**Survey Results – Itchen Abbas & Otterbourne**

The Itchen Abbas and Otterbourne developments were completed in the Summer of 2014 comprising of 8 houses in total. A follow up survey was conducted in February 2016 to establish how people felt about their new homes and to identify any issues or problems they had to prevent such occurrences from happening in the future. Of the 8 properties, 6 households completed a questionnaire, giving a response rate of 75%. The results of which can be found in the following pages.

**Section 1 - Internal design & features**

**How satisfied or dissatisfied are you with the following features?**

The internal design and features that households had the least satisfaction with was:

* Storage (3xNeither Satisfied or Dissatisfied + 1xDissatisfied (Otterbourne))
* Doors & Windows (1xNeither Satisfied or Dissatisfied + 2xDissatisfied (1 x Itchen Abbas 1 x Otterbourne))
* Ventilation (1xVery Dissatisfied) – (Itchen Abbas)

**Are there any changes you would make?**

* More electrical sockets at the top of the stairs & ensure electrics are in good working order before handover; No double switch at top of stairs, so can't turn hallway light on/off; Hot water takes 2-3 minutes to come through; Homeworking space could be better designed and bigger; More space for homework area in small bedroom; No storage in loft space (IA)
* Ventilation/fresh air is a disaster, doesn't work properly at all. (IA)
* Due to shape of lounge/dining room had to put TV in opposite corner to TV aerial socket - lengthy cable around skirting! (IA)
* More Storage; Child's small room could be a little bigger. (OTT)
* The finishes could have been better (IA)

**Section 2 - External design & features**

**How satisfied or dissatisfied are you with the following external features?**

The external design and features that households had the least satisfaction with was:

* Parking (2xVery dissatisfied) (1x IA 1 x OTT)
* Maintenance of outside areas (2xNeither Satisfied or Dissatisfied + 1xDissatisfied (IA))
* Provision of Bin Store/Recycling (1xNeither Satisfied or Dissatisfied + 1x Very dissatisfied (OTT))

**Are there any changes you would make?**

* Maintenance of outside areas are poor (weeds); Major problems with parking - Ambiguous who has what space, should provide drawing and also detailed in Tenancy Agreement; Should provide a hedge or fence at front to provide more privacy (IA)
* No Bin Store provided; Car park is a good idea, however any car parked in it gets used as football target practice by children. (OTT)

**Overall how satisfied are you with the quality of your home?**

**Section 3 - Local community facilities and activities**

**Generally how satisfied or dissatisfied are you with your neighbourhood as a place to live?**

**Please give brief explanation for answers above**

* Had some problems with neighbours re parking and has created a tense atmosphere (IA)
* The only issue is a neighbours living on front of us, they keep parking their cars (and they have lots of them) on a turning bit unable all of us to turn or school bus to reverse. (IA)
* We love the rural area. The Cul-de-sac in which the development is built is very quiet and private. We could not wish for a better setting - very happy indeed (IA)
* Quiet road and peaceful with exception of careless child playing ball sports inconsiderately (OTT)
* Very quiet area, lovely neighbours, good facilities. (OTT)

**Which of the following are most important for you in choosing a place to live?**

**Which of the above do you feel could be improved in your local area?**

**Comments included**

* Improving the public transport would also help to improve access to GP and shops etc. (IA)
* We are very happy the way things are, that's why I have only ticked 1 block in the right side column (IA)

**Section 4 - Housing Management**

**Generally, how satisfied or dissatisfied are you with Winchester City Council as your landlord?**

**Comments included:**

* Communication with Housing Management was very responsive & professional (IA)
* Respond very quick to any problems (IA)
* It is still early days but we have had good service regarding any problems/queries we have had so far (IA)
* Getting snags rectified was a painful experience (OTT)
* Could be better, could be worse (OTT)

**At sign up for your new property, how clear was the information given to you?**

**During the follow up visit to provide information on how to use equipment e.g. solar panels etc. how helpful was this visit?**

**Is there anything you would change to the sign up or follow up visit to make it more useful?**

* It would have been better to have a personal interview rather than by group. Didn't feel I could bring up certain things in front of others (IA)
* We don't recall such a visit, other than the Building contractors visit to rectify settling problems etc. But we did not find it necessary for such a visit (IA)
* Explain more about solar panels (OTT)

**Are there any other comments you would like to make about your home, your neighbourhood or the services provided by WCC as your housing provider?**

* The only issue here is parking - or I shall say the turning space that is always blocked by cars parked there from number 7 Station Hill. My son is disabled and has a bus coming morning/afternoon that is unable to turn because of that space being blocked. I can post photo'd for evidence. (IA)
* Issues with gas connection and also with TV ariel. (IA)
* The finishes could have been better (IA)

**Section 5 - You & your household**

**Which area did you move from?**

**Was this area in your preferred area of choice?**

From the one household who said No in response to this question, they suggested that “Not offered anything else” (IA)

**Are you or any household member's day to day activities limited because of health problems?**

**How long do you think you will be in your present home?**