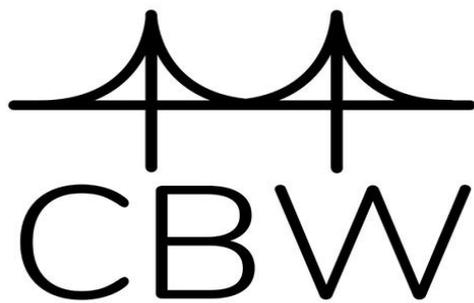


Chelsea Bridge Wharf Residents' Association



Residents' Survey – Summer 2021 Research Highlights

Overview

- This report presents key results from the survey of CBW residents and leaseholders which was carried out online, between 21st July and 13th August 2021, using the SurveyMonkey platform. Respondents were required to give their names and property address for the purposes of verification but all reporting is anonymised, so that no individual can be identified. 373 valid responses were achieved. A full report of survey findings will follow. The Resident's Association will use the findings to prioritise its areas of focus for the coming year. Feedback from residents on the findings and how to act on them are very welcome.
- The vast majority of respondents view Chelsea Bridge Wharf ("CBW") as a good, safe place to live and are generally satisfied with cleaning and parcel distribution,
- Over half of respondents were dissatisfied with the Management Agent's (Rendall and Rittner) overall performance. The service charge is not viewed as good value for money; with just 8% of respondents are fairly or extremely satisfied with this aspect.
- Residents are concerned about noise levels, particularly traffic noise, and there is strong interest in working towards a more sustainable development.

Summary of findings

CBW as a place to live

A large majority (80.1%) of respondents agree /strongly agree that 'CBW is a good place to live' and 'Overall I feel happy living at Chelsea Bridge Wharf' (72.4% agree / strongly agree).

Noise problems

- Noise from cars/motorbikes/mopeds/speeding was considered to be a big problem by well over a third of respondents (37.5%). Just under a third considered noise from building works to be a big problem (this does include cladding remediation works). General traffic noise was a problem for 44% of respondents.
- Noise from neighbours was something of a problem or a big problem for 29% of respondents.

Safety and security

- The vast majority of respondents agreed or strongly agreed that 'I feel safe during daylight hours in my home at Chelsea Bridge Wharf'; 'I feel safe during daylight hours in the communal areas generally at Chelsea Bridge Wharf' and 'I feel safe after dark in my home at Chelsea Bridge Wharf'

Environment / sustainability

- A large majority of respondents supported all the options presented in the questionnaire for making CBW a more sustainable development, including solar panels on block roofs, an environmental audit and restricting access to traffic access onto Sopwith Way.

Satisfaction with Rendall and Rittner's overall performance

- Just over a quarter of respondents (27.6%) were fairly or extremely satisfied with Rendall and Rittner's overall performance in managing the development. Over half of respondents (51.8%) are fairly or extremely dissatisfied and 20.6% are neutral.
- Satisfaction was considerably higher in relation to 'dealing with your enquiries' (40.4% fairly or extremely satisfied) and managing parcel deliveries/collections (60.8% fairly or extremely satisfied).

Satisfaction with service charge

- Very notably, just 8% of respondents are fairly or extremely satisfied with the value for money of the service charge; just 12.5% are fairly or extremely satisfied with explanations for service charge increases; 14.3% are fairly or extremely satisfied with clarity regarding charges for late payment of service charges.

Satisfaction with cleaning and maintenance, ponds and fountains

- A considerable majority of respondents (62.4%) were satisfied with cleaning of communal areas in their blocks but satisfaction with cleaning of the development generally was much lower at 54.2%. Just under half (48.4%) of respondents were satisfied with the maintenance of their block's garden
- Satisfaction with the other services mentioned was very low (one third or less were fairly or extremely satisfied) with maintenance of ponds/ fountains being lowest on 12.8% satisfaction.
- 44% of respondents were in favour of a feasibility study of options other (such as filling in fountains and developing as garden features) and 41% were in favour of keeping the fountains (but ensuring they are maintained and repaired).

CBW app

- Overall satisfaction with the app was very high at 71.5% (fairly or extremely satisfied).
- Of those who had downloaded the app, 16% said they use it several times a day, 26% once a day; 25% use it once or twice a week and one third (33%) use it less than once a week.

Residents' Association

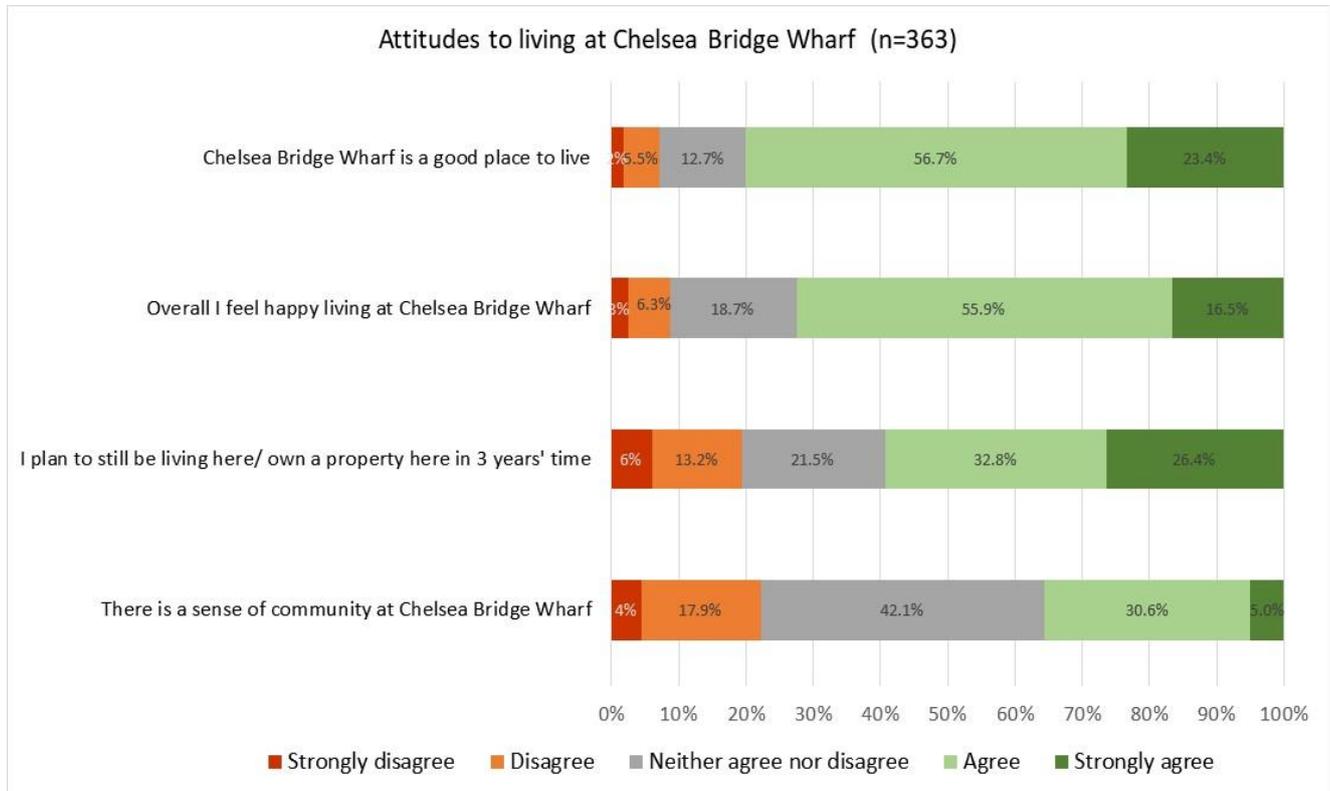
- 49% of respondents said that they were a member of the RA; 20% said they were not and just under a third said they did not know. These figures are likely to be an overestimate
- The biggest single reason for not being an RA member not knowing how to join (37.2%) followed by not knowing the benefits of membership (33.1%).
- The top priority mentioned by residents was working with Rendall and Rittner to reduce service charges (28.9%), followed very closely by investigating options for replacing Rendall and Rittner (27%).

