Mid Devon
DISTRICT COUNCIL

New Build Homes Resident Survey 2023

Executive Summary 2023

Moves

- 15% of moves to New Build Homes in Mid Devon are from within the District. 46% of moves are from either within the District or from Local Authority areas adjoining Mid Devon. 69% are from within the South West.

Tenure

- Majority of tenure in new build homes rests in home ownership (91%). In comparison the households' previous situation whereby 50% were in home ownership.

Demographics

- Average household size in new build homes is 2.25. 50% were made up of two person households.

Homeworking

- 66% of those that work have some form of homeworking with 100% identifying there was enough flexibility in their home to accommodate their working from home needs permanently.

Travel

- At the time of the survey 30% did not commute to work.
- The motor vehicle is the dominant form of travel for most distances between 3 and 70 miles.
- Access to public transport, quality and continuous pedestrian and cycle routes were the joint top reasons that would encourage people to use their car less.

Home satisfaction

- The attraction of a new build home was the top reason people chose to move to a new build home, followed by being close to family and friends.
- 31% of those that have access to a garage use it for their motor vehicle(s). 46% 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.
- The top rated features of their home residents are happy with are broadband connection and the design and visual appearance.
- The lowest rated feature was waste storage/collection.

Neighbourhood Satisfaction

- Overall there is a good level of satisfaction of their neighbourhood from residents in new build homes with an average of over 3.3 out of 5 for every feature listed in the survey.
- The top features in a neighbourhood residents are happy with are safety, character and appearance and noise.
- The lowest rated feature was pedestrian and cycle routes.

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 third 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 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 2023 was sent to 73 households in Tiverton, Cullompton, Crediton, Bampton and Thorverton. 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 2021/2022 (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 in January 2023 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 March 2023. Of those that received the survey 13 responses were returned which represents a 17.8% response rate. This is a lower response rate than previous years of which for 2021 and 2022 a response rate of at least 20% was received. A response rate of between 20-30% is considered to be highly successful[1].

2.3. Although we have received a lower response rate for 2023 the individual responses provide a unique and irreplaceable insight into residents' views of their new build home and neighbourhood. Over time, the combined results of the annual New Build Homes Resident Survey will help us build a picture across the District and identify trends. This report presents the qualitative survey results and provides statistical illustrations through graphs and analysis.

[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. Twelve of the thirteen 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 are from adjoining Local Authority Areas at 31%. Followed by the South West at 23% and the Rest of the UK at 23%. 15% were from within the District. And one respondent did not identify their previous postcode and therefore it was not possible to ascertain their move.

Moves into new developments from:	**Total 2023**	**Total 2022**	**Total 2021**
Within the District	2 moves	19 moves	37 moves
	15%	45%	63%
Adjoining Local Authority Areas	4 moves	5 moves	15 moves
	31%	12%	25%
South West	3 moves	2 moves	2 moves
	23%	5%	3%
Rest of UK	3 moves	12 moves	5 moves
	23%	29%	9%
Overseas	N/A	2 moves	N/A
	0%	5%	N/A
Unknown	1 moves	2 moves	N/A
	8%	5%	N/A

Table 1: Moves into new developments

3.3. The median distance moved by those that responded to this survey was an average of 38 miles. In comparison to national data[2] the median distance moved by UK movers was 9-10 miles. When comparing with the 2022 Survey and the 2021 Survey the median distance moved was 15 miles and 6 miles.

[2] 10 statistics that tell the story of 2020 for UK home movers. (reallymoving.com)
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

3.4. Nationally 40% of moves are 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 2023 demonstrates 17% of moves are 5 miles or less, 25% 10 miles or less and 42% 20 miles or less. Analysis of the distance of moves is presented below.

Distance of move	No. of moves	Percent.	No. of moves	Percent.	No. of moves	Percent.
Year	**2023**		**2022**		**2021**	
5 miles or less	2	17%	14	35%	27	44%
6-10 miles	1	8%	3	8%	12	19%
11-20 miles	2	17%	4	10%	13	21%
21-40 miles	1	8%	5	13%	2	3%
41-80 miles	2	17%	N/A	N/A	N/A	N/A
Long distance moves (+80 miles)	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.
Year	**2023**		**2022**		**2021**	
5 miles or less	2	17%	14	35%	27	44%
10 miles or less	3	25%	17	43%	39	63%
20 miles or less	5	42%	21	53%	52	84%
40 miles or less	6	50%	26	66%	54	87%
41-80 miles	8	67%	N/A	N/A	N/A	N/A
All moves	12	100%	40	100%	62	100%

Table 3: Distance of move by miles combined

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 specify) ______________________

4. At your previous address what was your situation?

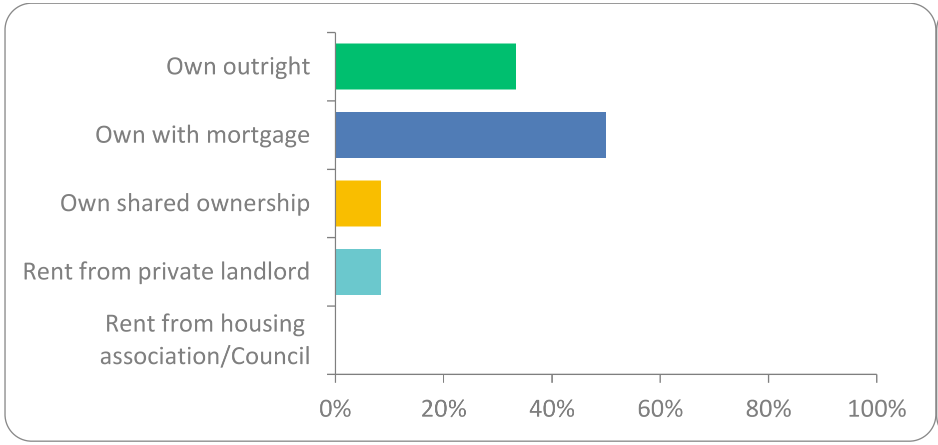
- ☐ Own outright
- ☐ Own with mortgage
- ☐ Own shared ownership
- ☐ Rent from private landlord
- ☐ Rent from housing association/Council
- ☐ Living with friends or family
- ☐ Other (please specify) ______________________

