Mid Devon
DISTRICT COUNCIL

New Build Homes Resident Survey 2025

Executive summary 2025

Moves

- The largest proportion of moves into new build homes in 2025 were from the Rest of the UK (34%), followed by moves from within the District (30%) and from Adjoining Local Authority Areas (25%). A smaller proportion moved from elsewhere in the South West (9%). No overseas moves were recorded and (2%) of the respondents did not provide their previous addresses

- In terms of distance, 47% of moves were within 20 miles, while 37% were long-distance relocations of over 80 miles.

Tenure

- The majority of new build homes in 2025 are owner-occupied (95.3%), comprising:
    - 54.5% owned outright
    - 32% owned with a mortgage
    - 9% shared ownership

- A small proportion (4.5%) rent from a Housing Association or the Council.

- This represents an increase in home ownership compared to respondents' previous housing situations, where 78% were previously homeowners.

Demographics

- The average household size in 2025 is 1.93 persons, lower than both the Mid Devon Census 2021 average (2.31) and previous survey years.

- The largest household group is two-person households (46%), followed by single-person households (34%). Households of three or more people account for (20%) of respondents.

Homeworking

- 30% of respondents have some form of homeworking (7% always, 21% regularly and 2% occasionally). Of those respondents undertaking some level of homeworking, 95% identified that their home provides sufficient flexibility to accommodate their homeworking needs.

Travel

- At the time of the survey, 14% of respondents did not commute to work.

- Motor vehicles were the dominant form of travel for the majority of journeys across all distance categories, with most work and school trips undertaken by car or similar vehicles.

- Frequency of public transport was the main factor that would encourage respondents to reduce their car use, followed by access to public transport and the cost of public transport.

Home satisfaction

- The attraction of a new build home was the top reason people chose to move (51%), followed by being close to family and friends (49%) and downsizing (40%).

- Of those with access to a garage, 30% use it for their motor vehicle(s) and 91% use it for storage.
- Overall there is a high level of satisfaction with new build homes, with all features scoring above 3.0 out of 5 and the majority of features achieving a satisfaction of over 4.
- The top rated home features were internal space and layout (4.48), followed by design and visual appearance (4.45) and allocated car parking (4.45).
- The lowest rated feature was cycle storage (3.03), followed by waste storage/collection (3.37).

Neighbourhood Satisfaction

- Overall there is a good level of satisfaction with neighbourhoods, with most features scoring above 3.0 out of 5.
- The highest rated neighbourhood features were character and appearance (4.02) and safety in the neighbourhood (4.00).
- The lowest rated features were traffic in the neighbourhood (3.05) and pedestrian and cycle routes (3.05), followed by public transport (3.10).

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. This is the fifth launch of the New Build Homes Resident Survey, and 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 2024 covering the four-year period 2024–2028. The Corporate Plan sets out the Council's ambitions for the District and how it intends to support and enrich communities, businesses and the environment. The Plan identifies five key priority themes which guide the Council's work and delivery of services. These are:

1. Planning, Environment & Sustainability
2. Community, People & Equalities
3. Homes
4. Economy & Assets
5. Service Delivery & Continuous Improvement

1.3. The New Build Homes Resident Survey particularly supports the Planning, Environment & Sustainability, Community, People & Equalities and homes 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 2025 was sent to 341 households in Tiverton, Cullompton, Crediton, Bampton, Bradninch and the Bickleigh area. 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 2023/2024 (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 two years.

2.2. The survey was sent out to the above households in January 2025 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 included in this report were returned by 23 March 2025. A total of 45 responses were received, representing a response rate of 13.2%. This is lower than the response rates achieved in previous survey years, including 17.4% in 2024, 17.8% in 2023 and just above 20% in both 2022 and 2021."The response rate achieved in 2025 provides a useful indication of residents' views regarding their new build home and neighbourhood. Whilst the response rate is lower than previous years, the survey continues to provide valuable evidence which, when considered alongside findings from earlier surveys, helps build a picture across the District and identify emerging trends. This report presents the survey results and provides statistical illustrations through graphs and analysis.

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. Forty-four of the forty-five respondents provided both their current and previous postcodes. A summary of findings is provided in Table 1 below. This identifies that the largest proportion of moves in 2025 were from the Rest of the UK (34%), followed by moves within the District (30%), and from Adjoining Local Authority Areas (25%). A smaller proportion of moves were from the South West (9%). No moves from overseas were recorded. One respondent did not identify their previous postcode and therefore it was not possible to ascertain their move.

Moves into new developments from	Total 2025	Total 2024	Total 2023	Total 2022	Total 2021
Within the District	13 moves	8 moves	2 moves	19 moves	37 moves
	30%	32%	15%	45%	63%
Adjoining Local Authority Areas	11 moves	2 moves	4 moves	5 moves	15 moves
	25%	8%	31%	12%	25%
South West	4 moves	5 moves	3 moves	2 moves	2 moves
	9%	20%	23%	5%	3%
Rest of UK	15 moves	9 moves	3 moves	12 moves	5 moves
	34%	36%	23%	29%	9%
Overseas	N/A	N/A	N/A	2 moves	N/A
	0%	0%	0%	5%	0%
Unknown	1 move	1 move	1 move	2 moves	N/A
	2%	4%	8%	5%	0%

Table 1: Moves into new developments

3.3. Analysis of the distance moved in 2025 shows a wide spread of relocation distances. Of the 44 recorded moves, 11 moves (25%) were five miles or less, 4 moves (9%) were between 6–10 miles, and 6 moves (14%) were between 11–20 miles, meaning 21 moves (48%) occurred within 20 miles. A further 5 moves (11%) were between 21–40 miles, and 2 moves (5%) were between 41–80 miles. Notably, 16 moves (36%) were long-distance relocations of more than 80 miles.

Distance of move	**No. of moves**	**Percent**	**No. of moves**	**Percent**	**No. of moves**	**Percent**	**No. of moves**	**Percent**	**No. of moves**	**Percent**
Year	**2025**	**2025**	**2024**	**2024**	**2023**	**2023**	**2022**	**2022**	**2021**	**2021**
5 miles or less	11	25%	7	29%	2	17%	14	35%	27	44%
6-10 miles	4	9%	0	0%	1	8%	3	8%	12	19%
11-20 miles	6	14%	1	4%	2	17%	4	10%	13	21%
21-40 miles	5	12%	1	4%	1	8%	5	13%	2	3%
41-80 miles	2	5%	6	25%	2	17%	N/A	N/A	N/A	N/A
Long distance moves (+80 miles)	16	37%	9	38%	4	33%	14	35%	8	13%

Table 2: Distance of moves by miles

Distance of move	**Total moves**	**Percent**	**Total moves**	**Percent**	**Total moves**	**Percent**	**Total moves**	**Percent**	**Total moves**	**Percent**
Year	**2025**	**2025**	**2024**	**2024**	**2023**	**2023**	**2022**	**2022**	**2021**	**2021**
5 miles or less	11	25%	7	29%	2	17%	14	35%	27	44%
10 miles or less	15	34%	7	29%	3	25%	17	43%	39	63%
20 miles or less	21	48%	8	33%	5	42%	21	53%	52	84%
40 miles or less	26	59%	9	38%	6	50%	26	66%	54	87%
41-80 miles	28	64%	15	63%	8	67%	N/A	N/A	N/A	N/A
All moves	44	100%	24	100%	12	100%	40	100%	62	100%

Table 3: Distance of move by miles combined

Tenure

3.4. 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 specify) ____________________

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 specify) ____________________

3.5. All respondents completed the questions on tenure. Table 4, Charts 1 and 2 below demonstrate that the majority of tenure in new build homes in 2025 rests in home ownership, either owned outright, owned with a mortgage, or through shared ownership. In total, 96% of respondents were in home ownership, comprising 54.5% owning outright, 32% owning with a mortgage, and 9% in shared ownership. A small proportion (4.5%) identified that they rent from a housing association or the Council. This compares with respondents' previous housing situations, where 78% were previously in home ownership (55% owned outright and 23% owned with a mortgage), indicating an overall increase in home ownership among respondents following their move into a new build home.

