



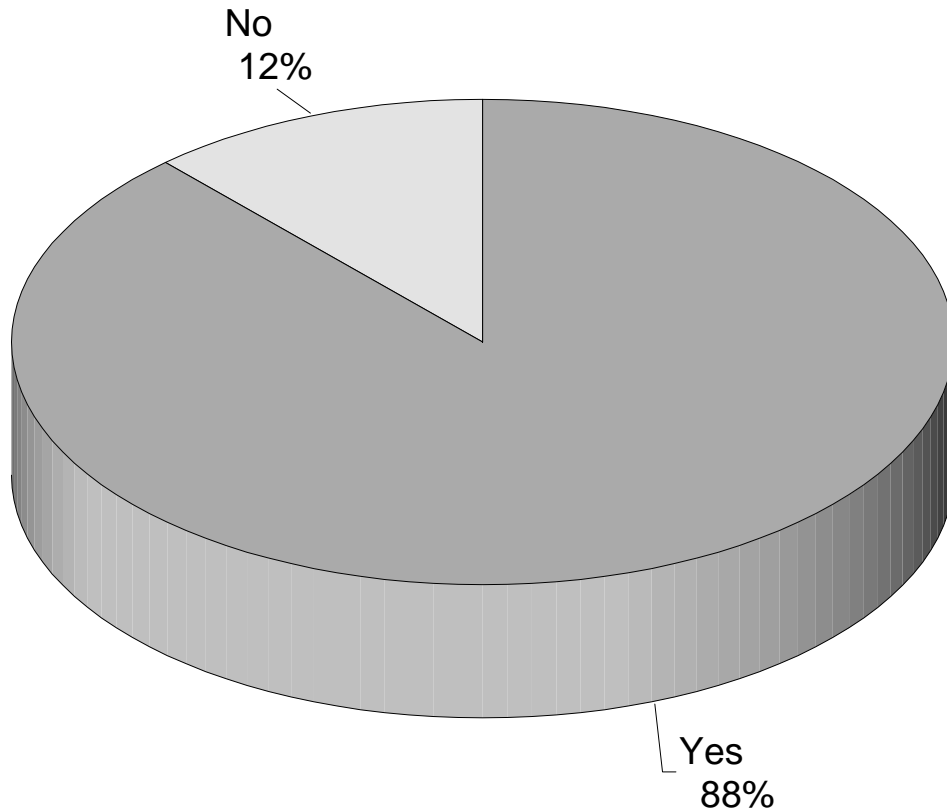
ANGLIA ESTATE - QUESTIONNAIRE ANALYSIS

As at 11 January 2002 the results are as follows:-

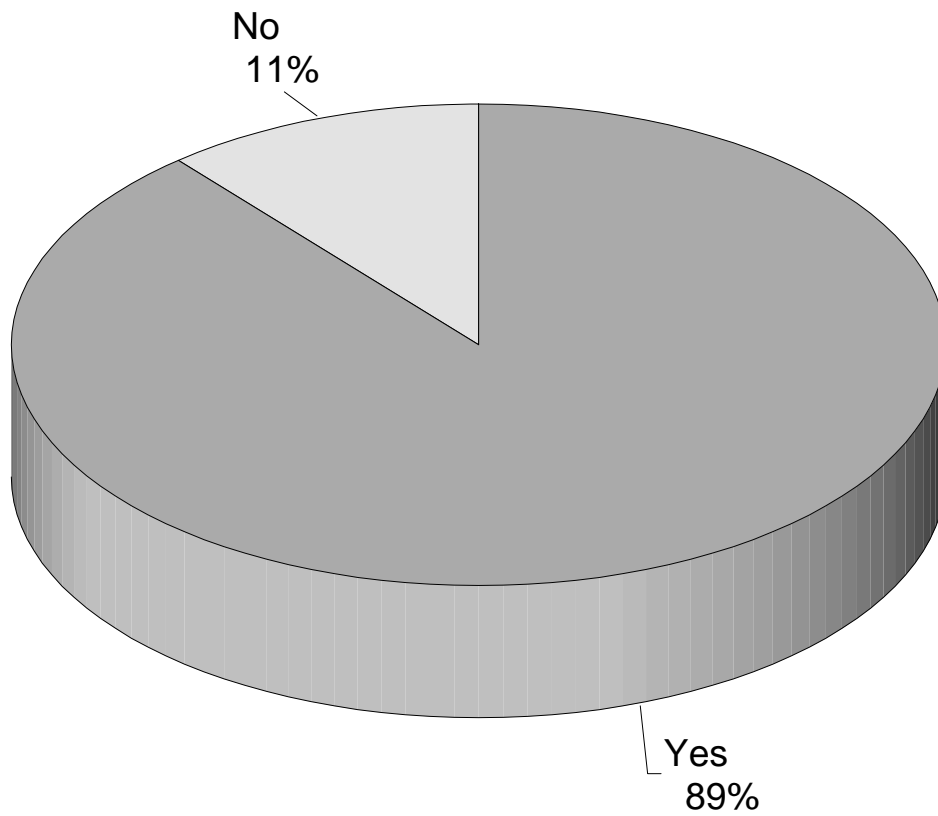
Number of Questionnaires sent out	136
Number of Questionnaires received	18
Percentage of Returns	13%

