

Hermitage Court Survey 2023

Tuesday, October 10, 2023

53

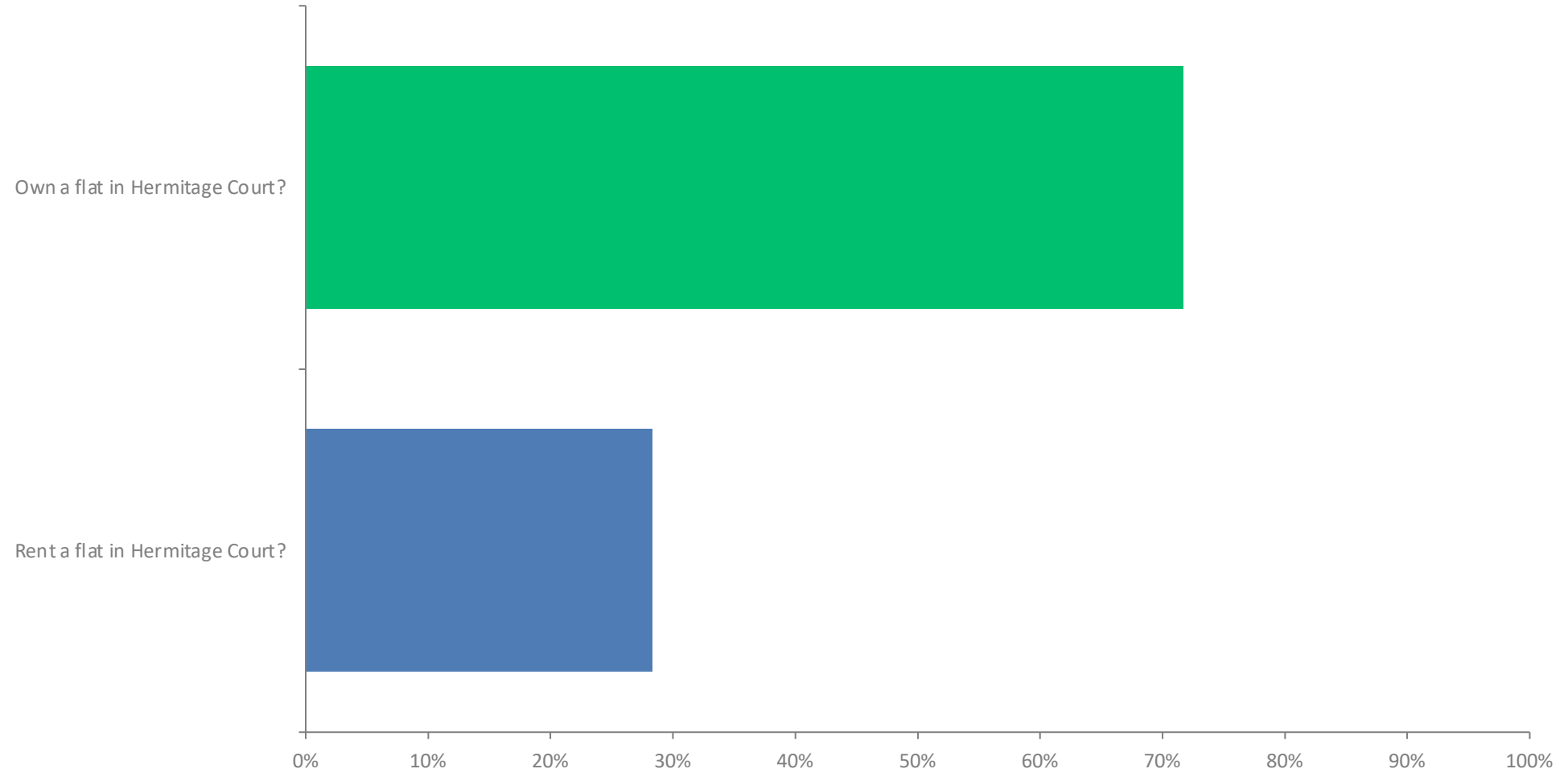
Total Responses

Date Created: Tuesday, August 29, 2023

Complete Responses: 53

Q1: Do you

Answered: 53 Skipped: 0



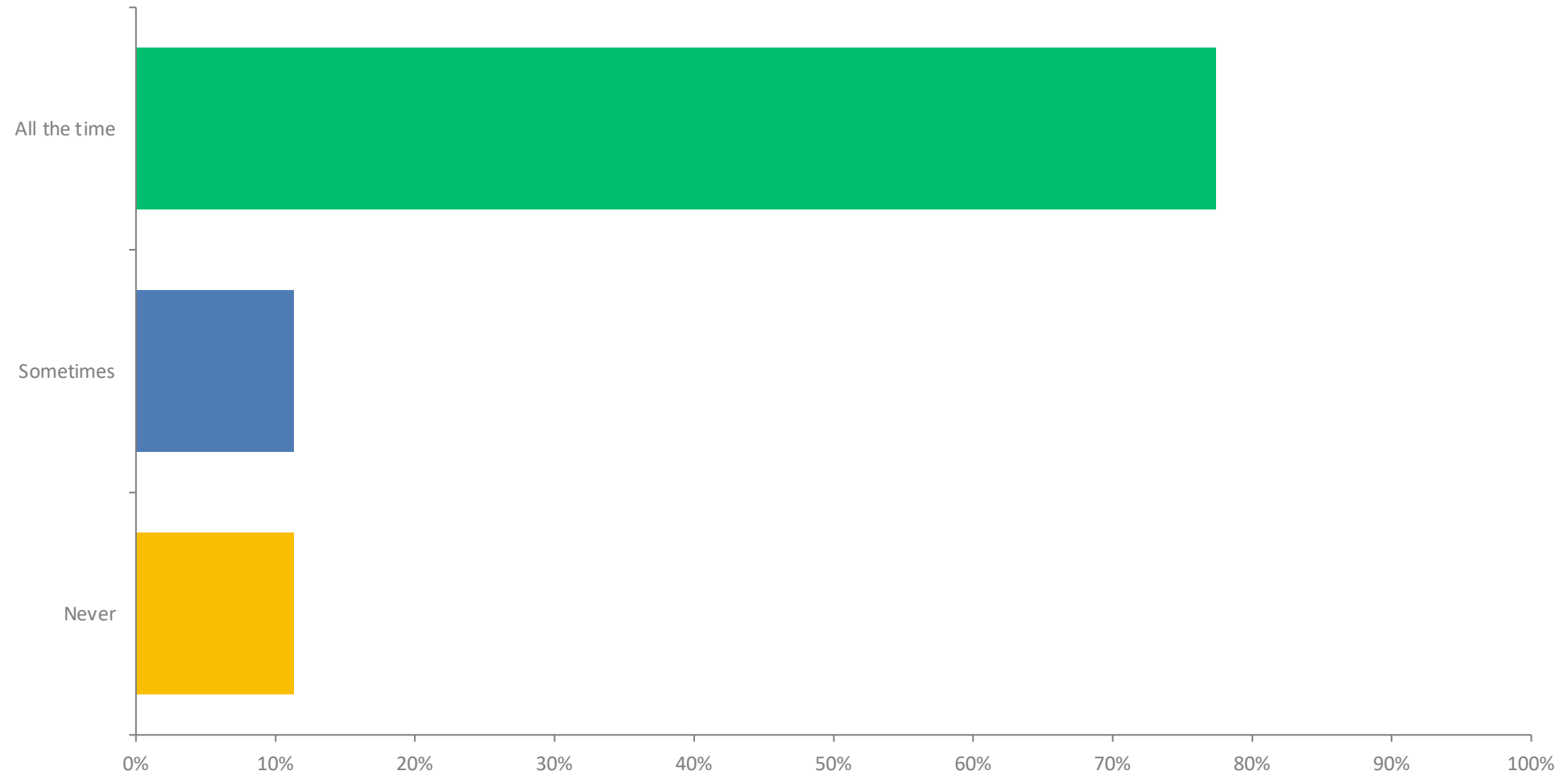
Q1: Do you

Answered: 53 Skipped: 0

ANSWER CHOICES	RESPONSES	
Own a flat in Hermitage Court?	71.70%	38
Rent a flat in Hermitage Court?	28.30%	15
TOTAL		53

Q2: Do you live in Hermitage Court?

Answered: 53 Skipped: 0



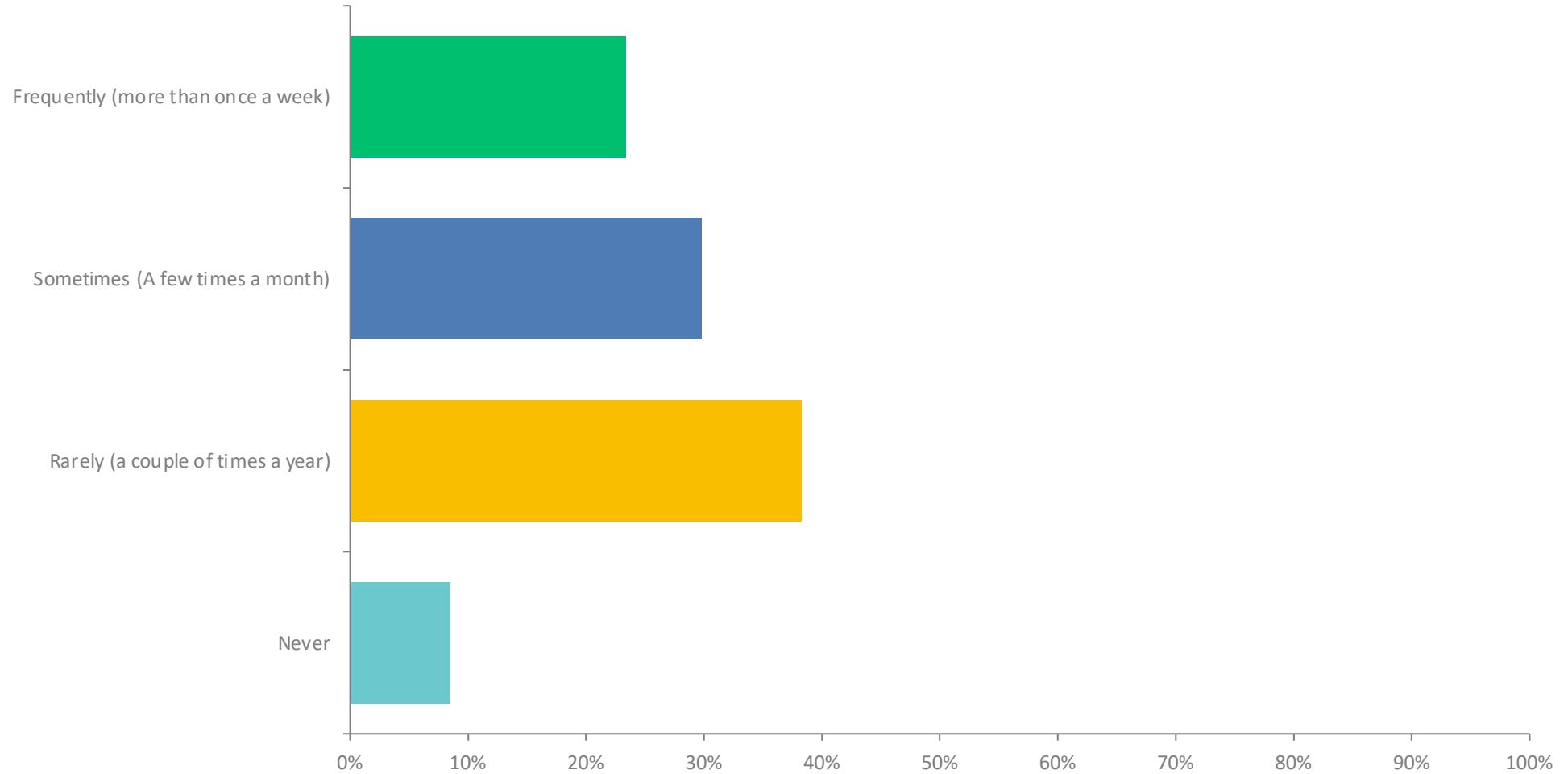
Q2: Do you live in Hermitage Court?

