Broadwater Farm Residents' Survey 02 2020

Overview

This report is the summary of results from the Broadwater Farm residents which explores residents' views and their preferred means of communication.

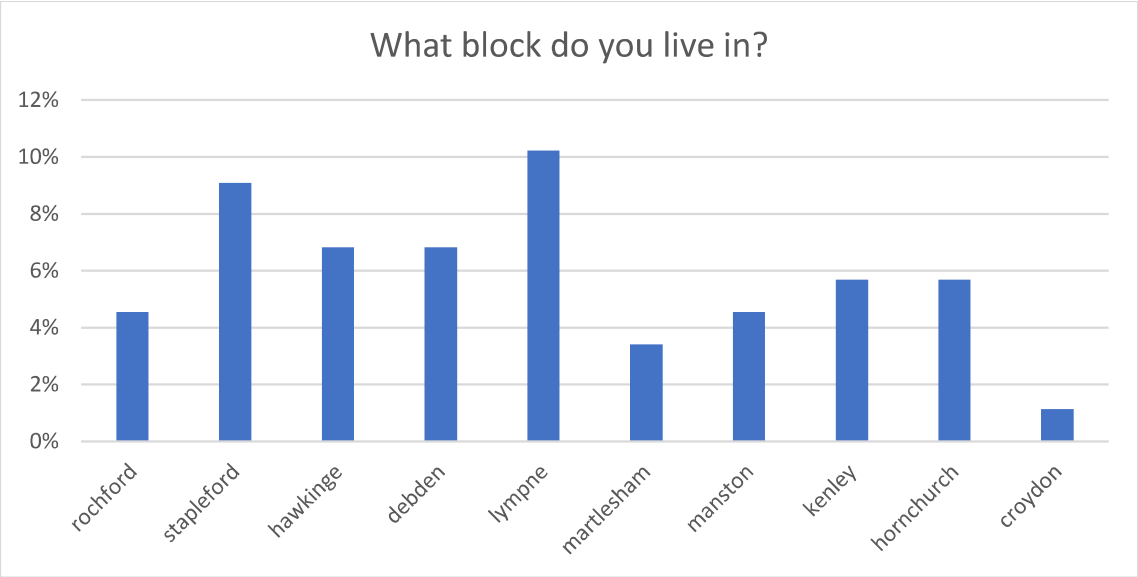
The survey took place between the 14th of October and 31st of October.

Methodology

The survey was sent on paper via post and an online submission option was also made available for residents. Responses were received from a total of 88 residents. 62 responded via letter (70%), whilst 26 responded via online submission (30%).

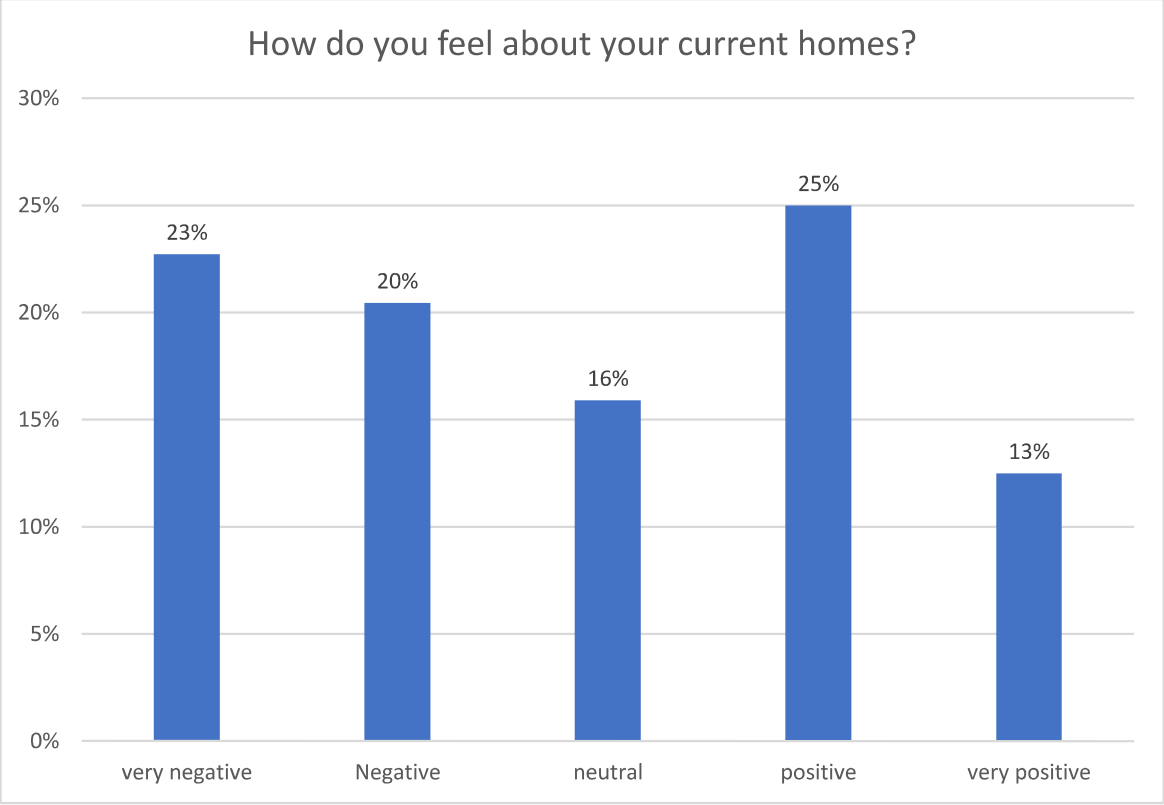
Question 1: What block do you live in?

Overall, the majority of the survey respondents live in the Lympne block (10%), followed closely by the Stapleford block (9%).



Question 2: How do you feel about your current homes?

(25%) of the responding residents feel positive about their current homes, whilst (23%) feel very negative. (20%) of the responding residents feel negative, followed by (16%) feeling neutral and (13%) feeling very positive.



Question 3: What do you like about your current home?

Below are occurring theme and samples of comments.

Size of homes	**Renovations of kitchen and bathroom**	**Location**	**Neighbourhood/community**
23 comments	2 comments	16 comments	4 comments
• The big space inside the flats • It is a large flat with a great sized kitchen and living room • It is perfect for a single person which I am. All the rooms are a good size	• Installation of the intercom. Access to the transport. New kitchen and bathroom provision • I love my flat. I have nice neighbours. I love my new kitchen and bathroom	• Neighbourhood, transport, green spaces, car parks, school • I like that my children's school is close by • The location, I feel safe, easy to access transport	• I like my flat because it is very multicultural and never have problems with my neighbours • I love my flat. I have nice neighbours. I love my new kitchen and bathroom