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1. Feelings about living at CBW

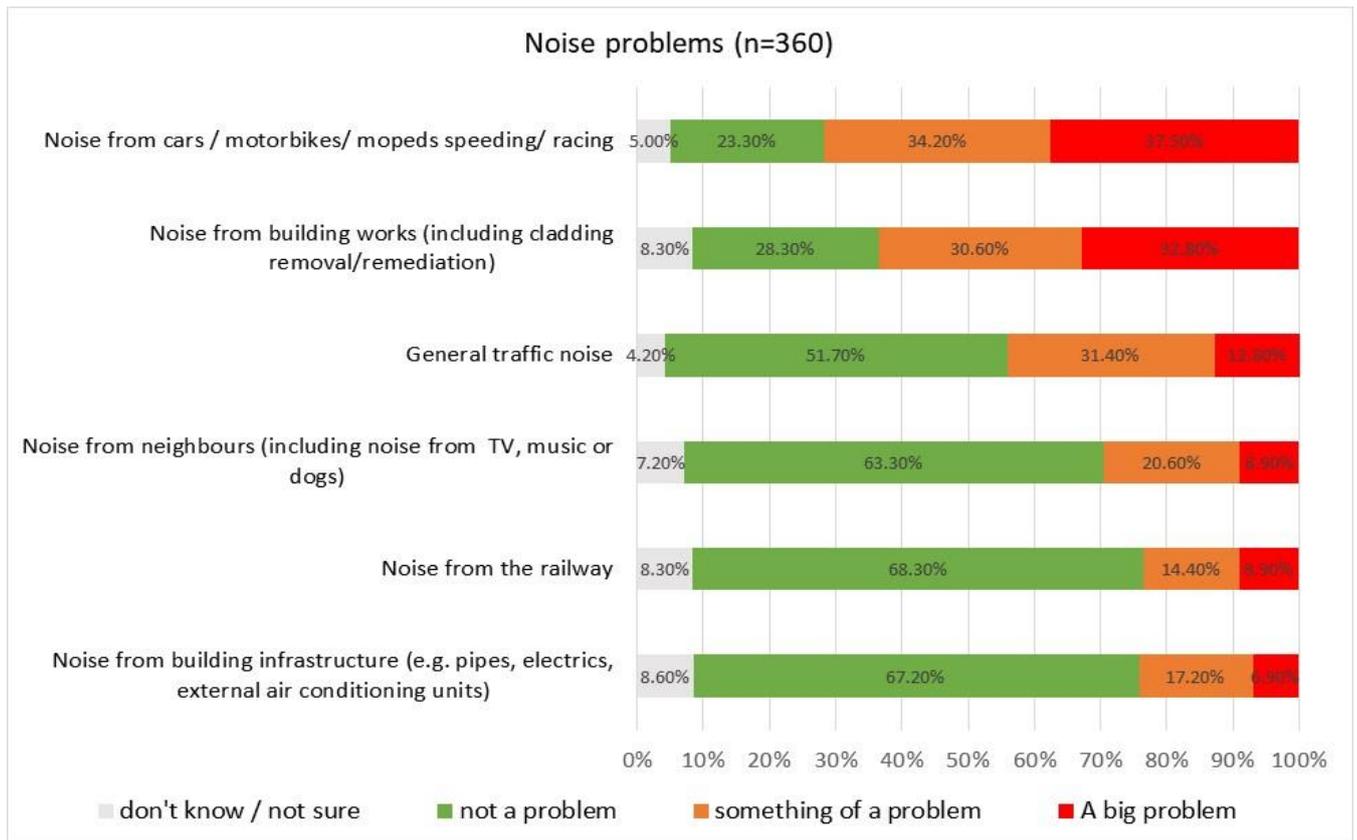
A large majority (80.1%) of respondents agree /strongly agree that 'CBW is a good place to live' and 'Overall I feel happy living at Chelsea Bridge Wharf' (72.4% agree / strongly agree). A majority of respondents plan to be living at CBW in 3 years' time (breakdowns on this question by tenure type will be proved in the full report). Just over one third agree that there is a sense of community at CBW with 42.1% neutral.



Statement	% Agree/strongly agree
There is a sense of community at Chelsea Bridge Wharf	35.6%
I plan to still be living here/ own a property here in 3 years' time	59.2%
Overall I feel happy living at Chelsea Bridge Wharf	72.4%
Chelsea Bridge Wharf is a good place to live	80.1%

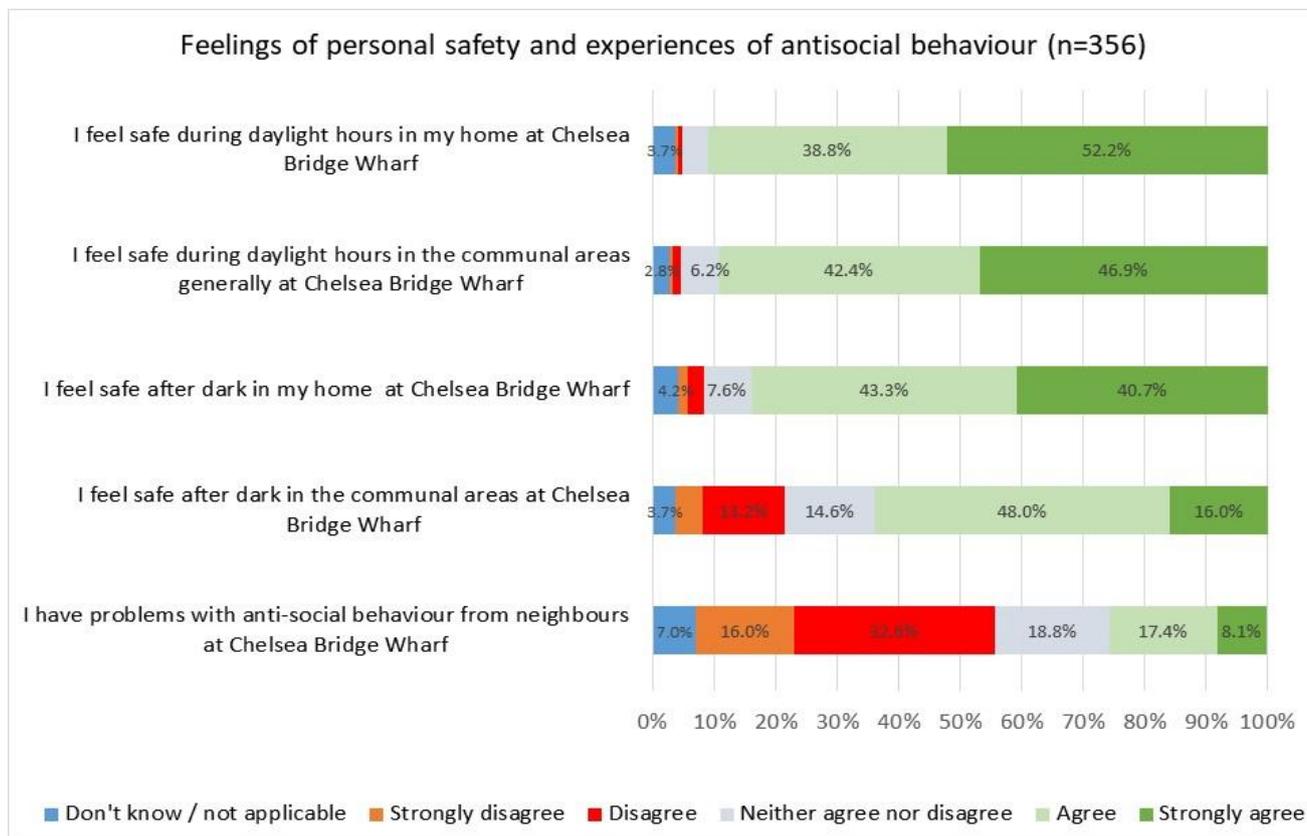
2. Noise problems

Noise from cars/motorbikes/mopeds/speeding was considered to be a big problem by well over a third of respondents (37.5%). Just under a third considered noise from building works to be a big problem (this does include cladding remediation works). General traffic noise was a problem for 44% of respondents. Noise from neighbours was a problem (something of a problem or a big problem) for 29% of respondents. Railway noise (which is obviously only applicable to railway-facing properties) was a problem for 23.3% of respondents. Noise from building infrastructure (e.g. pipes electrics or air con) was a problem for nearly a quarter of respondents (24.1%).



3. Safety, security and antisocial behaviour

The vast majority (91%) of respondents agreed or strongly agreed that 'I feel safe during daylight hours in my home at Chelsea Bridge Wharf'; 'I feel safe during daylight hours in the communal areas generally at Chelsea Bridge Wharf' (89.3%) and 'I feel safe after dark in my home at Chelsea Bridge Wharf' (84%). Just under two thirds of respondents (64%) agreed or strongly agreed that 'I feel safe after dark in the communal areas at Chelsea Bridge Wharf'. One quarter of respondents agreed or strongly agreed that they have problems with anti-social behaviour from neighbours at CBW.



Summary: percentage agreeing or strongly agreeing with each statement

	Agree / strongly agree
I feel safe during daylight hours in my home at Chelsea Bridge Wharf	91.0%
I feel safe during daylight hours in the communal areas generally at Chelsea Bridge Wharf	89.3%
I feel safe after dark in my home at Chelsea Bridge Wharf	84.0%
I feel safe after dark in the communal areas at Chelsea Bridge Wharf	64.0%
I have problems with anti-social behaviour from neighbours at Chelsea Bridge Wharf	25.6%

3.1 Differences by age and gender

There were very few differences in relation to feelings of safety / security by gender and none that were statistically significant¹. In this survey, males tended to feel very slightly less safe than females across these questions but not to a statistically significant extent. There were few differences by age on feelings of safety / security – although the two oldest age groups (65-74 and 75+) were somewhat less likely to say they feel safe in their home after dark compared to the other age groups and this was statistically significant in relation to 65-74 year olds ($p < .05$). This is positive as fear of crime tends to vary by age and gender in national crime statistics, with females and older people tending to feel less safe.