3.6. All but one of the returned surveys completed the questions on tenure. Table 4, Charts 1 and 2 below demonstrate that the majority of tenure in new build homes rests in home ownership either with mortgage, owned outright or shared ownership with only 1 person identifying that they rent. As such in totalling those in home ownership this amounts of 91% of those that responded to this question. This in comparison to the households' previous situation, whereby only 50% were home ownership.

3.7. These findings are similar to that of the 2022 and 2021 Survey in which home ownership amounted to 98% in 2022 and 91% in 2021 of those in new build homes, in comparison to 60% in 2022 and 57% in 2021 of a households' previous situation.

Tenure	**Current**	**Previous**	**Current**	**Previous**	**Current**	**Previous**
	2023		**2022**		**2021**	
Own outright	33%	8%	33%	29%	25%	23%
Own with mortgage	50%	42%	60%	30%	50%	34%
Own shared ownership	8%	0%	5%	0%	14%	0%
Rent (private landlord)	8%	25%	0%	27%	2%	25%
Rent (HA/Council)	0%	0%	2%	0%	8%	5%
Living with family/friends	0%	25%	0%	7%	0%	13%
Other	0%	0%	0%	7%	2%	2%

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



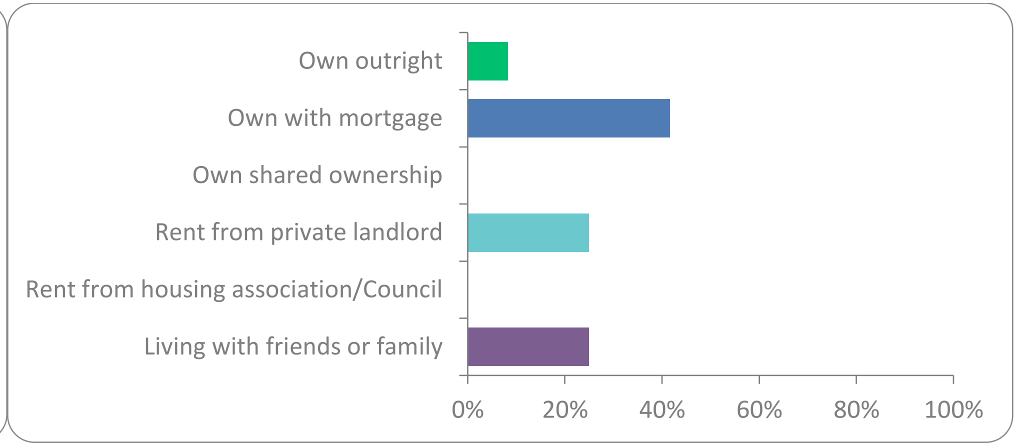


Chart 1: Q3 Do you own or rent your new build home?

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

Demographics

3.8. 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 2.25 in our sample. This is slightly lower than the average household size for Mid Devon at 2.31 as of Census 2021 and the 2.28 average household size for the South West (2021 Census). This is also lower than the household size from the 2022 survey of 2.57 and the 2021 survey of 2.54. Of those surveyed, the largest proportion of household type was made up of two persons 50%. The two person household was also the largest proportion of household type in the 2022 and 2021 Surveys, the proportion of two person households in the South West is 37% and 39% in Mid Devon (2021 Census).

3.10. Of the two person households 83% of people were working which is higher than the 2022 survey results of 61% and the 2021 survey results of 60%. Households greater than two persons make up 34%, and of these households, all but one of these households included individuals in education or were under school age. These findings are similar to that of last year's survey. The greatest difference between the findings of the demographics of this survey in comparison to the Mid Devon Census 2021 data, is that there is a smaller proportion of single person households at in all three years of our survey, at 18% or less compared to 29% in Census 2021 and a higher proportion of two person households in 2023 of 58% in comparison to 39% in Census 2021.

Household Size	**2023**	**2022**	**2021**
1	8%	14%	18%
2	58%	52%	40%
3	17%	7%	14%
4	17%	19%	25%
5	0%	3%	3%
6	0%	5%	0%

