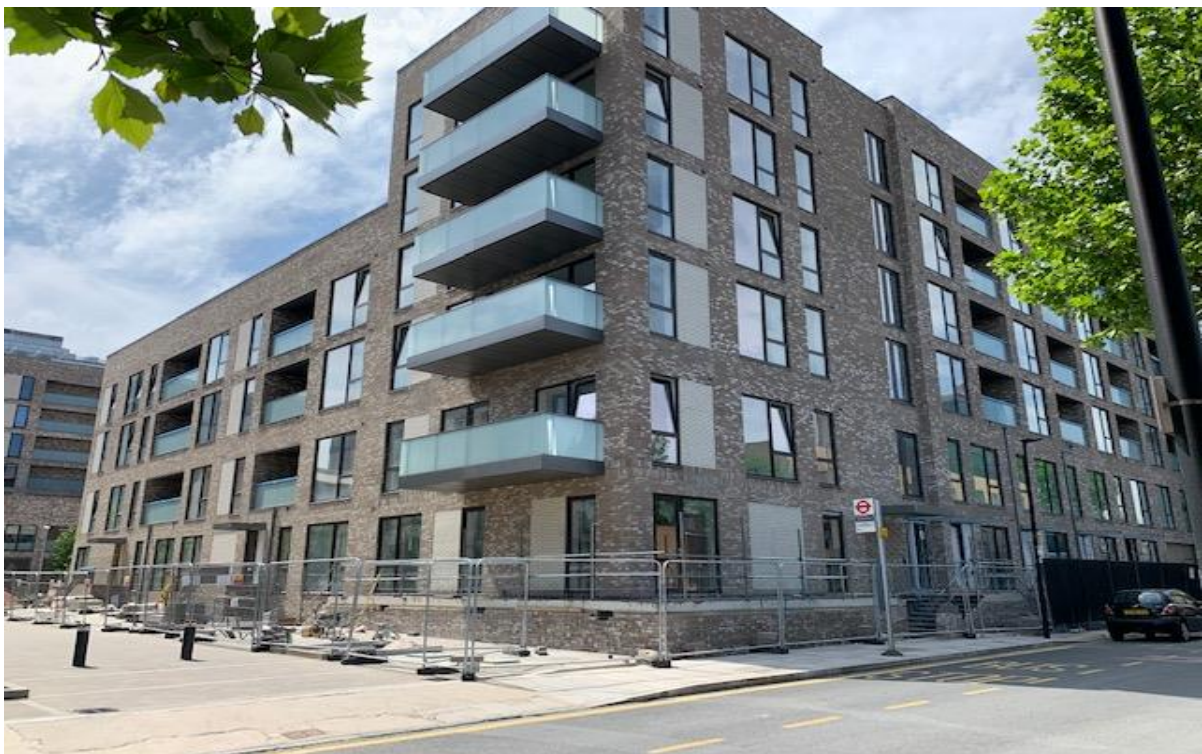


Aberfeldy Village

Study Visit Report



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June 2021

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1. Introduction

The report highlights the key feedback from Aberfeldy Resident Steering Group members and local Aberfeldy residents following the study visit to the Aberfeldy Village Phase 3 development in E14 on 18 May 2021.

The purpose of the visit was to obtain valuable feedback from Aberfeldy residents on what they liked and did not like in the new build, to inform the architects when designing the new homes as part of the Aberfeldy New Masterplan.

The visit centred around 1x 2 bedroom flat and 2x 3 bedroom flats.

Due to the constraints of the COVID-19 pandemic, Poplar HARCA carried out risk assessments to ensure the safety of residents and staff and the visit was organised in groups to ensure safety.

Special acknowledgement and thanks go to Poplar HARCA Resident Empowerment Team for organising the visit and EcoWorld London for ensuring safe access and most importantly to the residents of Aberfeldy for taking part.

In all, around 65 residents attended from around 50 households, including a number of families.

Pleasingly, we had a good cross section of residents' from across Aberfeldy West attending, with Abbott Road 12 (25%) and Nairn Street 10 (20.8%) in particular well represented and we had 9 (18.8%) residents completing the survey without giving their address details.

Address	No surveys returned
• Abbott Road	12
• Aberfeldy Street	4
• Nairn Street	10
• Jura House	3
• Thistle House	2
• Balmore Close	3
• Kilbrenan House	3
• Leven Road	1
• No address	9
• Ada Gardens	1
Total Responses	48

It should be noted that we had 48 surveys returned, although not all the sections were answered by everyone and this is the view of those 48 residents' in attendance, however this is a valuable source of feedback from residents which should be taken on board with the future designs for the Aberfeldy New Masterplan.

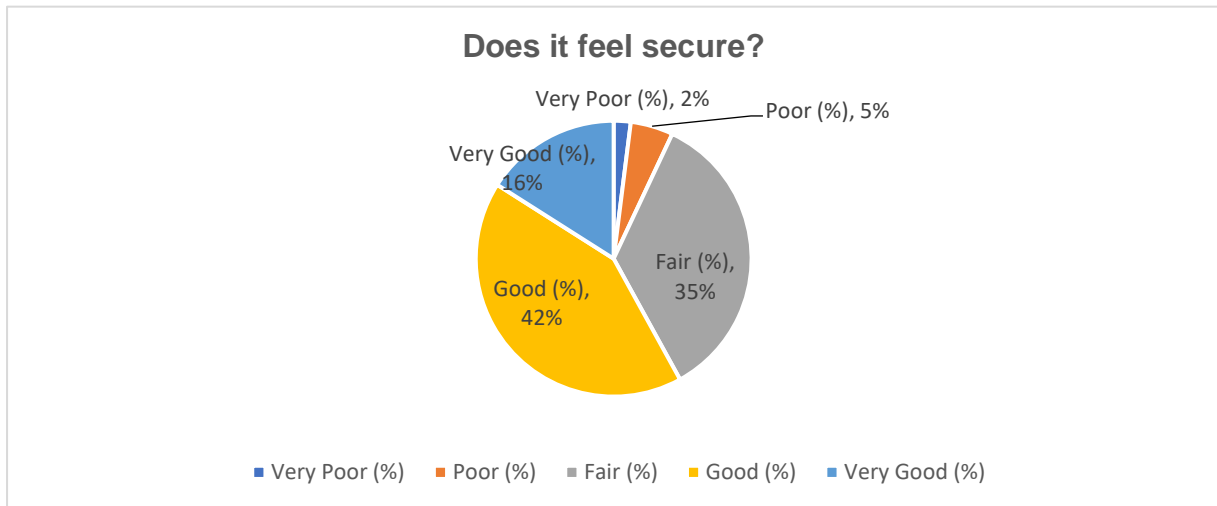
The feedback from the study visit has been collated and analysed Independently by the Independent Advisor at the request of Poplar HARCA, who also visited the properties viewed by residents independently on 2 June 2021.

2. Resident Feedback

a. General

Does it feel secure?

We had 43 responses here and over half, 58% felt secure with 16% (7) rating it very good and 42% (18) good and over a third 35% (15) giving it a fair rating. Only 3 of the 43 responses 7% did not feel secure. Overall residents gave a good rating on feeling secure.

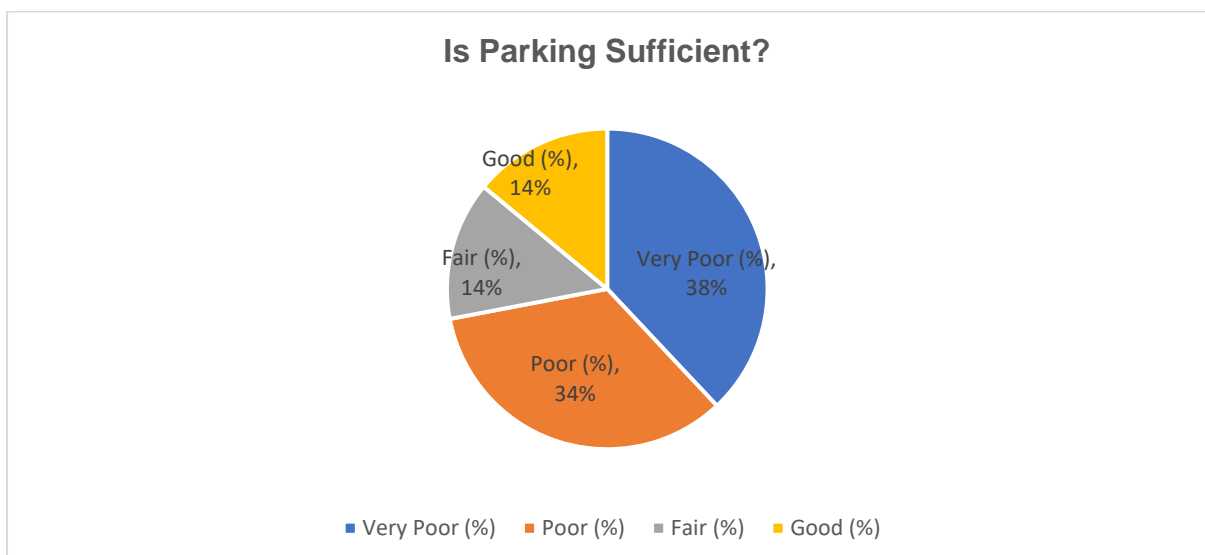


Is Parking Sufficient?

Due to the properties not having any visible parking, it was difficult for residents to feedback.

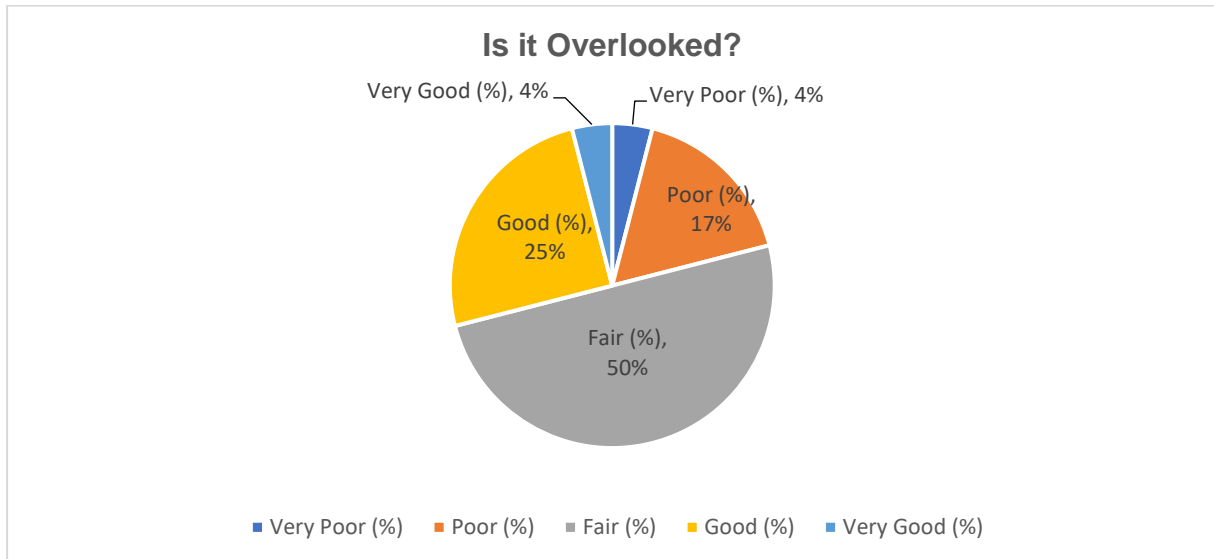
We received 29 responses here and nearly three quarters 72% (21) felt parking was not sufficient and either very poor or poor. There were 14% who felt the parking was fair and 14% good.

Clearly parking is an important issue and the highest number of those that responded felt the parking was very poor.



Is it overlooked?