Did we give you enough information before the work began?

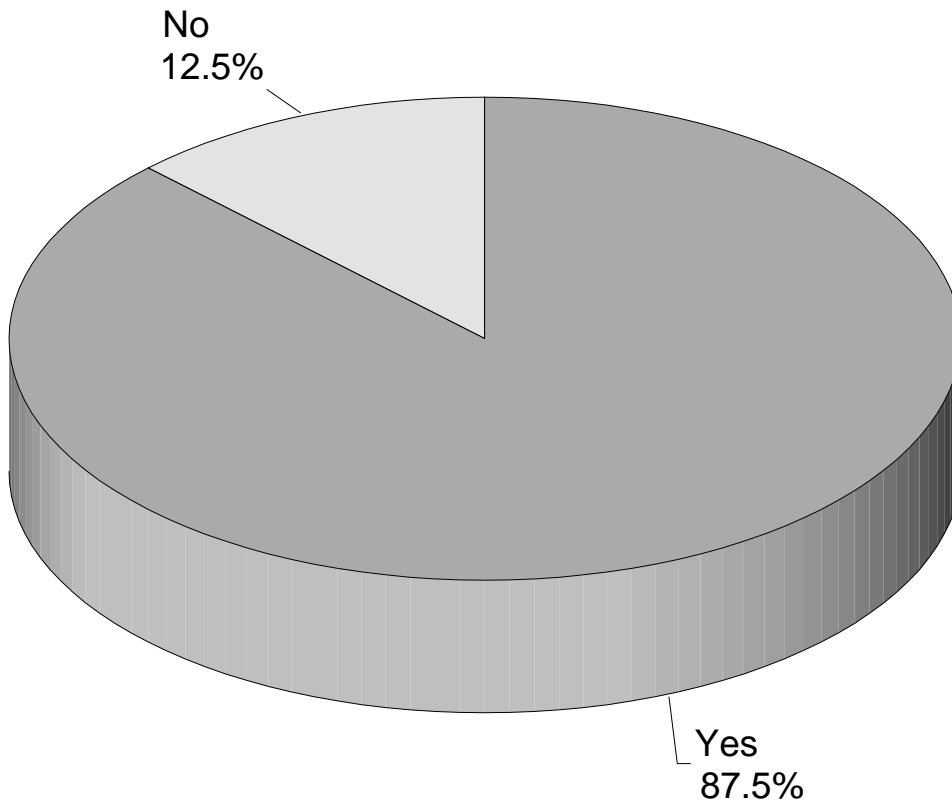
- 1. Did Babergh District Council listen to your views on how you would have liked your home and the whole estate to be improved before any work began?*



