Mid Devon
DISTRICT COUNCIL

New Build Homes Resident Survey 2021

Executive Summary

Moves

- 63% of moves to New Build Homes in Mid Devon are from within the District. 88% of moves are from either within the District or from Local Authority areas adjoining Mid Devon.

Tenure

- Majority of tenure in new build homes rests in home ownership (91%). In comparison the households' previous situation whereby 57% were in home ownership.
- Shared ownership amounted to 16%, in contrast with 0% in households' previous situation. Majority of movement in tenure was from private rent to own with a mortgage.

Demographics

- Average household size in new build homes is 2.54. 40% were made up of two person households. Households greater than two persons made up 42%, with the majority of these households including individuals in education or under school age.

Homeworking

- 57% have some form of homeworking with 88% identifying there was enough flexibility in their home to accommodate their working from home needs permanently.

Travel

- At the time of the survey 46% did not commute to work.
- The motor vehicle is the dominant form of travel for all distances. Walking however made up 43% of journeys where destinations were 1 mile or less.
- Quality of pedestrian and cycle routes and proximity to employment are the top two reasons that would encourage people to use their car less.

Home satisfaction

- The attraction of a new build home and opportunity to own their own home were the top two reasons people chose to move to a new build home.
- 40% of those that have access to a garage use it for their car. 90% use it for storage.
- Overall there is a good level of satisfaction from residents in their new build homes with an average of over 3.4 out of 5 for every feature listed in the survey.
- Privacy and noise insulation are the top two areas that people would like improved in their new build home.

Neighbourhood Satisfaction

- Overall there is a moderate level of satisfaction of their neighbourhood from residents in new build homes with an average of over 2.7 out of 5 for every feature listed in the survey.
- The top features in a neighbourhood residents are happy with are schools, safety, character and appearance and noise.
- The lowest rated feature and the only item that scored less that 3 out of 5 was pedestrian and cycle routes. This was also the top area that people would like improved in their neighbourhood both in quantity and quality.

Contents

1. Introduction

1.1. Mid Devon District Council (MDDC) launched its first New Build Homes Resident Survey in 2021. The goal of the survey is to understand how successful a new build development is from a resident's perspective in Mid Devon. The findings will help inform our understanding of what makes a great place for people to live, work and enjoy, and we can use this information to help us shape the future of our local area through the Council's work. Over time, the annual survey will help us build a picture across the District and identify trends.

1.2. The Council adopted its Corporate Plan in January 2020 covering a four-year period of 2020-2024. Our Corporate Plan is a document that sets out what we want to achieve in the district to support and enrich our communities, businesses and the environment we live in. The Corporate Plan identified four key priority areas to ensure which are the focus of our work. They are:

1. Homes
2. Environment
3. Community
4. Economy

1.3. The New Build Homes Resident Survey particularly supports the Homes and Community priorities in the Corporate Plan. It also provides some insight and support to the environment and economy priorities through the relationship between home, work and the environment. The findings from the survey will help support decision making, including data useful in the development of plan-making such as the Local Plan.

1.4. The topic areas covered in this annual survey are set out below and are reported in the following chapters within this document.

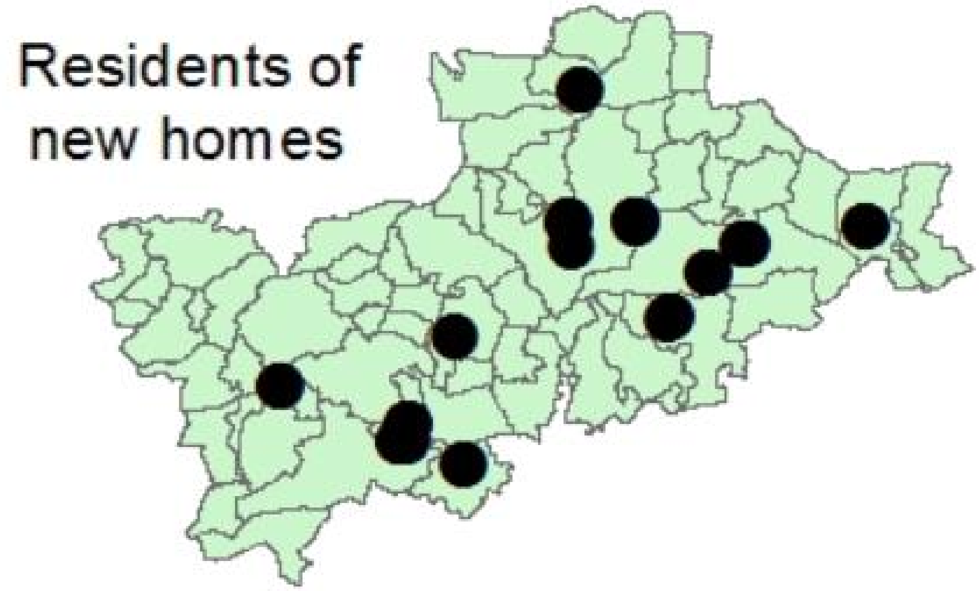
- Migration, tenure and demographics
- Homeworking, transport and commuting
- Home satisfaction
- Neighbourhood satisfaction

2. Methodology

2.1. The survey provided at Annex 1 of this report in 2021 was sent to 315 households in Tiverton, Cullompton, Crediton, Bampton, Copplestone, Cheriton Fitzpaine, Hemyock, Newton St Cyres, Uffculme and Willand. Only major new build developments (10+) were included in the survey sample so that the new build neighbourhood context would be relevant for all recipients. The households were identified using MDDC's monitoring of housing completions for the previous monitoring year 2019/2020 (excluding Dartmoor National Park which is administered by Dartmoor National Park Authority). As such, by the time a household received the survey they may have been in their new home for just a few months to up to approximately 2 years.

2.2. The survey was sent out to the above households early February 2021 along with a postage paid return envelope. A covering letter explained the purpose of the survey and provided the opportunity to respond online. All completed surveys in this report were returned by mid May 2021. Of those that received the survey 65 responses were received which represents a 20.6% response rate. A response rate of between 20-30% is considered to be highly successful[1].

2.3. Individual responses provide a unique and irreplaceable insight into residents' views of their new build home and neighbourhood. This report presents the qualitative survey results and provides statistical illustrations through graphs and analysis.



MAP 1: Locations of returned surveys

[1] https://www.surveymonkey.com/mp/sample-size/

3. Migration, tenure and demographics

Migration

3.1. The following question was included in the survey to help us understand the local housing market for new build development in Mid Devon. The data helps us attune assumptions in housing demand, migration patterns and helps to answer a frequently asked question of ‘Where have residents living in new homes come from?’

1. Tell us about your move?

Current Postcode ____________ Previous Postcode ____________

3.2. Fifty-nine of the sixty-five respondents provided both their current and previous postcodes. A summary of findings is provided in Table 1 below. This identifies that the majority of moves are within the District at 63%. When considering those further afield, 25% are from adjoining Local Authority Areas, 3% are from the South West and 9% are from the rest of the UK. When combining these figures, 88% of moves are either from within the District or from adjoining Local Authority areas and 91% are from the South West area. A full breakdown by Parish is provided at Annex 2.

Moves into new developments from:	**Total**
Within the District	37 moves
	63%
Adjoining Local Authority Areas	15 moves
	25%
South West	2 moves
	3%
Rest of UK	5 moves
	9%

Table 1: Moves into new developments

3.3. The median distance moved by those that responded to this survey was an average of 6 miles. In comparison to national data[2] the median distance moved by UK movers was 9 miles.

