*6*	**> 350 km**	1.3%	*3*



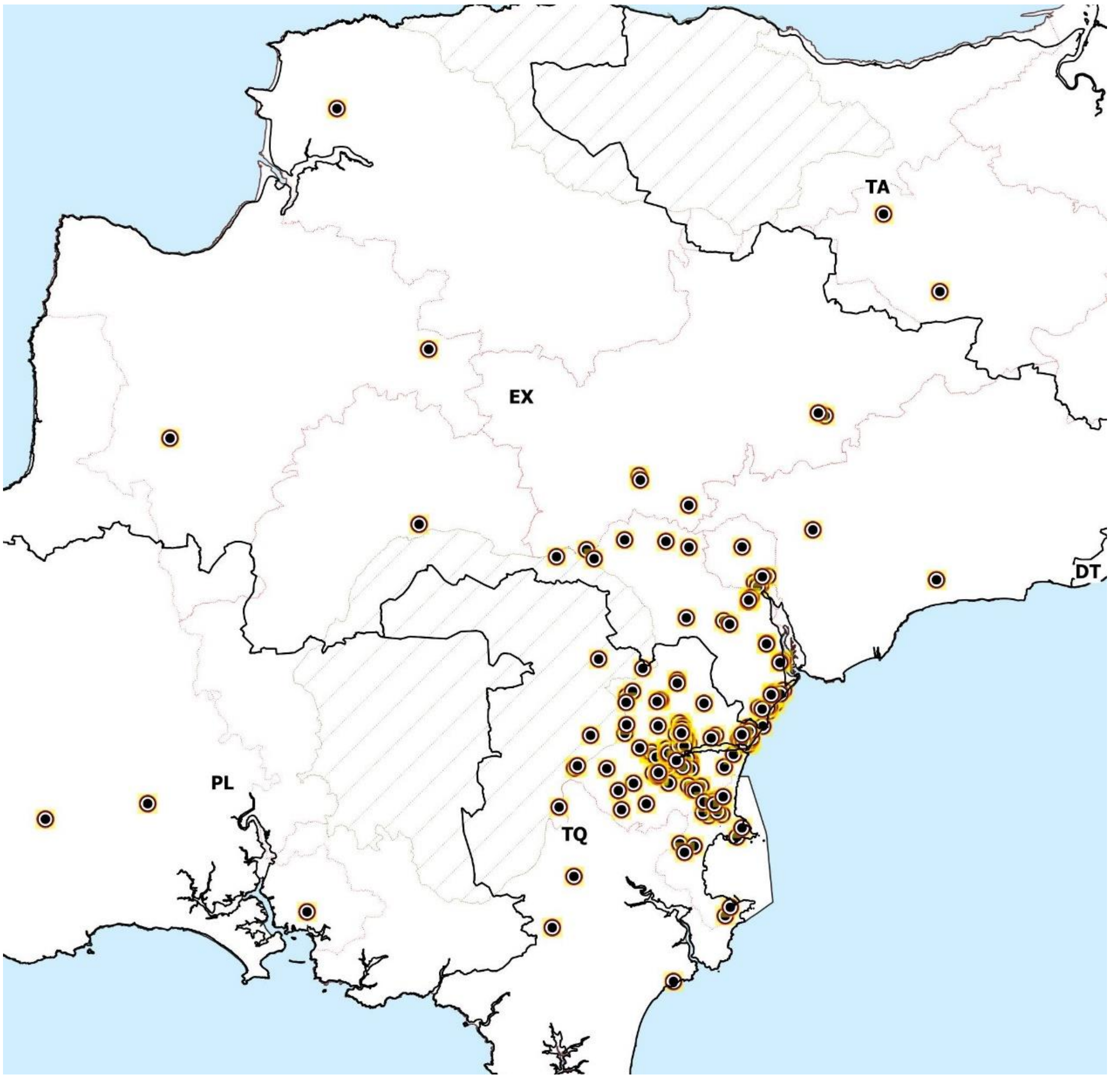


Figure 2-1 Origins of TQ/EX Relocations, 2019 survey responses

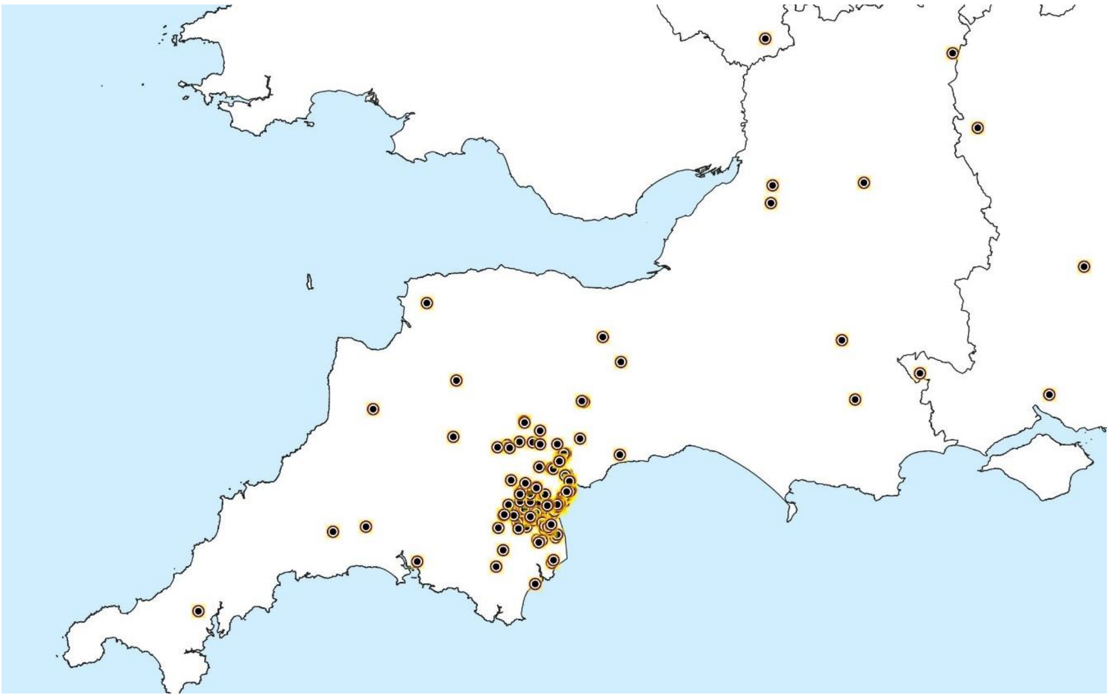
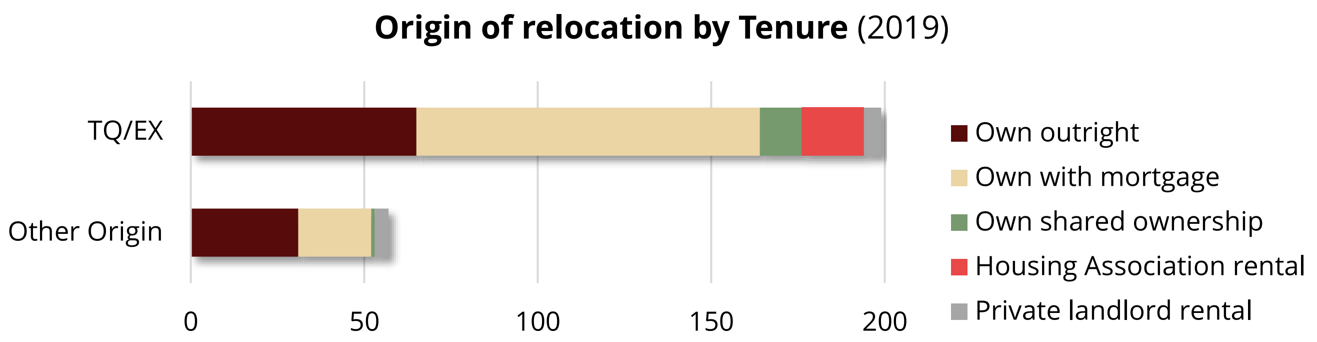


