

# Feedback on New Build Homes

Winter 2021/2022



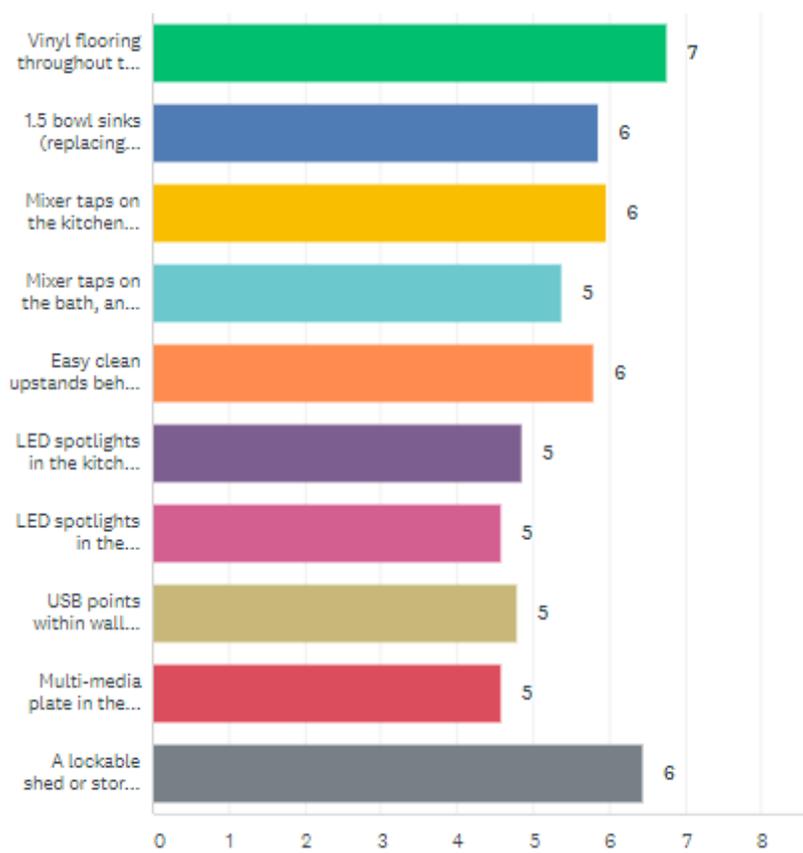
## Overview

The Development Team wanted to investigate how PCH residents rated certain elements of a new build property to achieve feedback on value and importance. To do this we ran a survey, a focus group, along with an engagement session at the 2021 Resident Design Conference.

## How the consultation was conducted

The survey was sent out in Summer 2021. The respondents had the option to enter a prize draw to win a £75 voucher. In the survey we asked residents to rank ten elements by their importance.

The Communities Team also ran various resident exercises with focus groups and at the Annual SW Residents Design conference. At these tenants identified the following list of priorities (with 1 ranking the highest).



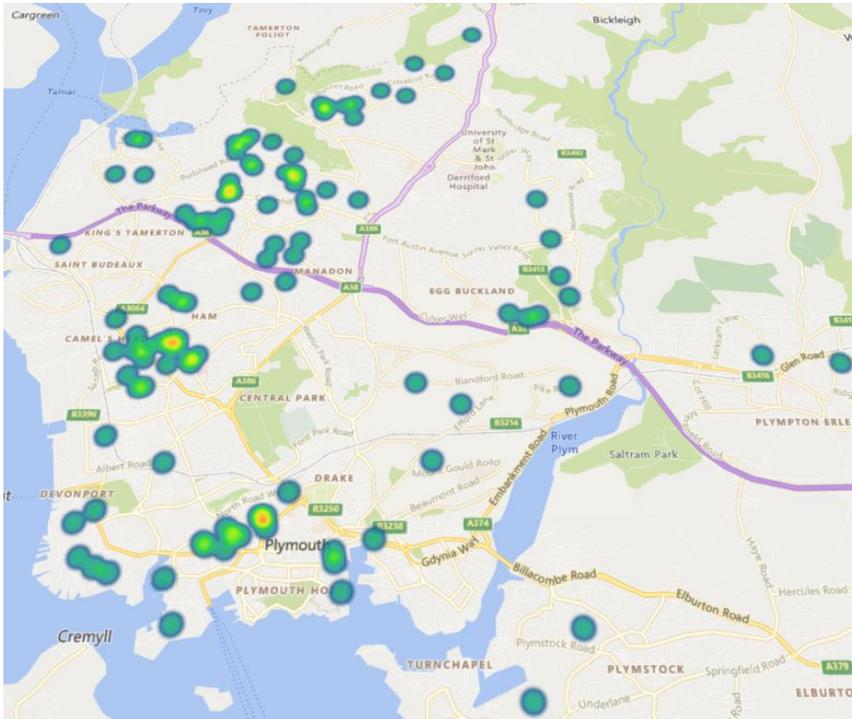
*As a starting point, PCH is seeking to change the following aspects within new build properties: It would help us if you could rank the different elements of the property in order of priority, telling us what is most important and least important to you?*