Answered: 53 Skipped: 0

ANSWER CHOICES	RESPONSES	
All the time	77.36%	41
Sometimes	11.32%	6
Never	11.32%	6
TOTAL		53

Q3: In the summer do you use the back gardens in HC?

RESIDENTS ANSWERS ONLY - Answered: 47 Skipped: 0



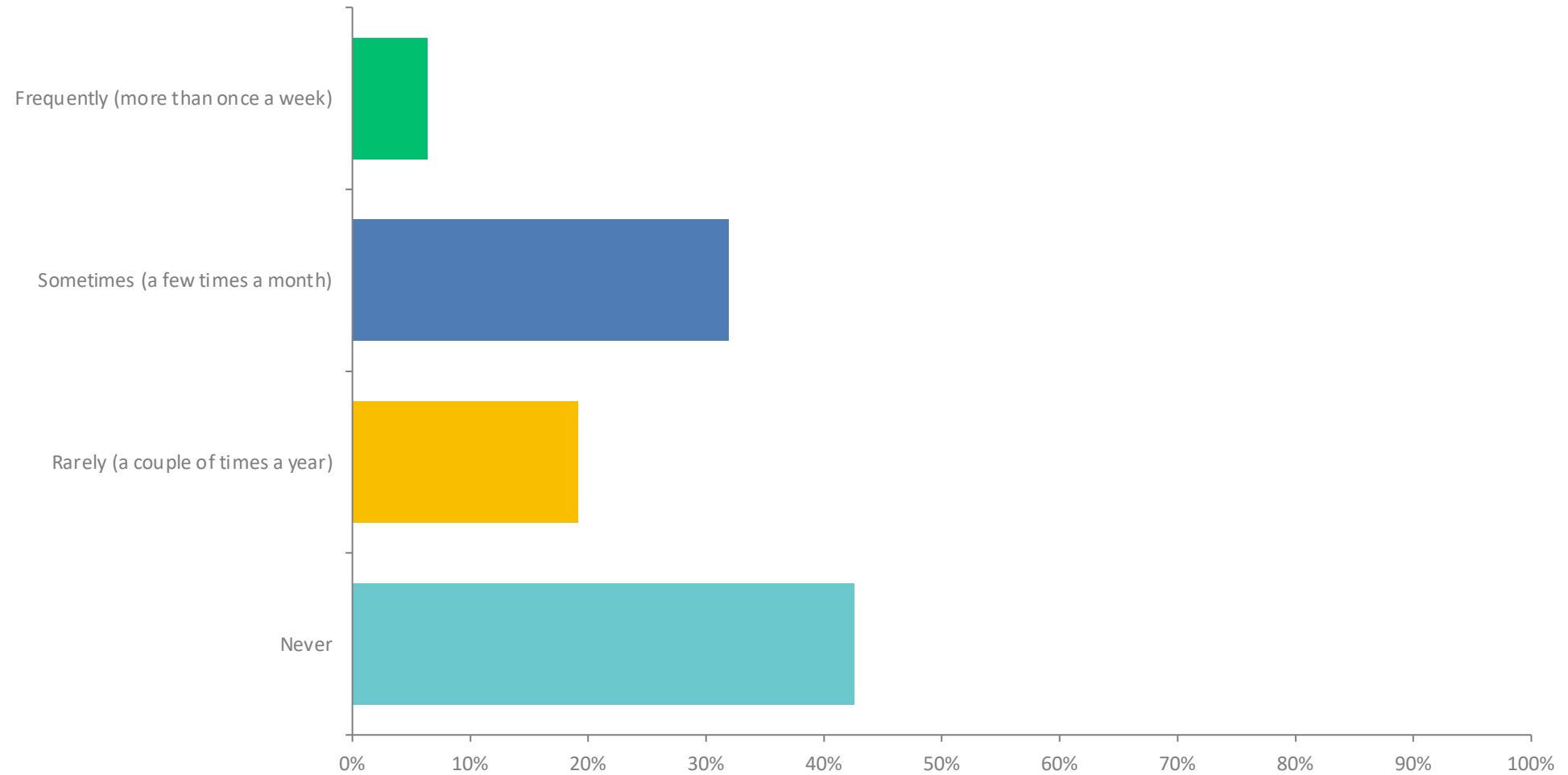
Q3: In the summer do you use the back gardens in HC?

RESIDENTS ANSWERS ONLY - Answered: 47 Skipped: 0

ANSWER CHOICES	RESPONSES	
Frequently (more than once a week)	23.40%	11
Sometimes (A few times a month)	29.79%	14
Rarely (a couple of times a year)	38.30%	18
Never	8.51%	4
TOTAL		47

Q4: In the winter do you use the back gardens at HC?

RESIDENTS ANSWERS ONLY - Answered: 47 Skipped: 0



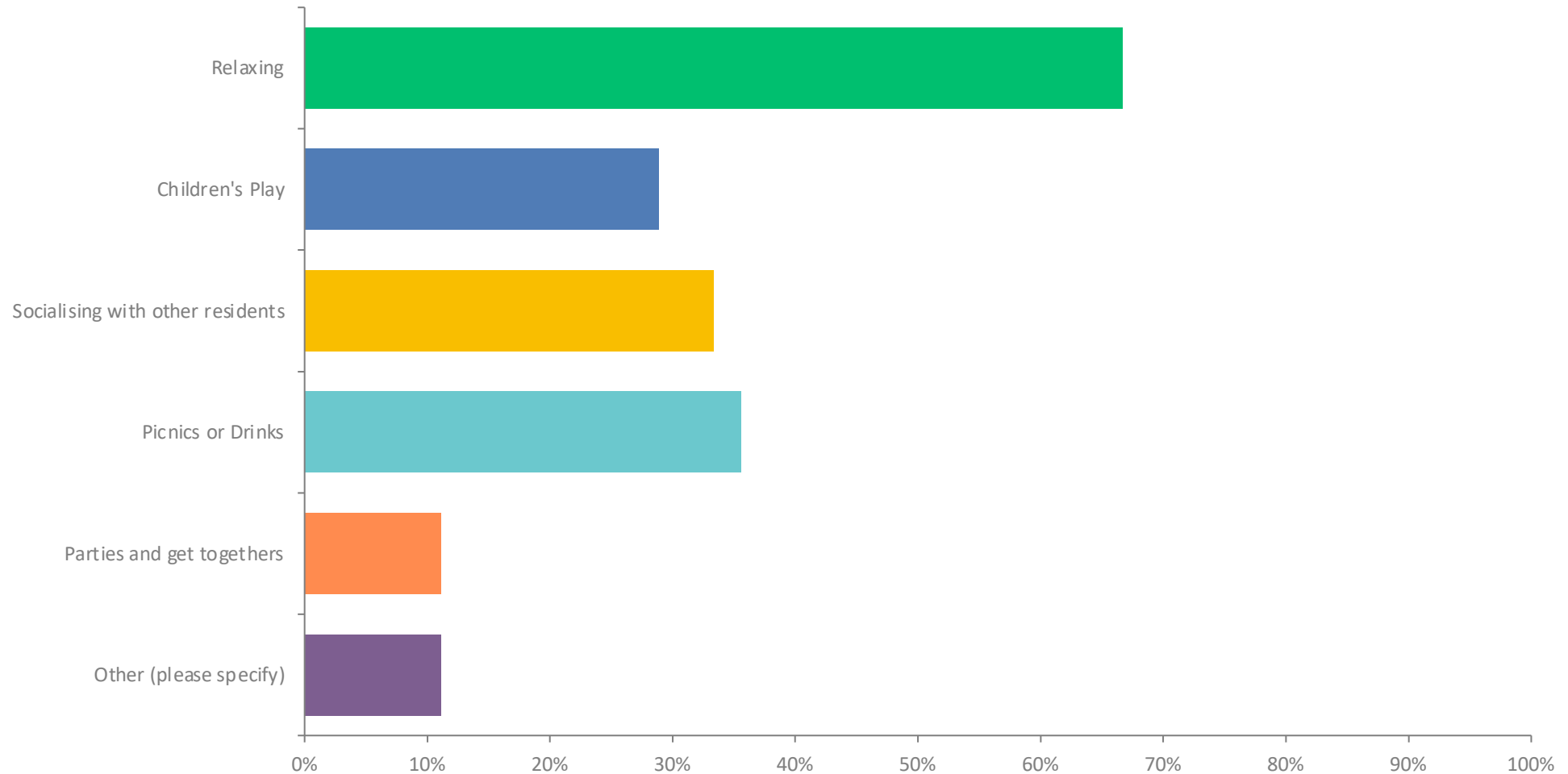
Q4: In the winter do you use the back gardens at HC?

RESIDENTS ANSWERS ONLY - Answered: 47 Skipped: 0

ANSWER CHOICES	RESPONSES	
Frequently (more than once a week)	6.38%	3
Sometimes (a few times a month)	31.91%	15
Rarely (a couple of times a year)	19.15%	9
Never	42.55%	20
TOTAL		47

Q5: Thinking primarily of the summer how do you use the back gardens (tick all that apply)

RESIDENTS ANSWERS ONLY - Answered: 45 Skipped: 2



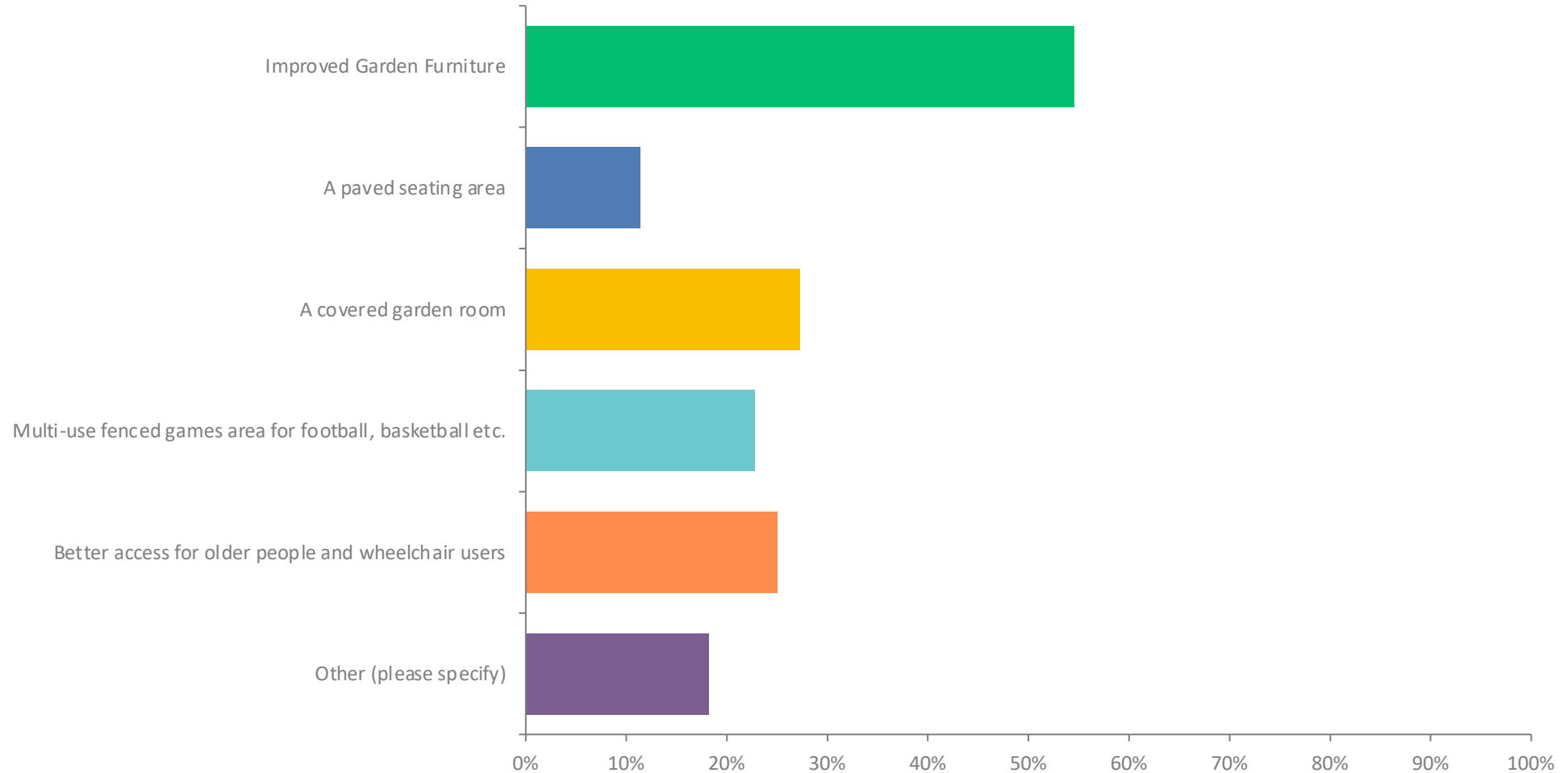
Q5: Thinking primarily of the summer how do you use the back gardens (tick all that apply)