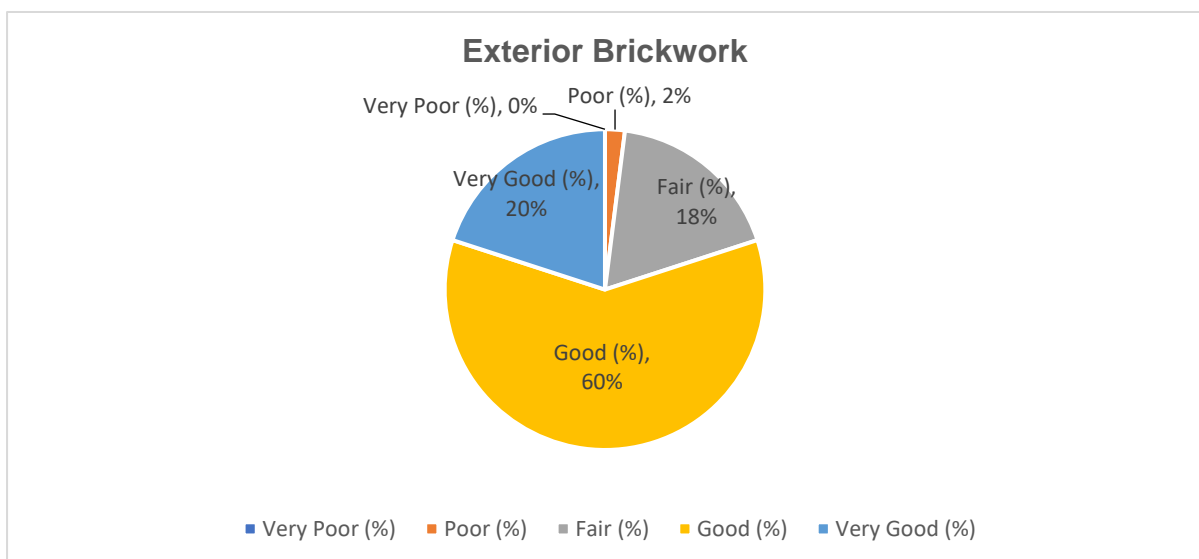
Overall the feedback on the properties being overlooked was fair, with half the responses (50%) feeling that the properties was fair in terms of being overlooked and a quarter (25%) felt it was good with 4% feeling it was very good. Only 4% of responses felt it was very poorly overlooked and a further 17% poorly overlooked.



b. External

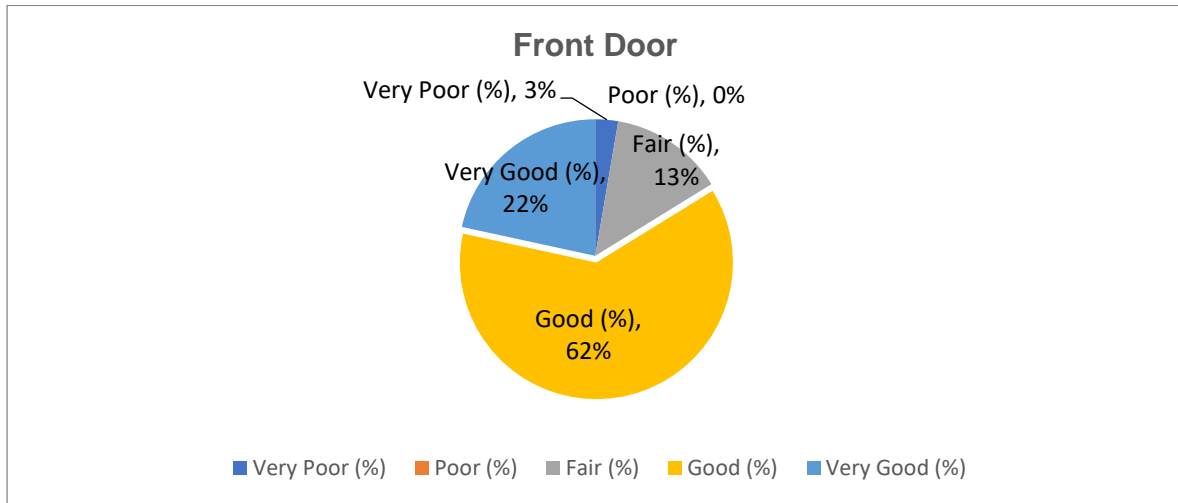
Exterior Brickwork

The feedback on the external designs was on the whole positive, with the exterior brickwork in particular being given very good feedback, with 60% rating it as good and 20% very good and a further 18% gave the exterior brickwork a fair rating. Only 2% rated the brickwork as poor and clearly this is something residents liked.



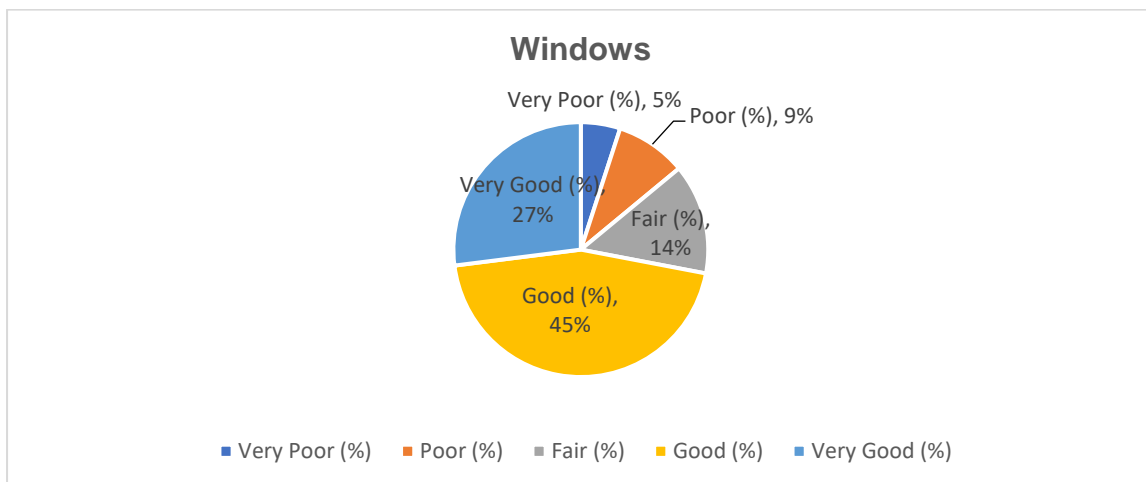
Front Door

As with the exterior brickwork, the front door was also given positive feedback with 62% of responses giving it a good rating and a further 22% a very good rating. Only 3% gave it a poor rating and overall feedback on front door was good.



Windows

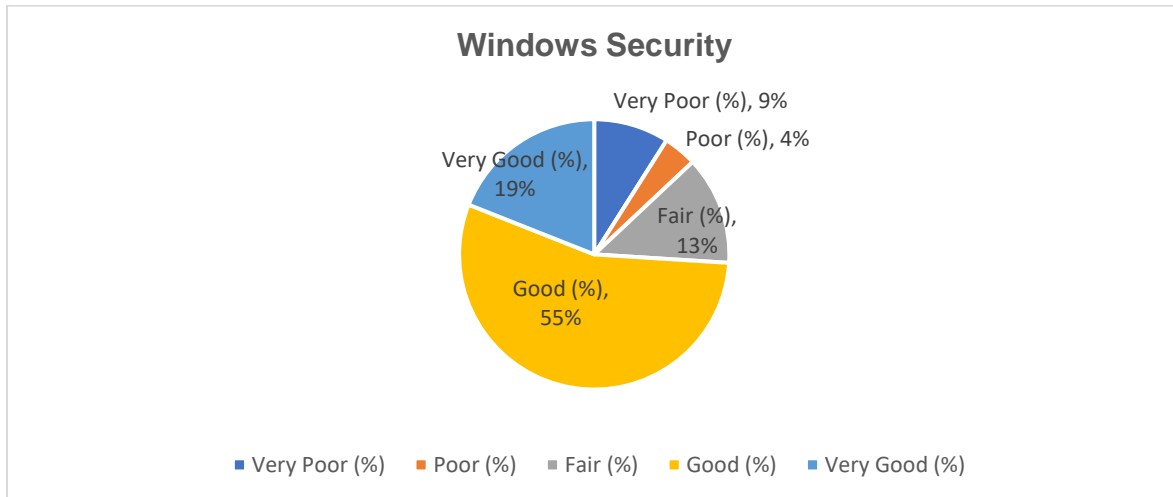
The feedback on the windows was also largely positive, with just under half 45% giving them a good rating and another 27% very good, meaning 72% giving the windows a good or very good rating. Of the responses, 14% gave the rating poor or very poor and 14% fair and overall the windows received a good rating.



c. Internal

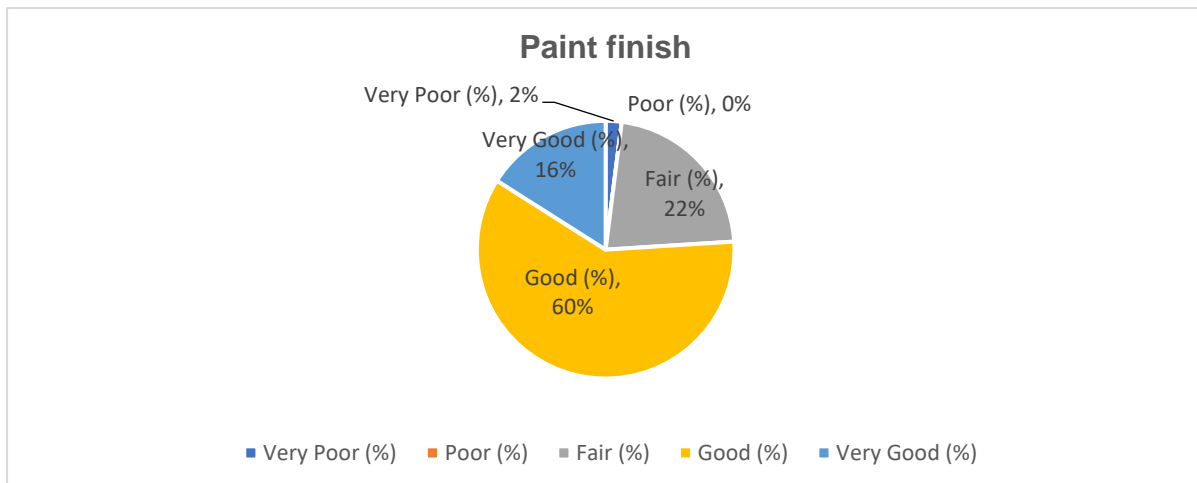
Windows Security

The feedback on the windows in terms of security was good, with over half (55%) rating them good and a further 19% very good. The majority of residents' liked the full length size of the windows and 13% rated them fair and only 13% poor or very poor. Overall the windows received a good rating.



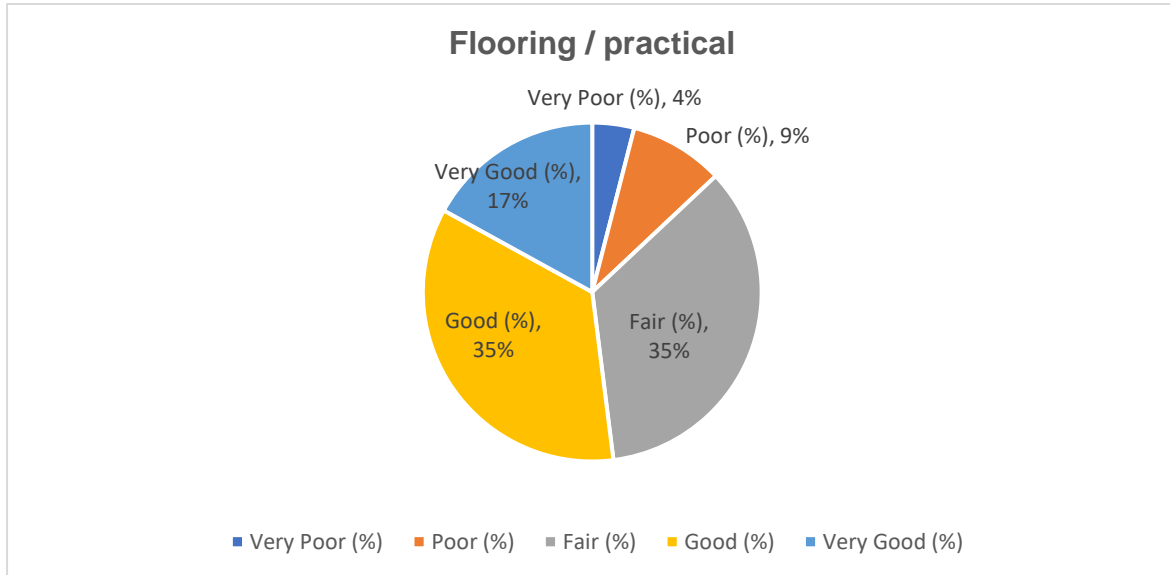
Paint Finish

Overall feedback on the internal finish was good, with 60% rating the paint finish good, commenting on the bright and airy feel and 16% very good, thereby over three quarters (76%) giving the paint finish a good/very good rating.