3.2 Differences by block

Burnelli residents were most likely to agree that they feel safe in communal areas during daylight hours and these differences were statistically significant in relation to Lanson and Centurion (i.e. Burnelli respondents feel safer in communal areas during daylight than respondents in Lanson and Centurion). A similar pattern occurred in relation to feeling safe in one's own home after dark – Burnelli residents were significantly more likely to agree with this statement than those in Lanson, centurion and Eustace. The reasons for this would require further research but might in part relate to differences in age profile in the blocks, as well as differences in perceived security in some blocks. Residents in blocks with active cladding remediation works and associated scaffolding may feel less secure than they normally would.

3.3 Experiences of crime and reporting crime

The survey also included questions about the being a victim of crime and reporting crime – that data has not yet been analysed but will be included in the full report. However, in summary, it can be said that there appeared to be relatively few crimes experienced by residents at CBW or in the immediate area in the last 12 months.

3.4 Other comments

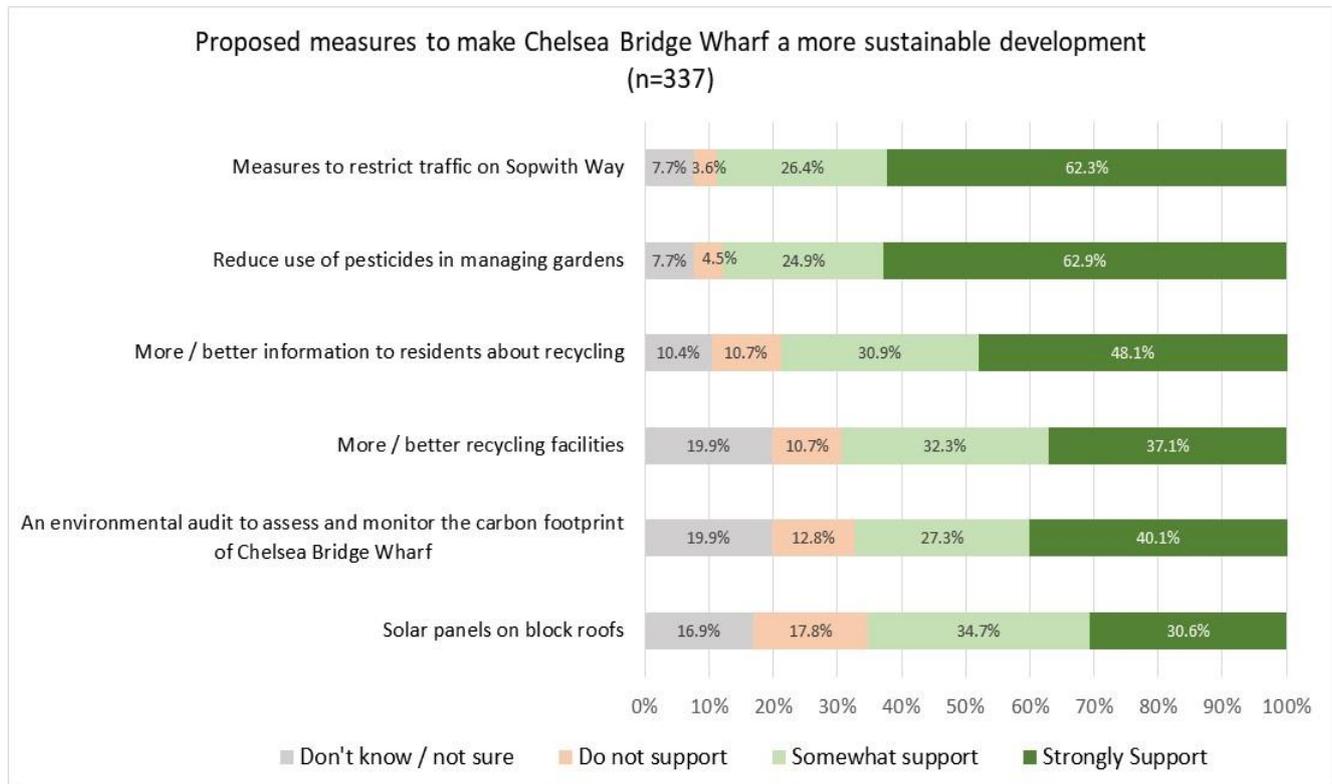
Respondents were asked 'Is there anything else you would like to say about crime or security at Chelsea Bridge Wharf?'

The major themes from these comments will be included in the final report.

¹ Statistical significance refers to the probability that the relationship occurred between the variables occurred by chance – where that probability is calculated (through an appropriate statistical test) as less than 1 in 20 (5%) then the relationship is considered to be significant (i.e. unlikely to have occurred by chance).

4. Making CBW a more sustainable development

A large majority of respondents supported all the options presented in the questionnaire for making CBW a more sustainable development. Support was especially strong for measures to restrict access on Sopwith Way and reduce use of pesticides in managing gardens.



Support for measures to restrict traffic access on Sopwith Way

	Burnelli	Warwick	Hawker	Horace	Howard	Centurion	Eustace	Lanson	Oswald
Don't know / not sure	9.1%	20.9%	0.00%	12.5%	15.9%	25.90%	21.1%	20.9%	25.0%
Do not support	12.1%	17.6%	0.00%	12.5%	9.1%	7.40%	12.3%	18.6%	3.6%
Somewhat support	21.2%	29.7%	50.00%	12.5%	31.8%	33.30%	28.1%	18.6%	28.6%
Strongly Support	57.6%	31.9%	50.00%	62.5%	43.2%	33.30%	38.6%	41.9%	42.9%
somewhat or strongly support	78.8%	61.5%	100%	75%	75%	66.7%	66.7%	60.5%	71.4%

Average percentage support (somewhat or strongly) for measures to restrict traffic access on Sopwith Way:

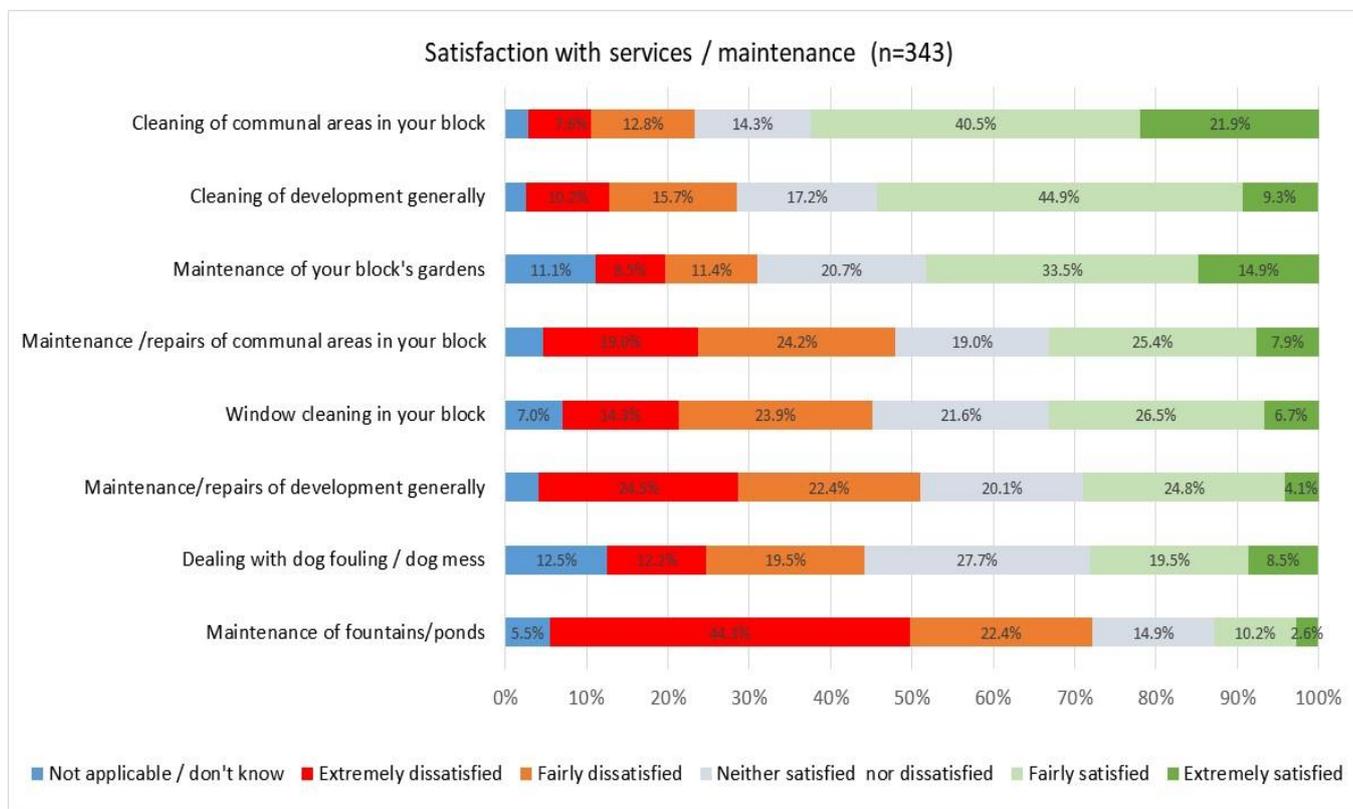
Centurion, Eustace, Lanson, Oswald (blocks with least exposure to Sopwith Way)	66.33%
Blocks exposed to Sopwith Way	78.06%

Residents were asked if they had any other suggestions for how CBW could become a more sustainable development. The main themes from these responses will be included in the full report.