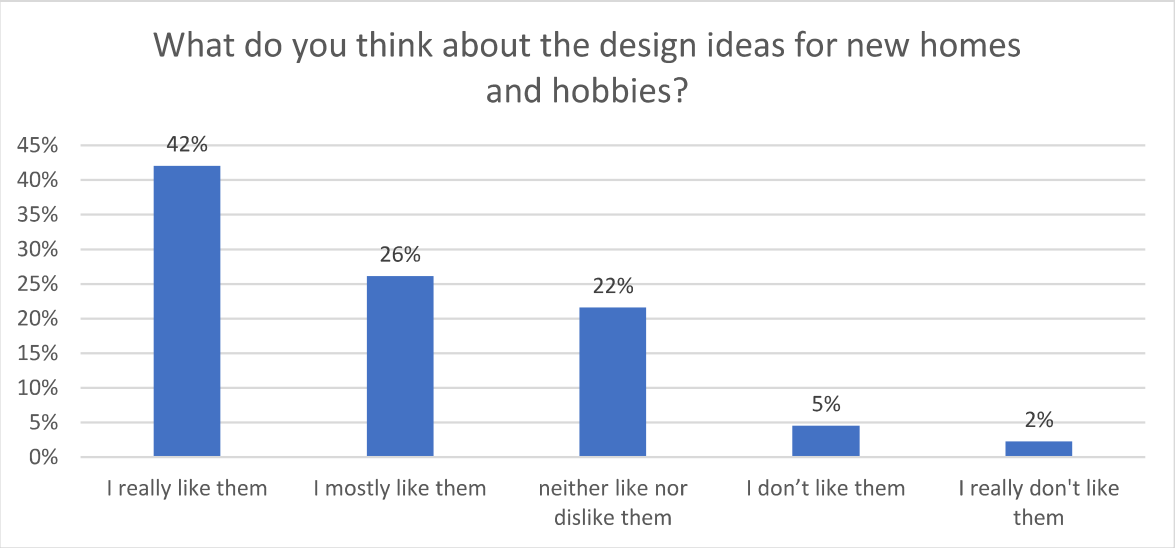
Question 4: Is there something you dislike about your home? Something you would change?

Below are occurring theme and samples of comments.

Maintenance & repairs	**Safety**	**Lack of garden space/balcony**
50 comments	10 comments	5 comments
• The damp, the ceiling are leaking, the house is so old, it's slowly crumbling. One thing is repaired, another is broken. The bin waste smells. There's cockroaches due to the mess • The building is old and as such all the connections are old and it is causing a lot of problems such as flooding, sometimes due to blockages. Smelly water in the bathroom taps some mornings. People washing coming through kitchen sink • It can get damp in the winter and condensation. Dining room door could be changed	• The window borders. Balconies are not burglar safe • The area very rough, and my children don't really feel safe. My family members cant visit me because its unsafe • Yes controls not enough	• No outside private space, size is disproportioned, damage done from other homes. Cracked walls, floors collapsing, old windows • it would be nice to have a private balcony • I don't have a garden. There is space next to the corridor unused. I would like permission to use it. Also walls/stairs leaks and needs painting

Question 5: What do you think about the design ideas for new homes and lobbies?

Overall, (42%) of the responding residents really like the design ideas for new homes and lobbies, followed by (26%) mostly liking them. (22%) of the responding residents neither like nor dislike them, whilst (5%) didn't like them and (2%) really didn't like them.



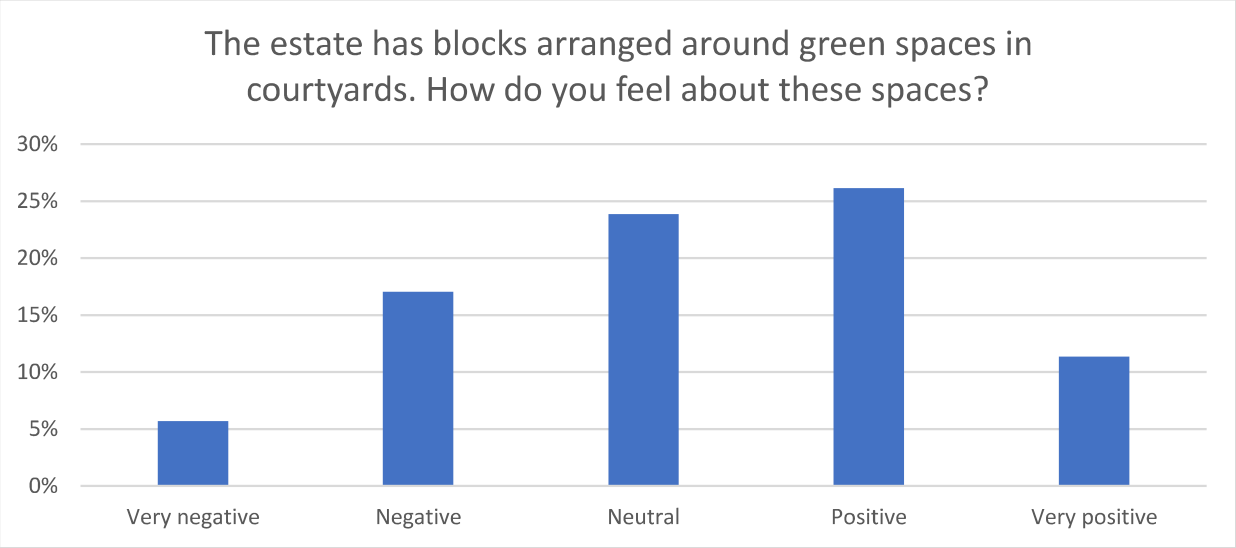
Question 6: Do you think there are any other key things to consider when designing homes, lobbies and communal areas?

Below are occurring theme and samples of comments.

Room sizes	Accessibility	Safety
8 comments	3 comments	8 comments
• Being spacious and not squashing too many things in one space	• Surveillance in elevators, bigger and cleaner. Safer house doors to reduce the amount of steps for disabled people	• Surveillance in elevators, bigger and cleaner. Safer house doors to reduce the amount of steps for disabled people
• Proportions of rooms within new builds. Higher ceilings and wider rooms. Accommodate disabled families too	• Storage in communal areas for those whom are wheelchair bound and those with prams to store them safely. Lifts within flats being checked regularly to make sure they are safe	• security camera cctv stop every road every park area
• spacious rooms	• Accommodate disabled families too	• More security systems and street lights

Question 7: The estate has blocks arranged around green spaces in courtyards. How do you feel about these spaces?

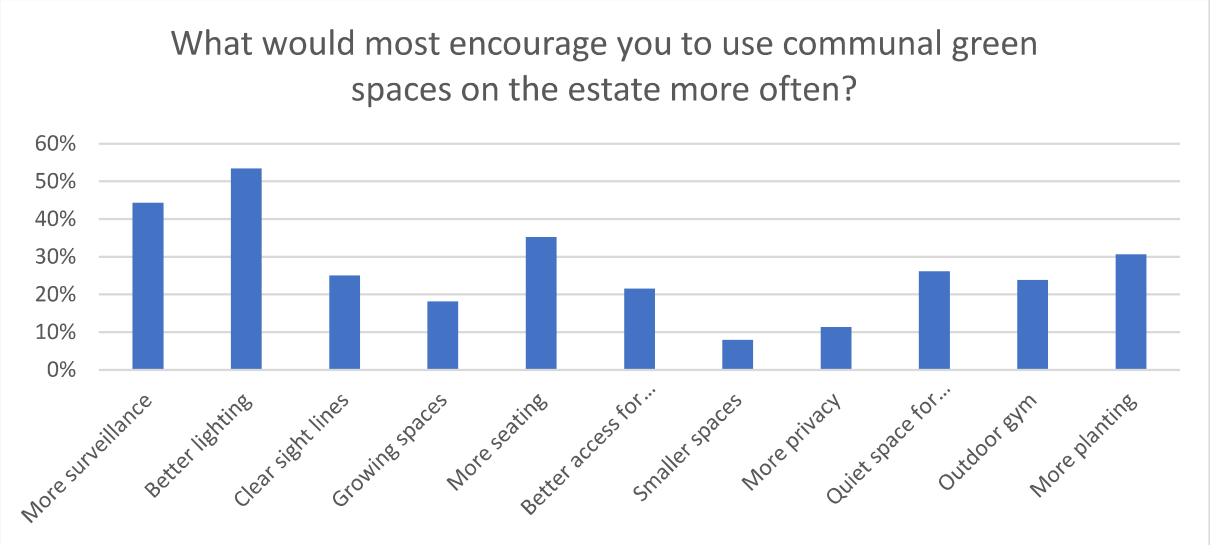
Nearly a third (26%) of the responding residents feel positive about the arrangement of the estate blocks around green spaces in courtyards, followed by (24%) feeling neutral about it. (17%) have negative feelings towards it and (11%) felt either very negative or very positive.



