



Budget Survey 2020

Report on results

August 2020

Dear Residents

In the summer of 2019, we asked you to tell us what you wanted us to prioritise in the 2019 / 2020 budget. We used many of your comments to focus on managing issues that improved health and safety on the development in a year when we knew you wanted us to keep expenditure at 2018/2019 levels, and no more.

This year, we asked you again, to give us your opinions on budget priorities for the 2020 / 2021 budget. The survey opened on 26th May and closed on 30th June. We promoted the survey via Facebook and our website. FirstPort also posted a copy to every resident, so we could be assured that you had a variety of ways to access it.

We received 148 responses: 22 were submitted to one of our Directors for manual analysis; 126 responses were submitted on Survey Monkey. The total number of responses represents 39% of households. This is more than double the number who responded to the 2019 survey.

This year's survey did not ask for any personal information, which means that we cannot respond to individual comments. We took this route because we wanted you to be as constructive and honest as you wanted to be, without any concern for being identified. We also simplified the survey, asking only 9 questions, covering Parking and Parking Spaces, Roads and Road Safety, Communications, TV Service and Landscaping.

This report provides all quantitative responses and a summary of key themes against each question. Your feedback has enabled us to identify priorities for the 2020 / 2021 budget.

Thank you to everyone who took the time to respond.

Liz Irving

CMMC Chair



How many parking spaces do you use regularly (at least once a week)



Parking and parking spaces is one of the most commonly discussed topics, so we wanted to seek your suggestions for improvements, as well as to understand the extent of the issue.

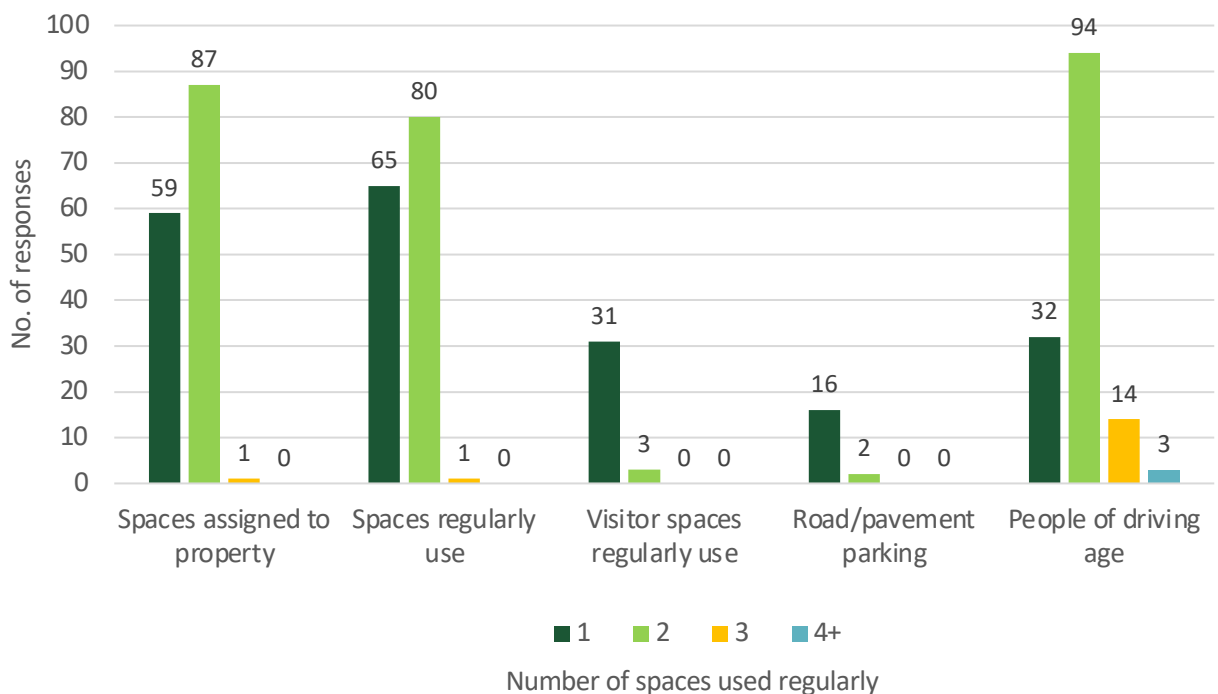
Your responses have helped us allocate budget to prioritise parking improvements.

