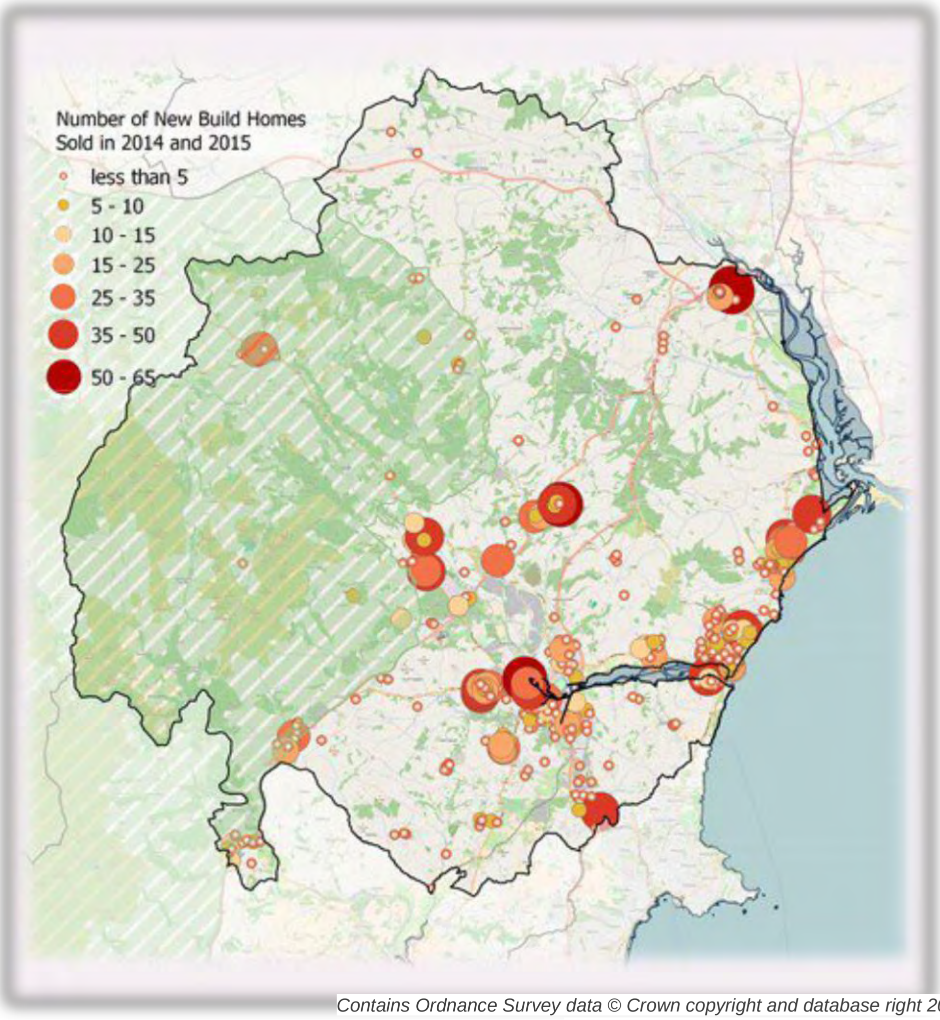
# Teignbridge District Council

# New Development
# Customer Satisfaction

# Post Occupancy Survey 2016



# Teignbridge New Development
## Post Occupancy Survey 2016



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DISTRICT COUNCIL
South Devon

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# EXECUTIVE SUMMARY

- This report provides the results of the fourth annual post-occupancy 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.
- This year 426 surveys were sent with a response rate of 23.5% which is above the average for this survey. 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.
- The majority of people (77.7% of respondents) again reported being satisfied or very satisfied with recent development in the area; a modest improvement on previous years. The highest levels of satisfaction were in relation to residents' homes including the home overall, internal space, private garden and allocated parking, and as in previous years the greatest dissatisfaction was with general parking.
- The majority of residents (67%) moved from within the TQ and EX postcodes with a further 15% relocations from the rest of the Southwest (Plymouth, Cornwall and Taunton). The majority of responses were from owner occupiers (85%) which is consistent with the district as a whole and last year's new build survey.
- Households were fairly evenly split between Families, households with no dependent children and Families with children. Only one person was identified as unemployed and 4 people reported limiting long term illness (of which 3 were retired) and the average household size was 2.35 people per household.
- The most common workplaces were Exeter, Newton Abbot and Torbay with 58% of commutes to these three major centres. There is a clear pattern of households locating closer to their workplace. Half of the responses from the Charles Road Kingskerswell development reported someone working nearby at Torbay hospital.
- Only 5 households had a child who changed schools as a result of the move, however 17% of households had pre-school age children who may attend neighbouring schools in coming years. Forty nine percent (49%) of households reported having changed surgery as a result of the move.
- For the fourth year running parking was the issue raised in the general comments feedback. Issues with the home quality were the second most common general comment in this survey including general quality of the home, construction snagging and noise (soundproofing) issues.