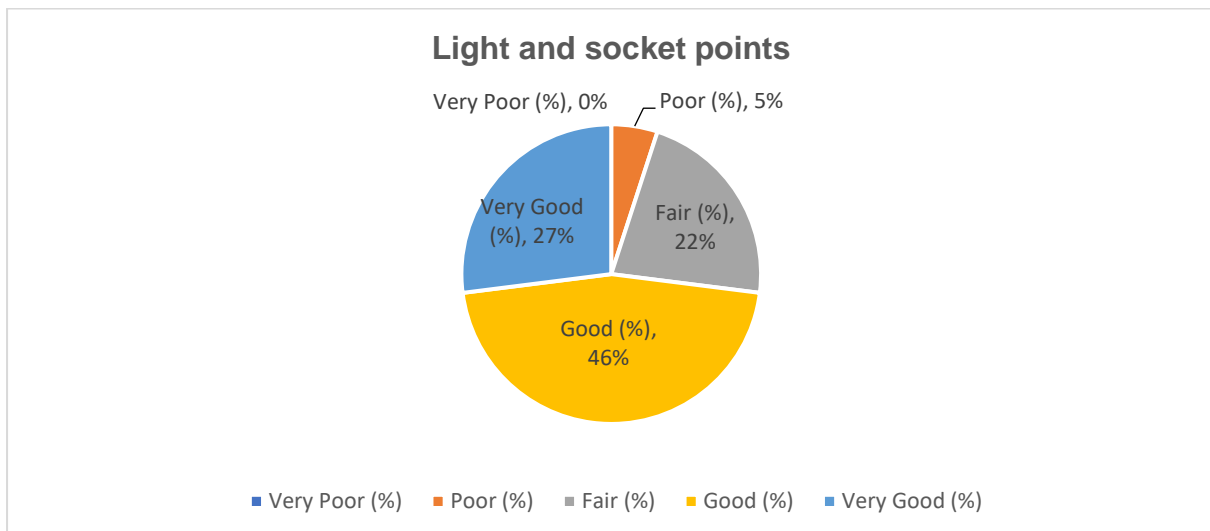
Flooring / practical

Overall feedback on flooring and practicality was good / fair. Although some residents' liked the quality of the carpet, there were comments that laminate or wood flooring would have been preferred. Just over half (52%) rated the flooring practicality as good or very good and a further 35% as fair. Interestingly only 4% rated the flooring practicality as very poor and 9% poor.



Light and Socket points

Feedback on the light and socket points was overall good and a sense that there are generous provisions, with just under three quarters (73%) rating the light and socket points as good or very good and a further 22% fair and only 5% poor.

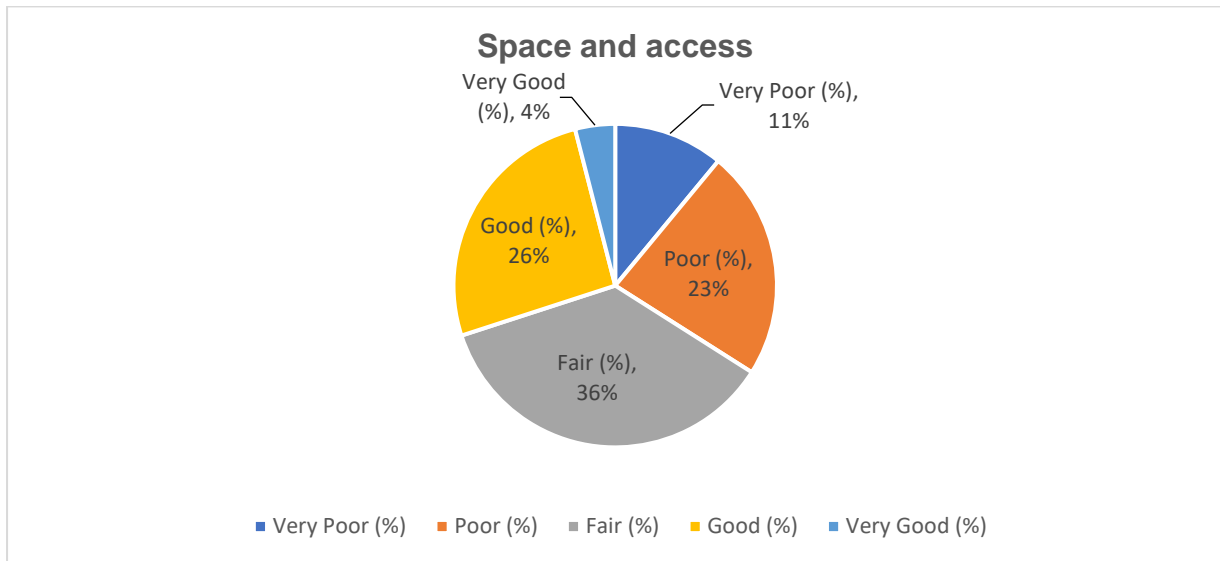


d. Hallway

Overall there was a mixed feedback on the hallway, both in terms of space and access and the storage.

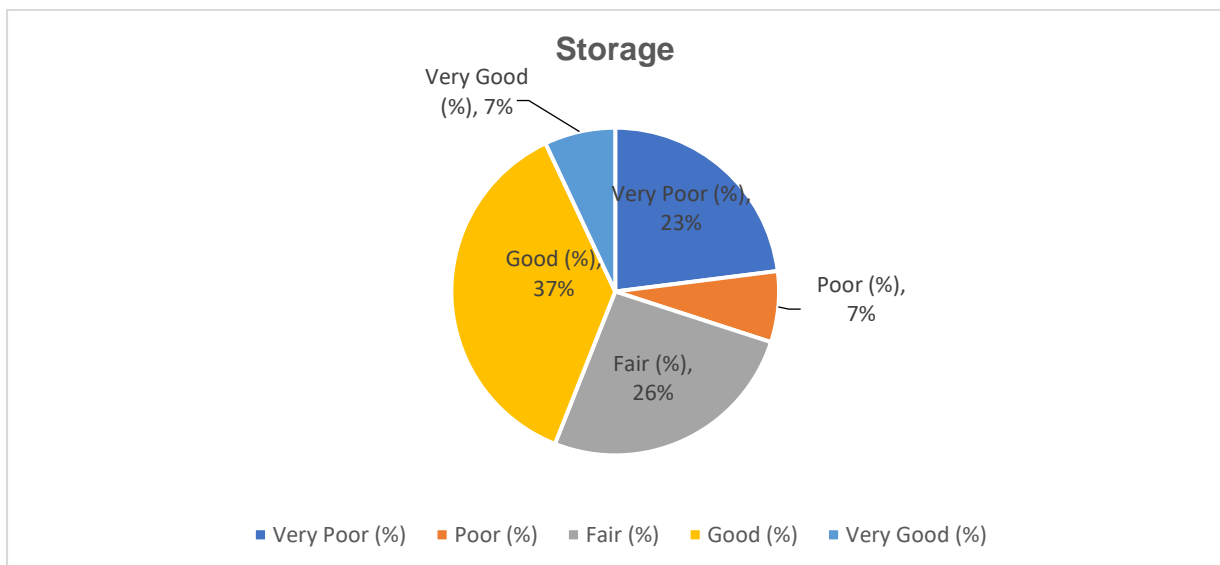
Space and access

Overall space and access of the hallway was given a fair rating, with 36%. Just under a third (30%) gave the hallway a good or very good rating and just over a third (34%) a poor or very poor rating.



Storage

The storage in the hallway was generally considered good/fair, with 44% rating it as good or very good and just over a quarter (26%) fair. There was however nearly a third (30%) of responses who rated the storage as very poor or poor.

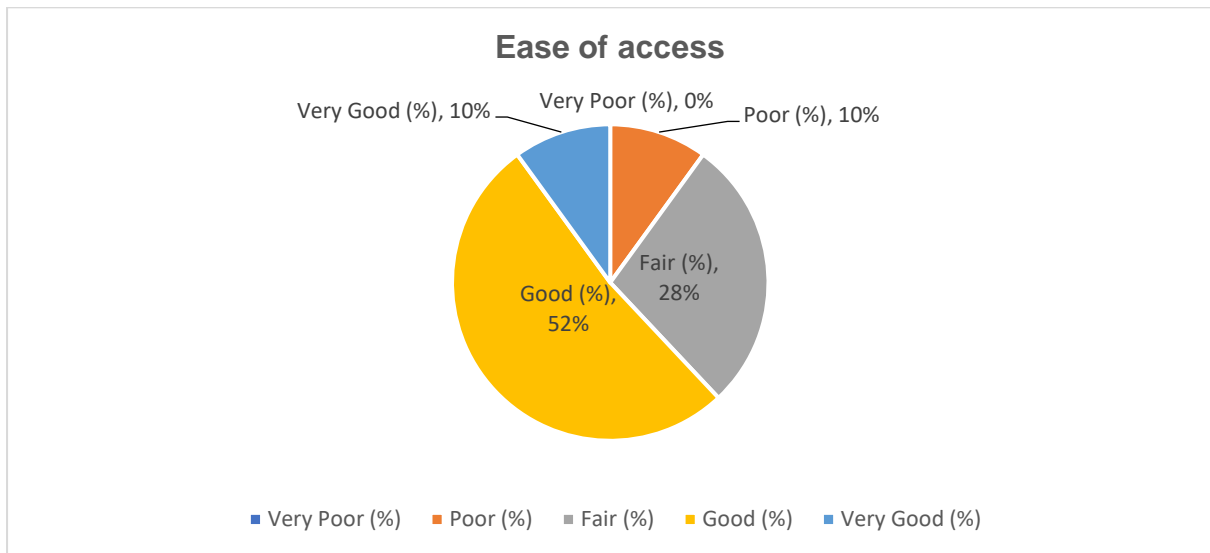


e. Downstairs WC

Overall feedback on the downstairs WC was fairly positive in terms of ease of access (good) and space (fair) and quality of the WC (good) and basin and taps (good). Overall Ventilation received a fair rating.

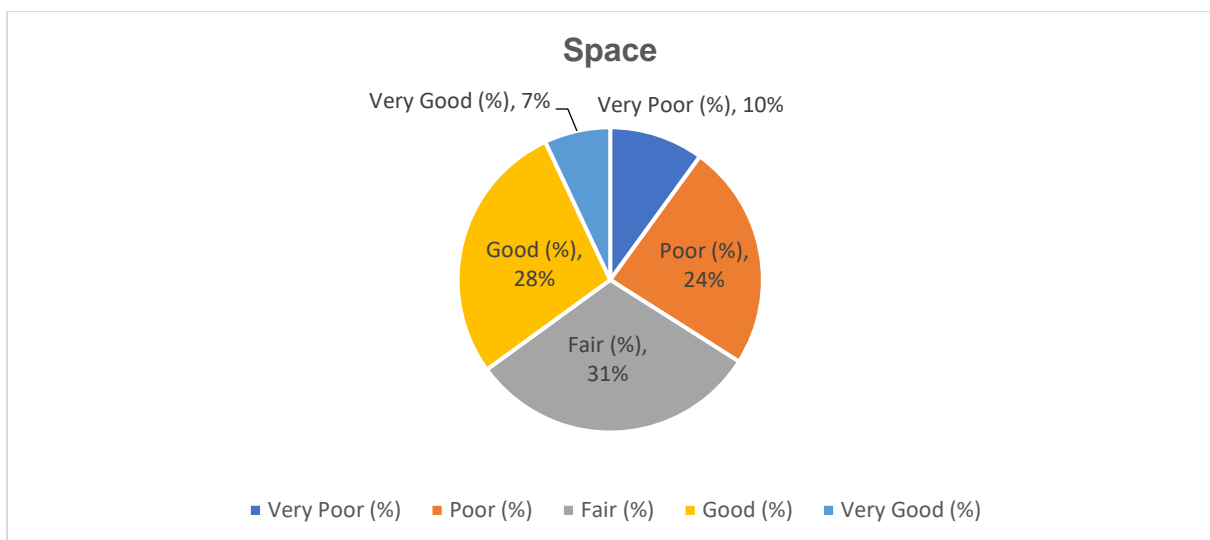
Ease of access

Just over a half of responses (52%) gave the ease of access a good rating and another 10% very good and a further 28% a fair rating. Overall a good rating.



