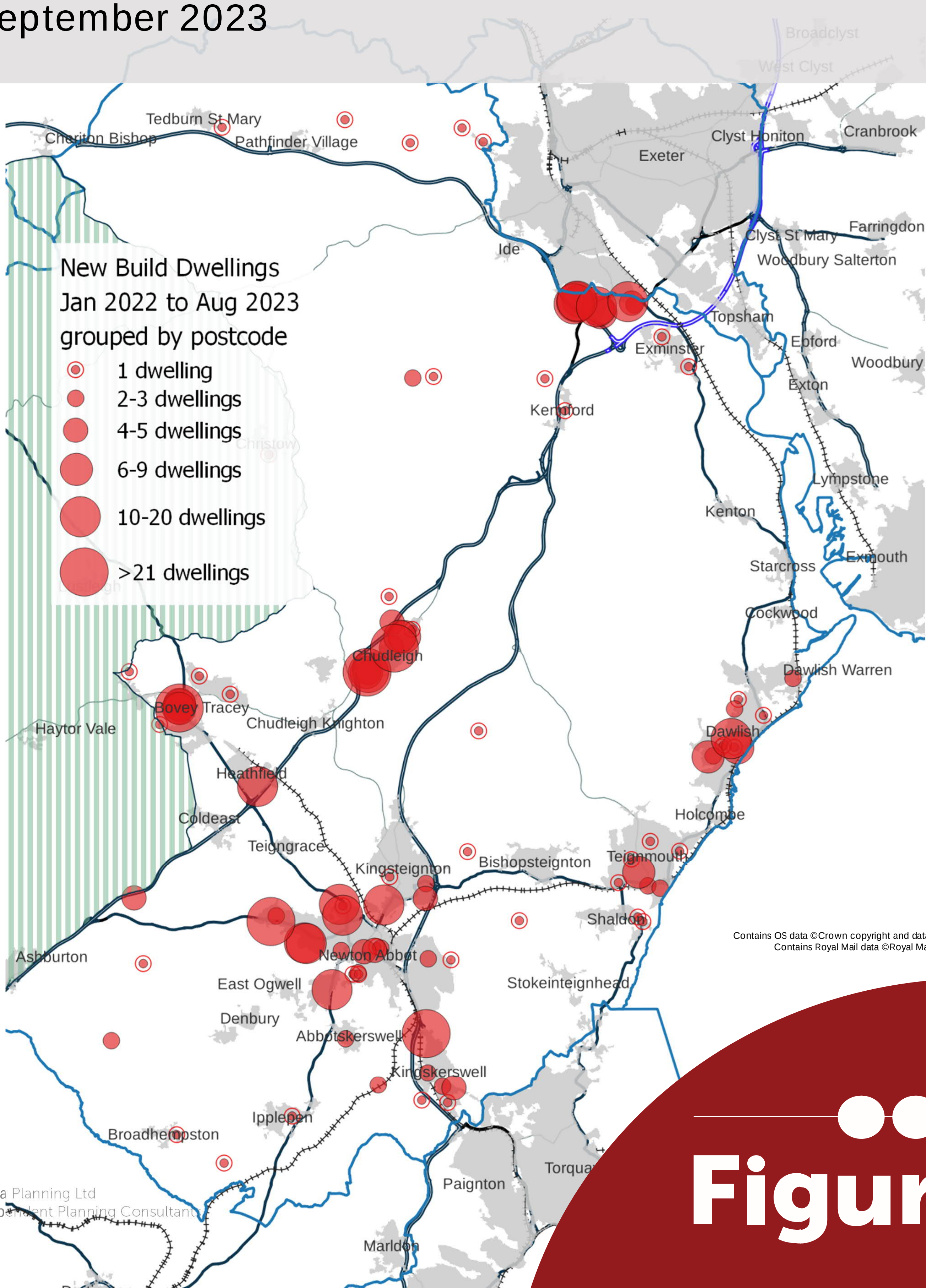
Teignbridge District Council

New Development Post Occupancy Survey 2023

September 2023



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Teignbridge New Development Post Occupancy Survey 2023

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1 Executive Summary

1.1 This report provides the results of the annual residents' survey for new build dwellings in the Teignbridge District Council Planning Authority Area (excluding the National Park). This ongoing survey includes information on resident satisfaction with development. The survey contains questions on tenure, demographics, relocation, infrastructure, and satisfaction.

1.2 This year 278 questionnaires were sent, and 80 responses were returned. This represents a response rate of 28.7% which is similar to the long-term average. This gives 90% confidence level with an 8% margin of error. As with previous years there was an under-representation in responses from affordable housing residents.

1.3 Four of the survey questions are performance indicators which form part of the monitoring of the Council Strategy:

Performance Indicator	2023 Survey	2022 Survey
% Satisfied/Very Satisfied with new development	**85%**	**77%**
% Satisfied/Very Satisfied with open space/play space	**90%**	**47%**
% of commutes involving sustainable travel	**48%**	**35.7%**
% responding 'Yes' when asked "Do you feel you belong to/are part of your neighbourhood?"	**86%**	**81%**

1.4 The topical satisfaction for open space is significantly different from previous years. This is in part due to an inconsistency from previous surveys where an n/a option was available whilst this year where responses we're required to be either positive or negative. In addition, a higher number of responses were from individual builds or small schemes where there is no specific play space, so satisfaction likely refers to general landscaping.

1.5 Almost 72.5% of residents responding relocated to their new home from the TQ/EX Postcodes and another 11.3% were from the wider southwest (including PL and TA postcodes). The median distance moved in this year's responses was 11.6km and as with previous surveys retired households moved greater distances. The under-sampling of housing association households means the actual local relocation may be higher.

1.6 The majority of responses were from owner occupiers (88%). As one expects, a higher percentage of households in the new builds owned with a mortgage (41%) than the district-wide figure (28%).

1.7 There was an average household size of 2.31 people per household, slightly higher than the 2.25 district average, and there were fewer 1 person households than the district average. Households from returned surveys were fairly evenly split between working families, working singles/couples with no children, and retired singles/couples.

1.8 Of the 123 commutes reported 48% were active/sustainable travel though work-based commutes were most likely to be via car (61%). Half of the working people in the survey identified as being able to work from home (49 out of 82).

1.9 An average of 1.6 cars per household was reported. This is similar to the long-term average and only slightly higher than the 2021 census average (1.42 cars per household). 43% of households responding to this year's survey have a garage but of these, only 1/3 (32%) use the garage for vehicle parking/storage.

