

Residents' Estate Improvement Fund

Survey Report

Report Date: December 2022

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Introduction

The Residents' Estate Improvement Fund 2023- 2024 is an annual investment pot that helps residents work with the Council to choose and deliver the changes they want to see on their estate.

This can be spent on one-off, physical changes to improve outdoor and communal areas on estates, whether it's enhancing what's in place already or creating brand new facilities. This can include anything from providing new seating in communal spaces to installing a mural or sculpture or introducing security improvements, such as anti-climb devices, fencing and staggered barriers to prevent mopeds on pathways. It cannot be used for ongoing services or maintenance such as improved cleaning or gardening services, for CCTV, discount on rent & bills or for events and activities.

How does it work?

Step 1 – have your say

This can be specific ideas for changes you'd like to see, or general feedback on the types of things we should focus investment on.

Step 2 – creating proposals

We'll use your ideas and feedback to create detailed and deliverable proposals for your estate. These will be based on your views, while ensuring any changes are sustainable to manage and maintain and do not cause unexpected issues around things like security or antisocial behaviour.

Step 3 – agreeing improvements

We'll discuss the proposed improvements with you and agree on the final improvements to take place.

Step 4 – delivering changes

We aim to deliver these changes in 2023 - 2024 and will keep residents informed along the way.

Who can have their say?

Anyone who lives on an estate can have their say, whether they're a Council tenant, homeowner, private renter or living in temporary accommodation. You can have your say by completing the online feedback form below.

How much funding is available and where does it come from?

The fund is part of the Council's budget for managing and maintaining Council homes, of which each year is ring-fenced for changes influenced by residents.

The amount that can be spent on each estate will depend on the circumstances of each estate and the ideas of residents.

What type of changes can the fund be used for?

The funding can be used for one-off, physical changes to improve outdoor and communal areas on estates, whether it's enhancing what's in place already or creating brand new facilities.

Previous examples of improvements the funding has been used for include communal seating, security improvements, signage, redecorating communal areas or community halls, and waste and recycling facilities.

Methodology

The consultation was created on the Council's online survey platform, Citizen Space.

Text messages were sent to residents where their details were available, and they were asked to click a link to complete the survey online.