RESIDENTS ANSWERS ONLY - Answered: 45 Skipped: 2

ANSWER CHOICES	RESPONSES	
Relaxing	66.67%	30
Children's Play	28.89%	13
Socialising with other residents	33.33%	15
Picnics or Drinks	35.56%	16
Parties and get togethers	11.11%	5
Other (please specify)	11.11%	5
TOTAL		84

Q6: 1) Would you like to see any added amenities in the back garden? (tick all that apply)

RESIDENTS ANSWERS ONLY - Answered: 44 Skipped: 3



Q6: 1) Would you like to see any added amenities in the back garden? (tick all that apply)

RESIDENTS ANSWERS ONLY - Answered: 44 Skipped: 3

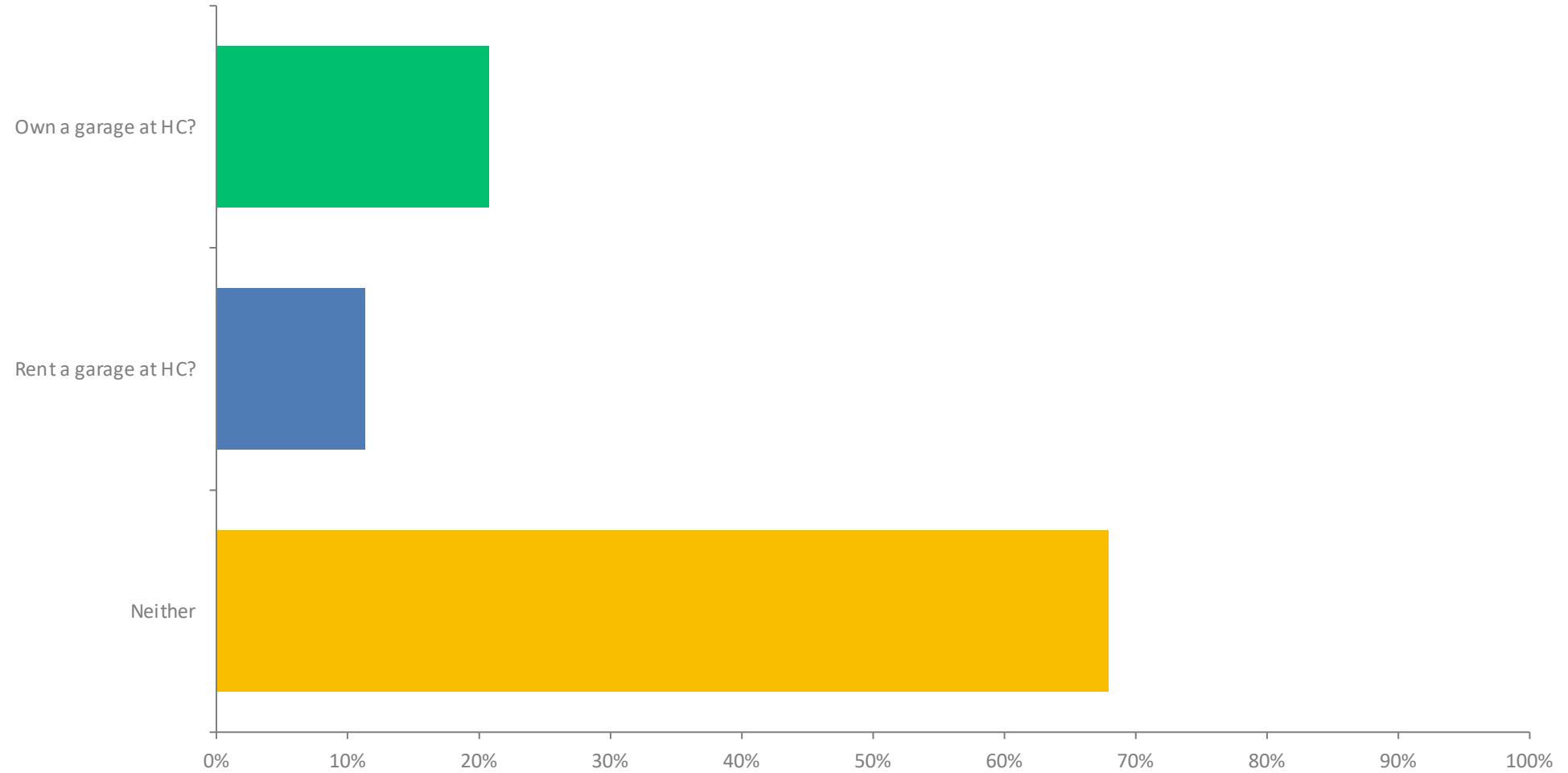
ANSWER CHOICES	RESPONSES	
Improved Garden Furniture	54.55%	24
A paved seating area	11.36%	5
A covered garden room	27.27%	12
Multi-use fenced games area for football, basketball etc.	22.73%	10
Better access for older people and wheelchair users	25.00%	11
Other (please specify)	18.18%	8
TOTAL		70

Other ideas for garden improvements

- Communal drop-in space for residents
- Hot tubs?
- Bench seating.
- Paved area great in winter if it's muddy.
- Washing area

Q7: Do you

Answered: 53 Skipped: 0



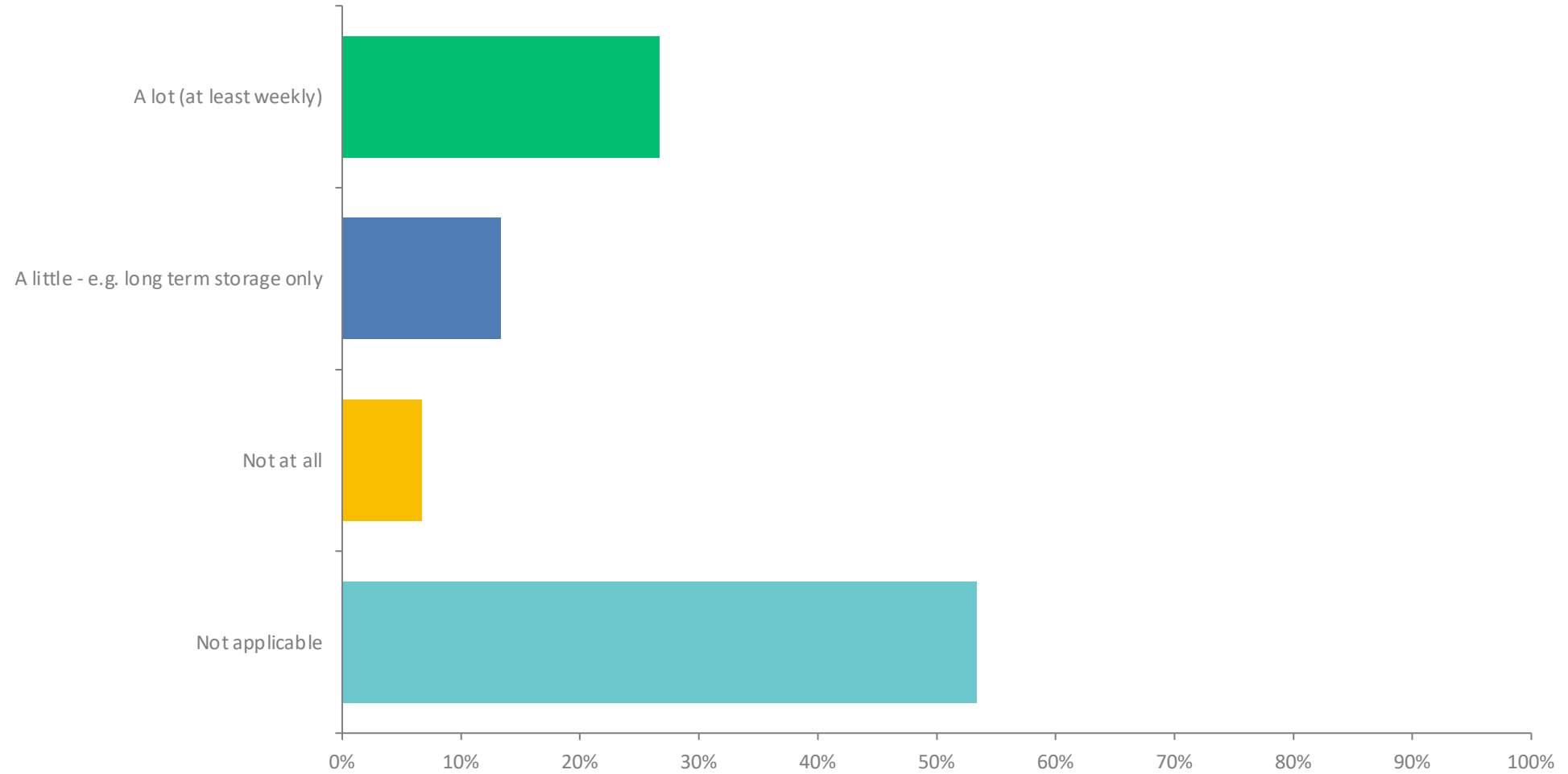
Q7: Do you

Answered: 53 Skipped: 0

ANSWER CHOICES	RESPONSES	
Own a garage at HC?	20.75%	11
Rent a garage at HC?	11.32%	6
Neither	67.92%	36
TOTAL		53