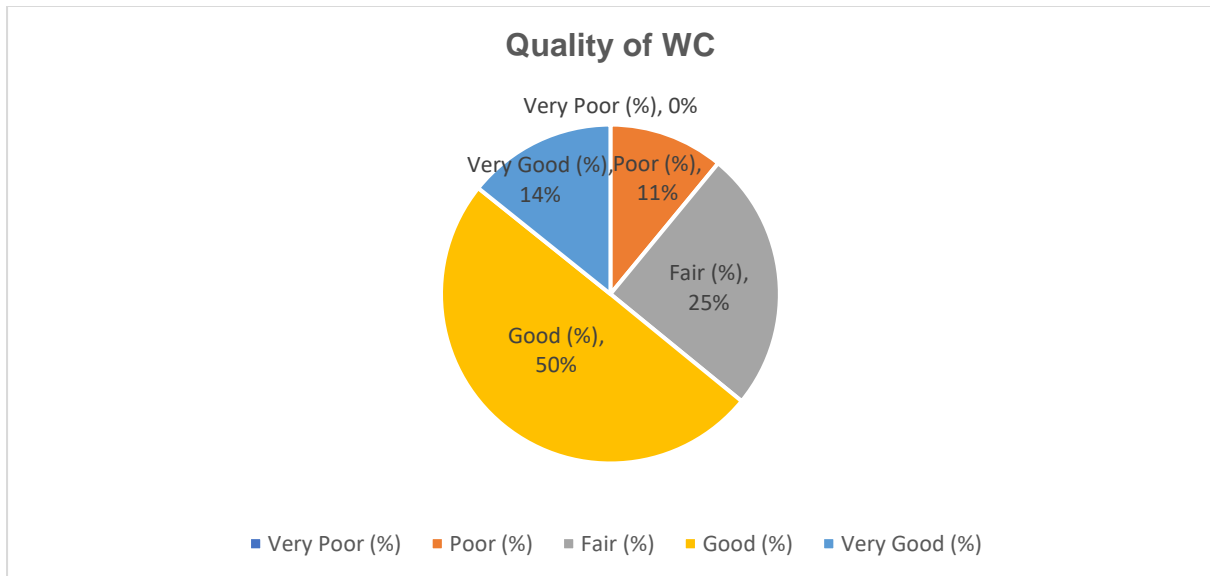
Space

The space in the downstairs WC was given a mixed feedback, with 31% giving it a fair rating and a further 34% giving the space a poor or very poor rating, with a similar number 35% giving it a good or very good rating. Clearly the space in the WC needs to be looked at.



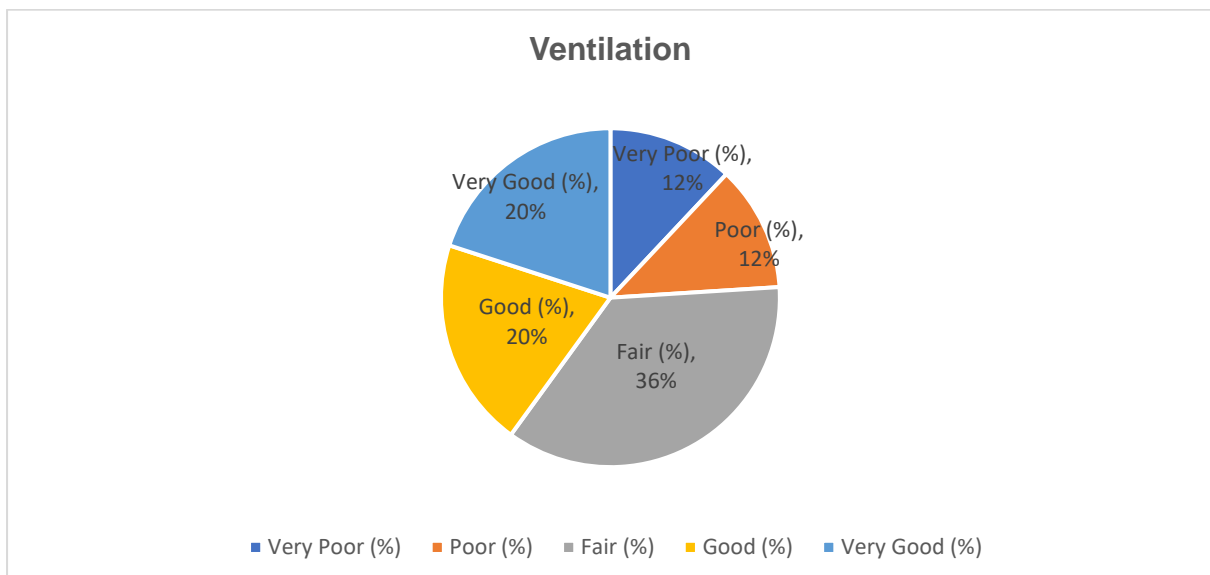
Quality of WC

The overall feedback on the quality of the WC was good, with 50% and a further 14% very good. A quarter also rated the quality as fair and only 11% poor.



Ventilation

Due to the WC not having any windows, the feedback from residents on ventilation was overall fair with 36%, however less than half 40% gave the ventilation a good or very good rating and just below a quarter 24% a poor or very poor rating. The ventilation system is an area that residents need reassurance over due to the lack of window.



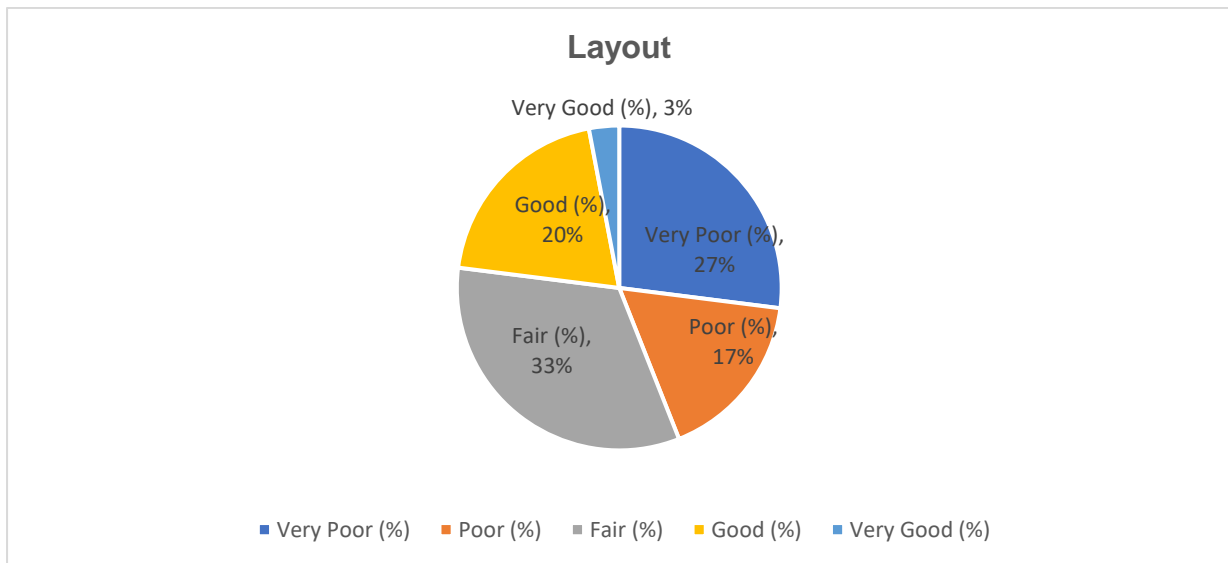
f. Kitchen

Overall feedback about the kitchen layout and space differed between the two bed and three bed, with some positive feedback received about the three bed kitchen.

However overall residents' that attended were disappointed both in terms of size of kitchen and layout and practicality. In terms of the quality of units, worktops and sink and taps, these on the whole received good feedback.

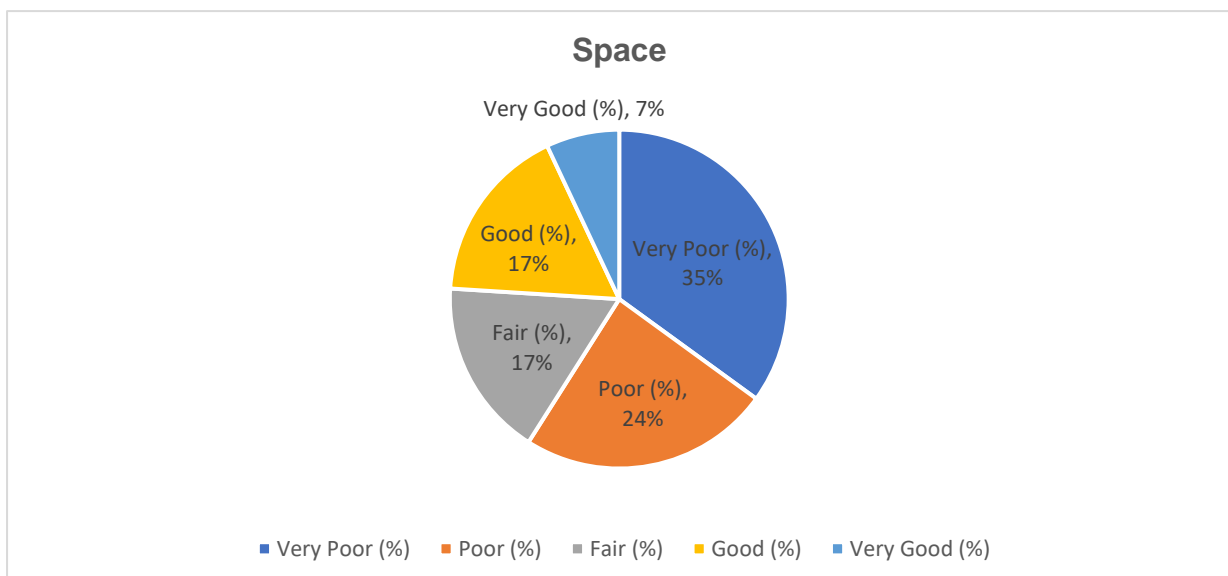
Layout

Overall feedback from residents' about the kitchen layout was poor, with 44% rating the layout as either very poor or poor and a further third (33%) rating the layout as fair. Just under a quarter (23%) rated the layout as good or very good.



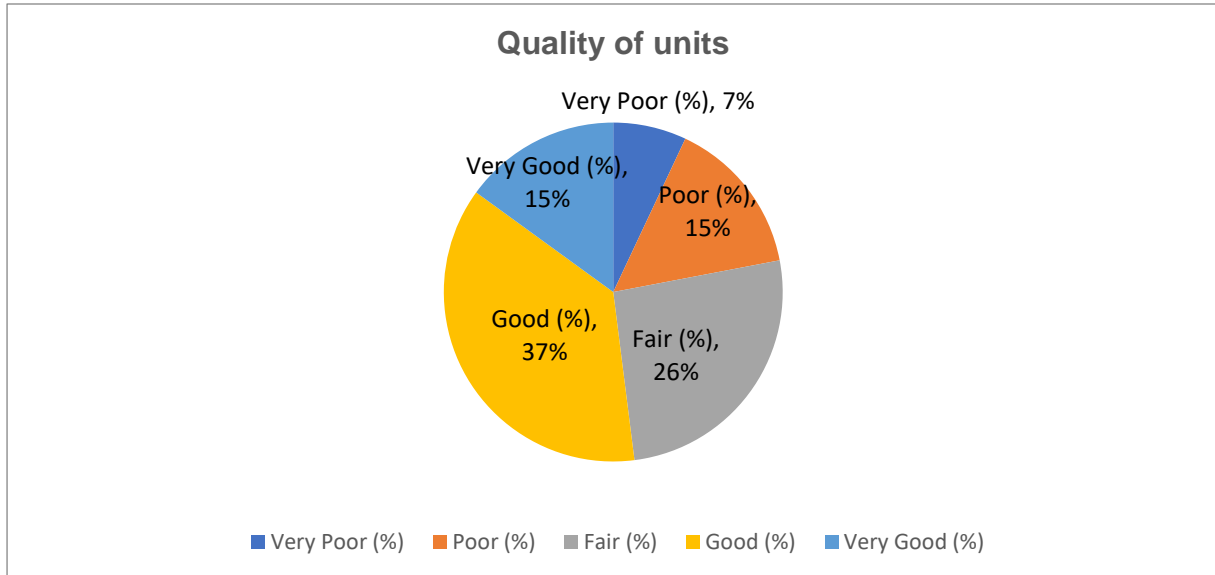
Space

The kitchen space was highlighted by over half 59% as either very poor or poor, with less than a quarter (24%) rating the space as good or very good. The kitchen is one of the main priorities for resident's and a few residents fed back feeling the size of the kitchen was small. It is important to clarify the different sizes of kitchens dependent on bedroom size.