# 1 THE 2015/16 SATISFACTION SURVEY

## CONTEXT

1.1 The Teignbridge District Council Plan 2011-2015 set out a number of targets related to wellbeing, prosperity and the environment. Among the targets related to the built environment is new residents' satisfaction with recent development in their area. Monitoring this target is undertaken by an annual survey of residents on newly completed housing estates in order to monitor the percentage of residents who are satisfied with their development and to understand issues important to these residents.

1.2 The quality of new housing development is also assessed by the Building for Life 12 (BfL) industry standard and BfL principles form part of the evaluation of planning applications. In 2012/13 65% of assessments achieved a 'green status' (good) and in 2014/15 this increased to 87.5% achieving a green status.

1.3 This survey of new build satisfaction is in support of planning and there is a separate survey carried out by the Housing Service which focuses on understanding opinions and occupancy details of housing association new build residents. Planning and housing officers will be aware of the results of both surveys.

## TEIGNBRIDGE SURVEY METHODOLOGY

1.4 In 2014/15 an expanded survey was introduced to help provide more detail about satisfaction, market dynamics and demographics of the new build residents. The results of the 2014/15 survey are reported on the council's web site. It was agreed that the 2015/16 survey should retain the same set of questions to enable inter-comparison. The survey form is provided in an annex to this report.

1.5 The survey is sent to households based on the planning monitor record of new completions. For large major developments the surveys are sent when the development, or a significant phase of the development, is complete.

1.6 The survey was 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 was also included and a number of residents expressed an interest in participating.

1.7 426 surveys were sent and exactly 100 responses were received. This represents a response rate of 23.5% which is above the average for this survey.

| Year | Surveys sent[1] | Response rate |
|---|---|---|
| **2015-16** | **426** | **23.5%** |
| **2014-15** | 955 | 29.7% |
| **2013-14** | 288 | 10.7% |
| **2012-13** | 224 | 12.5% |

1.8 Whilst the survey and results 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

1.9 In previous years, the survey was only sent to new homes on large Major developments. This year's survey included a larger number of small developments, predominately urban conversions and redevelopments, as well as small and single new builds. This provides some insight into a larger range of views.

| Development | Area | Builder | Num sent | Num responses |
|---|---|---|---|---|
| **Darracombe** | Newton Abbot | David Wilson Homes | 52 | 19 |
| **Charles Road** | Kingskerswell | Cavanna | 62 | 13 |
| **Secmaton later completions** | Dawlish | Bovis & Cavanna | 69 | 27 |
| **Later phase Mile End** | Newton Abbot | Redrow | 34 | 7 |
| **Forder Lane** | Bishopsteignton | Wyse Homes | 16 | 1 |
| **Small Developments / Conversions (5-15 units)** | | Various | 121 | 17 |
| **New Builds and Conversions < 5 units** | | Various | 61 | 16 |

Small developments include: Haytor Drive TQ12, Holcombe Drive EX7, Old Baptist Church TQ12, Shirburne Mill (Bradley Lane) TQ12, Queen Street TQ12, Teign House TQ12, Chapel Court TQ13, Riviera Apartments TQ14, Endymion House TQ14

[1] Net number of delivered surveys reflects any returned as a result of incorrect plot numbering or where dwellings were not yet occupied.

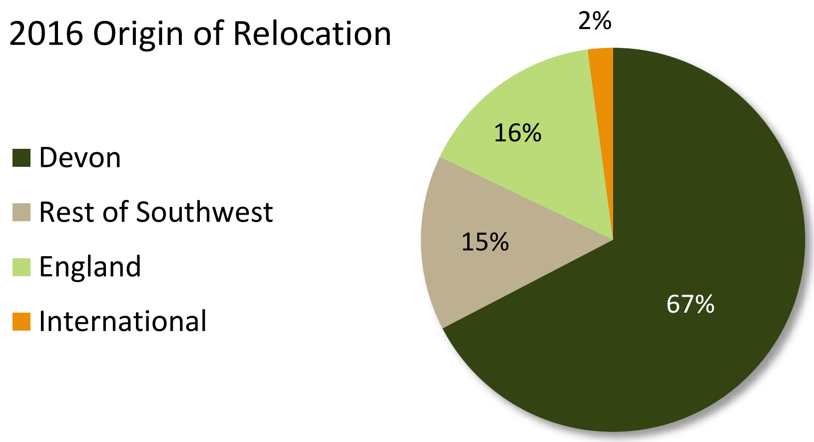
# 2 Migration, Tenure & Demographics

## Relocation

2.1 A question is included in the survey to help understanding the dynamics of the local housing market for new build housing. This is important as context for plan making and housing, and is a query frequently raised in public consultation.

