



Budget Survey results October 2019

Summary

Thank you to everyone who responded to our Budget survey during July and August. We received some thought-provoking feedback from 71 residents, which represents roughly 19% of all households at Cholsey Meadows (the usual uptake for such a questionnaire would be expected to be 2-3%). Over half of you (57.5%) gave us your name and contact details in case you wanted us to respond to you individually – if after reading these results you still want an individual response please let us know. In the meantime, the full results are below, together with the actions the CMMC will be taking.

The survey was active on Survey Monkey from July 20th until August 17th, 2019. The survey was promoted via the CMMC's June Newsletter, posted to all residents. CMMC also provided links to the Survey from the CMMC website and Facebook pages. In addition, CMMC made printed copies of the Survey available from SOHA and the Great Hall. Responses were received on 24 days of the 29 days of the survey with the highest number of responses being received on Saturday July 27th (8) and Monday July 29th (10).

A general theme was that you want us to be more transparent, sharing maintenance schedules for lighting, bin collection area cleaning, landscaping etc. We will keep you updated via our website and Facebook, for example, we have recently published feedback on your comments regarding the bin collection areas.

CMMC actions

The CMMC have now finalised the 2019 / 2020 budget, taking into account responses from this survey. We are always conscious of the need to keep service charge increases to a minimum, whilst also ensuring our development is well maintained and adheres to health and safety concerns. We have therefore included those areas of concern that affect the health and safety of residents, including bin collection area cleaning, pest control, roads safety and improvements. We have also identified who is responsible if the comment is outside of the CMMC remit and their contact details are on our website.

Property profiles

65 residents completed the details in relation to the type of property they live at on the development:

Property developer	Number of responses	Percentage of responses
Thomas Homes	14	21.5%
Linden Homes	43	66%
Prefer not to say	8	12.5%

Of these, 85% were home owners, 11% were not and 4% preferred not to say.

66 residents completed what type of property they live in:

Property developer	Number of responses	Percentage of responses
House	42	63.5%
Flat	21	32%
Business	1	1.5%
Prefer not to say	2	3%

The following locations were represented:

Basildon Court	Newlands Way	Southby Close
Ferry Lane	Nicolls Close	Thames View
Frilsham Court	Ridgeway Court	Villa Close
Hermitage Court	Rotherfield Road	Woodward
Howell Court	Ruttle Close	
Ipsden Court	Schuster Close	





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Responses

Maintenance

In your opinion, how well are the following being maintained? (in order of concern / needs improvement)

Everyone responded, although where people stated “no opinion”, those numbers have not been included. For example, 10 people responded “no opinion” to the tree survey section so the percentage is based on 61 responses.

Area of maintenance	Good / excellent (percentage in brackets)	Concern / needs improvement (percentage in brackets)	Total responses
Bin collection areas	21 (31 %)	35 (52%)	67
TV/satellite	14 (30%)	21 (44%)	48
Flats: communal areas interior cleaning	8 (36%)	7 (32%)	22
Pest control	25 (43%)	16 (27.5%)	58
Trees/specialist survey	39 (64%)	13 (21%)	61
Street lighting	43 (65%)	11 (17%)	66
Landscape/maintenance	40 (60%)	4 (6%)	67

Positive comments

- Great work last year with the tree survey and subsequent works
- The bin stores being a disgrace are not the result of CMMC failings but in residents not respecting where they live. The bin store situation has improved
- Much improved pest problem
- Where we are everything seems good
- Pleased window repairs are happening (Cleaver are responsible)
- Grounds well maintained, gardening excellent

What would need to happen for you to give a score of very good/excellent?

Bin collection areas

- Many were concerned with the way that the bin collection areas are “abused” by residents: 7 residents would like to see CCTV installed to ensure that fly tippers/incorrect users could be caught and fined; 2 would like locks to be installed; 2 mentioned that SOHA must be asked to deal with their own tenants
- Several commented that CMMC were not dealing with it well enough, that current measures were reactive and not proactive
- Suggestions for improvements were single bins rather than communal, fixing gates as some don’t fit to keep them closed and more work being needed in summer months
- Other concerns raised included the cost to private leaseholders for the cleaning of the communal bins and that too much money was being used to fix a problem caused by the minority, residents dumping their waste rather than using the bins, there were not enough bins, possible pest problems
- 4 people commented that the wall at the Ipsden Bin store still needs repairing after several months
- 1 person commented that there were no measures or action in place relating to external fly tipping