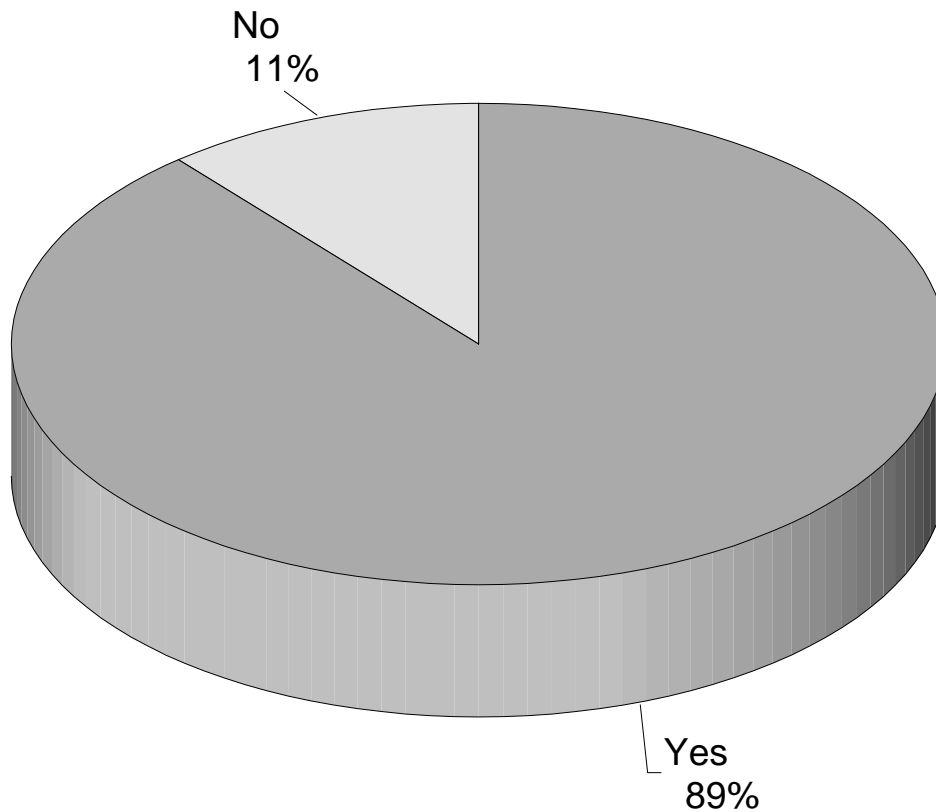
2. *Did Babergh District Council keep you well informed as to the type of work that would be done and when it would begin?*



3. *If you raised concerns about the type of work that was planned, did Babergh's staff sort these out to your satisfaction?*



4. *Were you aware of the scale of repairs to be made to your home and the whole estate?*