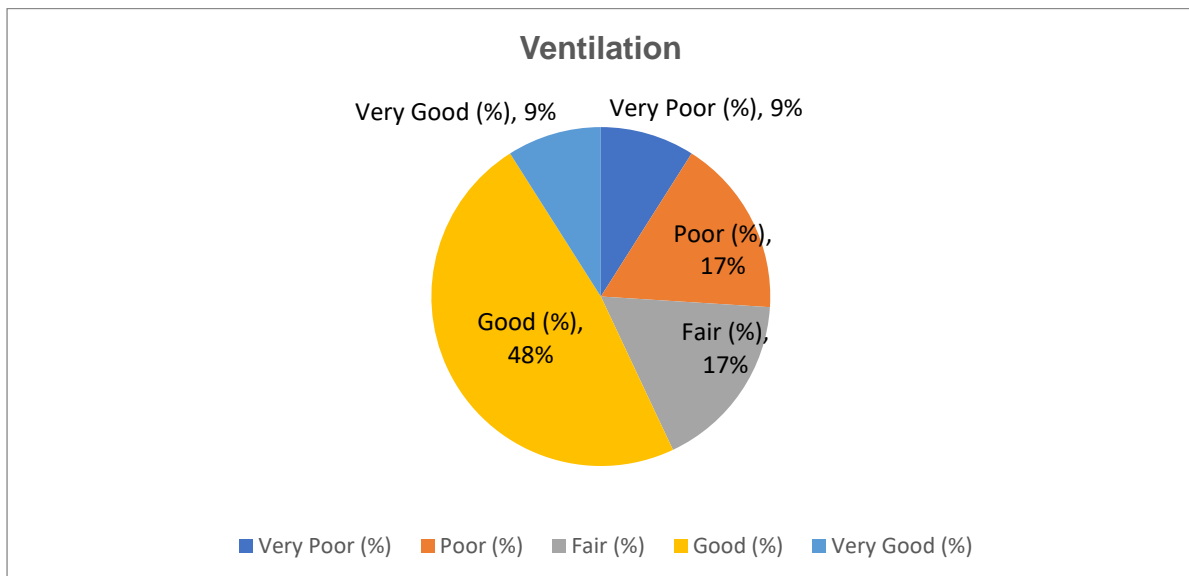
Quality of Units

Overall feedback on the quality of units was good, with over half 52% rating the units as good or very good and a further 26% as fair. There were some positive comments about the grey kitchen units in particular. The kitchen worktops also scored similarly well (54%) rating it as good or very good, with comments generally positive about the quality of the worktops, however some residents felt they could do with more worktop space.



Ventilation

Feedback about the ventilation in the kitchen was on the whole good, with over half (57%) rating the ventilation as either good or very good and a further 17% as fair. Just over a quarter (26%) felt the ventilation was poor or very poor.



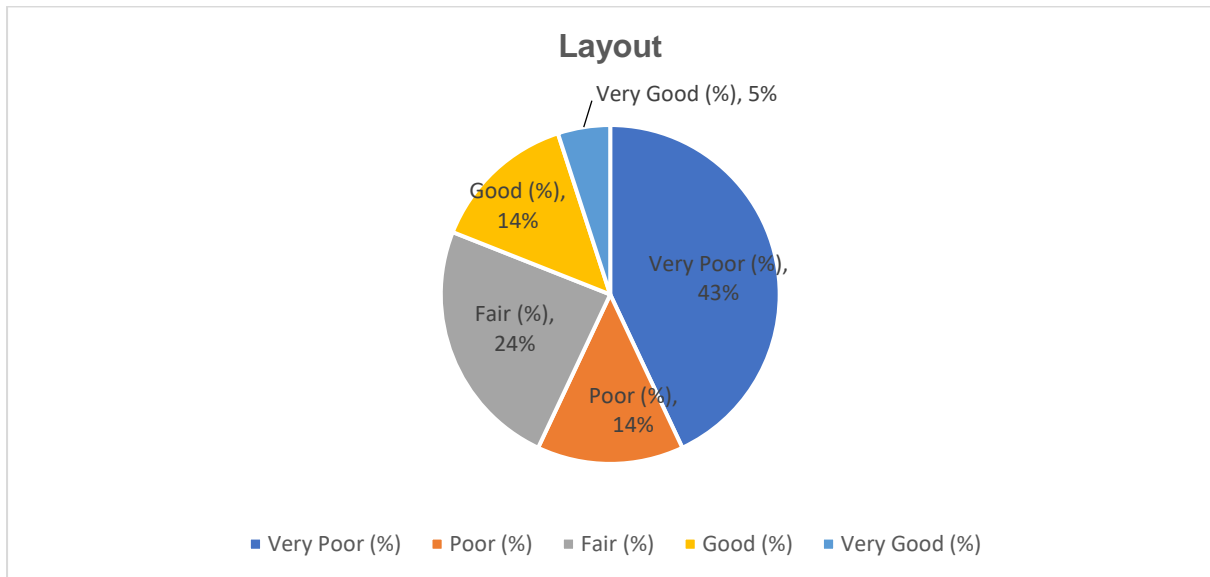
g. Dining Room

Overall

Overall feedback for the dining room was disappointing across all areas including layout, practicality with the kitchen and space for large dining table.

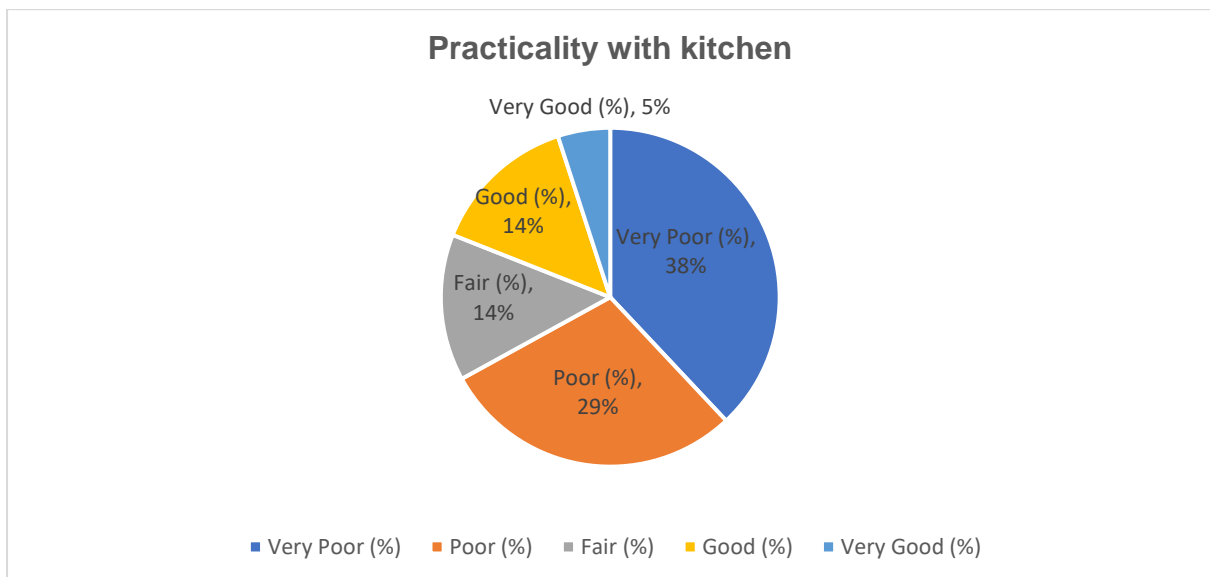
Layout

In terms of layout, over half (57%) identified it as either very poor (43%) or Poor (14%) and only 19% rated the layout good or very good



Practicality with the Kitchen

Over two thirds (67%) felt the practicality with the kitchen in terms of functionality was very poor or poor and a further 14% fair and overall a very poor rating. This needs to be considered in future designs for the Aberfeldy New Masterplan.

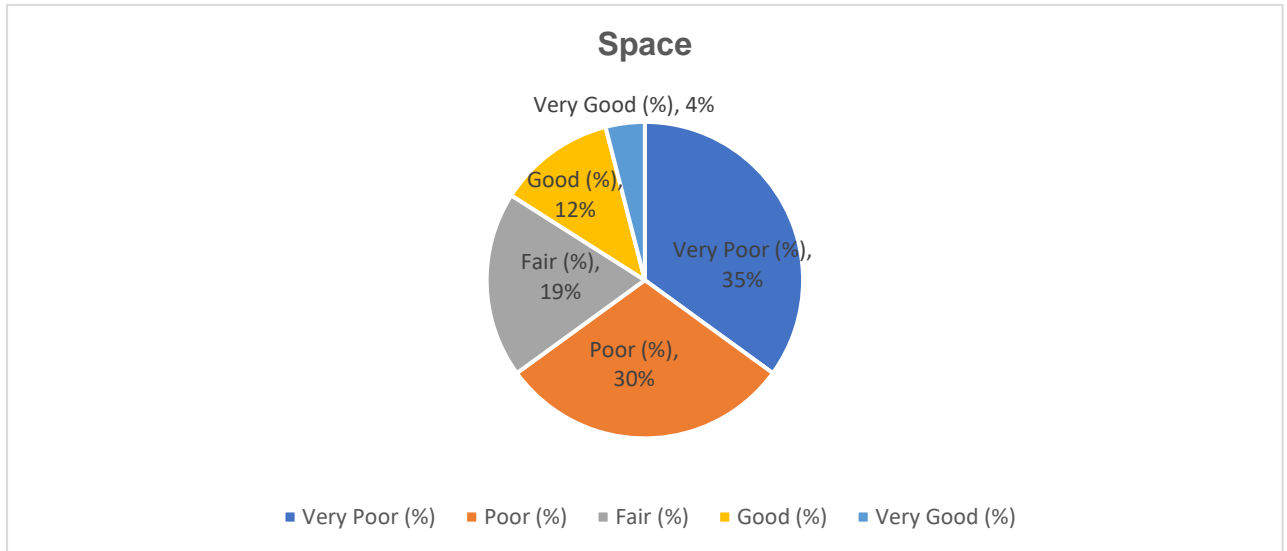


h. Living Room

There was a marked difference in feedback for the living room regarding the space and layout compared to the windows / natural light and height of ceilings.

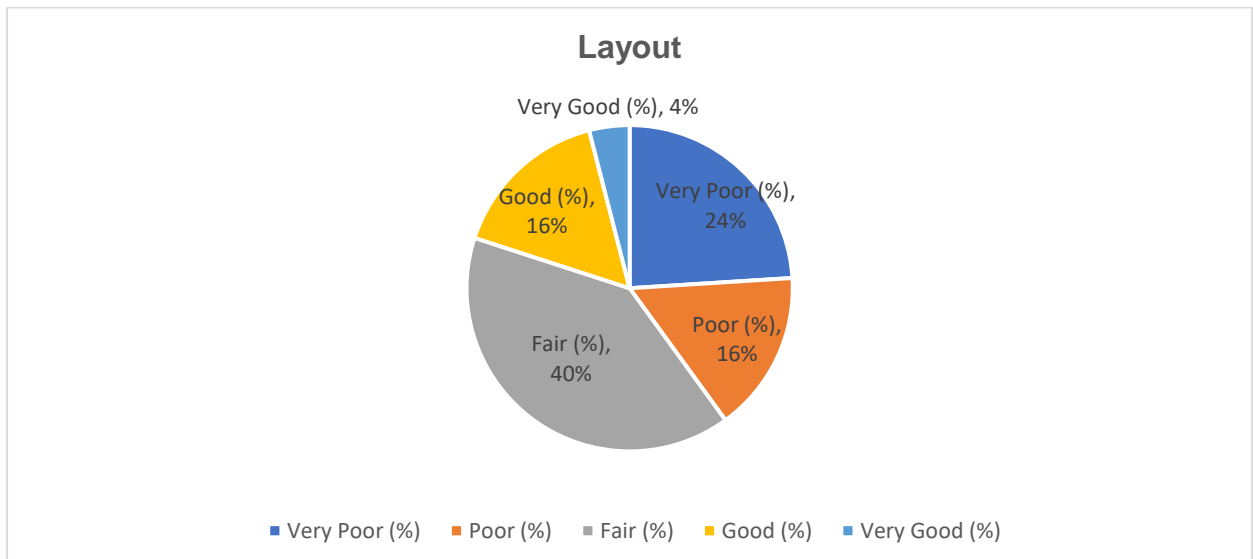
Space

In terms of space, nearly two thirds (65%) rated the living room as very poor (35%) and poor (30%) and only 16% felt the space was good or very good.



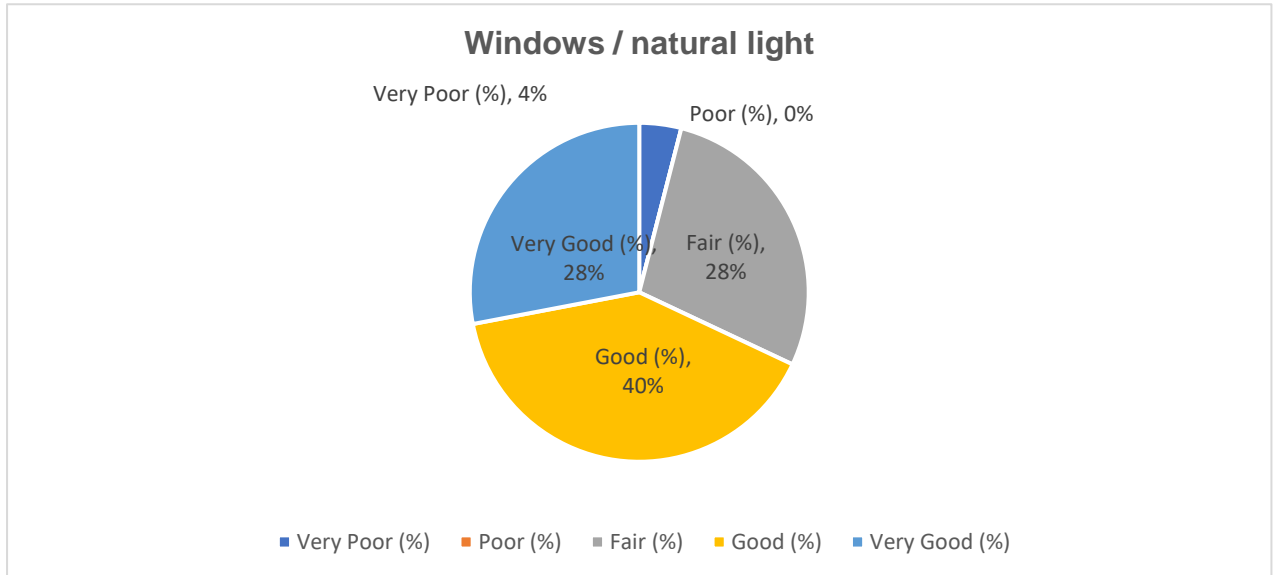
Layout

The layout of the living room also had less positive feedback, with 40% rating the layout as very poor or poor and a further 40% fair and only 20% rating the layout as good or very good.