5. Satisfaction with services provided/commissioned by Rendall & Rittner

The managing agent (Rendall and Rittner) are contracted by the freeholders of CBW (Berkeley Homes, and Fairhold Artemis) to manage and maintain the development. Residents were asked about their levels of satisfaction with a range of services at CBW, most of which are provided directly by Rendall and Rittner or by contractors which they commission and supervise.

A considerable majority of respondents (62.4%) were satisfied (fairly or extremely) with cleaning of communal areas in their blocks but satisfaction with cleaning of the development generally was much lower at 54.2%. Just under half (48.4%) of respondents were satisfied with the maintenance of their block's gardens (although a large proportion were neutral or chose 'not applicable/don't know'). Satisfaction with the other services mentioned was very low (one third or less were fairly or extremely satisfied) with maintenance of ponds/ fountains being lowest on 12.8%. The issue of ponds/fountains is covered in more detail below.



5.1 Ponds and Fountains

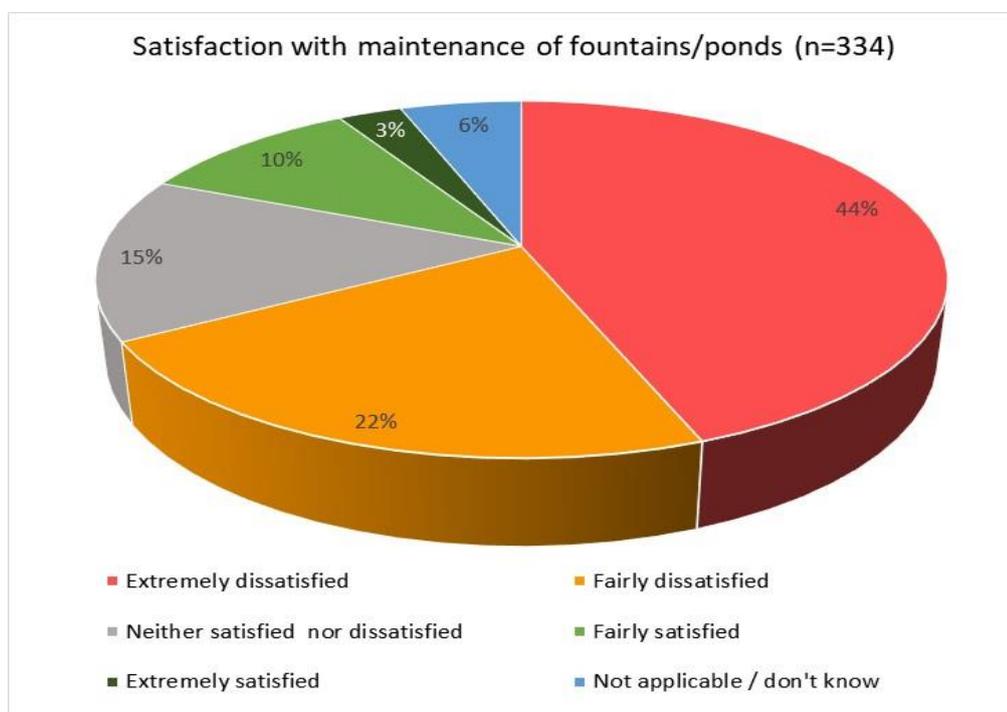
The 2021 residents' survey included two questions in relation to ponds and fountains.

The vast majority of respondents are dissatisfied with the maintenance of fountains / ponds, and the proportion supporting a feasibility study of options for the fountains was slightly greater than the proportion who want to keep the fountains as they are (but with good maintenance and repair). Key themes from open ended comments related to the expense of maintaining the fountains; their inherent unreliability; needing more information (especially on cost) to make a decision; the well being and sound masking benefits of the fountains; keeping the round fountains and 'gardenising' the rectangular/trough fountains, and a suggestion to install a new fountain system.

5.1.1 Satisfaction with maintenance of fountains/ponds

Respondents were asked:

"Please could you indicate your level of satisfaction or dissatisfaction with each of these services which are provided or managed by Rendall and Rittner: Maintenance of fountains/ponds"

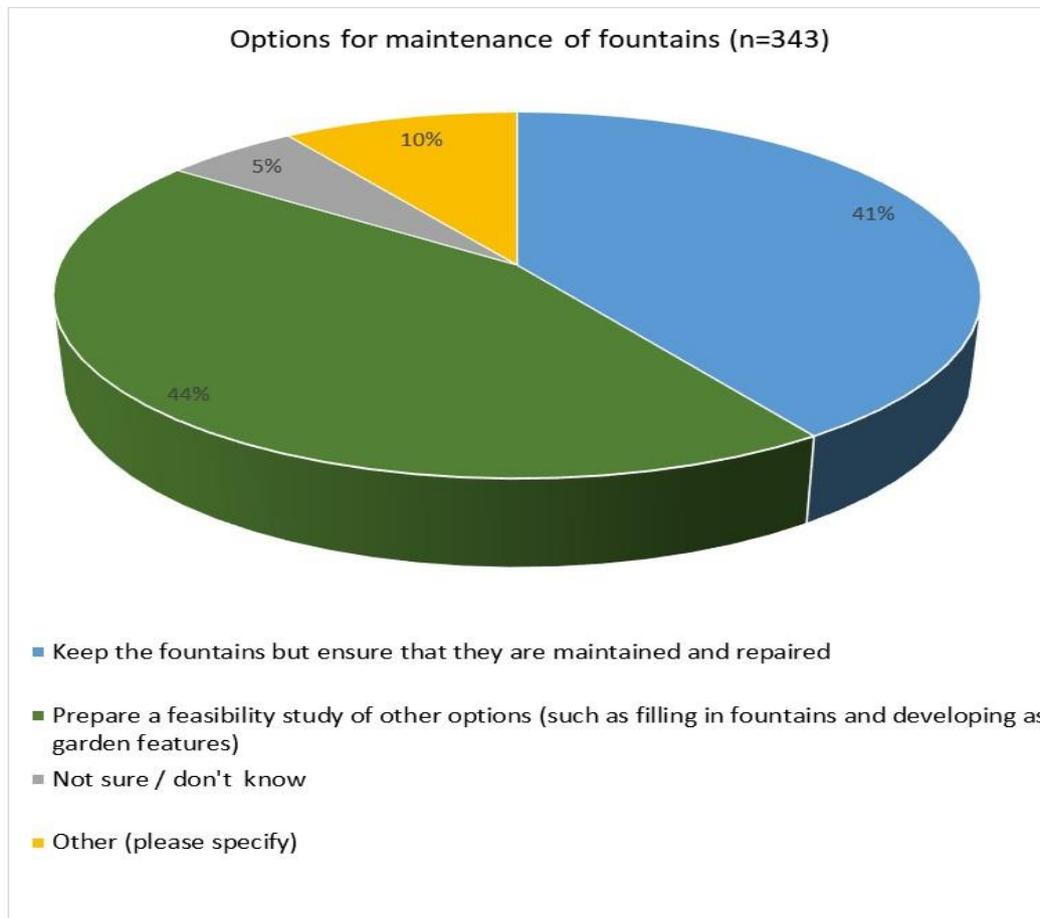


Satisfaction with maintenance of the ponds / fountains was extremely low with just 13% of respondents saying they were extremely or fairly satisfied. Two-thirds (66%) were fairly or extremely dissatisfied; 15% were neutral and 6% chose 'not applicable/don't know'.

5.1.2 Views on options for future of fountains

Respondents were asked: "As you may be aware, the maintenance of the fountains has been an issue over a long period of time. What do you think would be the best way to resolve this?"

44% of respondents were in favour of a feasibility study of options other (such as filling in fountains and developing as garden features), while 41% were in favour of keeping the fountains (but ensuring they are maintained and repaired).