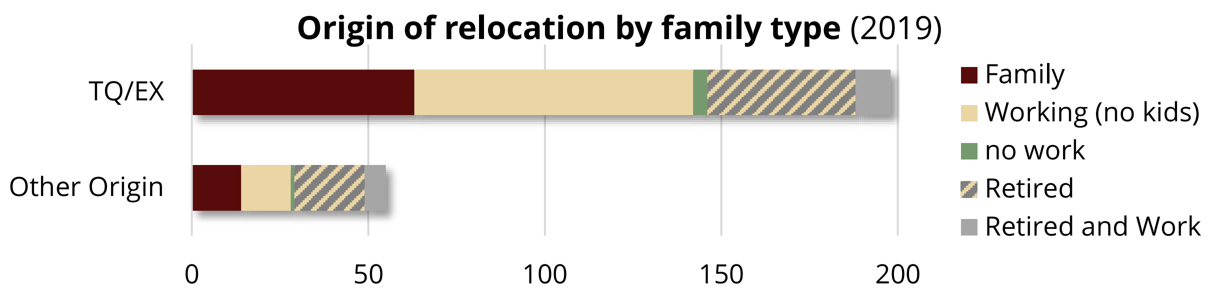
Figure 2-2 Origins of SW Relocations, 2019 survey responses

2.5 The survey results also agree with the latest ONS internal migration flow data (for the year 2017, released June 2018[1]) which shows the following as the local authorities with the largest flow of relocation to Teignbridge. These neighbouring authorities are consistently the largest migration flows into and out of the district.

ONS Migration Flow ESTIMATES 2017 Origin of relocation	Persons [2] moving in from ... to TDC	*Persons moving out from TDC to...*
Torbay	1,220	1,000
Exeter	970	810
South Hams	460	390
East Devon	390	450
Plymouth	320	260
Mid Devon	260	300
Cornwall	230	220

2.6 The main demographic differences in the local relocations and greater distance, was that retired Households, many of these being cash purchasers, represent a higher percentage of those relocating from outside the area. No one in a housing association home (shared ownership or rental) came from outside the TQ/EX area.





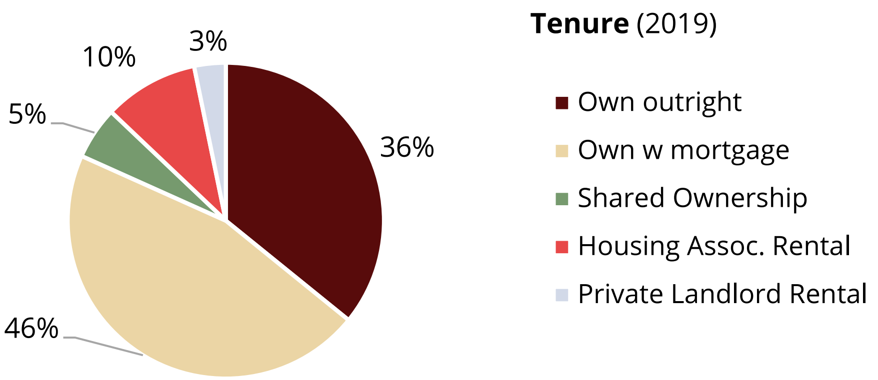
TENURE

Q2. Do you own or rent your home? Please tick the most relevant box.	
☐ Own outright	☐ Rent from private landlord
☐ Own with mortgage	☐ Rent from housing association
☐ Own shared ownership	

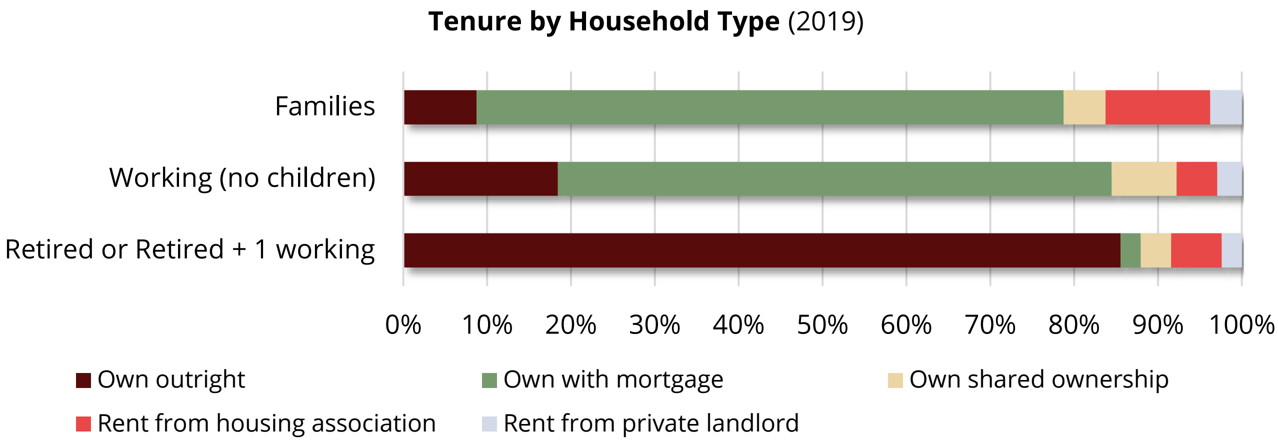
[1] https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/migrationwithintheuk/datasets/matricesofinternalmigrationmovesbetweenlocalauthoritiesandregionsincludingthecountriesofwalesscotlandandnorthernireland

[2] Note, reported data rounded for estimation and non-disclosure

2.7 The majority of responses were from owner occupiers (82%) which is similar to previous year's results. Teignbridge housing officers undertake separate post occupancy interviews and surveys with social housing tenants.



2.8 85% of the households with retired residents purchased their new home outright (no mortgage) with housing association rental being the second most common tenure for retired households on the new developments. Working Families and Couples/Singles were most likely to have purchased with a mortgage.



Demographics

Q3. How many people are in your household? Enter a number in each relevant box.

