New Build Homes Resident Survey 2024

Executive summary 2024

Moves

- 32% of moves to New Build Homes in Mid Devon are from within the District. 40% of moves are from either within the District or from Local Authority areas adjoining Mid Devon. 60% are from within the South West.

Tenure

- Tenure of new build homes rests entirely in home ownership (100%). In comparison the households' previous situation whereby 72% were in home ownership.

Demographics

- Average household size in new build homes is 2.36. 56% were made up of two person households.

Homeworking

- 44% 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 23% of respondents did not commute to work.
- The motor vehicle is the dominant form of travel for most distances between 2.1 and 70 miles.
- Frequency of public transport was the top reason 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 in a rural area, the neighbourhood, and being close to family and friends.
- 56% of those that have access to a garage use it for their motor vehicle(s). 89% use it for storage.
- Overall there is a good level of satisfaction from residents in their new build homes with an average of over 3.6 out of 5 for every feature listed in the survey.
- The top rated features of their home residents are happy with are design and visual appearance, followed by allocated car parking.
- 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 3.0 out of 5 for every feature listed in the survey.
- The top features in a neighbourhood residents are happy with are character and appearance, followed by noise, and open space and play areas.
- The lowest rated feature was general car parking.

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 2024 was sent to 144 households in Tiverton, Cullompton, Crediton, Bampton, Cheriton Fitzpaine, Halberton, Hemyock, Thorverton, and Uffculme. 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 2022/2023 (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 2024 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 1st March 2024. Of those that received the survey 25 responses were returned which represents a 17.4% response rate; this is a lower response rate than for previous years. The 2023 survey received a response rate of 17.8%, while for 2021 and 2022 a response rate of not less than 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 2024 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. Twenty-four of the twenty-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 are from the rest of the UK at 36%. Followed by 32% within the District and 20% from the South West. One respondent did not identify their previous postcode and therefore it was not possible to ascertain their move.

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

Table 1: Moves into new developments

3.3. The median distance moved by those that responded to this section of the survey was an average of 56 miles. In comparison to national data[2] the median distance moved by UK movers was 15 miles. When comparing with findings from the 2023, 2022, 2021 surveys the median distance moved was 38 miles, 15 miles, and 6 miles respectively.

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

[2] 10 statistics that tell the story of 2023 for UK home movers. (reallymoving.com)
https://www.propertyreporter.co.uk/property/top-ten-home-moving-statistics-of-2019.html
https://www.reallymoving.com/help-and-advice/guides/uk-moving-distance-map

Devon New Build Homes Survey 2024 demonstrates 29% of moves are 5 miles or less, 33% within 20 miles, 38% are 40 miles or less, 63% are within 80 miles, and 37% are of distances of more than 80 miles. Analysis of the distance of moves is presented below.

Distance of move	**No. of moves**	**Percent**	**No. of moves**	**Percent**	**No. of moves**	**Percent**	**No. of moves**	**Percent**
Year	**2024**	**2024**	**2023**	**2023**	**2022**	**2022**	**2021**	**2021**
5 miles or less	7	29%	2	17%	14	35%	27	44%
6-10 miles	0	0%	1	8%	3	8%	12	19%
11-20 miles	1	4%	2	17%	4	10%	13	21%
21-40 miles	1	4%	1	8%	5	13%	2	3%
41-80 miles	6	25%	2	17%	N/A	N/A	N/A	N/A
Long distance moves (+80 miles)	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**
Year	**2024**	**2024**	**2023**	**2023**	**2022**	**2022**	**2021**	**202**
5 miles or less	7	29%	2	17%	14	35%	27	44%
10 miles or less	7	29%	3	25%	17	43%	39	63%
20 miles or less	8	33%	5	42%	21	53%	52	84%
40 miles or less	9	38%	6	50%	26	66%	54	87%
41-80 miles	15	63%	8	67%	N/A	N/A	N/A	N/A
All moves	24	100%	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?

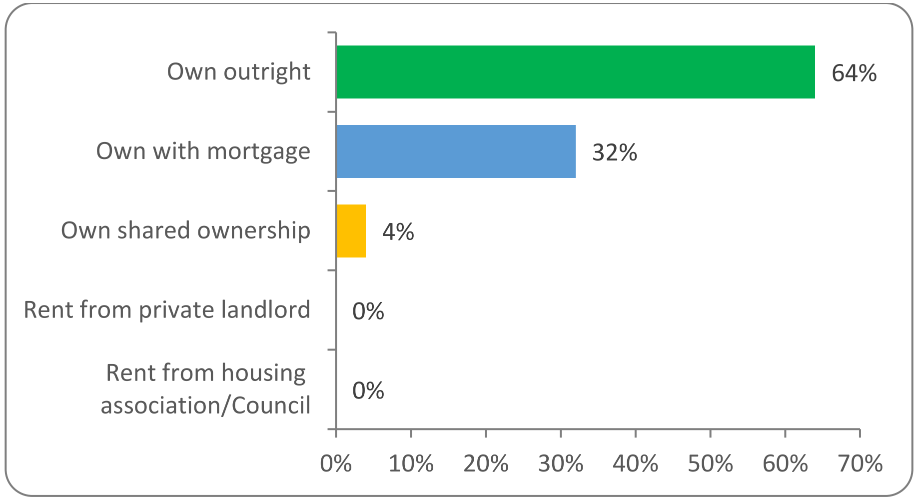
- [ ] Own outright
- [ ] Own with mortgage
- [ ] Own shared ownership
- [ ] Rent from private landlord
- [ ] Rent from housing association/Council
- [ ] Living with friends or family
- [ ] Other (please specify)

3.6. All the respondents 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 or owned outright, with only 1 person identifying that their home is subject to shared ownership. As such in totalling those in home ownership this amounts to 100% of responses. This is in comparison to the households' previous situation, whereby only 72% were home ownership.