5.1.3 'Other' comments

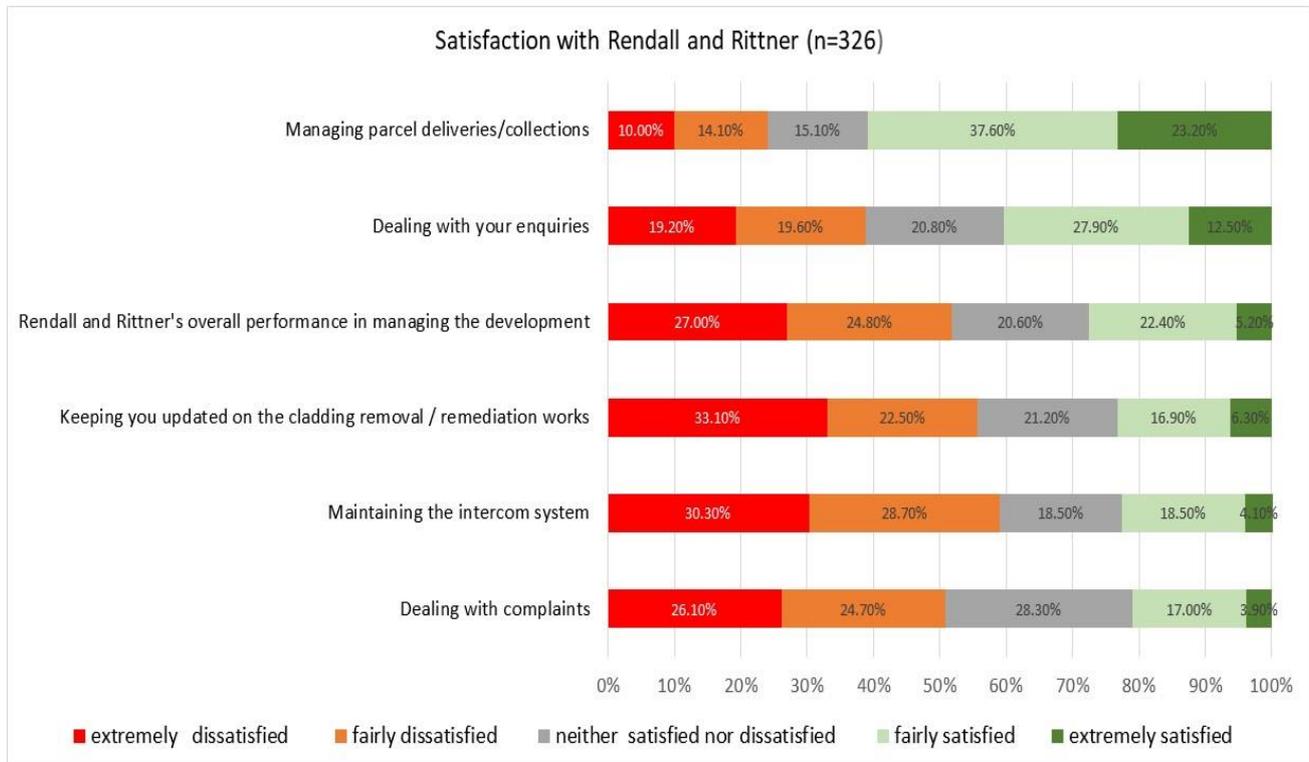
Key themes from the 'other' comments were:

- Fountains are expensive / too expensive to maintain
- Always out of order/ will always be out of order (inherently unreliable)
- Need more information to make a decision
- Keep the fountains (noise masking/ mental health / well being benefits)
- Keep the round fountains – 'gardenise' the rectangular ones
- Completely replace fountains with new fountain system

6. Satisfaction with Rendall & Rittner

Residents were asked questions regarding Rendall and Rittner’s performance generally and with regard to communications.

Over half of respondents (51.8%) are fairly or extremely dissatisfied with Rendall and Rittner's overall performance in managing the development; 20.6% are neutral and just over a quarter of respondents (27.6%) were fairly or extremely satisfied.



Apart from managing parcel deliveries / collections, satisfaction was extremely low across all the aspects asked about in the survey; 20.8% being fairly or extremely satisfied with how their complaints were dealt with, 22.6% were fairly or extremely satisfied with maintenance of the intercom systems; 23.2% fairly or extremely satisfied with updates in cladding remediation.

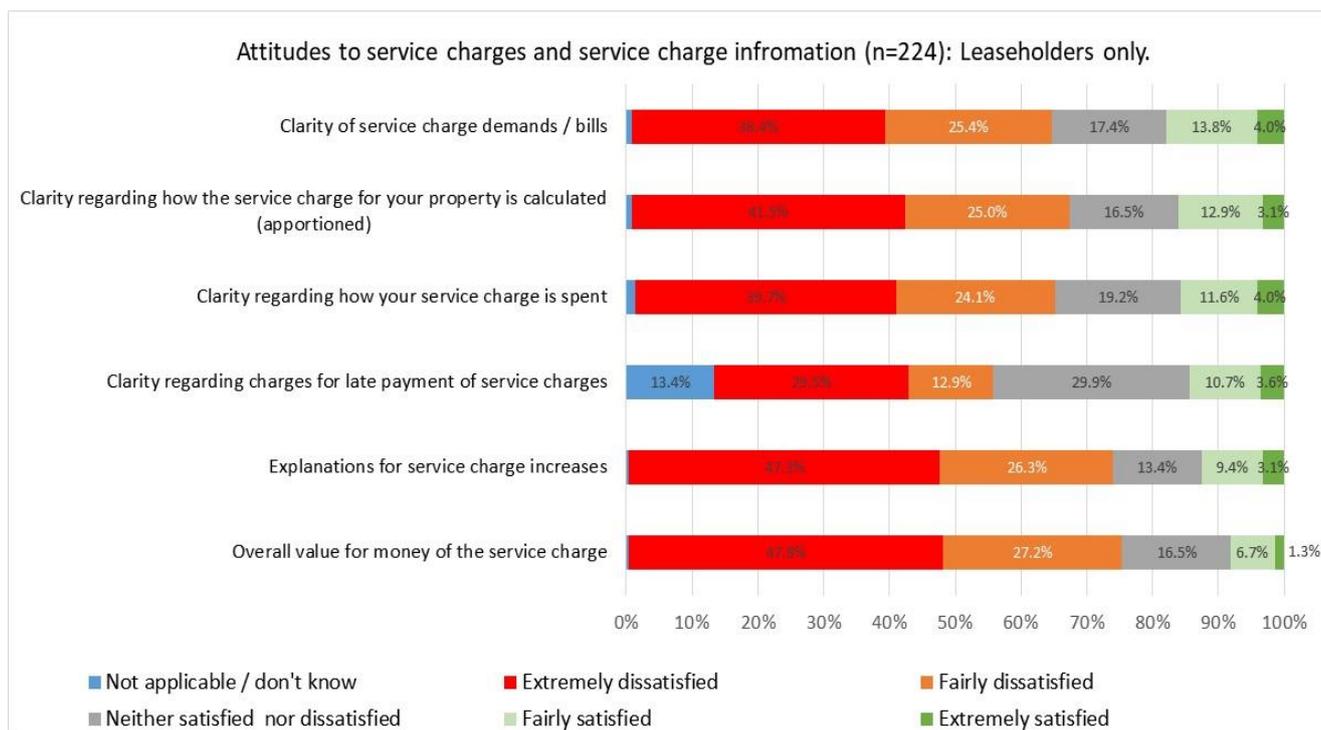
Satisfaction was considerably higher in relation to ‘dealing with your enquiries’ (40.4% fairly or extremely satisfied) and managing parcel deliveries/collections (60.8% fairly or extremely satisfied).

Aspect of service provided	% fairly or extremely satisfied
Dealing with complaints	20.80%
Maintaining the intercom system	22.60%
Keeping you updated on the cladding removal / remediation works	23.20%
Rendall and Rittner's overall performance in managing the development	27.60%
Dealing with your enquiries	40.40%
Managing parcel deliveries/collections	60.80%

7. Attitudes to service charges

Service charges are the fees charged to leaseholders for the costs incurred by the managing agent (Rendall and Rittner) in managing the development, funds built up against future anticipated expenditure (capital expenditure fund) and the managing agent's fees.

Since service charges are near the top of most leaseholders' concerns, the survey included a group of questions focussing on these charges. These questions provide perhaps the most striking findings in the survey. A large majority are fairly or extremely dissatisfied on all items with the exception of clarity regarding charges for late payments where a large proportion say 'not applicable/don't know' or are neutral (probably because they have not had a late charge levied).



Very notably, just 8% of respondents are fairly or extremely satisfied with the value for money of the service charge; 12.5% are fairly or extremely satisfied with explanations for service charge increases; 14.3% are fairly or extremely satisfied with clarity regarding charges for late payment of service charges. In fact the proportion fairly or extremely satisfied does not exceed 18% for any aspect of service charges.