Question 7: Sample of Comments				
Very negative	**Negative**	**Neutral**	**Positive**	**Very positive**
• Dog owners makes green spaces dirty. They don't care to clean	• Too many kids play area. What about adults, we need spaces we can go.	• By not having children or dogs, I don't really use them. I tend to use the park for walks or sit down. But I would use them more	• In my opinion, green spaces had been quite useful to community living on the estate	• I love green spaces
• There is a very small park for kids. After school time all the children try to play there its very dirty and unsafe for me	• They are usually occupied by so called 'gangs' who take drugs and have fights	• Kids play football and windows get hit with ball which should not be allowed	• Makes the estate look fresh and clean	• These spaces are a must especially during current strange times
• Not welcoming and play area is overcrowded	• Not looked after not ideal for children. People with dogs use area	• Because people use that for no good things	• A lot of good sense in this format	• I like open spaces and natural wildlife

Question 8: What would most encourage you to use communal green spaces on the estate more often?

More than half of the responding residents (53%), believe better lighting will encourage them to use the communal green spaces on the estate more often, closely followed by more surveillance (44%) and more seating (35%). More seating (35%) and more planting (31%) were among popular responses alongside quiet space for reflection (26%).



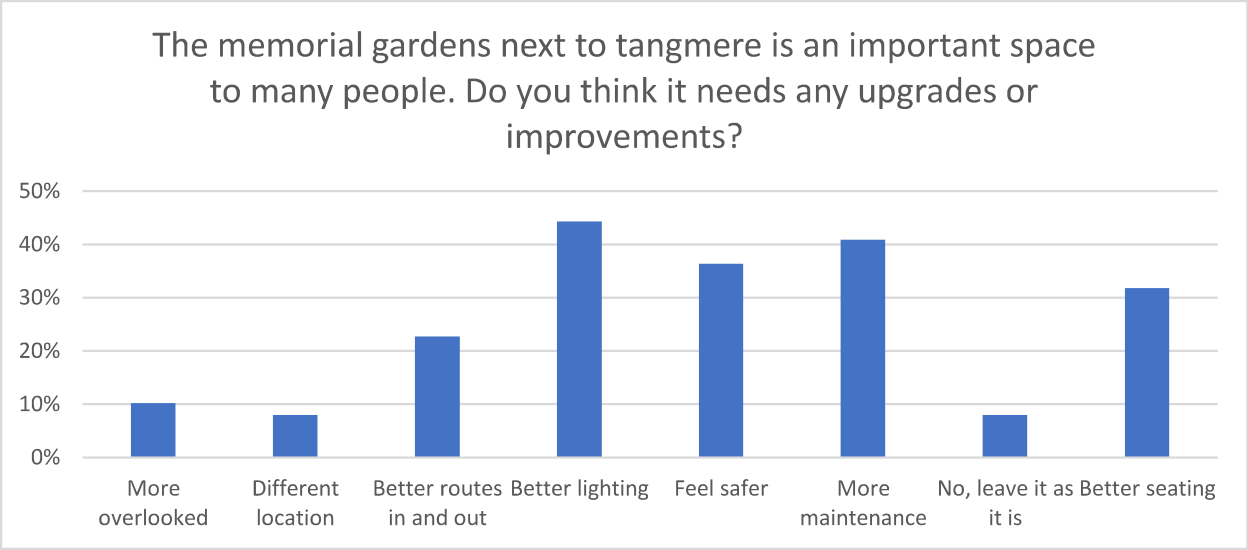
Question 9: We think it would be nice to improve the estate's access and connection to Lordship Rec. Do you have any ideas for how this could be improved?

(45%) of the responding residents answered this question and majority were in favour of improving the connection to Lordship Rec such as clearer pathways and cycle lanes.

Sample of comments
• I think the connection is sufficient and easy. I would like to see cycle lanes all around the park for pedestrian safety
• Such pathways shouldn't cut through undercroft parking spaces. Instead, new pathways should intersect from front street and curve through the space in between Debden and Hornchurch
• Cleaner and bigger access roads and gates. The tighter the road/alleyways, the more dangerous. Connect the roads and entrances
• I would suggest that lots of people use the Lordship Rec so it would be good idea to have more washrooms, both for disabled people, children

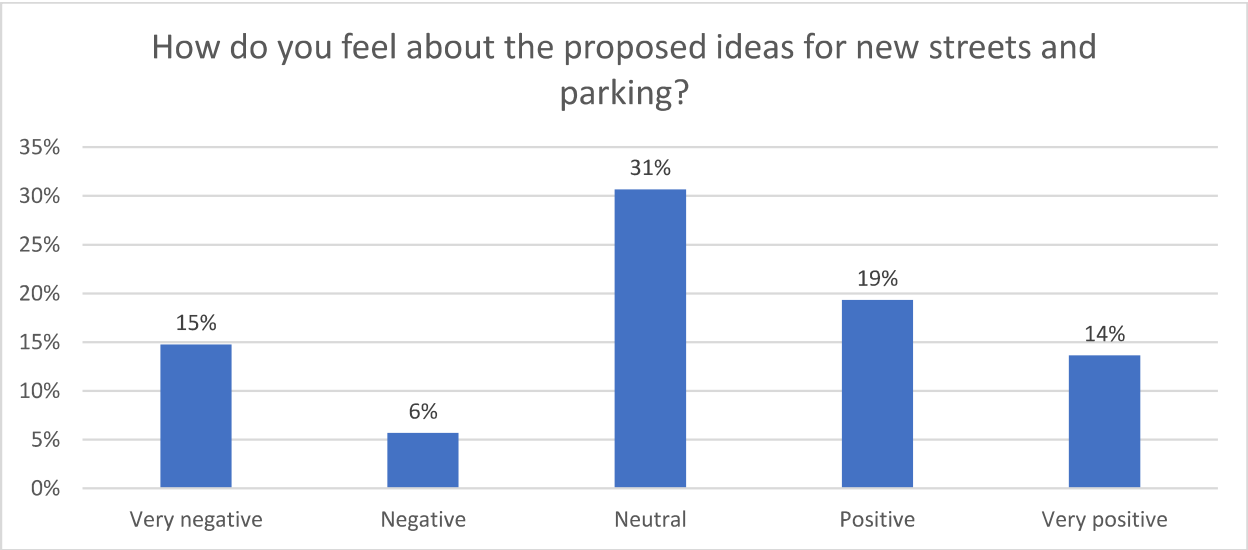
Question 10: The memorial gardens next to Tangmere is an important space to many people. Do you think it needs any upgrades or improvements?

Popular responses in regards to upgrading or improving the memorial gardens next to Tangmere are better lighting (44%), maintenance (41%) and safety (36%). Responding residents also think better seating (32%) would be an improvement.



Question 11: How do you feel about the proposed ideas for new streets and parking?