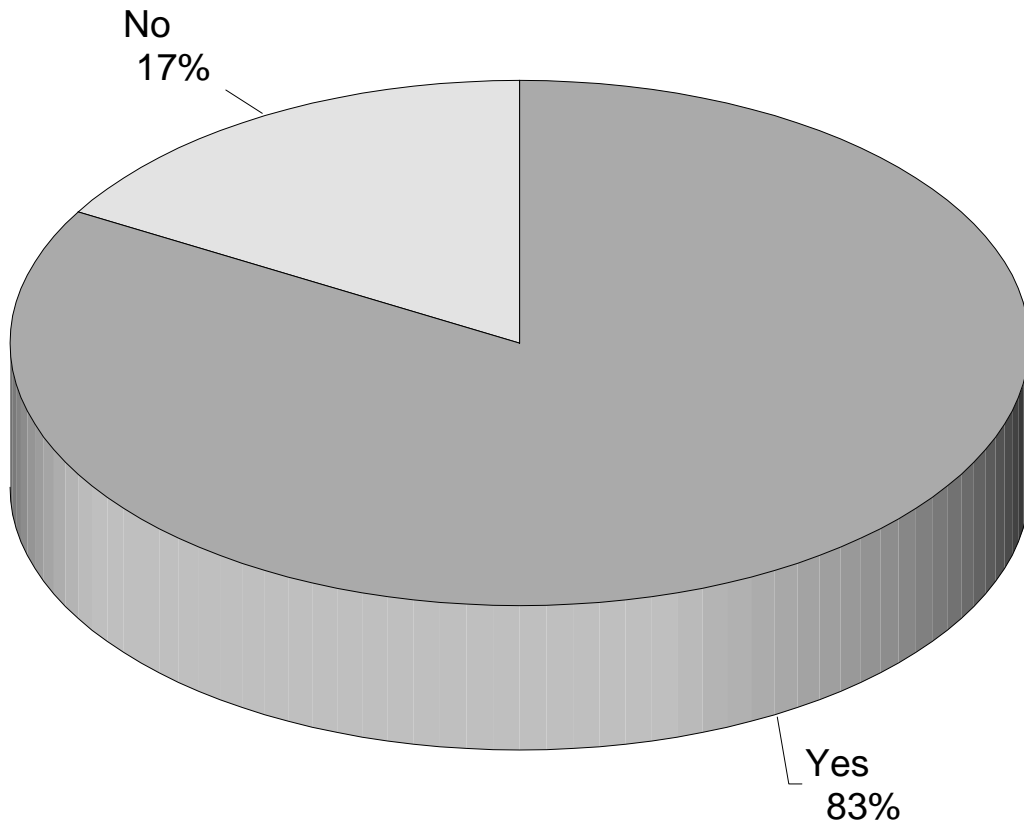


5. *Any other comments?*

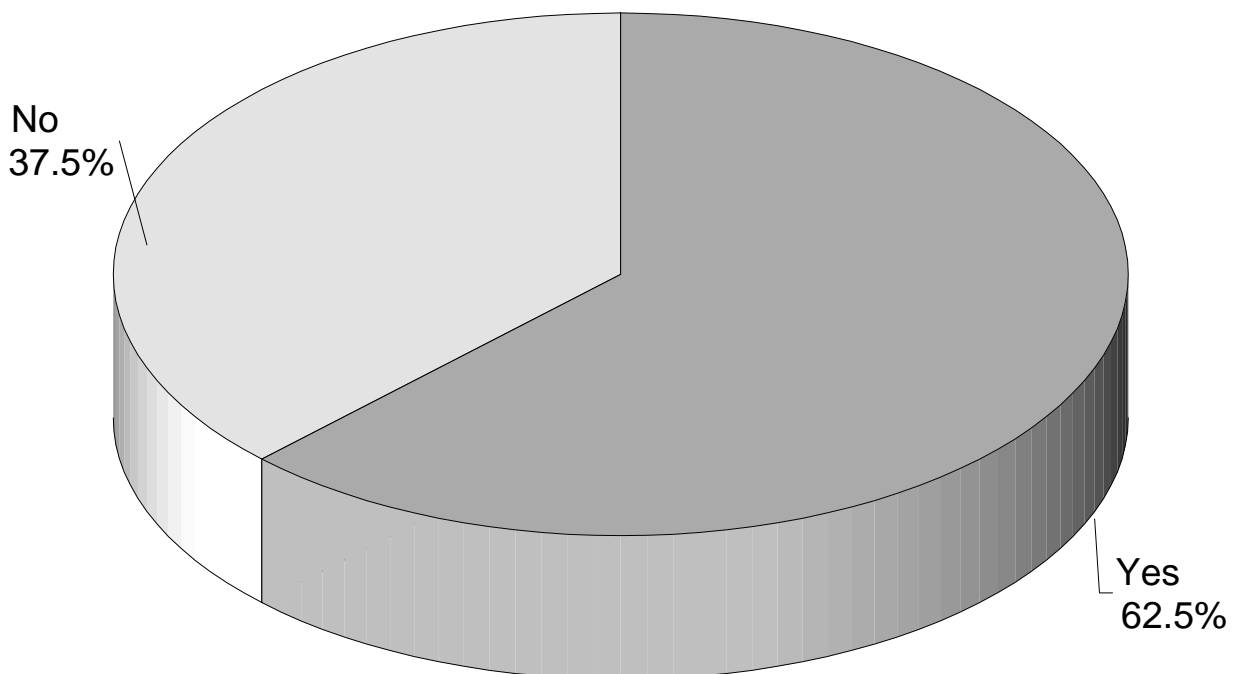
- Alan was very helpful and informative, Babergh wasn't.
- Re. Q6 Deborah Greene and Alan Drury were only too happy to listen to any problems or concerns and always kept you informed of any progress or delays.
- Babergh District Council were great!! How things have changed since 1st April 1974 when you first went into action!
- Not happy with the plans to change names of roads because of the upheaval involved letting family, friends, banks, catalogues, doctors, dentists etc. know.
- New fencing would make the houses look better.