Table 5: Household size 2023, 2022 and 2021 data

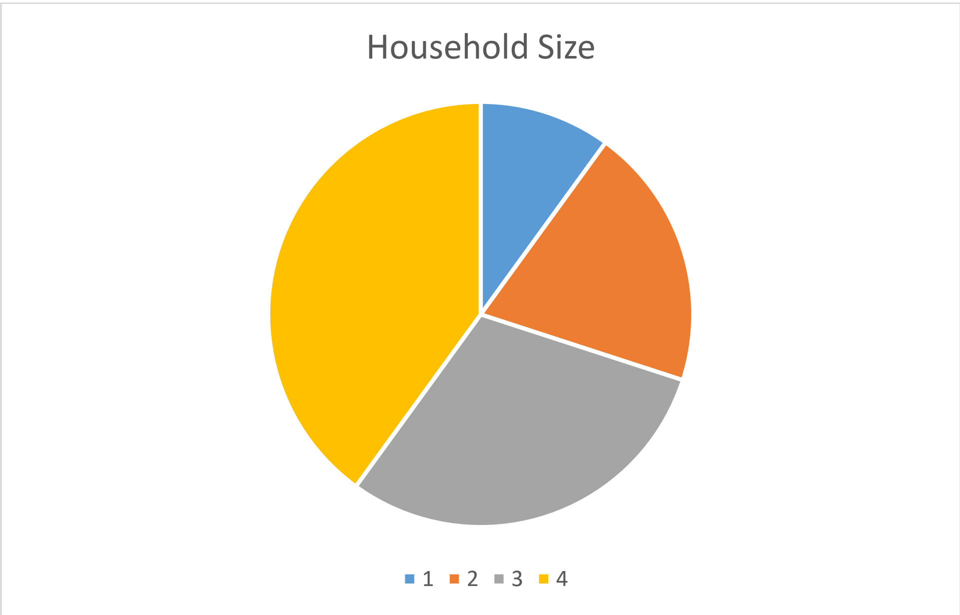


Chart 3: How many people are at your household?

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 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. At the time of the 2023 Survey there were no restrictions in place. 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
☐ 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 & cycle routes
☐ Continuous pedestrian & cycle links to my destination
☐ Proximity to employment
☐ Ability to work from home
☐ Other (please specify)____________________

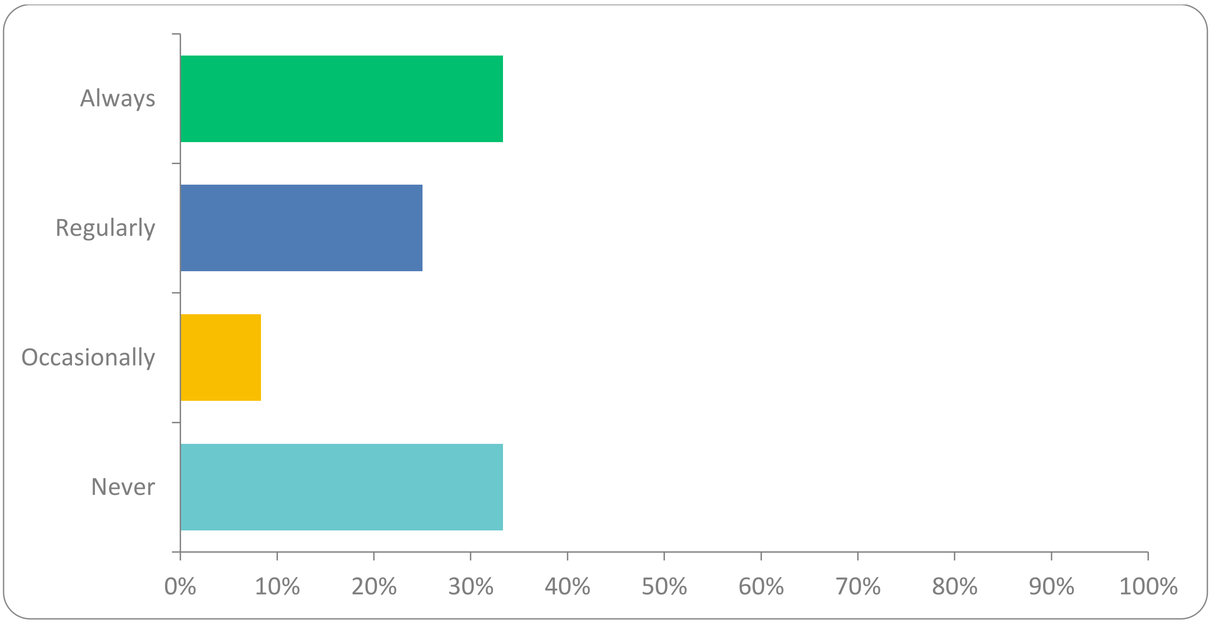


Chart 4: Q6 At the time of answering this survey, do you work from home?

Work from home	2023	Enough flexibility	2022	Enough flexibility	2021	Enough flexibility
Always	33%	100%	17%	87% yes 13% no	31%	88% yes 12% no
Regularly	25%		26%		13%	
Occasionally	8%		19%		13%	
Never	33%		38%		44%	

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

4.2 Findings show that 66% of those that responded have some level of homeworking with 33% currently always working from home. For those working from home 100% identified that they have enough flexibility in their home to accommodate their working from home needs permanently. In comparison to previous years, there has been a steady rise in those that have some level of homeworking with 62% in 2022 and 57% in 2021 (Chart 5).