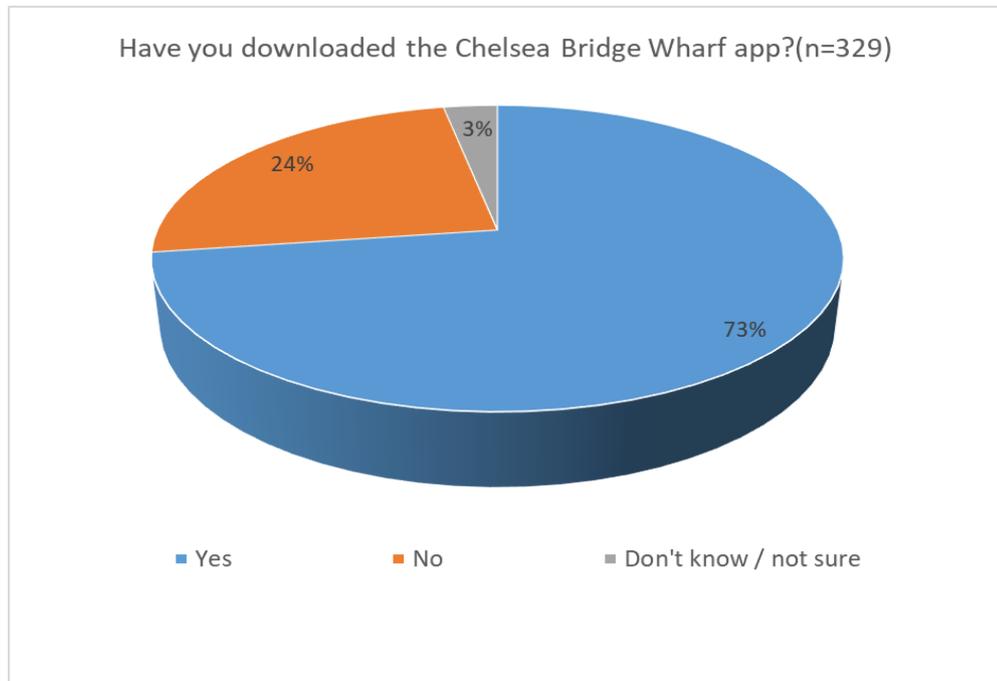
Aspect of service charges	% fairly or extremely satisfied
Overall value for money of the service charge	8.00%
Explanations for service charge increases	12.50%
Clarity regarding charges for late payment of service charges	14.30%
Clarity regarding how your service charge is spent	15.60%
Clarity regarding how the service charge for your property is calculated (apportioned)	16.00%
Clarity of service charge demands / bills	17.80%

8. CBW app – uptake, use and satisfaction

The CBW app² was commissioned by the RA in early 2021. It is a private and secure platform for residents to communicate with each other and the RA.

8.1 Uptake/penetration of app

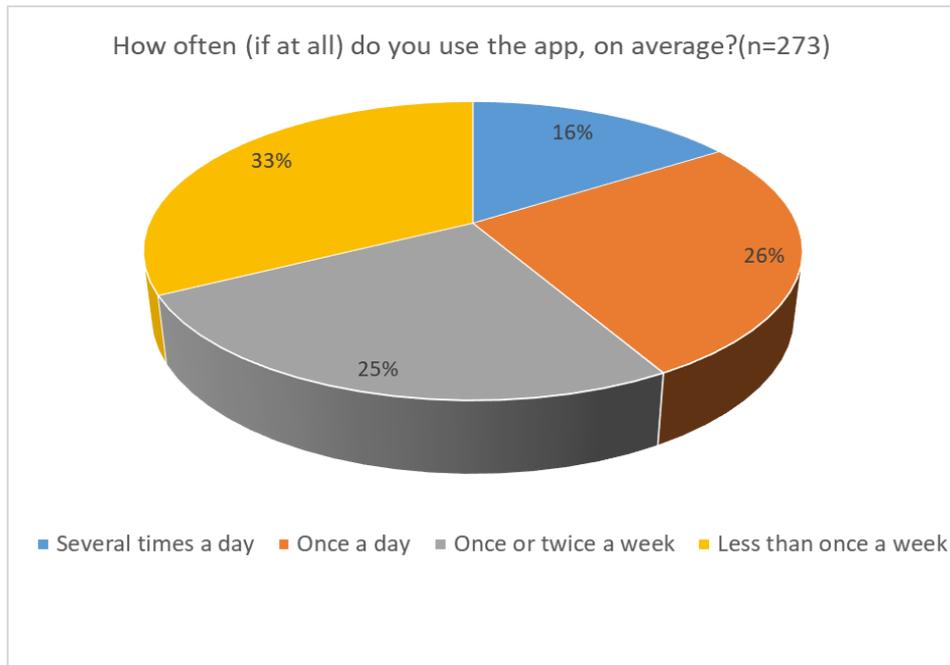
73% of respondents said that they had downloaded the CBW app. but this is likely to be an overestimate as the app itself was used as one means of delivering survey invitations to respondents so those residents who are on the app would be more likely to be aware of the survey and so more of them have taken part.



² Find the CBW app online at:<https://play.google.com/store/apps/details?id=uk.co.disciplemedia.cbwcommunity> or <https://apps.apple.com/tt/app/chelsea-bridge-wharf/id1556237335>

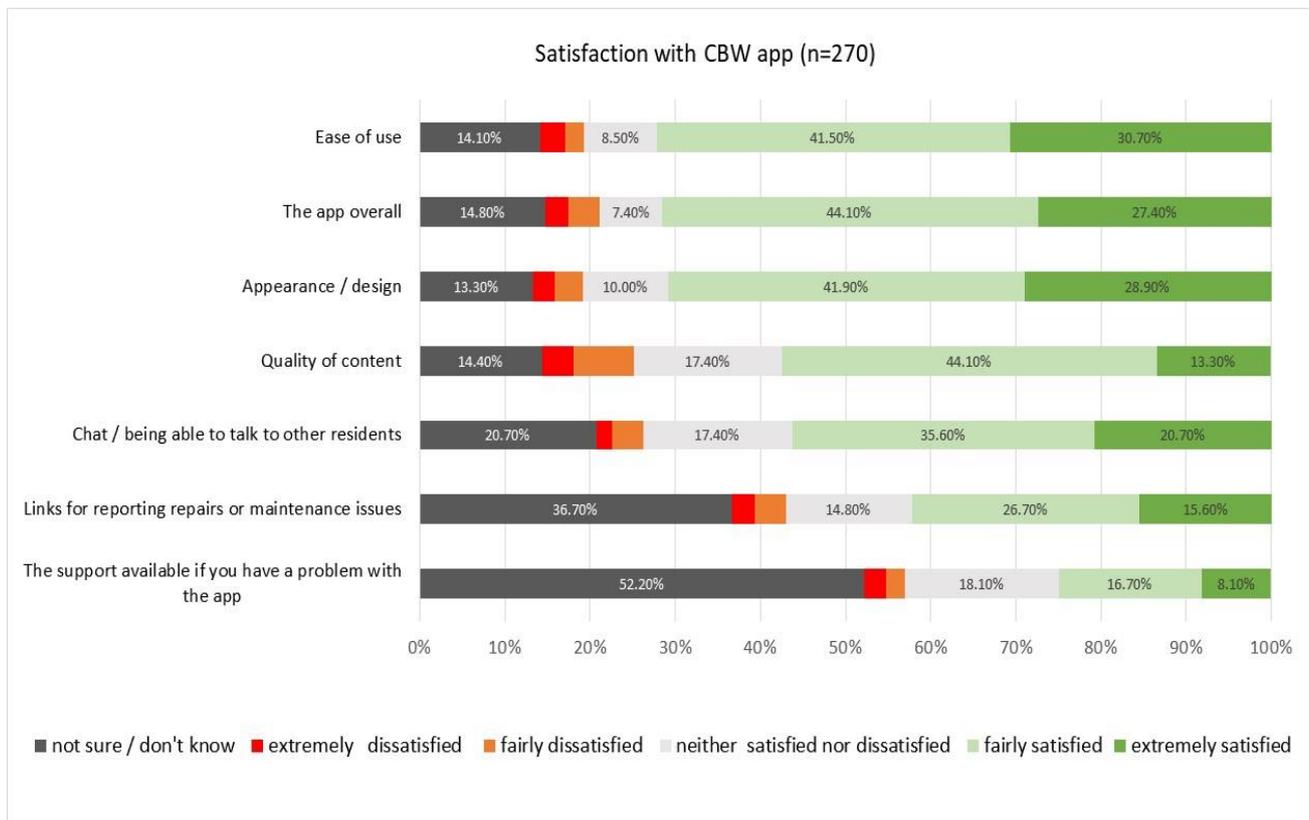
8.2 Use of app

Of those who had downloaded the app, 16% said they use it several times a day, 26% once a day; 25% use it once or twice a week and one third (33%) use it less than once a week.



8.3 Satisfaction with app

These questions below were only asked to those who said they had downloaded the app. Overall satisfaction with the app was very high at 71.5% (fairly or extremely satisfied). A large proportion of respondents were ‘not sure / don’t know’ on aspects such as support or reporting repairs/maintenance – most likely because many have not used these features.