Q8: If you have access to a garage do you use it

Answered: 45 Skipped: 8



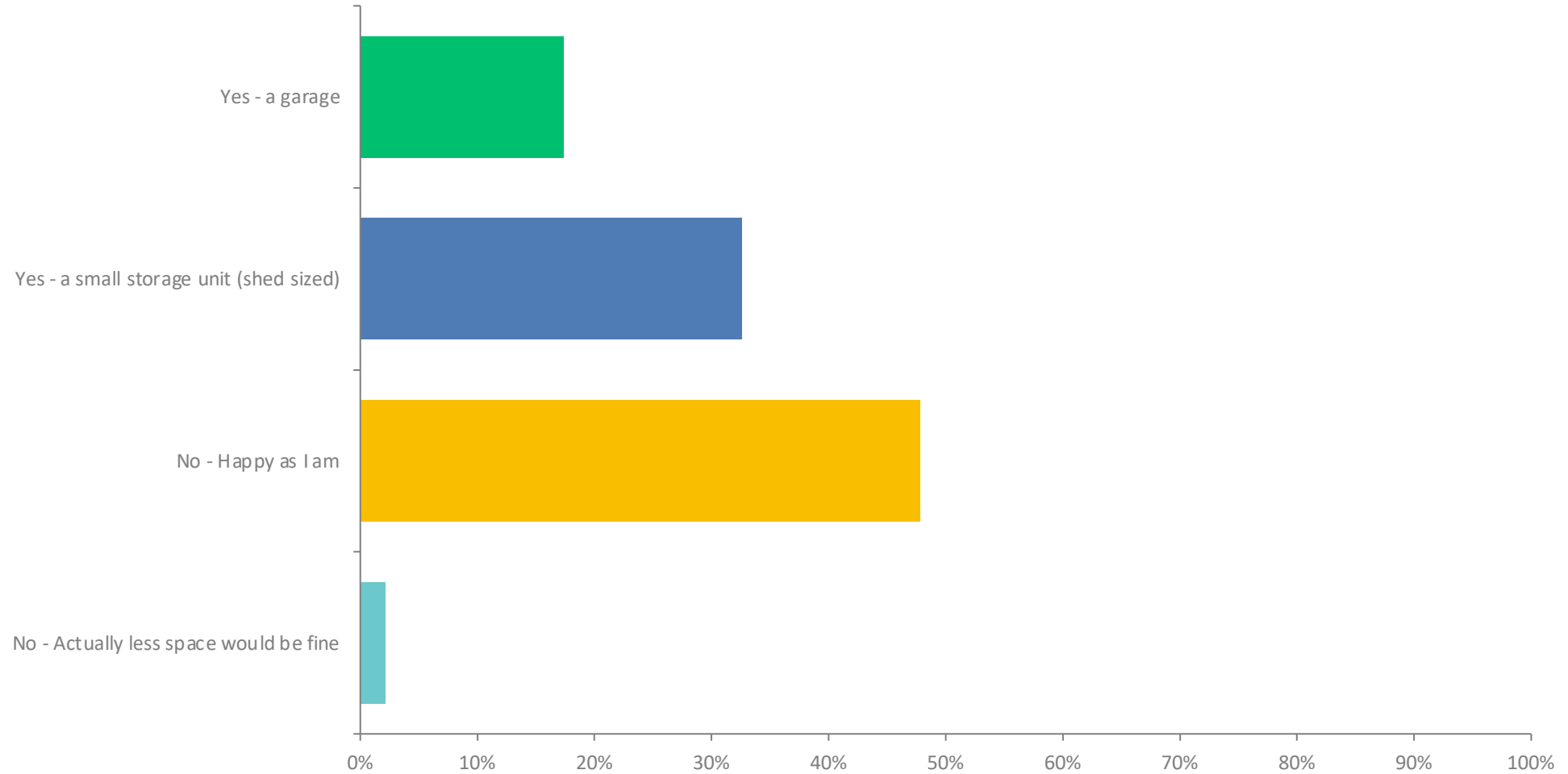
Q8: If you have access to a garage do you use it

Answered: 45 Skipped: 8

ANSWER CHOICES	RESPONSES	
A lot (at least weekly)	26.67%	12
A little - e.g. long term storage only	13.33%	6
Not at all	6.67%	3
Not applicable	53.33%	24
TOTAL		45

Q9: Would you like to have more storage space outside of your flat?

RESIDENTS ANSWERS ONLY Answered: 46 Skipped: 1



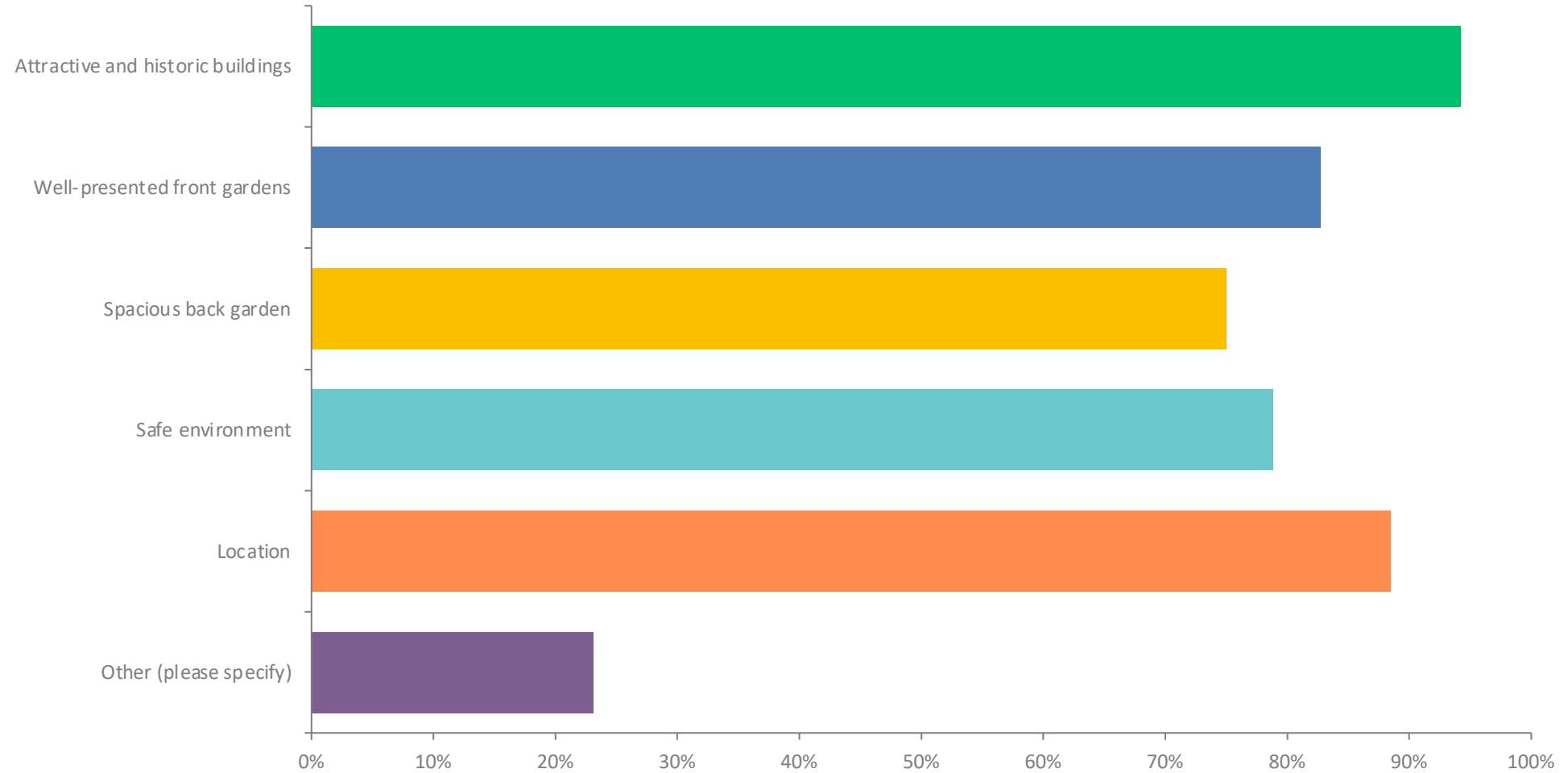
Q9: Would you like to have more storage space outside of your flat?

RESIDENTS ANSWERS ONLY : 46 Skipped: 1

ANSWER CHOICES	RESPONSES	
Yes - a garage	17.39%	8
Yes - a small storage unit (shed sized)	32.61%	15
No - Happy as I am	47.83%	22
No - Actually less space would be fine	2.17%	1
TOTAL		46

Q10: What do you value about Hermitage Court? (tick all that apply)

Answered: 52 Skipped: 1



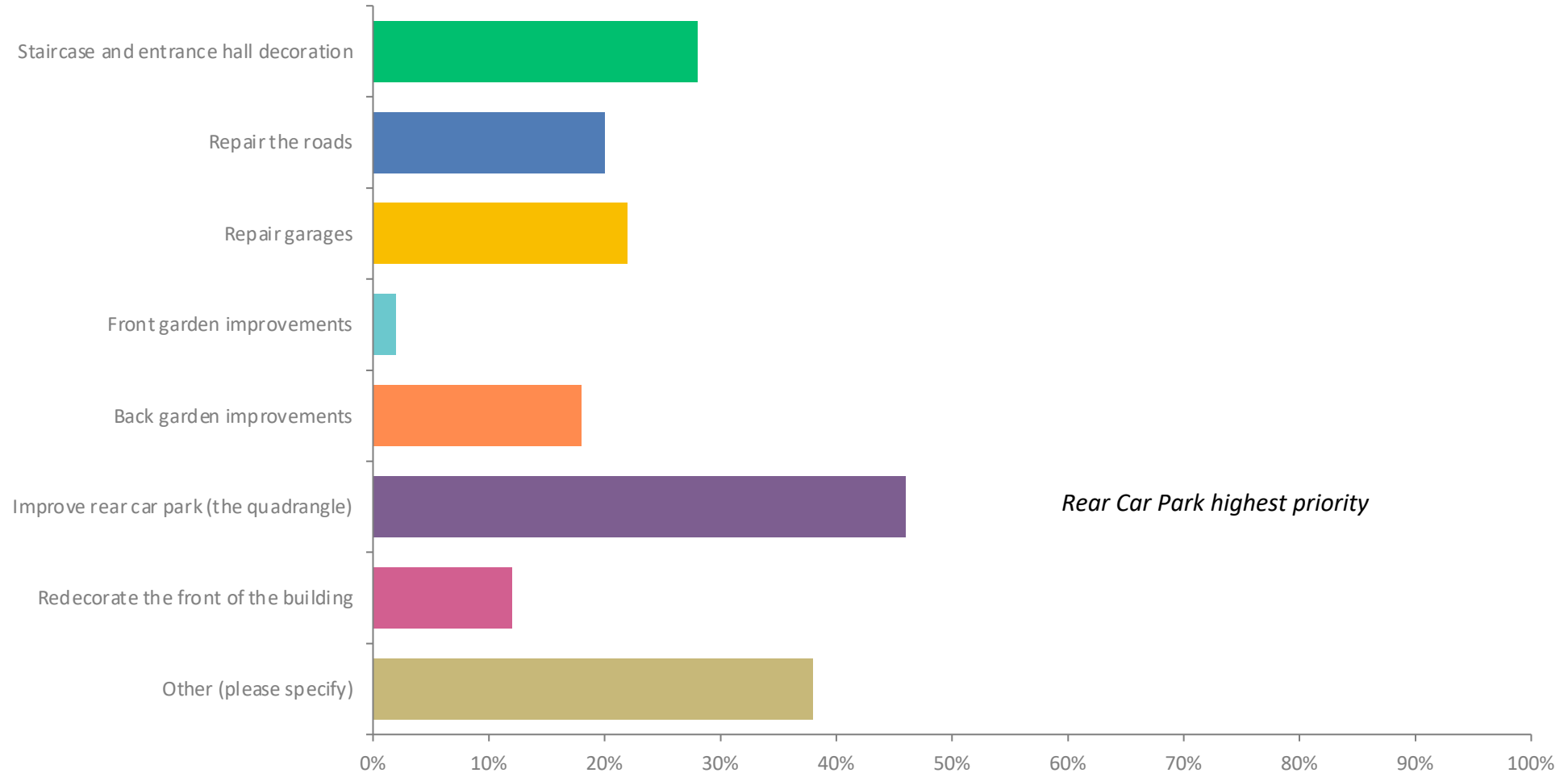
Q10: What do you value about Hermitage Court? (tick all that apply)

Answered: 52 Skipped: 1

ANSWER CHOICES	RESPONSES	
Attractive and historic buildings	94.23%	49
Well-presented front gardens	82.69%	43
Spacious back garden	75.00%	39
Safe environment	78.85%	41
Location	88.46%	46
Other (please specify)	23.08%	12
TOTAL		230

Q11: What would be your top priorities for improvement at HC? (please tick two)

Answered: 50 Skipped: 3



Q11: What would be your top priorities for improvement at HC? (please tick two)

Answered: 50 Skipped: 3

ANSWER CHOICES	RESPONSES	
Staircase and entrance hall decoration	28.00%	14
Repair the roads	20.0%	10
Repair garages	22.00%	11
Front garden improvements	2.00%	1
Back garden improvements	18.00%	9
Improve rear car park (the quadrangle)	46.00%	23
Redecorate the front of the building	12.00%	6
Other (please specify)	38.00%	19
TOTAL		93

Other priorities for improvement

Guttering that is heavy enough to handle heavy downpours
Fix bright lights in front outside flats
Front of buildings need tidying up
Residents to leave the back garden in a tidier state

Add locks to the front doors to add extra security
Locking front doors. Access with key or via intercom only.
Security gates for the side entrance/exit

We would really welcome a proper & safe bike shed.
Would be happy to have a storage space instead of a garage particularly if there was separate bike storage

Balconies Finish balcony repairs
Also, ensure our balcony is safe, I worry it will crumble under our weight if we go there.