3.7. The findings on current tenure are similar to that of previous surveys in which home ownership amounted to 91% in 2023, 98% in 2022, and 91% in 2021 of those in new build homes. This compares with households' previous home ownership rates of 50% in 2023, 60% in 2022, and 57% in 2021.

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

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



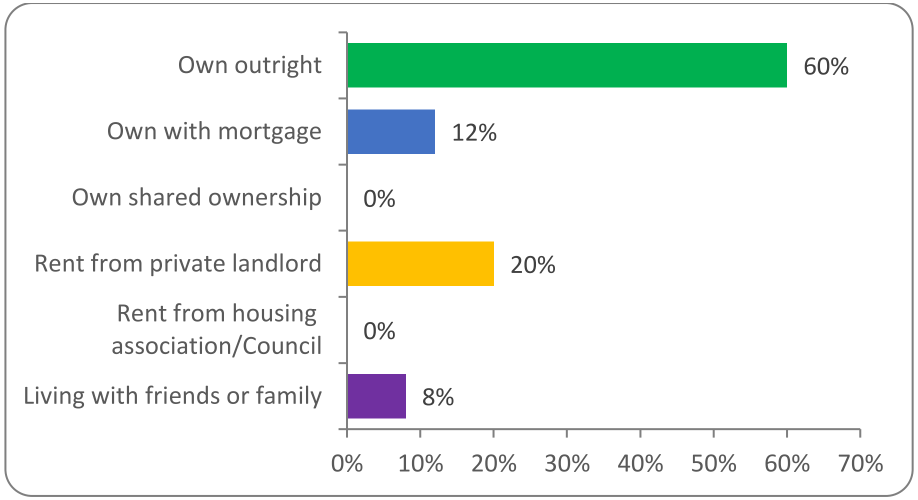


Chart 1: Q3 Do you own or rent your new build home?

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

Demographics

3.8. 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 2.36 in our sample. This is slightly higher than the previous 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 higher than the household size from the 2023 survey of 2.25 but lower than averages from the 2022 survey (2.57) and the 2021 survey (2.54). Of those surveyed, the largest proportion of household type was made up of two persons 56%. The two person household was also the largest proportion of household type in the 2023, 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 36% were working, which is significantly lower than previous years' survey findings of 83% in 2023, 61% in 2022, and 60% in 2021. This is due to retirees comprising 61% of residents within two person households during the 2024 survey. Households greater than two persons make up 56%, which is higher than the 2003 survey (34%). In contrast to last year's survey, none of households included individuals either in education or under school age. 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 in all four years of our survey, at 18% or less compared to 29% in Census 2021 and a higher proportion of two person households in 2024 of 56% in comparison to 39% in Census 2021.

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

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

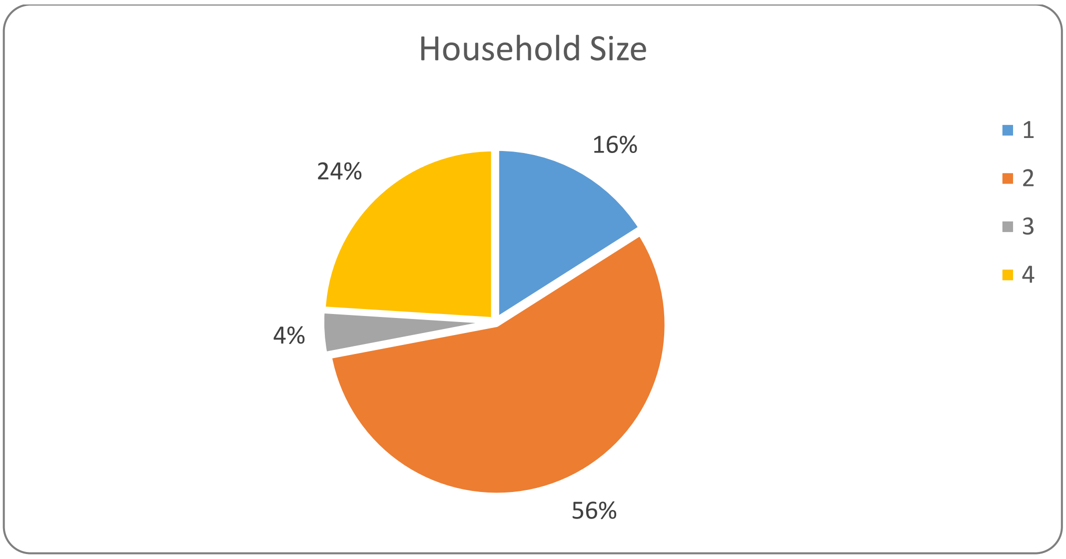


Chart 3: How many people are within your household?