3.6. The findings on current tenure in 2025 are broadly consistent with previous survey years, in which home ownership accounted for 91% of respondents in 2023, 98% in 2022, and 91% in 2021. However, previous home ownership rates in 2025 (78%) are higher than those recorded in earlier surveys, where previous home ownership amounted to 50% in 2023, 60% in 2022, and 57% in 2021. This suggests that a greater proportion of 2025 respondents were already homeowners prior to moving into their new build property compared with earlier survey years.

Tenure	Current	Previous	Current	Previous	Current	Previous	Current	Previous	Current	Previous
	2025	2025	2024	2024	2023	2023	2022	2022	2021	2021
Own outright	54.5%	54.5%	64%	60%	33%	8%	33%	29%	25%	23%
Own with mortgage	32%	22.7%	32%	12%	50%	42%	60%	30%	50%	34%
Own shared ownership	9%	0%	4%	0%	8%	0%	5%	0%	14%	0%
Rent (private landlord)	0%	11.3%	0%	20%	8%	25%	0%	27%	2%	25%
Rent (HA/Council)	4.5%	2.2%	0%	0%	0%	0%	2%	0%	8%	5%
Living with family/friends	0%	4.5%	0%	8%	0%	25%	0%	7%	0%	13%
Other	0%	4.5%	0%	0%	0%	0%	0%	7%	2%	2%

Table 4: Tenure, current and previous situation 2025, 2024, 2023, 2022 and 2021 data

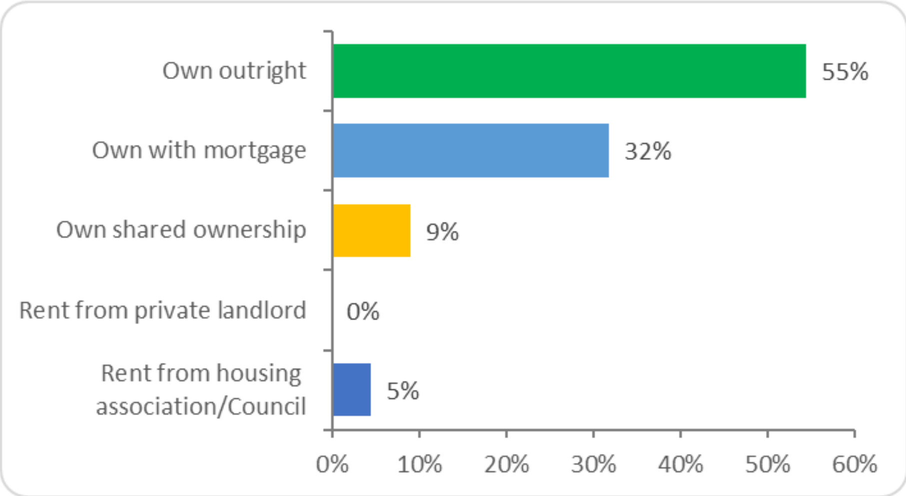


Chart 1: Q3 Do you own or rent your new build home?

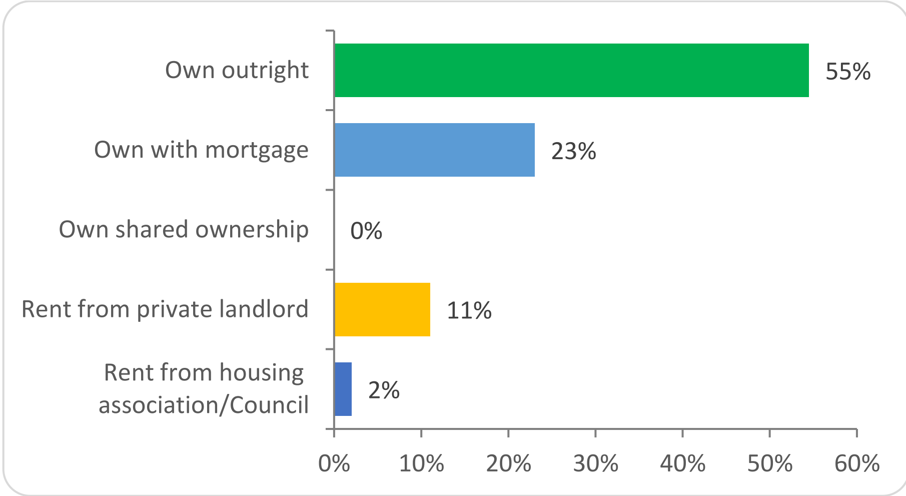
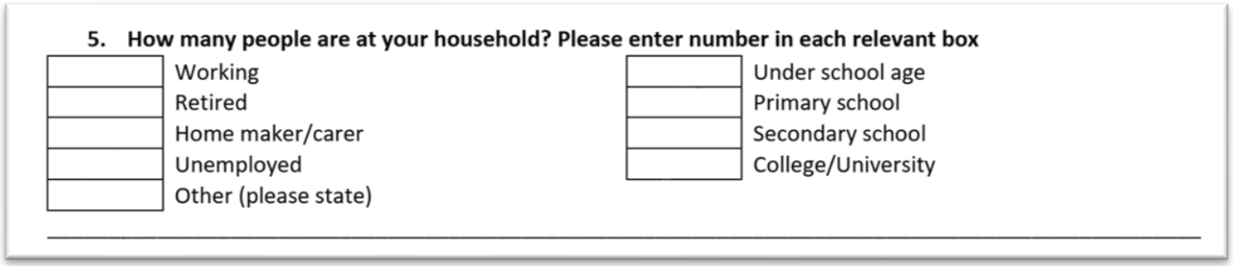


Chart 2: Q4 At your previous address what was your situation?

Demographics

3.7. 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)	

3.8. Findings show that the average household size within the 2025 sample is 1.93 persons. This is lower than the previous average household size for Mid Devon of 2.31 (Census 2021) and the South West average of 2.28 (Census 2021). It is also lower than the household sizes recorded in previous surveys, including 2.36 in 2024, 2.25 in 2023, 2.57 in 2022 and 2.54 in 2021. The largest proportion of households in 2025 comprised two persons (46%), followed by single person households (34%). Three-person households accounted for 11%, and four-person households 9%, with no households reporting five or more occupants. While two-person households remain the largest group, their proportion has decreased compared with 2024 (56%), 2023 (58%), and 2022 (52%). The proportion of two-person households in the South West is 37% and 39% in Mid Devon (Census 2021).

3.9. Single person households account for 34% of respondents in 2025, which is higher than the proportions recorded in previous survey years and closer to the Census 2021 figure of 29% for Mid Devon. Households of more than two persons (three or more) account for 20% of the sample, which is lower than in recent survey years. Overall, compared to Census 2021 data, the 2025 findings show a higher proportion of single person households and a lower proportion of larger households than seen in earlier survey years, indicating a shift in the demographic profile of respondents moving into new build homes in 2025.