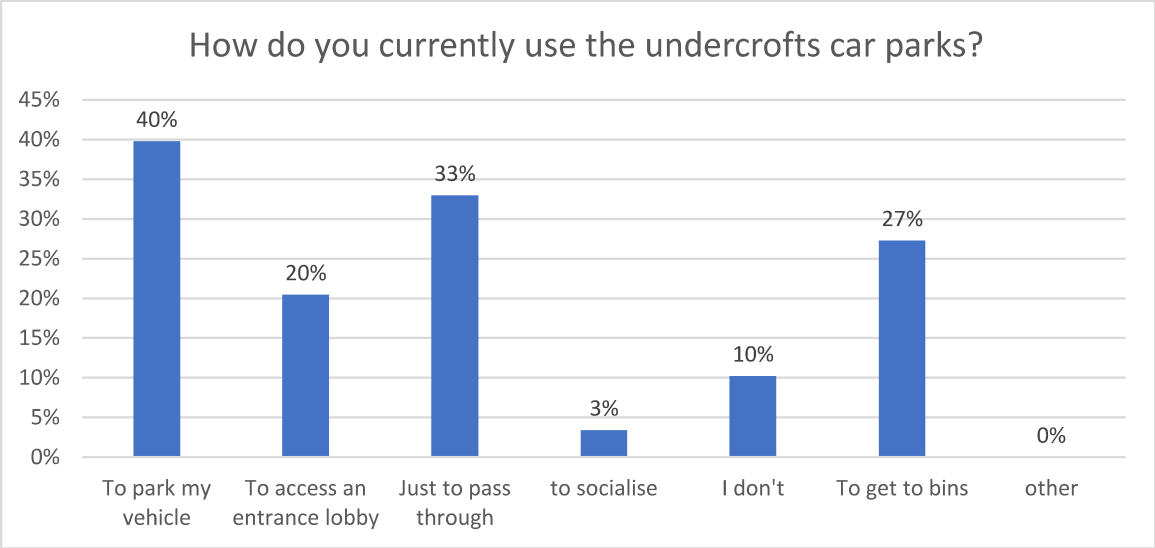
More than a third of the responding residents (31%) feel neutral about the proposed ideas for new streets and parking, followed by (19%) feeling positive about the proposal.



Question 11: Sample of Comments				
Very negative	**Negative**	**Neutral**	**Positive**	**Very positive**
• No parking space	• Difficult to park our cars	• We need to have free residential permits	• I don't drive yet but more friendly and controlled parking should be in place so no random people could park here	• It will make people feel safer
		• I don't drive and have few visitors	• Separation of parking is needed especially with better lighting and security	• Demarcation lines for separation of the parking vehicles may be necessary for safety in car park
		• The new proposed road through the old site at Tangmere, seems to go through homes off the estate	• Pedestrian priority and spacious parking	• This could provide a better view of the carpark

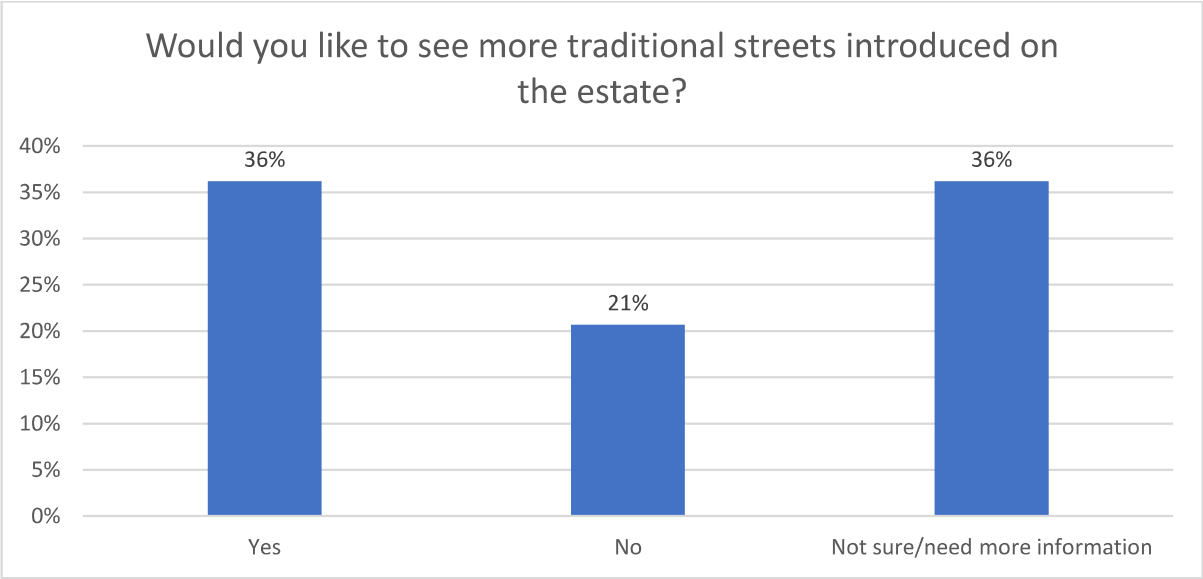
Question 12: How do you currently use the undercrofts car parks?

More than a third of the responding residents (40%) currently use the undercrofts to park their vehicles, closely followed by (33%) using it just to pass through. (27%) of the responding residents use the undercrofts to get to bins whilst (20%) use it to access an entrance lobby.



Question 13: Would you like to see more traditional streets introduced on the estate?

(36%) of the responding residents would like to see more traditional streets introduced on the estate, whereas (21%) were in opposition of it. (36%) were not sure and need more information.



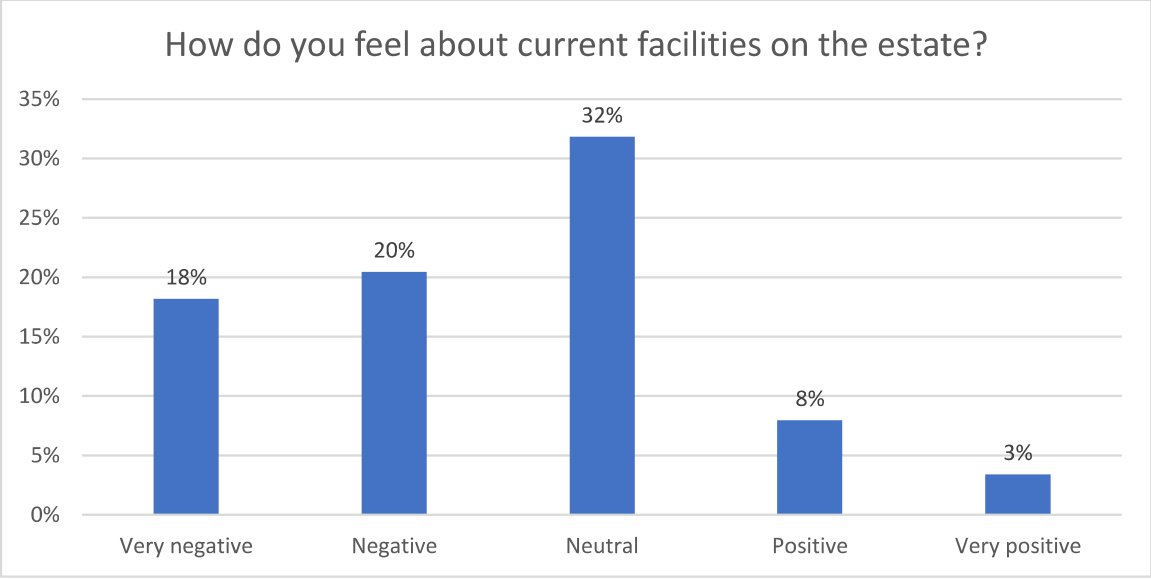
Question 14: What do you think about the examples presented for new streets and parking?

