

Neighbourhood Character Survey Elgin Road Neighbourhood Area

Conducted by the Corporate Research Team, Borough of Poole, on behalf of Planning and Regeneration



1. Purpose of the Report

This report presents the feedback from the Neighbourhood Character Survey Consultation. The consultation ran from 5 June to 4 July 2014.

2. Key Findings

- 23 out of 31 people responded to the consultation. Response rate was 74%.
- 41% of respondents were very satisfied with their neighbourhood as a place to live
- 57% of residents felt that their neighbourhood had gotten worse over the past three years
- Noisy neighbours was the biggest issue for respondents
- Where the respondents mentioned “party houses” affected how the respondent felt about their neighbourhood

3. Aims and Objectives

3.1 Aim

- To provide survey evidence to help with the evaluation of whether a material change of use has occurred at specific properties in Poole.

3.2 Objectives

To understand:

- the characteristics of the street and properties in that immediate area
 - what is good and bad about the street/area they live in
 - any issues with parking
 - problems with anti social behaviour
- has the character of the area changed (positive and negative)?
 - when and how did the characteristics of the street / properties change
 - are they associated with any particular address / venue
 - how frequently do ‘any changes in use’ occur
- has there been any impact on residents living in the street resulting from the change of use of nearby properties
- to understand if there is/are particular property/ies that have changed use in the area
- the residents’ expectations of residential property use

4. Survey Respondents

The Neighbourhood Character Survey took place from 5 June to 4 July 2014. Respondents had 4 weeks to complete the survey, with a reminder sent two weeks after the initial mailing, on 19 June, to boost response.

4.1 Respondent type

A total of 23 responses were received to the consultation through the paper forms out of 31. This gave a response rate of 74%.

4.2 Mentioning of “party houses”

The analysis looks at whether the respondent makes any reference to “party houses” in their comments. Respondents that mentioned “party houses” tended to be located in close proximity to the property.

4.3 Satisfaction with the neighbourhood

The majority of respondents were ‘satisfied’ (18 households) with their neighbourhood as a place to live. Only a small number of households answered that they were ‘dissatisfied’ (3 households).

Most of the respondents did not mention “party houses”. Of those that did, two households were ‘*very dissatisfied*’ with their neighbourhood as a place to live.

Table 1: How satisfied or dissatisfied respondents were with their neighbourhood as a place to live.

	Very dissatisfied	Fairly dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Very satisfied	Total
Elgin Road	2	1	2	9	9	23
<i>Mentioned “Party Houses”</i>	2	0	0	3	1	6
<i>Did not mention “Party Houses”</i>	0	1	2	6	8	17

4.4 What respondents liked about living in their neighbourhood.

The main reasons for respondents liking their neighbourhood were *'location'*, *'quietness'* and it having *'nice neighbours or being a nice neighbourhood'*.

Table 2 shows the coded responses. 20 respondents commented on what they liked about their neighbourhood. The full anonymised comments are in Appendix A.

Table 2: What respondents most liked about their neighbourhood

Code	Number
Location	14
Quiet	9
Neighbourhood	6
Facilities	5
Low Crime	2
Traffic	1

4.5 What attracted respondents to purchase their property.

Respondents were asked the reasons that attracted them to purchasing their property. Similar characteristics such as *'location'*, *the 'property' itself* and the *'quietness'* appear again as the main reasons for purchasing their property.

Table 3 shows the coded responses. 21 respondents commented on what attracted them to purchase their property. The full anonymised comments are in Appendix A

Table 3: What attracted respondents most to their property

Code	Number
Location	10
Property	6
Quiet	6
Neighbourhood	4
Facilities	3
Family	2
Price	2
Views	2
Character	1
Disability	1

4.6 What respondents didn't like about living in their neighbourhood.

The main reasons for residents not liking their neighbourhood were the presence of “party houses” in the neighbourhood and ‘traffic’. The full anonymised comments are in Appendix A

Table 4 shows the coded responses. 20 respondents commented on what they didn't like about their neighbourhood. The full anonymised comments are in Appendix A

Table 4: What respondents didn't like about their neighbourhood

Code	Number
Party House	6
Traffic	7
Maintenance	3
Noise	3
Animals	2
Bonfires	2
Parking	2
Traffic	2
Anti- social Behaviour	1
Bus Service	1
Cyclists	1
Developments	1
Facilities	1
Lowering of Standards	1
No Problem	1
Public Transport	1

4.7 The neighbourhood changing for the better or the worst

Respondents were spilt between feeling that their neighbourhood had got worse (10 households) or that ‘it had not changed’ over the past three years.

Comparing the responses by whether “party houses” were mentioned or not highlighted that all the households that had said the neighbourhood had gotten worse to live in had mentioned “party houses”.

Eleven households in the Elgin Road neighbourhood area that did not mention “party houses” said that the neighbourhood ‘has not changed’.

Table 5: Do you think over the past three years your neighbourhood has got better or worse to live in?

Property	It has got better	It has got worse	It has not changed	Don't know	Total
Elgin Road	0	10	11	2	23
Mentioned "Party house"	0	6	0		6
Did not mention "Party house"	0	4	11	2	17

4.8 What has changed in the neighbourhood

The main reasons identified by respondents for what had changed in the neighbourhood were “party houses”, ‘housing/property developments’ and ‘noise disturbances’. The full anonymised comments are in Appendix A

Table 6 shows the coded responses. 13 respondents commented on what had changed in their neighbourhood. The full anonymised comments are in Appendix A

Table 6: What respondents felt had changed in their neighbourhood

Code	Number
Party House	5
Development	4
Noise	4
Parking	2
Character	1
Council	1
Litter	1
Maintenance	1
No longer quiet	1
Property	1
Traffic	1

4.9 The extent of problems within the neighbourhood

Table 7 shows the responses to the extent of problems with the below issues were in the resident’s neighbourhood. The biggest problem was ‘noisy neighbours or loud parties’ where 5 households felt this was a ‘very big problem’ and 3 felt this was a ‘fairly big problem’.

