

Lakes Estate Renewal Project

Resident Feedback Survey

| March 2025

RESIDENT FEEDBACK SURVEY

The second feedback survey has now closed. After the benchmark survey last August, we are now able to compare results, which are as below.

Thank you to everyone who took the time to provide us with feedback. This enables us to provide the best construction journey to you.

Question			Comparison Graphic									
<p>The GRAHAM Project Team has multiple ways of communicating with residents/stakeholders/partners, including:</p> <ul style="list-style-type: none">* Newsletters* Email correspondence* Partnership meetings* Face-to-face* Microsite* Notice boards* Other in-person events <p>Do these methods of communication work for you or your organisation?</p>	<p>August 2024</p> <p>Yes – 8 No – 1</p>	<p>March 2025</p> <p>Yes – 34 No – 4</p>	<table><caption>Comparison Data: Communication Methods</caption><thead><tr><th>Response</th><th>Aug-24</th><th>Mar-25</th></tr></thead><tbody><tr><td>Yes</td><td>8</td><td>34</td></tr><tr><td>No</td><td>1</td><td>4</td></tr></tbody></table>	Response	Aug-24	Mar-25	Yes	8	34	No	1	4
Response	Aug-24	Mar-25										
Yes	8	34										
No	1	4										
<p>How satisfied are you with the methods of communication (with 10 being 'Extremely Satisfied' and 1 being 'Not Satisfied')?</p>	<p>August 2024 Average rating out of 10</p> <p>8.61 Average Rating</p> <p>1 2 3 4 5 6 7 8 9 10</p>	<p>March 2025 Average rating out of 10</p> <p>9.00 Average Rating</p> <p>1 2 3 4 5 6 7 8 9 10</p>										
<p>Is the information that the GRAHAM Project Team sends you or your organisation clear and easy to understand?</p>	<p>August 2024</p> <p>Yes – 36 No – 2</p>	<p>March 2025</p> <p>Yes – 9 No – 0</p>	<table><caption>Comparison Data: Information Clarity</caption><thead><tr><th>Response</th><th>Aug-24</th><th>Mar-25</th></tr></thead><tbody><tr><td>Yes</td><td>36</td><td>9</td></tr><tr><td>No</td><td>2</td><td>0</td></tr></tbody></table>	Response	Aug-24	Mar-25	Yes	36	9	No	2	0
Response	Aug-24	Mar-25										
Yes	36	9										
No	2	0										
<p>How satisfied are you with the information being sent (with 10 being 'Extremely Satisfied' and 1 being 'Not Satisfied')?</p>	<p>August 2024 Average rating out of 10</p> <p>8.79 Average Rating</p> <p>1 2 3 4 5 6 7 8 9 10</p>	<p>March 2025 Average rating out of 10</p> <p>8.78 Average Rating</p> <p>1 2 3 4 5 6 7 8 9 10</p>										
<p>Have you or your organisation ever contacted the GRAHAM Project Team with an enquiry?</p>	<p>August 2024</p> <p>Yes – 31 No – 7</p>	<p>March 2025</p> <p>Yes – 4 No – 5</p>	<table><caption>Comparison Data: Enquiry Contact</caption><thead><tr><th>Response</th><th>Aug-24</th><th>Mar-25</th></tr></thead><tbody><tr><td>Yes</td><td>31</td><td>4</td></tr><tr><td>No</td><td>7</td><td>5</td></tr></tbody></table>	Response	Aug-24	Mar-25	Yes	31	4	No	7	5
Response	Aug-24	Mar-25										
Yes	31	4										
No	7	5										
<p>Queries received were, to quote, “Job Advice”, “Concerns around development issues”, “Help with construction careers advice” and “Various reasons including parking. Responded promptly or found out answers if unable to help straight away”.</p>												
<p>How satisfied are you with the level of service (with 10 being 'Extremely Satisfied' and 1 being 'Not Satisfied')?</p>	<p>August 2024 Average rating out of 10</p> <p>9.86 Average Rating</p> <p>1 2 3 4 5 6 7 8 9 10</p>	<p>March 2025 Average rating out of 10</p> <p>9.25 Average Rating</p> <p>1 2 3 4 5 6 7 8 9 10</p>										

The consensus is that the level of service is still far exceeding expectation. Additional comments as below:

- o Useful information and quick on getting the buildings up.
- o Are car parks going to be re tarmacked and new white lines?
- o They are doing a fantastic job at all sites.
- o Sam was very helpful.
- o Hope the house will be done this year. My place is becoming so cold since most people have moved out.
- o Sam helped me and my son regarding apprenticeships and college, training and professional advice.