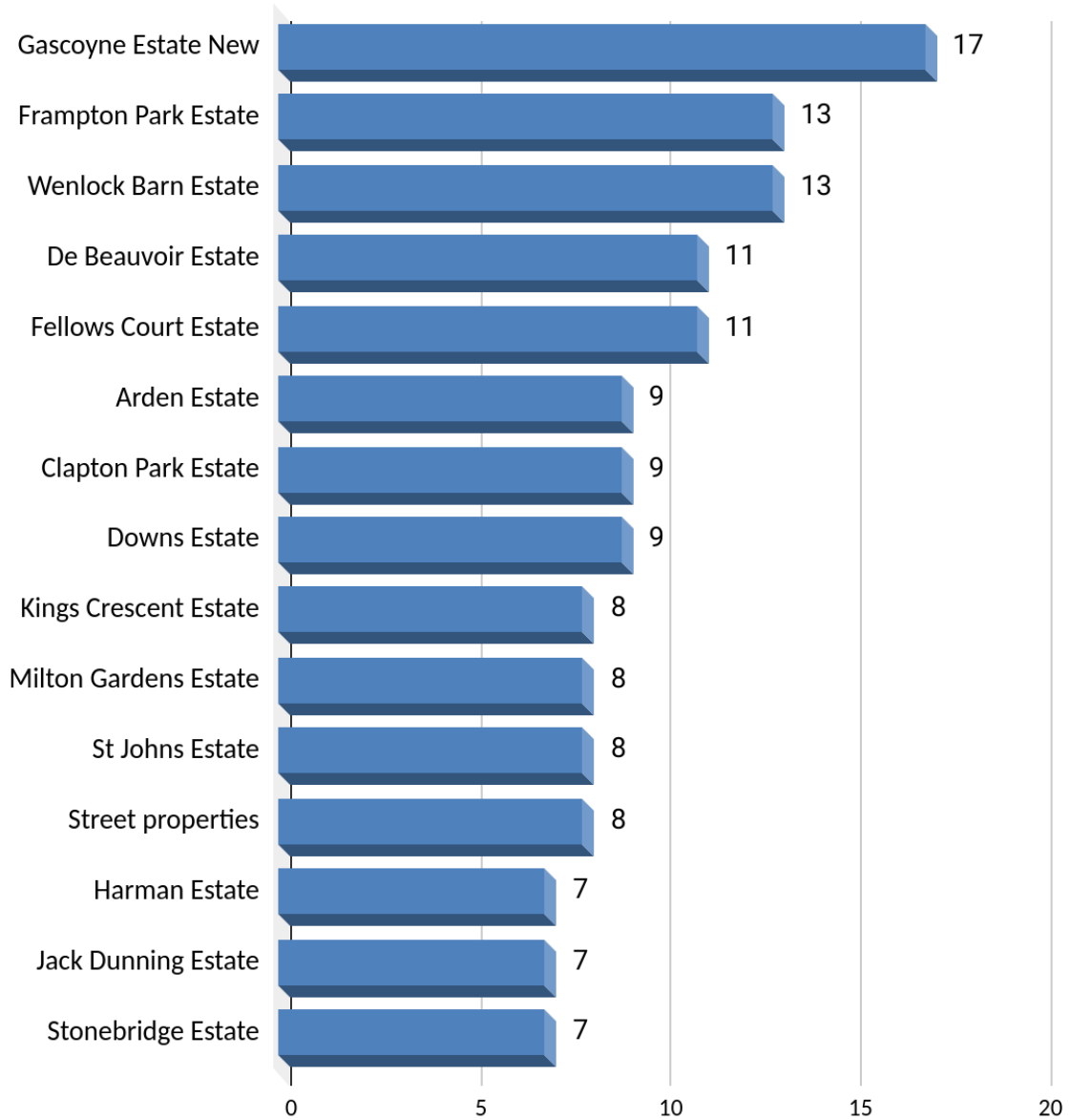
Social media and hackney.gov.uk website communications were also put out during the consultation period.

Response rate

A total of 404 residents took part in this consultation.

