

## APPENDIX 1

### ESTATE INSPECTION/WALKABOUT QUESTIONNAIRE

94 people responded to the questionnaire. The results are the combined returns for the online survey and tenants who attended involvement meetings between 14<sup>th</sup> December 2015 to 15<sup>th</sup> January 2016.

#### **Q1: Are you aware that Estate Walkabouts take place on your estate?**

**This single response question was answered by 94 respondents.**

<b>Response</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
Yes - I am aware	66	70.21%
No - I am not aware	28	29.79%

#### **Q2: If you are aware of them, how do you find out about Estate Walkabouts?**

**This multiple response question was answered by 65 respondents.**

<b>Response</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
Online	7	10.77%
Posters in the Housing Office	4	6.15%
Community Noticeboard / Lobby noticeboard	2	3.08%
Directly from your Housing Officer	21	32.31%
Noticeboard in High Rise Blocks	6	9.23%
Other	34	52.31%

#### **Please tell us more:**

**This open response (Free text) question was answered by 28 respondents.**

<b>Response</b>	<b>Number of Respondents</b>
Tenants and Resident's Association	16
HAP board	1
Community meetings	1
Not seen any notice	1
Housing Leeds magazine	1
Through general tenant involvement	4
Never met the Housing Officer	1
Sheltered Housing Warden	1
Text message	1
Word of mouth	1

#### **Q3: Would you like to be involved in or receive more information about Estate Walkabouts?**

**This single response question was answered by 89 respondents.**

<b>Response</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
Yes	52	58.43%
No	37	41.57%

**Q4: Are you interested in taking a more active role in your neighbourhood?****This single response question was answered by 89 respondents.**

<b>Response</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
Yes	46	51.69%
No	43	48.31%

**Q6: Have you ever taken part in an Estate Walkabout?****This single response question was answered by 63 respondents.**

<b>Response</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
Yes	40	63.49%
No	23	36.51%

**Q7: How long ago did you go on an Estate Walkabout?****This multiple response question was answered by 39 respondents.**

<b>Response</b>	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
Less than 2 weeks ago	3	7.69%
Between 2 - 4 weeks ago	2	5.13%
1 - 2 months ago	2	5.13%
2 - 6 months ago	9	23.08%
Over 6 months ago	23	58.97%

**Q8: Do you have any comments (positive or negative) about Estate Walkabouts?****This open response (Free text) question was answered by 26 respondents.**

<b>Response</b>	<b>Number of Respondents</b>
Apart from social media they are very poorly advertised within the community, and for the last 8 years only myself, housing, ward councillor and about 1 other person has ever attended.	1
Could be better advertised	1
Didn't see how I was helping	1
Do not get feedback	5
Estates don't improve after each inspection	1
Feedback needs to have names and phone numbers of people contacted to deal with any problems and time limits to finish jobs. We have a new Housing Officer and the service is a lot better.	1
A list of all the things needed attended to should go up in the rent office and should be updated by the housing officer so the residents can see what's been done	

Have now moved from the area but recently went back and again mattresses were being dumped when the area was supposed to be cleaned up.	1
How will you know what the residents feel about the place where they live unless you have somebody that lives in the area	1
Housing Officer cut it short because she was cold	1
I am not fit to do walkabouts now	1
Nothing done about overgrown gardens or action on other matters in walkabout	2
If the rain had stopped and more people had turned up. But it was still VERY productive and the Council officer did her best under the circumstances. She forgot the paperwork but it would have got soaked in the rain anyway	1
Manager would be rushed (short of time to do them) Points found would be discussed at TARA meeting and followed up	1
Many households are very untidy around the front door area. Some look like a scrapyard, maybe a letter to remind people to keep it looking nicer. How are postmen supposed to `get to the door amazes me!	1
Never met the current housing officer	1
Notice things that need addressing to keep standards up to par. Hedges, public rights of way, ginnels etc, that need to be tidied up or repaired	1
They are very useful. The personal approach with members of the Council and local Councillor is more effective	1
Things are picked up but not always dealt with	1
Need to set clear standards for the environment of all estates in Leeds. Send a compliment, (thanks) letters for perfectly clean gardens and warning letters to tenants with overgrown and messy gardens and also to those who fly tip	1
Very good way to bring issues to the attention of the Housing Officer	1
Went on two walkabouts within 3 months of each other and of the understanding that they take part every 3 months, however, was then told that the process was changing, I haven't been asked to take part since, this was well over 12 months ago	1
Yes lots to point out about back of Malvern Grove the green belt where I regularly collect 3 bags of litter. The owners of the back gardens throw rubbish and bottles plus large trees and garden bags there I want to show you I love my home and want to save it from filth and rubbish	1