3.4. Nationally 40% moved within 5-miles of their previous home with 51% of moves measuring under 10 miles and nearly two thirds under 20 miles. Comparably, the Mid Devon New Build Homes Survey demonstrates that these moves are more local than the statistics identified nationally with 44% of moves within 5 miles, 63% under 10 miles and 84% within 20 miles.

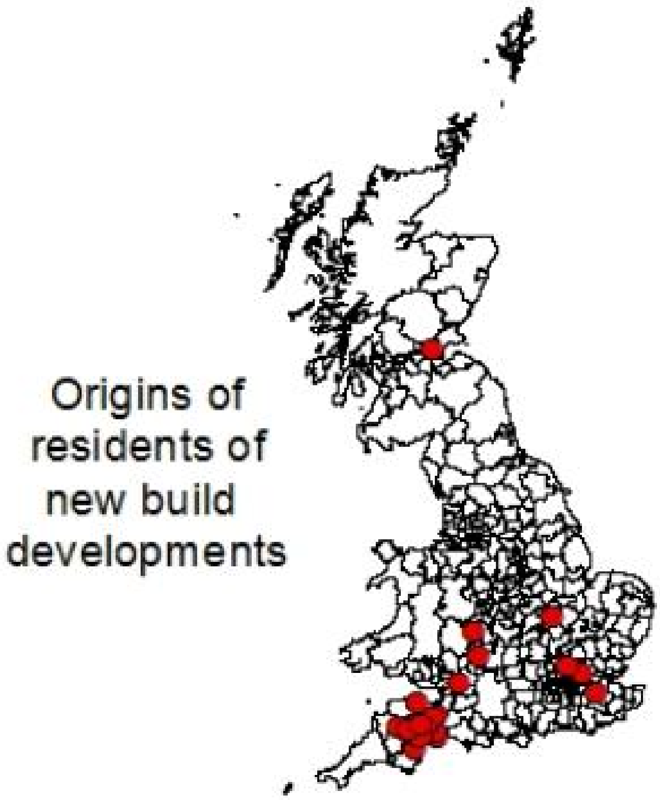
[2] https://www.propertyreporter.co.uk/property/op-ten-home-moving-statistics-of-2019.html
https://www.reallymoving.com/help-and-advice/guides/uk-moving-distance-map

Distance of move	No. of moves	Percentage
5 miles or less	27	44%
6-10 miles	12	19%
11-20 miles	13	21%
21-40 miles	2	3%
Long distance moves (+80 miles)	8	13%

Table 2: Distance of moves by miles

Distance of move	Total moves	Percentage
5 miles or less	27	44%
10 miles or less	39	63%
20 miles or less	52	84%
40 miles or less	54	87%
All moves	62	100%

Table 3: Distance of move by miles combined



MAP 2 : Origins of residents of new build developments

Tenure

3.5. Two questions were included the Survey to help understand the tenure of new homes and how this may have changed from a homeowners previous situation. As this survey continues annually these two questions will help us identify trends in Mid Devon that may change over time.

3. Do you own or rent your new build home?

- ☐ Own outright
- ☐ Own with mortgage
- ☐ Own shared ownership
- ☐ Rent from private landlord
- ☐ Rent from housing association/Council
- ☐ Other (please state) ______________________

4. At your previous address what was your situation?

- ☐ Own outright
- ☐ Own with mortgage
- ☐ Own shared ownership
- ☐ Rent from private landlord
- ☐ Rent from housing association/Council
- ☐ Living with Friends or Family
- ☐ Other (please state) ______________________

3.6. Sixty-four of the returned surveys completed the questions on tenure. The following Charts 1 and 2 demonstrates that the majority of tenure in new build homes rests in home ownership either with mortgage, owned outright or shared ownership. One respondent opted ‘other’ in the survey and specified that they owned shared ownership with a mortgage. As such in totalling those in home ownership this amounts of 91% of those that responded to this survey in new build homes. This in comparison to the households’ previous situation, whereby only 57% were home ownership. What is striking in the findings is the opportunity that new build homes provide in a share ownership product, which amounted to 16% (when including 2% of those that responded ‘other’ as explained above), in contrast to 0% in the households previous situation. The majority of movement in tenure was from those previously in private rent to own with a mortgage.

3.7. Question 16 of the survey provided the opportunity for any other comments about the residents’ home and neighbourhood. One person did question the benefits of shared ownership in comparison to other home ownership opportunities, given the mechanism of shared ownership requires rent on the proportion of the home not owned.

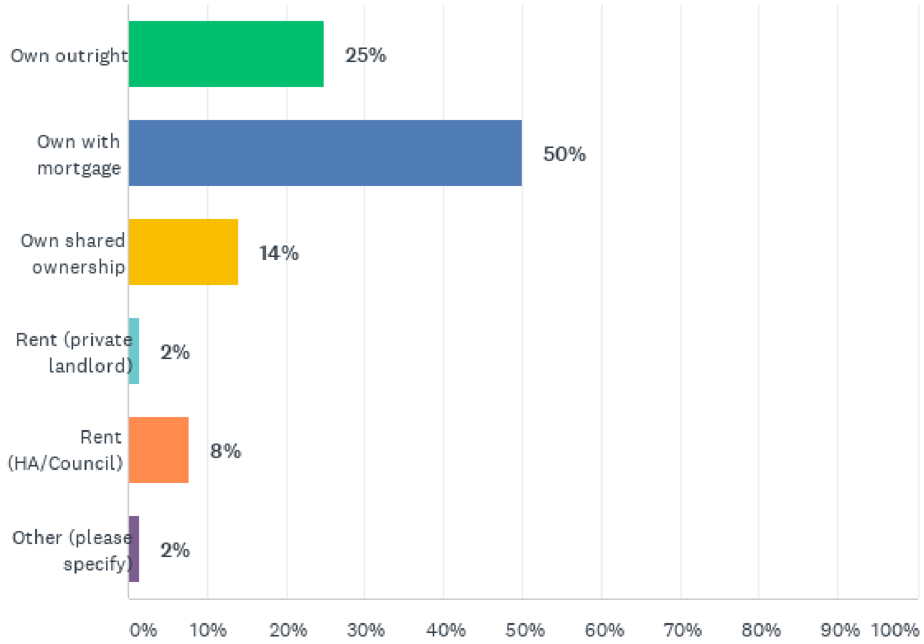


Chart 1: Q3 Do you own or rent your new build home?

