

Public Question regarding agenda item 8: What plans does the Council have on commissioning post-construction/completion evaluations for the larger developments of council housing?"

In their answer, officers/executive councillors may want to consider:

1. comments from new residents within a year of completion - We aim to carry out Post Occupancy Evaluation (POE) surveys at 6 months after completion and then again after a year for the Council's New Build Housing programme (including the 500 programme and the subsequent 1,000 programme). This is usually carried out via an online form for which we send out a link via email. For residents who do not have an email or access to a computer, we send a letter and offer to complete the survey with them over the phone should they wish.
2. comments from residents 5-10 years after completion – After the first year, POE surveys will be carried out annually up to 5 years after completion as advised in the Cambridge Sustainable Housing Design Guide (Page 41) which can be found on the Council's website: <https://www.cambridge.gov.uk/media/1503/cambridge-sustainable-housing-design-guide.pdf>. We analyse this information and look to see what we can learn from it adapting things like our Employers Requirements.
3. comments on the quality of design and build (in short term & long term) – please see attached POE survey sample, which covers points 3, 4 & 5. This gives an indication of the questions we ask.
4. comments on community infrastructure – as above.
5. emerging social issues following completion - esp those that were not prevalent prior to the building work – as above.
6. Opportunities to follow the County Council's work with early career academics at Cambridge University (See <https://www.cambridgeshire.gov.uk/council/research-and-statistics/cuspe> - could they be commissioned to undertake the evaluations?) – currently the surveys are carried out by the Housing Development team. Where there is funding and opportunities for more detailed POE that can be undertaken by Cambridge University academics, we would welcome this.
7. whether evaluations have been done for previous rounds of development, eg the housing off Shaftesbury Road/Hills Road; Accordia; Clay Farm, Orchard Park, and so on).

So far, POE surveys have been carried out at the following sites developed by Housing Development Agency. All are part of the 500 programme, of which the first homes were completed in May 2020:

- Anstey Way
- Garage Sites
- Nigel Gawthrop Court, Akeman Street
- Ventress Close

Outside of our own Council housing developments

Cambridge City Council does not have direct responsibility for the build or management of properties on the larger, strategic sites in and around the city. The Registered Provider (Housing Association) for the site will have their own arrangements for community engagement and surveys.

Cambridgeshire County Council have conducted a number of surveys on major growth sites around the County. The reports on the new development surveys, including the Southern Fringe which has a number of Council properties in one parcel, are available on [Cambridgeshire Insight: Cambridgeshire Insight – Housing & Planning – Housing priorities – New homes & communities](#): (Scroll down and click on The Local Picture, and then scroll down again to New housing development surveys, where all the reports are listed).



New Build Homes Survey - January 2022

Cambridge City Council's Housing Development Agency are conducting a survey to understand the views of residents who have recently moved into a new build property.

* Required

About you

1. Cambridge City Council is offering a £10 Love2Shop voucher for everyone who completes this survey. These can be spent at over 20,000 high street stores and online. *

	Yes	No
Do you wish to receive a voucher?	<input type="radio"/>	<input type="radio"/>

2. If you answered yes to the question above, you need to provide your name for Cambridge City Council to send you the voucher.

Cambridge City Council will use your information to send the voucher to you. Our full privacy statement is available on our website at:

<https://www.cambridge.gov.uk/privacy-notice>
(<https://www.cambridge.gov.uk/privacy-notice>).

3. Address *

4. Email Address

5. Telephone

6. What type of property do you live in? *

- Flat
- Terraced house
- Semi-detached house
- Detached house

7. How many bedrooms are there in your home? *

8. On which floor is your home? *

9. How long have you lived in the property? *

10. Overall how satisfied are you with your *

	very unsatisfied	unsatisfied	neutral	satisfied	very satisfied
Home	<input type="radio"/>				
Building	<input type="radio"/>				
Immediate neighborhood	<input type="radio"/>				

Temperature

11. How would you describe the temperature in *

	very unsatisfied	unsatisfied	neutral or N/A	satisfied	very satisfied
your home	<input type="radio"/>				
in the communal corridors	<input type="radio"/>				

12. Does your property heat up quickly?

1 star= slow, 5 stars= quickly *



Lighting

13. How satisfied are you with the following inside your property: *

	very unsatisfied	unsatisfied	neutral or N/A	satisfied	very satisfied
Amount of electric lighting?	<input type="radio"/>				
Brightness of electric lighting	<input type="radio"/>				
Amount of daylight	<input type="radio"/>				

14. Are blinds/shutters effective in blocking out glare in direct daylight?

1 star= not effective, 5 stars= effective *



Air Quality

15. How satisfied are you with: *

	very unsatisfied	unsatisfied	neutral or N/A	satisfied	very satisfied
the air quality in your home?	<input type="radio"/>				
the air quality on your street?	<input type="radio"/>				
the flow of air through your home?	<input type="radio"/>				

Controls

16. How satisfied are you with the user guidance provided for your home?
1 star=very unsatisfied, 5 stars= very satisfied *