Aspect of app	% Fairly or extremely satisfied
The support available if you have a problem with the app	24.80%
Links for reporting repairs or maintenance issues	42.20%
Chat / being able to talk to other residents	56.30%
Quality of content	57.40%
Appearance / design	70.70%
The app overall	71.50%
Ease of use	72.20%

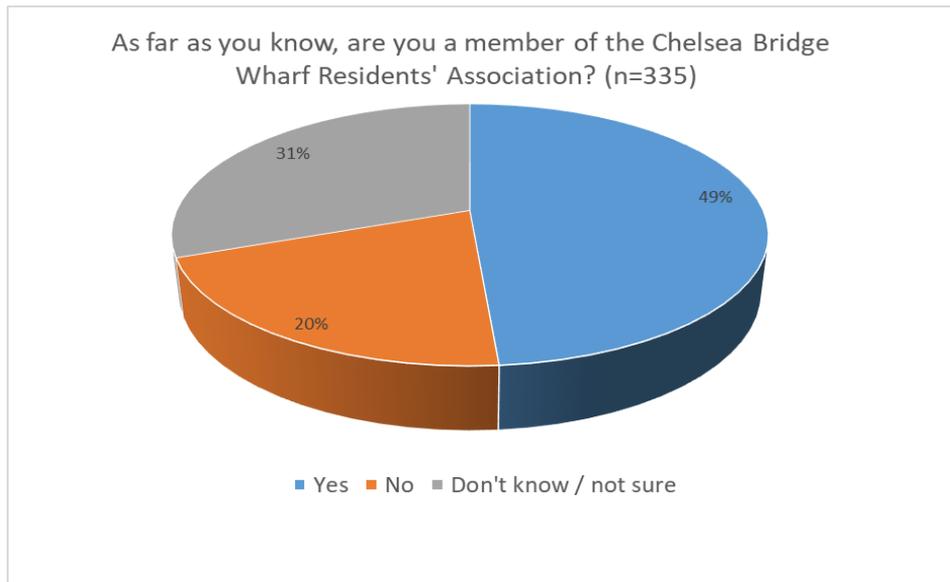
Satisfaction with the quality of content was reasonably high but clearly there is room for improvement. A large proportion of the current content is 'chat' and people asking for recommendations on tradespeople, or buying and selling items. There is nothing inherently wrong with that and clearly people enjoy interacting in this way and it helps to build an online community, which may facilitate 'real life' community in time. However, higher quality content (articles, structured discussions or consultation on topics important to residents) are not currently present on the app. The better quality the content, the more likely it is that users will register and will use the app frequently.

8.4 [Suggestions for changes or improvements to app](#)

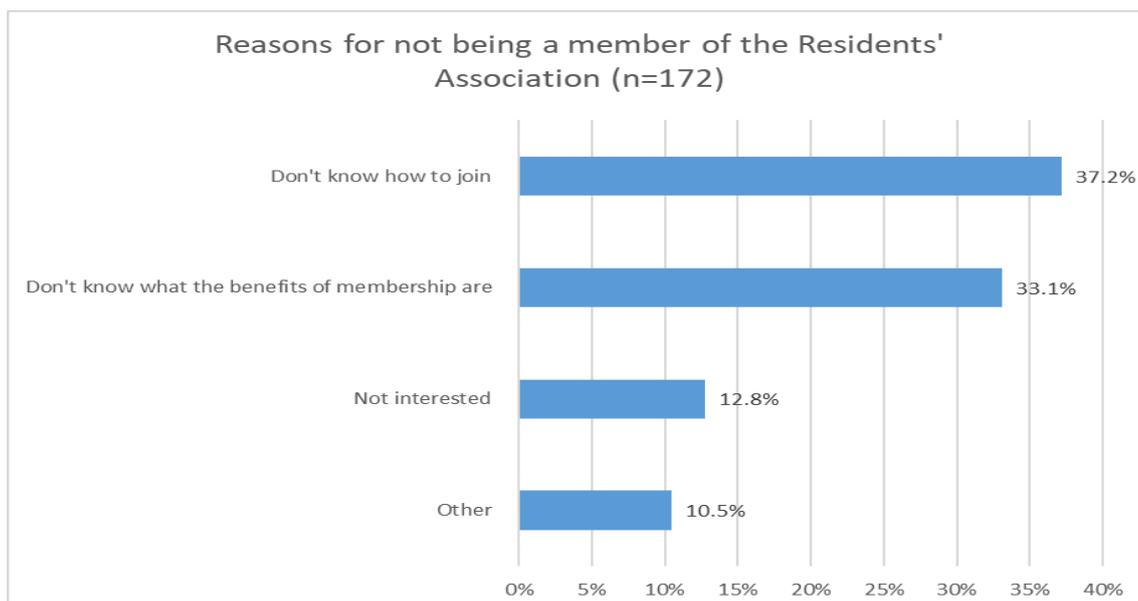
Respondents were also asked 'Are there any new features or changes to existing features which you would like to make to the Chelsea Bridge Wharf app?'. Analysis of these responses will be included in the final report

Membership of Residents' Association

49% of respondents said that they were a member of the RA; 20% said they were not and just under a third said they did not know. These figures are likely to be an overestimate in terms of the proportion who think they are members as the RA contact list was used to send survey invitations and RA members are therefore more likely to have taken part in the survey. It is not surprising that a large proportion do not know if they are members as the RA/RTM has been dormant for many years up till January 2021 and although membership fees were deducted by R&R and passed to the RA/RTM, no information about this was provided by the RA/RTM or R&R. All leaseholders were made members of the RA in September 2021 and £10 charged to their service charge account, but residents have not been informed of this.



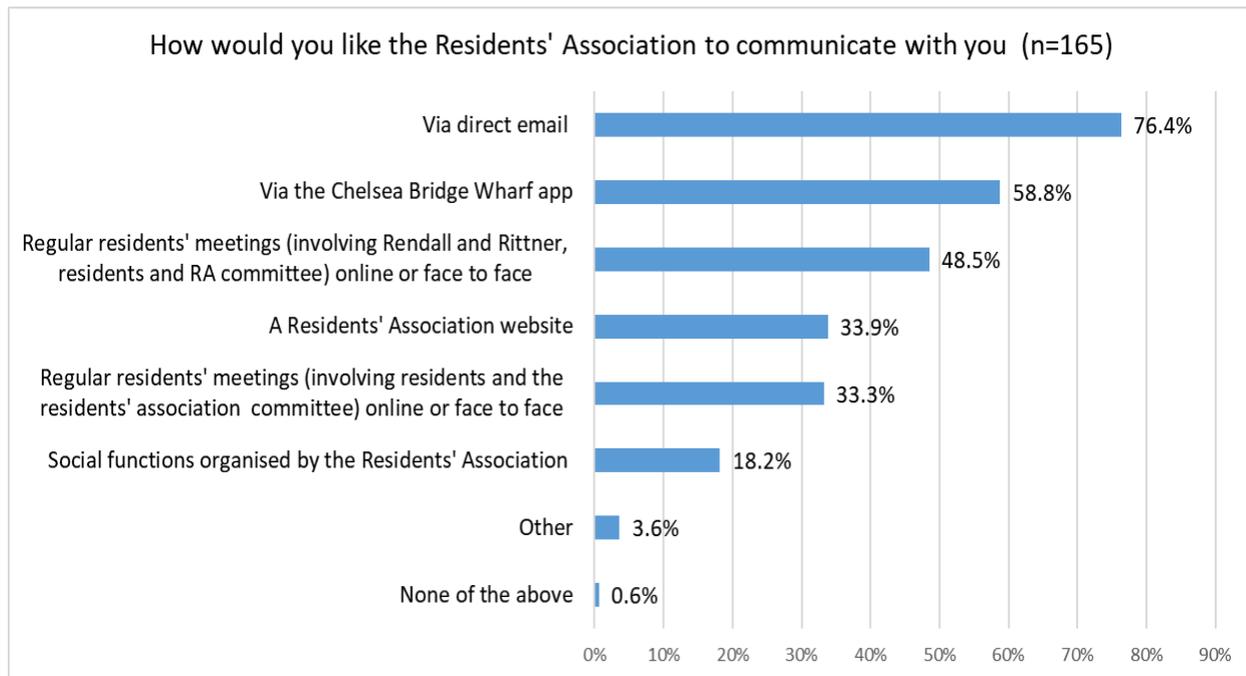
Those who were not RA members were asked why. The biggest single reason was not knowing how to join (37.2%) followed by not knowing the benefits of membership (33.1%). Again, these figures are not surprising given the poor communications from the RA/RTM historically.



9. Preferred modes of communication

Over three-quarters of respondents (RA members only) said they would like to be contacted by the RA using direct email, followed by 58.8% for the app. Again some bias was created as the survey invitations were distributed by direct email and the app, so people using and liking these channels were more likely to take part. Just under half of respondents would like regular residents meetings, with Rendall and Rittner and the RA, and a third would like regular meetings with the RA (without Rendall and Rittner).

No residents' meetings have taken place since August 2020 and that was a 'webinar' from Rendall and Rittner with no residents' questions or interaction being possible.