Summary of data

- 34 people (23%) said they use visitor spaces at least once a week
- 18 people (12%) said they park 1 or 2 cars on the road or pavement at least once a week
- 17 people (11%) have 3 or more people of driving age living in their property

Parking improvement themes

- More spaces needed e.g. behind the cricket pavilion
- Protect residents' spaces – improve visitor parking
- Improve signage for spaces and dangerous parking areas (conversely, some responses argued for no additional signage)
- Introduce a parking enforcement solution that does not increase the service charge
- Introduce parking enforcement solutions e.g. clamp, tow away, fine inconsiderate parking, double yellow lines; bollards; parking permits



Prioritise Roads & Road Safety actions and provide additional comments



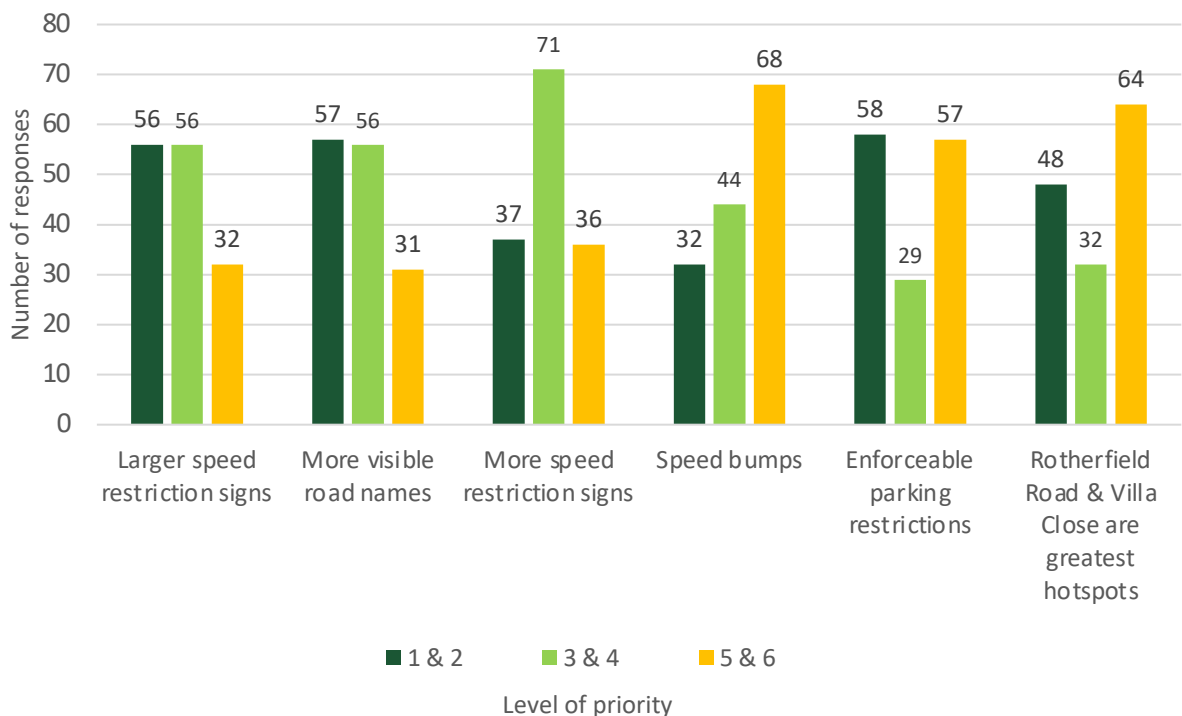
Roads and road safety is of similar importance as the parking issue. We asked you to help us identify priority areas for action, so that we could consider your responses in our budget planning.