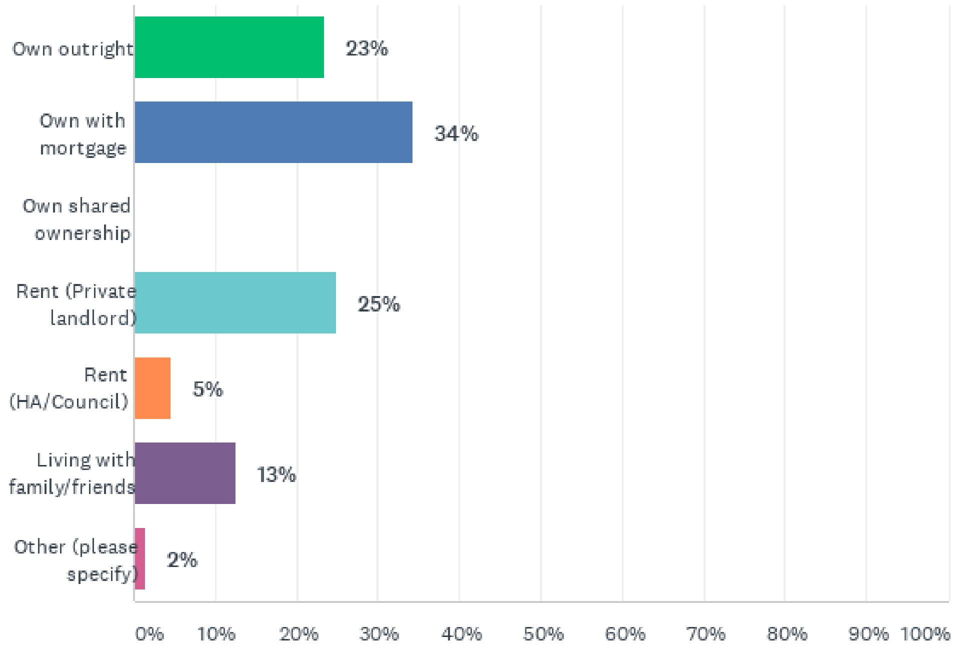


Chart 2: Q4 At your previous address what was your situation?

Demographics

3.8. The following question was included in the survey to help understand the general demographics of new build homes.

5. How many people are at your household? Please enter number in each relevant box

	Working		Under school age
	Retired		Primary school
	Home maker/carer		Secondary school
	Unemployed		College/University
	Other (please state)		

3.9. Findings show that the average sized household is 2.54 in our sample. This is higher than the average household size for Mid Devon at 2.35 as of Census 2011 and the 2.24 average household size for the South West (2019 ONS). Of those surveyed, the largest proportion of household type was made up of two persons 40%. This is similar to the proportion of two person households in the South West of 39% (2019 ONS) and that of Census 2011 in Mid Devon (38%). Of the two person households 60% of people were working. Households greater than two persons make up 42%, and of these households, all but one household included individuals in education or were under school age. The greatest difference between the findings of the demographics of this survey in comparison to the Mid Devon Census 2011 data is a higher proportion of four person households at 25% in comparison to 13% in Census 2011 and a smaller proportion of single person households at 18% in comparison to 27% in Census 2011.

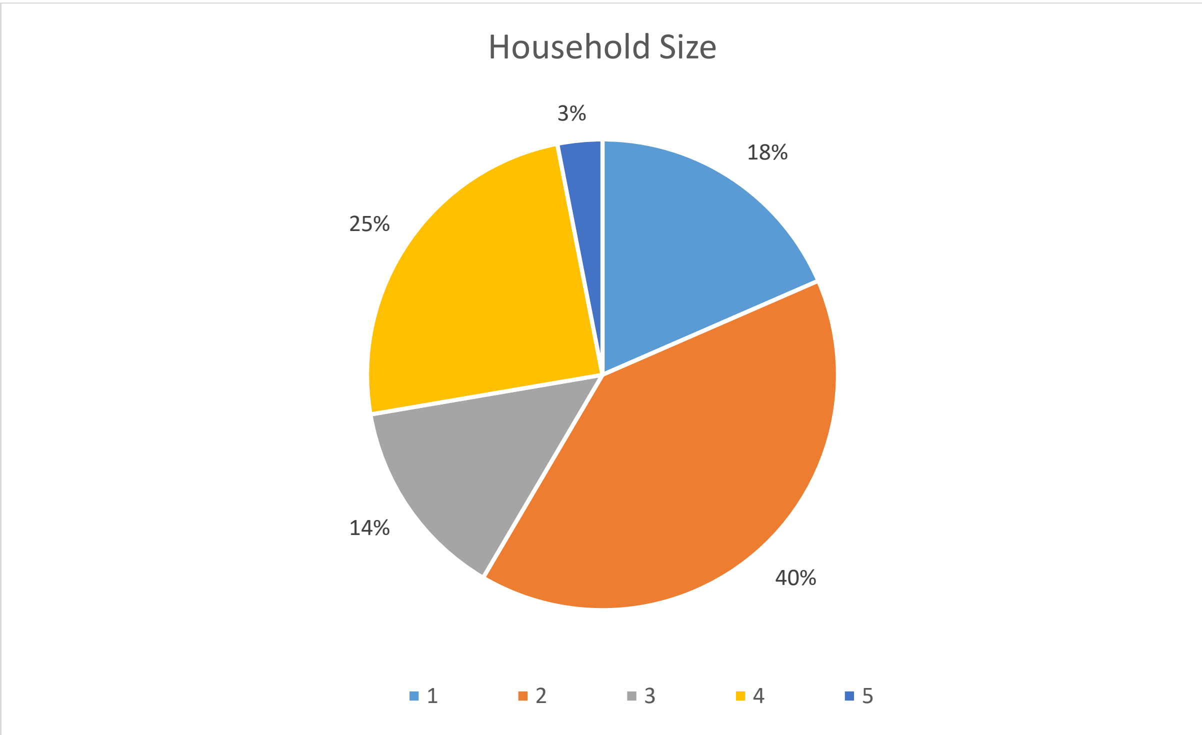


Chart 3: How many people are at your household?

4. Homeworking, transport and commuting

Homeworking

4.1. During the time of the survey in Spring 2021, the UK and the world were in the midst of the Covid-19 pandemic. Covid-19 is a contagious disease caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). It was first declared by the World Health Organisation as a pandemic 11 March 2020. Various measures were introduced in England during the pandemic to minimise social contact. At the time of the New Build Homes Resident Survey 2021, homeworking was encouraged by National Government. For those unable to work due measures introduced to minimise social contract, a Furlough scheme was in place. For clarity, participants were asked to answer questions on homeworking, transport and commuting as their situation was 'at the time of answering this survey'. The data provided from these questions will help understand the capacity of homeworking in our existing new build developments, travel habits and views on reducing car usage.

6. At the time of answering this survey, do you work from home?

☐ Always ☐ Occasionally
☐ Regularly ☐ Never

7. Is there enough flexibility in your home to accommodate your working from home needs permanently?

☐ Yes ☐ No ☐ Not applicable

If No, what would help accommodate your needs?____________________

8. At the time of answering this survey, how often do you commute to work? (Number of days a week)

____

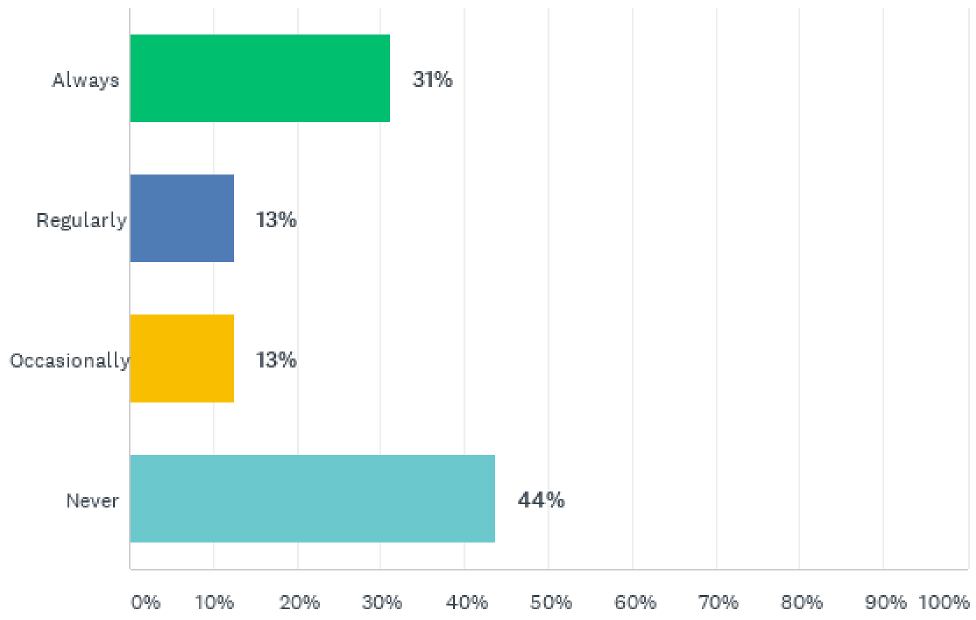
9. Please tell us the locations of each of your workplaces and schools, and the type of transport you use for each person in the household? *e.g. Person 1. School, Tiverton, Cycle*