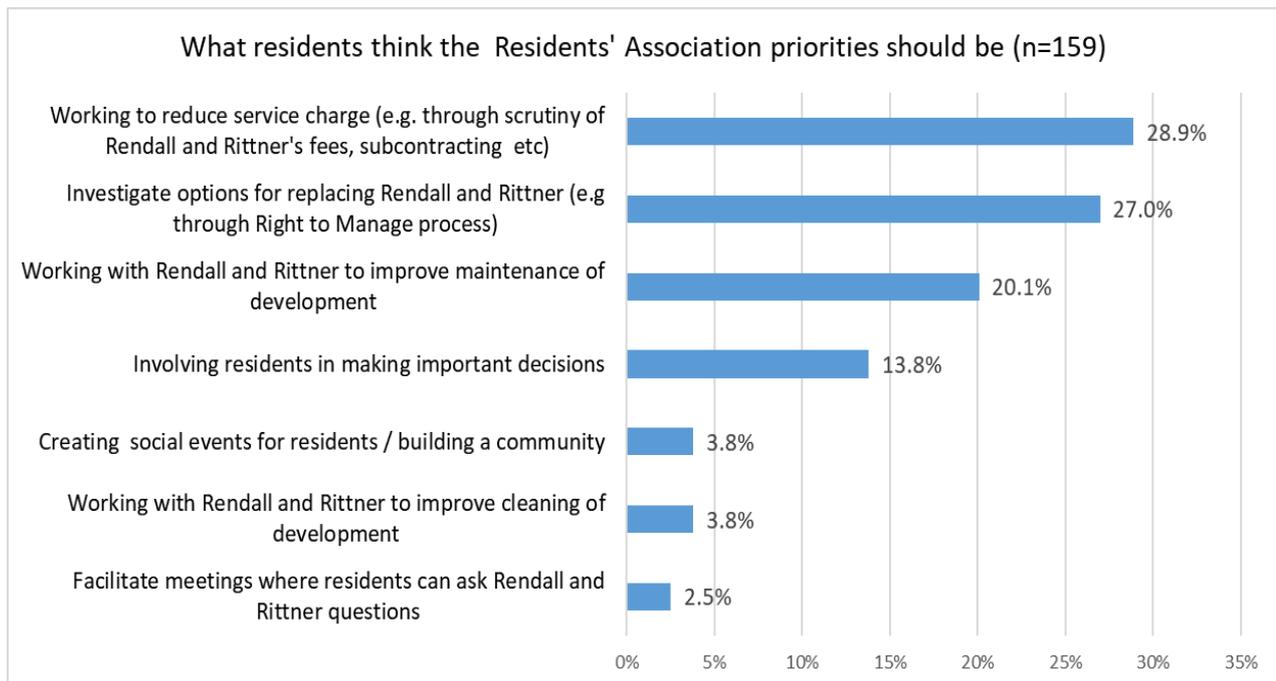


Just over a third of respondents would like an RA website and 18.2% would be interested in social functions organised by the RA.

³ The questionnaire did not offer the option of Facebook or other social media, as the Chair instructed the author of this report not to include those options.

10. Residents' priorities for the Residents' Association

Respondents (RA members only) were offered a number of possible priorities for the Residents' Association. The top priority mentioned by residents was working with Rendall and Rittner to reduce service charges (28.9%), followed very closely by investigating options for replacing Rendall and Rittner (27%).



NB table shows percentage of first choices (highest priority) allocated to each item.

Appendix 1: Methodology

The sampling strategy was to include as many leaseholders (whether living at CBW or not) and residents as possible. There are approximately 1100 properties at CBW and the relevant population might be roughly estimated at 2,000.

The survey was carried out online, between 21st July and 13th August 2021, using generic survey links via the SurveyMonkey platform. Respondents were required to give name, email address and property address for the purposes of verification but all reporting is anonymised, so that no individual can be identified.

405 responses were achieved using the following distribution channels:

- email contact list of the CBW residents' association
- email contact list of the managing agents (Rendall and Rittner)
- email contact list of Garton-Jones estate agents
- promotion on the CBW app
- door to door leafletting
- posters in lifts and public spaces

After data cleaning (the removal of duplicate responses or responses where the person had not given their name and address) there were 373 valid responses (however the number of responses varies per question as not all respondents complete the whole questionnaire).

Data were analysed in SPSS v. 25 and NVIVO v.20.

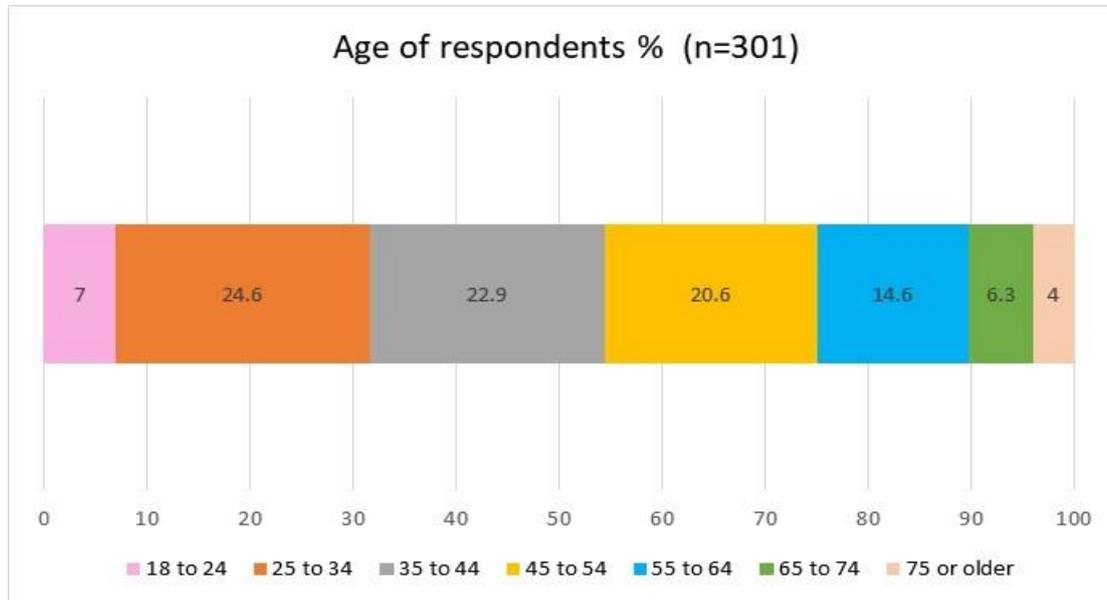
It is not meaningful to calculate a response rate as we do not have clear information on the number of people on each of the distribution lists used or how many unique individuals there are when all these lists are combined since the researcher had to distribute the survey invites by proxy, not having direct access to the lists. However, the response is the highest of any survey carried out at CBW and well above average for residential surveys of this kind.

Appendix 2: Sample profile

The sample characteristics are described below.

Age

7% of respondents were aged 18 to 24; Almost half of respondents were aged 25 to 44, one fifth were aged 45 to 54 and 25% were 65 or older.



Gender

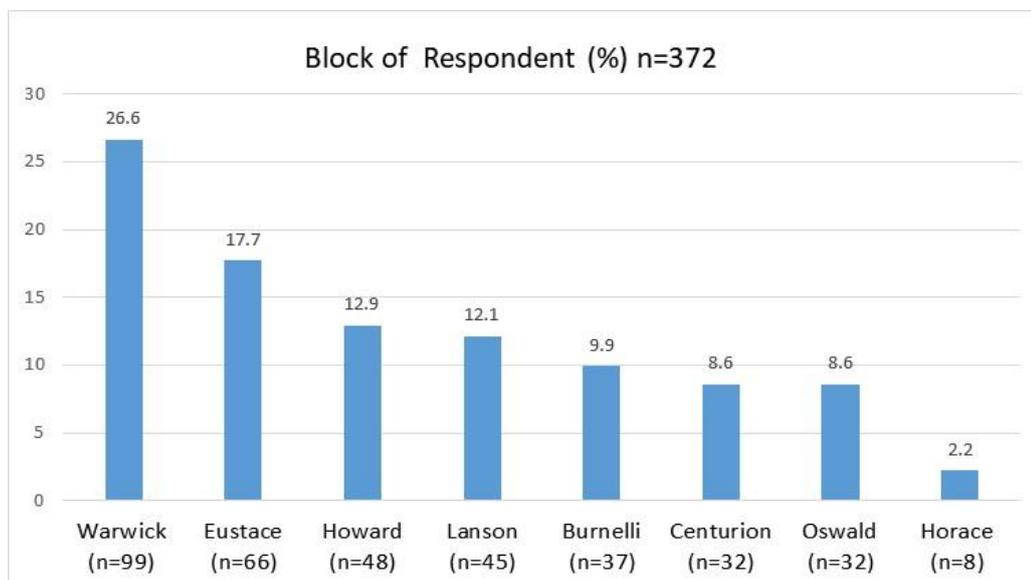
Respondents were very evenly balanced on gender with 49.7% female and 48.7% male (1 respondent (0.3%) identified as non binary).

Disability

3.9% of respondents (n=12) considered themselves to have some form of physical or intellectual disability.

Respondent's block

Over a quarter of respondents are from Warwick and Just under 18% from Eustace (which are the two largest blocks). There were no respondents from Hawker which is one of the smallest blocks.



Tenure type

37% of respondents were leaseholders living at CBW and a further 21% were leaseholders not living at CBW (58% leaseholders in total). This underlines the high proportion of buy to let properties within the development. 27% of respondents were tenants on a long term lease and 1% were tenants on a short term lease. 9% of respondents were in shared ownership properties (shared owners are also leaseholders but were treated as a separate category for the purposes of this survey as they have some distinct issues which we wanted to explore, and that analyses will be included in the full report).