The compost pile smells quite bad and the pine trees that flank it make a shaded area which mudgies (biting bugs) swarm in.
Would be great to get rid of the compost heap as attracts animals and flies and that space could be used in other ways
Compost heap to be removed and replace with washing lines,

A landscape gardener to lower visits and machinery used daily including petrol tractor

Too many cars parking in the quadrangle, should be more free for enjoyment,

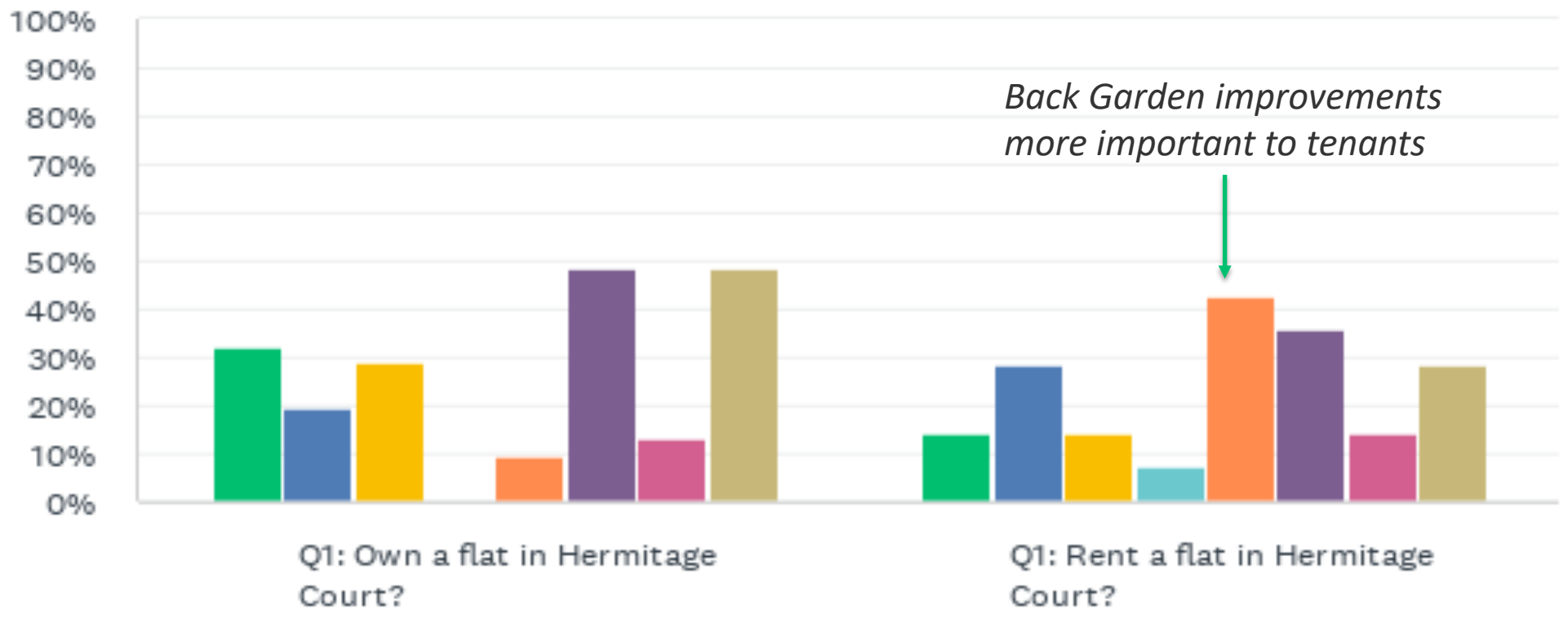
To ensure appropriate water cut-off (stopcock) fitted to all block, and wherever possible to ensure individual stopcocks in flats work effectively.
The original steel piping in flats has presented difficulties in past in controlling water due to ineffective plumbing leading to individual flats

I am happy as things are - the building and gardens are beautifully maintained.
All good
All areas mentioned are maintained to a high standard in my opinion

Q11: What would be your top priorities for improvement at HC?

Comparing resident owners vs tenants

Answered: 45 Skipped: 2



- Staircase a...
- Repair the ...
- Repair gara...
- Front gard...
- Back garde...
- Improve re...
- Redecorate...
- Other (plea...

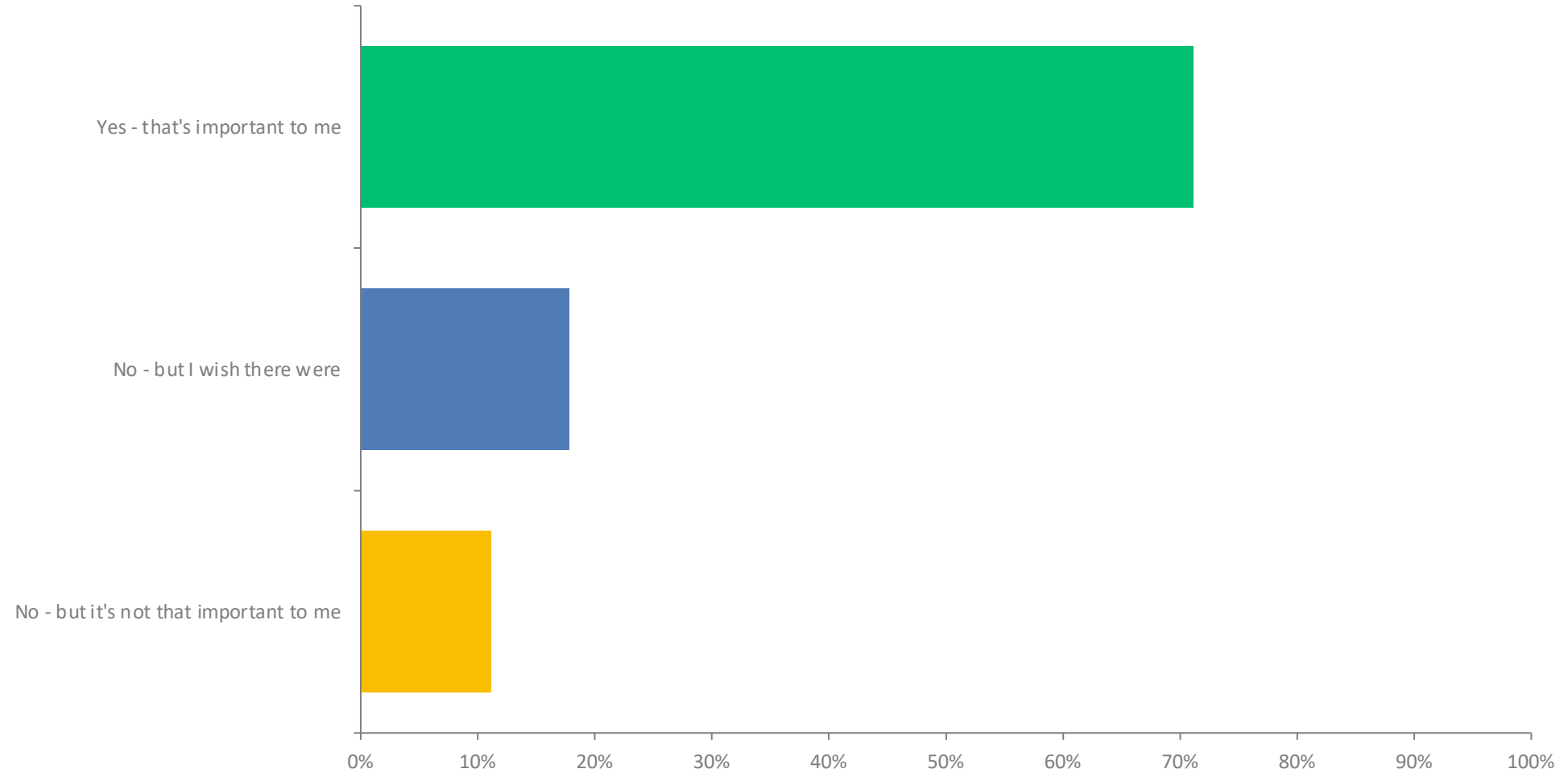
Q11: What would be your top priorities for improvement at HC? (please tick two)

Answered: 45 Skipped: 2

	STAIRCASE AND ENTRANCE HALL DECORATION	REPAIR THE ROADS	REPAIR GARAGES	FRONT GARDEN IMPROVEMENTS	BACK GARDEN IMPROVEMENTS	IMPROVE REAR CAR PARK (THE QUADRANGLE)	REDECORATE THE FRONT OF THE BUILDING	OTHER (PLEASE SPECIFY)	TOTAL
Q1: Own a flat in Hermitage Court?	32.26% 10	19.35% 6	29.03% 9	0.00% 0	9.68% 3	48.39% 15	12.90% 4	48.39% 15	137.78% 62
Q1: Rent a flat in Hermitage Court?	14.29% 2	28.57% 4	14.29% 2	7.14% 1	42.86% 6	35.71% 5	14.29% 2	28.57% 4	57.78% 26
Total Respondents	12	10	11	1	9	20	6	19	45