10. What would make you use your car less? (please tick all that apply)

☐ Frequency of public transport ☐ Quality of pedestrian & cycle routes
☐ Access to public transport ☐ Continuous pedestrian & cycle links to my destination
☐ Cost of public transport ☐ Proximity to employment
☐ Access car club/car sharing vehicle ☐ Ability to work from home

☐ Other____________________

.



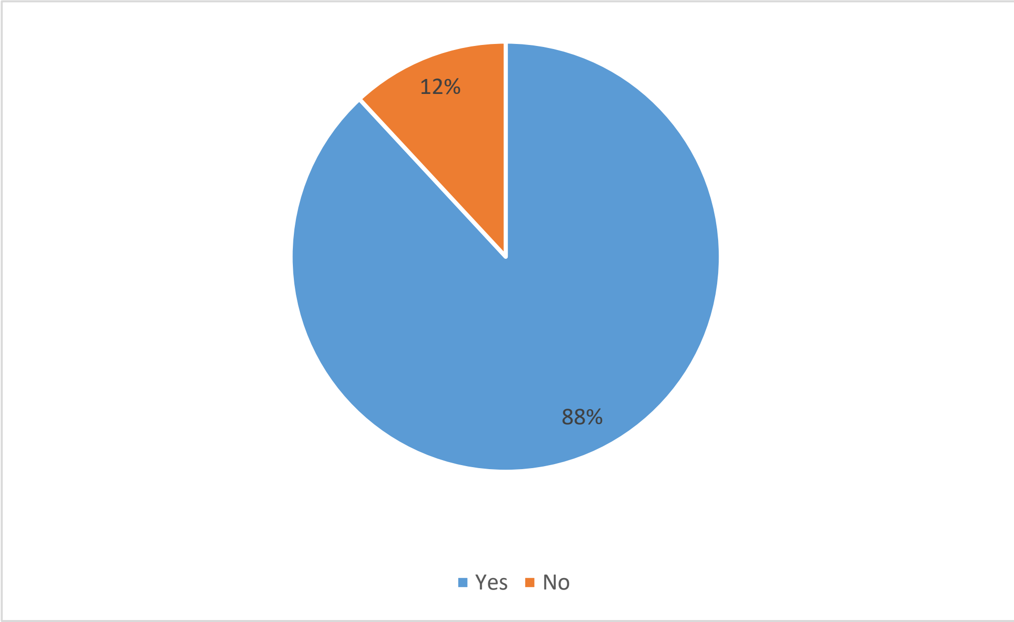


Chart 4: Q6 At the time of answering this survey, do you work from home?

Chart 5: Q7 Is there enough flexibility in your home to accommodate your working from home needs permanently?

4.2. Findings show that just over half (57%) of those that responded have some level of homeworking with 31% currently always working from home. For those working from home 88% identified that they have enough flexibility in their home to accommodate their working from home needs permanently. Those that identified that there was not enough flexibility, key reasons included lack of space and broadband speed.

Transport and commuting

4.3. At the time of the survey almost half (46%) of all those that responded did not commute to work. The remainder commuted a varying number of days. The survey question on commuting will allow us to identify trends in commuting patterns over time as the survey is launched annually. For 2021 it should be noted the level of those commuting to work is likely to be lower than that which may be typical, given the National Government Restrictions and advice at the time of the survey which encouraged homeworking where possible, and the Furlough Scheme that was in place.

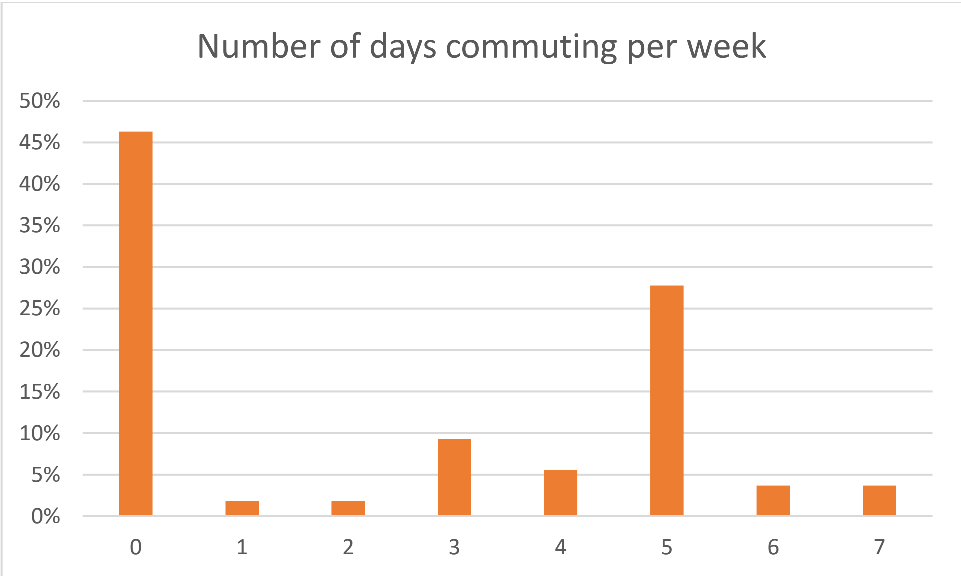


Chart 6: Q8 At the time of answering this survey how often do you commute to work?

4.4. Following this question, participants were asked how they and others in their household travelled to work or education. One hundred entries were submitted specifying the purpose of their travel (school/work), their destination and their form of travel. Analysis of this question identifies that of those that commute to work or travel for education the majority use a motor vehicle. A breakdown of findings is provided below:

1. 78 motor vehicle
2. 12 walk
3. 7 bus
4. 1 cycle
5. 2 train

4.5. Table 4 and Chart 7 demonstrates a breakdown of mode of transport by distance. This analysis provides a detailed breakdown of 1-3 miles, given that up to 3 miles is considered by the Department for Education as reasonable walking distances from schools[3]. Findings from this study however indicates that walking is used a mode of transport only where journeys are 1 mile or less, but within this distance walking makes up 43% of all journeys. Bus journeys featured where journeys were between 3 and 20 miles. Only 1 person cycled

[3] https://www.gov.uk/government/publications/home-to-school-travel-and-transport-guidance

to work and only 2 used the train. In all distances, the motor vehicle remained the dominant form of travel.

4.6. When comparing the reason for the journey i.e. school or work, school journeys made up 30% of responses and work 70%. For school journeys 5 walked, 20 travelled by motor vehicle and 5 used the bus. For work journeys 3 walked, 58 travelled by motor vehicle, 2 used the bus, 1 cycled and 2 used the train. This largely follows the trend demonstrated in the 2011 Census data for Mid Devon, although the greatest difference in comparison is a greater use of the motor vehicle and less travel by foot by those that responded to this 2021 survey. With 69% in Census 2011 travelling to work by motor vehicle and 25% by foot, whereas this survey has identified for journeys to work 82% travelled by motor vehicle and only 4% by foot.