Table 7: How much of a problem are the following in the neighbourhood?

Problem	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/ No opinion	Total
Noisy neighbours / loud parties	5	3	9	6	0	23
People not treating with respect	2	3	7	11	0	23
People being drunk or rowdy	2	1	6	14	0	23
Other	3	0	0	0	1	4
Groups hanging around	0	2	6	15	0	23
On-street parking	0	2	11	8	0	21
Vandalism	0	1	8	14	0	23
Rubbish or litter	0	0	10	12	1	23

4.5.1 Noisy neighbours or loud parties

Respondents that mentioned “party houses” were more likely to answer that noisy neighbours were ‘a very big problem’ (4 households) than respondents that did not mention “party houses” (1 household). Most of the households did either ‘did not have a very big problem’ (9 households) or ‘a problem at all’ (6 households) with noisy neighbours.

Table 8: Noisy neighbours or loud parties responses by neighbourhood area

Property	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/ No opinion	Total
Elgin Road	5	3	9	6	0	23
<i>Mentioned "Party house"</i>	4	2	0	0	0	6
<i>Did not mention "Party house"</i>	1	1	9	6	0	17

Respondents who answered that there was a problem with noisy neighbours were most likely to say that it occurred ‘at least once a week’ (6 households).

Table 9: Frequency of occurrence for respondents that answered it was ‘big’ or ‘fairly big problem’

Neighbourhood area	At least once a week	About once a month	Less than once a month	Total
Elgin Road	7	1	0	8

These respondents were also more likely to answer that the problem with noisy neighbours happened at ‘weekends’ (8 household) and during the ‘summer’ (4 households) although people said that there was a problem all year long.

Table 10: Frequency of occurrence for respondents that answered it was ‘big’ or ‘fairly big problem’

Neighbourhood area	Weekdays	Weekends	Spring	Summer	Autumn	Winter
Elgin Road	0	8	2	4	2	0

4.6 Causes of the problems in the neighbourhood

The main reasons identified by respondents for what caused the problems in the neighbourhood were “*party houses*”.

10 respondents commented on the causes of problems in their neighbourhood. The full anonymised comments are in Appendix A

Table 12: Causes of problems in there neighbourhood

Code	Number
Party House	6
Bad neighbours	1
Council	1
Lowering of standards	1
Noise	1
Parking	1
Schools	1

4.7 Specific properties relating to the problem

The properties specifically mentioned by respondents were within the Elgin Road neighbourhood.

6 respondents commented on whether the problems related to a specific property in the neighbourhood. Table 13 shows the coded comments to the neighbourhood area that the property is located. The full anonymised comments are in Appendix A

Table 13: Problems relating to a specific property in the neighbourhood

Code	Number
Elgin Road Neighbourhood Area	4
Answered 'No' to question	1
Answered 'Yes' to question	1

4.8 How this problem affects your household

The main reasons identified by respondents for what caused the problems in the neighbourhood were ‘*levels of noise*’.

10 respondents commented on how this problem affects their household. Table 14 shows the coded responses. The full anonymised comments are in Appendix A

Table 14: Problems relating to a specific property in the neighbourhood

Code	Number
Noise	7
Anti-social behaviour	3
Lack of sleep	2
Bonfire	1
Loss of Privacy	1
Parking	1
Party House	1
Safety	1

4.9 About your home

The Neighbourhood Character Survey asked the respondents questions about their home. The main characteristics of the resident's homes were as follows:

- All of the respondents (22 out of 22) said that their property was their main residence.
- All respondents said that they did not let other people use or rent their property.
- All but one of the respondents had been living in their property for more than 2 years
- 14 households had two adults aged 18 and over currently living at their address, 1 household had three adults or more at their address and 7 were single person households.
- 12 households said no children aged 17 or under live at their address. 6 households had children aged 17 or under living at their address.
- Respondents were most likely to have three (48%, 11 households) bedrooms in their property (table 15).

Table 15: Number of bedrooms in property

Number of bedrooms	Frequency	Percent
1	1	4%
2	4	17%
3	11	48%
4	7	30%
5 or more	0	0%
Total	23	100%

- 6 households owned or had available for use: two cars. 6 households also had access to four or more cars/. 4 households had three cars. 2 respondents did not have access to a car or van.
- Of the 15 respondents who answered, 6 households had at least two parking spaces and 6 households had four or more parking spaces.

Table 16: Number of car spaces allocated to property

Number of parking spaces	Frequency	Percent
One	2	9%
Two	6	26%
Three	4	17%
Four or more	6	26%
None	4	17%
No response	1	4%

4.10 Other comments

The main comments made by respondents were related to “*party houses*”.

8 respondents gave their other comments to the Neighbourhood Character Survey. Table 17 below shows the coded comments. The full anonymised comments are in Appendix A.

Table 17: Other comments

Code	Number
Party House	4
Lowering of Standards	2
Property	2
Motorists	1
Neighbourhood	1
Privacy	1
Traffic	1