(56%) of the responding residents answered this question and had mixed views about the examples presented for new streets and parking.

Question 13: Sample of comments
• Good idea but we can't afford to buy permits
• Not fond of street parking as it looks messy
• We need more amenities for all (lights, sign-posts to indicate each building and streets)
• I like it but I don't think it considers household with car users as much
• I would be interested in seeing how the new streets will affect the current communal spaces. I think it's a good idea to have an open space rather than closed car parks but not at the expense of less parking options and less green spaces.

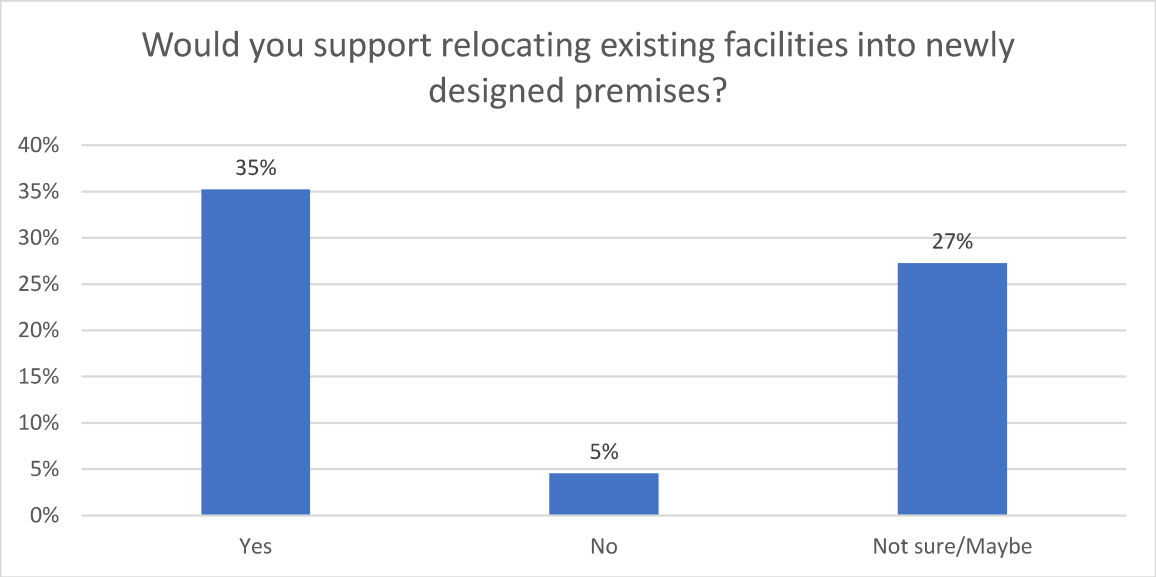
Question 15: How do you feel about current facilities on the estate?

Just over a third of the responding residents feel neutral about current facilities on the estate, followed closely with (28%) feeling negative towards it. Only (9%) of the responding residents feel positive.



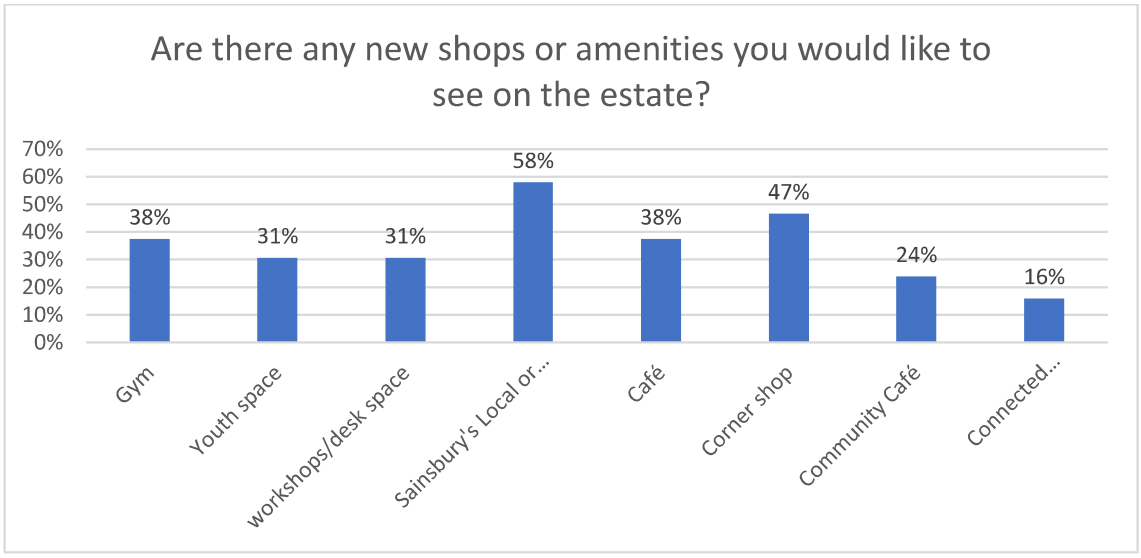
Question 16: Would you support relocating existing facilities into newly designed premises?

More than a third (35%) of the responding residents support the idea of relocating existing facilities into newly designed premises, which is followed by (27%) of reporting residents who are not sure.



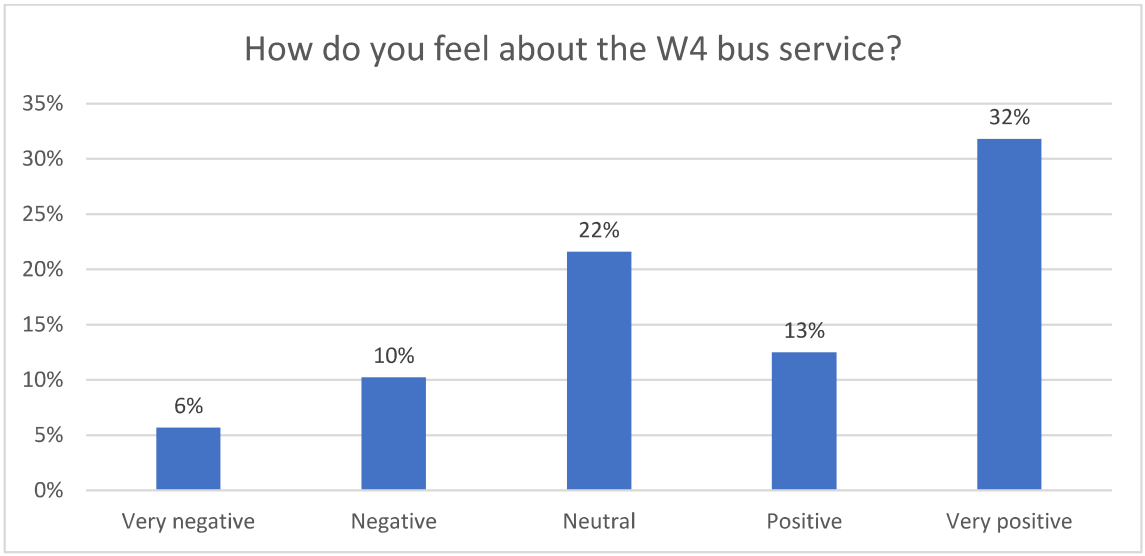
Question 17: Are there any new shops or amenities you would like to see on the estate?