Household Size	2025	2024	2023	2022	2021
1	34%	16%	8%	14%	18%
2	46%	56%	58%	52%	40%
3	11%	4%	17%	7%	14%
4	9%	24%	17%	19%	25%
5	0%	0%	0%	3%	3%
6	0%	0%	0%	5%	0%

Table 5: Household size 2025, 2024, 2023, 2022 and 2021 data

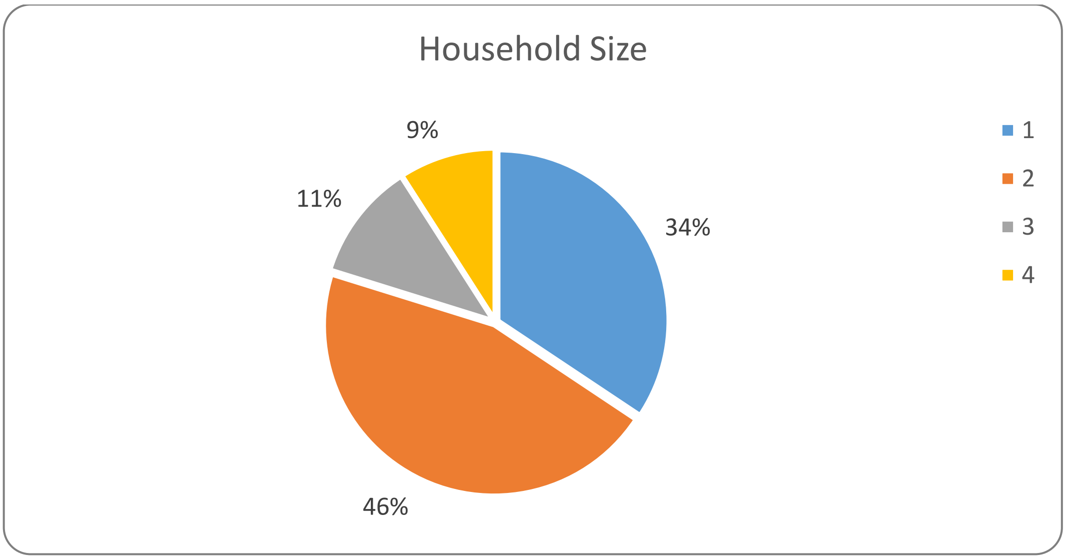


Chart 3: How many people are within your household?

4. Homeworking, transport and commuting

Homeworking

4.1 The data provided from the questions below will help us understand the capacity of homeworking in our existing new build developments, travel habits and views on reducing car usage. In Spring 2021 during the launch of the first Mid Devon New Build Homes Survey, 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 on 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 to the measures introduced to minimise social contact, a Furlough scheme was in place. In February 2022 and during the time of the 2022 survey all remaining Covid-19 related restrictions had been lifted in England including National Government guidance which encouraged homeworking. No restrictions were in place at the time of the 2023,2024 or 2025 survey. Participants were asked to answer questions on homeworking, transport and commuting as their situation was 'at the time of answering this survey'. Chart 4 and Table 6 present the results of these questions.

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 (please specify)____________________

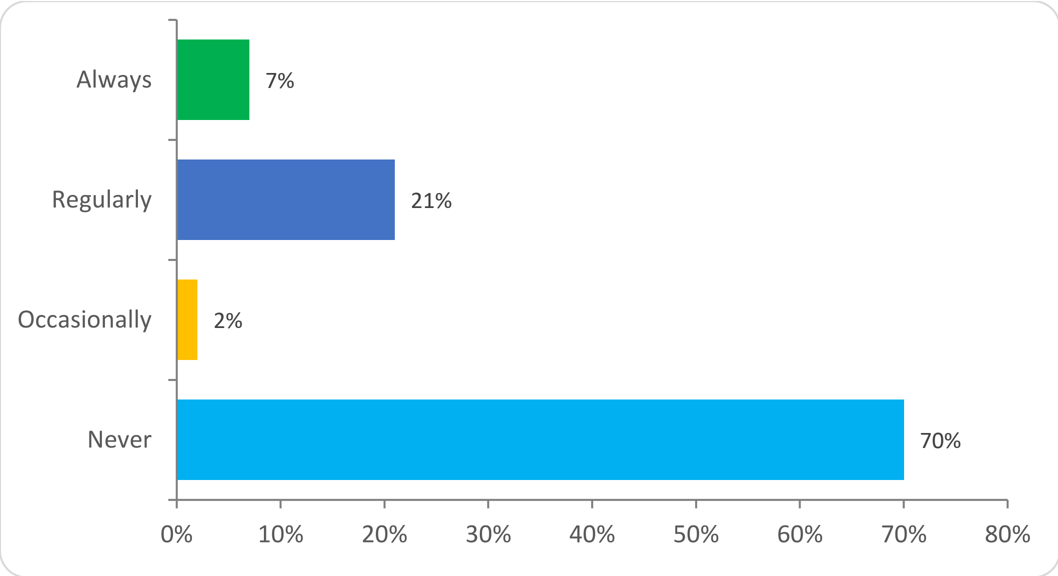


Chart 4: Q6 At the time of answering this survey, do you work from home?

Work from home	**2025**	**Enough flexibility**	**2024**	**Enough flexibility**	**2023**	**Enough flexibility**	**2022**	**Enough flexibility**	**2021**	**Enough flexibility**
Always	7%	95% yes 5% no	8%	100%	33%	100%	17%	87% yes 13% no	31%	88% yes 12% no
Regularly	21%		16%		25%		26%		13%	
Occasionally	2%		20%		8%		19%		13%	
Never	70%		56%		33%		38%		44%	

Table 6: Working from home percentage 2025, 2024, 2023, 2022 and 2021 data.

4.2 Findings for 2025 show that 30% of respondents undertake some level of homeworking, with 7% always working from home, 21% working from home regularly, and 2% occasionally. The majority of respondents (70%) reported that they never work from home. Of those responding to the flexibility question, 95% identified that their home provides sufficient flexibility to accommodate homeworking needs, while 5% indicated that it does not. In comparison to previous years, there has been a notable reduction in homeworking levels, contrasting with the higher proportions recorded in earlier surveys (44% in 2024, 66% in 2023, 62% in 2022, and 57% in 2021) (chart 5).