Q12: Do you feel there is a sense of community at Hermitage Court

RESIDENTS ANSWERS ONLY Answered: 45 Skipped: 2



Q12: Do you feel there is a sense of community at Hermitage Court

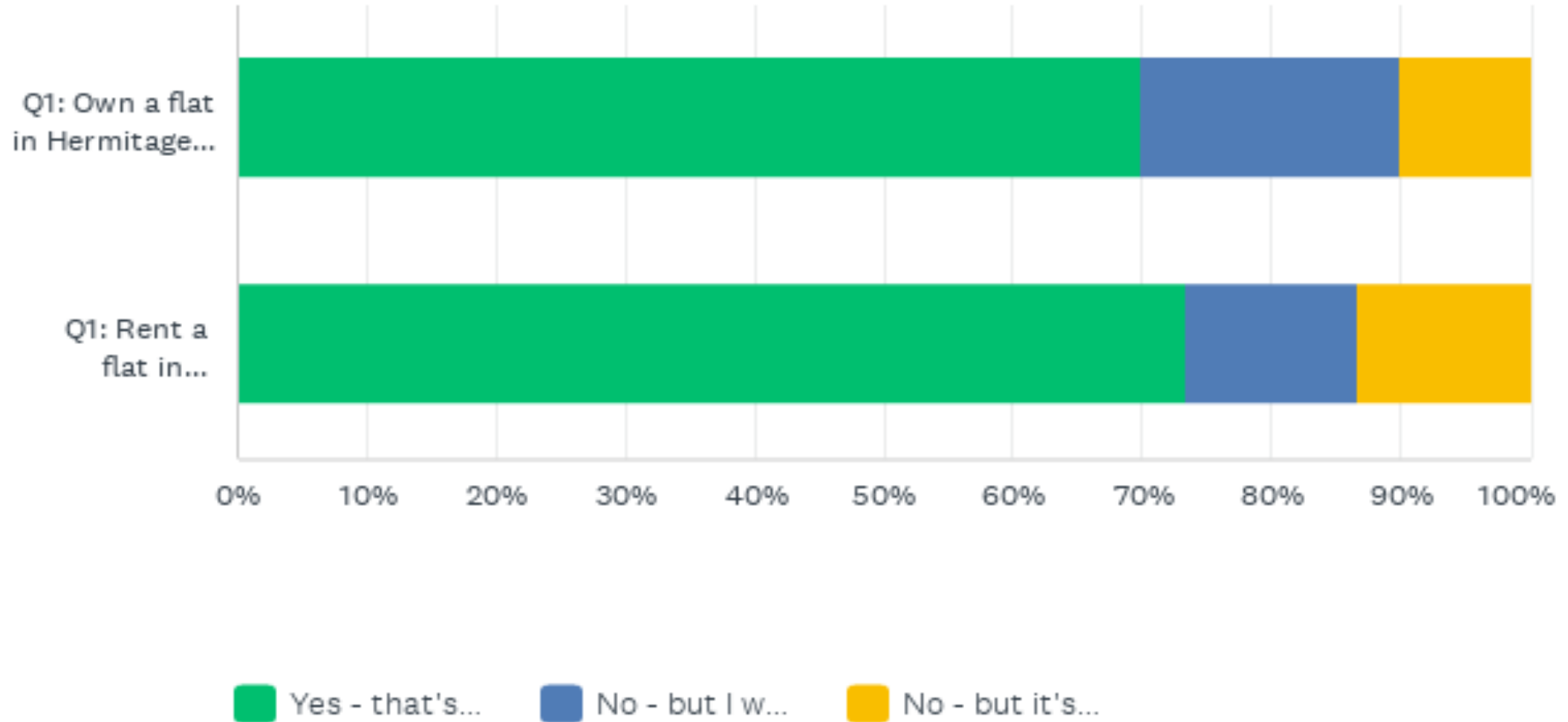
RESIDENTS ANSWERS ONLY Answered: 45 Skipped: 2

ANSWER CHOICES	RESPONSES	
Yes - that's important to me	71.11%	32
No - but I wish there were	17.78%	8
No - but it's not that important to me	11.11%	5
TOTAL		45

Q12: Do you feel there is a sense of community at Hermitage Court

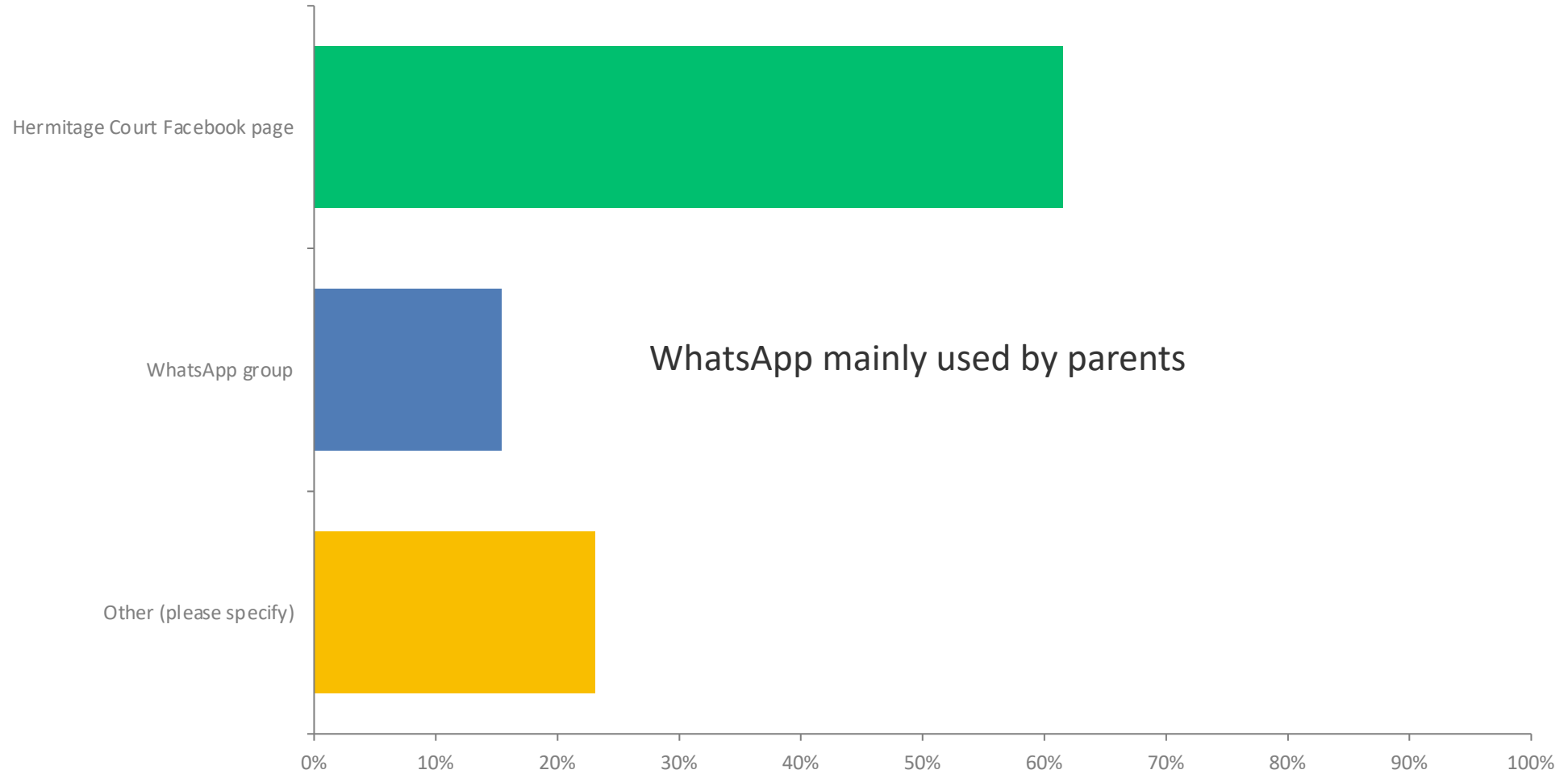
Similar response from Resident owners and tenants

RESIDENTS ANSWERS ONLY Answered: 45 Skipped: 2



Q13: Do you use social media to communicate and share information with other residents

RESIDENTS ANSWERS ONLY Answered: 39 Skipped: 8



Q13: Do you use social media to communicate and share information with other residents

RESIDENTS ANSWERS ONLY Answered: 39 Skipped: 8

ANSWER CHOICES	RESPONSES	
Hermitage Court Facebook page	61.54%	24
WhatsApp group	15.38%	6
Other (please specify)	23.08%	9
TOTAL		39

Do you have any comments or suggestions about ways to improve Hermitage Court?

Answered: 30 Skipped:23

Back Garden

- Remove compost heap, do we even use the compost ? It's a major fire risk and creates flies / vermin ,
- Compost heap is a fire hazard, smelly and a waste of space
- Certain residents dominate their chosen spaces and try to keep for their own use and not follow guidance on their behaviour.
- For the back garden to be a welcoming space for everyone & for it not to revert solely to a children's playground. Issues include toys being left around the garden & chairs & tables not being communal
- I'd like to see the gardens maintained better. All I can see from my flat now are straggly overgrown shrubs. The back would benefit from a more enclosed area with flowers. I don't want to sit in the middle of a children's play area.
- some flowerpots (already in other areas) would smarten up the north side.
- Reduce daily noise of tractor, machinery, gardening equipment
- A specific walled area for ball games for children are free to kick around without fear of hitting relaxing adults.

Front Gardens

- I think preserving its character its important. This includes the magnificent trees we have. We should do all we can to preserve them.
- I know the manicured lawns look nice but would love to see more insect friendly garden options, which would also be low maintenance eg wildflower roundabouts and clover lawns.

Do you have any comments or suggestions about ways to improve Hermitage Court?

Answered: 30 Skipped:23

Washing / Drying

- Washing area - strict rules on washing but hard to dry items in small flats especially families
- It would be really helpful to have washing lines, perhaps where the compost heap is
- I would like an area with clothes lines to dry washing outside.

Parking

- Parking is a bit limited for the flats next to the garden
- Cars not to be parks in quadrangle and kept free for enjoyment for those that do not want to sit with children and maybe read to themselves.
- Car parking could be increased even at the expense of the rear garden area and the wide verges around flats. Owners of flats in particular should have access to decent parking
- We also need to install charging points for electric cars.
- It would seem sensible to have sufficient charge points, which would need to operate fairly for the use of residents (i.e. no hogging recharge points).
- More parking?

Bike shed

- Really, a locked bike shed would be wonderful.

Do you have any comments or suggestions about ways to improve Hermitage Court?

Answered: 30 Skipped:23

Works, Maintenance & Rules

- There has recently been an issue with water flow...In essence better communication about the planned works and how this will affect residents would be much appreciated
- I am not totally happy about communications from Barley Chambers - they are not always clear, and sometimes they are slow in reacting to issues.
- Get the water pressure sorted!
- Cover/gate for bin area
- It would improve the environment to have the garages and garage quadrangle fixed.
- Demolish garages and build tastefully in keeping new block and enlarge bin areas
- I don't understand why the service charge on the garages has never been increased.
- Re-build the front wall by an experienced brick layer Re-do the entrance road
- The fire strategy issued in 2021 requires certain actions to be completed all of which cost money. These essential works (Fire Doors) need to be completed asap
- The only downside is the noise from neighbours in other flats as even conversations can be heard, there seems to be little or no sound proofing.
- Encourage people not to leave things outside flats,
- Ensure residents take responsibility for keeping their balconies and outside door space clean and clear
- To ensure residents show consideration for others in keeping noise in foyer and stairwells to a minimum, especially at night and in early hours when people are leaving for work.

Do you have any comments or suggestions about ways to improve Hermitage Court?