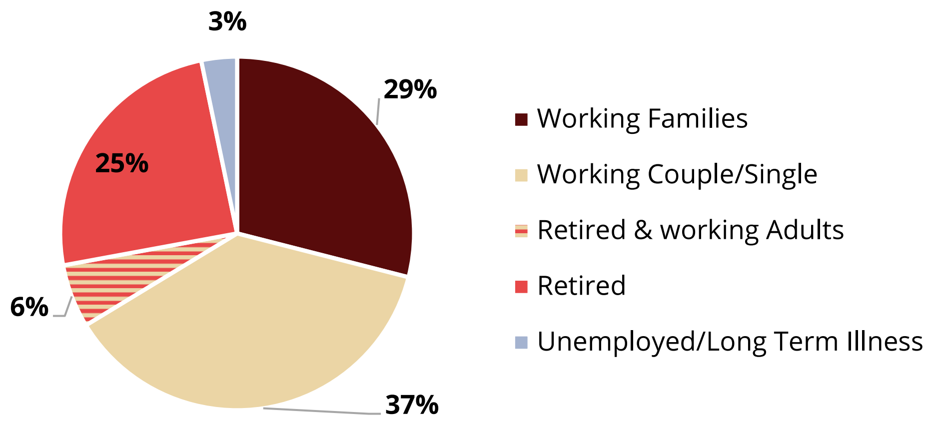
☐ Under school age	☐ A home maker /child carer	☐ Work
☐ Go to primary school	☐ Go to secondary school	☐ Retired
☐ Go to college or university	☐ Limiting long term illness	☐ Unemployed

2.9 A total of 406 people were identified with **an average household size of 2.29** which is similar to the average for the district.

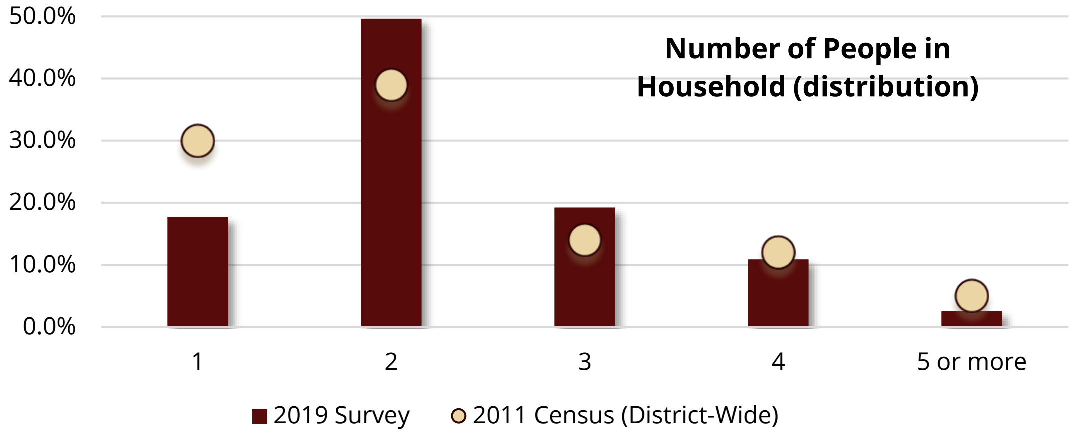
2.10 Again households were fairly evenly split with working families[1], working couples/singles and retired households with over 3/2rds of households having at least one person working. There were thirteen households with a resident who reported having a limiting long term illness. Over half of these also had another working or retired adult in the home. There were 11 households with an unemployed person but

[1] There was one (1) household with a child and no working adult; not included in statistics for non-disclosure

half of these had another working adult or retired person. There were 4 unemployed households in the survey with no retired or working adults.



2.11 There are fewer single person households and more three person households in the survey than the district average. We have speculated that this may in part be due to major new estates being focused on larger homes (2 / 3 bed and larger). However, this could be an indication of housing costs resulting in more home and/or younger adults remaining in the family home (5% of households in the survey had three or more working adults in the home).



2.12 There were 34 households with pre-schoolers, 36 households with primary school children and 18 households with secondary school children; a total of 108 children.

TOTAL PERSONS Reported in 2019 Survey	
Under school age	39
primary school	49
secondary school	20
college or university	18
Home maker / child carer	21
Unemployed	11
Retired	135
Limiting long term illness	14
Work	334
TOTAL	641

3 BELONGING

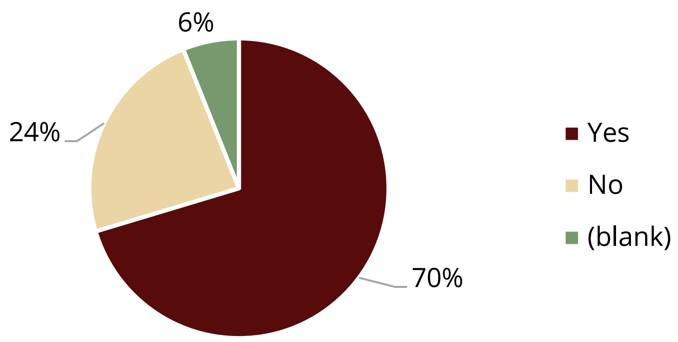
3.1 A new well-being question was added to the survey in 2018:

Q11. Do you feel you belong/are part of your neighbourhood?

☐ Yes ☐ No

3.2 Most households said they feel they belong (75%, up from 73% in 2018). The data was compared for groups based on tenure, development, size of household, and household type and there were no evident predictors of feeling of belonging/not belonging.

Do you feel you belong to your neighbourhood?



4 SATISFACTION ANALYSIS

4.1 There are two sections of the survey which ask about satisfaction with the development. The first question (Q7 Overall Satisfaction) provides a general measure of satisfaction and has been used by the Council since 2012. This query established the baseline for the initial satisfaction targets. The wording is ambiguous as to whether it refers specifically to the residents' new development or new development in general. However, this question is retained to provide inter-annual comparison.

4.2 The second satisfaction question (Q8 Topical Satisfaction) asks residents to provide their level of satisfaction on 13 specific details as described below. The overall satisfaction does not provide a middle-ground opinion so that undecided residents have to consider on balance if they are more satisfied than dissatisfied. The topical satisfaction allows respondents to choose a "no opinion" or "not applicable" option.

Q7. Please tell us how satisfied you are with recent development in your area?

☐ Very satisfied ☐ Satisfied ☐ Dissatisfied ☐ Very dissatisfied

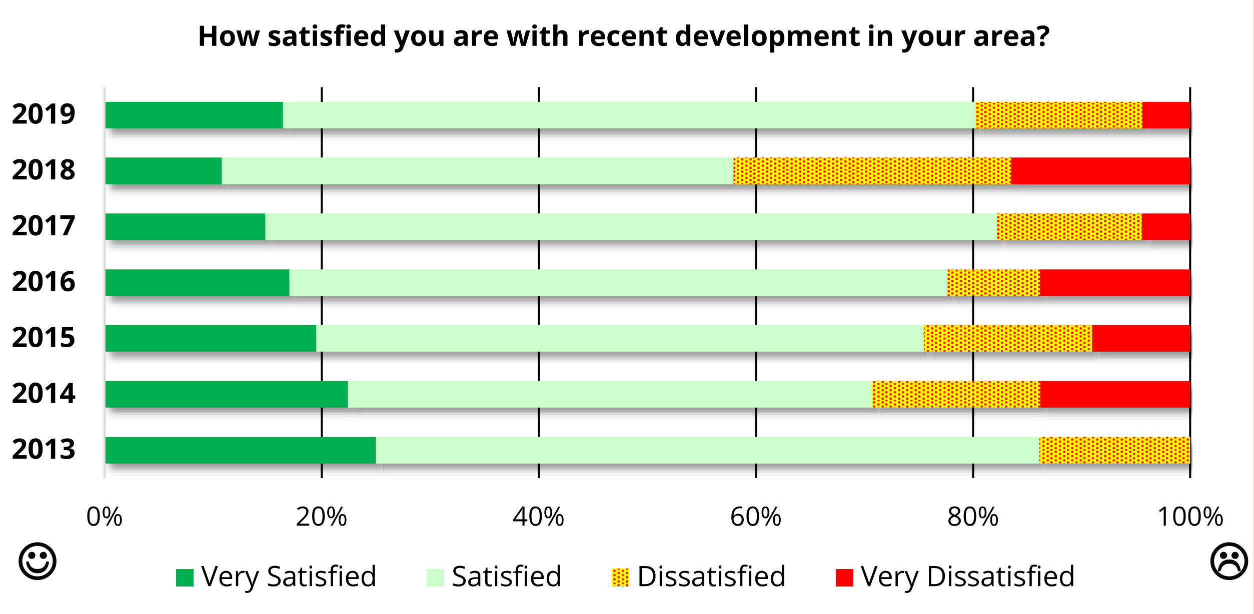
Q8. How satisfied are you with the following?