Mode of transport	**Walk**	**Vehicle**	**Bus**	**Cycle**	**Train**
<1-1 Mile	12	16	0	0	0
2 Miles	0	2	0	0	0
3 Miles	0	12	1	1	0
5-10 Miles	0	17	1	0	1
11-20 Miles	0	19	5	0	0
21-35 Miles	0	8	0	0	0
60-70 Miles	0	2	0	0	0
120-170 Miles	0	2	0	0	1

Table 4: Mode of transport by distance

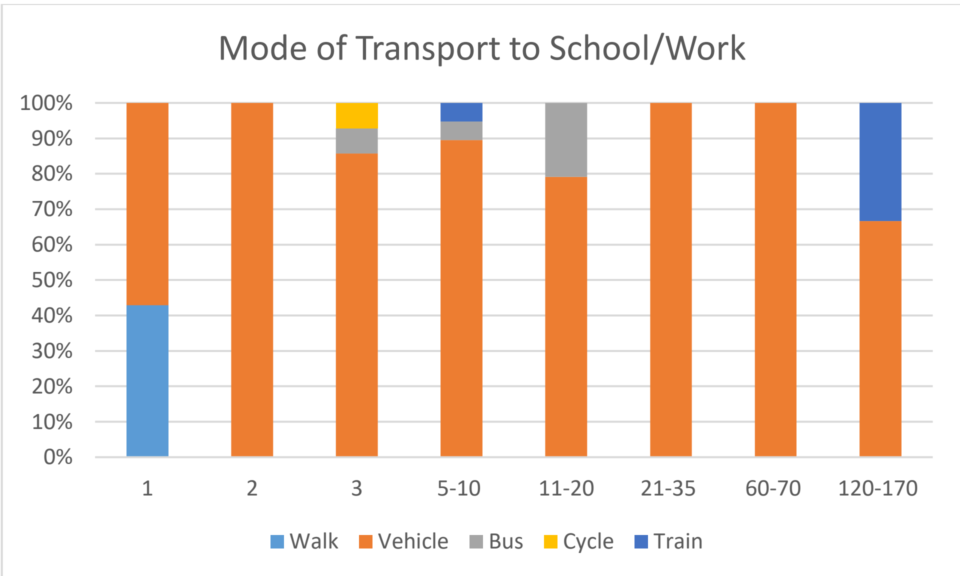


Chart 7: Mode of transport by distance

4.7. Participants were then asked, what would make them use their car less. A total of 60 responses were received to this question. Participants were able to choose more than 1 option, as such the percentages in Chart 8 below show a percentage out of 60 for each answer choice. Findings show jointly, the primary reasons that would help people use their car less is proximity to employment and quality of pedestrian and cycle routes. The reason that featured the least as a reason to use their car less was access to car club/sharing. The features are listed below in order of the most likely feature that would make people use their car less.

1. Quality of pedestrian and cycle routes. Proximity to employment.
2. Frequency of public transport.
3. Continuous pedestrian and cycle links.
4. Cost of public transport.
5. Access to public transport. Ability to work from home.
6. Access to car club/sharing.

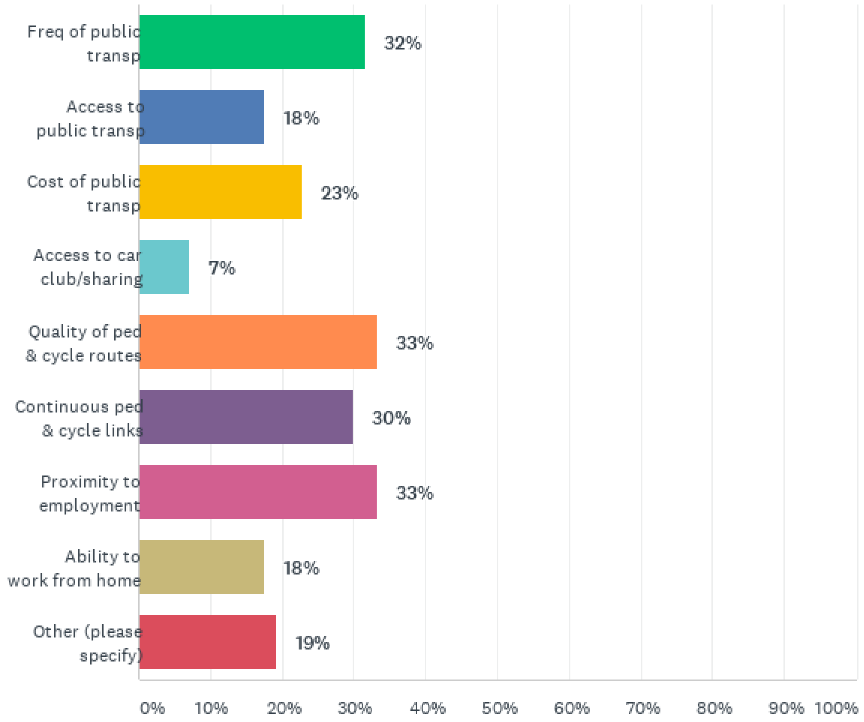


Chart 8: Q10 What would make you use your car less?

4.8. Of the ‘other’ reasons provided by participants which would make them use their car less, the majority of participants gave reasons why they would **not** use their car less. The reasons provided included:

1. Rural nature of the area.
2. Public transport routes are indirect and therefore too slow.
3. Car required for work.
4. The time required as an alternative to the car takes too long e.g. school drop off then work.
5. Already have a good working from home balance.

5. Home satisfaction

5.1. The following questions were included in the survey to help understand the reasons why people moved home, their level of satisfaction of their new home and if they had access to a garage, what they used that space for.

2. Why did you move to your new build home? (please tick all that apply)

- ☐ Attracted to a new home
- ☐ To own a home
- ☐ To upsize
- ☐ To downsize
- ☐ The neighbourhood
- ☐ For work
- ☐ Close to family and friends
- ☐ School(s) in the area
- ☐ In a rural area
- ☐ In a town
- ☐ Other (please specify) ______________________

11. Do you have a garage?

- ☐ Yes
- ☐ No

If yes used for:

- ☐ Car
- ☐ Workshop
- ☐ Storage
- ☐ Other Please State ______________

12. About your new home. On a scale of 1-5 how satisfied are you with the following?

1=Very Dissatisfied 5=Very Satisfied	1	2	3	4	5
a. Internal space & layout					
b. Garden & private outdoor space					
c. Car Parking (allocated)					
d. Cycle storage					
e. Waste storage/collection					
f. Energy efficiency					
g. Design & visual appearance					
h. Privacy					
i. Noise insulation					
j. Security					
k. Broadband connection					
Other (please specify)					
13. What would increase your level of satisfaction about your home?					

Reason for move

5.2. Participants were able to opt for more than one answer to question 2 'Why did you move to your new build home?', and as such the percentages shown in Chart 9 show the percentage of the total number of participants for each option. Findings show the top reason people move to their new home is their general attraction of a 'new build home' at 55% of respondents. Second to that was the opportunity of home ownership which amounts to 32%. The lowermost reasons for their move was for school(s) in the area or that it was within a town. The reasons are ordered below with 1 being the highest rated reason people moved to their new build home:

1. Attracted to a new home
2. To own a home
3. In a rural area
4. The neighbourhood
5. To upsize. Close to family & friends
6. For work
7. To downsize
8. School(s) in the area. In a town.