Summary of data

- To more easily identify your priorities for action, we have grouped together 1 & 2; 3 & 4 and 5 & 6 to illustrate:
 - 1 & 2 : high priority action
 - 3 & 4 : medium priority for action
 - 5 & 6 : low priority for action
- 113 residents (76%) agree that more visible road names are a top priority
- 112 residents (75%) say that larger speed restriction signs are a top priority
- 108 residents (73%) prioritised action for more speed restriction signs
- The lowest number of residents (32 / 22%) wanted us to consider speed bumps as a priority action
- Similar numbers of residents saw enforceable parking restrictions as a high (58 / 39%) and low (57 / 38%) priority
- 96 residents (65%) saw Rotherfield Road & Villa Close as medium or low priority hotspots for action

Priority actions themes from comment boxes in the survey

- Signage:** needed, but not to the detriment of aesthetics of the development
- Safety around children's play area:** No through road; move signage nearer to the road
- Speeding:** back road behind Great Hall; delivery drivers
- Visibility:** mirrors at Rotherfield Road and Fairmile junction to Southby Close; one-way entrances / exits
- Speed bumps:** damage to cars; noise effect on residents living near them



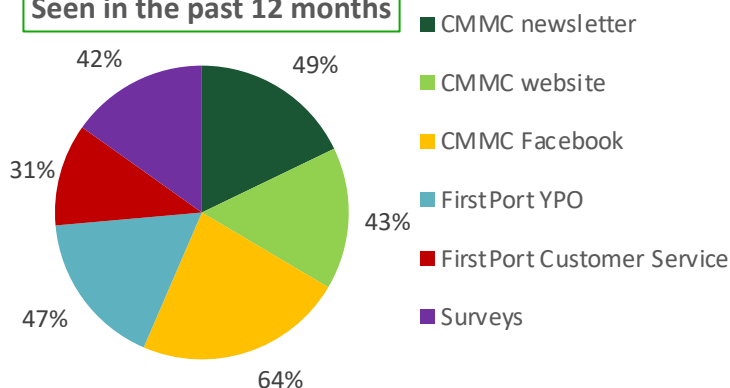
Communicating with residents



In 2019, we launched our CMMC website and we started to actively manage our Facebook page. FirstPort help us communicate with newsletters by covering print and postal costs in their management fee. They also have their own portal (YPO) which provides day to day site maintenance updates as well as access to your service charge invoices and receipts.

These charts illustrate the percentage of responses for methods you use and prefer, and the frequency with which you would like us to communicate with you.