1.10 This year 85% of survey responses indicated overall satisfaction with new development. This is higher than recent years and the long-term average of 75% satisfied/very satisfied. Residents show very high levels of satisfaction with their home, with internal space and energy efficiency being the areas of greatest satisfaction. As with most previous surveys, general parking had the highest level of dissatisfaction. The most frequently identified topic of high importance was their home overall and garden/private outdoor space. This year for the first time Safety of the Neighbourhood was identified as being in the top 3 highest concerns.

1.11 Awareness of, or receipt of, travel packs is for the second year running extremely low. Only 6 out of 30 responding households who should have received a travel pack reported receiving one.

1.12 Of the 14 households with school aged children 5 households said someone changed schools because of the move (36%). Two thirds (66%) of households responding reported someone had changed GP surgery because of the move. This ranged from 79% of retired households responding, to 63% of families with children to 45% of the working families with no children which broadly reflected the differences in distance of relocation.

1.13 This year 86% of residents reported that they felt they belonged to their new neighbourhood, an increase from previous years. Those relocating greater distances reported a greater sense of belonging – potentially indicating that with a local relocation, people tend to maintain existing social connections rather than make new ones.

2 NEW BUILD RESIDENTIAL SURVEY FOR 2023

CONTEXT

2.1 Teignbridge District Council (TDC) have been monitoring the views of residents in newly completed homes since 2012/13. A new Council Strategy covering the period 2020 - 2030 was adopted in January 2020, and many of the Council's priorities are related to or delivered through planning. The information derived from the post occupancy survey directly relates to the "great places to live and work", "roof over our heads", "moving up a gear", "action on climate", "out and about and active", and "strong communities" themes.

2.2 The survey also 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 new development residents who make commuting trips via active and sustainable travel methods, and
- Percent of households feeling they belong to/are part of their neighbourhood.

2.3 Other survey questions address issues which support decision making, including data useful in calibrating plan-making evidence. The topics covered in the annual survey include:

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

TEIGNBRIDGE SURVEY METHODOLOGY

2.4 The survey is sent to households living in recently completed homes. The addresses are provided by the planning service's monitoring of housing 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.

2.5 This year's survey ran from 5 June – 1 August 2023. Surveys are sent to residents of newly completed dwellings as well as small and self-build developments. This year was a smaller sample size due to phasing of large developments; 278 questionnaires were sent, and 80 responses were returned. This represents a response rate of 28.7% which is similar to the long-term average. This gives 90% confidence level with an 8% margin of error.

Survey Year	Surveys sent	Response rate
2023	**278**	**28.7%**
2022	473	24.9%
Long-term average 2013-2022		23.1%

2.6 As with previous years there was an under-representation in the responses from affordable housing residents. In the sample, around 15% of surveys were sent to affordable dwellings, but only 2 responses were in housing association rental and 2 in shared ownership dwellings. This under-sampling of affordable housing in the post-occupancy survey should be kept in mind when reading the results of the survey.

2.7 The sites in this year's survey returns included surveys from major developments though 42% of the responses were from smaller developments.

Development	number responses
Individual or small developments (1-6 dwellings)	16
The Leighs, Chudleigh (Wainhomes)	16
Smaller developments (6-20)	14
Hele Park (Taylor Wimpey)	12
The Pinnacle (Ogwell Cross)	10
Wolborough Hill (Cavanna)	9
Shell Cove Teignmouth	3

3 Migration, Tenure & Demographics

Migration / Relocation

3.1 One of the key objectives of the annual survey is to understand the dynamics of the local housing market for new build housing. This data 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?"

Please tell us your:
Present post code ----------------- **Previous post code** -----------------

3.2 Almost 72.5% of residents responding relocated to their new home from the TQ/EX Postcodes and another 11.3% were from the wider southwest. This is close to the long-term average of 75% being from TQ/EX postcodes Bearing in mind that the Teignbridge Housing team have confirmed that all new affordable rental homes have been allocated to Teignbridge residents (TQ and EX) the percentage may be higher in fact. There were no relocations from overseas this year.

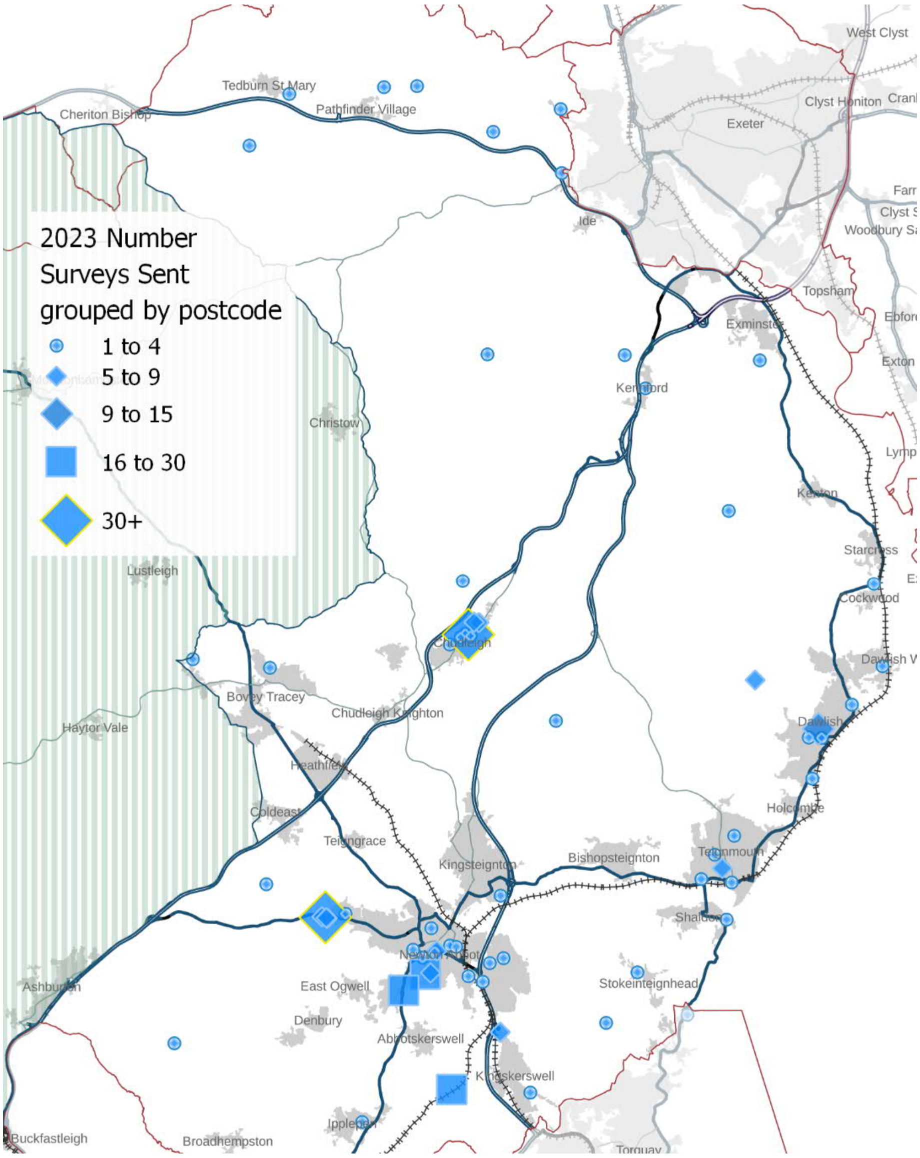
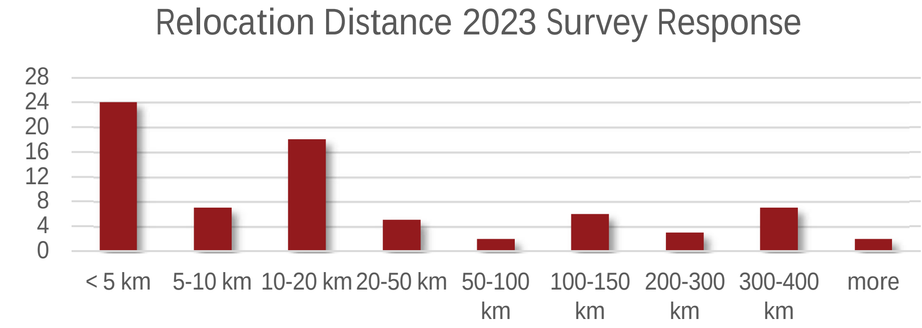