Overview of results

**Which estate do you live in? Top 15 Estates
(Base 404 responses of 117 Estates in total)**

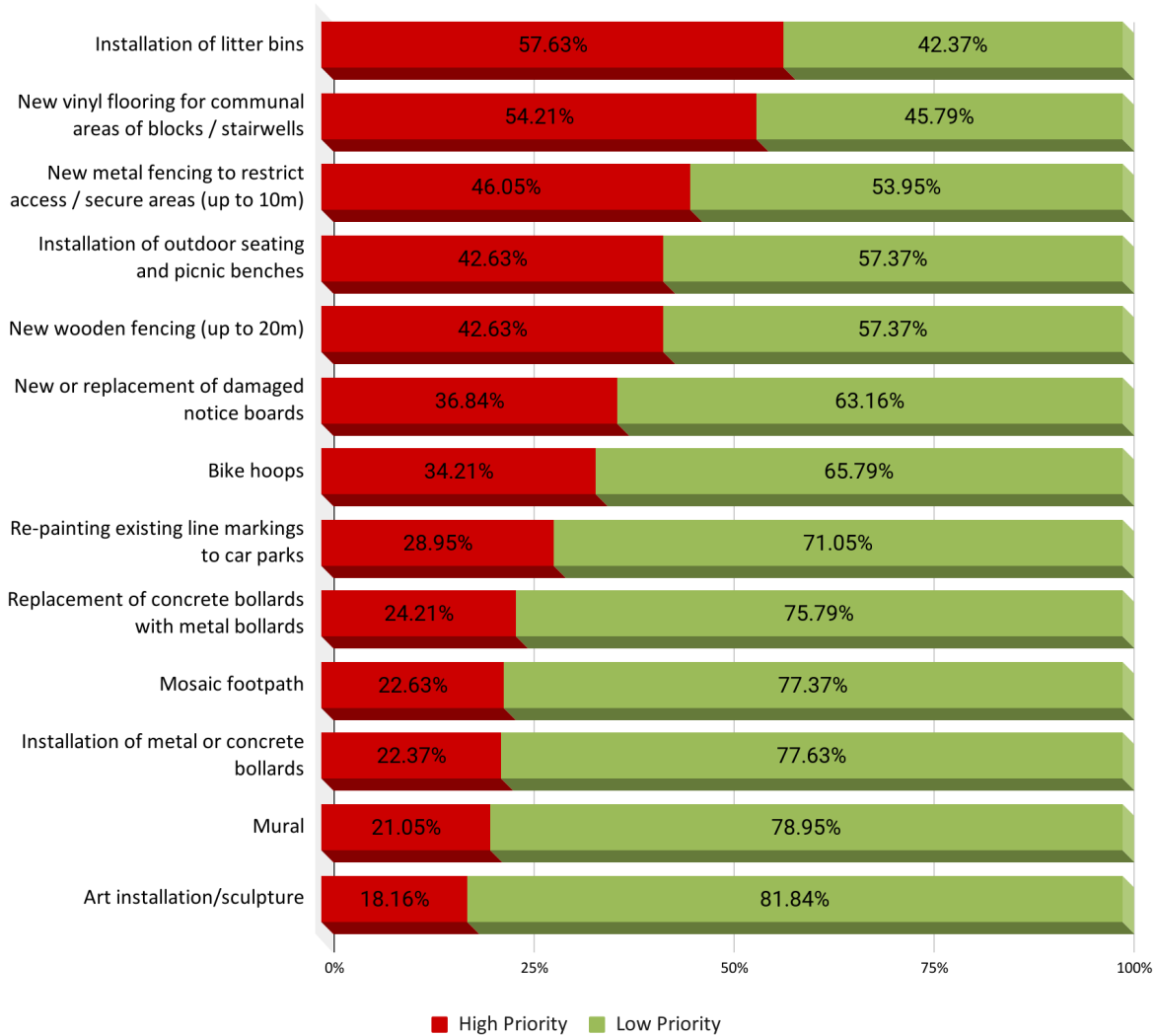


The chart above represents the top 15 estates, of a total 117, where respondents took part in the consultation.

A total of 404 respondents from across 117 estates in Hackney gave their views, and a table below shows the number of estates vs how many individual responses, i.e. 34 different estates with 1 response from each of them:

No. of Estates	No. of individual responses
1	17
2	13
2	11
3	9
3	7
4	8
4	6
7	4
12	5
20	3
25	2
34	1

Thinking about where you live, what do you think are the most important areas for improvement? (Base 380 across all areas)



The chart above represents a list of suggested improvements that would be seen as the most important areas in general across the estates in Hackney.

Respondents were given four options to choose from, “very high priority”, “high priority”, “low priority” and “very low priority”. Results have been combined by “very high priority” and “high priority” together, and “low priority” and “very low priority” together.

The highest priority areas, as stated by the majority of respondents, are “installation of litter bins” with 58% of respondents, closely followed by “new vinyl flooring for communicable areas of block / stairwells” at 54%.

The lowest priority response is “art installation/sculpture” at 82% of respondents who do not see this as a priority.

What do you like about where you live? (Base 379 comments)

Key Theme	Count
Good location - close to shop/amenities/library/GP/public transport/family/work	122
Neighbours/Community/Diversity	92
Quiet/Safe/Low traffic	76
Communal Spaces/Green Spaces/Playgrounds/Gardening areas	71
Negative/Suggestion comments	63
My estate/block/area/neighbourhood	28
Parks/Trees	27
Clean/Maintained - Estate cleaners	24
My home	17
The view	10

Respondents commented about things they like where they live, and the table above is an analysis of these comments and then grouped into themes.

Good location - close to shop/amenities/library/GP/public transport/family/work

The top response was around the location of where they live. Comments mentioned accessibility to local shops and amenities, near libraries and doctors surgeries, being able to get to public transport whether bus stops or train stations, being close to family members and also the workplace:

"A lot is accessible. Children centres, parks, cafes, shops, leisure centres, schools, markets, library, chemist, GP, and many more."