How well was the refurbishment work done?

6. *Were any problems during the works generally sorted out quickly?*

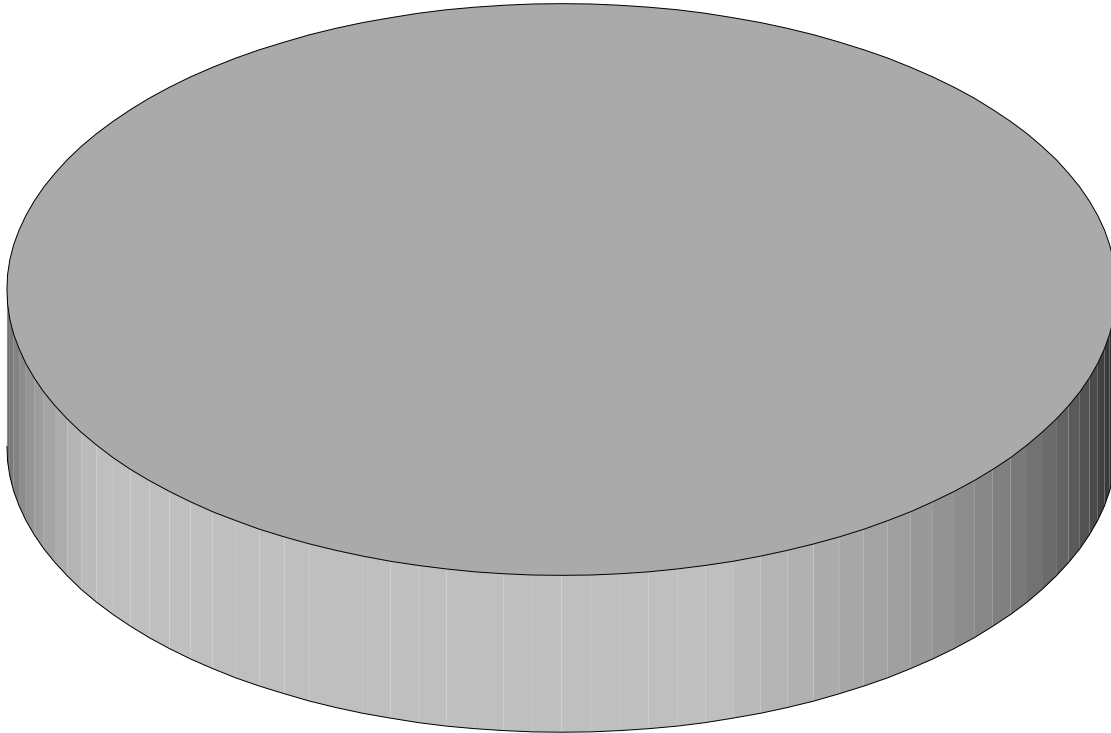


7. *Are you happy with your new heating system?*



8. *Are you happy with the overall improvements to the estate so far?*

Yes
100%

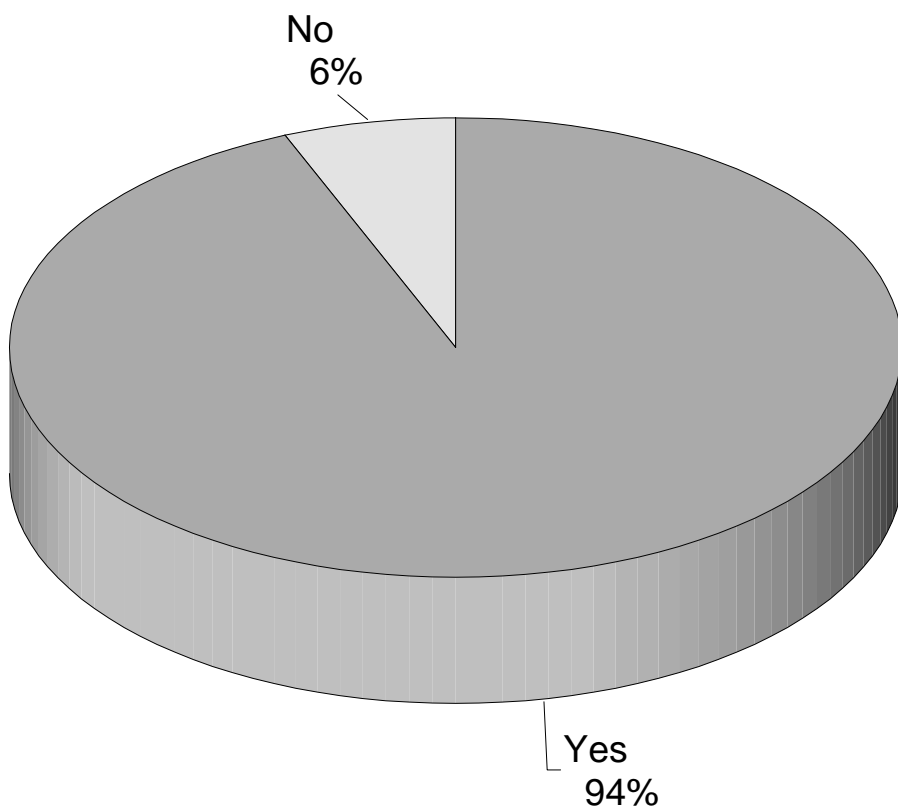


9. *Any other comments?*

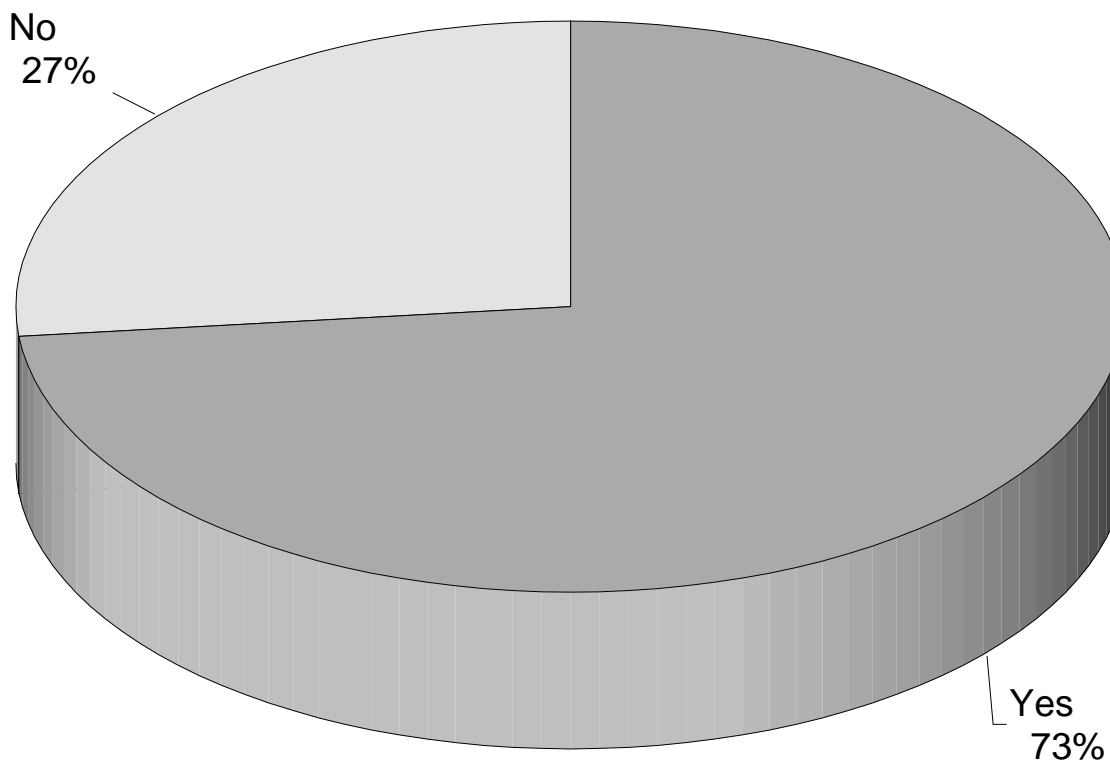