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 either the 2023 or 2024 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
☐ 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)____________________

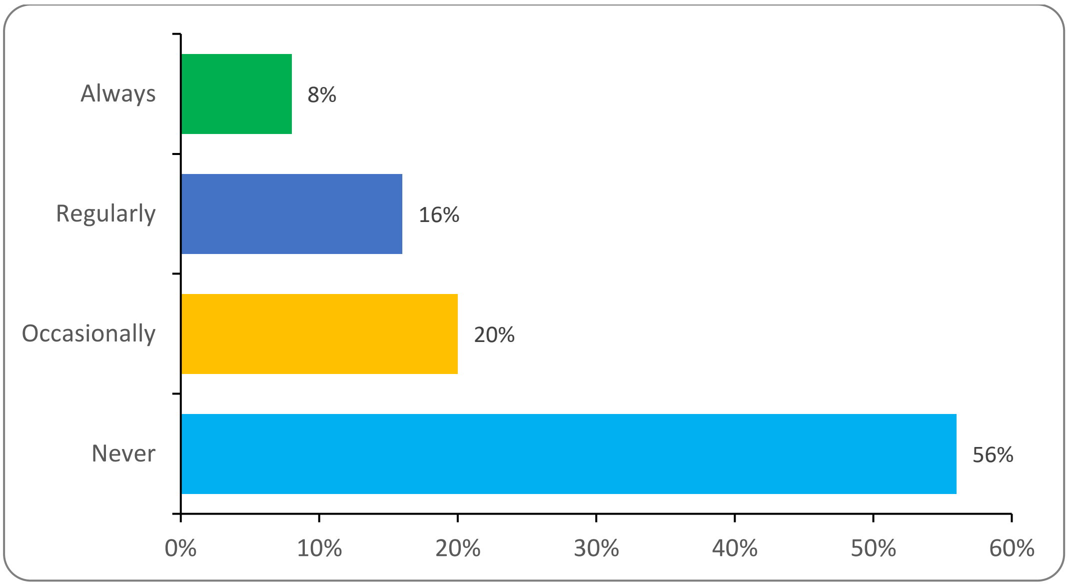


Chart 4: Q6 At the time of answering this survey, do you work from home?

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

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

4.2 Findings show that 44% of those that responded have some level of homeworking with 8% currently always working from home. As for previous years, 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 fall in those that have some level of homeworking, contrasting with the previous steady rise of 66% in 2023, 62% in 2022, and 57% in 2021 (Chart 5).

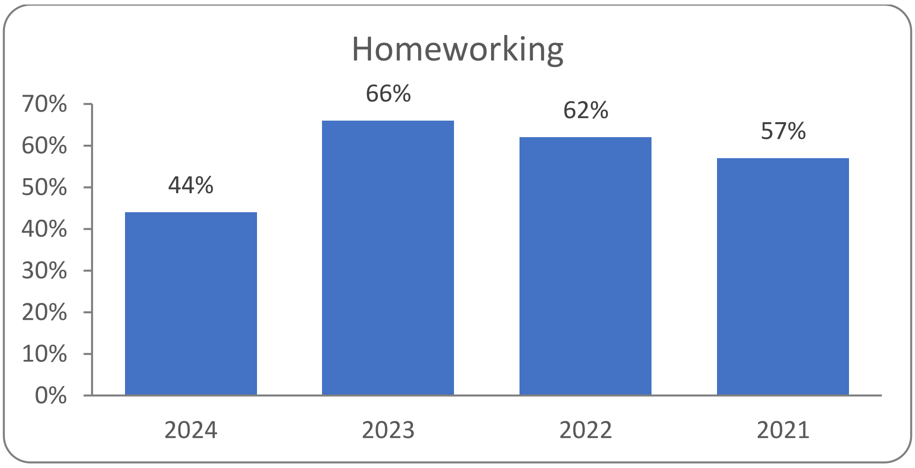


Chart 5: Some level of home working 2024, 2023, 2022 and 2021

Transport and commuting

4.3 At the time of the survey 25% of those that were working did not commute to work, which is lower than the 2023 survey results in which 30%. The results of the 2024 survey show a significantly lower result of 13% commuting 5 days to work, compared with 30% in 2023. 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 2024 survey show a higher result than the 2023 survey in which 83% of those that responded commuted to work in some form, whereas 70% commuted in 2023 and 77% in 2022. The findings for 2022, 2023 and 202 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.