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

2.2 82% of residents responding have moved to their new home from Devon and the Southwest with 67% relocating from TQ and EX postcodes. The Rest of Southwest relocations were mostly from Plymouth, Cornwall and Taunton. The Exeter/Dawlish area new homes had slightly more people relocating from outside the area, perhaps due to the Exeter jobs market. There were 2 households relocating from international addresses; both were retired couples. The households relocating from outside the SW were mostly from the South East (12 of the 15 households). As there was an under-representation of housing association households, which will have been allocated to local residents, the percentage of local relocations is likely to be higher than that reported in the sample.




2.3 These results are consistent with last year and with the general pattern of relocation in the area. Academic and industry research shows that the majority of home relocations in England are under 10km. This research is focused on *all* housing stock, however post occupancy surveys support the view that new build relocations are similar to that of the general population. The survey results also agree with the latest ONS internal migration flow data (for the year 2014, released June 2015) which shows the following as the local authorities with the largest flow of relocation to Teignbridge:

| ONS Migration Flow Data 2014 Origin of relocation | Persons [1] moving in | *Persons moving out* |
|---|---|---|
| Exeter | 1,050 | *670* |
| Torbay | 1,040 | *990* |
| South Hams | 500 | *390* |
| Plymouth | 320 | *280* |
| East Devon | 290 | *330* |

2.4 The pattern of relocation origins by household type was similar to that seen in the 2014/15 survey. Retired households were more likely to have come from outside the South West, whilst 93% of the families were from Devon and the Southwest.

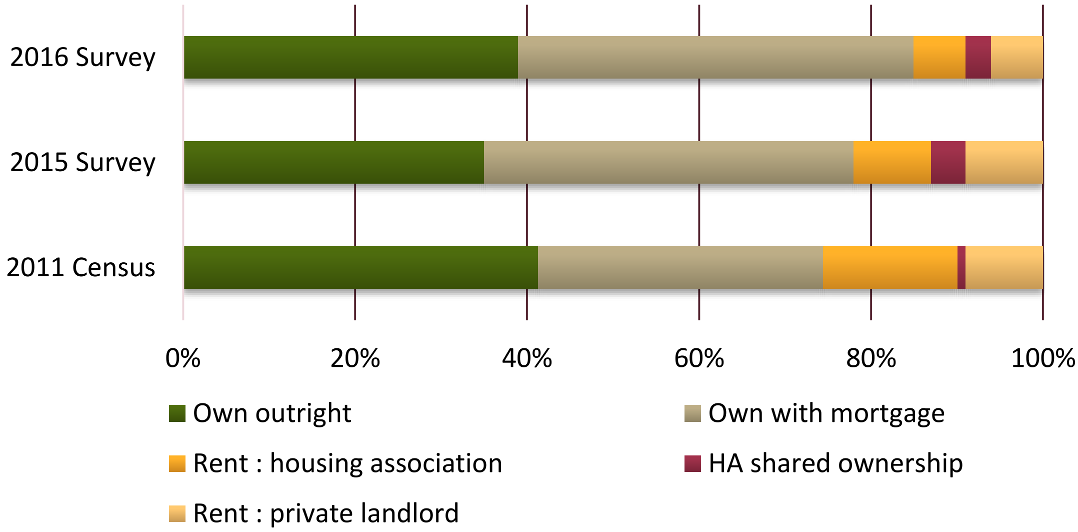
| Household Type | From TQ/EX area | Other SW area | England / Inter-national |
|---|---|---|---|
| Families | 80.6% | 12.9% | 6.5% |
| Working couple/Single | 68.8% | 12.5% | 18.8% |
| Retired | 51.6% | 19.4% | 29.0% |

## TENURE

**Q2. Do you own or rent your home?** Please tick the most relevant box.

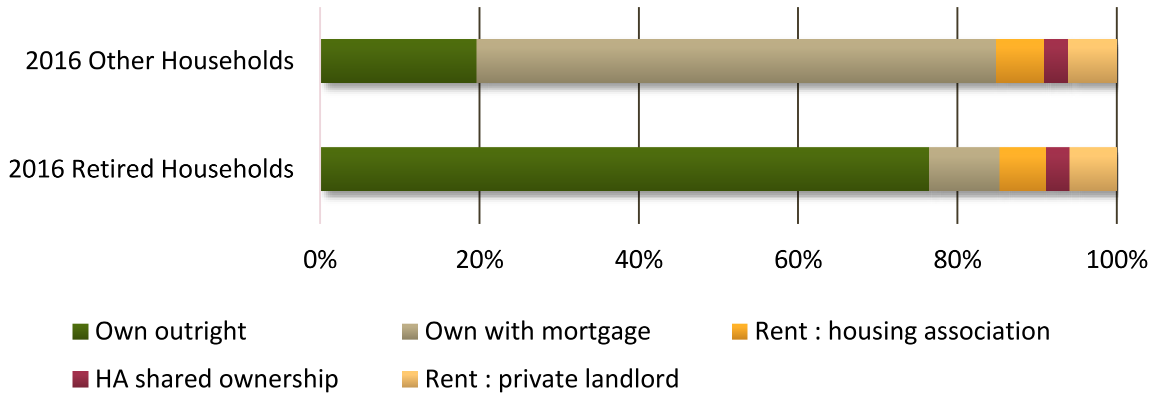
☐ **Own outright** ☐ **Rent from private landlord**
☐ **Own with mortgage** ☐ **Rent from housing association**
☐ **Own shared ownership**

2.5 The majority of responses were from owner occupiers (85%) which is consistent with the district as a whole and last year's new build survey. Two responses indicated that the home was a second home (one in the context of planning to relocate full time to the area shortly).