- re. Q 8 Heating system very often breaks down, have had 2 occasions of bad leaks, loss of pressure is a frequent event.
- The heating is far superior to the former system. The one drawback is the boiler itself which does go wrong from time to time.
- There has been lots and lots of problems with the boiler since it has been installed even now the boiler is waiting for a new part and is still not working properly.
- Our front fence (which we put up) was broken and we were told it would be fixed but no one has been round since.
- Have had a lot of trouble with boiler and with water pressure.

What difference has the work meant to your quality of life?

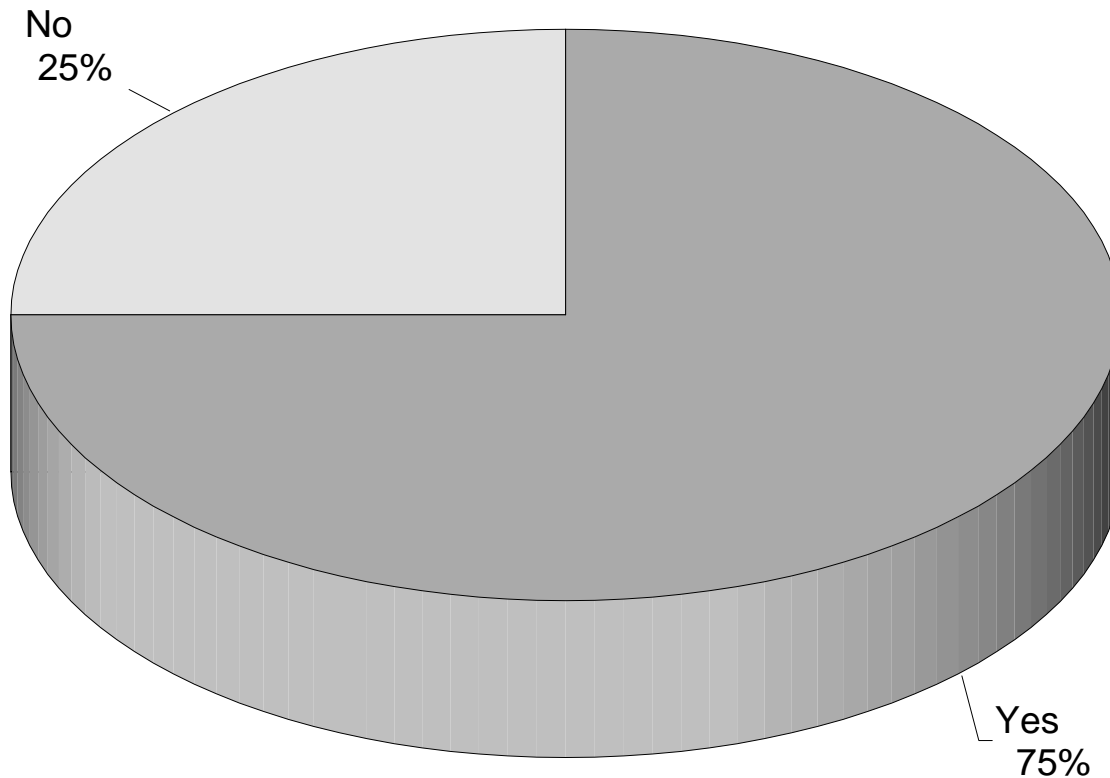
10. Do you think that there are now better facilities for children and young people on the estate?