"I like the area that I live in and there are many shops in our area so we don't have to travel to different places to buy stuff. We have a post office and a pharmacy too which is a real advantage for us."

"I like that I live near a lot of amenities, and getting around is easy because I have easy access to public transport."

"I like it's close to the city, and it's easy access to public transport. I love it as it has outstanding schools within the catchment area. I love it because it's close to work and other amenities."

Neighbours/Community/Diversity

Comments mentioned how friendly neighbours were and that they would look out and help each other, which would bring a real sense of community to their neighbourhoods. Also, the vast diversity of residents was really welcomed upon their community.

".....I also like that the estate has a good mix of residents and is diverse. It provides a good community."

"The sense of community, the shared space in the middle of the houses on Phoenix close where we gather and socialise and support each other. Having space to sit and enjoy the outdoors in different spaces on the close or estate."

"My community is the best in Hackney."

"I love that the blocks are multicultural and has a community of older residents who have lived here from the beginning of Lincoln court."

Quiet/Safe/Low traffic

Comments mentioned how quiet some estates are where residents live, and this as well makes them feel safe as they are not accessed by the public as walk-throughs or rat-runs for cars, which links to the low traffic theme. Comments also mention safety in terms of security, for example security doors, gates and fences, CCTV, lighting, etc.

Quotes are not necessarily needed here as they are generally just keywords such as "quiet", "safe", "security", etc.

Communal Spaces/Green Spaces/Playgrounds/Gardening areas

Comments mentioned about the outdoor spaces on their estates, which would be communal and green spaces that are used by all residents on an estate, children's playgrounds and also gardening/allotment areas which are maintained by both residents and Hackney Council:

"Lots of community growing spaces for plants. A number of playgrounds on the estate though these require some improvement to facilities."

"I love the allotment! I have gotten to know so many of my neighbours ever since I got my plot. I also love the sense of community - I have lived at The Beckers for 6 years now and it is the best place I have ever lived. It was great to be able to come together to plan the mural this year (it looks amazing and like it has always been there!)"

"I like the green area directly outside keeping the space between my flat and the busy main roads and St Thomas square where I can see trees and greenery from my flat."

"I love the communal gardens and the community that brings outdoors, especially in the summer."

Negative/Suggestion comments

These comments are where a respondent has stated that they are not happy about an aspect of their neighbourhood, whether it is their home, their block, estate, or outdoor space. Also, some respondents have made suggestions in terms of how things can be improved:

"I like the area because of the quietness and safety. But the dilapidation of my block is of great concern. The balconies need to be redone. Nails, leaks, pigeon faeces are not adhered to from the many complaints. The entrances, landing and outside of the buildings need urgent attention. We cannot live in such conditions. The cleaning and washing of the estate are not done to a high standard, and the place is ghastly, diabolical and obnoxious."

"I would like to get new windows in the bedrooms and kitchen for whenever heavy rains come, water gets in the bedroom. I have been living there for 25 years and they are badly in need of change. All surrounding Estates have got new windows and balconies except the Beckers. Please. Can something be done? Thanks in advance."

"New lift. The lifts in this building are always braking at least 2 a week, sometimes both break at same time. CCTV as there's people peeing and in some cases defecated on the communal stairs and people smoke all the time inside lifts and stairs. Maybe renovating or painting and fixing all the internal corridors and staircases to make it look nicer. Maybe having access to the other side of the garden, the one that faces Kingsland Rd has benches."

My estate/block/area/neighbourhood

Comments mentioned how respondents are happy with their neighbourhood in terms of their block, their estate, and the area in general:

"I like the estate, the community support, the majority of my neighbours, the community hall, green space, resource centre, youth club, football pitch, Childrens play area."

"The building is a classic, the neighbours are nice and the view from our floor is fantastic."

"Thanks for the opportunity to say our thoughts. I'm happy to be living in this estate as Hackney council provides great services in every aspect in the neighbourhood. Thanks."

Parks/Trees

Comments mention local parks and trees in and around their neighbourhood:

"The trees that have recently been planted in the neighbourhood. The seating and redecoration are more recent."

"Street trees, proximity to Haggerston Park."

"The London Fields park blends in with nature and urban look very well. It is refreshing to see the greenery and I'd appreciate it more."