(58%) of the responding residents would like to see a Sainsbury's Local or similar on the estate, followed by (47%) wanting a corner shop and (38%) wanting a gym and a café (38%). Workshops/desk space (31%) and youth space (31%) were also among popular responses.



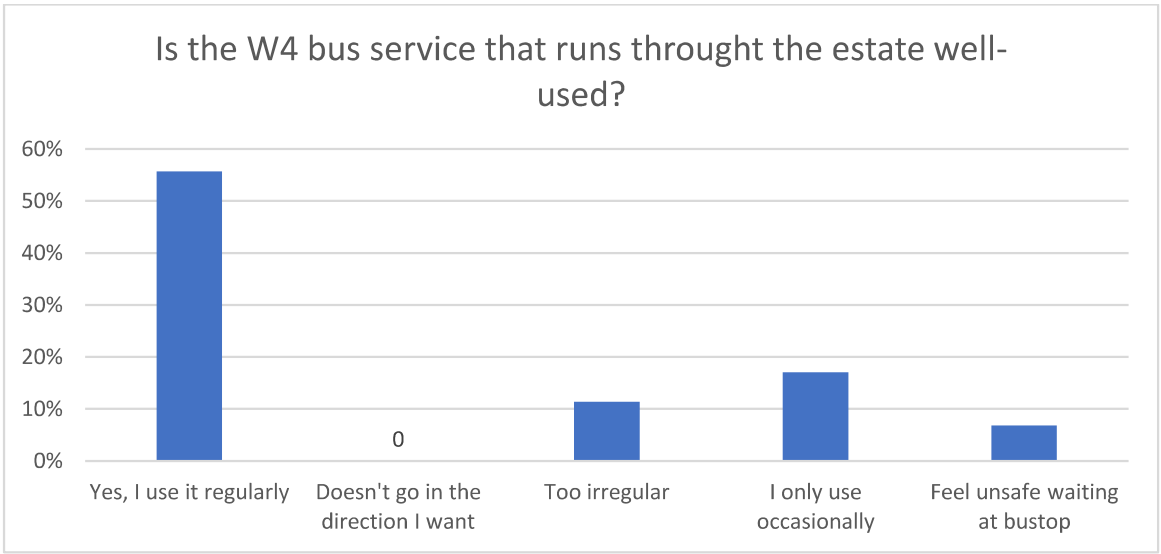
Question 18: How do you feel about the W4 bus service?

Just over a third of responding residents (32%) find the W4 bus service very positive, followed by (22%) finding it neutral. On the other hand, (13%) found it negative.



Question 19: Is the w4 bus service that runs through the estate well-used?

Two-thirds of the responding residents use the W4 bus service regularly (56%), whilst (17%) only use it occasionally, either find the service too irregular (11%) or do not feel safe waiting at the bus stop (7%).

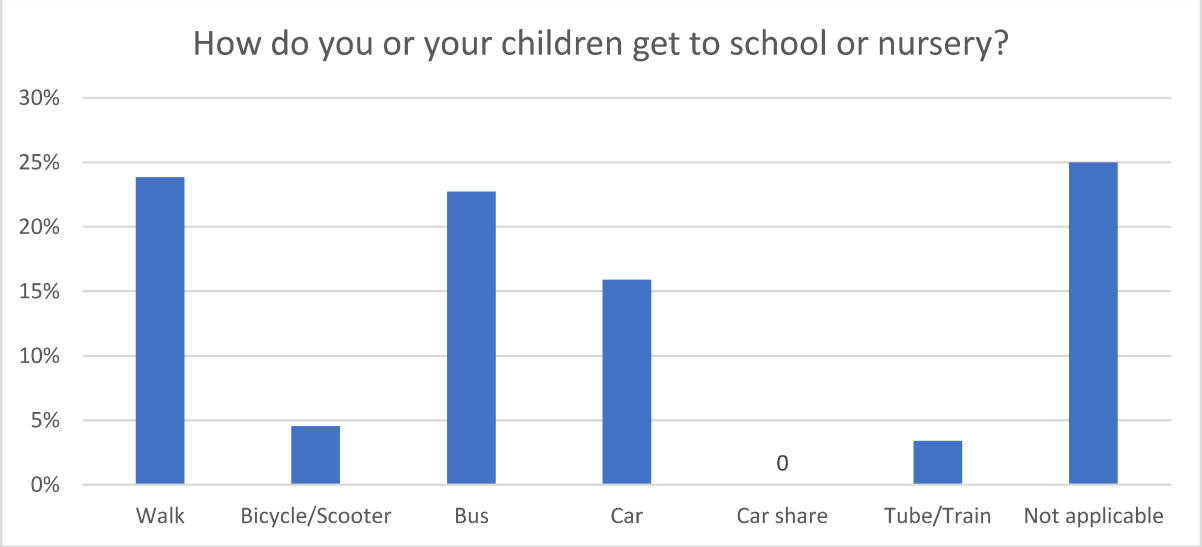


Question 20: Where do you do most of your food shopping?

(73%) of the responding residents answered this question and reported that they mostly do their food shopping at popular high street supermarkets such as Sainsbury's, Tesco, Asda and Morrisons. Lidl, Aldi and Iceland were also among popular responses. The responding residents also reported the locations of their main supermarkets which were Tottenham High Road, Lordship Lane, Wood Green, and Lea Valley.

Question 21: How do you or your children get to school or nursery?

(24%) of the responding residents either walk, take a bus (23%) or use a car (16%) to get to school or nursery. Only (5%) use a bicycle or scooter.



Question 22: What could be improved to make walking or cycling more enjoyable?

(35%) of the responding residents answered this question and a majority suggested better lighting, clearer pathways and cycle lanes.

Sample of comments
Surveillance cameras, more cross walking and cyclist lanes
Pedestrians and cycling pathways
Make better routes for walking on foot and bicycle

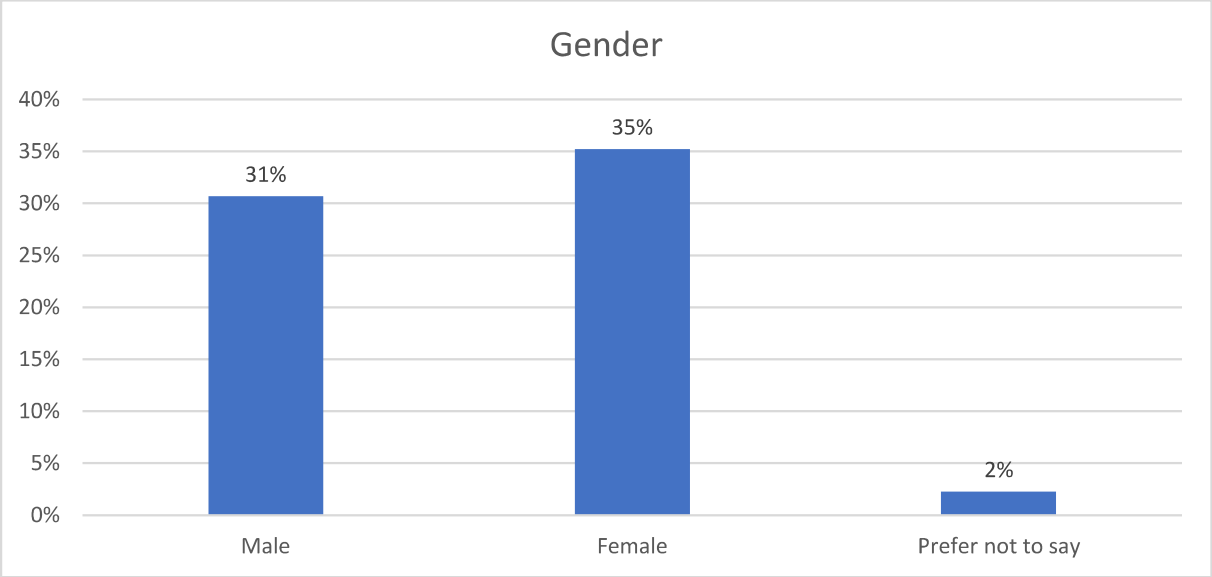
Question 23: In the last survey, many of you mentioned that transport connections needed to be improved. Which transport connections would you like to see improved?