- **Your house overall**
- **Internal space**
- **Car parking (allocated)**
- **General parking**
- **Internet Access**
- **Traffic around the neighbourhood**
- **Safety of the neighbourhood**
- **Open space and play facilities**
- **Community facilities**
- **Garden and private outdoor space**
- **Pedestrian and cycle routes**
- **Access to local shops**
- **Access to public transport**

☐	☐	☐	☐	☐
Very Satisfied	Satisfied	Neither or n/a	Dissatisfied	Very Dissatisfied

Overall Satisfaction

4.3 Four fifths of respondents, 80.5%, reported being Satisfied or Very Satisfied with recent development in the area. This is a significant improvement on the 2018 results and represents a return to the long term average.

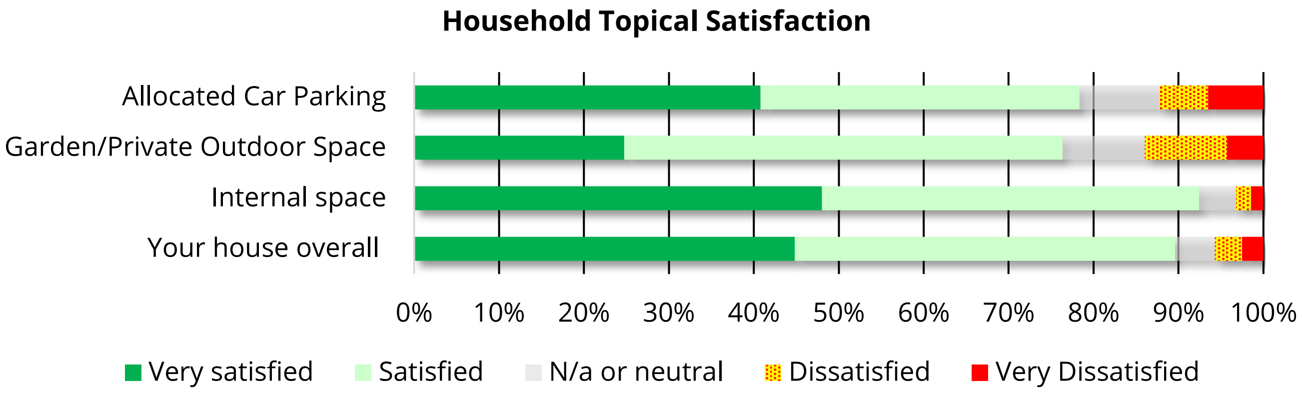


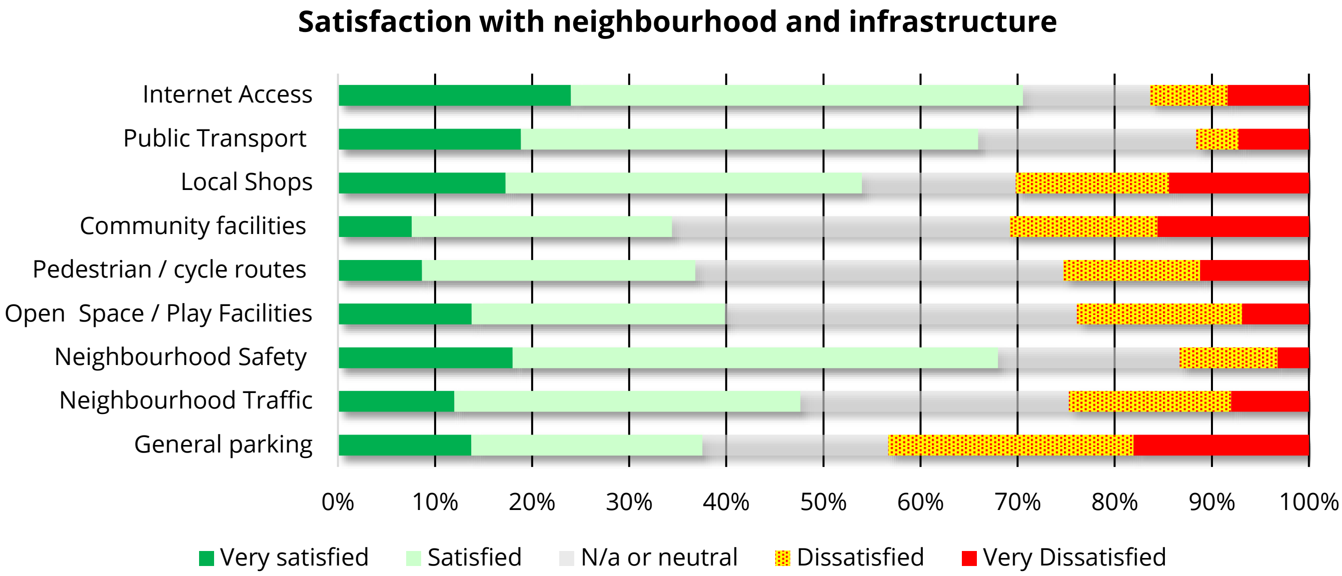
4.4 The overall satisfaction was compared for households based on tenure, development, and household type. Satisfaction was fairly consistent across household types with families being marginally more satisfied than the lowest satisfaction being the small group of households with a mix of retired and working residents. In terms of tenure, those in shared ownership had the lowest satisfaction overall.

Development	% satisfied/ very satisfied	*N*
Buckland - Barratt	77.1%	*35*
Baker Estates - Kingsteignton	100%	*5*
Devonshire Homes Kilnwood	91%	*11*
Linden Penns Mount	85.7%	*28*
Redrow Mile End	71.7%	*46*
Redrow Newcross	86.1%	*36*
Redrow Shutterton	83.3%	*48*
Taylor Wimpy Hele Park	70.6%	*17*
Small 1-4	90.5%	*21*
Small 5-20	75.0%	*24*

Topical Satisfaction

4.5 As with previous surveys residents show very high levels of satisfaction with their home with internal space and the home overall having the highest percentage of satisfaction. There was less satisfaction with the common areas of the development and infrastructure. General parking had the highest level of dissatisfaction with almost half of the residents being dissatisfied or very dissatisfied.





Priorities

4.6 Following the topical satisfaction query, residents are asked to identify those aspects of their home which are most important to them. 260 respondents identified top priorities (20 left blank). The most frequently identified topics of high importance were the House Overall and Safety of the Neighbourhood. The least important were neighbourhood traffic and internet.

