

# Gannochy Estate Household Survey

## 2021

Summary of the SCDC report



## An independent review of living on the Gannochy estate

The Gannochy Trust commissioned the Scottish Community Development Centre (SCDC) to undertake a survey of Gannochy Trust tenants in 2021. This report provides a summary of their findings.

### Background

Around 280 questionnaires were delivered in early August 2021 to households on the Gannochy estate to find out what they thought of their homes and community.

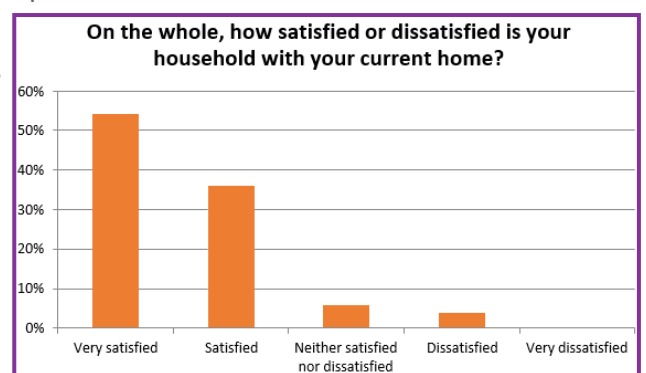
105 responses were received, representing 37.5% of total households on the estate. Of the 105 responses, we know that 47 live in sheltered housing.

In general terms, the results provide a very positive and unambiguous set of views from respondents about life on the Gannochy estate and levels of satisfaction with their homes.

### People's homes

The views expressed are very positive in response to several questions about residents' satisfaction with their current home. For example:

- 94% want to continue living on the Gannochy estate as long as they can.
- 90% are very satisfied/satisfied with their current home.
- 83% thought the quality of service from the Trust's contractors was good/very good
- 77% thought the quality of the actual repair work on their home was good/very good.
- 74% of sheltered housing residents feel their physical, care, social needs are being met.



There are however also clear messages about where respondents want to see improvements made to their homes. These relate to:

- Internal upgrades/improvements - to kitchens, bathrooms, fittings.
- Improvement to the space outside the house - access, paths, gardens, patios.
- Internal spatial improvements - utility/storage, lower ceilings, open plan.

## The wider community

There is also clear and positive feedback about life on the Gannochy estate:

- 97% are very/satisfied with living on the Gannochy estate.
- 52% feel part of a close-knit community.

When asked what they liked best about living on the estate, five key themes feature:

- Good neighbours and the friendly atmosphere.
- A safe, quiet and private atmosphere.
- The location - near to town and country.
- Well maintained grounds/common areas.
- The green space and outdoor environment.

But there is also a desire to see changes and improvements in the wider community.

In response to a question about what could be provided for young people, two main issues came to the fore:

- An adventure play park for young people under 18.
- A youth club in the community hall.

Respondents also provided clear views on how the Curly and other green spaces might be developed. For the Curly, a majority of those responding to this question want to see a play area created for children, with a variety of activities. But other views were evident, namely:

- To keep the area as a natural resource - with garden, flowers, planting.
- To keep it in its present state.

In relation to the Green Space in the Estate Expansion, there were two main sets of ideas: most respondents want to see it developed as a park and play area, whilst others want to keep it in its present natural setting.

*“The location of my house is very private, and I have lovely neighbours. The house is beautifully designed, and I feel very privileged to live here.”*

## Summary and conclusions

The survey returns have provided the Gannochy Trust with a very positive set of views about people’s satisfaction with their homes and life on the Gannochy estate.

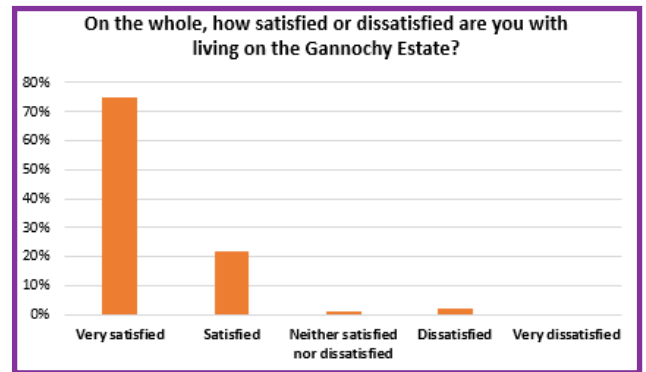
There are also clear views about where changes and improvements to some people’s homes are wanted.

And there are clear, although not unanimous, views about how Green Spaces might be developed.

There is also a clear desire to see community activities return to the level that they were prior to the pandemic and a clear set of messages about the need for facilities and activities for younger children.

Together, the survey responses should provide the Trust with a great deal of comfort in both its landlord role and its wider community focus.

Equally, they provide the Trust with some clear messages about where residents feel it should strive to bring about other changes. 30% want to be more involved in future plans and developments on the estate and that must augur well for the future where the Trust can build on and sustain the positive experience people have of life on the Gannochy Estate.



# An action plan from The Gannochy Trust in response to what we have heard

Whilst the survey report was extremely positive, this section of the summary report focuses on the areas where we think we can make improvements and also explain our long-term plans.

