

## APPENDIX C

### Heygate Residents' Feedback Form

290 Heygate residents came to see the display about the Elephant & Castle regeneration plans, which was at Heygate between 17 July and 2 August 2003. 259 completed the feedback form, representing 255 households (21%) of the total number at Heygate.

Here is what they said.

What do you think of the plans for the Elephant and Castle?

The majority of residents who saw the display (60%) liked the plans for Elephant and Castle. A further 28% were neutral about them or did not have an opinion, and a minority (13%) disliked them.

What do you think of the proposals for rehousing Heygate Estate?

A marginal majority (52%) liked the proposals for rehousing Heygate Estate residents. A further 31% were neutral about them or did not have an opinion, and 18% disliked them.

Have you found the display today useful?

The great majority of those who saw the display (79%) thought it was useful. Those who did not find it of use, would have liked to have seen more concrete information.

What aspects of your housing are important to you?

Security (81%) and space (76%) were claimed to be the most important aspects of housing by most, followed by modern facilities (69%), close to where I currently live (69%), good lighting (65%), maintenance (62%) and storage (54%).

What lifestyle factors are important to you about where you live?

Good transport links (82%) and safety (78%) were stated to be the most important lifestyle factors by most, followed by shops and restaurants nearby (70%), parks and play spaces (53%) and proximity to schools (46%).

What terms of tenancy are important to you?

Rent level was stated by the majority as an important term (72%). Right to buy (49%) was an important term for nearly half of the residents and for a significant minority involvement with decisions (44%) and formal tenant representation (34%) were also important terms.

Which forms of communication would you find most useful to keep you updated about the Heygate?

Monthly newsletter update proved the most popular method for most (86%). Half of the residents (50%) also find meetings useful.

Who do you like to receive information from?

The great majority (76%) would like to receive information from both the Council and the TRA.