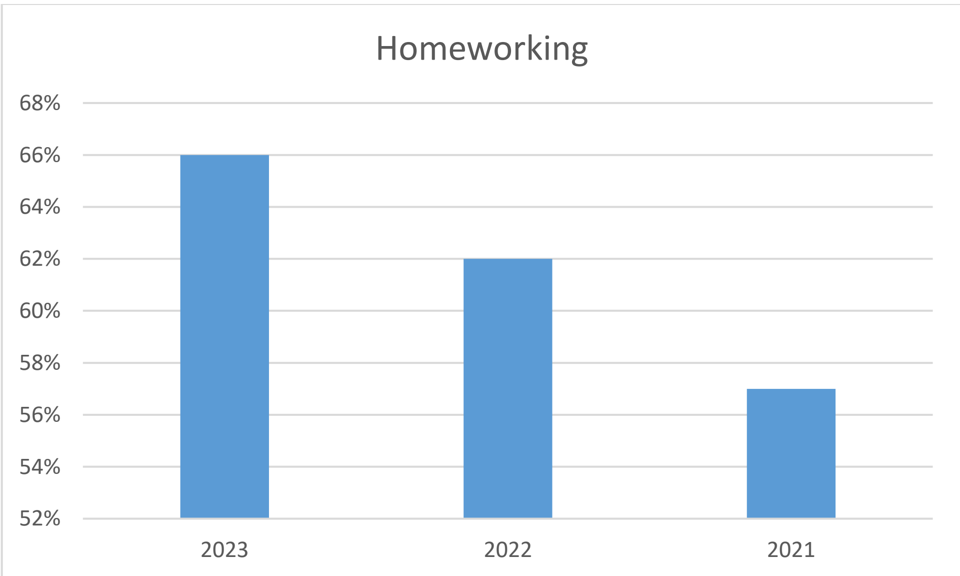


Chart 5: Some level of home working 2023, 2022 and 2021

Transport and commuting

4.3 At the time of the survey 30% of those that were working did not commute to work and 30% commuted 5 days, which is slightly higher than the 2022 survey results in which 23% did not commute to work and 26% commuted 5 days. 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. The results of the 2023 survey show a slightly lower result to the 2022 survey in which 70% of those that responded commuted to work in some form, whereas 77% commuted in 2022. Both 2022 and 2023 have a larger proportion in comparison to the 2021 survey (54%) which commuted to work. However, for the 2021 survey it was noted that the number of those commuting to work was likely to be lower than that which may be typical, given the National Government Restrictions and the advice at the time of the Survey which encouraged homeworking where possible, and the Furlough Scheme that was in place.

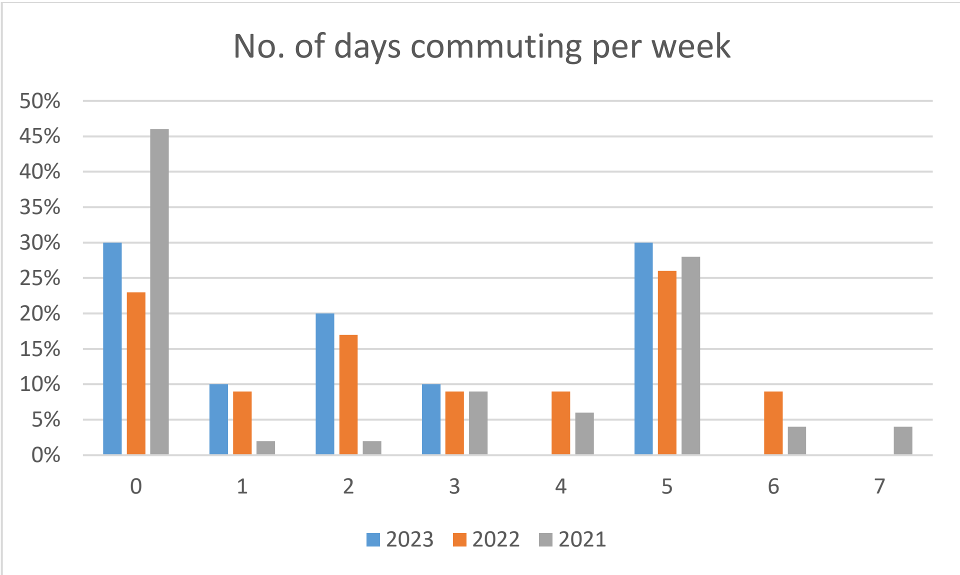


Chart 6: Q8 At the time of answering this survey how often do you commute to work?

4.4 Following this question, participants were asked how they and others in their household travelled to work or education. 16 entries were submitted however 2 of these entries identified they worked from home and therefore did not travel and one person identified they travel to different locations each day but did not specific locations or form of travel. As such, 13 entries specified the purpose of their travel (school/work), their destination and their form of travel, results of which have been set out below. Analysis of this question identifies that of those that commute to work or travel for education the most common form of travel is the motor vehicle. A breakdown of findings is provided below:

- 7 motor vehicle
- 2 walk
- 2 train
- 1 bus
- 1 mixed mode (car and plane)

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. For this year only one person responded as mixed mode which identified the use of a car and plane.

4.6 Table 7 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 to/from schools[3]. Chart 7 categorises the distances in the same brackets as 2022 with the addition of >200 miles to capture the results of this Survey. Findings from this survey indicates that walking is used a mode of transport up to 2 miles.

4.7 When comparing the reason for the journey i.e. school or work, school journeys made up 15% of responses and work 85%. For school journeys 1 walked, 1 travelled by bus. For work journeys 1 (9%) walked, 2 (18%) travelled by train, 7 (64%) travelled by motor vehicle and 1 (9%) travelled using mixed modes of transport.

4.8 This largely follows the trend demonstrated in the 2021 Census data for Mid Devon, with the majority of those that travel for work using a motor vehicle (82%) with 13% travelling by foot. In the 2023 survey for the journeys to work 64% travelled by motor vehicle and 9% by foot. In comparison to that of 2022 (81%) and 2021 (82%) travelled by motor vehicle and 4% for both years travelled by foot.