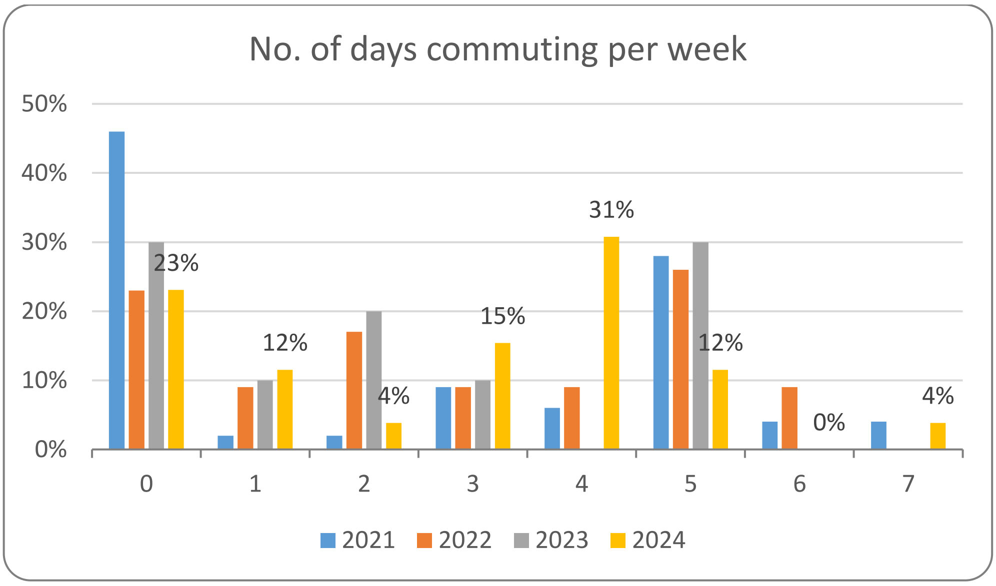


Chart 6: Q8 At the time of answering this survey how often do you commute to work?

4.4 Following this question, participants were asked how they and others in their household travelled to work or education. 13 entries were submitted however one of these entries did not specify the occupants' work locations or the form of travel taken. Another entry noted workplace locations but did not identify modes of travel. As such, 10 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:

- 15 motor vehicle
- 3 walk
- 3 train
- 1 bus

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 reasonable walking distances to/from schools[3]. Chart 7 categorises the distances in the same brackets as previous years, excluding a range of >200 miles which was added in 2023 to account for travel by plane. Findings from this survey indicates that walking is used a mode of transport up to 2 miles, as was the case in 2023.

4.7 When comparing the reason for the journey i.e. school or work, school journeys made up 14% of responses and work 86%, which were similar to findings for the 2023 survey (15% school, 85% work). For school journeys 1 travelled by bus, 2 were driven by parents. For work journeys 3 (14%) walked, 2 (9%) travelled by train, and 14 (64%) travelled by motor vehicle.

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)	2024	2023	2022	2021	2024	2023	2022	2021	2024	2023	2022	2021	2024	2023	2022	2021	2024	2023	2022	2021	2024	2023	2022	2021
<1-1	1	1	1	12	-	-	1	-	-	1	2	16	-	-	-	-	-	-	-	-	-	-	-	-
1.1- 2	1	1	1	-	-	-	1	-	1	-	7	2	-	-	-	-	-	-	-	-	-	-	-	-
2.1- 3	-	-	1	-	-	-	-	1	6	-	5	12	-	-	-	1	-	-	-	-	-	-	-	-
3.1-10	1	-	-	-	-	-	-	-	1	1	14	17	-	-	-	1	-	-	-	1	-	-	-	-
11-20	-	-	-	-	-	-	-	-	5	1	15	19	-	1	-	5	-	1	-	-	-	-	2	-
21-35	-	-	-	-	-	-	-	-	-	2	2	8	1	-	-	-	-	-	-	-	-	-	-	-
36-70	-	-	-	-	-	-	-	-	3	2	3	2	-	-	-	-	1	-	-	-	-	-	1	-
71-200	-	-	-	-	-	-	-	-	-	-	4	2	-	-	-	-	1	1	-	1	-	-	3	-
>200	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
Total Journeys	3	2	3	12	0	0	2	1	16	13	52	78	1	1	0	7	2	2	0	2	0	1	6	0