**Over 90%  
were satisfied**  
with the survey itself and  
over a 30% hadn't completed  
a survey with us before

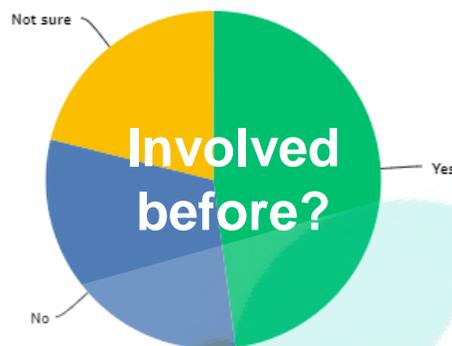
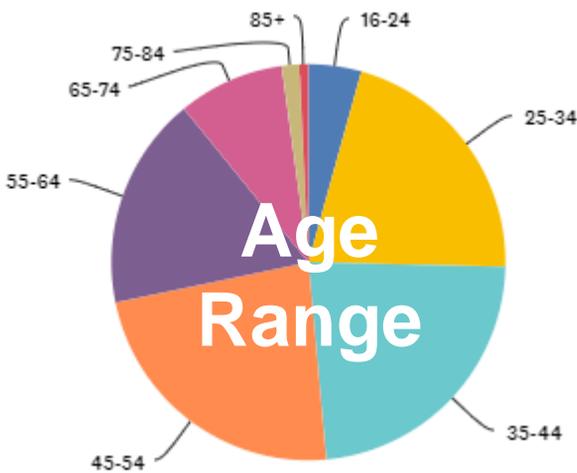
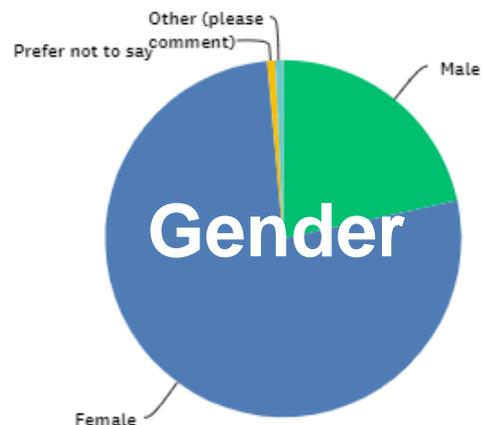
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Of the **142** who responded



## Responses by Postcode



If you would like to see the full survey results please email [communitiesteam@plymouthcommunityhomes.co.uk](mailto:communitiesteam@plymouthcommunityhomes.co.uk) or call us on 0808 230 6500

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## Consultation Results

We had 142 responses to the consultation which gave us an insight into how residents ranked different elements of a new build property. The focus group and engagement session went a stage further – asking residents to rank the elements within a budget, and then amplifying their decision by reducing the budget and getting them to re-rank the elements. In the consultation there seemed to be less considered importance for lighting and multi-media aspects as opposed to flooring, lockable sheds and mixer taps. Different age groups also showed slight variations in preference which may be worth considering re different types of properties.

## Impact

The results of the survey will be used to make some value for money /delivery decisions regarding new build homes. The idea is that if savings need to be made, Project Managers will start with the lowest resident priority item.



Resident Specification Scores by Priority	Rank Score (low score higher priority)	Approx. Additional Cost
Vinyl flooring throughout the property (entire property for flats, ground floor for houses)	1	£ 1,080
Mixer taps on the kitchen sink (replacing separate hot & cold taps)	2	£ 75
A lockable shed or storage unit	3	£ 450
Multi-media plate in the lounge	4	£ 80
1.5 bowl sinks (replacing single bowls enabling the easy disposal of practical waste)	5	£ 40
USB points within wall sockets	6	£ 50
Easy clean upstands behind cooker (replacing tiles)	7	£ 150
Mixer taps on the bath, and bathroom/cloakroom sinks	8	£ 90
LED spotlights in the kitchen (replacing pendant lights)	9	£ 195
LED spotlights in the bathrooms & cloakrooms (replacing pendant lights)	10	£ 195