11. Have you noticed a reduction in the cost of heating to your home?



12. As a result of the improvements so far and in light of the planned estate improvements, are you more optimistic about your future and that of your family on the estate?



13. Any other comments?

- The new heating system I am not happy with at all as it has been nothing but trouble from the day it was put in. I don't think the two who were doing it knew what they were doing all I ever do is ring up all the time because the pressure is always going down. I do know that I am not the only one with this problem. Do hope it can be put right sometime what with winter upon us.
- Re. Q11 Where ground around 'Teenzone' not complete, children take great delight in throwing stones, mud etc, our car windscreen has been smashed twice.
- Re11 before improvement work when my children were at home they were trained to open upstairs toilet window and jump down onto front door cover in case of fire etc. - This you can no longer do due to fixings in windows.
- We are still unhappy, we can't let our children play outside our homes due to dogs repeatedly attacking adults and children (I myself sought refuge in a neighbours back garden). Although we have great new playing facilities the swings have been removed, sticky slime has been smeared down the slide and you never know what is in the tunnel from one day to the next, oh and the roundabout is now a roundabout. CCTV would be a welcomed idea normal decent everyday people are scared, scared to go out at night, scared to let their children play freely, visitors to the estate are scared to leave their cars unsupervised (tenants are used to it, you live here you get your cars trashed - I have a garage and the damage to my car was done in broad daylight). Why should we live like this? Why not break up the known troublemakers?
- The houses are brilliant, the play areas superb but unless the Council is willing to exert its authority as our landlord and deal with nuisance neighbours or their vandalising children the estate will never be what we all want it to be. The same rule applies to those who use both back and front gardens to dump rubbish. If we all felt that our legitimate complaints were taken seriously and dealt with swiftly the majority would feel less uneasy and settle down more quickly. How many more times do we have to walk out in the pitch black because lads like Jamie-Lee at no. 35 Raydon Way and his group including Mark Robinson at 45 Raydon Way keep breaking the street lights. How can anyone walk safely with our young children even at 7pm when the main walk areas are pitch black?

- Overall I am really pleased with my house now its all finished, Everybody was really helpful whilst all the building work was going on. The play areas for the children are brilliant.
- Don't think it safe because of poor lighting and overgrown hedges and get a lot of youngsters hanging round in Rede Way. When relations visited recently, parking their car in Rede Way had to move car to Minsmere because of youngsters making a nuisance of themselves hanging round the cars and got quite frightening.
- Would expect heating to work out cheaper but as it was installed prior to rest of work difficult to judge. Not yet running properly for a whole year but certainly appears to be cheaper.

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