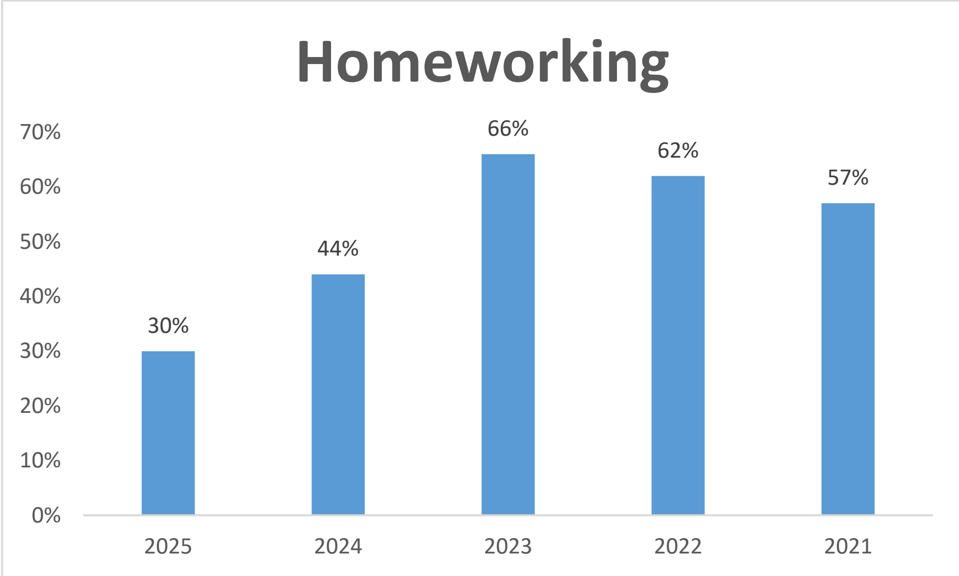


Chart 5: Some level of home working 2025, 2024, 2023, 2022 and 2021

Transport and commuting

4.3 At the time of the 2025 survey, 14% of those who were working did not commute to work (0 days per week), representing a notable decrease from 25% in 2024 and 30% in 2023. The most common commuting pattern in 2025 was 5 days per week, reported by 29% of respondents, a substantial increase from 13% in 2024 and slightly below the 30% recorded in 2023. Smaller proportions reported commuting 2 or 3 days per week (both 14%), while 11% commuted 4 days per week. Only a small number of respondents commuted 6 days per week (4%), and no respondent commuted 7 days. Overall, the results indicate that the majority of respondents continue to commute to work in some form, consistent with previous years, although the number of commuting days varies. Comparisons with earlier surveys show that commuting levels have gradually increased since 2021, when only 54% of respondents commuted. This was an unusually low figure likely influenced by national restrictions, homeworking guidance, and the Furlough Scheme with respondents commuting rising to 77% in 2022, 70% in 2023, 83% in 2024, and 86% in 2025.

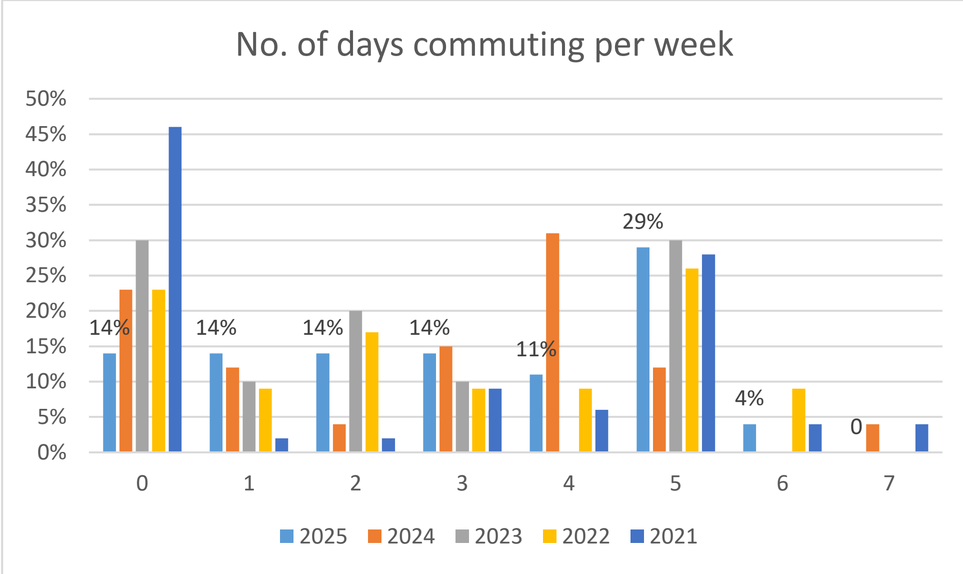


Chart 6: Q8 At the time of answering this survey how often do you commute to work?

4.4 Participants were asked how they and other members of their household travelled to work or school. A total of 32 responses were submitted; 12 of these were either skipped or marked "not applicable." Of the remaining 20 responses, two were incomplete: one did not specify occupants' work locations or travel modes, and another listed locations without specifying how travel was undertaken. The remaining 18 responses provided clear information on the purpose of travel, destination, and mode of travel. Analysis shows that the most common form of travel is by motor vehicle, followed by walking or mixed modes. The breakdown is:

- Motor vehicle (car, electric car, works van):31
- Walking: 4
- Mixed modes (e.g., drive then Park & Ride, cycle or drive): 2

4.5 For the purposes of the analysis above, motor vehicle includes the following types of transport; car and motorcycle. Mixed modes of travel includes journeys that use more than one transit method.

4.6 Table 7 and Chart 7 demonstrate 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 a reasonable walking distance to/from schools. Chart 7 categorises the distances in the same brackets as previous years. Findings from the 2025 survey indicate that walking continues to be used for shorter distance journeys, particularly within the 1–10 mile categories, although the majority of journeys across all distances were undertaken by motor vehicle.

4.7 The 2025 survey recorded a total of 37 journeys to work or school. Of these, 31 journeys were undertaken by motor vehicle, 4 were made on foot and 2 involved mixed modes of transport. No journeys were recorded by cycle, bus or train. The available responses therefore indicate that motor vehicles were the predominant mode of transport recorded in the 2025 survey.

4.8 This broadly follows the trend demonstrated in the 2021 Census data for Mid Devon, where the majority of people travelling to work used a motor vehicle. The 2025 survey shows a strong reliance on motor vehicles (approximately 84%), with a smaller proportion travelling on foot (around 11%) and a limited number using mixed modes of transport (around 5%). No journeys in 2025 were recorded by cycle, bus or train.

Mode of transport	Walk					Cycle					Vehicle					Bus					Train					Mixed Mode				
distance (Miles)	2025	2024	2023	2022	2021	2025	2024	2023	2022	2021	2025	2024	2023	2022	2021	2025	2024	2023	2022	2021	2025	2024	2023	2022	2021	2025	2024	2023	2022	2021
<1-1	-	1	1	1	12	-	-	-	1	-	2	-	1	2	16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1.1- 2	2	1	1	1	-	-	-	-	1	-	1	1	-	7	2	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-
2.1- 3	-	-	-	1	-	-	-	-	-	1	3	6	-	5	12	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
3.1- 10	2	1	-	-	-	-	-	-	-	-	5	1	1	14	17	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-
11-20	-	-	-	-	-	-	-	-	-	-	12	5	1	15	19	-	-	1	-	5	-	-	1	-	-	-	-	-	2	-
21-35	-	-	-	-	-	-		-	-	-	1		2	2	8	--		-	-	-	-		-	-	-	-		-	-	-
36-70	-		-	-	-	-	-	-	-	-	4	3	2	3	2	-	-	-	-	-	-	1	-	-	-	-	-	-	1	-
71- 200	-	-	-	-	-	-	-	-	-	-	3	-	-	4	2	-	-	-	-	-	-	1	1	-	1	-	-	-	3	-
>200	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
Total Journeys	4	3	2	3	12	0	0	0	2	1	31	16	13	52	78	0	1	1	0	7	-	2	2	0	2	2	0	1	6	0