17. How easy it is to use your controls for: *

	very difficult	difficult	neutral or N/A	easy	very easy
lighting?	<input type="radio"/>				
hot water?	<input type="radio"/>				
heating?	<input type="radio"/>				
cooling?	<input type="radio"/>				

Design, Space and Layout

18. How satisfied are you with the: *

	very unsatisfied	unsatisfied	neutral or N/A	satisfied	very satisfied
appearance of the building?	<input type="radio"/>				
view to the outside?	<input type="radio"/>				
cleanliness of common areas?	<input type="radio"/>				
size of your home?	<input type="radio"/>				
internal layout of your home?	<input type="radio"/>				
amount of storage in your home?	<input type="radio"/>				
size of the private spaces? e.g. balcony	<input type="radio"/>				

Noise

19. How satisfied are you with the noise: *

	very unsatisfied	unsatisfied	neutral or N/A	satisfied	very satisfied
levels in your home?	<input type="radio"/>				
levels that you can hear between rooms?	<input type="radio"/>				
from your neighbours?	<input type="radio"/>				
from traffic?	<input type="radio"/>				
from people outside?	<input type="radio"/>				
from the ventilation system?	<input type="radio"/>				
from other sources?	<input type="radio"/>				

20. If you can hear noises from other sources please tell us what they are: *

Safety and Security

21. How satisfied are you with: *

	very unsatisfied	unsatisfied	neutral or N/A	satisfied	very satisfied
how secure your windows and doors are?	<input type="radio"/>				
the level of security in your building?	<input type="radio"/>				

22. How safe do you feel: *

	very unsatisfied	unsatisfied	neutral or N/A	satisfied	very satisfied
in your home during the day?	<input type="radio"/>				
in your home during the night?	<input type="radio"/>				
walking in the local area during the day?	<input type="radio"/>				
walking in the local area during the night?	<input type="radio"/>				

Water

23. How satisfied are you with the: *

	very unsatisfied	unsatisfied	neutral or N/A	satisfied	very satisfied
water pressure in your home?	<input type="radio"/>				
taste of drinking water?	<input type="radio"/>				
size of your bath/shower?	<input type="radio"/>				
recycled water system?	<input type="radio"/>				

Waste

24. How satisfied are you with: *

	very unsatisfied	unsatisfied	neutral or N/A	satisfied	very satisfied
the amount of waste storage at home?	<input type="radio"/>				
how much you currently recycle?	<input type="radio"/>				
cleanliness of communal waste areas?	<input type="radio"/>				
access to communal waste areas?	<input type="radio"/>				
the guidance provided on what materials can be recycled?	<input type="radio"/>				

Energy and Water Use

25. How much on average do you pay per month for electricity bills? *

26. How much on average do you pay per month for heating/hot water bills? *

27. How much on average do you pay per month for water bills? *

28. Are these bills lower, higher or about the same compared with your previous property? *

Cycling

29. How satisfied are you with the: *

	very unsatisfied	unsatisfied	neutral/ not applicable	satisfied	very satisfied
number of cycling spaces in the building?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
location and access to the cycle spaces?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. Do you feel that your bike is safe when it is left unattended in the communal facility within your block?

1 star= not safe, 5 stars = very safe



31. Do you personally feel safe when cycling on the roads in your local area?

1 star= not safe, 5 stars = very safe



Public Transport and Traffic

32. How satisfied are you with the: *

	very unsatisfied	unsatisfied	neutral/ not applicable	satisfied	very satisfied
frequency of buses in the local area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
walking distance to public transport?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
amount of car parking spaces?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
amount of traffic on the roads?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
car sharing schemes in the area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Public Areas and Green Spaces

33. How satisfied are you with the following: *

	very unsatisfied	unsatisfied	neutral/ not applicable	satisfied	very satisfied
the size and quality of the park/open space in the area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
the walking distance to a park/open space in the area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
how well landscapes are maintained in the area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
cleanliness of your local area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
variety of outdoor play areas in the area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Public Amenities

34. How satisfied are you with the: *

	very unsatisfied	unsatisfied	neutral/ not applicable	satisfied	very satisfied
educational facilities in the areas?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
exercise facilities in the area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
health facilities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
community facilities in the area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
variety of leisure activities in the area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
postal services in the area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
variety of shops in the area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
variety of healthy food outlets?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
variety of restaurants in the area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Identity and Community

35. Do you feel a weak or strong community spirit: *

	weak	neutral	strong
in your building?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
in your local area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Engagement

36. How satisfied are you with the: *

	very unsatisfied	unsatisfied	neutral/ not applicable	satisfied	very satisfied
overall service from Cambridge City Council during your moving process?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
communication from Cambridge City Council during your moving process?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

37. Cambridge City Council's housing service provides a number of opportunities for tenants and leaseholders to:

- Influence the management decisions about your housing
- Test and challenge the quality of homes and the services that go with them
- Improve your estates and community

If you are interested in finding out more about these opportunities and how to get involved please provide your email address in the box below or contact 01223 458323:

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