(48%) of the responding residents answered this question and majority reported the W4 bus service was the main transport connection that responding residents wanted to see improving.

Sample of comments
The bus W4 station in the community must have a reader so that the resident will get information when the bus is diverted
W4 is not reliable, poor time keeping
They should extend the time at night

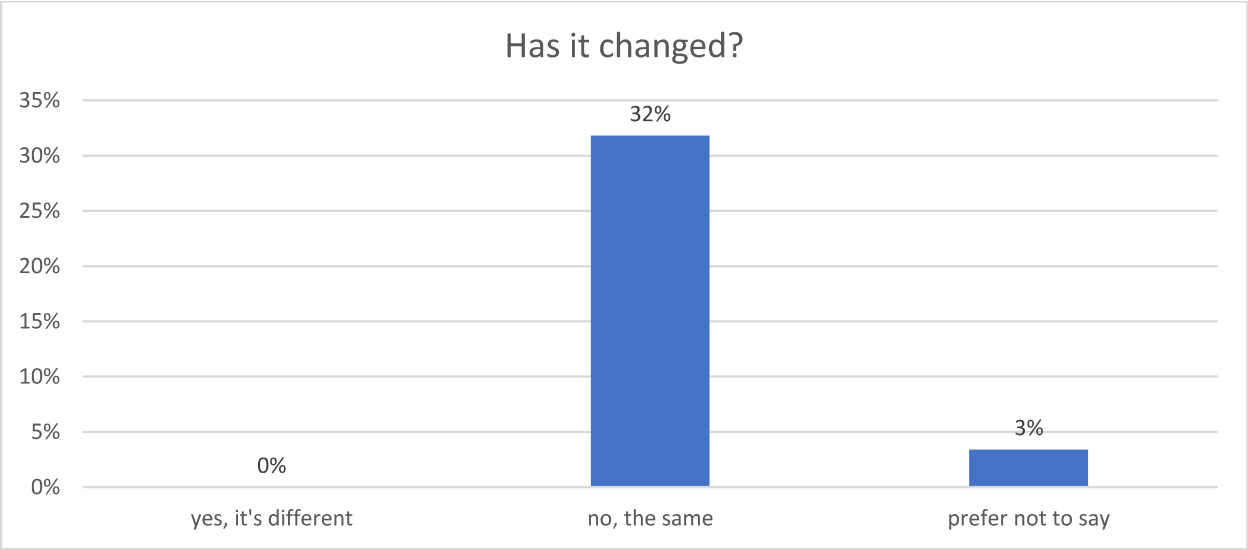
Question 24: Gender

(35%) of the responding residents are female whilst (31%) are male.



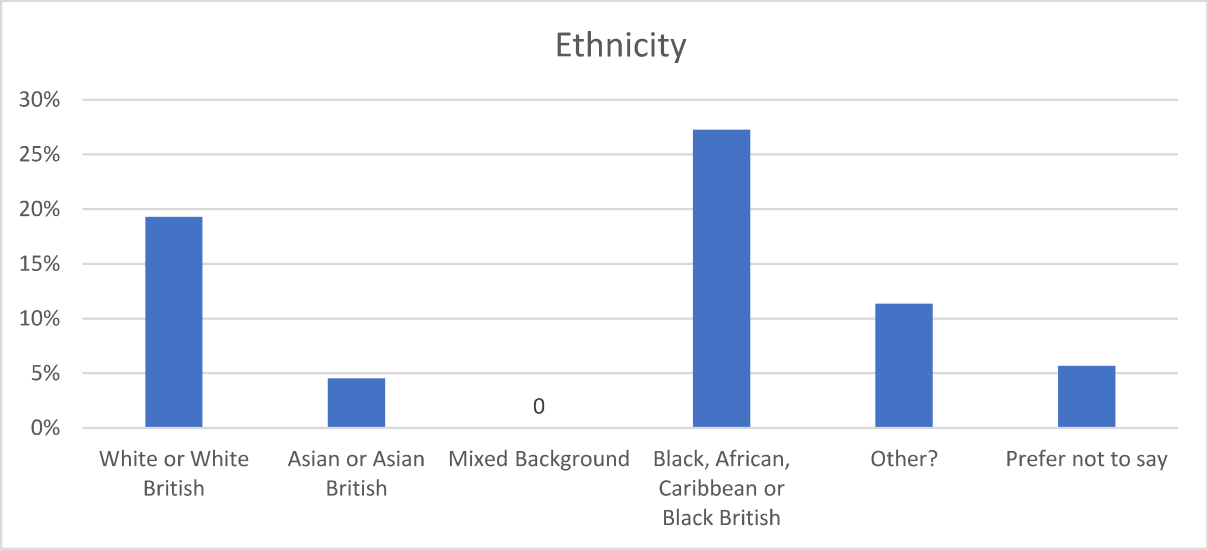
Question 25: Has it changed?

(32%) of the responding residents have reported that their gender has not changed.



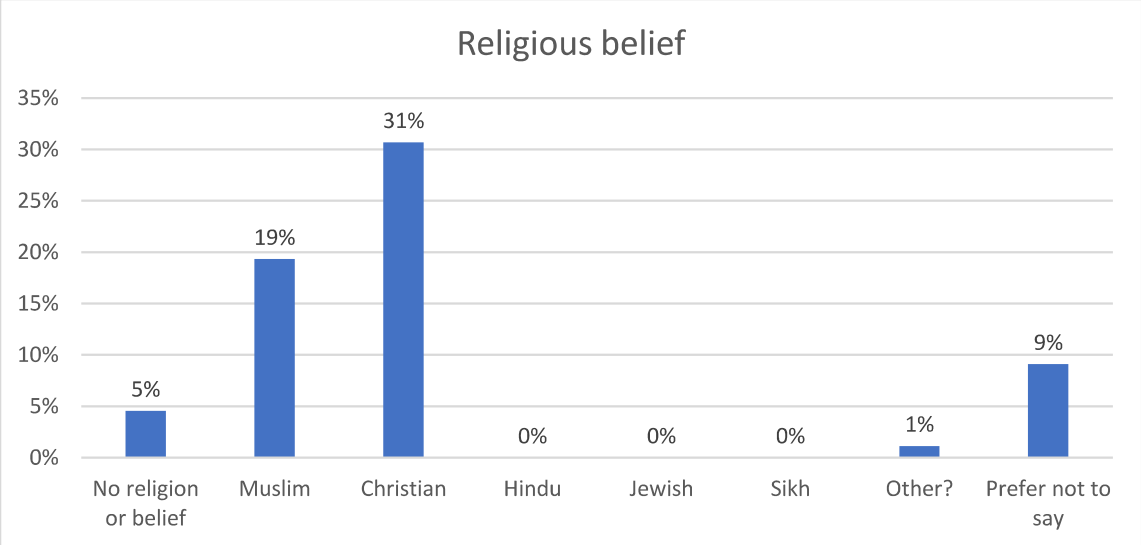
Question 26: Ethnicity

Nearly a third (27%) of the responding residents identify as Black, African, Caribbean or Black British, followed by (19%) identifying as White or White British. (5%) identify as Asian or Asian British. (11%) selected other which they specified as Kurdish, Turkish, Latvian and Greek.