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

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

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

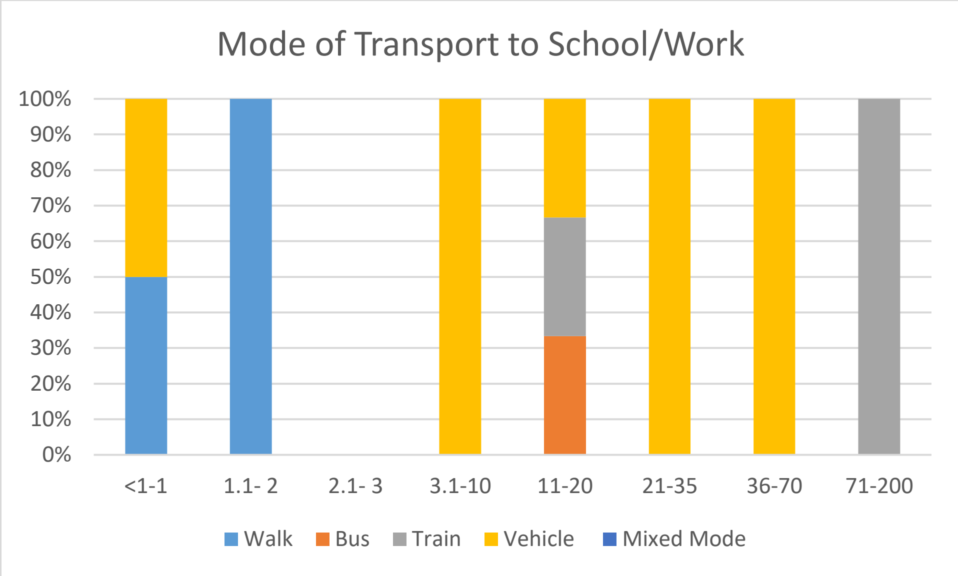


Chart 7: Mode of transport by distance

4.9 Participants were then asked, what would make them use their car less. A total of 22 answer choices were received in response 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 22 for each answer choice. Findings show that for this 2023 survey, access to public transport, the quality of pedestrian and cycle routes and continuous pedestrian and cycle links are the primary reasons that would make people use their car less. No participants identified the cost of public transport as a reason to make them use their car less, however this featured second in 2022 and fourth in 2021. In comparison to the 2022 survey the frequency of public transport was the primary reason to make people use their car less and in 2021 the quality of pedestrian and cycle routes and proximity to employment featured as the top reason. Access to club/car sharing featured as the least likely reason to make people use their car less in 2021 and 2022 with this identified as the second to least likely reason in this survey. The features are listed below in order of the most likely feature that would make people use their car less in the 2023 Survey.

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

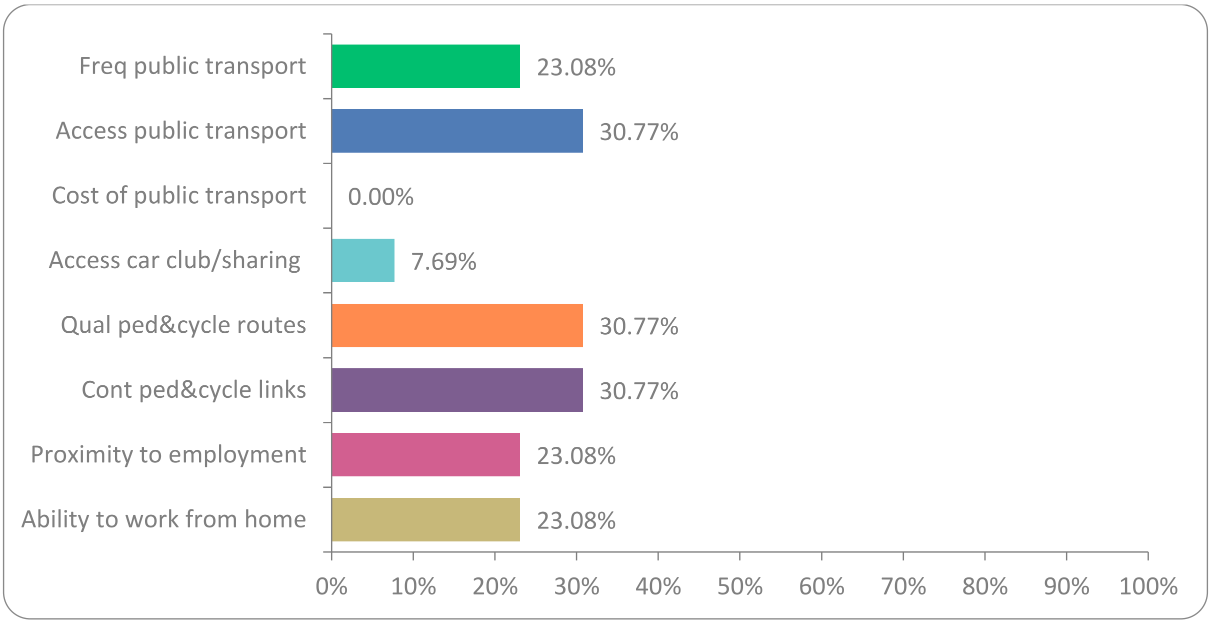


Chart 8: Q10 What would make you use your car less?

Feature	2023	2022	2021
Frequency of public transport	23%	70%	32%
Access to public transport	31%	44%	18%
Cost of public transport	0%	50%	23%
Access to car club/sharing	8%	0%	7%
Quality of pedestrian and cycle routes	31%	28%	33%
Continuous pedestrian and cycle links	31%	22%	30%
Proximity to employment	23%	28%	33%
Ability to work from home	23%	33%	18%

Table 8: Q10 What would make you use your car less? 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 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 and Table 9 below show the percentage of the total number of responses for each option. Findings show the top reason people move to their new home is their general attraction of a ‘new build home’ at 50% of respondents. Second was to be ‘close to family/friends’ which amounted to 42%. The lowermost reason for their move was for school(s) in the area. These findings are similar to those of the 2022 and 2021 survey in which the top reason moved to their home was that they were ‘attracted to a new home’. School(s) in the area featured as the lowermost reason people moved to their home in all three years of the New Build Homes

Survey. The reasons for 2023 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/friends
3. In a rural area/The neighbourhood
4. To upsize
5. To own a home/To downsize/For work/In a town
6. School(s) in the area