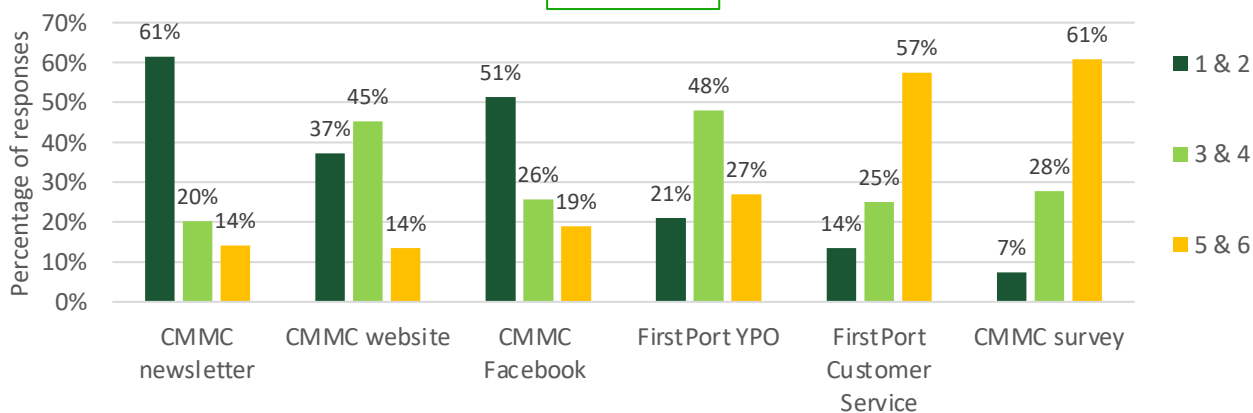
Seen in the past 12 months



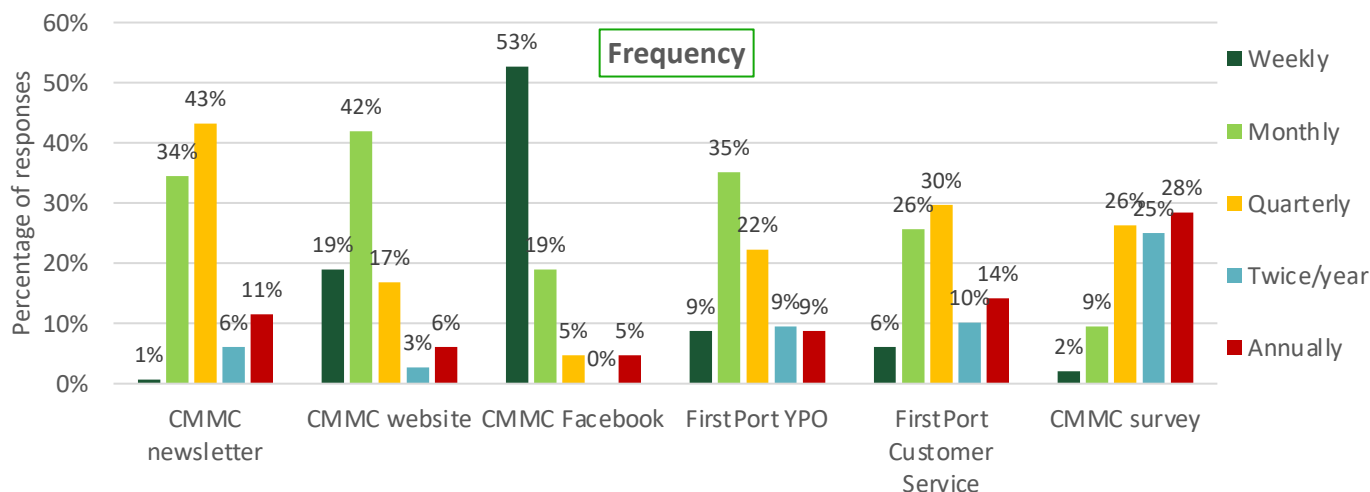
Preferences and frequency

- Newsletter (61%):** monthly or quarterly
- Facebook (51%):** weekly
- Website (37%):** Monthly
- FirstPort YPO (21%):** monthly
- FirstPort Customer Service (14%):** quarterly
- Survey (7%):** annual

Preferences



Frequency



TV Service



Cholsey Meadows is now nine years old. We asked you if you want your 2020 / 2021 service charge to include an upgrade to make Sky Q available across the entire site.

We also asked you to tell us if they would be willing to contribute to an upgrade personally.

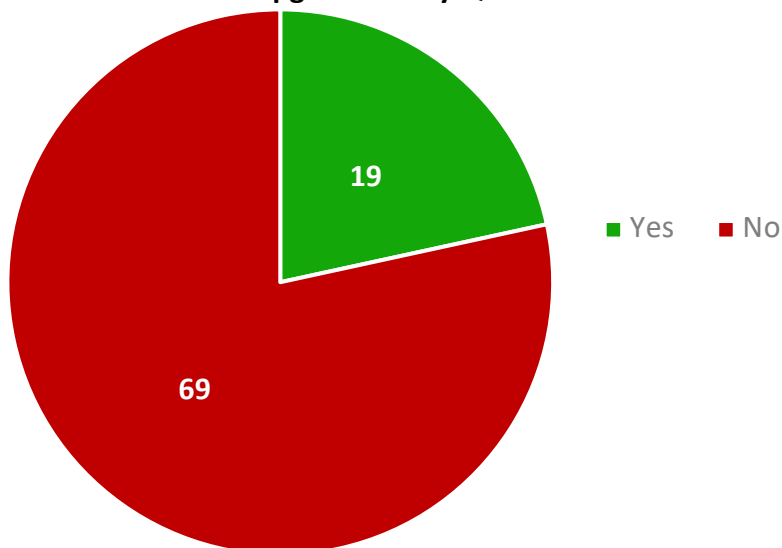
Although we did not receive a 100% response rate on this question, the vast majority who did respond, do not want to pay for a Sky Q upgrade within the 2020/21 service charge. Many residents also commented that they use downloadable services (e.g. Now TV, Netflix).