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

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

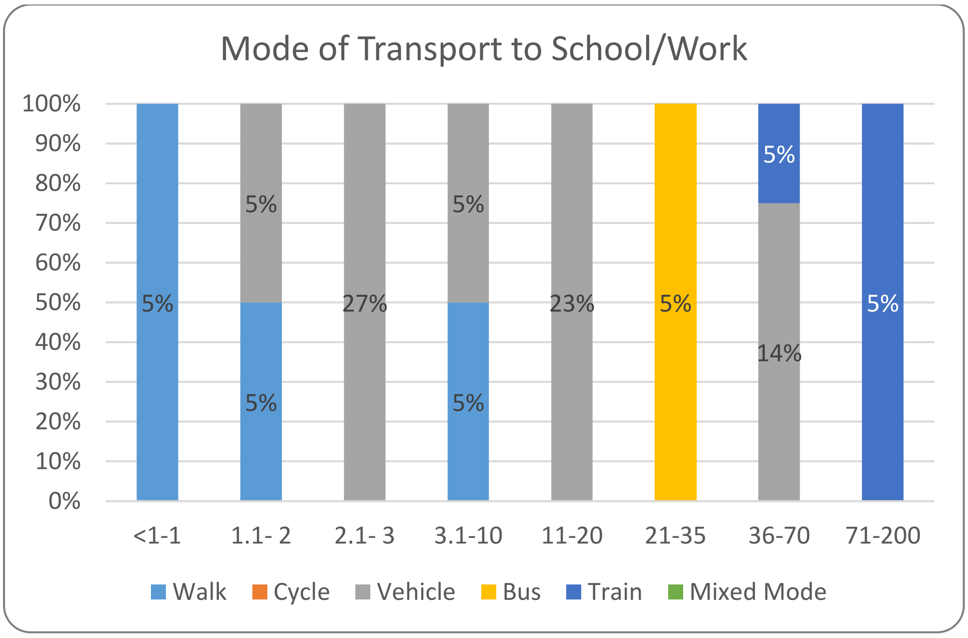


Chart 7: Mode of transport by distance during 2024

4.9 Participants were then asked, what would make them use their car less. A total of 42 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 42 for each answer choice. Findings show that for this 2024 survey, frequency of public transport, access to public transport, and cost of public transport are the primary reasons that would make people use their car less. This corresponds with findings from the 2022 survey, but differs significantly from those from the 2023 survey, where access to public transport, the quality of pedestrian and cycle routes and continuous pedestrian and cycle links were identified as the primary reasons that would make people use their car less. In comparison to previous years, quality of pedestrian and cycle routes, continuous pedestrian and cycle links, and ability to work from home all scored lower. However, proximity to employment increased to 29% from 23% (2023), which is comparable to 2022 (28%), and 2021 (33%).The features are listed below in order of the most likely feature that would make people use their car less in the 2024 survey.

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

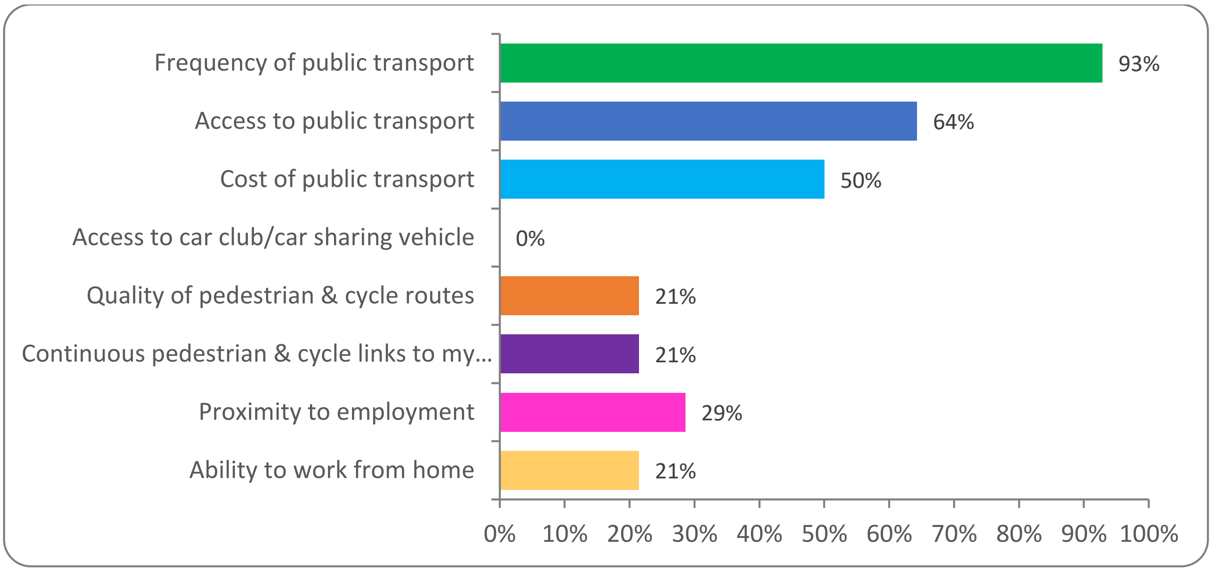


Chart 8: Q10 What would make you use your car less?

Feature	**2024**	**2023**	**2022**	**2021**
Frequency of public transport	93%	23%	70%	32%
Access to public transport	64%	31%	44%	18%
Cost of public transport	50%	0%	50%	23%
Access to car club/sharing	0%	8%	0%	7%
Quality of pedestrian and cycle routes	21%	31%	28%	33%
Continuous pedestrian and cycle links	21%	31%	22%	30%
Proximity to employment	29%	23%	28%	33%
Ability to work from home	21%	23%	33%	18%

Table 8: Q10 What would make you use your car less? 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 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 24% of respondents. Joint second at 14% was to be ‘close to family/friends’, and the attraction of ‘the neighbourhood’. Moving for ‘school(s) in the area’ was the least popular reason, eliciting no responses. These findings are similar to those of the 2023, 2022, and 2021 surveys 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 least given reason why people moved to their home in all four years of the New Build Homes Survey. The reasons for 2024 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 / The neighbourhood
3. To own a home / In a rural area / In a town
4. To upsize / To downsize
5. For work
6. School(s) in the area