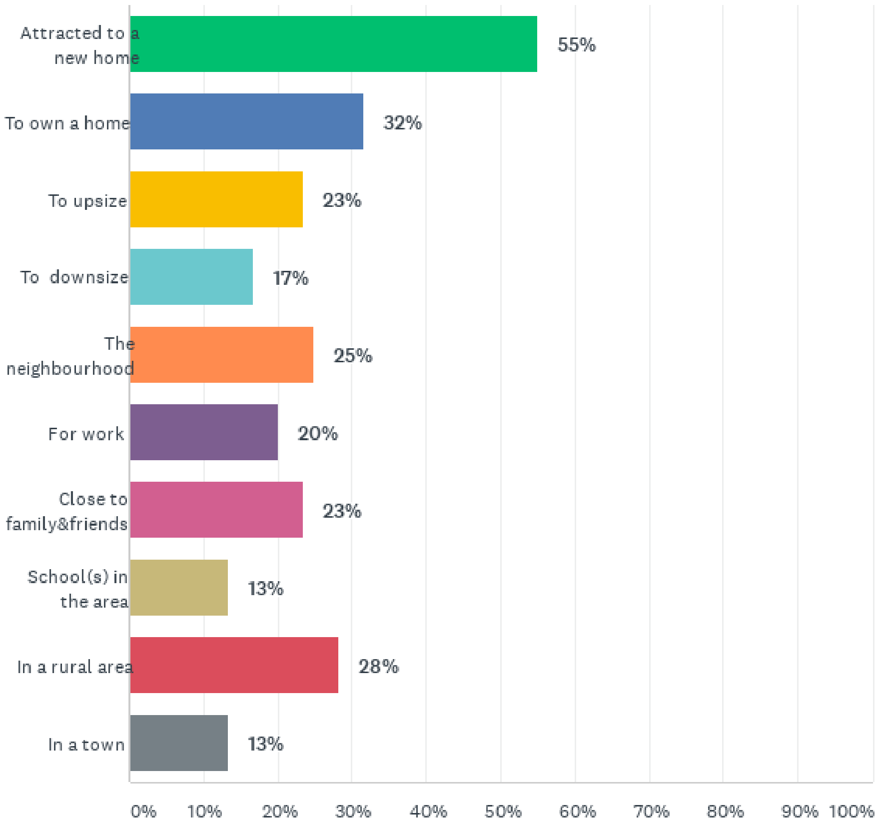


Chart 9: Q2 Why did you move to your new build home?

Use of garage

5.3. Question 11 asks residents if they have a garage at their property and what they use it for. Forty participants identified that they have a garage as part of their property. Participants were able to provide more than one answer and of those that have access to a garage as part of their property 40% use their garage for their car, 90% use their garage for storage, 10% for a Gym and 15% for a workshop.

5.4. This is largely reflective of other studies available, such as that from RAC Foundation[4] whereby 48% of households that have access to garage use it for the storage of their car. This is also supportive of the position of Mid Devon's 'The Provision of Car Parking in New Development SPD' (2013), whereby to ensure suitable parking provision in new development garages are not counted as car parking spaces when calculating the car parking standard.

[4] https://www.racfoundation.org/media-centre/cars-out-in-cold

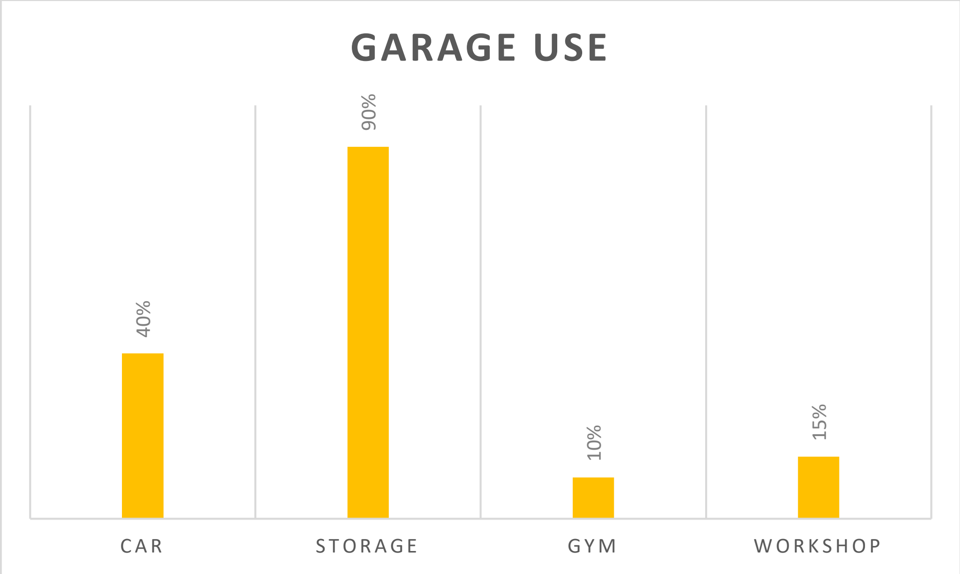


Chart 10: Garage use

Home Satisfaction

5.5. Question 12 identifies a number of features in a new home and participants were asked to rate their satisfaction from 1-5 with a score of one equating to very unsatisfied and five equating to very satisfied. Chart 11 displays the average satisfaction level graphically. Table 5 below demonstrates the average satisfaction level and the number of responses received for each feature. These findings show that on average there was a good level of satisfaction from residents in new build homes with all satisfaction levels scoring higher than 3.4. The highest level of satisfaction was the internal space and layout of new build homes. The lowest rated satisfaction level was cycle storage, which also had the lowest number of responses. This may be indicative that space for cycle storage is not apparent in new build homes and/or it is unclear what is considered as cycle storage, for example, the Mid Devon Parking SPD (2013) sets out that garages that meet the dimensions set out in the SPD would negate the need for separate cycle storage space.

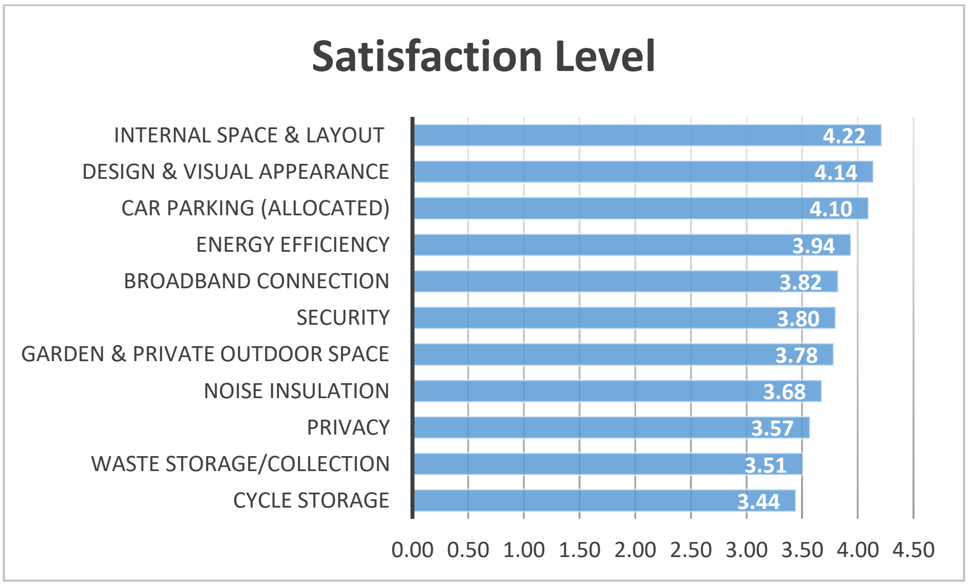


Chart 11: Satisfaction of home

Features in new home	**Satisfaction Level**	**Number of responses**
Internal space & layout	4.22	65
Design & visual appearance	4.14	64
Car Parking (allocated)	4.10	63
Energy efficiency	3.94	65
Broadband connection	3.82	61
Security	3.80	65
Garden & private outdoor space	3.78	65
Noise insulation	3.68	65
Privacy	3.57	65
Waste storage/collection	3.51	65
Cycle storage	3.44	54