Answered: 30 Skipped:23

Community

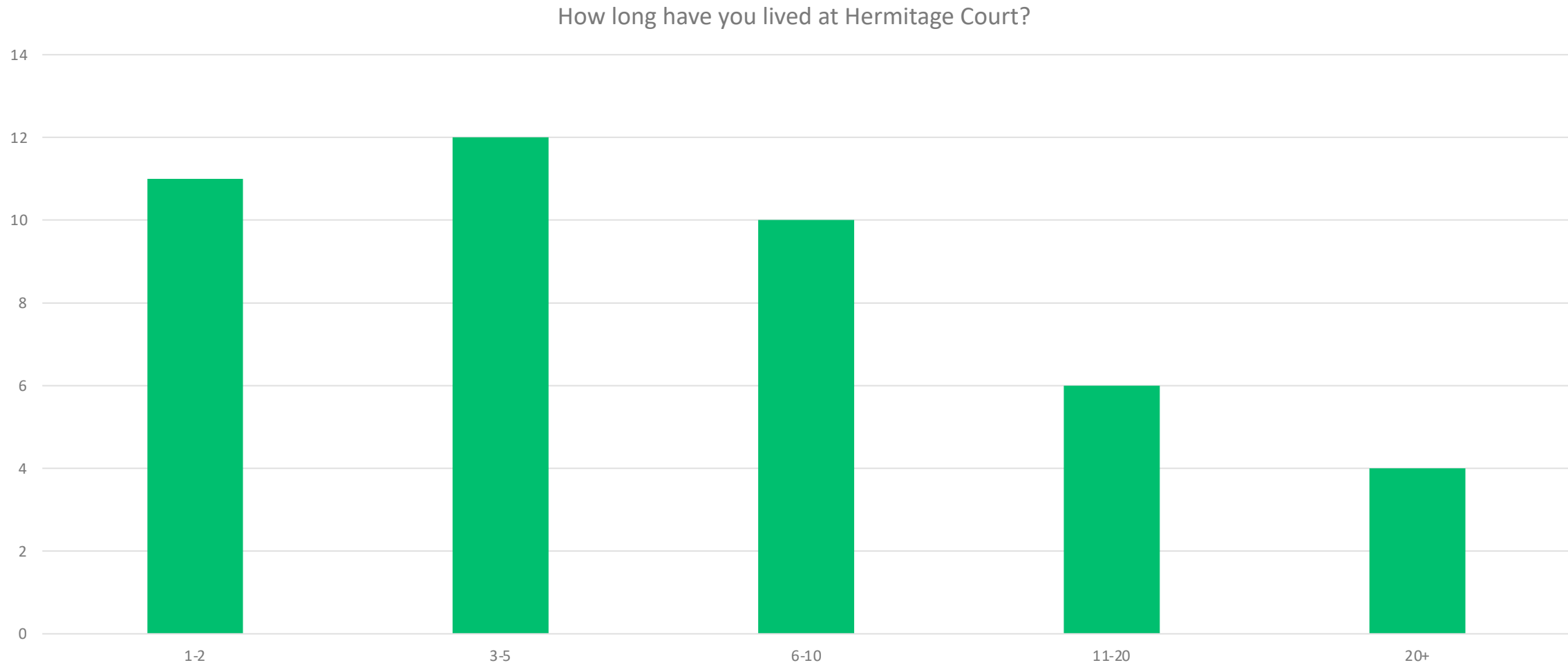
- It would be good to have a place for residents to meet and chat. Some form of social hub
- More community. A place to meet residents. More people should be on our FB.
- Maybe a newsletter informing everyone of what's going on. I think a group of residents could get together to help coordinate garden improvements and furniture and toys.
- Would also love to have a social committee to organise block events e.g. Lynne's idea for a book club, when people do firework nights. Would be great to have a social calendar.
- I would enjoy knowing more about the history of the buildings and their past inhabitants. Maybe we could even use old Hermitage Court pictures to decorate the halls?

Positive Comments

- Area is lovely, enjoy the flat and the enjoy few interactions with other people that live here.
- We love HC. I have been living there for more than 20 years.
- Not really - we think Marcin is always working on the improvements which is good. We love living here as well.
- Lovely place.
- Generally, very happy living here.

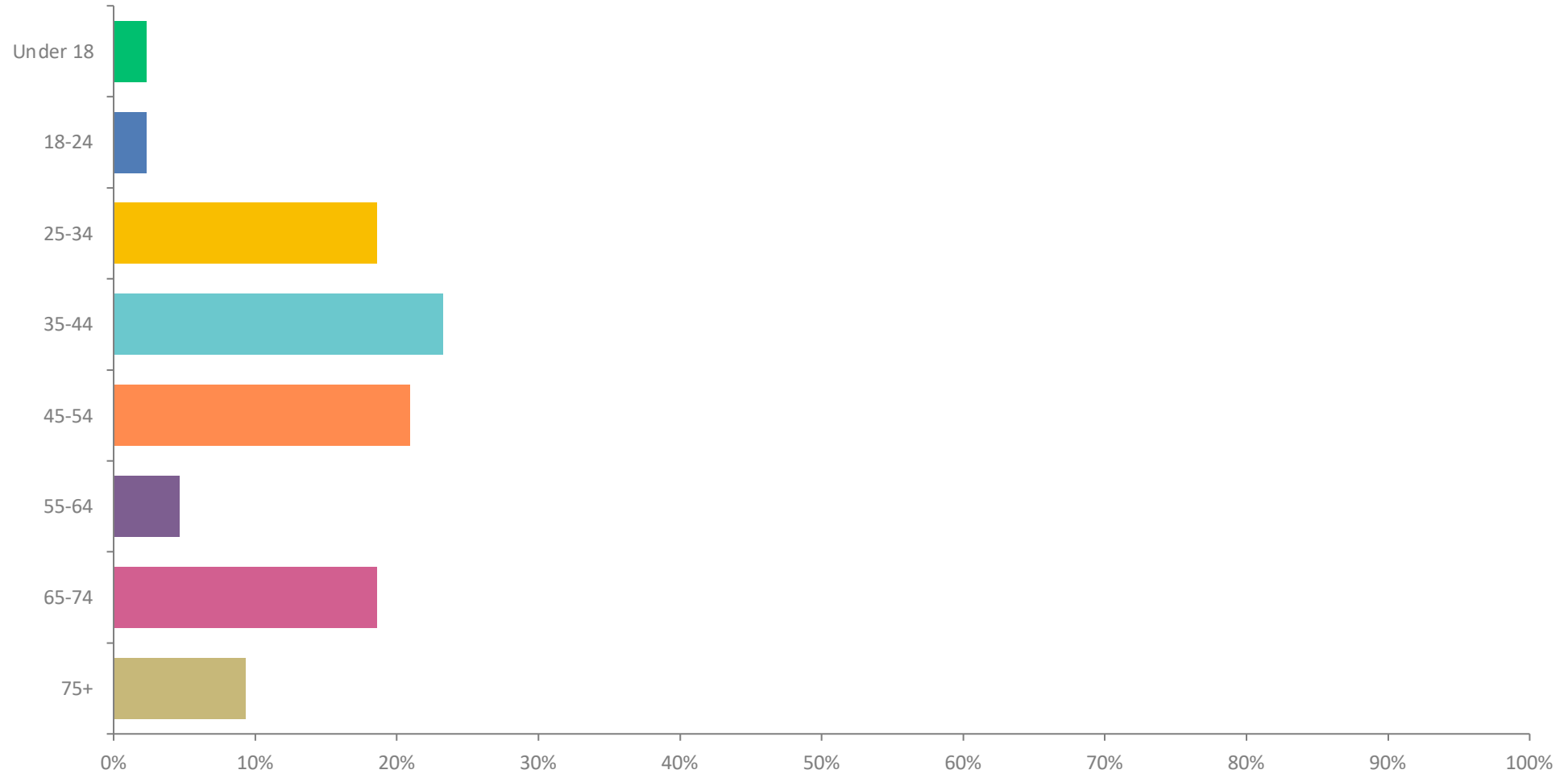
Q17: How many years have you lived at Hermitage Court?

Average 8.2 years Longest 49 years!



Q18: What is your age?

RESIDENTS ANSWERS ONLY Answered: 43 Skipped: 4



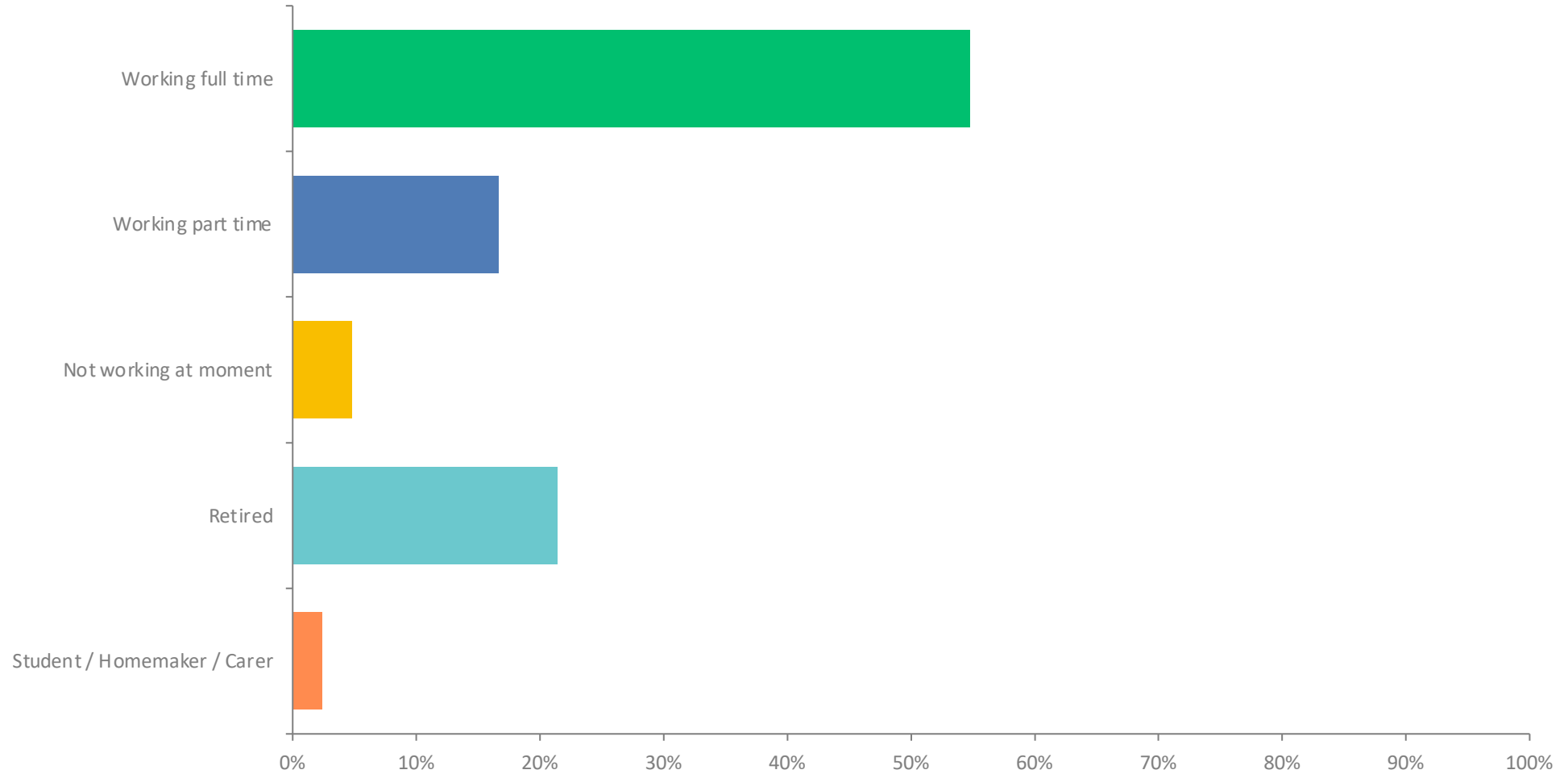
Q18: What is your age?

RESIDENTS ANSWERS ONLY Answered: 43 Skipped: 4

ANSWER CHOICES	RESPONSES	
Under 18	2.33%	1
18-24	2.33%	1
25-34	18.60%	8
35-44	23.26%	10
45-54	20.93%	9
55-64	4.65%	2
65-74	18.60%	8
75+	9.30%	4
TOTAL		43

Q19: What best describes your work status?