Figure 1 Surveys sent in 2023

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

Previous Residence Location	Count	2023 Percent	2022	2021
TQ/EX	58	72.5%	62.9%	69.4%
Other South West	9	11.3%	13.8%	9.7%
Southeast	6	7.5%	15.5%	10.2%
Midlands	4	5.0%	-	-
NW / Manchester	2	2.5%	1.7%	-
Yorkshire	1	1.3%	-	-

3.4 The median distance moved in this year's responses was 11.6km. Academic and industry research shows that most home relocations in England are within about 10km. The English Housing Survey and other research focuses on existing housing stock, but studies support the view that new build relocations are like that of the general population.



3.5 The Median relocation distance was much higher for retired households whilst households with children under 18 relocated the lowest distances.

Household Type	Median Relocation distance (km)
Family with Children	4.95
Retired or retired + 1 working	43.06
Working couple/single	10.29

Tenure

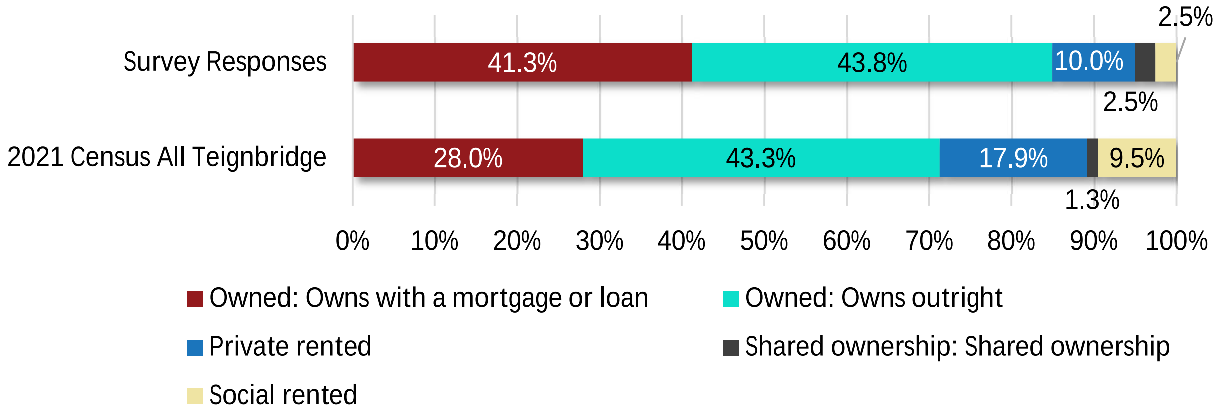
Do you own or rent your home? Please tick the most relevant box.

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

At your previous address, prior to moving, what was your situation

- ☐ Own outright
- ☐ Own with mortgage
- ☐ Own shared ownership
- ☐ Other ____________________
- ☐ Rent from private landlord
- ☐ Rent from housing association
- ☐ Living with Friends or Family

3.6 Most responses were from owner occupiers (88%). The highest concentrations of mortgaged households are almost always found on new build estates, and this can be seen in the comparison with the district-wide figures.



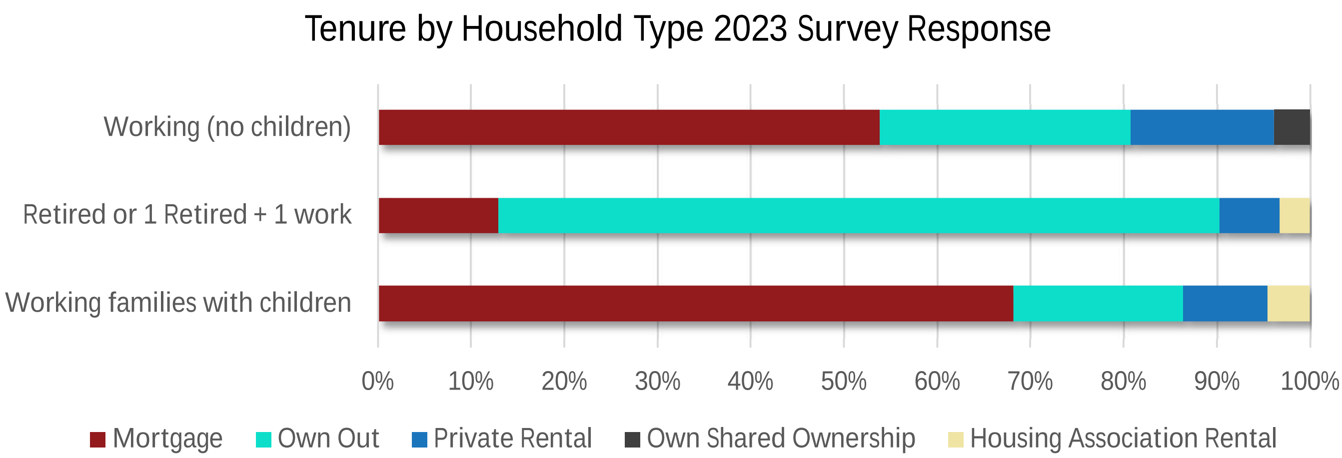
Tenure Flows

3.7 57.5% of households, just over half, moved within their existing tenure. Of the 8 households previously “Living with friends/family” half went into mortgaged tenure, with 2 going into private rental and 2 purchasing outright (no mortgage).