Table 5: Satisfaction of home

5.6. Question 13 of the survey provided the opportunity for individuals to identify what would increase their satisfaction of their home. The findings from this question as demonstrated by Table 6 indicates that Noise insulation and Privacy are two areas that received the greatest number of responses. These items also featured in the bottom half of the satisfaction ranking as indicated by Chart 11. Of the responses regarding noise insulation frequently respondents referred to the noise insulation internal to their home as well as adjoining properties. Where participants commented on privacy this often related to privacy in gardens where overlooking was an issue.

5.7. The third and fourth items that ranked highest as increasing the level of satisfaction of residents in their new build homes was in relation to new build warranty call outs and the site in which they were living in was incomplete, particularly roads.

5.8. Although cycle storage featured as the lowest level of satisfaction under question 12, no participants noted this as a feature that would increase their level of satisfaction of their home. Waste storage/collection also featured second to lowest in the ranking as demonstrated by Chart 11 but only received 2 individual responses where improvements to this feature would increase the level of satisfaction of their home.

What would increase your level of satisfaction about your home?	Number of responses
Noise Insulation	15
Privacy	9
New Build Warranty Call outs	7
Completed building site	5
Garden Quality	5
Off Road Parking	5
Better walking routes	4
Quality of finish	4
Waste and Recycling storage	2
Garden size	2
Renewables	2
Broadband	1
Bus Route	1
Garage	1
General Storage	1
Improved children's play area	1
Insulation	1
Lower Council tax to off-set service charge	1
Room size	1

Table 6: Q13 What would increase your level of satisfaction of your home?

5.9. Question 16 of the survey provided the opportunity to provide any other comments about the residents' home and neighbourhood. With regard to the residents' home there were only a handful of comments. Most provided general positive comments on the design of their home, other comments referred to the need for repairs to the fixtures and fittings of their new home.

6. Neighbourhood satisfaction

6.1. The following question was included in the survey to help understand residents' satisfaction of their neighbourhood.

14. About your neighbourhood. On a scale of 1-5 how satisfied are you with the following?

1=Very Dissatisfied 5=Very Satisfied	1	2	3	4	5
a. Open space & play areas					
b. Character & appearance					
c. Traffic in Neighbourhood					
d. Safety in Neighbourhood					
e. Car Parking (general)					
f. Pedestrian & cycle routes					
g. Community facilities					
h. Local shops					
i. Public transport					
j. Schools					
k. Noise					
Other (please specify)					
15. What would increase your level of satisfaction about your neighbourhood?					

6.2. Question 14 identifies a number of features in a neighbourhood, and participants were asked to rate their satisfaction with a score of 1-5 with one equating to very unsatisfied and five equating very satisfied. Chart 12 displays the average satisfaction level graphically. Table 7 below demonstrates the average satisfaction level and the number of responses received for each feature.

6.3. These findings show that on average there was a moderate level of satisfaction from residents of their neighbourhood with the majority of satisfaction levels scoring higher than 3. The highest level of satisfaction was for schools in the area. This in contrast also had the lowest number of responses, the reason for this may be due to the satisfaction of schools in the area was not applicable to all participants. The next highest rated features of the neighbourhood of new build developments was the safety in the neighbourhood, character and appearance and noise.

6.4. The lowest rated satisfaction level was pedestrian and cycle routes which scored an average of 2.57. This indicates some level of dissatisfaction with this feature within new build neighbourhoods.

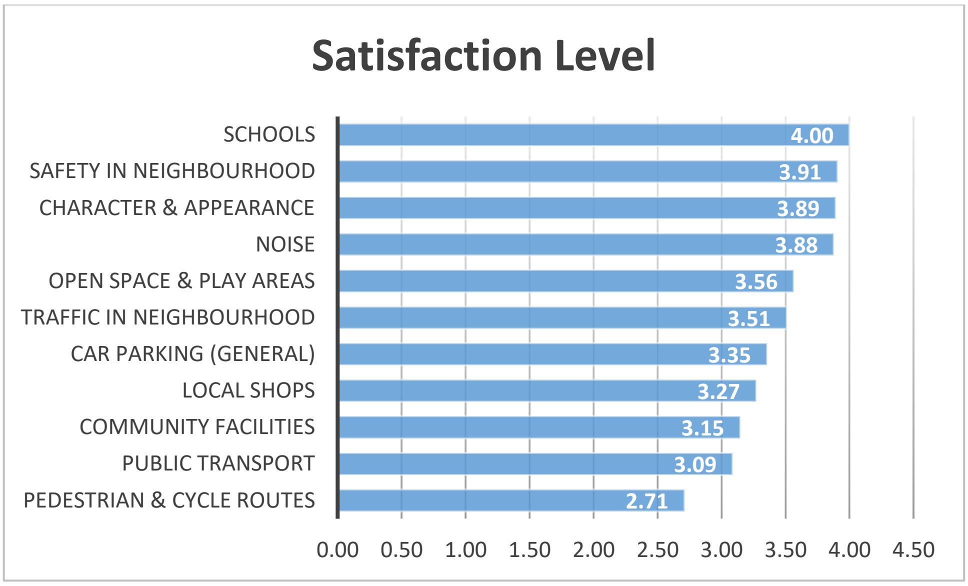


Chart 12: Satisfaction of Neighbourhood

Features in Neighbourhood	**Satisfaction Level**	**Number of responses**
Schools	4.00	52
Safety in neighbourhood	3.91	64
Character & appearance	3.89	64
Noise	3.88	61
Open space & play areas	3.56	63
Traffic in neighbourhood	3.51	65
Car parking (general)	3.35	62
Local shops	3.27	63
Community facilities	3.15	62
Public transport	3.09	64
Pedestrian & cycle routes	2.71	62

Table 7: Satisfaction of Neighbourhood

6.5. Question 15 of this survey provided the opportunity for individuals to identify what would increase their satisfaction of their neighbourhood. The findings from this question indicate that the top two features that would increase residents' level of satisfaction of their neighbourhood would be to increase the quantity and quality of footways and cycle routes. This correlates with the findings of question 14, in which, pedestrian and cycle routes scored the lowest in all neighbourhood features. With regard to the quantity of footways and cycle routes residents frequently identified routes to destinations such as the towns or village centres that would be beneficial. With regard to the quality of footways the most common issues raised were width of pavements to allow for pushchair and/or wheelchair, structure of the route e.g. waterlogged, and cars parking on pavements being an issue.

6.6. Traffic was identified as the next feature which had the highest level of responses whereby respondents noted the speed of traffic as a deterrent for walking and cycling and noise from traffic as an issue. Community facilities was the next feature identified, those that commented on this noted there was no appropriate facility available within the immediate locality.