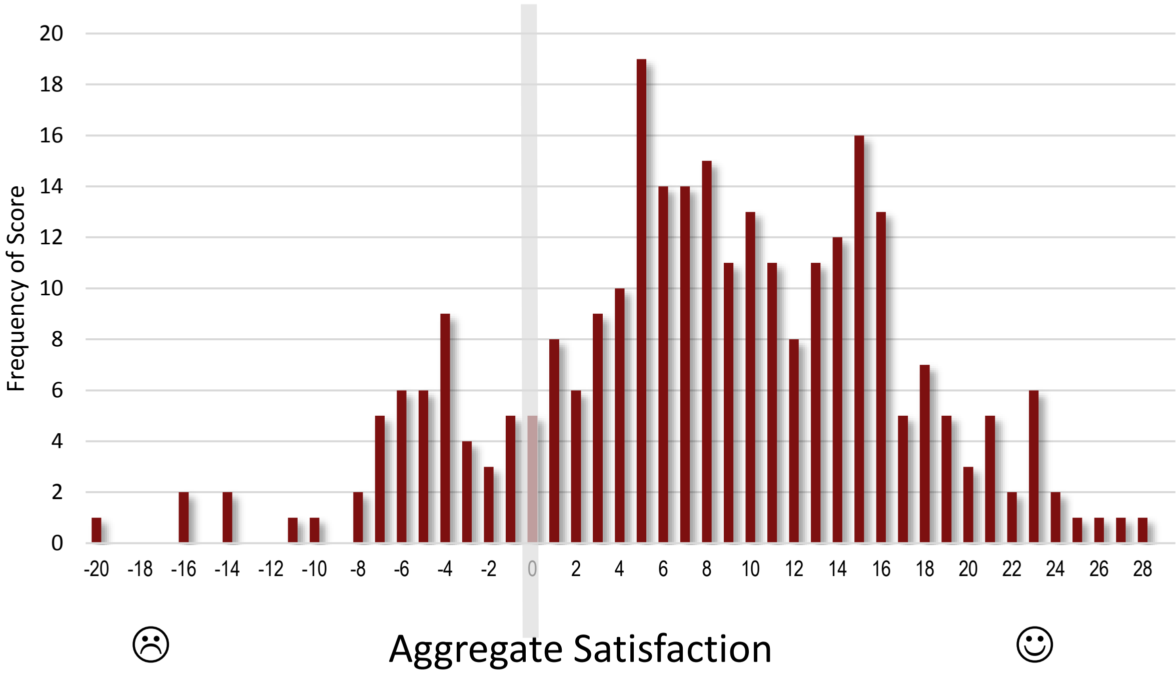
4.7 In Comparing where the different factors ranked in importance in 2019 vs 2018, the top three issues remained the same. The areas of consistently highest satisfaction (house overall) and lowest satisfaction (general parking) were again frequently identified as most important. The most significant difference is access to shops ranked much higher. A large number of these were from the Hele Park development (which is distant from the shops) which indicates it is an important factor in dissatisfaction. Conversely, only 12 out of the 48 responses from the Redrow development at Shutterton ranked shops as important even though a large grocery store is immediately adjacent.

		# households identifying issue as important	% identifying issue as important	*2018 rank*
a.	Your house overall	113	43.5%	*2*
f.	**Safety** of the neighbourhood	101	38.8%	*3*
d.	General parking	75	28.8%	*1*
k.	Access to local shops	70	26.9%	*11*
c.	Car parking (allocated)	64	24.6%	*6*
b.	Internal space	59	22.7%	*9*
m.	Access to public transport	59	22.7%	*4*
g.	Open space and **play** facilities	46	17.7%	*10*
h.	Garden and private outdoor space	45	17.3%	*7*
l.	Pedestrian and cycle routes	42	16.2%	*12*
j.	Community facilities	35	13.5%	*13*
e.	**Traffic** around the neighbourhood	33	12.7%	*5*
l.	Internet Access	23	8.8%	*8*

Aggregate Satisfaction

4.8 To enable further comparison, an aggregate satisfaction score is calculated from the topical satisfaction of each respondent by assigning numeric values of 2 to -2 for corresponding answers Very Satisfied to Very Dissatisfied on all satisfaction questions. This gives a possible range from 28 (very satisfied with everything) to -28 (all very dissatisfied).

4.9 The average satisfaction score was 7.89 (up from 5.33 in 2018 but down from 8.73 in 2017). 81% of the responses were above 0, i.e., on balance more satisfied than not (up from 73% in the 2018 Survey).

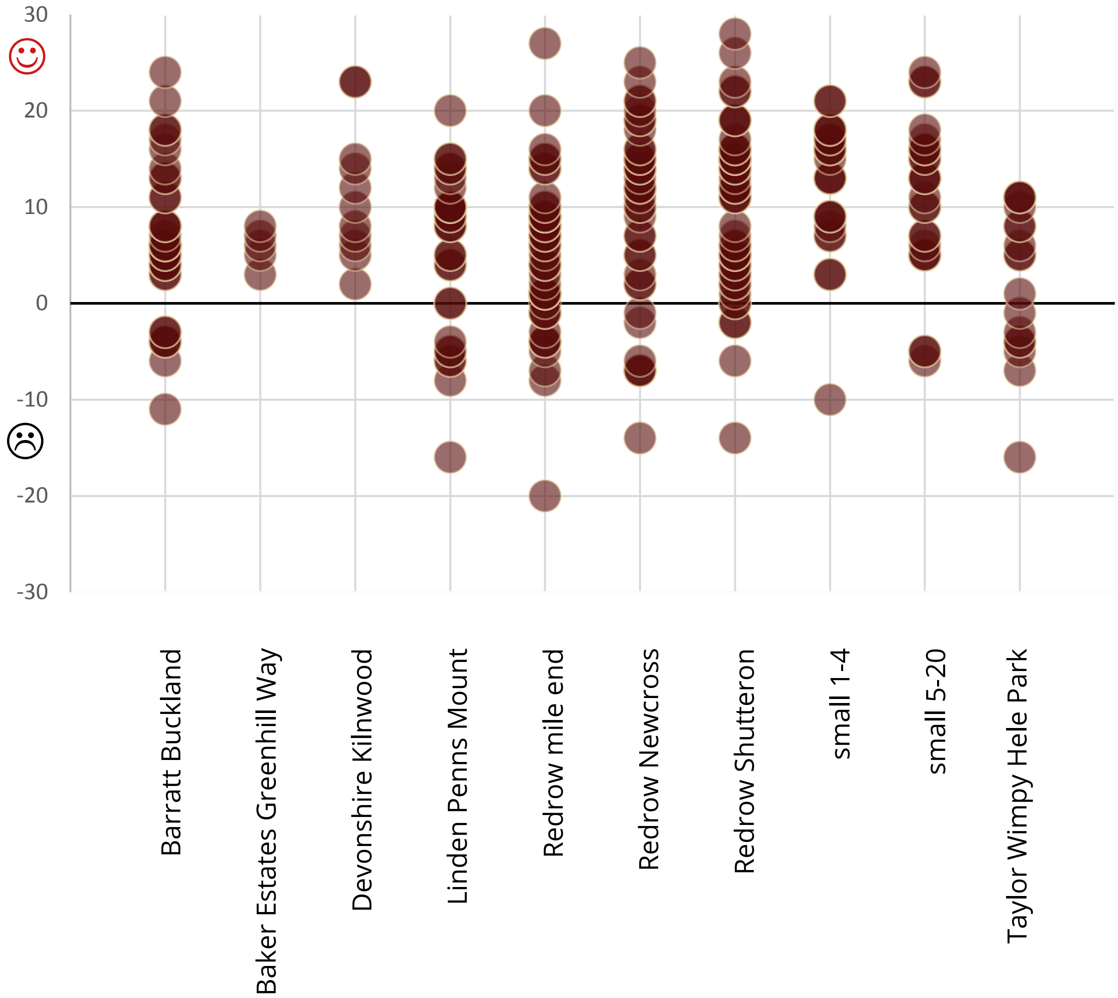


4.10 These aggregate scores provide a qualitative measure of the overall satisfaction which can be informative. The aggregate scores were variable across tenures, household types and developments. As shown in the table below the greatest variability in satisfaction was in the development – this supports the survey assumption that the responses are influenced more by the development than other factors.