3.8 For people changing tenures the most common moves in this year’s survey were:

Own with mortgage	➞	Own outright
Private Rental	➞	Own with mortgage

3.9 77% of the households with **retired** residents purchased their new home outright (no mortgage). Working Families and Couples/Singles were most likely to have purchased with a mortgage. This is consistent with previous new build survey responses and published studies.

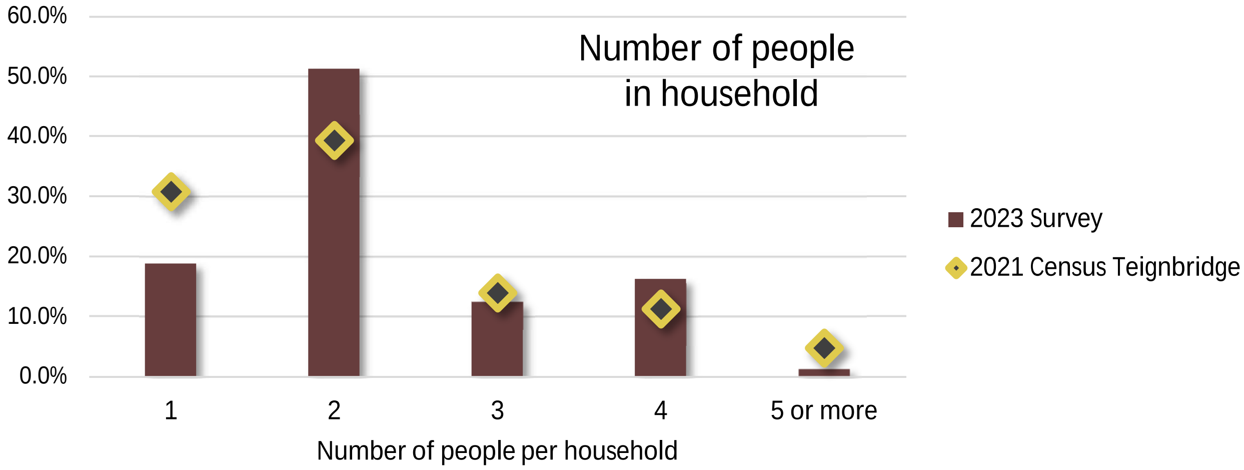


Demographics

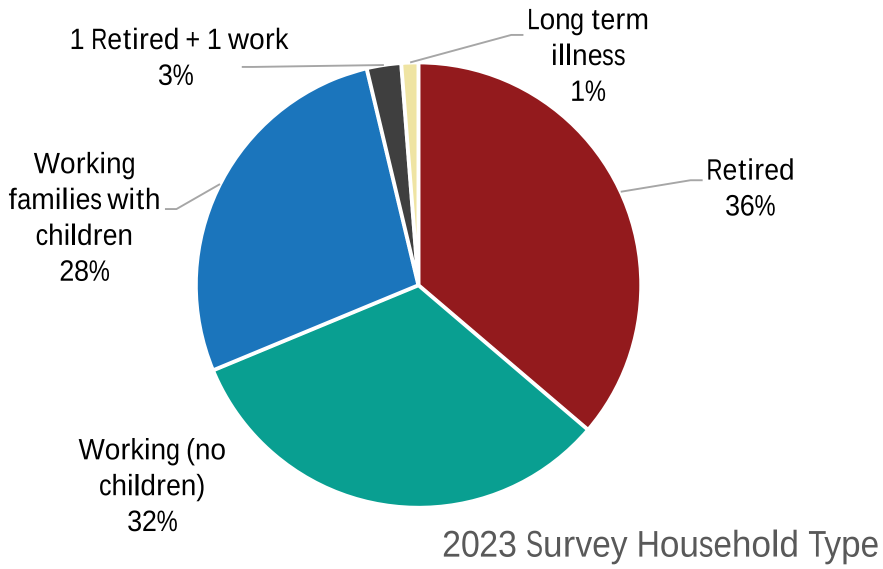
How many people are in your household?

- 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

3.10 A total of 185 people were identified in 80 households with an average household size of 2.31 people per household. Consistent with every other new build survey the percentage of single person households was much lower than the district average.



3.11 Households from returned surveys were fairly evenly split between working families, working singles/couples with no children, retired singles/couples and mixed retired/working couples, while 1/3 were retired households.



4 Satisfaction Analysis

4.1 There are two sections of the survey which ask about satisfaction with the development and one which asks about specific topics. The first question, Overall Satisfaction, provides a general measure of satisfaction and has been used by the Council since 2012. The second satisfaction question (Q8 Topical Satisfaction) asks residents to provide their level of satisfaction on 13 specific details as described below.

Please tell us how satisfied you are with recent development in your area?
○ Very satisfied ○ Satisfied ○ Dissatisfied ○ Very dissatisfied

How satisfied are you with the following?

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

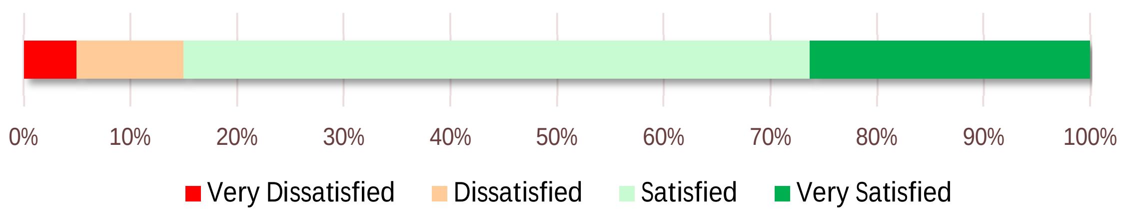
○	○	○	○
Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied

Which three of the above are most important to you?