Table 7: Mode of transport by distance 2025, 2024, 2023, 2022 and 2021 data

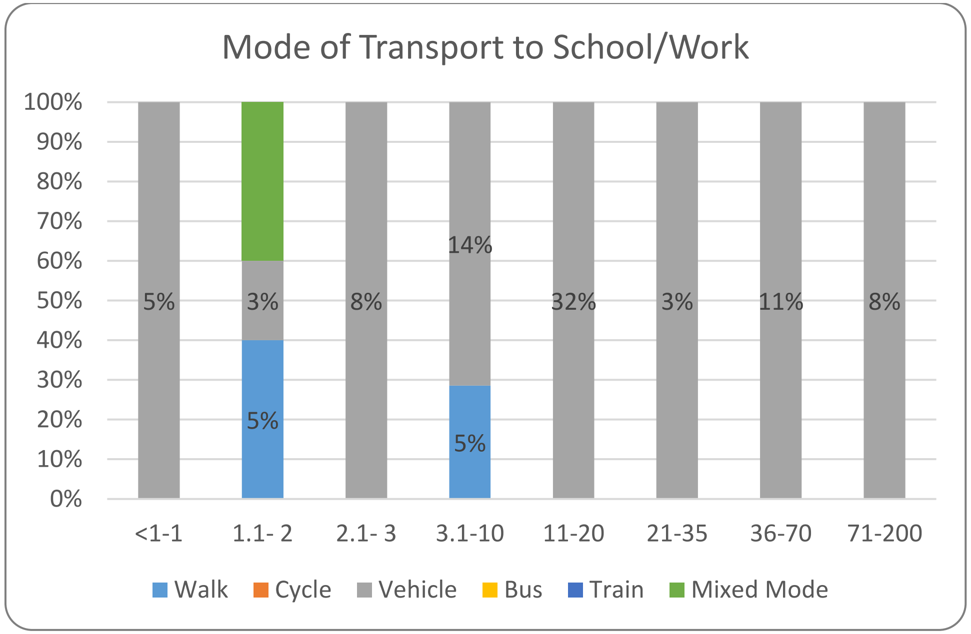


Chart 7: Mode of transport by distance during 2025

4.9 Participants were then asked what would make them use their car less. As such, the percentages in Chart 8 below represent the proportion of respondents selecting each option. Findings from the 2025 survey indicate that frequency of public transport (61%), access to public transport (44%), and cost of public transport (39%) remain the primary factors that would encourage respondents to reduce their car use. Improvements to active travel infrastructure were also identified, with quality of pedestrian and cycle routes (20%) and proximity to employment (20%) scoring equally, followed by continuous pedestrian and cycle links (17%). A smaller proportion identified ability to work from home (7%) and access to a car club or car-sharing vehicle (5%) as factors that would influence reduced car use. In comparison to previous years, quality of pedestrian and cycle routes (20%), continuous pedestrian and cycle links (17%), and ability to work from home (7%) all recorded relatively lower percentages in 2025. In addition, proximity to employment (20%) was lower than the levels recorded in 2023 (23%), 2022 (28%), and 2021 (33%). The features are listed below in order of the most likely factor that would make people use their car less in the 2025 survey.

1. Frequency of public transport
2. Access to public transport

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

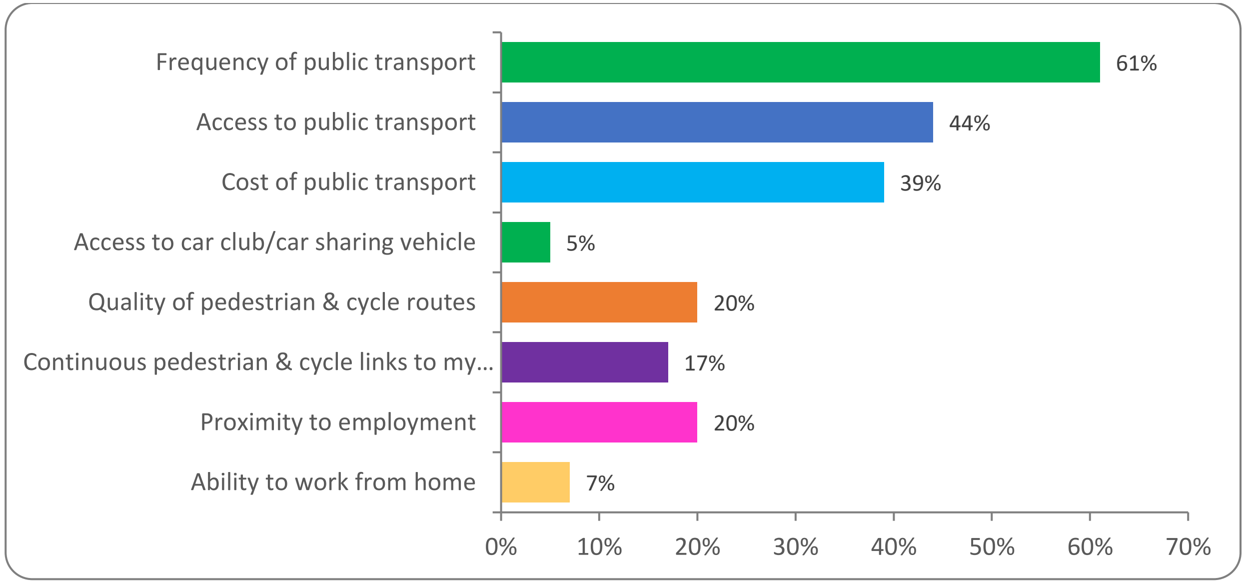


Chart 8: Q10 What would make you use your car less?

Feature	2025	2024	2023	2022	2021
Frequency of public transport	61%	93%	23%	70%	32%
Access to public transport	44%	64%	31%	44%	18%

Feature	2025	2024	2023	2022	2021
Cost of public transport	39%	50%	0%	50%	23%
Access to car club/sharing	5%	0%	8%	0%	7%
Quality of pedestrian and cycle routes	20%	21%	31%	28%	33%
Continuous pedestrian and cycle links	17%	21%	31%	22%	30%
Proximity to employment	20%	29%	23%	28%	33%
Ability to work from home	7%	21%	23%	33%	18%

Table 8: Q10 What would make you use your car less? 2025, 2024, 2023, 2022 and 2021 data.

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 select 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 and Table 9 below represent the proportion of respondents selecting each option. Findings from the 2025 survey show that the most common reason respondents moved to their new home was being attracted to a new build home (51%). This was closely followed by moving to be close to family and friends (49%), and to downsize (40%). A further 33% cited the neighbourhood as a reason for moving. Around a quarter of respondents identified to own a home (26%) and to live in a rural area (26%) as motivating factors. Smaller proportions moved to upsize (14%), to live in a town (16%), or for school(s) in the area (7%), while moving for work (2%) was the least cited reason in 2025. These findings continue to demonstrate that attraction to new build properties and proximity to family and friends remain key drivers of relocation into new developments. The reasons for 2025 are ordered below with 1 being the highest rated reason people moved to their new build home:

1. Attracted to a new home
2. Close to family and friends

3. To downsize
4. The neighbourhood
5. To own a home / In a rural area
6. In a town
7. To upsize
8. School(s) in the area
9. For work

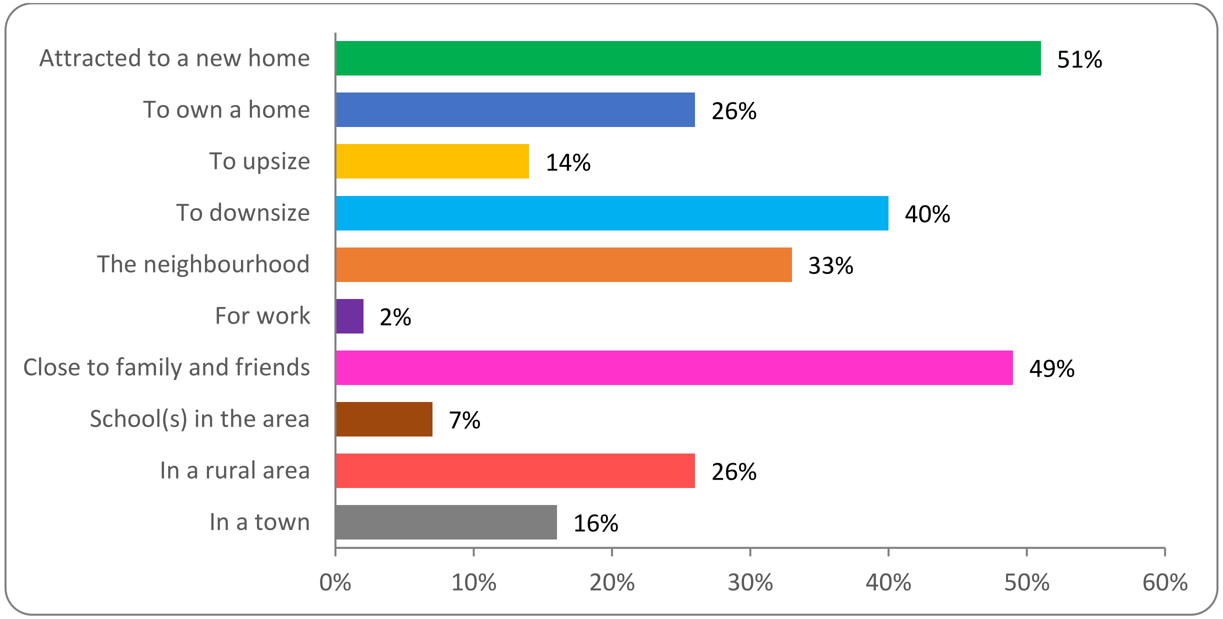


Chart 9: Q2 Why did you move to your new build home?