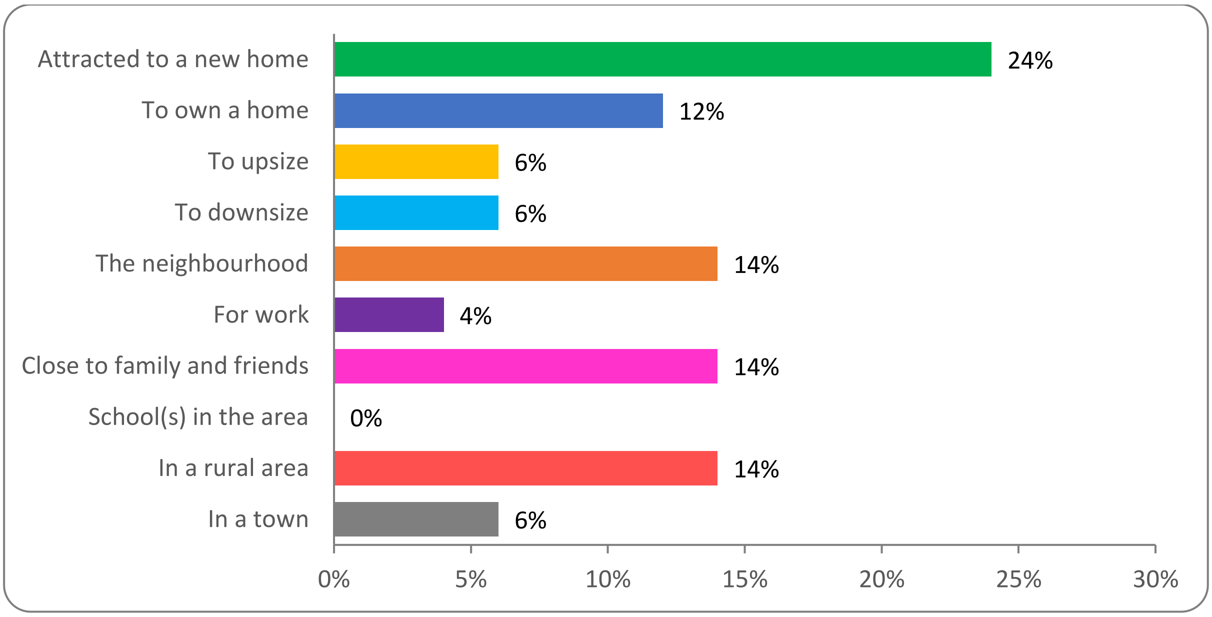


Chart 9: Q2 Why did you move to your new build home?

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

Table 9: Reason for move, 2024, 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. Eighteen 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, 56% use their garage for motor vehicle(s), 89% use their garage for storage, 22% for a workshop and 6% for a gym. This is an increase on the findings of the 2023, 2022 and 2021 surveys whereby 31%, 43% and 40% used their garage for their motor vehicle(s). In 2023's survey fewer used their garage for storage at 46%, compared to this year's findings (89%) which are similar 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.

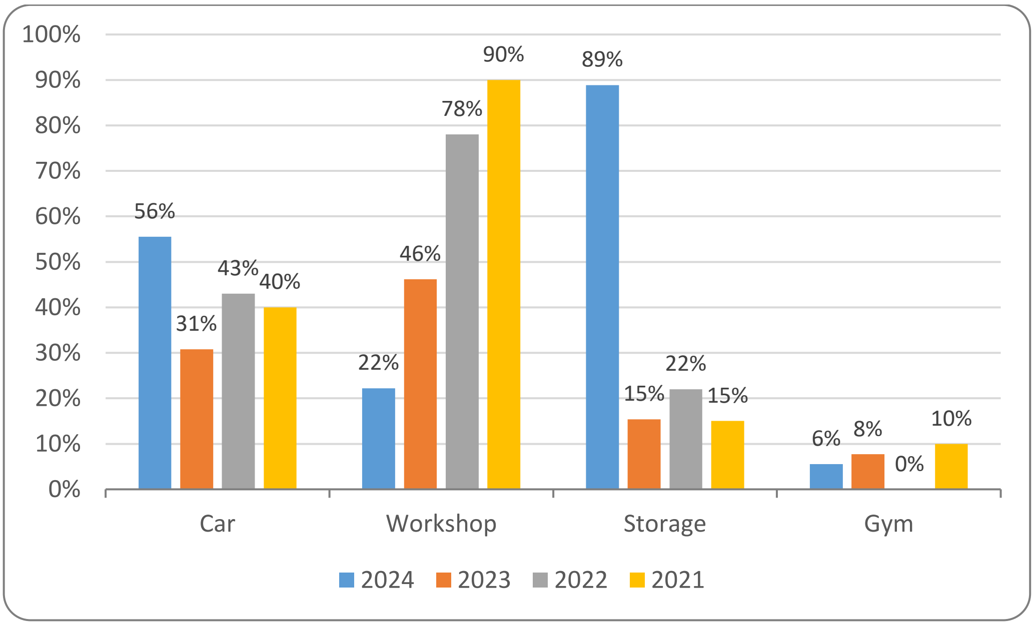


Chart 10: Garage use

[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 3.6. The highest level of satisfaction was design and visual appearance. The lowest rated satisfaction level was waste storage/collection, which corresponds from findings from the 2023 survey, undertaken after the District Council had amended the collection of all black sack/black bin waste to every three weeks instead of every two weeks.