Overall Satisfaction

4.2 This year 85% of survey responses indicated overall satisfaction with new development. This is higher than recent years and the long-term average of 75% satisfied/very satisfied.

2023 overall satisfaction



2023	2022	2021	2020	2019	2018	2017
85.0%	76.9%	63.8%[1]	81.4%	80.1%	57.6%	82.2%

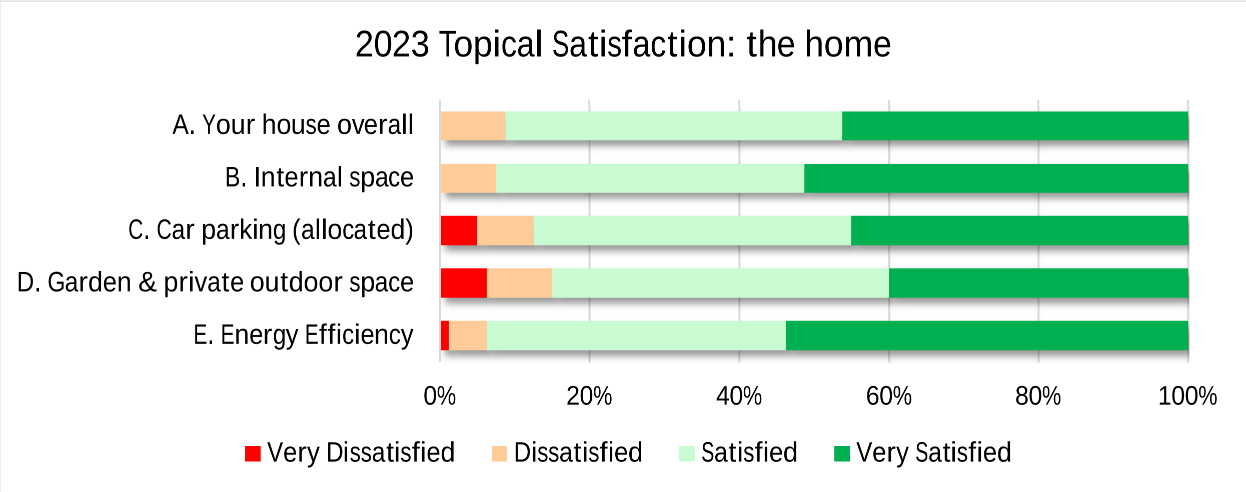
4.3 Overall satisfaction was compared for households based on tenure, development, and household types, Satisfaction was very similar across all household types and developments, though with a small sample size it's not possible to draw strong conclusions.

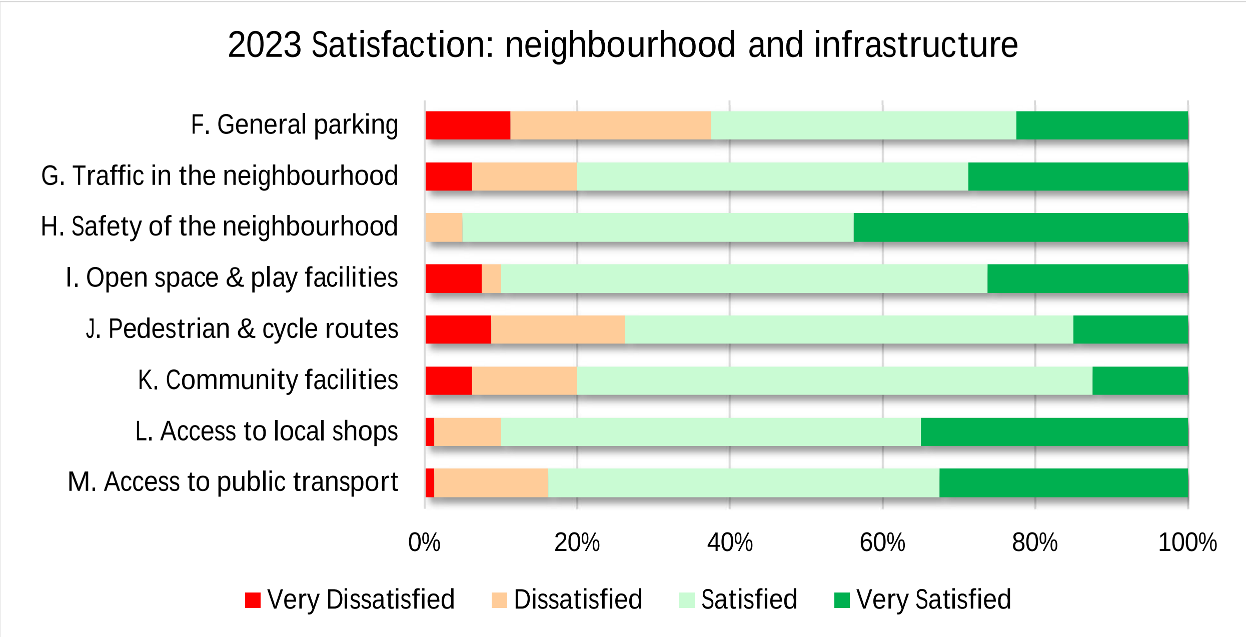
[1] The 2021 survey offered a middle "neither or n/a option".

Topical Satisfaction

4.4 As with previous surveys residents show high levels of satisfaction for most topics. In relation to their home Energy Efficiency is the area of highest with their home, with some cases of strong dissatisfaction with private car parking and gardens.

4.5 As with most previous surveys, general parking had the highest level of dissatisfaction. Pedestrian and Cycle routes had the second highest level of dissatisfaction in this survey which is different from previous surveys. There was high satisfaction with the safety of the neighbourhood across all developments.





Which three topics are most important to you?

4.6 In addition to stating satisfaction with specific topics, residents are asked to identify those aspects of their home or neighbourhood which are most important to them, and 64 responses provided information of top priorities. The most frequently identified topic of high importance was House Overall – this is in common with previous years.

4.7 Other aspects considered to be quite important included house-related issues (garden, allocated parking, energy efficiency and internal space) along with safety. Fewer respondents seemed concerned about community facilities including playgrounds.