4.11 It is noteworthy that in the 2019 survey the Shared Ownership households had the lowest aggregate satisfaction whilst in the two previous surveys they had the highest satisfaction. These households were fairly evenly spread across the major development sites surveyed

By Tenure	Average agg Satis-faction	N	*2018*	*2017*
Own outright	9.2	100	*5.3*	*8.8*
Own shared ownership	2.5	15	*7.1*	*11.3*
Own with mortgage	7.6	128	*4.6*	*7.8*
Rent from HA	6.7	28	*6.0*	*7.8*
Private Rental	9.6	9	*6.2*	*9.7*
By Household Size				
1 person	8.3	49	*8.4*	*8.8*
2 person	8.3	137	*4.8*	*7.7*
3 person	6.8	54	*6.0*	*10.2*
4 person	6.3	30	*0.9*	*9.7*
5+ person	11.14	7		
By Household Type				
Families w/ children	7.2	81	*4.1*	*9.3*
Retired Household	9.3	68	*6.1*	*8.1*
Retired & Working adults	6.6	16	*7.9*	*6.1*
Working couples & singles	7.6	103	*5.2*	*9.2*
By Development				
Buckland - Barratt	6.7	35		
Baker Estates Greenhill Way	5.8	5		
Devonshire Kilnwood	11.4	11		
Linden Penns Mount	5.4	30		
Redrow mile end	4.8	47		
Redrow Newcross	9.5	38		
Redrow Shutteron	10.1	48		
small 1-4	12.0	23		
small 5-20	10.9	25		
Taylor Wimpey Hele Park	2.1	17		

4.12 The following scatter plot grouped by development shows the range of aggregated satisfaction scores for each respondent grouped by developments in this year's survey which provides additional detail.



5 Transport / Garages

5.1 The survey includes a number of questions about cars, garaging and travel behaviour. Being plan-led, the majority of new homes completed are in areas where services and transport hubs can be accessed via active or public transport. However, given the dispersed nature of work in South Devon and the limits to bus schedules, the majority of residents in the District are car commuters.

Car Ownership

Q5. How many cars are there in your household?
Q5a Do you have a garage? Yes ☐ No ☐ **5b if yes, what do you mostly use the garage for? __________**

5.2 There were 435 cars reported in this year's survey with 279 households providing a response. An average of 1.55 dwellings per household. There were 10 households with no car and these were all retired or out of work households.

5.3 The average cars per household for homes with garages was 1.68 and homes without garages was 1.33.

Survey Year	Avg cars per household
2019	1.5
2018	1.4
2017	1.4
2016	1.5
2015	1.4
2011 Census (District Wide)	1.38

How many cars are available in the household	number responses	% of households	*2018%*	*2017%*
Zero	**10**	3.6%	*4.9%*	*9.4%*
One	122	43.7%	*53.6%*	*41.3%*
Two	131	47.0%	*35.5%*	*46.4%*
Three	13	4.7%	*3.8%*	*2.2%*
four	3	1.1%	*1.1%*	*0.7%*

GARAGES

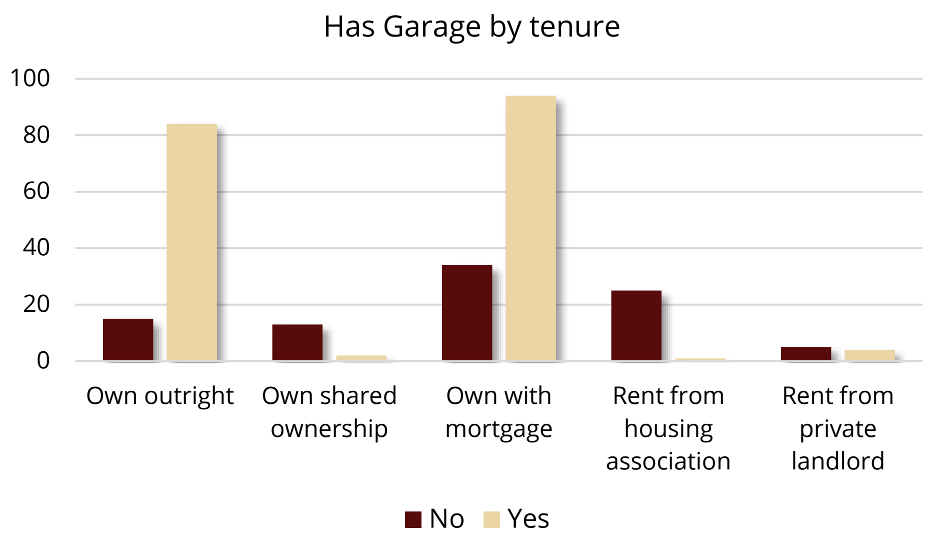
5.4 Two thirds of households (184 households, 66.6% or survey) had a garage but of those, only a third used the garage for storing a car. Of those 185 households that had a garage, the majority used the garage for storage with less than 1/3 using the garage for parking/storing a vehicle. Five respondents specifically stated that the garage was too small for the car.

What do you use the garage for?	num	% (of households w garages)
car/parking	41	22%
Storage only	111	60%
Storage and Car	27	15%
Garage Yes, but no use given	4	2%

5.5 A number of specific storage uses were mentioned, and these include

- Workshop / tool storage (8)
- Utility / Laundry (5)
- Bike storage (4)
- Gym/Sports Equipment (4)
- Garden Equipment, Rubbish Bins

5.6 The majority of Owner Occupiers had a garage, with only one housing association rental having a garage.



6 Commuting

6.1 We ask residents about their commutes leaving space for an open-ended response:

> **Q4. Please tell us the location(s) of your workplace(s) / schools(s) and briefly the mix of modes of transport you use to get there, e.g. train, bus, walk, cycle, etc. for each person in your household.**

6.2 Most of the respondents (206 households) provided some commute information with 96% of working households providing information. Most working and family households with more than 1 person reported two commutes, and many households included school travel information.

6.3 Sustainable transport is well represented with 24.6% of commutes by non-car modes (last year 25.3%, no change) and 73 households reported having at least one person with an active commute though this may include walk to school trips.

6.4 In reporting sustainable travel we use the number of non-car commutes reported (this includes train, bus, cycle, and walk) as a percentage of all commutes reported. "Work from home" is not included in the commute count nor is "long distance work" - people who report working outside the area (e.g., Europe, London, Leeds…) as we assume this includes one member of the household who spends much of the week/month away from home.

Method	**2019 Survey**	*N*	*2018 Survey*
car/van/motorcycle	75.3%	*297*	*74.6%*
Train/bus	11.6%	*46*	*9.5%*
walk	9.8%	*39*	*11.1%*
cycle	3%	*12*	*4.7%*
Home working / long distance		*18*	

6.5 For working households, the most common workplace was Newton Abbot which may reflect that most of this year's survey was from developments around Newton Abbot.