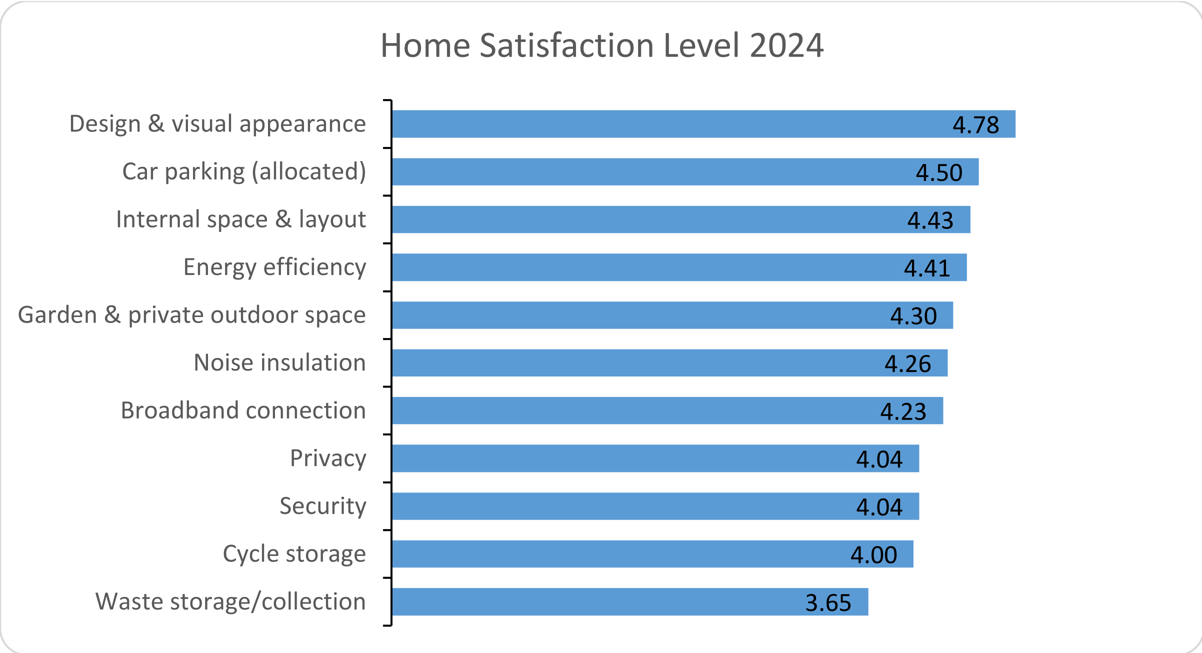


Chart 11: Home Satisfaction Level 2024

Features in new home	**Satisfac-tion Level**	**No. of responses**	**Satisfac-tion Level**	**No. of responses**	**Satisfac-tion Level**	**No. of responses**	**Satisfac-tion Level**	**No. of responses**
Year	**2024**	**2024**	**2023**	**2023**	**2022**	**2022**	**2021**	**2021**
Design & visual appearance	4.78	2	4.69	13	4.14	42	4.14	64
Car parking (allocated)	4.50	3	4.62	13	4.10	41	4.10	63
Internal space & layout	4.43	2	4.62	13	4.36	42	4.22	65
Energy Efficiency	4.41	3	4.23	13	3.93	42	3.94	65
Garden & private outdoor space	4.30	2	4.46	13	3.43	42	3.78	65
Noise insulation	4.26	2	4.31	13	3.95	42	3.68	65
Broadband connection	4.23	3	4.69	13	4.19	42	3.82	61
Security	4.04	2	4.54	13	4.14	42	3.80	65
Privacy	4.04	2	4.17	12	3.46	41	3.57	65
Cycle storage	4.00	6	4.13	8	3.03	34	3.44	54
Waste storage/ collection	3.65	2	3.42	12	3.55	42	3.51	65

Table 10: Satisfaction of home 2024, 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, quality of broadband and mobile phone signal were common features raised, with refuse collection included for a second year following change to a 3-weekly collection of all black sack/black bin waste.

What would increase your level of satisfaction about your home?	Number of responses
More reliable broadband / mobile phone signal	2
Inclusion of solar panels	2
Fewer issues with damp in garage / roof space	2
Disability access considered	1
Wider driveway	1
Installation of heat pump	1
Provision of EV charger	1
Increased frequency of refuse collection	1

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

5.7 Question 12 of the survey provided the opportunity to provide any other comments about the residents' home. A handful of responses were received regarding poor mobile phone reception, and lack of visitor/public parking. Other comments related to service charges, driveways not being wide enough, lack of provision for disabled persons, lack of access to a rear garden other than through the house, and damp. One respondent was positive about their new home.

6 Neighbourhood satisfaction

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

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

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

6.2 Question 14 identifies a number of features in a neighbourhood, and participants were asked to rate their satisfaction with a score of 1-5 with one equating to very unsatisfied and five equating very satisfied. Chart 12 displays the average satisfaction level graphically. Table 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 3.0. The highest level of satisfaction was for character and appearance which scored 4.43 out of 5, in contrast to safety in neighbourhood which topped satisfaction ratings in 2023 and 2022, and scored second in 2021. Character and appearance was rated 2nd in both 2023 and 2022, and achieved 3rd place in 2021. The next highest rated features of the neighbourhood were noise, and open space and play areas, which scored 4.14 and 4.00 out of 5 respectively. Open space and play areas appeared within the top 3 in this survey for the first time. Satisfaction with noise levels was 3rd highest rated feature in both 2023 and 2022.