"Lots of beautiful trees . Gardens."

Clean/Maintained - Estate cleaners

Comments mention how their estates are clean and tidy, and note the good work of the Estate cleaners:

"The cleaners are always early and getting the estate done."

"Cleaned to a certain standard. Regularly. Bins emptied..generally tidied area. Maintenance."

"The garden, the gates to the estate, the hackney staff who clean the estate are friendly to chat to."

My home

Comments mention how respondents are happy with aspects of their own home:

"I love the house I live in, but it would be nicer if it had a balcony."

"The flat is spacious and has beautiful big windows. It feels secure because of the fob entry to the floor."

"Love my house very much, my family is very happy here."

"We have balconies and a beautiful garden for all the tenants to enjoy. It's clean and the flats are cosy."

The view

Comments mention the view from respondents' homes, mainly those who live on higher levels and look out upon Hackney:

"I love overlooking the river and reservoir and how peaceful it is....."

"The building is a classic, the neighbours are nice and the view from our floor is fantastic."

"The beautiful views from the front overlooking the park and the gorgeous green area out the back."

"The view of Shoreditch park."

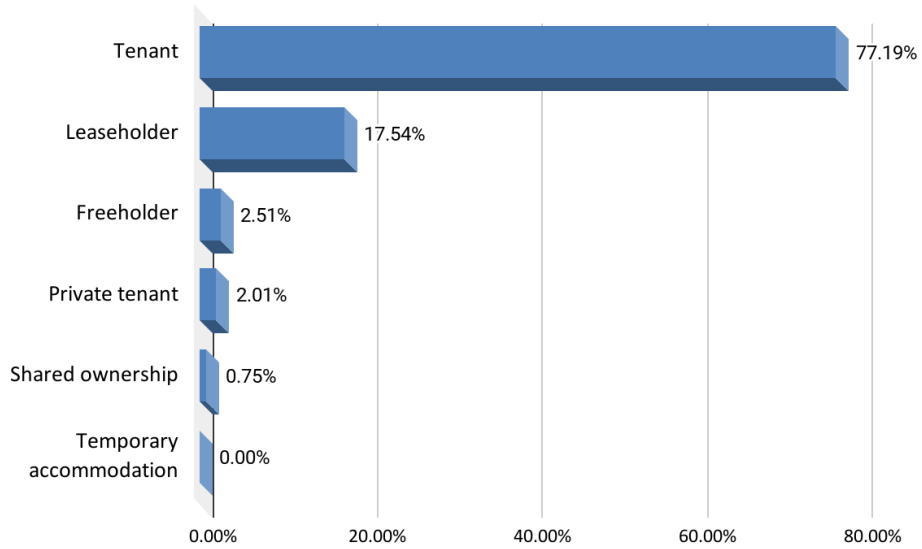
Thinking about where you live, what do you think are the most important areas for improvement? (Base 337 comments)

Key Theme	Count
Improvements to indoor block communal spaces (doors, windows, lifts, flooring, painting etc)	70
Individual block improvements (Personal to their property - flooring, balcony, garden, windows, insulation)	61
Access/Improvements to green space (community garden, planting, trees, seating etc)	48
CCTV/ Security/Lighting	47
Play areas	43
Estate cleaning (rubbish, fly-tipping, rodents, pigeons etc)	39
Fencing/Gates	32
Parking/Electric charging points	26
Outer block improvements (Brickwork, Signage, painting, cladding,hedges trimmed)	21
Waste and Recycling	20
Improvements to outdoor communal areas (seating, lighting, bbq etc)	20
More bike hoops/Cycle hangers with locks	17
Anti-social behaviour	17
Paving/Roads	15
Storage space/Communal space in communal areas	9
Traffic, pollution and noise	6
Outdoor gym	5
Improvements/Installation to garage/Bike hangers	5
Mosaic/ mural/ sculpture	5
Solar panels	3
Broadband	3
Community Hall improvements	2
Hackney officers to be present on the estate	1

Due to the large number of comments, these are available upon request.