Most comments reinforced this result, with the general trend being that if households want Sky Q, they should pay for it themselves.

Note: in some areas of the development, TV/Satellite boxes are ready for Sky Q. This may account for some residents stating they were satisfied with the service they have.

In 2020/21 CMMC will set up a working group with a remit to look at future needs, including the possibility of faster broadband, to deliver digital services including TV.

Would you like your service charge to include an upgrade to Sky Q?



Landscaping



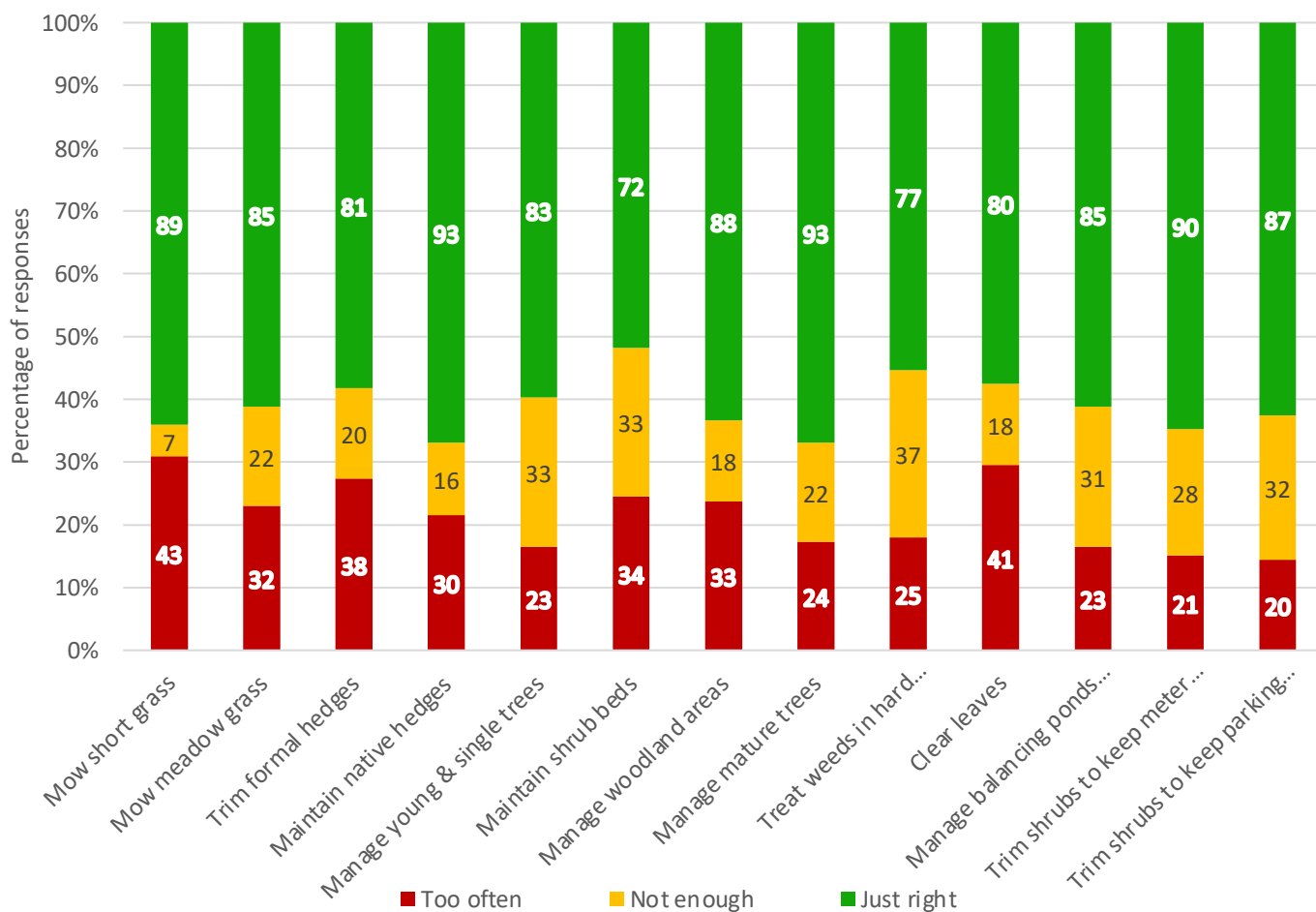
A large proportion of your service charge covers the landscaping of our beautiful, 100 acres of protected parkland. Currently, this equates to less than £5 per week per property.