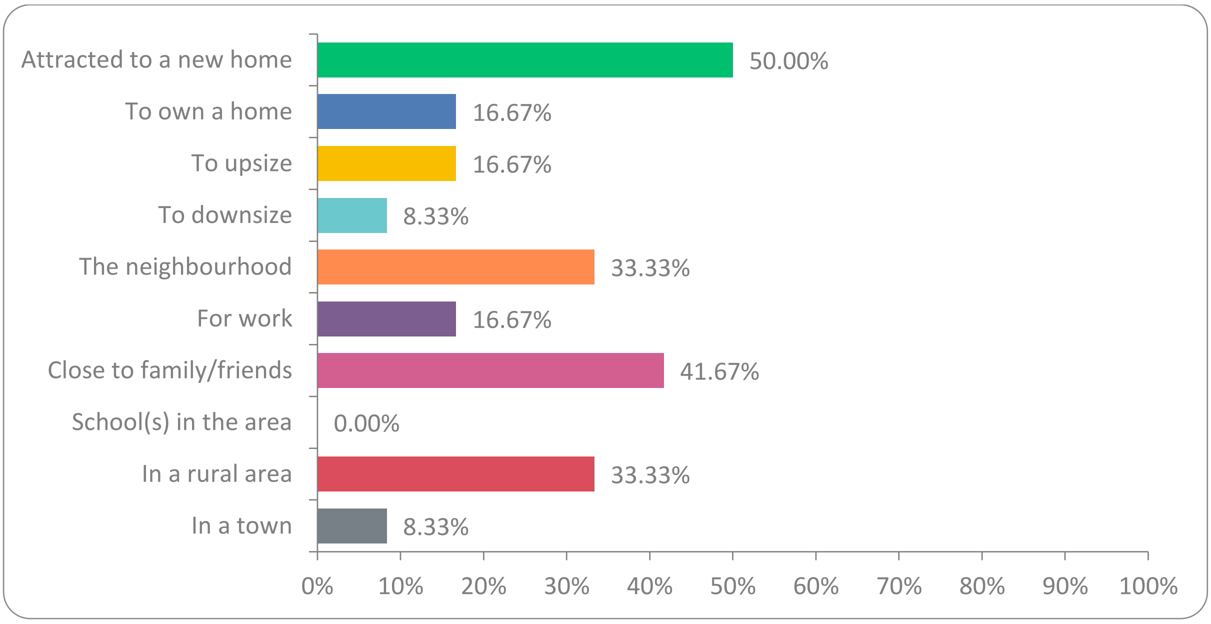


Chart 9: Q2 Why did you move to your new build home?

Feature	**2023**	**2022**	**2021**
Attracted to a new home	50%	54%	55%
To own a home	17%	32%	32%
To upsize	17%	22%	23%
To downsize	8%	15%	17%
The neighbourhood	33%	20%	25%
For work	17%	10%	20%
Close to family & friends	42%	29%	23%
School(s) in the area	0%	7%	13%
In a rural area	33%	32%	28%
In a town	8%	7%	13%

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

Use of garage

5.3 Question 11 asks residents if they have a garage at their property and what they use it for. Nine participants identified that they have a garage as part of their property. Participants were able to provide more than one answer. Of those that have access to a garage and stated the use, 31% use their garage for motor vehicle(s), 46% use their garage for storage, 15% for a workshop and 8% for a gym. This is similar to the findings of the 2022 and 2021 survey whereby 43% and 40% used their garage for their motor vehicle(s), however in this years' survey less used their garage for storage at 46% compared to 2022 (78%) and 2021 (90%) .

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 their motor vehicle(s). 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.

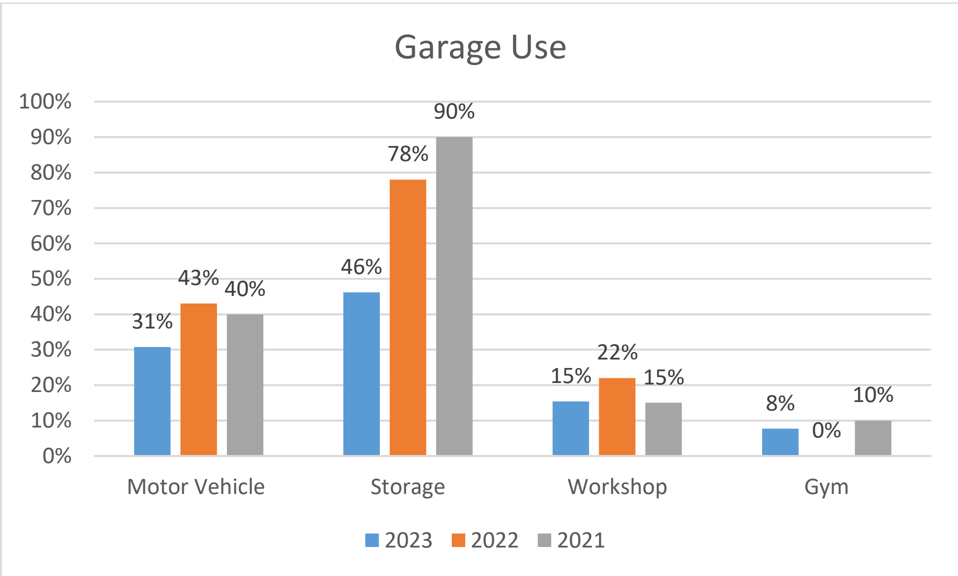


Chart 10: Garage use

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

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 10 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 broadband connection and design and visual appearance. The lowest rated satisfaction level was waste storage/collection. At the time of the Survey the District Council had recently (October 2022) amended the collection of all black sack/black bin waste to be collected every three weeks instead of every two weeks.