Feature	2025	2024	2023	2022	2021
Attracted to a new home	51%	24%	50%	54%	55%
To own a home	26%	12%	17%	32%	32%
To upsize	14%	6%	17%	22%	23%
To downsize	40%	6%	8%	15%	17%
The neighbourhood	33%	14%	33%	20%	25%
For work	2%	4%	17%	10%	20%
Close to family & friends	49%	14%	42%	29%	23%
School(s) in the area	7%	0%	0%	7%	13%
In a rural area	26%	14%	33%	32%	28%
In a town	16%	6%	8%	7%	13%

Table 9: Reason for move, 2025, 2024, 2023, 2022 and 2021 data

Use of garage

5.3 Question 11 asked residents whether they have a garage at their property and how it is used. In 2025, 23 respondents identified that they have a garage, while 21 do not. Participants were able to select more than one use. Of those who have access to a garage, 91% use it for storage, making this the most common use. In comparison, 30% use their garage for a motor vehicle and 30% use it as a workshop, while 9% identified other uses. The proportion of respondents using their garage for motor vehicles in 2025 (30%) is lower than recorded in 2024 (56%), 2023 (31%), 2022 (43%) and 2021 (40%). However, the high proportion using garages for storage in 2025 (91%) is broadly consistent with 2024 (89%), 2022 (78%) and 2021 (90%), and considerably higher than in 2023 (46%).These findings are broadly reflective of wider research, such as that from the RAC Foundation , which indicates that fewer than half of households with access to a garage use it primarily for parking their motor vehicle. This supports the position set out in Mid Devon's Provision of Car Parking in New Development SPD (2013), whereby garages are not counted as car parking spaces when calculating parking standards in new developments.

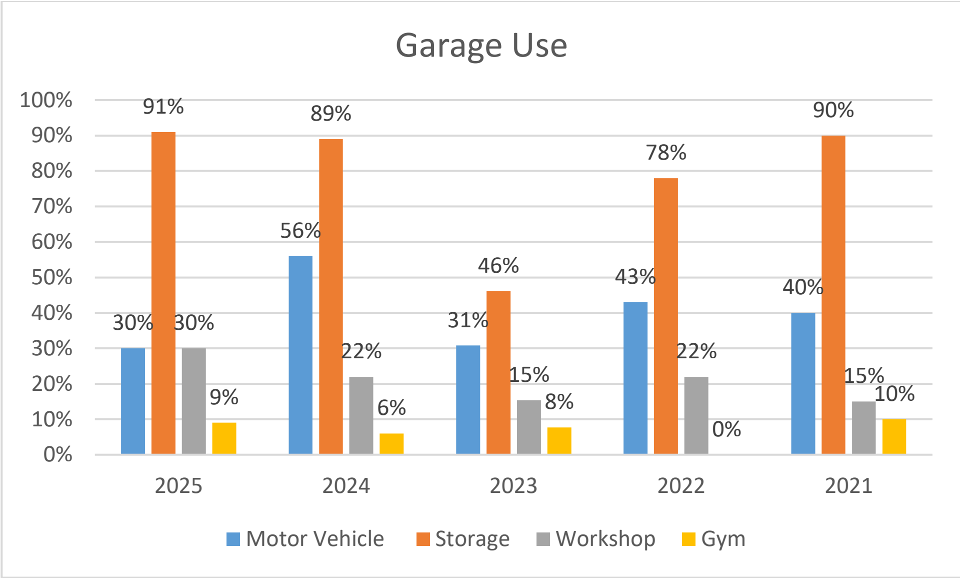


Chart 10: Garage use

Home Satisfaction

5.4 Question 12 identifies a number of features in a new home, and participants were asked to rate their satisfaction on a scale of 1 to 5, where 1 equates to very dissatisfied and 5 equates to very satisfied. Chart 11 displays the average satisfaction levels graphically. Table 10 below presents the average satisfaction level for each feature in 2025.

5.5 The findings for 2025 show that, on average, there was a high level of satisfaction among residents with their new build homes, with all features achieving an average satisfaction score above 3.0 and the majority of features achieving a satisfaction of over 4. The highest level of satisfaction related to internal space and layout (4.48), followed closely by design and visual appearance (4.45) and allocated car parking (4.45). Other highly rated features included security (4.34), garden and private outdoor space (4.33) and energy efficiency (4.32), indicating strong overall satisfaction with the quality and functionality of new homes.

5.6 The lowest-rated feature in 2025 was cycle storage, which recorded an average satisfaction score of 3.03. Waste storage and collection also received a comparatively lower score of 3.37, although this remains above the neutral midpoint of the scale. Satisfaction with waste storage and collection continues to be lower than most other home features, consistent with patterns observed in previous survey years.

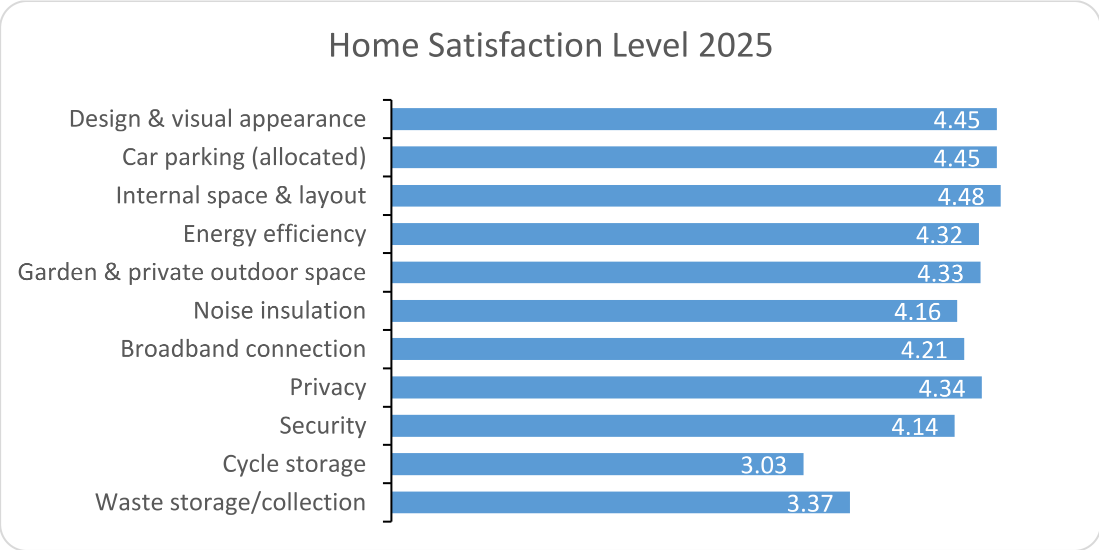


Chart 11: Home Satisfaction Level 2025

Features in new home	**Satisfaction Level**	**No. of responses**	**Satisfaction Level**	**No. of responses**	**Satisfaction Level**	**No. of responses**	**Satisfaction Level**	**No. of responses**	**Satisfaction Level**	**No. of responses**
Year	**2025**	**2025**	**2024**	**2024**	**2023**	**2023**	**2022**	**2022**	**2021**	**2021**
Design & visual appearance	4.45	44	4.78	2	4.69	13	4.14	42	4.14	64