The landscaping contract is up for tender this year, so we asked you for your opinions to help us brief the chosen supplier appropriately.

This question asked if the current landscaper's service levels are "just right", "not enough", or they attend "too often". Each question relates to a specific area of the landscaper's schedule.

Overall, responses were positive. A few areas drew more focus, and we have used this feedback, along with our own experience, to shape the 2020 / 2021 landscaping budget, to extract more value for money and to improve service levels:

- Re-schedule grass cutting frequency to match the growing season
- Reduce leaf blowing and collection to a shorter window of the year
- Focus more on weed and mosses control on paths and hard areas
- Ensure all areas hedges are managed equally
- Move certain activities to a lower frequency, e.g. management of woodland areas and shrub areas.





Landscaping comments

Highlights from the comments section include:

- Ensure recently planted trees are looked after, especially watering
- Consistency across the site on hedge cutting and managing of shrub areas
Note: we have brought these comments directly to the landscaper's attention and are working on a correction plan
- **Woodland Areas:** concern over the level of clearance and that the undergrowth provides cover for wild animals and a noise barrier from the road
Note: we will be reducing the frequency of attention to the undergrowth in the 2020 / 2021 budget, and we will be monitoring the results
- **Litter around the pathways:** litter is picked by the landscaper's work crew. However, we will be studying how to improve on litter removal
- **Clearing leaves:** general comments were that leaf clearing is too frequent

Additional improvements



Our final question asked you to tell us your top three additional improvements that you would like to see, that you believe will add value to the environment in which we live. We have grouped your comments into categories. We have also added any actions that we are already taking or are planning to take, and we will continue to review all your feedback.

Priority 1

- **Potholes**

CMMC action: This has been an ongoing CMMC priority action. Hayley of FirstPort was designated with persistently chasing Linden, then Bovis, now Vistry Homes on this. The work has at last been agreed with a start date of 14th September

- **Landscaping**

CMMC action: areas being missed, leaf blowing, trimming growth below windowsill levels – we have shared this feedback with the landscaping provider to take action

- **Repair or replace Parking IDs and posts**

CMMC action: a programme is in place to repair and/or replace parking posts and identifiers

- **Increase parking**

CMMC action: this project will be examined in late 2020 / 2021 and we will present conclusions to you.

Priority 2

- **Cigarette litter** especially at entrances

- **Site map boards at entrances**

CMMC action: this is identified in the 2020 / 2021 budget as a secondary priority, if we underspend on planned items

- **Mirror on Rotherfield Road / Fairmile at Southby Close**

- **Parking restrictions at entrance to ensure emergency vehicles can always gain access**

CMMC action: we will review this within our parking review and present the outcome to you in 2021

- **Top up shrub beds with compost/topsoil**

CMMC action: this is identified in the 2020 / 2021 budget as a secondary priority, if we underspend on planned items

Priority 3

- **Create more parking**

- **Railings and gates in Rotherfield Road, near Thames View, need repainting after 5 years**

- **Remains of tree that fell to be cleared (near No. 1 Howell Court) completely**

- **Car parking on access roads**

- **Improve street lighting**

Other – outside of survey questions

- CMMC – thank you for doing an excellent job on our behalf

- I'm surprised we are not asked about refuse collection!