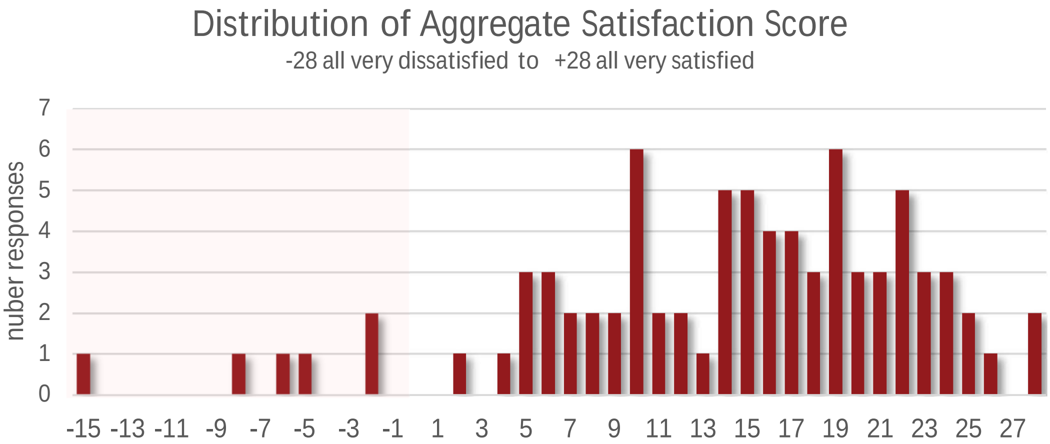
Garden & private outdoor space	# households identifying issue as important
A. House Overall	32
D. Garden & private outdoor space	21
H. Safety of the neighbourhood	20
C. Car parking (allocated)	18
E. Energy Efficiency	18
B. Internal space	17
M. Access to public transport	13
F. General parking	11
L. Access to local shops	10
G. Traffic in the neighbourhood	8
I. Open space & play facilities	6
K. Community facilities	5
J. Pedestrian & cycle routes	3

4.8 The 2022 Survey showed Energy Efficiency as the 2nd most important topic, whilst in the 2023 survey Energy Efficiency it was only joint 4th most frequently cited as important. This may in part be due to the 2022 survey being carried out over winter months when energy prices were rising sharply, and the 2023 summer survey focus being elsewhere. Similarly, the Garden and outdoor space which was 2nd most important in 2023 survey was only 4th most frequent in the 2022 survey (in winter months).

Aggregate Satisfaction

4.9 To enable further comparison, an aggregate satisfaction score is calculated from the topical and overall satisfaction of each respondent by assigning numeric values of 2 to -2 corresponding to 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).

4.10 The average satisfaction score for all was 13.9 which was higher than previous years. As noted above, the lack of a N/A/neither option (0) means responses for topical questions were pushed to make a positive or negative response. All but 6 respondents were on balance satisfied (i.e., on an aggregate score of >0).



4.11 The satisfaction scores were assessed by tenure and family type, however the low numbers in some categories make drawing conclusions unreliable.

4.12 As part of monitoring development types, we have looked at aggregate satisfaction by development. 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. The only respondents with low aggregate satisfaction scores came from two very different developments; the latest phase of Hele Park and the much smaller 'gated community' development, The Pinnacle, at Ogwell Cross.

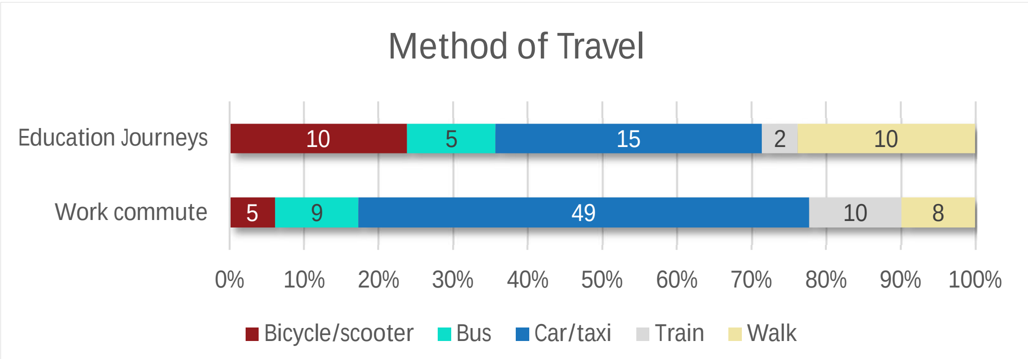
5 Commuting & Cars

5.1 The survey includes several questions about cars, garaging and travel behaviour. Being plan-led, most new homes completed are in areas where services and transport hubs could be accessed via active or public transport, with walk to bus stops being under 1km in the case of all major development. However, given the dispersed nature of work in South Devon and the limits to bus schedules, most residents in the district are car commuters.

> What different types of transport will people in your home normally use to commute to work and education? Check relevant box.

5.2 Almost all working and family households provided some commuting information. Of the 123 commutes reported 48% were active/sustainable travel.

Walk to work	8	Walk to school	10
Cycle/Scooter to work	5	Cycle/Scooter to school	3
Car / Taxi to work	49	Car/Taxi to school	14
Bus to work	7	Bus to School	4
Train to work	10	Train to school	2



Total Commute Method	2023 Survey	2022 Survey	2021 Survey	2020 Survey	2019 Survey	2018 Survey
Car/motorcycle/taxi	52.0%	64.3%	51.6%	73.0%	75.3%	74.6%
Train/bus	21.1%	4.2%	21.1%	14.8%	11.6%	9.5%
Walk	14.6%	27.3%	20.1%	11.5%	9.8%	11.1%
Cycle	12.2%	4.2%	7%	4.1%	3%	4.7%

WORK FROM HOME

5.3 As COVID led to more opportunities to work from home, we now ask how many people in the household can work from home.

Since COVID how many people in your household have been able to work from home (excluding those in full time education)?

5.4 Half of the households (41 of 80) identified that someone was able to work from home (WFH). This does include several retired households. Overall 49 workers out of 82 working residents in the sample were noted as being able to work from home and in several households two people were able to WFH. It did not appear that having residents who work from home had an impact on satisfaction with internal space in the home.

5.5 We would caution that respondents are self-selecting, and it may be that there is a significant under-sampling of residents in service and primary industries.