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TV / Satellite

- 5 residents commented on the poor reception and 8 people commented on the lack of/problems with Sky
- 2 residents commented that the root of the problem is not always found so this led to temporary fixes
- 2 people commented that there is a long delay in faults being fixed
- 1 comment was that no maintenance appeared to be done to the aerials leading to problems after several years
- 1 resident commented that the cable put in was not correct and that the Managing agents should not have accepted the transfer from Linden with it in that state
- Other problems included repairs being needed to internal flats, cabling not working and that this should not be a regular service charge cost. Another resident commented that they would prefer their own aerial rather than a communal one but would then be paying twice

Flats: communal areas internal cleaning

- The general feedback was with the cleaning company: 3 residents stated that the areas were still mucky even straight after a clean; 1 said that the cleaners only do the bare minimum; 1 comment was that the cleaners leave internal doors open; and another commented that the cleaners could not access certain parts of the property as they have no access codes
- 2 comments were that the cleaning was good/fine but that a deep clean was required
- 1 comment was that the cleaning is expensive and no internal painting had been done

Pest control

- 10 comments were that residents feel pest problems are completely related to the bin collection area problems
- 1 resident stated that they felt there was a problem due to the state of the allotment but that this was now easing due to the end of the summer (Cholsey Parish Council)
- 1 resident indicated they had been waiting several months for a wasp's nest to be removed.
- 1 resident commented that continuous review needs to be done
- 1 resident would prefer humane traps to be used but appreciated that this was not always possible

Trees / specialist survey

- The main feeling was that better/long term maintenance is required (10 comments)
- Some commented that the area of work was too focussed to specific areas and not to the development as a whole
- 2 comments mentioned that they felt too much was spent on tree maintenance to make the trees look neat
- 1 response raising a few comments was a lack of communication by the Management Company of work to be done and when this would be carried out. Several responders mentioned they would have liked the opportunity to discuss specific trees which they feel may need attention or to be able to ask when/if the trees which affect them were likely to be looked at (5 comments)
- 1 comment mentioned that there was a tree taken down which should not have been





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Street Lighting

- Half of the comments were that street lights were out or flickering for long periods of time before being replaced
- 1 comment was that the area near Basildon Court never seems to have working lights and another was that there seem to be recurrent faults – street lights needing to be replaced very often
- 4 commented that there was not enough lighting on the development
- 1 resident would like the lights turned off late at night

Landscaping / maintenance

- The general response was that there are areas which need looking at (grass looking poor, front gardens not maintained, play area has stinging nettles, overgrown alleyways)
- Some residents feel there is too much maintenance and not enough “planting” of flowers/new bushes. One suggestion was to sow wild flowers to make it look more natural
- 2 people commented that the maintenance was poor
- 3 people commented that some areas were given too much attention
- 1 comment was that the maintenance company used slow techniques, doing things by hand rather than using machinery
- 1 comment was that it was too expensive
- 1 comment was that the gardeners could advise people when weeding was going to be done and then residents could move their cars

Other comments

- Some none-privately owned homes are not maintained
- Paving slabs need repairing
- Council tax could be refunded and go to CMMC as the Council do so little (SODC)
- Communal areas need decorating, and general repairs done to plaster work and carpeting
- More information on plans/schedule required
- Road repairs needed
- Maintenance workers need to adhere to speed limits and parking restrictions
- The CMMC could raise lots of money by fining people for misusing bin collection areas and illegal parking
- Internal lighting can take a while to fix
- Worries over the rising costs of service charge, evidence of priorities needed
- Better communication
- Play area needs repair/maintenance (Cholsey Parish Council)
- Pond area needs maintaining as plants are overpowering the wildlife





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Priorities – 71 responses

Please tell us your opinion of the priority of the following (in order of high priority):

Work	No / low priority	Mid priority	High priority / must do	No opinion
Maintain roads and pathways	4.5%	32%	62%	1.5%
Paint red lines	28%	19.5%	51%	1.5%
Road and Kerbstone repairs at “5 ways corner”	21%	34%	34%	11%
Building project for additional parking	31%	34%	32%	3%
Tree management (1-5 years)	28%	38%	29%	4%
Replace broken parking posts etc	32%	41%	24%	3%
Improve signage	50.5%	22.5%	24%	3%
Install front entrance signs and lighting	41%	35%	21%	3%
Build open air gym equipment	63%	18.5%	15.5%	3%
Install car fast-charging points for general use	49%	28.5%	14%	8.5%
Replace dead plants and add new plants	47.5%	39%	12%	1.5%

What are your top 3 additional improvements you would like to see to add value to the environment we live in? Please make your suggestions in order of priority.