**Q9: Do you think additional Housing Leeds Officers or other representatives should attend with residents on Estate Walkabouts?**

**This single response question was answered by 39 respondents.**

Response	Number of Respondents	Percentage of Respondents
Yes	28	71.79%
No	11	28.21%

**Q10: If yes, are there any particular people who should attend?**

**This open response (Free text) question was answered by 20 respondents.**

A member of the Locality Team
Someone from the community
Councillors
Garden Maintenance Contractor
Heads of all departments

Highways department
Housing Manager
People with disabilities
Parks & Countryside
Cleaning Manager/Supervisor
Highways

**Q11: You told us you have not been on an Estate Walkabout. Please tell us why.**  
**This multiple response question was answered by 23 respondents.**

Response	Number of Respondents	Percentage of Respondents
The times are not convenient	6	26.09%
Not given enough notice	6	26.09%
Concerned about being seen as 'interfering' in other people's lives	1	4.35%
Not interested in doing them	1	4.35%
Other	15	65.22%

**Q11: Please Specify**

**This open response (Free text) question was answered by 11 respondents.**

Response	Number of Respondents
Away from area at relevant times	1
Did not know that they were happening	3
I work full time	1
Poor health	2
Not been approached	1
Tenant Association goes round with Officers	3

**Q12: Are you aware of Housing Leeds Estate Standards?**

**This single response question was answered by 88 respondents.**

Response	Number of Respondents	Percentage of Respondents
Yes	38	43.18%
No	50	56.82%

**Q13: Do you have any comments (positive or negative) about Estate Standards?**

**This open response (Free text) question was answered by 31 respondents.**

**Responses**

Cannot give comments if I do not know the Estate Standards. So these need to be publicised more.
Could do with litter pickers coming round and street cleaning, never see them
Grass cutting is very bad the mess is bad and some are very rude
I am only briefly aware of estate inspections through posters
Estate inspections not publicised enough with residents and resident groups. The gardens on York

Road have been overgrown with bushes for years now. The bins are always overflowing onto the street. Despite complaints about litter problem on Haslewood Court, lasting solutions have not yet been found by officers responsible. Most importantly, tenants/residents were not consulted before installing the waste bin collection point on Haslewood Court. These bins are not fit for purpose and should be removed. The daily sight of rubbish makes me and my family unhappy living on the street. The collection point is not adequately signposted as it suggests it is for public use. If this is the case, then three bins are not enough to cater for public rubbish for two weeks! Please help raise the standard of our estate!

I think that tenants should be fined if they do not abide by the rules of the housing (i.e. rubbish left where its stated not to)

I think the contractors undertaking work on behalf of LCC should be scrutinised more closely. Very often work is so shoddy it has to be done a couple of times - this is costing LCC and residents or Leeds too much money for 2nd call outs

It is obvious the tenancy agreement is no longer viable as no-one adheres to it except older residents who take pride in their neighbourhood

Keep us informed

More is needed to improve the estate, i.e. gardens, outside verandas, cleansing, fence painting, roadside dirt and weeds ours is a disgrace

More litter and bulky items need to be moved more frequently than they are currently

No feedback from relevant service. We have a great Housing Officer who struggles to get information from services.

No, but I have concerns about slum landlords who buy council houses and then rent then and do nothing to keep up standards. Laws are needed to protect all

Not adhered to. Private houses are at fault too. Not just council tenants

Our Sheltered Housing estate is usually kept up with and it is quite well maintained

Some properties have little or no regard to the standards, spoiling the look of the area

The grass is not cut or edged properly. Litter often thrown about people do not report things like water on outside walls of flats, lights out in some blocks

The standards of estates seems to have dropped again, they are, unfortunately, becoming run down and in danger of creating that stigma attached to council estates

They are a good thing and lead to everyone feeling prouder of where they live

Walkabouts should be more frequent