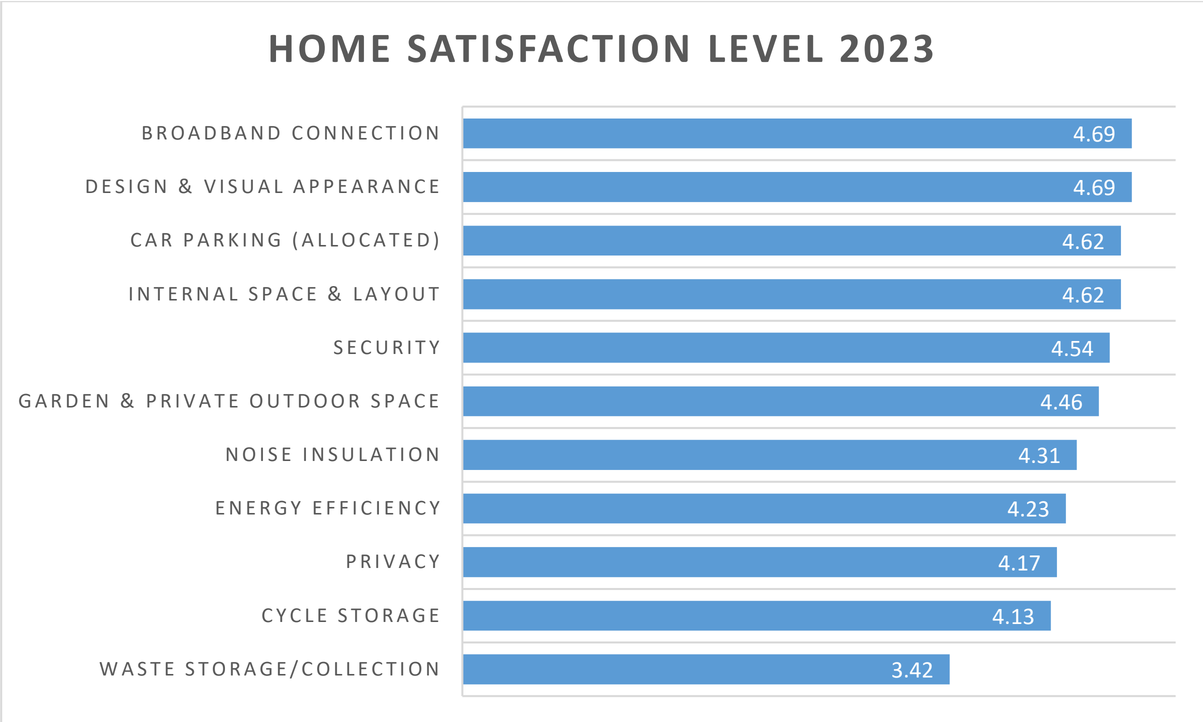


Chart 11: Home Satisfaction Level 2023

Features in new home	Satisfac-tion Level	No. responses	Satisfac-tion Level	No. responses	Satisfac-tion Level	No. responses
Year	**2023**		**2022**		**2021**	
Broadband connection	4.69	13	4.19	42	3.82	61
Design & visual appearance	4.69	13	4.14	42	4.14	64
Car parking (allocated)	4.62	13	4.10	41	4.10	63
Internal space & layout	4.62	13	4.36	42	4.22	65
Security	4.54	13	4.14	42	3.80	65
Garden & private outdoor space	4.46	13	3.43	42	3.78	65
Noise insulation	4.31	13	3.95	42	3.68	65
Energy Efficiency	4.23	13	3.93	42	3.94	65
Privacy	4.17	12	3.46	41	3.57	65
Cycle storage	4.13	8	3.03	34	3.44	54
Waste storage/ collection	3.42	12	3.55	42	3.51	65

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

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 11 indicates a range of comments raised that would increase the level of satisfaction of their home. In comparison to previous years', garden space, storage and new build warranty call outs with the house/developer were common features raised.

What would increase your level of satisfaction about your home?	Number of responses
Better phone signal	1
Passivhaus building standards	1
More storage	1
Less issues with house/developer	1
More privacy	1
Less vehicles	1
Larger garden	1
Alt weeks for domestic waste not 3 weekly	1
Bigger kitchen space	1

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

5.7 Question 16 of the survey provided the opportunity to provide any other comments about the residents' home and neighbourhood. With regard to resident's homes, there were only a handful of comments regarding the provision of bins and recycling.

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 12 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 good level of satisfaction from residents of their neighbourhood with the majority of satisfaction levels scoring higher than 3.3. The highest level of satisfaction was for safety in the neighbourhood which scored 4.46 out of 5, this was also the highest level of satisfaction in 2022. The next highest rated features of the neighbourhood were character & appearance and noise, which scored 4.31 and 4.23 out of 5. These were also the 2nd and 3rd highest rated features in 2022.

6.4 The lowest rated satisfaction level was pedestrian and cycle routes which scored an average 3.38 out of 5. This was also the lowest rated satisfaction level of 2022. Followed by community facilities and local shops which scored below 3.5. These also featured in the bottom features in 2022. In comparison to the 2022 survey, the overall satisfaction level in 2023 was higher than in 2022 whereby a number of features scored below 3 in 2022.