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

2.6 In the survey results the tenure split for retired households was again significantly different from the other households (families and working couples/singles) with 76% of retired households purchasing their new home outright. In the 2015/16 survey 85% of the new homes purchased by retired households did not require mortgage credit.

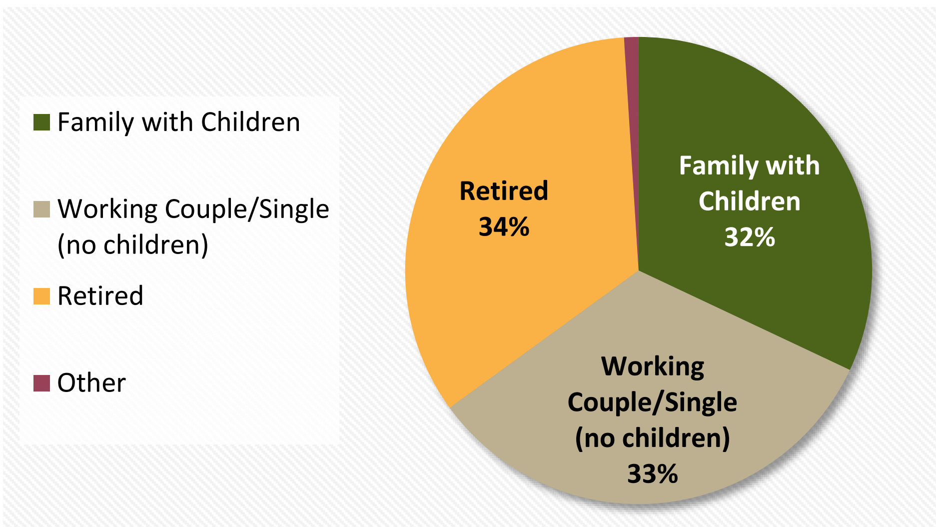



## Demographics

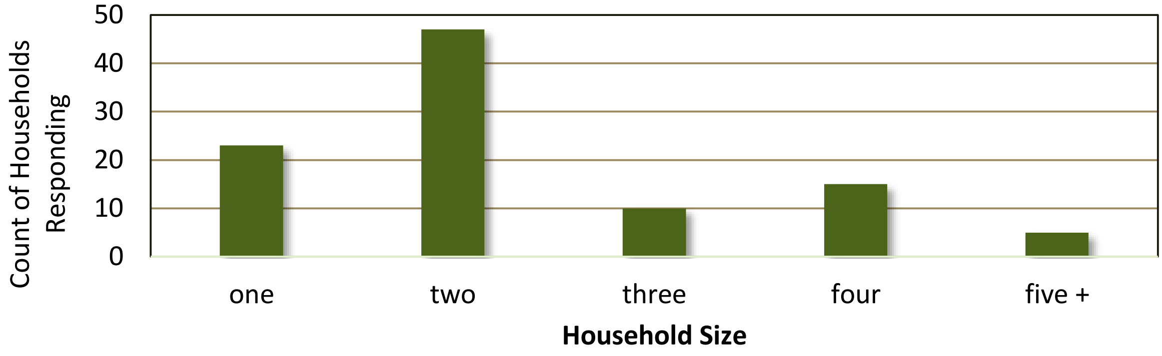
**Q3. How many people are in your household?** Enter a number in each relevant box.

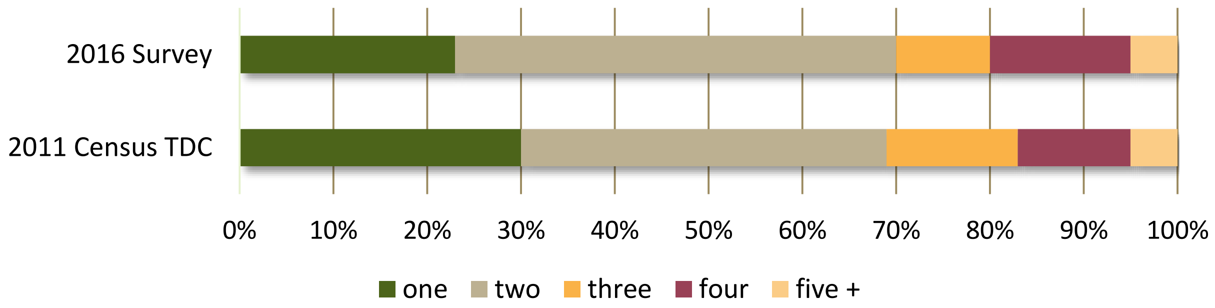
☐ Under school age ☐ A home maker /child carer ☐ Work
☐ Go to primary school ☐ Go to secondary school ☐ Retired
☐ Go to college or university ☐ Limiting long term illness ☐ Unemployed