Commute Destination	**Num Commutes**
Newton Abbot	91

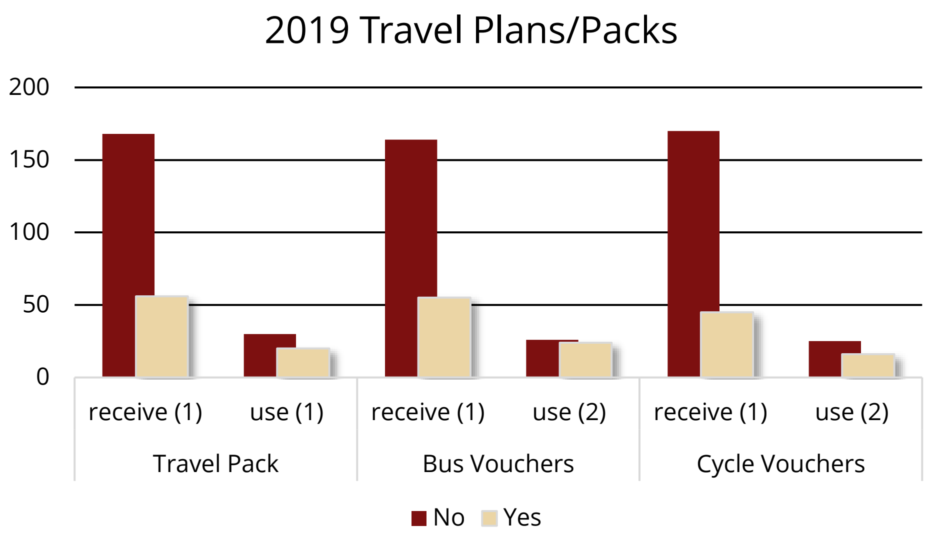
Exeter	79
Rural Places – other Devon/Villages	57
Torbay (Torquay, Paignton)	50
Dawlish / Teignmouth	26
Plymouth	5

TRAVEL PLANS & VOUCHERS

6.6 In this years' survey there were 56 households who had received travel packs and most of these received bus and cycle vouchers.

Travel Pack	No	Yes	% yes	*blank*
Buckland - Barratt	8	**27**	77.1%	*35*
Baker Estates Greenhill Way	5		0.0%	*5*
Devonshire Penns Mount	11		0.0%	*11*
Linden Penns Mount	28	**1**	3.4%	*30*
Redrow Mile End	42	**2**	4.5%	*47*
Redrow Newcross	18	**19**	51.4%	*38*
Redrow Shutteron	39	**6**	13.3%	*48*
Taylor Wimpy Hele Park	17		0.0%	*17*

6.7 Of the people receiving bus and cycle vouchers fewer than half used these. This is different from previous years where the majority of households receiving vouchers used them.



(1) A number of other respondents stated they did not receive a travel pack, however there was no requirement to provide one. **Numbers in this chart refer only to those who should have received packs and vouchers.**

(2) The split of using/not using is only provided for those stating Yes that they did received the packs/vouchers.

7 Other Infrastructure

7.1 Two questions on community infrastructure are included in the survey in order to better understand the impact of new development on community services.

Q9. Has anyone in your household changed schools as a result of the move?

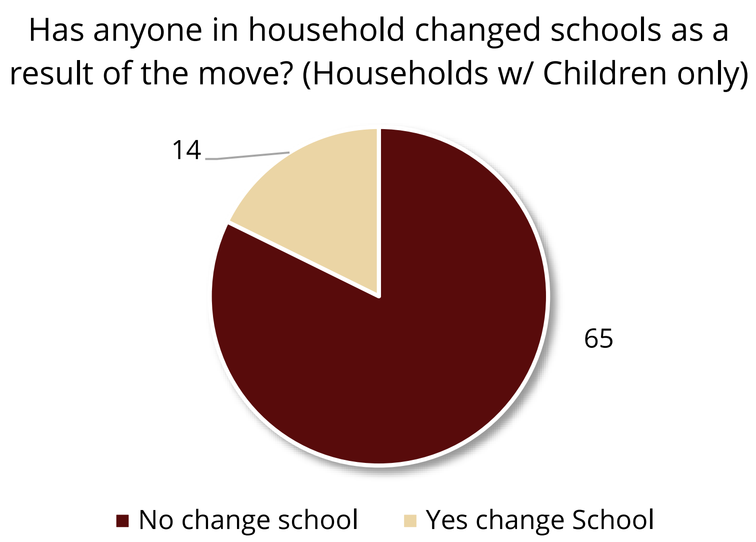
Q10. Has anyone in your household changed GP surgeries as a result of the move?

Schools

7.2 80 households responding had children in the household representing a total of 108 young people.

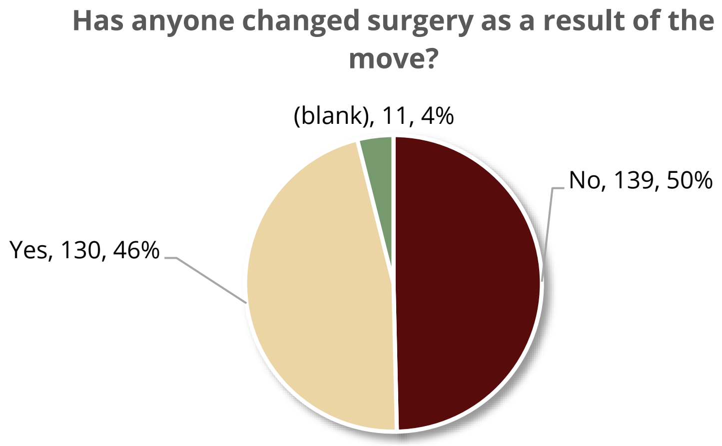
	# children	# households
Pre-school age	39	*34*
Primary School	49	*36*
Secondary School	20	*18*

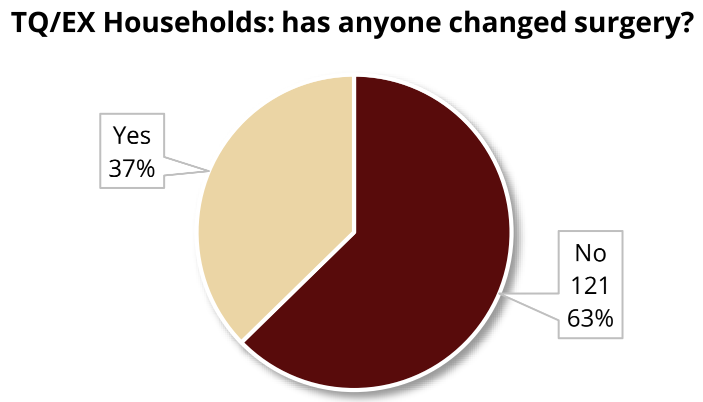
7.3 There were 14 households which reported that someone had changed schools. There were 11 primary school and 5 secondary school students in those households. Whilst school-aged children were not likely to change schools, it can be assumed that a greater percentage of pre-school children will go on to attend nearby schools on reaching reception age.

