

Victoria Street, Chesterton Group Repair Satisfaction Survey, 2009

Summary

In August 2009 an officer who was unconnected with the scheme contacted the owners of properties on Victoria Street by telephone to ask their opinions. This is a report of the 41 (68%) responses received.

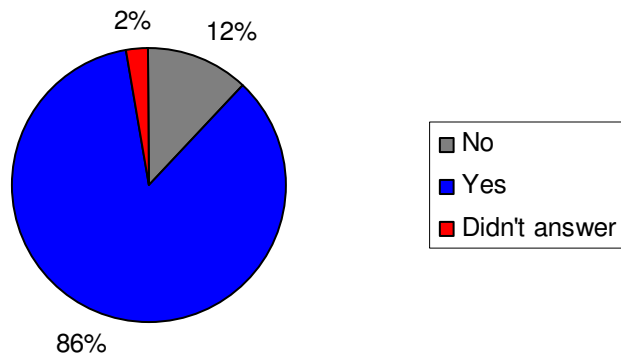
Positive

- 86% people thought that the work improved their house and 87% that they were treated with respect.
- 95% thought the street looked 'better' or 'much better' as a result of the scheme.
- Windows and doors were particularly appreciated
- Some people commented that the work was a high standard and had made a difference to the street
- The Council's supervising officer was identified as being 'very helpful' by two people
- 27 positive comments were made about the scheme including "*The scheme was very good, well thought through. Good standard of work done by good contractors*"

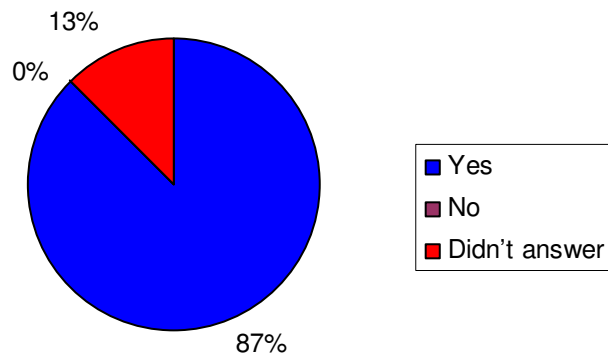
Negative

- 1/5 thought they did not have enough choice
- Poor communication was raised several times, for example 1/5 expected work that wasn't done
- A few people reported damage that they said the contractor had caused (These will be followed up by the supervising officer)
- A couple of comments were made about the nature of the scheme, for example noting that the overall effect was compromised by a few owners who did not take part.

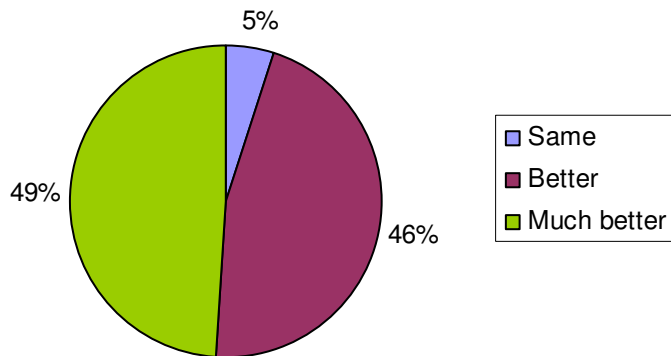
Did the work improve your house?

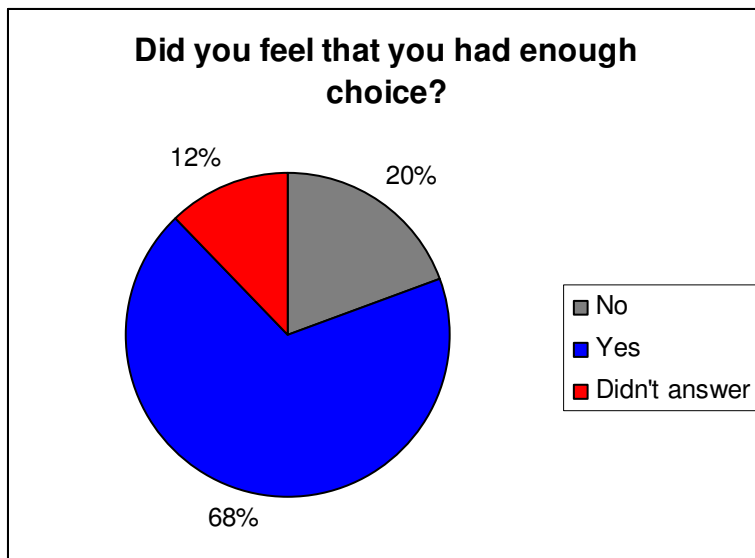


Did the contractors treat you with respect?



Do you think the street has improved?





What was the *best* part of the scheme?