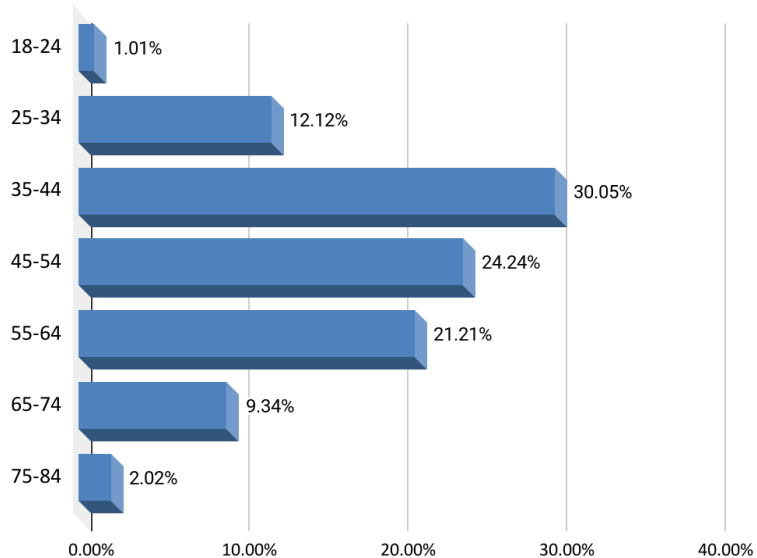
About you

Are you a.....? (Base 399)



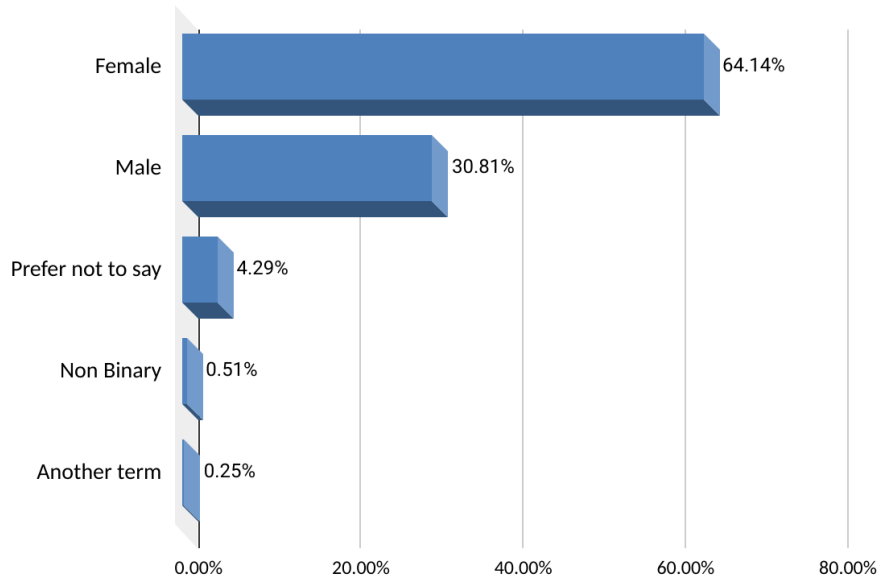
The majority of respondents, at just over three quarters, stated that they were a Hackney Council tenant (308). Just under 18% stated that they were a leaseholder (70), with all others accounting for a much smaller percentage.

Age: What is your age group? (Base 396)



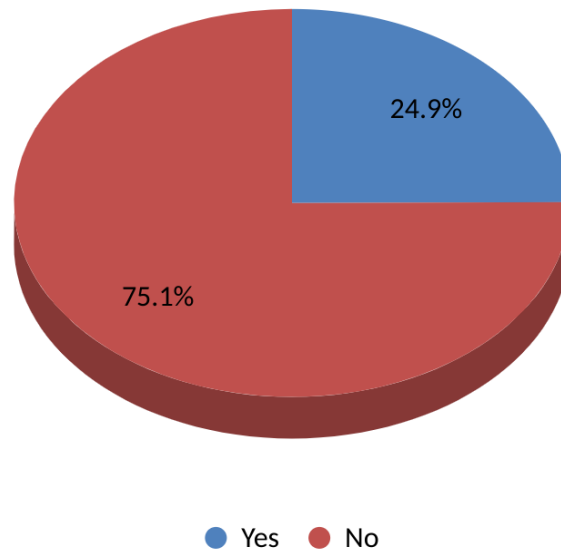
The highest percentage of respondents, at just under a third, stated they were 35-44 (119). This was followed by 45-54 (96), 55-64 (84), 25-34 (48), 65-74 (37), 75-84 (8) and 18-24 (4).