6.4 The lowest rated satisfaction level was general car parking which scored an average 2.96 out of 5. Public transport scored below 3.5, along with community facilities, local shops, and pedestrian and cycle routes, which were included within the bottom four in previous years. The overall satisfaction level in 2024 was lower than in 2023, but higher than both 2022 and 2021.

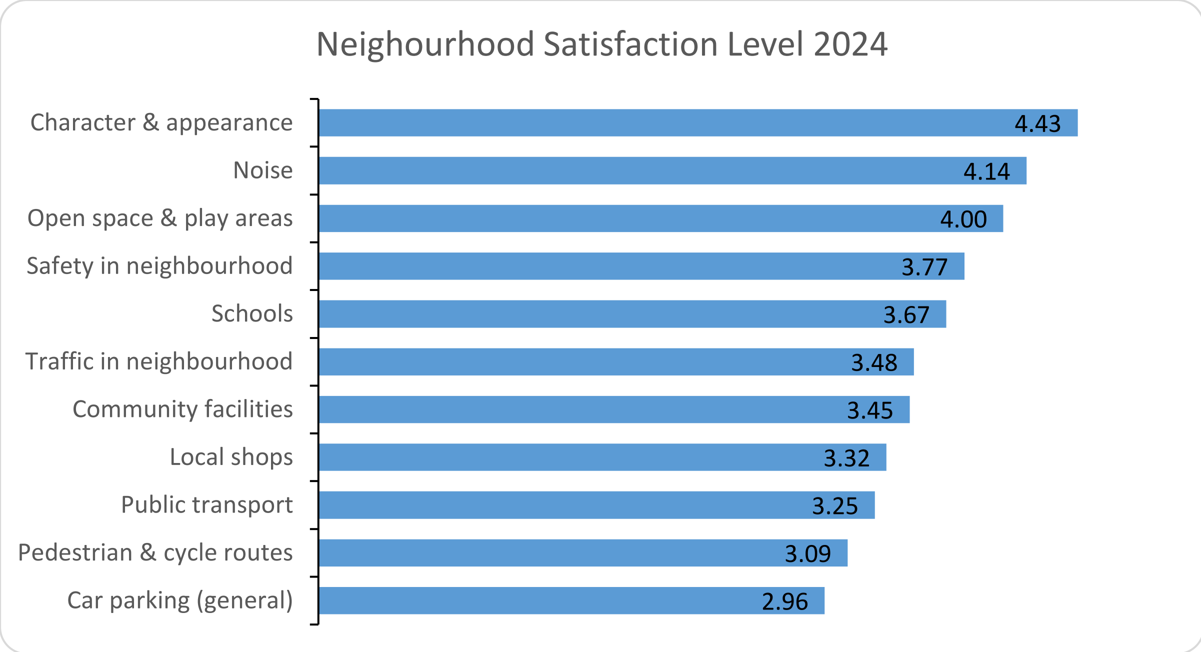


Chart 12: Neighbourhood Satisfaction level 2024

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

Table 12: Satisfaction with Neighbourhood

6.5 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 focussed on improving parking issues, increasing local shops and facilities, reducing road speed and traffic noise. Other concerns residents referred to included lack of footpath provision, quality of road surfaces, safety issues surrounding road construction completion, and criminal activities. One respondent suggested that greater consideration should be given towards waste storage. Issues regarding parking, road quality, and pedestrian and cycling routes also featured in responses to this survey, in line with those of previous years. One respondent was positive regarding the shops in Tiverton.

What would increase your level of satisfaction about your neighbourhood?	**Number of responses**
Improved parking / parking restrictions	6
Shops and facilities within walking distance	4
Road speed reduction	3
Footpath provision	2
Completion of access road (safety concerns)	2
Crime prevention e.g. breaking and entering, speeding vehicles	2
Quality of road surfaces e.g. uneven	1
Reduction in traffic noise	1
Dedicated cycle route	1
Wider choice of shops	1
More play areas and bike ramps	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. One respondent noted issues with power cuts and water outages, while another expressed concerns that developers had not fulfilled their obligation to provide new homeowners with bus passes and vouchers for cycle shops, and that a planned playground would not be delivered. Five respondents were positive about their neighbourhood / community.

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 2024 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 was the top reason people chose to move to a new build home in Mid Devon. This was followed by rural area, the neighbourhood, and being close to family and friends. The majority of tenure was in home ownership at 64% of New Build Homes which was comparable with the households' previous situation whereby 60% were in home ownership.

7.3 Of household size, the largest proportion was made up of two person households at 56%, 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, 2022 and 2023. During the time of the survey 44% 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 contrast with those for previous years, with fewer residents having some form of homeworking, which may be due in part to 37% of all respondents disclosing their status as retirees. For journeys to work the motor vehicle is the dominant form of travel. This was the same finding as in 2023, 2022 and 2021. The top reasons that people would use their car less in 2024 were frequency of public transport, access to public transport, and cost of public transport.

7.4 The majority of residents of new build homes are on the whole happy with their new homes with design and visual appearance the feature that people were most satisfied with, scoring 4.78 out of 5. This was comparable with the results of 2023, but differed to 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 both this survey and 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 character and appearance. This contrasted with previous years when safety was rated highest. The feature that residents were least happy with was general car parking. This was followed by pedestrian and cycle routes which scored lowest in previous years. Parking 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 2024

New Build Homes Resident Survey 2024

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*

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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