RESIDENTS ANSWERS ONLY Answered: 42 Skipped: 5



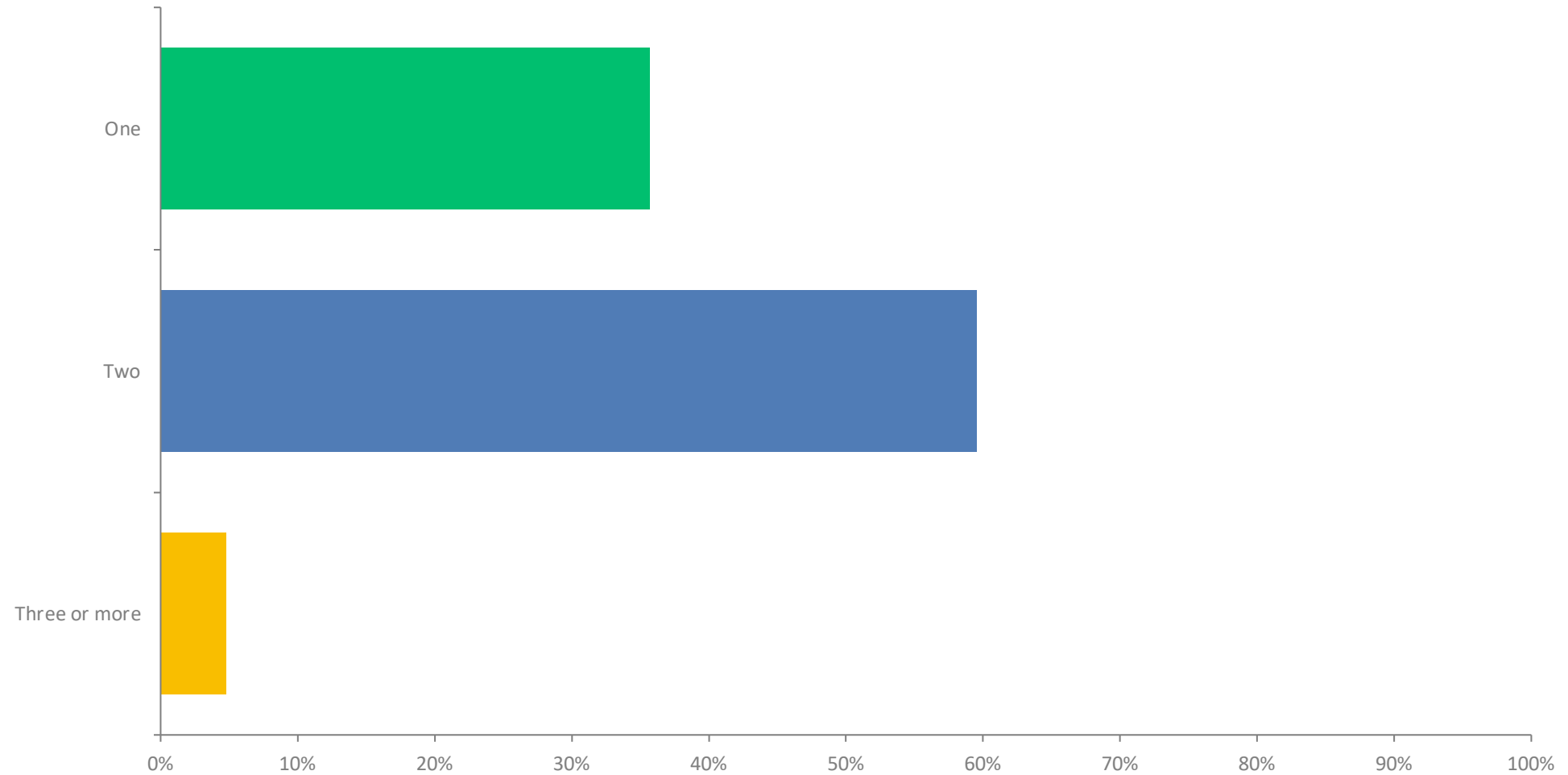
Q19: What best describes your work status?

RESIDENTS ANSWERS ONLY Answered: 42 Skipped: 5

ANSWER CHOICES	RESPONSES	
Working full time	54.76%	23
Working part time	16.67%	7
Not working at moment	4.76%	2
Retired	21.43%	9
Student / Homemaker / Carer	2.38%	1
TOTAL		42

Q20: Typically, how many adults live in the flat?

RESIDENTS ANSWERS ONLY : 42 Skipped: 5



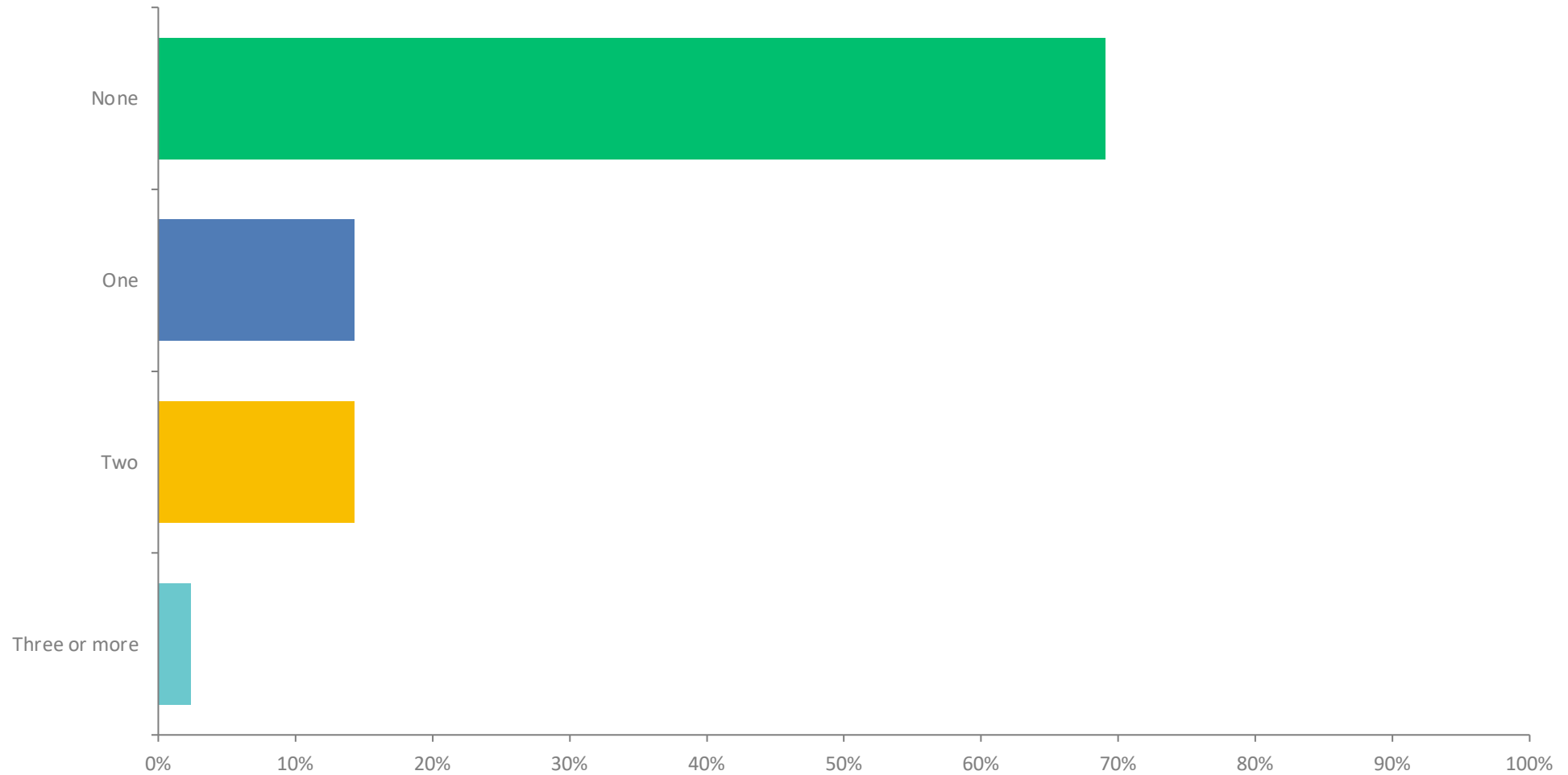
Q20: Typically, how many adults live in the flat?

RESIDENTS ANSWERS ONLY Answered: 42 Skipped: 5

ANSWER CHOICES	RESPONSES	
One	35.71%	15
Two	59.52%	25
Three or more	4.76%	2
TOTAL		42

Q21: How many children under 16?

RESIDENTS ANSWERS ONLY Answered: 42 Skipped: 5



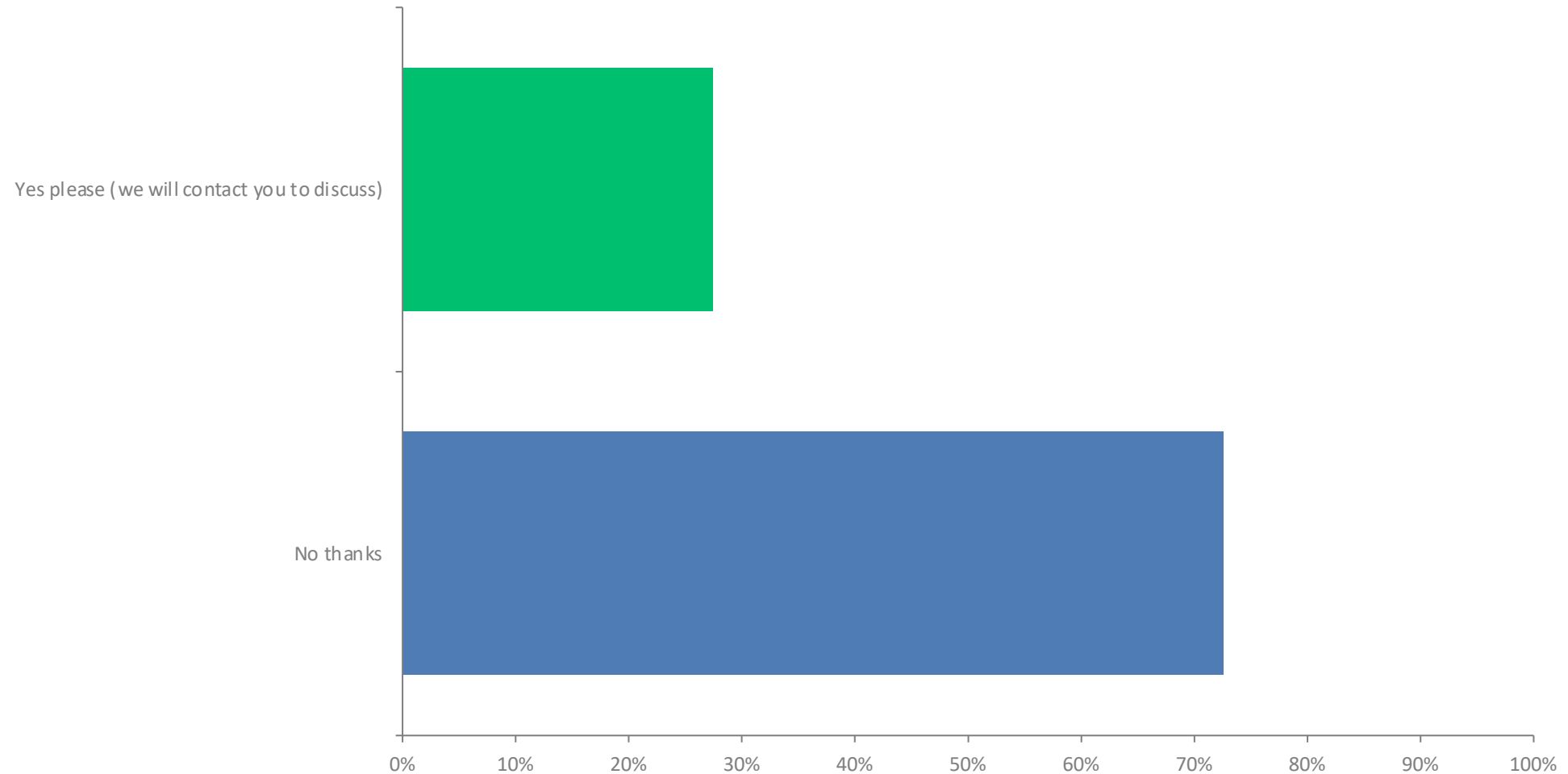
Q21: How many children under 16?

RESIDENTS ANSWERS ONLY : 42 Skipped: 5

ANSWER CHOICES	RESPONSES	
None	69.05%	29
One	14.29%	6
Two	14.29%	6
Three or more	2.38%	1
TOTAL		42

Q22: Would you be interested in becoming more involved with the running of Hermitage Court?

Answered: 51 Skipped: 2



Q22: Would you be interested in becoming more involved with the running of Hermitage Court?

Answered: 51 Skipped: 2

ANSWER CHOICES	RESPONSES	
Yes please (we will contact you to discuss)	27.45%	14
No thanks	72.55%	37
TOTAL		51