Gender: Are you....(Base 396)



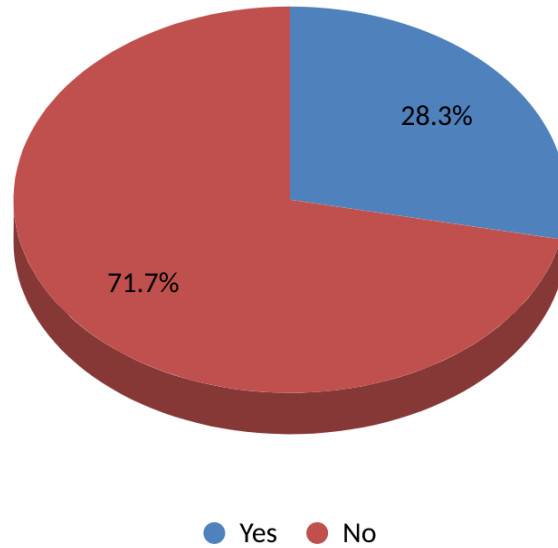
The majority of respondents, at just over two thirds, stated that they were “female” (254), with just under a third stating that they were “male” (122).

Caring responsibilities (Base 393)



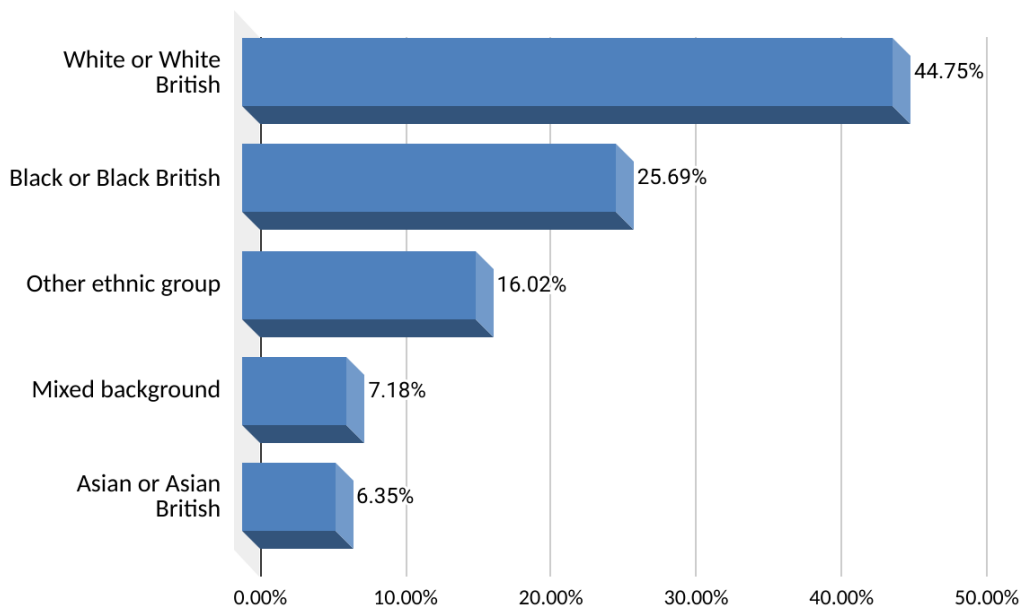
The majority of respondents, at three quarters, stated that they did not have any caring responsibilities (295). A quarter of respondents stated that they do have caring responsibilities (98).