What would increase your level of satisfaction about your neighbourhood?	**Number of responses**
Quantity of footways and cycle routes	15
Quality of footways and cycle routes	11
Slower/less traffic	9
Community facilities	7
Visual appearance/Cleanliness	5
Quality of play area	4
More public transport	3
Quality of roads	3
Shops	3
More play areas/parks	3
More off road parking	2
Completion of development	2
Noise mitigation of traffic	2
Less on-street parking	1
Better street lighting	1
Visitor Parking	1
Security and safety	1

Table 8: Q15 What would increase your level of satisfaction about your neighbourhood?

6.7. Question 16 of the survey provided the opportunity for any other comments about the residents' home and neighbourhood. With regard to the neighbourhood there were a number of general positive comments of overall satisfaction. There were also a handful of general negative comments and specific comments referring to the unfinished development including roads, footpaths and cycle routes, community facilities and play areas. Other comments referred to the need for improved cleanliness of neighbourhood, lack of rubbish bins, issues around traffic and car parking

7. Summary of Findings

7.1. The findings from this survey provide us with primary data on those that are living in new build homes in 2021 and an invaluable insight into residents' views of their new homes and neighbourhood. The findings demonstrate that most moves into New Build Homes are from existing residents in Mid Devon and comparably to National statistics, moves in Mid Devon to New Build Homes are more local, with an average of 6 miles in comparison to an average of 9 miles across England.

7.2. The attraction of a new build home and the opportunity to own their own home were the top two reasons people chose to move to a new build home. This is reflective in the tenure whereby the majority of tenure was in home ownership at 91% of New Build Homes in comparison to the households' previous situation whereby 57% were in home ownership. Most moves in tenure were from private rent to ownership with a mortgage.

7.3. Of household size, the largest proportion was made up of two person households at 40% which is similar to that in the South West. During the time of the survey over half had some form of homeworking, with the majority of those homeworking identifying that there was enough flexibility in their home to accommodate their working from home needs permanently. For journeys to work or school the motor vehicle is the dominant form of travel. Walking however made up 43% of journeys where destinations were 1 mile or less. The quality of pedestrian and cycle routes and proximity to employment were the top two reasons that would encourage people to use their car less.

7.4. The majority of residents of new build homes are on the whole happy with their new homes and their surroundings locally. Privacy and noise insulation were areas that people would like improved in their new build homes.

7.5. On the whole residents were moderately happy with their neighbourhood. The features in a neighbourhood that residents were most happy with were schools, safety, character and appearance and noise. The feature that residents were least happy with were pedestrian and cycle routes. This was also the area that people would most like improved in their neighbourhood both in quantity and quality.

7.6. This New build homes resident satisfaction survey has given us some valuable primary data on the people that live in new build homes and their views on what they like and dislike about their home and neighbourhood. The findings in this survey alone and in combination with future surveys as this is launched annually, can help attune our understanding of residents in new build homes and the success of new build developments, which can help the Council shape the future of our local area through the Council's work.

Annex 1 –

Copy of New Build Homes Survey 2021

New Build Homes Resident Survey 2021

Please attach separate sheet if necessary

1. Tell us about your move?

Current Postcode ☐ Previous Postcode ☐

2. Why did you move to your new build home? (please tick all that apply)

☐ Attracted to a new home
☐ To own a home
☐ To upsize
☐ To downsize
☐ The neighbourhood
☐ For work
☐ Close to family and friends
☐ School(s) in the area
☐ In a rural area
☐ In a town
☐ Other (please state)
____

3. Do you own or rent your new build home?

☐ Own outright
☐ Own with mortgage
☐ Own shared ownership
☐ Rent from private landlord
☐ Rent from housing association/Council
☐ Other (please state)
____

4. At your previous address what was your situation?

☐ Own outright
☐ Own with mortgage
☐ Own shared ownership
☐ Rent from private landlord
☐ Rent from housing association/Council
☐ Living with Friends or Family
☐ Other (please state)
____

5. How many people are at your household? Please enter number in each relevant box

☐ Working
☐ Retired
☐ Home maker/carer
☐ Unemployed
☐ Other (please state)
☐ Under school age
☐ Primary school
☐ Secondary school
☐ College/University
____

6. At the time of answering this survey, do you work from home?

☐ Always
☐ Regularly
☐ Occasionally
☐ Never

7. Is there enough flexibility in your home to accommodate your working from home needs permanently?

☐ Yes ☐ No ☐ Not applicable

If No, what would help accommodate your needs?____

8. At the time of answering this survey, how often do you commute to work? (Number of days a week)

____

9. Please tell us the locations of each of your workplaces and schools, and the type of transport you use for each person in the household? *e.g. Person 1. School, Tiverton, Cycle*

☐

10. What would make you use your car less? (please tick all that apply)

- ☐ Frequency of public transport
- ☐ Access to public transport
- ☐ Cost of public transport
- ☐ Access car club/car sharing vehicle
- ☐ Quality of pedestrian and cycle routes
- ☐ Continuous pedestrian & cycle links to my destination
- ☐ Proximity to employment
- ☐ Ability to work from home
- ☐ Other______________________________

11. Do you have a garage?

- ☐ Yes
- ☐ No

If yes used for:

- ☐ Car
- ☐ Workshop
- ☐ Storage
- ☐ Other Please State

____

12. About your new home. On a scale of 1-5 how satisfied are you with the following?

1=Very Dissatisfied 5=Very Satisfied	1	2	3	4	5
a. Internal space & layout					
b. Garden & private outdoor space					
c. Car Parking (allocated)					
d. Cycle storage					
e. Waste storage/collection					
f. Energy efficiency					
g. Design & visual appearance					
h. Privacy					
i. Noise insulation					
j. Security					
k. Broadband connection					
Other (please specify)					
13. What would increase your level of satisfaction about your home?					

14. About your neighbourhood. On a scale of 1-5 how satisfied are you with the following?

1=Very Dissatisfied 5=Very Satisfied	1	2	3	4	5
a. Open space & play areas					
b. Character & appearance					
c. Traffic in Neighbourhood					
d. Safety in Neighbourhood					
e. Car Parking (general)					
f. Pedestrian & cycle routes					
g. Community facilities					
h. Local shops					
i. Public transport					
j. Schools					
k. Noise					
Other (please specify)					
15. What would increase your level of satisfaction about your neighbourhood?					

16. Is there anything else you would like to say about your new home and/or neighbourhood?

____

Thank you for taking the time to complete this survey.

Annex 2: Previous postcode to current postcode by parish

Previous parish / Current parish	Bampton	Cheriton Fitzpaine	Copplestone	Crediton	Cullompton	Halberton	Hemyock	Newton St. Cyres	Tiverton	Willand
Butterleigh									1	
Cheriton Fitzpaine			1							
Copplestone			1							
Crediton				4						
Crediton Hamlets				1						
Cruwys Morchard										1
Cullompton				1	2				1	
Hemyock						1	2			
Newton St. Cyres				1						
Silverton									1	
Thorverton		1								
Tiverton								1	9	1
Uffculme						3				
Upton Hellions				1						
Willand										2
Zeal Monachorum				1						
BRISTOL, CITY OF								1		
EAST DEVON						2	1			
EXETER			1	3	2					
GLOUCESTER									1	
SOMERSET WEST AND TAUNTON	1								3	
TEIGNBRIDGE				2			1			
TORRIDGE				1						
EAST NORTHAMPTONSHIRE	1									
FIFE					1					
HERTSMERE				1						
REDBRIDGE				1						
TONBRIDGE AND MALLING									1	
WORCESTER				1						