Features in new home	**Satisfaction Level**	**No. of responses**	**Satisfaction Level**	**No. of responses**	**Satisfaction Level**	**No. of responses**	**Satisfaction Level**	**No. of responses**	**Satisfaction Level**	**No. of responses**
Car parking (allocated)	4.45	42	4.50	3	4.62	13	4.10	41	4.10	63
Internal space & layout	4.48	44	4.43	2	4.62	13	4.36	42	4.22	65
Energy Efficiency	4.32	44	4.41	3	4.23	13	3.93	42	3.94	65
Garden & private outdoor space	4.33	43	4.30	2	4.46	13	3.43	42	3.78	65
Noise insulation	4.16	44	4.26	2	4.31	13	3.95	42	3.68	65
Broadband connection	4.21	43	4.23	3	4.69	13	4.19	42	3.82	61
Security	4.34	44	4.04	2	4.54	13	4.14	42	3.80	65
Privacy	4.14	43	4.04	2	4.17	12	3.46	41	3.57	65
Cycle storage	3.03	30	4.00	6	4.13	8	3.03	34	3.44	54
Waste storage/ collection	3.37	43	3.65	2	3.42	12	3.55	42	3.51	65

Table 10: Satisfaction of home 2025, 2024, 2023, 2022 and 2021 data

5.7 Question 13 of the survey provided the opportunity for individuals to identify what would increase their satisfaction with their home. The findings from this question, as demonstrated by Table 11, indicate a range of comments highlighting potential improvements that could further enhance residents' satisfaction. In 2025, the most commonly raised issue related to the quality and reliability of broadband and mobile phone signal, consistent with concerns raised in previous survey years.

5.8 A smaller number of respondents also highlighted the need for wider driveways, greater consideration of disability access, and improvements to refuse and recycling provision. Refuse collection continues to feature within responses for a second year following the change to a three-weekly collection of all black sack and black bin waste. More reliable broadband and mobile phone signal received the highest number of responses.

What would increase your level of satisfaction about your home?	**Number of responses**
More reliable broadband / mobile phone signal	5
Disability access considered	1
Wider driveway	2
Increased frequency of refuse collection	2

Table 11: Q13 What would increase your level of satisfaction of your home?

5.9 Question 12 of the survey provided respondents with the opportunity to make any additional comments about their home. A small number of responses were received in 2025. Concerns raised included poor mobile phone reception and limited choice of broadband providers, lack of cycle storage, and issues relating to privacy within gardens. Other comments referred to drainage issues within gardens, noise from nearby roads, the condition and design of specific building elements, and dissatisfaction with the management or tenure arrangements of properties.

5.10 A small number of respondents also highlighted access and connectivity issues, including difficulties exiting estates, incomplete road or pathway links, and limited public transport connections. Alongside these concerns, several respondents made positive comments about their homes and surroundings, describing the location as scenic and stating that they were generally satisfied with 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 within a neighbourhood, and participants were asked to rate their satisfaction on a scale of 1 to 5, where 1 equates to very dissatisfied and 5 equates to very satisfied. Chart 12 displays the average satisfaction levels graphically. Table 12 below presents the average satisfaction level alongside the number of responses received for each neighbourhood feature for 2025, together with comparison data from previous survey years.

6.3 The 2025 findings show that, on average, residents continue to report a generally good level of satisfaction with their neighbourhoods, with the majority of features achieving average satisfaction scores above 3.0. The highest level of satisfaction in 2025 was recorded for character and appearance, which scored 4.02 out of 5. This represents a decrease compared to 2024 (4.43), but character and appearance remains the highest-rated neighbourhood feature, consistent with its strong performance in previous survey years where it ranked first in 2024, second in both 2023 and 2022, and third in 2021.

6.4 The second highest-rated feature in 2025 was safety in the neighbourhood, with an average score of 4.00, continuing its position as one of the most positively rated aspects of neighbourhoods across all survey years. Open space and play areas was the third highest-rated feature in 2025, scoring 3.83, maintaining its upward trend since 2022 and continuing to feature among the higher-rated neighbourhood characteristics.

6.5 The lowest-rated neighbourhood features in 2025 were traffic in the neighbourhood and pedestrian and cycle routes, both of which recorded an average satisfaction score of 3.05. Public transport also remained relatively low at 3.10, alongside local shops (3.33) and schools (3.36). These features have consistently appeared among the lower-rated aspects of neighbourhood satisfaction in previous survey years, indicating ongoing challenges relating to transport connectivity, active travel infrastructure and access to local services.

6.6 Overall, while satisfaction levels in 2025 remain broadly positive, the average scores are generally lower than those recorded in 2024, but are comparable to, or slightly higher than, several features recorded in 2022 and 2021. This suggests a degree of stabilisation in neighbourhood satisfaction following the higher scores observed in 2024, with persistent issues remaining around transport, traffic and accessibility.