Windows / Natural light

Interestingly, due to the generous ceiling heights and large windows, there was generally a good feedback on the natural light and windows for the living room, with over two thirds (68%) rating the windows/natural light as good or very good and a further 28% fair. Only 4% felt the windows/natural light was very poor.



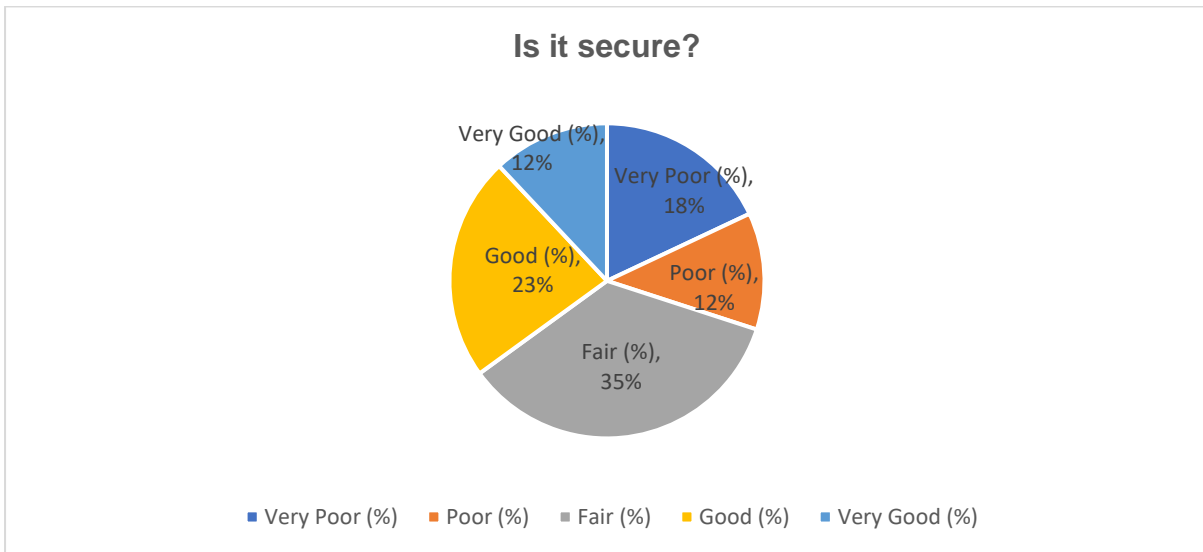
i. Garden

Overall feedback on the garden varied between fair and poor.

The areas where residents scored the gardens highest was in terms of feeling secure and low maintenance required, with the size of gardens and sheds/storage scoring lowest.

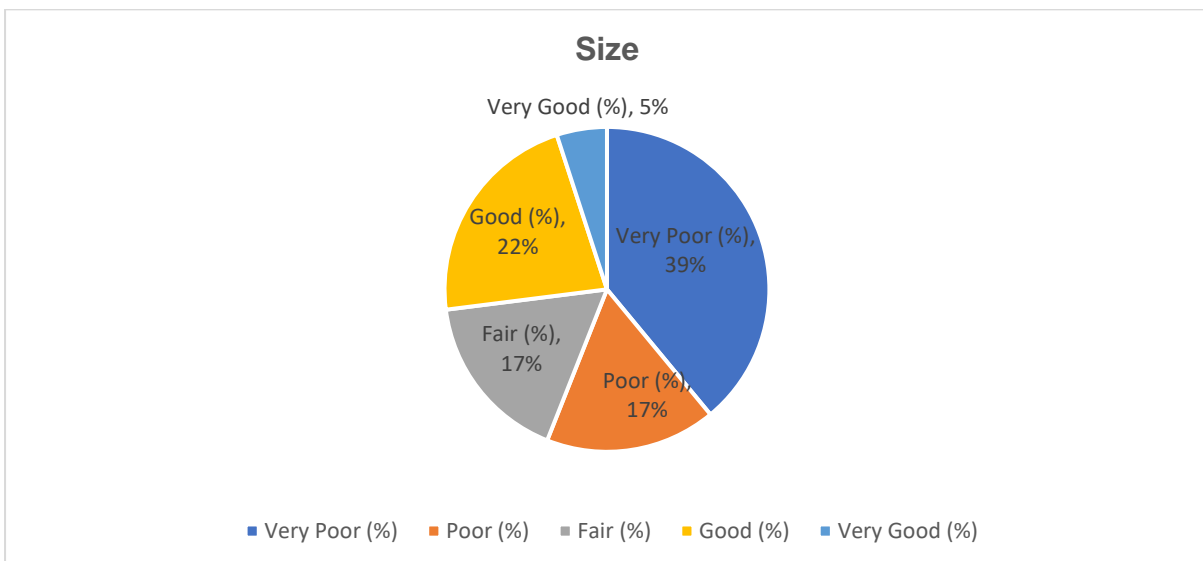
Is it secure?

Residents' generally identified the garden feeling secure, with over a third (35%) rating it fair, and an equal number (35%) rating it good or very good and 30% rating it poor or very poor.



Size

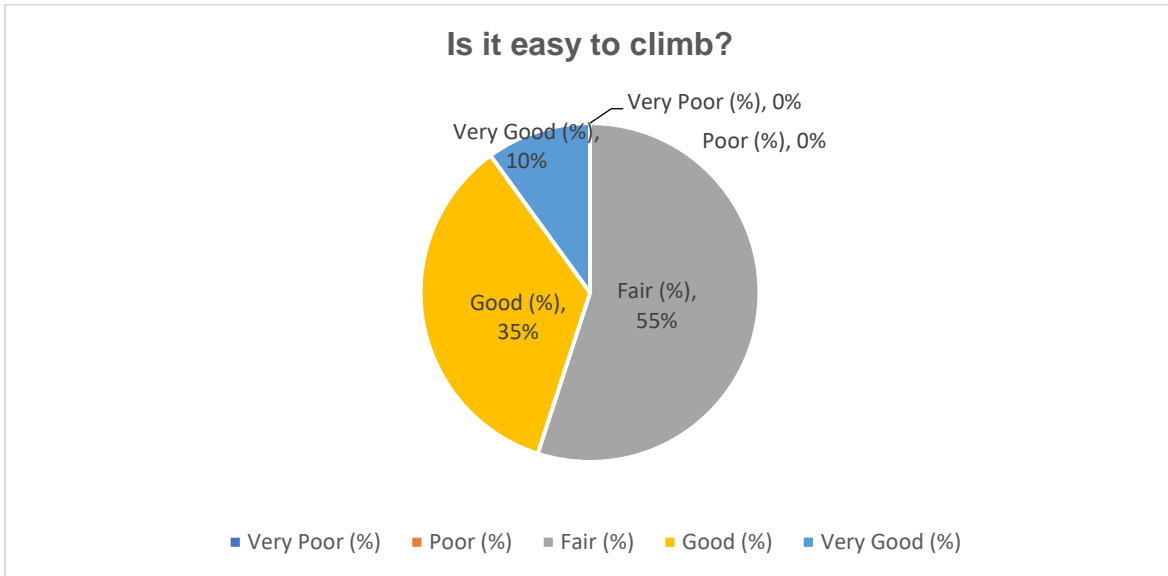
General comments on the size of the garden were that residents were slightly disappointed, and this was reflected in a poor feedback, with over half of responses (56%) rating the size as very poor or poor and 17% as fair. Just over a quarter (27%) felt the size of the garden was good or very good.



j. Stairs

Is it easy to climb?

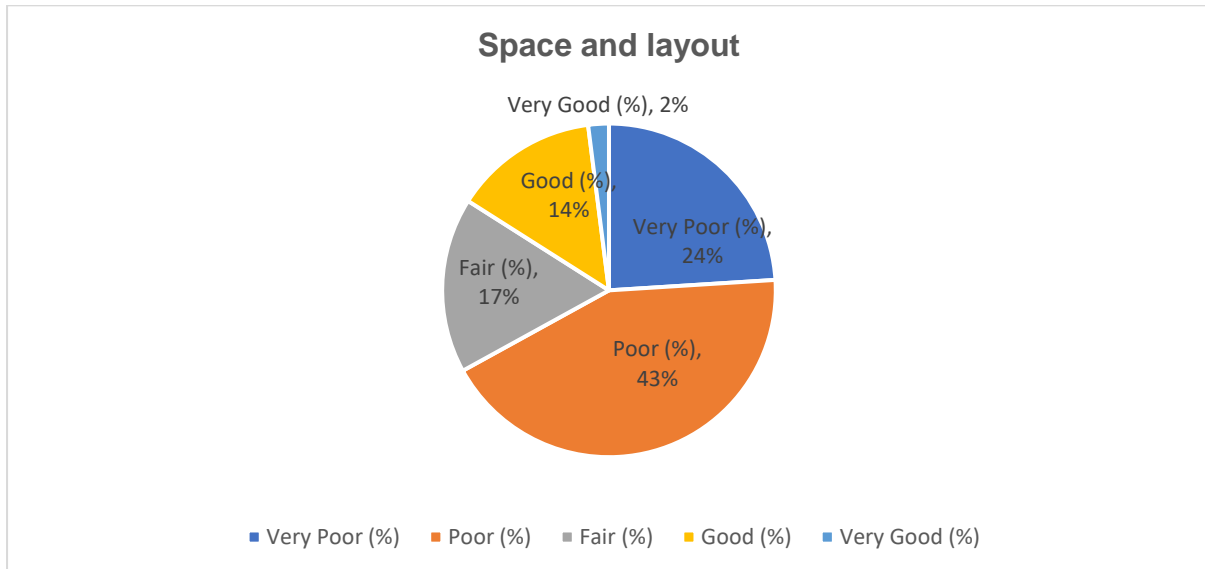
Overall feedback on the stairs was fair, with over half (55%) and 45% good or very good. Pleasingly no one fed back that the stairs was very poor or poor in terms of easy to climb.



k. Bedrooms

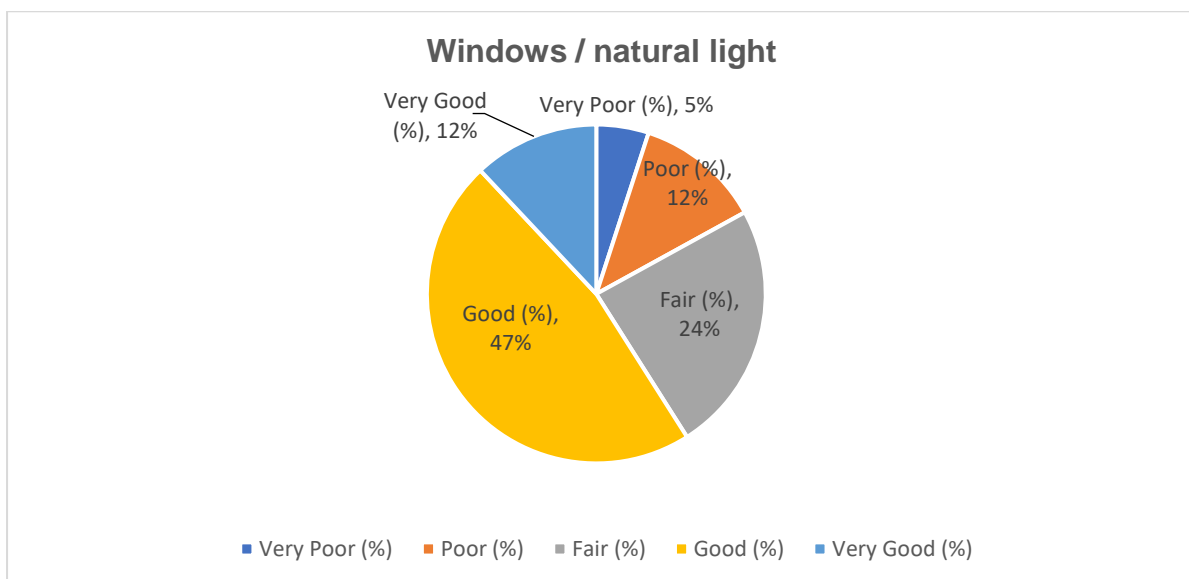
Space and layout

Feedback on the space and layout of bedrooms was on the whole poor, with over two thirds (67%) rating the space and layout of the bedrooms poor or very poor and 17% fair. Only 16% of responses felt the bedroom space and layout was good or very good, with a number of comments stating they were disappointed with the size of the bedrooms.