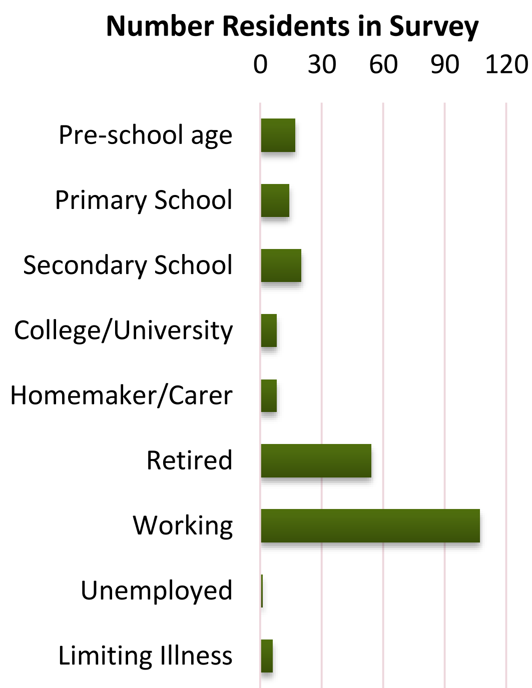
2.7 A total of 235 people were identified in the 100 surveys returned; an average household size of 2.35 which is comparable to last year's figure of 2.24 and the 2011 census figure for the district (also 2.24). Households were fairly evenly split between Families, households with no dependent children and Families with children. Only one person was identified as unemployed and 4 people reported limiting long term illness (of which 3 were retired).



2.8 There were 23 single person households, however the most frequent household size was 2 people. Household size distribution was very similar to that in the 2015 survey with fewer one person households than the average for the district (based on ONS data).




2.9 There were 14 households with pre-schoolers, 13 households with primary school children and 12 households with secondary school children; a total of 51 children. The largest number of children in the sample were from the Daracombe and Charles Road developments. See Section 5 for more detail in relation to schools planning.

2.10 The largest number of retired households reporting were from the Secmaton Lane developments and the smaller developments (mostly urban flats).

# 3 Satisfaction Analysis

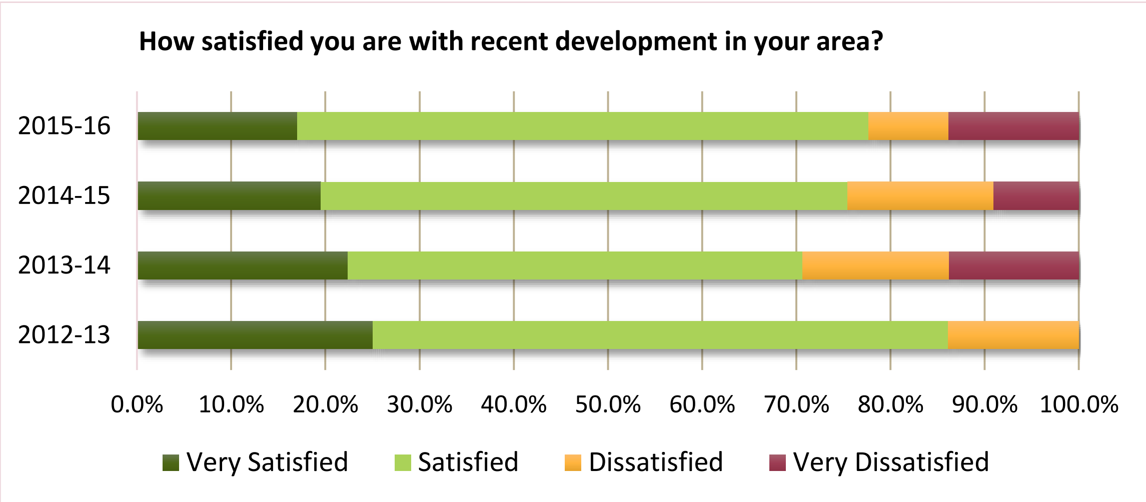
3.1 There are two sections of the survey which ask about satisfaction with the development. The first question (Q7 Overall Satisfaction) uses the same wording as the previous monitoring surveys. The second satisfaction question (Q8 Topical Satisfaction) asks residents to provide their level of satisfaction on 13 specific details as shown below. The wording on Q7 is the same as for all previous surveys.

## Overall Satisfaction

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

☐ Very satisfied ☐ Satisfied ☐ Dissatisfied ☐ Very dissatisfied

3.2 The majority of people (77.7% of respondents) again reported being Satisfied or Very Satisfied with recent development in the area; a modest improvement on previous years. The number of dissatisfied residents (8.5% of responses) was lower than in any year of the survey, however 13.8% "very dissatisfied" responses was a return to the 13/14 survey.