- Windows x11
- Doors x8
- Roof x6
- Property brought up to standard at no cost
- Added value to property
- Everything x5
- Quality of the windows
- Victoria Street being recognised as a major road through Chesterton
- Alley gate replaced – wasn't expecting that
- Nothing x2
- Able to submit late application
- Improvement to property
- Free x3
- Quick and easy, and everything done right x2
- Having the yard flagged
- All houses look a lot better
- No mess for long
- Very high standard of work
- The tidiness
- All done and can see the difference
- Workmen got on with it
- Having the back chimney done
- The look of the front of the property
- Huge weight lifted off my mind

What was the *worst* part of the scheme?

- Would have liked the courtyard to be done
- Rendering not too good
- The mess – “but you have to put up with that” x3
- Inflexible scheme – very aggrieved that not eligible
- Nothing x15
- Tenant did not cooperate (commend from landlord)
- Kids played on scaffolding
- Painted windows not finished, back door not done yet, front door to be mended
- Having to pay back the grant when the property is sold
- Everything – roof leaked, no emergency number provided
- Did not do rendering but he was told it would be done

- Men came through ceiling when doing roof, cut electric cable when removing insulation and left some rubbish behind
- Scaffolding broke some tiles
- Digger chewed up blue brick
- Paint looks as though it has only had an undercoat
- Guttering leaking
- Mess and dust x3
- Could have been a bit better organised with workmen
- Miscommunication – thought he was having a new roof – someone came to inspect the loft but heard nothing more
- Scaffolding x2
- TV aerial broken by contractor and replacement was not refunded
- Wanted rear of property painted but didn't happen
- Didn't insulate loft
- Hole in front of house caused by occupier and not repaired by Council

What should we change if we do another scheme?

- Nothing x27
- More flexibility
- Better scheduling – more notice when things are being done so time off work could be organised
- Clean brickwork
- More liaison – had only done loft insulation 12 months ago
- More thought for the elderly – D/G door has a lip that should have been sunk, grab rails
- New pavements and street lighting would enhance the area along with the house improvements
- Speed ramps to slow traffic
- Reduce the time it takes to do the work
- Better communication – nothing at the beginning but some leaflets later on
- Spend equal amounts of money on each house
- Keep everyone informed. Thought the communication was very poor

Positive Comments on Questions 7, 8 and 9

- Eternally grateful
- Very grateful
- Very satisfied
- Everything was fine
- Really pleased with the end result. Can't praise the scheme enough. The houses are now more uniformed. Everyone involved in the scheme was friendly and courteous.
- Please with the information – kept well informed by post and phone
- Overall very happy with the scheme
- Pleased with choices offered
- Thank you x2
- Area was kept clean and tidy, and when we were out the men kept an eye on the property
- Went well overall
- Very professional
- Really, really good
- Helpful contractor
- Liam Gratty very helpful x2
- The Council did a very good job
- Thanks to everyone for their help. A good scheme. Everywhere looks nice and clean. Always kept fully informed about each stage of the scheme.
- Very pleased – it was quick and un-disruptive
- Very good
- Very pleased
- Had additional work done and paid the difference – only found he could do this by accident – would have been good to have been told this beforehand
- All information easy to understand
- The scheme was very good, well thought through. Good standard of work done by good contractors

- Overall a good thing, I appreciate it
- Very good information

Negative Comments on Questions 7, 8 and 9

- Not enough information on when people were to turn up
- No choice – you either had it or you didn't x5
- Some work expected was not done x5
- No choice of colour – disagreed with colour scheme
- More time and money spent on front rather than rear
- Element of the work was poor quality x2
- Disappointed that some houses didn't take part
- Not all doors replaced – spoilt overall look
- Waste ground would have made a good car park
- Nobody contacted – no leaflets – got council number from the contractor
- Spent a lot of money but slipped up by not doing a few small jobs
- Very unsatisfied
- Would have liked more work done x2
- Felt she was penalised for looking after her property
- Owner asked to be kept informed but all information provided to tenant

Group Repair Telephone Survey

House Number:

The Council recently finished a Group Repair Scheme on Victoria Street.

We are now contacting residents to ask for their views about the scheme so I wondered if you had a minute to go through a few questions...

1. Do you think that the work improved your house?

No Yes

Record any comments:

2. Did the contractors treat you with respect?

No Yes

Record any comments:

3. What was the best part of the scheme?

4. What was the worst part of the scheme?

5. What should we change if we do another scheme?

6. Do you think the street has improved overall because of the scheme?

Much worse Worse Same Better Much better

7. Did you feel that you had enough information about the scheme?

Yes No

If 'No' what did you feel was missing?

8. Did you feel that you had enough choice about the work done to your house?

No Yes

Record any comments:

9. Is there anything else you would like to say?

Thank you for your help.

If anyone asks...

- The Council is considering another scheme but no decisions have been made yet about where it will be.
- There are conditions on the grants that require the house owner to repay the money if they sell the house. The amount they would have to repay reduces each year for 5 years.
- If there are other questions, take their details and we will call them back.