Suggestion 1 (top priority)

Suggestion	Number of comments
Road and footpaths (includes speeding, red line introduction, better access)	12
Parking	10
Provision of dog waste bins (Cholsey Parish Council)	5
Bin areas (including CCTV)	4
Provision of farm shop/restaurant (Thomas Homes)	4
Meadow land work (e.g. more natural, wild flowers) (BBOWT.org)	2
Tree work	2

See end for suggestions referred to once.





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Suggestion 2

Suggestion	Number of comments
Roads and footpaths	5
Better signage	5
Bin storage	5
More dog poo bins (Cholsey Parish Council)	4
Parking	4
Open Air Gym	2
Lighting improvements	2
Better maintenance of play area (Cholsey Parish Council)	2
Tree works	2
More gardening	2

See end for suggestions referred to once.

Suggestion 3

Suggestion	Number of comments
Bin area management	5
Roads and path maintenance	5
Play park maintenance (Cholsey Parish Council)	4
Parking	3
More retail units (Thomas Homes/Homes England)	2
Find a tenant for the chapel (Homes England)	2
More on maintenance	2

See end for suggestions referred to once.

Overall totals

Suggestion	Number of comments
Road and footpath works	22
Parking	17
Bin areas	14
Provision of dog waste bins (Cholsey Parish Council)	10
Farm shop/restaurant/café (Thomas Homes/Homes England)	7
Maintenance and additions to play area (Cholsey Parish Council)	7
Signage	6
Tree works	5
More meadow land/ecology (BBOWT.org)	4
More general maintenance – including pre-emptive maintenance	4
Open Air Gym	3
Improvements to street lighting	3
More gardening	3
Tenants for the chapel (Homes England)	3
CCTV/security lighting	2
Allowing BBQS and providing area and BBQ for flat owners	2
Pedestrian crossing on Reading Road (Cholsey Parish Council)	2
Cycle storage and security	2





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The following suggestions were made once:

- Sensory garden
- Enforce car ownership to that stated in leases/transfers
- Inclusion of residents in decisions
- More sports facilities (tennis courts)
- Fix Ipsden Bin Store
- Electric charging points
- Internet (no more details)
- Dog control signs
- Pre-school (Cholsey Parish Council)
- Reduce maintenance
- Contacts for contractors
- Neighbourhood watch
- Advertising for car shares for commuters
- Build reserve funds
- Get rid of First Port
- Boat shed (no further details)
- Pest control
- Removal of people who break the rules
- Accessibility of "our" Thames Path
- Request for acknowledged tree ownership (use carbon footprint reduction!)
- Less money spent on garden maintenance and more in other areas

Other Comments

Negative/improvements needed/suggestions

- CCTV needed
- Access for cyclists onto main road and need lights into Cholsey – dangerous particularly at school time, aware ongoing matter, can anything further be done? (Cholsey Parish Council)
- Service charge is much too high
- Anti-social behaviour needs to be addressed
- Who is responsible for maintenance?
- Some of the items mentioned above (outdoor gym, electric charging points) are luxury and not what I would want my money spending on for little or no use – a lot more priorities, e.g. safety and security missed
- A lot of litter about recently – can we have a development wide campaign, I am happy to help assist the board where I can
- Sound proofing in flats insufficient

Positive Feedback

- Lovely place to live. It is appreciated that there will always be problems. We need to work together on this and not rely on CMMC. Please can we have more meetings to understand the issues and provide input
- Thanks for the survey. It's a great initiative
- Great Survey
- Thanks to the management company for keeping the costs as low as possible and for everything you do
- Activity in the last 12 months has been positive. We look forward to the ongoing proactive work
- We would be happy to buy a couple of shrubs to replace the ones outside number 86, if the gardeners would email suggestions
- Thanks to CMMC for all the work done – a thankless task but appreciated
- Thanks for the survey, what are the next steps from this?
- Keep up the good work





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- Hopefully the new website will improve comms, newsletter was great but not followed up. Please can we have updated on the final handover
- Beautiful place to live – the small minority are a problem
- Cholsey Meadows is beautiful and a lovely community
- CMMC and FirstPort have significantly improved estate management. Thank you!

NOTE: All percentages are rounded up or down to the nearest 0.5%

A final note

There are a number of suggestions and comments on here that require further discussion in terms of being improvements, maintenance or additions. We will be further analysing your comments and will put any updates or requests for your comments (e.g. short surveys, comments via the website or FaceBook, newsletter). We will more fully review these areas half way through our budget year (April) when we will have a better idea of what monies may be available in the current budget and we start to plan for the following years budget.