3.3 100% of the responses from Charles Road development and later phases of Mile End were "satisfied" or "very satisfied."

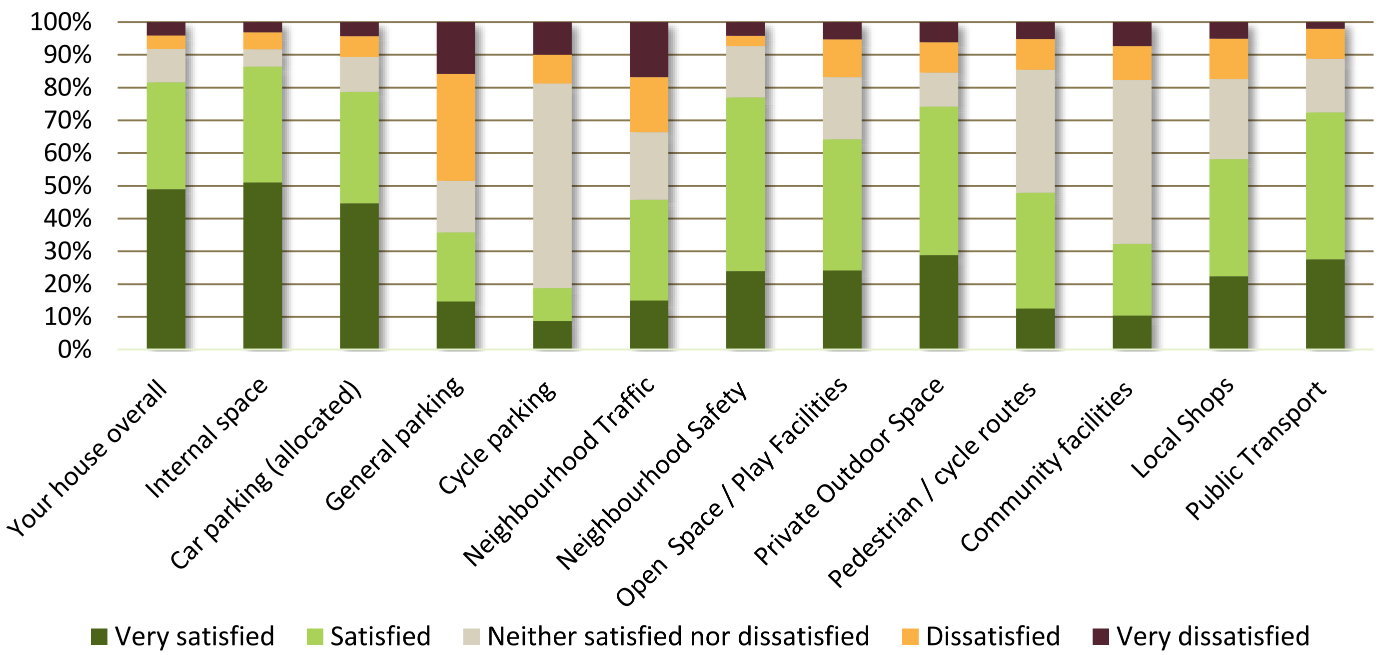
## Topical Satisfaction

**Q8. How satisfied are you with the following?**

- **Your house overall**
- **Internal space**
- **Car parking (allocated)**
- **General parking**
- **Cycle parking**
- **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 |

3.4 The Topical Satisfaction responses were very similar to those observed in the 2015 survey report. The majority of responses were Satisfied or Very Satisfied and there were very high levels of satisfaction with the dwelling unit, internal space, and allocated car parking. Again this year the greatest dissatisfaction was with general parking and the lowest level of satisfaction was with Cycle Parking (however the majority felt this was no applicable). The high level of dissatisfaction with neighbourhood traffic appears from the comments (section 6 of this report) to relate to issues of movement through the area with numerous cars parked on narrow roads (as opposed to volumes of traffic).




3.5 The highest levels of satisfaction were in relation to residents' homes including the home overall, internal space, private garden and allocated parking.

3.6 This year's survey had a much higher satisfaction with open space and play facilities than the 2014/15 survey. This may be accounted for by the fact that later phases of the major developments are able to access play and open space facilities which were delivered through occupation of the earlier phases.

# 4 TRANSPORT

4.1 The survey included a number of questions about cars and travel behaviour. A key objective of supporting sustainable development is to guide development to areas where services and transport hubs can be accessed via active or public transport as well as minimising driving distances where required.

## CAR OWNERSHIP

**Q5. How many cars are there in your household?**

4.2 69% of households responded to this question; 31 responses were left blank and 1 response indicated 0. Of those responding 93% had either 1 or 2 cars. There were a total of 107 cars reported in 69 households responding; 1.55 cars per household.

| How many cars are available in the household | number responses |
|---|---|
| Zero | 1 |
| One | 34 |
| Two | 30 |
| Three | 3 |
| four | 1 |
| (blank) no answer | 31 |

4.3 Though the sample size is small it was noticeable that the Daracombe development had the highest percentage of 2+ car households. Similarly, only one of the small development households (most of which are town centre conversion/redevelopments) reported owning more than 1 car. The number of cars in a household had no clear effect on satisfaction levels with parking or overall satisfaction.