## What we heard in relation to what could be better with your current home:

*“Internal upgrades, improvements: to kitchens, bathrooms, fittings”*

*“Improvements to the space outside the house: access, paths, gardens, patios”*

*“Internal spatial improvements: utility, storage, lower ceilings, open plan”*

## What we are going to do:

- We will improve our communications to better explain our Refurbishment Strategy so that you are aware of how and when we refurbish kitchens, bathrooms and fittings. This is a long-term programme spanning many years and further details, including how houses are prioritised, will be included in a future edition of the Newsletter.
- There is also a long-term programme for the upgrading of garden spaces, in particular access routes and pathways. Further information on this will be included the Newsletter article.
- We understand that the layout of the original sandstone housing stock provides limited storage. Unfortunately the structure of the houses leaves limited scope for improvement without compromising other elements of the home. An access ladder to the loft does provide additional storage and this area is upgraded as part of the refurbishment programme.

## What we heard in relation to better meeting the needs of your household:

*“More indoor space” “Smaller garden” “Garden Maintenance” “Lower energy bills” “Better insulation”*

*“Better broadband” “Adaptions for changing circumstances”*

- For tenants wishing more (or less) indoor or outdoor space, applying for an internal transfer within the estate may be an option. Please contact the office if you would like to request a transfer.
- The internal transfer process includes requests for accommodation within our sheltered housing schemes.
- The Trust’s refurbishment programme includes better insulation and heating system upgrades designed for more efficient heating and, as a result, lower energy consumption. Over recent years the Trust has undertaken major boiler upgrade programmes and this work will be continued as part of our long-term refurbishment plans.
- Better broadband is largely out with our control, but we can provide tenants with information on the options available.
- Adaptations for changing personal circumstances are generally handled through Doctor or Council referrals and our tenancy and property staff support tenants through this process. The assistance available from the Trust will be communicated to tenants once the appropriate adaptations have been identified.

## What we heard in relation to quality of repair work and service:

*“Long wait for repairs” “Present boiler needs replacing”*

*“Unpleasant experience with contractor” “Poor quality work”*



- Over the last two years, there were some delays to repairs due to Covid restrictions and material availability. We are introducing a new housing management system which will allow much greater tracking and management of repairs in progress which will ensure delays are identified and addressed more quickly. Any complaints about contractors are always followed up with their management staff.

## What we heard in relation to Alterations, Internal transfers and complaints procedure:

*“Frustration about current Trust rules and regulations, including poor communication”*

*“Complaints never resolved” “Bad experiences with staff.” “More/less restrictions on use of home/gardens”*

### What we are going to do:

- Restrictions on alterations to homes and gardens are described in the tenancy agreements and any changes or additions to these are communicated to all tenants by letter or in the Estate Newsletter. The restrictions are designed to preserve the unique character of the Estate and this is reflected in the positive comments received and in the Survey in relation to satisfaction with homes and the Gannochy Estate.
- Communication has been more challenging during the Covid restrictions and some requests or issues raised have taken longer to resolve than we would have liked. Our new housing management system will allow these to be tracked more closely.
- The Trust’s complaints procedure monitors progress and response times closely. If you feel that an issue is still unresolved, please contact the office without delay. Contact details are at the foot of the page.
- The Trust will endeavour to improve our communications and will create a new Tenant’s Service Guide to assist with this.

## What we heard in relation to the Sheltered Housing service:

*No direct quotes were made available in the Survey but concerns were raised about the turnover of staff involved in delivery of the Sheltered Housing Service.*

### What we are going to do:

- The Sheltered Housing service was delivered remotely during a period of the Covid restrictions and we are aware that this impacted on the quality of the service previously enjoyed. We are sorry for this but we had to follow the guidance in place at that time.
- The Trust contracts out the Sheltered Housing support service and we are aware that there has been a high turnover of staff members in that post and that this has resulted in an inconsistent service. The Kincarrathie Trust took over this service on 1 April 2022 and letters have been sent to all Sheltered Housing tenants to explain the detail of the new service. We are confident that Sheltered Housing tenants will enjoy a clear and consistent new service with this new arrangement.

## What we heard in relation to what could be better about living on the Gannochy Estate:

*“Encourage better dog walker behaviour” “Swing/play park for kids” “Adventure Play Park” “Getting events back up and running” “Speed restrictions on Farm Road” “Better maintenance of outside of properties” “Youth Club in Community Hall”*

### What we are going to do:

- The Estate Newsletter regularly has features encouraging responsible dog walking. Not picking up after your dog is an offence which Perth and Kinross Council has responsibility for enforcing. Please use the Council reporting system to report fouling.
- We will be holding a Green Spaces Community Consultation on Saturday 14 May to develop the ideas put forward in this survey by you. Further details will be circulated closer to the date. Please do join us and ensure your voice is heard.
- Speed restrictions and traffic issues have been discussed with Perth and Kinross Council Road Safety Team and resulted in the introduction of pedestrian crossings on the main Scone road and additional signage/road-markings for the 20mph restrictions on the estate. We will continue these discussions with the Council on behalf of tenants.
- Holding a Youth Club in the Community Hall may not be ideal because of its location and size. We will consider options in the longer term for development of community facilities. In the shorter term, we will improve the information available to tenants on the range of youth opportunities in and around Perth to our tenants.

**Hearing the opinion of our tenants is a continuous process of listening, and we welcome your thoughts at any time.**