2023 Survey "able to WFH"	59.7%
2022 Survey "able to WFH"	50%
2021 Survey "able to WFH"	41%
2021 Census District-wide "mostly work from home"	28.1%
2011 Census District-wide "mostly work from home	5.4%

CAR OWNERSHIP

How many cars are there in your household? ____

Do you have a garage? Yes ☐ No ☐
if yes, what do you mostly use the garage for? __________

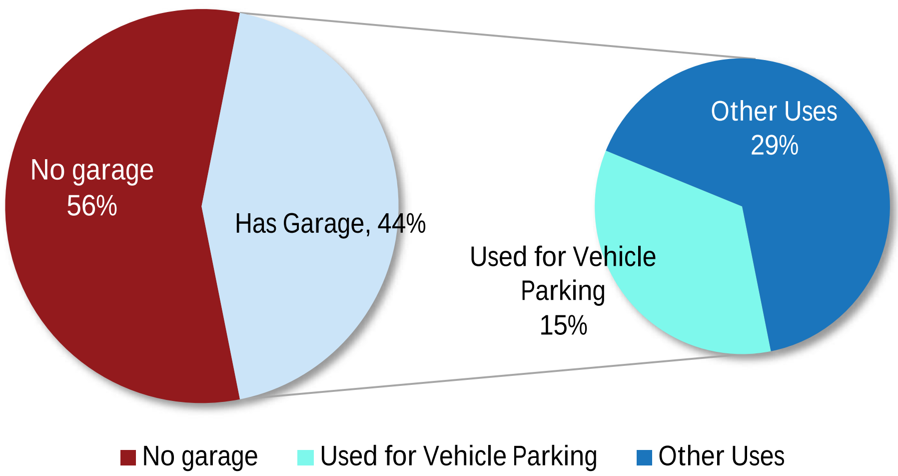
5.6 There was a total of 126 cars reported by this year's respondents, an average of 1.6 cars per household which is similar to the long-term average for the survey and just slightly higher than the 2021 district-wide figure reported in the last census (ca 1.42 cars per household).

	2023 Survey Households	2023 survey %	2021 Census	2022 survey %	Average % surveys 2021-2017
No cars or vans in household	4	5.0%	14.4%	4.3%	4.8%
1 car or van in household	35	43.8%	41.1%	44.8%	43.9%
2 cars or vans in household	33	41.3%	31.4%	44.8%	45.6%
3 or more cars/vans in household	8	10.0%	13.1%	6.0%	5.7%

5.7 The only family type more likely to have 2 or more cars are families with children. Over half of retired households were 1 car households and almost 60% of working couples/singles had 1 or no car. All of the car-free households were working couple/singles.

Garages

5.8 44% of households responding said they have a garage which is lower than previous samples. Of these 1/3 (34%) use the garage for vehicle parking/storage. Of the others most were used for general storage, though there were some uses as gym, workshop and extra fridge/freezer. These responses were consistent with previous surveys.



What do you use the garage for?	2023 Survey	2022 survey	2021 Survey	2020 survey	2019 Survey
Vehicle parking	14.3%	16.7%	18%	*12%*	*22%*
Mixed car and other	20.0%	15.6%	18%	*19%*	*15%*
Storage	51.4%	53.3%	38%	*61%*	*60%*
Mixed Storage plus Other	14.3%	7.8%	8%		
Other/blank		6.7%	18%	*7%*	*2%*

5.9 All of the households with a garage are owner occupiers. No private or social rentals or shared ownership households had a garage. People with more cars were more likely to have a garage, and of the households with 3 or 4 cars most used the garage for parking/storing a car.

No. of cars	Have garage	Don't have garage
0		100%
1	25.7%	74.3%
2	60.6%	39.4%
3 or 4	75%	25%

Travel Plans & Vouchers

5.10 In this years' survey only 6 households stated they had received travel packs and or vouchers and these were all from the Wainhomes development "The Leighs" in Chudleigh. This was only 6 out of 19 homes on the development that responded. The fact that only some said 'yes' might mean that the packs were provided but awareness is lost in the significant paperwork of moving into a new home. Two households received cycle vouchers (neither used them) and two different households received bus vouchers (one used them).

5.11 Eleven households in the latest phase of Hele Park (south of the A383) *should* have received a travel pack and vouchers, yet *none* reported having received these.

5.12 Surveys consistently show lack of awareness and uptake, and this year's has again been very bad.

6 OTHER INFRASTRUCTURE

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

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

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

SCHOOLS

6.2 Of the 14 households with school aged children 5 households said someone changed schools because of the move (36%). This was the highest percentage of any annual survey, but it is a small sample size. This included families from the new development at Ogwell Cross which is in the catchment for one of the most in-demand primary schools in the area – as some of those family relocations were very short distances targeting the desired school may have been an issue.

Survey	Households with someone changing school (% of households with children)
2023	36%
2022	20%
2021	19%
Average 2015-2023	20.0%

6.3 All households with pre-schoolers, also had children already in primary school. The median relocation distance for families with school-age children was 8.3km. Total number of children in the survey responses was:

	# children	# households
Pre-school age	6	*6*
Primary School	18	*14*
Secondary School	2	*1*

GP Surgery

6.4 Two thirds (66%) of households responding reported someone had changed surgery because of the move. This ranged from 79% of retired households responding, to 63% of families with children to 45% of the working families with no children which broadly reflected the differences in distance of relocation. Considering tenure, only 25% of those in private rental changed surgery whilst 80% of those purchasing outright changed surgery, the latter again reflecting the longer relocation distances.

Survey	Households with someone changing surgery (all households)
2023	**66%**
2022	57%
2021	64%
2020	46%
2019	48%
2018	59%
2017	59%
2016	49%
2015	55%

7 Belonging

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

☐ Yes ☐ No

7.1 This year 86% of residents reported felt they belonged to their new neighbourhood, an increase from previous years.

	Do you feel you belong?	
survey year	Yes	No
2023	86.2%	13.7%
2022	81%	19%
2021	81.3%	18.7%
2020	75.0%	25.0%
2019	75.0%	25.0%
2018	75.2%	24.8%

7.2 The Yes/No responses were considered in terms of development, household type and tenure and this year the sense of belonging was broadly consistent across all characteristics. But of the people saying they did not belong, almost all except for 1 moved from the EX and TQ postcodes (10 out of 11 who reported they did not feel they belonged.) This may indicate that those with a local are relocation may tend to maintain existing social connections rather than make new ones.

8 GENERAL COMMENTS

8.1 The final query on the survey was presented as two open-ended questions:

> 16. Have you discovered anything that is a major inconvenience with your new home or neighbourhood? If yes, please describe any issues.
>
> 17. Can you tell us something about your house or neighbourhood that you're pleased with? If yes, please describe.

8.2 The full text of responses, along with the name of the relevant housing development (based on postcode) is passed directly to planning officers from Policy and Development Management to ensure they understand the range of issues being raised by new residents.