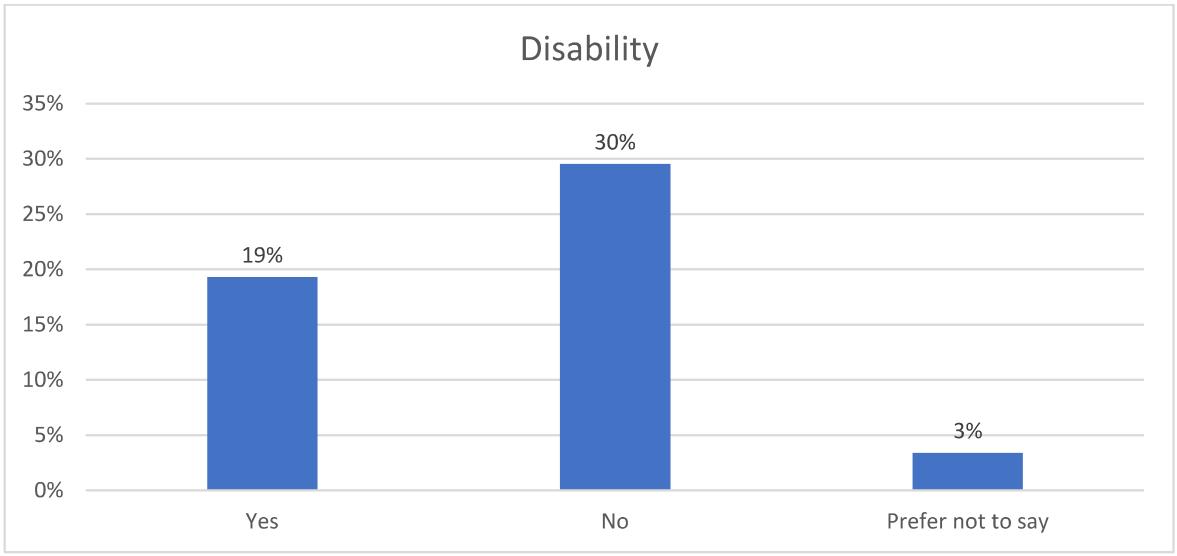
Question 27: Religious belief

More than a third of the responding residents identify as Christian (31%), followed by (19%) identifying as Muslim. (5%) do not have a religion or belief.



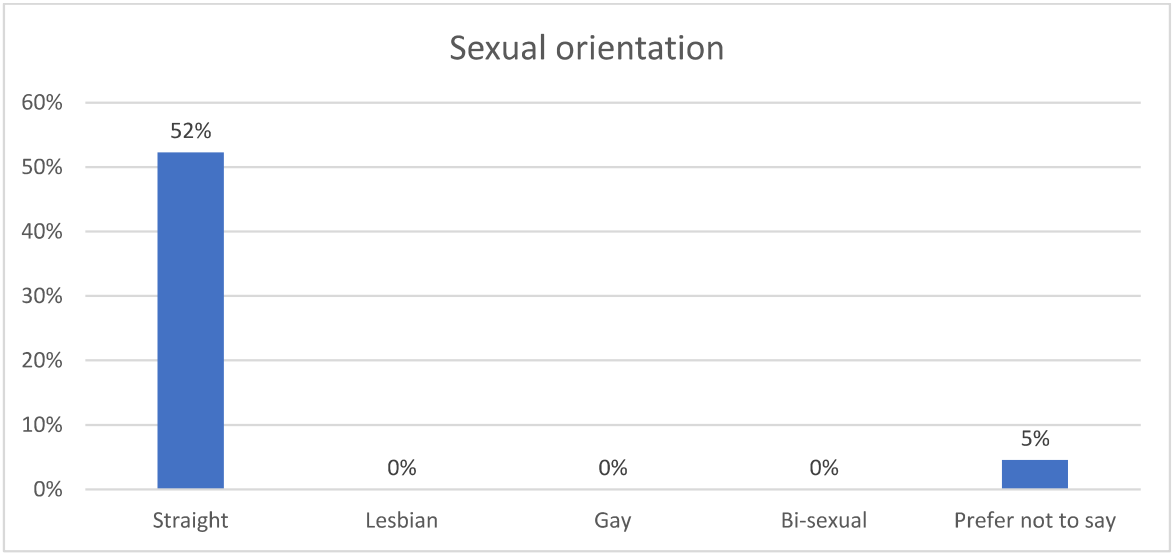
Question 28: Disability

(30%) of the responding residents report that they do not have a disability whilst (19%) identify having a disability. (3%) preferred not to say.



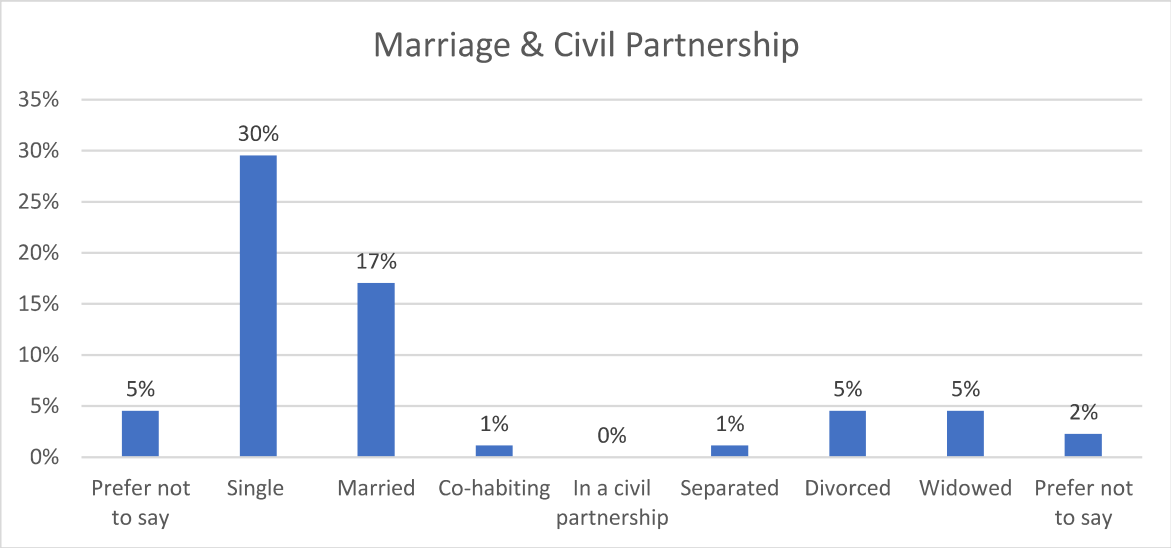
Question 29: Sexual Orientation

(52%) of the responding residents identify as straight, whilst (5%) preferred not to say.



Question 30: Marriage & Civil Partnership

More than a third of the responding residents report that they are single (30%), followed by (17%) reporting that they are married. Divorced respondents make up (5%) and (3%) are widowed.



Question 31: Language

Nearly half of the responding residents reported their language as English (34%), followed by (14%) reporting that they speak Turkish. Some of the specified languages reported were Russian, Amharic and Yoruba.