## COMMUTING

**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.**

4.4 Almost all of the working households (67 households) provided information about their commute. The most common workplaces were Exeter, Newton Abbot and Torbay with 58% of commutes to these three major centres. There is a clear pattern of households locating closer to their workplace. Interestingly half of the Charles Road responses had someone working 1.2 miles away at Torbay hospital (driving, walking, lift sharing).

| Most Common Destination | Num Commutes |
|---|---|
| Exeter | 24 |
| Newton Abbot | 19 |
| Torbay | 14 |
| Rural areas | 13 |

| | |
|---|---|
| Towns (Dawlish, T'mouth, A'burton, Totnes) | 9 |
| Nationwide/Long Distance | 8 |
| Work from Home | 7 |
| Plymouth | 4 |

4.5 Seventy eight percent (78%) of the commutes to work were by car which is higher than the Teignbridge average. Fifty eight percent (58%) of the 67 working households had more than one person in work and these often reported multiple commuting destinations with 25 households having two car commuters (a quarter of all responses). A large number of the commutes identified the need to include school drop off/pick up as part of the daily commute. Many commutes involving car journeys involved locations not easily accessible by public transport for working residents (i.e. bus service infrequent or no service available for workplace arrival by 08:00 / departure after 17:00).

| Method | Num Commutes |
|---|---|
| car/van | 88 |
| walk | 10 |
| train | 3 |
| bus | 2 |
| motorbike | 2 |
| liftshare | 1 |
| cycle | 1 |

4.6 Details of commuting information will again be provided to Green Infrastructure and Transport officers for further analysis.

## Travel Plans

| **Q6. When you moved into your new home....** | | | | |
|---|---|---|---|---|
| | **Did you receive….?** | | **Have you used …?** | |
| **a. A travel pack** | ☐ **Yes** | ☐ **No** | ☐ **Yes** | ☐ **No** |
| **b. Bus vouches** | ☐ **Yes** | ☐ **No** | ☐ **Yes** | ☐ **No** |
| **c. Cycle vouchers** | ☐ **Yes** | ☐ **No** | ☐ **Yes** | ☐**No** |

4.7 To encourage more use of sustainable forms of travel Major development proposals are generally accompanied by travel plans which often include information packs and/or vouchers to encourage new residents to use buses and cycling. This was required in several of the larger developments in this year's survey.

4.8 Of the households that should have received travel information, 21% said that they had received it. The Cavanna Charles Road development had the best awareness with 62% of responding households saying they had received the travel pack information.

4.9 Out of the responses 14 households were aware of receiving bus vouchers and 5 had received cycle vouchers. Of the households receiving bus vouchers only one reported using the voucher and none reported using the cycle vouchers.

# 5 OTHER INFRASTRUCTURE

5.1 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?**

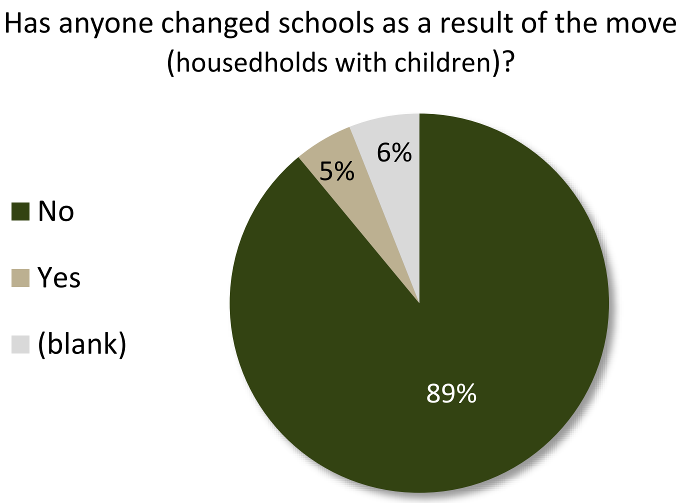
**Q10. Has anyone in your household changed GP surgeries as a result of the move?**

## SCHOOLS

5.2 Twenty nine households responding had children in the household with a fairly even split of ages.

| | # children | % of households |
|---|---|---|
| preschool | 17 | 17.0% |
| Primary | 14 | 14.0% |
| secondary | 20 | 20.0% |

However only 5 households reported that anyone had changed schools as a result of the move. These results are similar to last year's survey.