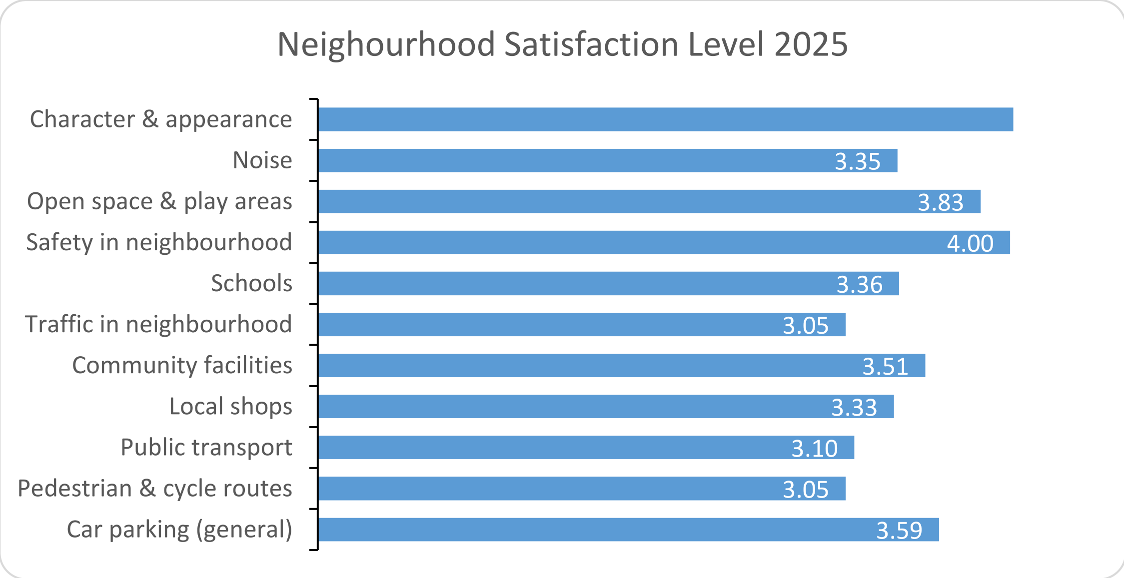


Chart 12: Neighbourhood Satisfaction level 2025

Features in Neighbourhood	**Satisfaction Level**	**No. of responses**	**Satisfaction Level**	**No. of responses**	**Satisfaction Level**	**No. of responses**	**Satisfaction Level**	**No. of responses**	**Satisfaction Level**	**No. of responses**
Year	**2025**	**2025**	**2024**	**2024**	**2023**	**2023**	**2022**	**2022**	**2021**	**2021**
Character & appearance	4.02	43	4.43	2	4.31	13	3.95	42	3.89	64
Noise	3.35	37	4.14	3	4.23	13	3.83	40	3.88	61
Open space & play areas	3.83	41	4.00	3	3.50	12	3.22	41	3.56	63
Safety in neighbourhood	4.00	40	3.77	3	4.46	13	4.02	42	3.91	64
Schools	3.36	33	3.67	16	3.78	9	3.41	34	4.00	52
Traffic in neighbourhood	3.05	42	3.48	2	3.92	12	3.26	42	3.51	65
Community facilities	3.51	42	3.45	3	3.46	13	2.52	42	3.15	62
Local shops	3.33	42	3.32	3	3.46	13	2.88	42	3.27	63
Public transport	3.10	42	3.25	5	3.69	13	2.48	40	3.09	64
Pedestrian & cycle routes	3.05	37	3.09	3	3.38	13	2.45	42	2.71	62
Car parking (general)	3.59	41	2.96	2	3.85	13	3.19	42	3.35	62

Table 12: Satisfaction with Neighbourhood

6.7 Questions 14 and 15 of this survey provided the opportunity for individuals to note anything else in their neighbourhood that causes either satisfaction or dissatisfaction, and to identify what would increase their satisfaction. Responses in 2025 focused on improvements to footpath provision and increasing the availability of shops and facilities within walking distance, alongside concerns relating to parking and parking management. Respondents also highlighted the need for improved road surfaces, completion of access roads to address safety concerns, and reductions in road speed and traffic noise. Additional issues raised included the provision of play and recreational facilities, cleanliness, odour and the general maintenance of the public realm. Issues regarding parking, road quality and pedestrian and cycling routes continue to feature in responses, in line with those identified in previous survey years.

What would increase your level of satisfaction about your neighbourhood?	**Number of responses**
Improved parking / parking restrictions	3
Shops and facilities within walking distance	9
Road speed reduction	2
Footpath provision	9
Completion of access road (safety concerns)	5
Crime prevention e.g. breaking and entering, speeding vehicles	3
Quality of road surfaces e.g. uneven	8
Reduction in traffic noise	4
Dedicated cycle route	2
Wider choice of shops	6
More play areas and bike ramps	4

Table 13: Q15 What would increase your level of satisfaction about your neighbourhood?

6.8 Question 16 of the survey provided respondents with the opportunity to make any additional comments about their home and neighbourhood. In 2025, comments relating to the neighbourhood covered a range of issues, although the number of responses remained relatively limited. Concerns raised included odour from nearby uses, parking pressures and narrow roads, delays in the provision of waste and recycling services, drainage issues, and the condition and maintenance of pavements and open spaces. Several respondents also highlighted shortcomings in local infrastructure, including footpath and cycle provision, access to services and facilities, public transport, healthcare provision and school catchment arrangements.

6.9 Alongside these concerns, a number of respondents made positive comments about their neighbourhood, referring to a strong sense of community, feeling safe in their homes, and being generally happy with their decision to move to the area.

7 Summary of findings

7.1 The findings from the 2025 New Build Homes Resident Survey provide valuable primary data on households living in new build homes in Mid Devon and offer important insight into residents' experiences of both their homes and neighbourhoods. When considered alongside previous survey years, the results continue to help build a clearer picture of emerging trends and changing demographics within new developments across the District.

7.2 In 2025, the largest proportion of moves into new build homes were from the Rest of the UK (34%), followed by moves from within the District (30%) and from adjoining Local Authority areas (25%). A smaller proportion of moves originated from elsewhere in the South West (9%), and no overseas moves were recorded. Almost half of all moves (47%) were within 20 miles; however, long-distance relocations of over 80 miles accounted for 37% of moves.

7.3 The most common reason for moving to a new build home in 2025 was attraction to a new build property (51%). This was closely followed by being close to family and friends (49%) and downsizing (40%). The neighbourhood (33%) and rural location (26%) were also key factors influencing relocation decisions. These findings reinforce the continued appeal of new build housing and the importance of location and lifestyle considerations in shaping household moves.

7.4 Tenure in 2025 remains overwhelmingly owner-occupied. A total of 96% of respondents are homeowners, comprising 55% who own outright, 32% who own with a mortgage, and 9% in shared ownership. A small proportion (5%) rent from a Housing Association or the Council. This represents an increase compared to respondents' previous housing situations, where 78% were homeowners, suggesting that new build homes continue to support progression into, or within, home ownership.

7.5 The demographic profile of respondents in 2025 shows a shift compared with previous years. The average household size is 1.93 persons, which is lower than both Census 2021 figures and earlier survey years. Two-person households remain the largest group (45%), although this proportion has reduced compared to 2024. Single-person households now account for 34% of respondents, representing a notable increase and indicating a changing demographic pattern within new build developments.

7.6 Homeworking levels in 2025 have reduced compared to recent years. Thirty per cent of respondents undertake some level of homeworking (7% always, 21% regularly and 2% occasionally), while 70% report that they never work from home. Of those responding to the flexibility question, 95% confirmed that their home provides sufficient flexibility to accommodate homeworking, while over half selected not applicable. The reduction in homeworking compared to previous survey years may reflect wider national trends as post-pandemic working patterns stabilise.

7.7 For journeys to work and education, the motor vehicle remains the dominant form of transport. When asked what would encourage reduced car use, respondents most frequently identified improvements to public transport provision. Frequency of public transport (61%), access to public transport (44%) and cost of public transport (39%) were the leading factors. Improvements to pedestrian and cycle routes, proximity to employment and continuous pedestrian and cycle links were identified by smaller proportions.

7.8 Overall satisfaction with new build homes in 2025 remains high. All home features achieved an average satisfaction score above 3.0 out of 5 with the majority scoring above 4.0. The highest-rated features were internal space and layout (4.48), design and visual appearance (4.45), and allocated car parking (4.45). The lowest-rated features were cycle storage (3.03) and waste storage/collection (3.37), consistent with themes identified in previous survey years.

7.9 Garage usage patterns continue to demonstrate that garages are predominantly used for storage (91%), with 30% used for motor vehicles and 30% as workshops. This supports the Council's existing position within parking standards guidance that garages should not automatically be counted as formal parking spaces.

7.10 Neighbourhood satisfaction remains generally positive. Character and appearance (4.02) and safety in the neighbourhood (4.00) were the highest-rated features in 2025. Lower-scoring aspects included traffic in the neighbourhood (3.05), pedestrian and cycle routes (3.05), and public transport (3.10). Parking, road quality and access to local services featured in responses regarding potential neighbourhood improvements.

7.11 This New Build Homes Resident Satisfaction Survey has given us some valuable primary data on 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 previous and 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 2025

New Build Homes Resident Survey 2025

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 specify) ____________________

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 specify) ____________________

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 specify) ____________________

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

- ☐ Working
- ☐ Retired
- ☐ Home maker/carer
- ☐ Unemployed
- ☐ Other (please specify) ____________________
- ☐ 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*

☐

Internal use: Please return to Forward Planning

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 to car club/car sharing vehicle
- ☐ Quality of pedestrian & cycle routes
- ☐ Continuous pedestrian & cycle links to my destination
- ☐ Proximity to employment
- ☐ Ability to work from home
- ☐ 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?					

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.

Internal use: Please return to Forward Planning