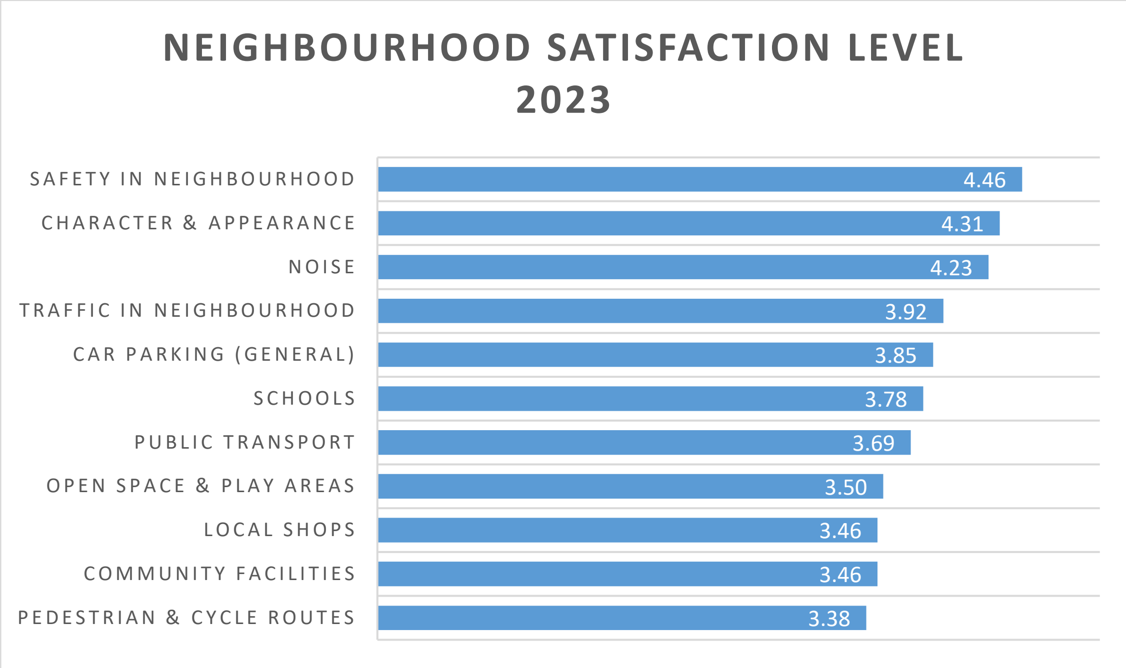


Chart 12: Neighbourhood Satisfaction level 2023

Features in Neighbourhood	**Satisfac-tion Level**	**No. responses**	**Satisfac-tion Level**	**No. responses**	**Satisfac-tion Level**	**No. responses**
Year	**2023**		**2022**		**2021**	
Safety in neighbourhood	4.46	13	4.02	42	3.91	64
Character & appearance	4.31	13	3.95	42	3.89	64
Noise	4.23	13	3.83	40	3.88	61
Traffic in neighbourhood	3.92	12	3.26	42	3.51	65
Car parking (general)	3.85	13	3.19	42	3.35	62
Schools	3.78	9	3.41	34	4.00	52
Public transport	3.69	13	2.48	40	3.09	64
Open space & play areas	3.50	12	3.22	41	3.56	63
Community facilities	3.46	13	2.52	42	3.15	62
Local shops	3.46	13	2.88	42	3.27	63
Pedestrian & cycle routes	3.38	13	2.45	42	2.71	62

Table 12: 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. Only a handful of responses were received for this question, however the findings indicate two features that each received two responses raised independently, these features were a play area and the quantity of pedestrian and cycling routes. Residents referred to a lack of routes to destinations or walking routes for dog walking. Play areas also featured as one of the top responses to this question in 2022 and pedestrian and cycle featured in the top two responses for 2022 and 2021.

What would increase your level of satisfaction about your neighbourhood?	**Number of responses**
Play area	2
Quantity of pedestrian and cycling routes e.g. to farm shop, bus stop, for dog walking	2
More communal parking areas as modern estate roads are narrow	1
More solar PV offered as standard (only offered if additional payment)	1
Shop	1
Improved tidiness of the front of houses	1
Quality of pavements e.g uneven	1
Quality of road surfaces e.g. uneven	1

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

6.6 Question 16 of the survey provided the opportunity for any other comments about the resident’s home and neighbourhood. With regard to the neighbourhood, there were only a handful of comments, most relayed that commenting on the neighbourhood at this staged was limited until the whole neighbourhood had finished being built. One response was positive to their neighbourhood.

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 2023 and an invaluable insight into resident's views of their new homes and neighbourhood. The findings demonstrate that most moves into New Build Homes are from the South West.

7.2 The attraction of a new build home and being close to family and friends were the top reasons people chose to move to a new build home in Mid Devon. The majority of tenure was in home ownership at 91% of New Build Homes in comparison to the households' previous situation whereby 50% were in home ownership.

7.3 Of household size, the largest proportion was made up of two person households at 50%, which is higher to that in the South West 39% (Census, 2021). Two person households also made up the largest proportion of household sizes in 2021 and 2022. During the time of the survey 66% had some form of homeworking, with 100% of those homeworking identifying that there was enough flexibility in their home to accommodate their working from home needs permanently. The findings for homeworking in 2022 and 2021 were similar, with a steady rise from 2021-2023 of those having some form of homeworking. For journeys to work the motor vehicle is the dominant form of travel. This was the same finding as in 2022 and 2021. The top reasons that people would use their car less in 2023 were access to public transport, quality and continuous pedestrian and cycle routes.

7.4 The majority of residents of new build homes are on the whole happy with their new homes with broadband connection, design and visual appearance as the features people were most satisfied with, scoring 4.69 out of 5. This differed to the results of 2022 and 2021 whereby internal space and layout was the top scoring feature for both years. Waste storage/collection was the area that people would like improved in their new build homes in 2023. In comparison to previous years the area that people would like to improve most in their homes in 2022 were parking, quality of finish and garden quality and in 2021 privacy and noise insulation.

7.5 Overall, residents were happy with their neighbourhood. The feature in a neighbourhood that residents were most satisfied with was safety. This also featured top in 2022 and 2021. The feature that residents were least happy with were pedestrian and cycle routes. This was the same as in 2022 and 2021. This was also featured as an area that people would most like improved in their neighbourhood.

7.6 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 2023

New Build Homes Resident Survey 2023

Mid Devon DISTRICT COUNCIL

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

____

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.