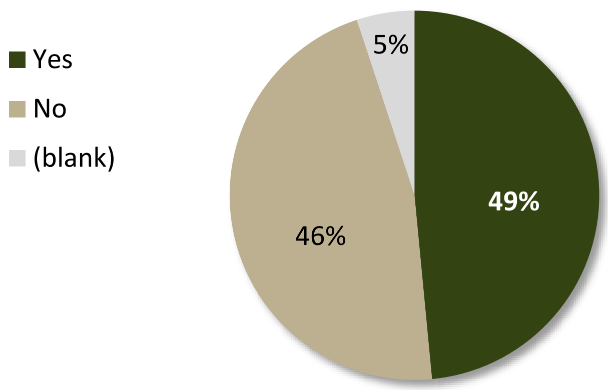



5.3 Whilst the school aged children were not likely to change schools, it can be assumed that a number of the pre-school children will go on to attend nearby schools on reaching reception age.

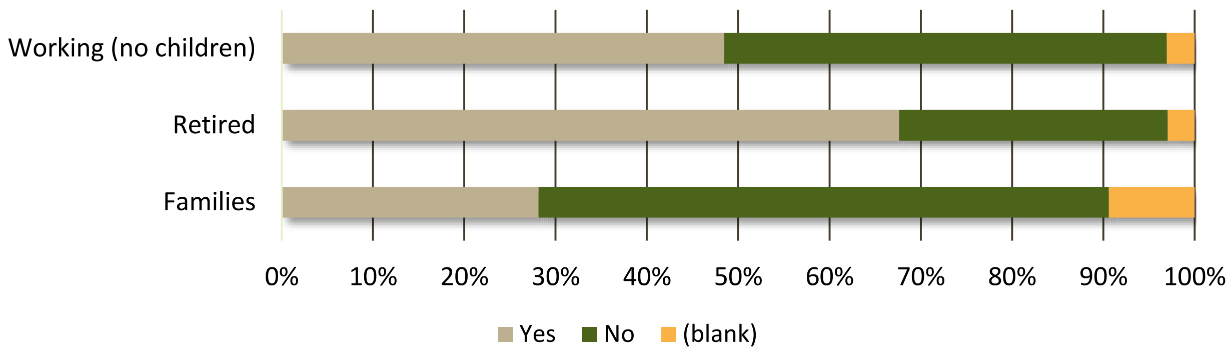
## GP SURGERY

5.4 About half of the households responding reported having changed GP surgery as a result of the move. The highest percentage was among the retired households which correlates with the retired households being more likely to have relocated from outside the area.

Has anyone changed surgeries as a result of the move?




Has anyone changed surgeries by household type?



# 6 General Comments

6.1 In keeping with previous surveys, the final query on the survey form was a free text box asking for any other comments. Sixty eight (68) respondents contributed general comments.

> 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.

6.2 Parking was the biggest issue raised in general comments, and this matches the satisfaction scores and all previous survey comments. Issues with the home quality were the second most common general comment in this survey. Issues raised included general quality and considerable snagging but the related issue of noise (soundproofing) were commonly mentioned. However these would appear to be specific circumstances as the overall satisfaction with the home and internal space were higher than in the 2014/15 survey.

6.3 This year's survey had 6 general comments that were fully positive and included compliments. Four of the 6 came from the small developments. The full text of all comments has been provided to officers for detailed consideration.

| # mentions | Issue |
|---|---|
| **20** | Parking |
| **17** | Home quality (snagging, size daylight) |
| **12** | Road safety / road width |
| **8** | Issues with private garden |
| **7** | Objecting to further new development in area |
| **6** | Fully Positive / Compliment |
| **6** | Noise (home soundproofing) |
| **5** | Lack of bus service |
| **5** | Traffic in the area |
| **4** | Telecoms |
| **4** | Ongoing construction/roadworks |
| **4** | Density of the new development |

# Annex 1: Survey Form

**Customer Satisfaction with New Housing Survey 2016 Ref XX**

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 used, 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?** ☐
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 | Neither satisfied or dissatisfied | Dissatisfied | Very dissatisfied |
|---|---|---|---|---|---|
| Your house overall | ☐ | ☐ | ☐ | ☐ | ☐ |
| Internal space | ☐ | ☐ | ☐ | ☐ | ☐ |
| Car parking (allocated) | ☐ | ☐ | ☐ | ☐ | ☐ |
| General parking | ☐ | ☐ | ☐ | ☐ | ☐ |
| Cycle parking | ☐ | ☐ | ☐ | ☐ | ☐ |
| Traffic around the neighbourhood | ☐ | ☐ | ☐ | ☐ | ☐ |
| Safety of the neighbourhood | ☐ | ☐ | ☐ | ☐ | ☐ |
| Open space and play facilities | ☐ | ☐ | ☐ | ☐ | ☐ |
| Garden / private outdoor space | ☐ | ☐ | ☐ | ☐ | ☐ |
| Pedestrian and cycle routes | ☐ | ☐ | ☐ | ☐ | ☐ |
| Community facilities | ☐ | ☐ | ☐ | ☐ | ☐ |
| Access to local shops | ☐ | ☐ | ☐ | ☐ | ☐ |
| Access to public transport | ☐ | ☐ | ☐ | ☐ | ☐ |

9. **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 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 consultation@teignbridge.gov.uk

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