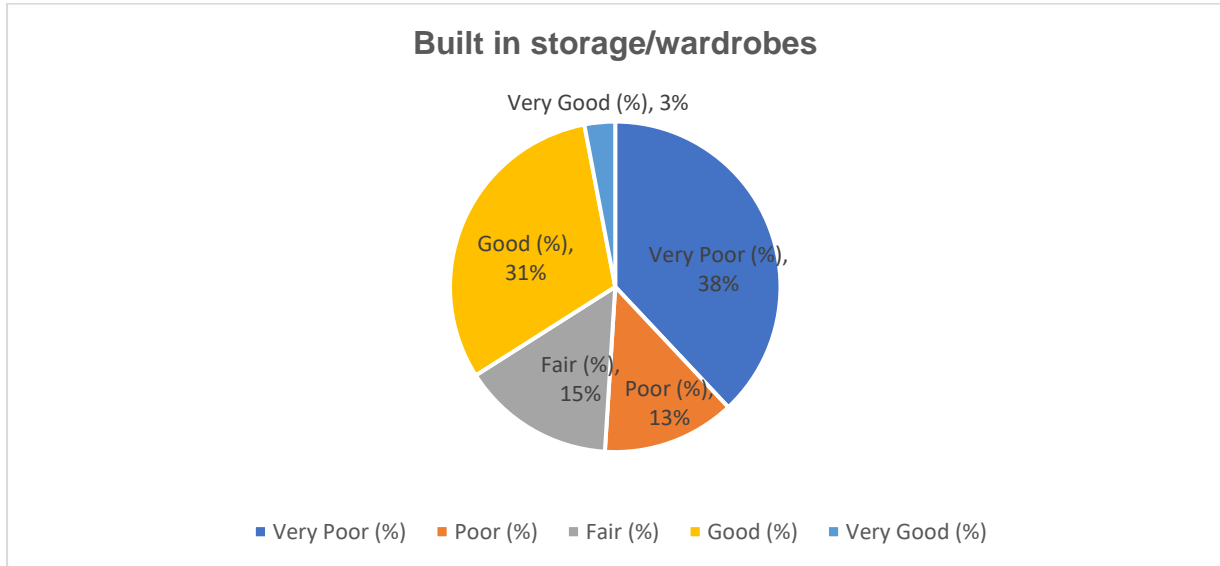
Windows / Natural light

Feedback on the windows and natural light in the bedrooms was overall given a good rating by just under a half 47% with a further 12% giving it a very good rating. Only 17% felt the windows / natural light in the bedrooms were poor or very poor and overall received a good feedback.



Built in storage / wardrobes

Feedback on the built in storage in the bedrooms was overall poor, with a number of comments about the lack of storage space. Over half (51%) rated the built in storage very poor or poor and 15% fair. Interestingly over a third (34%) rated the built in storage good or very good and one assumes these were for the 3 bedroom flats.

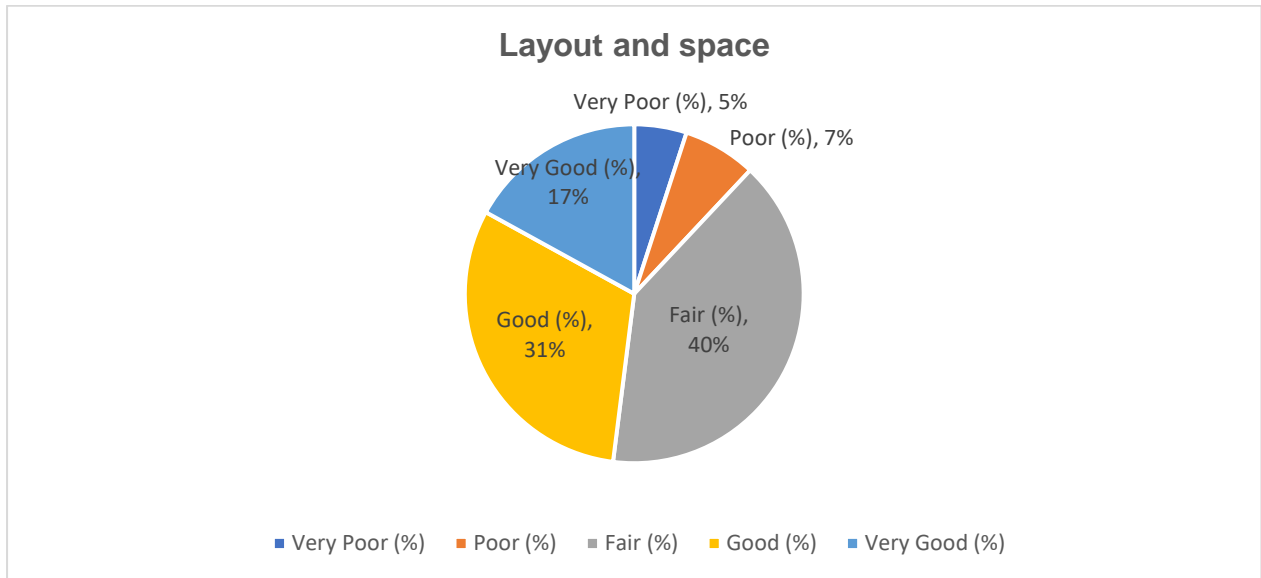


I. Bathroom

The bathrooms on the whole received positive feedback, with a number of residents commenting about liking the bathroom, in terms of layout, generous size and quality of bath and fittings.

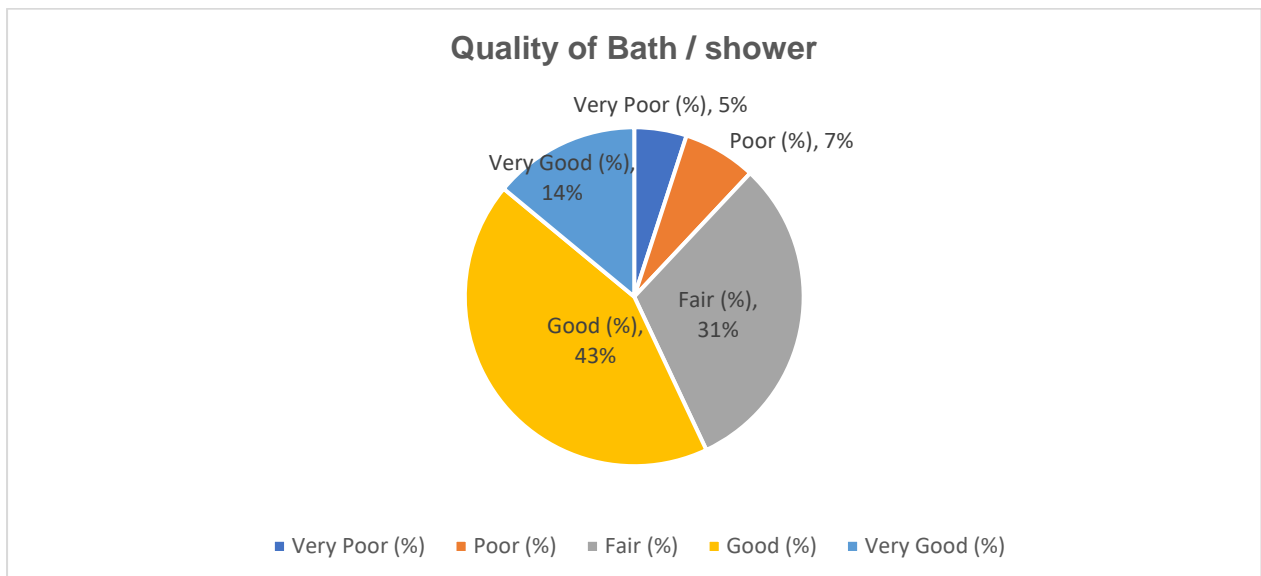
Layout and Space

The layout and space was given an overall good rating, with just under half (48%) rating the layout and space either good or very good and 40% rating it fair. A relatively low 12% of responses felt the layout and space was either poor or very poor.



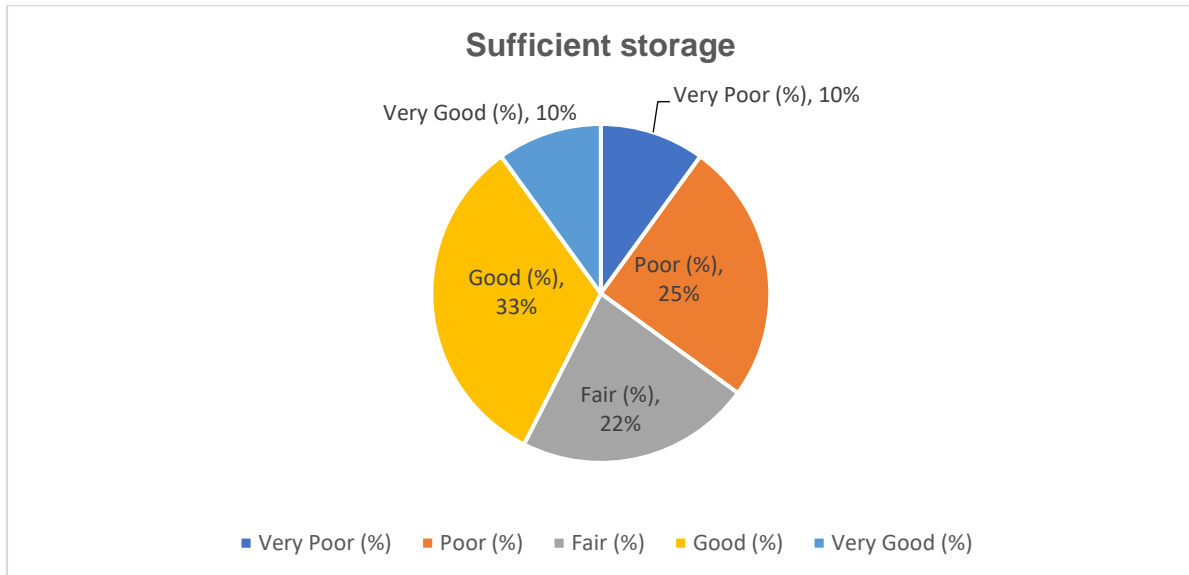
Quality of Bath / shower

Overall feedback about the quality of fixtures and fittings met residents seal of approval including basin units and taps. The feedback of the quality of bath / shower was positive, with 57% rating the quality either good or very good and a further 31% rating it fair. A relatively low 12% rated the quality poor or very poor.



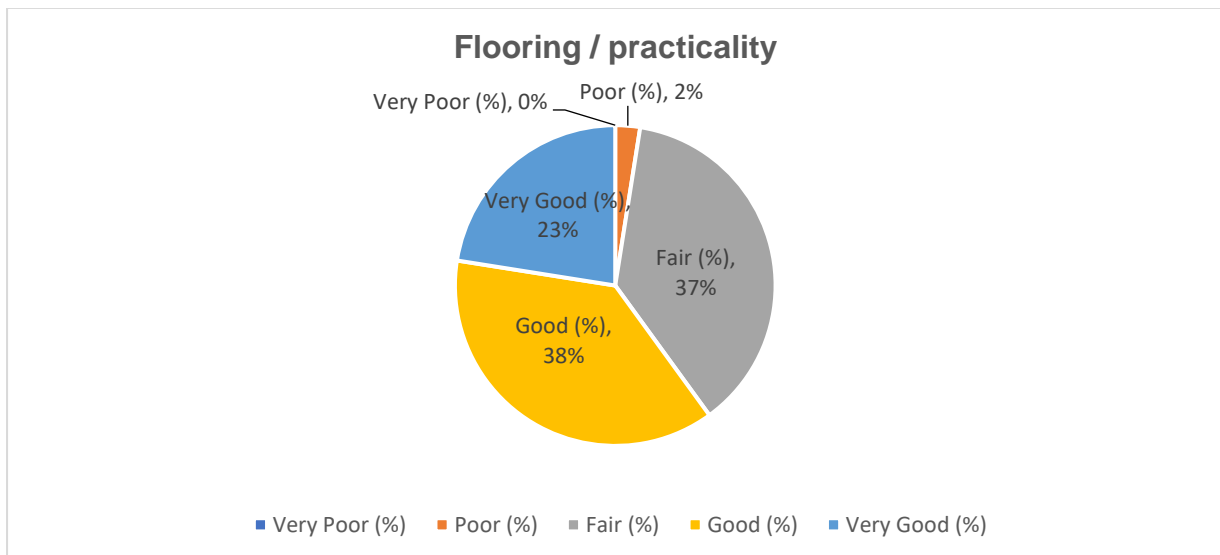
Sufficient Storage

Across the responses storage has come up as a consistent requirement, and whilst the bathroom overall has received very positive feedback, less than half (43%) felt the bathroom had sufficient storage and over a third (35%) felt the storage was poor or very poor.