Negative issues

8.3 Most respondents offered comments on negative issues, though 12 were blank and 15 said "none".

8.4 Negative issues raised can be summarised as:

Issue	Num responses
Parking	20
Traffic / Road Safety / Access	10
House Quality/snagging issues	6
Private garden quality of finish (drainage, topsoil)	6
Bin Collection/Storage	3
Maintenance Charges	3
Lack of local amenities	3

8.5 Parking was, as usual, the most common negative issue with 20 households mentioning issues with parking. For 6 respondents parking was the only negative issue. There were several comments about private works vehicles (which are not allowed via covenant) and one complaint that people from off the estate were parking on the estate roads as there was insufficient on-street parking in the wider neighbourhood.

8.6 The road network was an issue for 10 households. For those on new estates in Chudleigh and Newton Abbot access onto an A road with speeding vehicles was mentioned specifically by several respondents. Road noise was also mentioned.

8.7 Seven households raised issues with lack of public footpaths, though all of these were from two estates where issues with delayed opening, or possible re-design, have been ongoing. Six households reported negative issues with their home split between 'snagging' and minor issues, and 3 with specific quality issues.

8.8 Maintenance charges and restrictive covenants were mentioned by a few respondents. One resident noting that they had to pay the developer a fee (almost £175) to allow the homeowner to put solar panels on their roof. One complained that though there was a covenant against commercial vehicles, several people parked their works vans on the estate.

8.9 Three households reported problems with neighbours' antisocial behaviour, and two mentioned noises from nearby pubs.

8.10 Bin storage and collection was a negative issue for 3 people and one household mentioned lack of dog waste bins and issues with dogs being left off lead.

8.11 Other comments raised by just 1 or 2 households include:

- Graffiti under the bridge to the Passage house Inn as mentioned as an area that could be made much nicer.
- Bus stop is too far for elderly residents to walk (service is needed through the estate)
- Lack of safe cycle path
- Two complaints in relation to location/quality of children's play area
- Utilities issues (1 broadband, 1 electrical connection)
- Developer not offering integrated solar panels as add-on.

Positive Issues

8.12 More people provided a positive comment than a negative comment. There were 9 blank responses and two of simply "everything" and "Love my house". The issues most frequently raised as things people liked about their new home are set out below.

Issue	Num responses
Community & Neighbours	12
Energy Efficiency	6
Quiet	10
Location - Access to Countryside	11
Public Transport	54
Location - Access to towns / services and amenities	14
Safe	6
Clean, well maintained	2

8.13 Twelve households mentioned neighbours and friendly community as one of the positive aspects of their new home.

8.14 The Location/Area was on of the most common things mentioned. This includes easy access to larger towns and cities (Newton Abbot, Torquay, Exeter) was also mentioned by many. Access to countryside was frequently mentioned (11 households) in addition. Nine people specifically mentioned the pleasant views (sea / countryside views). Several respondents mentioned landscaping of common areas as being a strong positive.

ANNEX 1A: ANNUAL SURVEY

Teignbridge 2023 Post Occupancy Survey
On-line form for responses

Are you satisfied with your new home? This quick satisfaction survey will tell us if the right homes are being built in the right places.
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.
Deadline for responses is the end June 2023

* 1. Please enter your reference number (It's on the letter you received from us, and begins with NH00...)

* 2. About your move, please tell us your:

Current postcode

Previous postcode

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

- ☐ Own outright
- ☐ Own with mortgage
- ☐ Own shared ownership
- ☐ Rent from private landlord
- ☐ Rent from housing association / Council
- ☐ Living with Friends or Family

Other (please specify)

* 4. At your previous address, prior to moving, what was your situation? Please tick the most relevant box.

- ☐ Own outright
- ☐ Own with mortgage
- ☐ Own shared ownership
- ☐ Rent from private landlord
- ☐ Rent from housing association / Council
- ☐ Living with friends or family

Other (please specify)

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

	0	1	2	3	4	5+
Working	◯	◯	◯	◯	◯	◯
Retired	◯	◯	◯	◯	◯	◯
Home-maker / carer	◯	◯	◯	◯	◯	◯
Under school age	◯	◯	◯	◯	◯	◯
Unemployed	◯	◯	◯	◯	◯	◯
Limiting long-term illness	◯	◯	◯	◯	◯	◯
Go to primary school	◯	◯	◯	◯	◯	◯
Go to secondary school	◯	◯	◯	◯	◯	◯
Go to college or university	◯	◯	◯	◯	◯	◯

6. What different types of transport will people in your home normally use to commute to work and education?

	Walk	Cycle / scooter	Car / taxi	Public bus	School bus	Train	n/a
Work	☐	☐	☐	☐	☐	☐	☐
Education	☐	☐	☐	☐	☐	☐	☐

* 7. Since COVID restrictions, how many people in your household have been able to work from home (excluding those in full time education)?

- ◯ 0
- ◯ 1
- ◯ 2
- ◯ 3
- ◯ 4
- ◯ 5+
- ◯ n/a

* 8. How many cars/vans are there in your household?

- ◯ 0
- ◯ 1
- ◯ 2
- ◯ 3
- ◯ 4
- ◯ 5+

* 9. Do you have a garage?

- [ ] Yes
- [ ] No

If yes, what do you mostly use the garage for?

* 10. When you moved into your new home:

	Did you receive?	Have you used?
A travel pack		
Bus vouchers		
Cycle vouchers		

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

- ○ Very satisfied
- ○ Satisfied
- ○ Dissatisfied
- ○ Very dissatisfied

* 12. How satisfied are you with the following?

	Very Satisfied	Satisfied	Dissatisfied	Very dissatisfied
A. Your house overall	○	○	○	○
B. Internal space	○	○	○	○
C. Car parking (allocated)	○	○	○	○
D. Garden & private outdoor space	○	○	○	○
E. Energy Efficiency	○	○	○	○
F. General parking	○	○	○	○
G. Traffic in the neighbourhood	○	○	○	○
H. Safety of the neighbourhood	○	○	○	○
I. Open space & play facilities	○	○	○	○
J. Pedestrian & cycle routes	○	○	○	○
K. Community facilities	○	○	○	○
L. Access to local shops	○	○	○	○
M. Access to public transport	○	○	○	○

Which 3 of the above are most important to you?

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

○ Yes

○ No

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

○ Yes

○ No

* 15. Do you feel you belong to/are part of your neighbourhood?

○ Yes

○ No

16. Have you discovered anything that is a major inconvenience with your new home or neighbourhood?   If yes, please describe any issues.

17. Can you tell us something about your house or neighbourhood that you're pleased with? If yes, please describe.

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