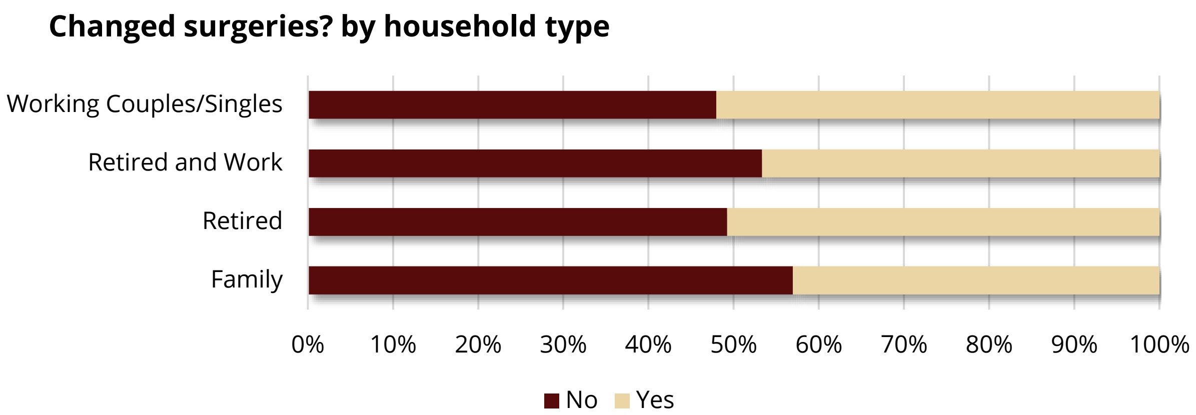


GP Surgery

7.4 Just under half of the households reported someone had changed surgery as a result of the move (48%). For those households relocating from the TQ/EX area around 1/3 were changed surgeries. Households with children were less likely to have changed surgeries.







7.5 These figures for changing school and surgery are similar to previous years' surveys.

Survey	Households with someone changing school (% of households with children)	Households with someone changing surgery (all households)
2019	**21%**	**48%**
2018	18%	59%
2017	19%	59%
2016	13%	49%
2015	25%	55%

8 General Comments

8.1 The final query on the annual survey form is a free text box asking for any other comments. 221 respondents (81%, 79% in 2018) contributed general comments in response to the summary question:

Q11. Do you have any comments about the design and location of new houses, in general, or specifically yours? If commenting on properties other than your own please be specific about their location.

8.2 This year was unusual as it is the 1st survey in which parking was not the number one issue raised; road and traffic issues (access, layout, safety) were noted a bit more frequently than parking. However, road issue often included comments related to car parking, in particular safety issues arising from cars parked on pavements, or lack of visibility due to crowded parking on roads.

8.3 This is the first year a large number of people have commented on the lack of neighbourhood shops was raised far more frequently than in previous surveys.

8.4 The frequency of issues raised are summarised as follows:

Count	Issue
81	Traffic / Road Safety / Access
74	Parking
41	Lack of neighbourhood shops/amenities
41	Pavement width/safety/completion
38	House Quality / builder issues
32	Density and overlooking
19	Overall positive
16	Objections to Nearby future development
15	Gardens
14	Home Size/Internal space
14	Landscape and greenspace maintenance
14	Drainage
10	Internet
9	Play Space delays/siting
7	Noise (neighbours, traffic)
6	Cyclepaths
4	Construction traffic/noise/dust

8.5 The full text of all comments, collated by development, have been provided to officers for detailed consideration.

ANNEX 1: SURVEY FORM

Please ask for: Consultation Team
Tel: 01626 215895
Email: consultation@teignbridge.gov.uk
Reference: **NH**

The Resident
xxxxxxxxxxxxxx
xxxxxxxxxxxxxx
xxxxxxxx

1 February 2019

Dear Resident,

Customer satisfaction survey on new housing

Are you satisfied with your new home?
Our planning team work with developers to make sure that people get the best possible new houses and surroundings. Every year we contact residents who have moved into new homes to get their views.

Quick satisfaction survey – your answers will tell us if the right homes are being built in the right space. Enclosed is a quick survey – we would be grateful if you could find 10 minutes to fill it in, and return it in the envelope provided, or you can complete your answers on-line at **www.teignbridge.gov.uk/newhousing**

Deadline for responses is **Friday 15 March 2019**

Any information you provide will be kept confidential and reported anonymously.

'Talking Teignbridge' Residents' Panel
We always try to involve our community in the things we do, through a variety of surveys and group discussions.

You can make your views known and influence council decisions by joining the 'Talking Teignbridge' residents' panel and taking part in these occasional surveys. You don't have to leave home – we'll drop you an email, you can register at **www.teignbridge.gov.uk/tt**

Yours faithfully,

Consultation Team
Teignbridge District Council

Customer Satisfaction with New Housing Survey 2019

1. Please tell us your:

Present post code ☐ Previous post code ☐

2. Do you own or rent your home? Please tick the most relevant box.

☐ Own outright ☐ Rent from private landlord

☐ Own with mortgage ☐ Rent from housing association

☐ Own shared ownership

3. How many people are in your household? Enter a number in each relevant box.

☐ Under school age ☐ A home maker /child carer ☐ Work

☐ Go to primary school ☐ Go to secondary school

☐ Go to college or university ☐ Unemployed

☐ Retired ☐ Limiting long term illness

4. Please tell us the location(s) of your workplace(s) / schools(s) and briefly the mix of modes of transport you use to get there, e.g. train, bus, walk, cycle, etc. for each person in your household.

e.g. Newton Abbot or TQ12 XXX and I travel by bicycle and train to work

5. How many cars are there in your household? ☐

5a. Do you have a garage? Yes ☐ No ☐

5b if yes, what do you mostly use the garage for? ____________________

6. When you moved into your new home....

	Did you receive....?		**Have you used....?**	
a. A travel pack	☐ Yes	☐ No	☐ Yes	☐ No
b. Bus vouchers	☐ Yes	☐ No	☐ Yes	☐ No
c. Cycle vouchers	☐ Yes	☐ No	☐ Yes	☐ No

7. Please tell us how satisfied you are with recent development in your area?

☐ Very satisfied ☐ Satisfied ☐ Dissatisfied ☐ Very dissatisfied

Please turn over

8. How satisfied are you with the following?

	Very Satisfied	Satisfied	N/A or neutral	Dis-satisfied	Very dissatisfied
a. Your house overall	☐	☐	☐	☐	☐
b. Internal space	☐	☐	☐	☐	☐
c. Car parking (allocated)	☐	☐	☐	☐	☐
d. General parking	☐	☐	☐	☐	☐
e. Traffic around the neighbourhood	☐	☐	☐	☐	☐
f. Safety of the neighbourhood	☐	☐	☐	☐	☐
g. Open space & play facilities	☐	☐	☐	☐	☐
h. Garden & private outdoor space	☐	☐	☐	☐	☐
i. Pedestrian & cycle routes	☐	☐	☐	☐	☐
j. Community facilities	☐	☐	☐	☐	☐
k. Access to local shops	☐	☐	☐	☐	☐
l. Internet Access	☐	☐	☐	☐	☐
m. Access to public transport	☐	☐	☐	☐	☐
n. Whit three of the above are most important to you?					

Y9. Has anyone in your household changed schools as a result of the move?

☐ Yes ☐ No

10. Has anyone in your household changed GP surgeries as a result of the move?

☐ Yes ☐ No

11. Do you feel you belong/are part of your neighbourhood?

☐ Yes ☐ No

12. Do you have any comments about the design and location of new houses, in general, or specifically yours? If commenting on properties other than your own please be specific about their location.

If you have any further comments on any of the questions, please continue on a separate sheet, or e-mail us at forwardplanning@teignbridge.gov.uk

Please return this form in the envelope provided. Thank you for your time.