Flooring / practicality

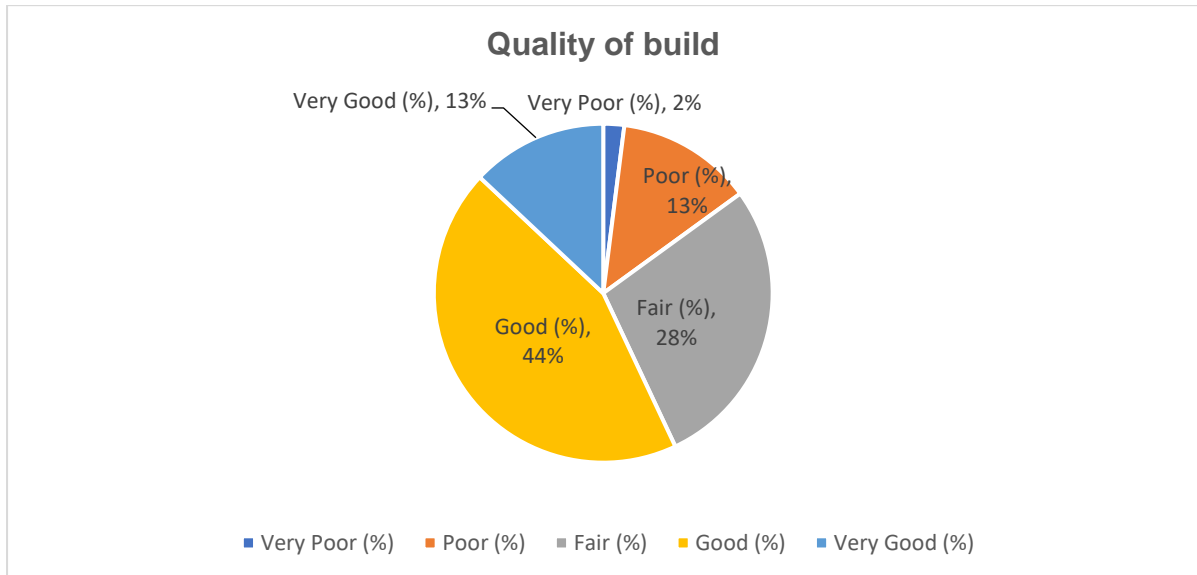
The flooring in the bathroom and practicality was given very positive feedback and overall was given a good rating, with 61% rating it either good or very good and a further 37% rating it fair. Only 2% rated it poor and no one gave it a very poor rating.



m. Overall Impression

Quality of Build

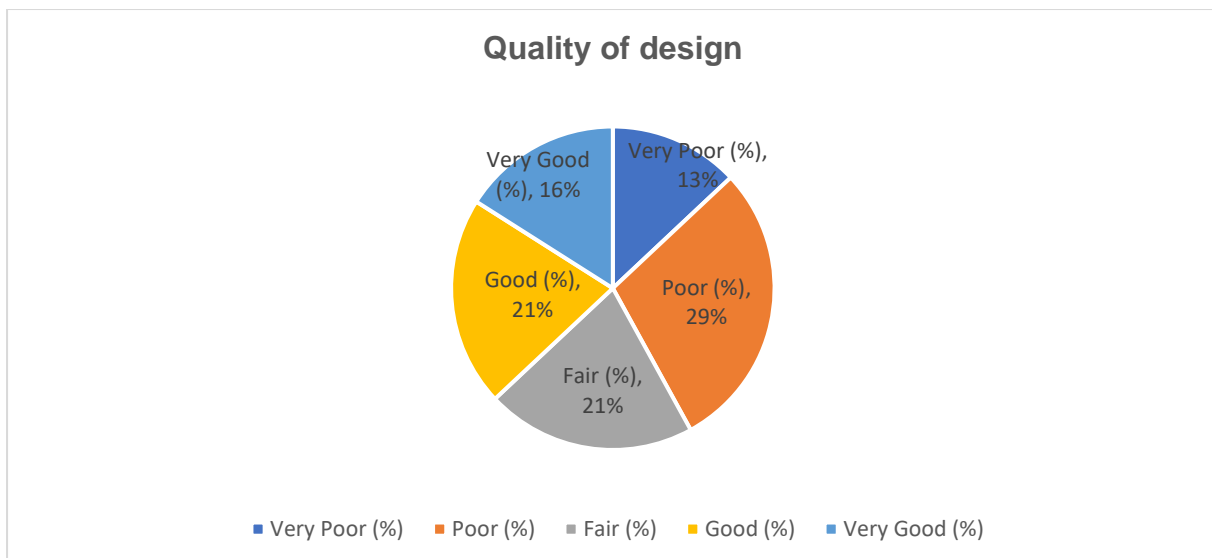
Of the 39 residents that completed this question, over half 22 (57%) rated the quality of build either good or very good and over a quarter (28%) rated the build quality fair, with 15% rating it poor or very poor. Overall there were good comments about the quality of the build.



Quality of Design

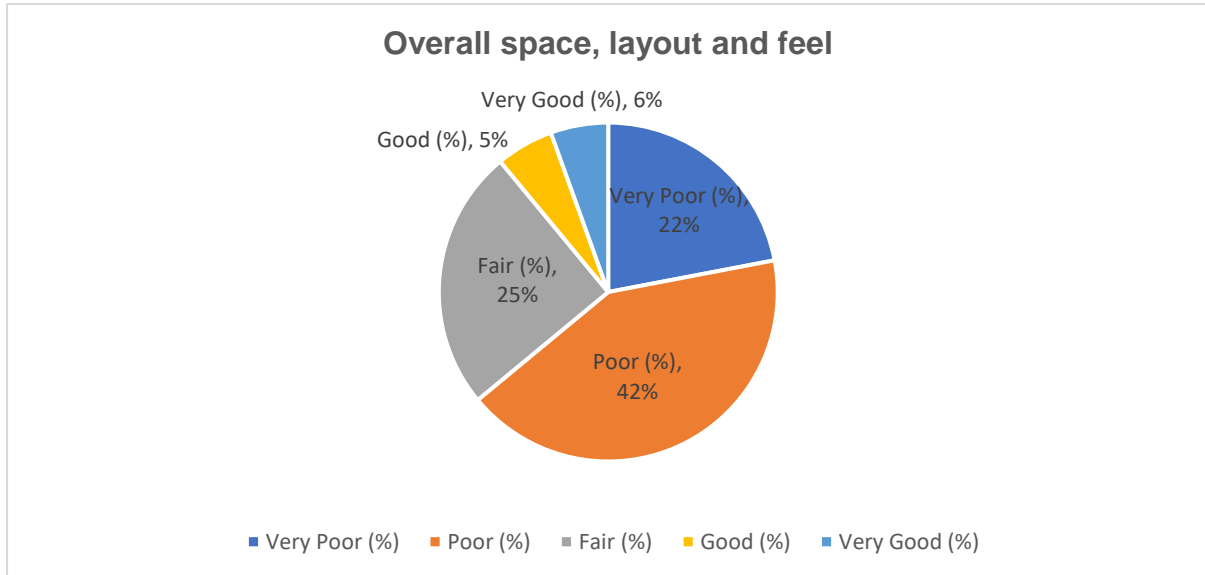
The quality of design received mixed feedback with over a third (37%) rating it good or very good and a slightly higher 42% rating the quality of design poor or very poor and 21% fair.

Overall the quality of design received a fair rating.



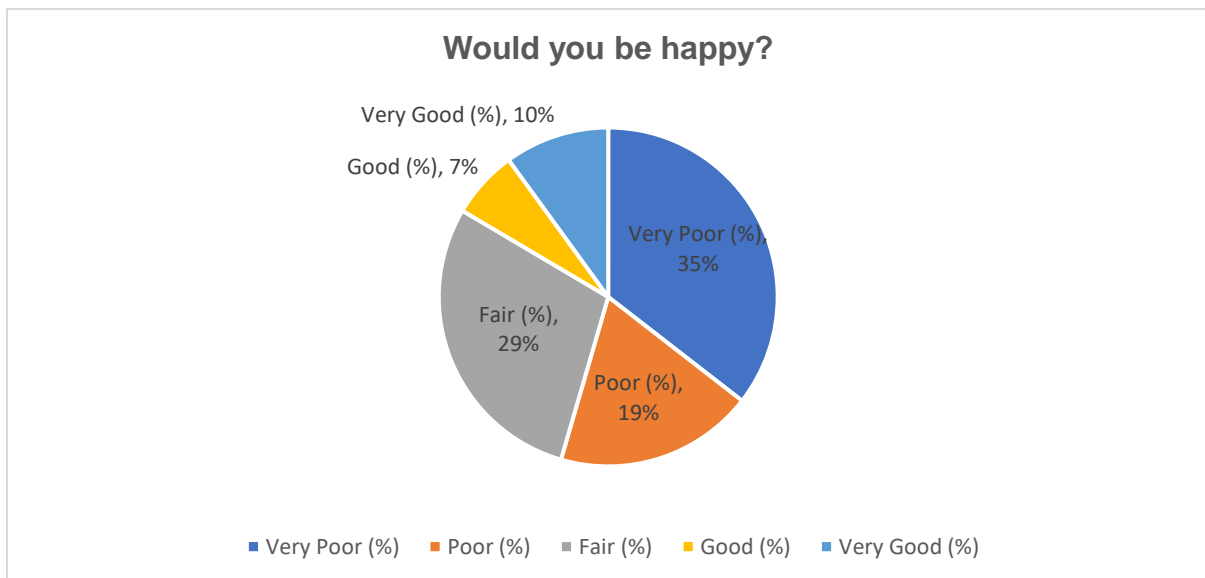
Overall Space, Layout and Feel

A few residents' commented on the configuration and layout, in particular the kitchen through the living room which they did not like and bedrooms and kitchen feeling smaller and this was reflected in the overall space, layout and feel feedback where nearly two-thirds (64%) gave a poor or very poor rating and a quarter (25%) a fair rating and a very low 11% giving a good or very good rating.



Would you be happy?

Ultimately the key question we asked residents was would they be happy living in these properties and here only 17% of responses gave a good or very good rating and another 29% fair rating. However, over half (54%) gave a very poor or poor rating and overall, the majority of responses fed back that they would not be happy living in one of these properties.



3. Summary

Liked

When asking the residents if there was anything in particular they liked about the properties the following were raised

- **Bathroom** – overall received positive feedback
- The **courtyard** in terms of appearance and security
- **Brickwork** and external appearance overall received very good feedback
- **Balcony**, a couple of really positive feedback on the balconies being a decent size.
- Ceiling to floor **Windows** received good feedback
- Feeling **modern and light and airy** and **colours**
- **Fittings** are a good quality
- **Grey units** in the kitchen
- **The utility room in 3 bed**
- **Quality of the build**
- Generally **aesthetically pleasing**

‘It appears safe and beautiful’

‘Generally very pleased looks great, excellent fresh builds’

‘Really high quality build with really nice house, 2 bed has really nice space and v safe looking area’.

Not Liked

In terms of what residents didn’t particularly like in the properties viewed included;

- **Layout** – rooms too small
- **Small bedrooms**
- **No built in storage** in bedrooms
- **Kitchens layout very poor, size** is too small, not enough worktop space
- The **kitchen is through the living room**, not open plan but similar concept.
- **Living Room** – very small for an average size family
- **No room for table**, not enough cupboards
- **Garden** a bit small
- **Not enough storage**
- **Parking** space

‘Quality of units good but not enough worktop, good but not enough’

‘All rooms were smaller than I have currently. Some by a considerable margin’.

‘Overall, size doesn’t seem too much bigger as promised, but definitely not satisfied with kitchen/sitting room size & layout.’

Conclusion

Overall, the visit to the Aberfeldy Village Phase 3 has proven to be very useful and the views of 48 residents have been received.

Some common themes and issues have been identified in terms of what the residents’ liked and didn’t like and these are summarised in the report. It is important that these views are considered when building new homes as part of the Aberfeldy New Masterplan.