Disability (Base 389)



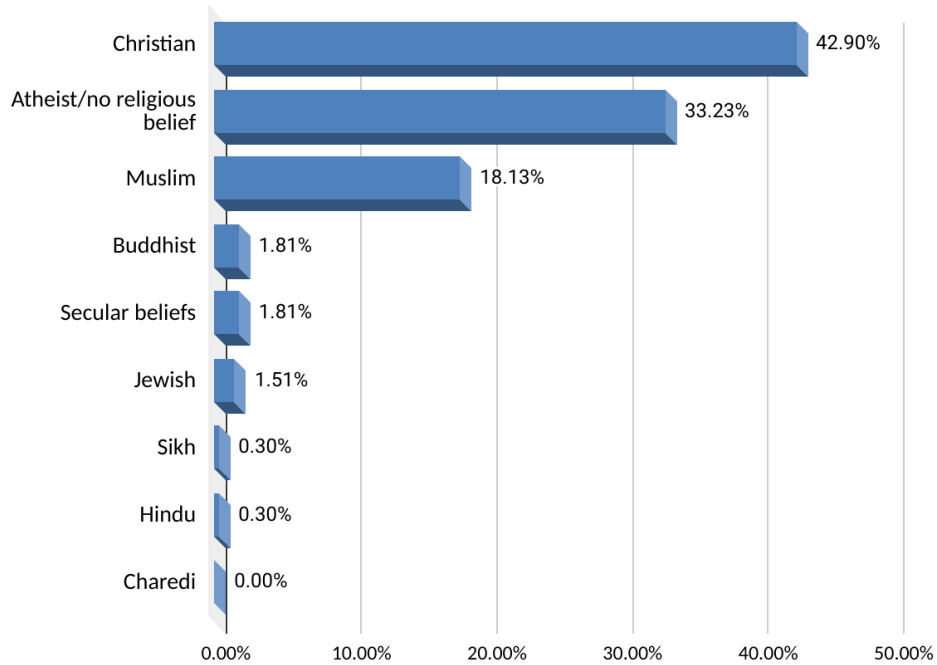
The majority of respondents, at just under three quarters, stated that they did not have disability (279). Just over a quarter of respondents stated that they do have a disability (110).

Ethnicity: Are you... (Base 362)



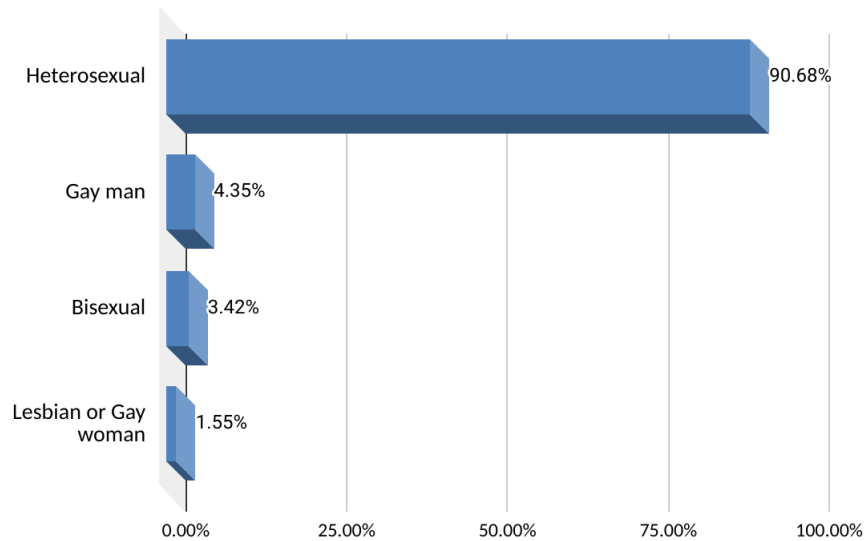
The highest percentage of respondents stated that they were “White or White British” (162), followed by “Black of Black British” (93), “Other ethnic group” (58), “Mixed background” (26) and “Asian or Asian British” (23).

Religion or belief: Are you or do you have... (Base 331)



The majority of respondents stated that they were “Christian” (142). This was followed by “Atheist/no religious belief” (110) and “Muslim” (60). All other religions or beliefs account for a much smaller percentage.

Sexual orientation: Are you...



The majority of respondents stated that they were “heterosexual” (292). All other sexual orientations account for a much smaller percentage.