The Granges

Results of 3rd resident feedback survey

How we listened

26–30 October
Door-knocking exercise to speak with residents about their experiences.

Follow-up survey
sent the following week residents were unable to reach in person.

Who we heard from

364 doors knocked

91 residents spoken to

78 residents provided feedback

> *"Thank you to all residents who took the time to share your views. Your feedback is helping us to shape a better Granges for the future."*

Current experience of living at The Granges

Mixed experiences – many described life as fine, good or largely unchanged.

Disruption for some
Noisy, dusty, busy or hectic, with construction noise, early starts, dust, traffic and parking difficulties.

Lift reliability
A concern, especially for residents with mobility needs or those on higher floors.

Wider concerns
Some raised neighbour behaviour, safety, repairs, communication and a loss of community.

Optimism for the future
Many are optimistic and feel the disruption will be worthwhile once complete.

Changes over the last six months

Little change for most
Most feel things are the same or broadly consistent.

Parking is the biggest issue
More pressure from contractors and work vehicles, limited permits and parking fines.

Busier, noisier and dustier
Some feel the area has become busier, noisier and dustier.

Changes to community
Some noticed a reduced sense of community as noighbours moved away or new residents moved in.

Other issues
Lift reliability, access and reduced privacy.

Positive outlook
Some are positive about seeing the new development take shape and feel the disruption is expected.

What Abri has done well

Communication – regular updates via newsletters, emails, SMS, leaflets and online channels. Clear, consistent information, especially about moves and new homes.

Keeping promises – residents feel Abri has followed through on what it said it would do.

The progress of the development – many enjoy seeing the new buildings take shape.

Repairs and maintenance – examples of issues being resolved and the local area being maintained.

Staff and housing officers – viewed positively for being approachable and available on site.

Safety measures – e.g. fire alarm checks and fire marshals (views on fire marshals were mixed).

What Abri could improve

Many residents could not identify anything, saying they are happy with how things are going.

Repairs and maintenance – recurring lift outages, cleanliness of communal areas and ensuring repairs are completed.

Clearer communication
More regular and personalised updates, especially about moving dates, new homes, rents and progress, and more opportunities to speak to staff outside working hours.

Parking and construction disruption
Contractor parking, early starts, noise, dust and blocked access.

Other issues
Pest and waste issues, antisocial behaviour and safety, children's play facilities, and the need for the development to progress as quickly as possible.

Questions from residents

Residents have questions about:

New home features – heating, ventilation (extractor fan), balcony sixes, outdoor space, loft/storage, potential overheating, trees.

Rent – what the rent will be for the new homes.

Moving dates and arrangements – when they will move and whether belongings can be left behind.

Development facilities – EV charging points and whether there will be a show home.

Access around the development – when local paths will reopen.

Community activities – upcoming events and activities, including plans for Christmas.

Opportunities to improve

1. **Review construction working hours** particularly early morning and weekend activity, and ensure contractors follow agreed start times.
2. Offer more flexible opportunities to visit the new development, including tours after 5pm or at weekends.
3. Provide more detailed and personalised updates about new homes, including expected moving dates, rents and information specific to each resident's property.
4. Keep online information up to date, giving residents a central place to follow progress and find the latest information.

Wellbeing

49%	feel proud of where they live (vs 76% of Abri customers)
48%	regularly talk to their neighbours (vs 77% of Abri customers)
9%	always or often feel lonely (vs 12% of Abri customers)
7.0/10	life satisfaction (vs 7.3 Abri customers, 6.8 UK population)
7.9/10	feel hopeful about the future (vs 7.3 Abri customers, 6.4 UK population)

Findings are based on a relatively small sample and should be interpreted with caution. Comparisons are taken from the Your Voice survey (2026).

Feedback for Abri colleagues

"Janet was very helpful!"

"Commend Gemma and Janet, so brilliant. They do their best on is so big. So organised and so hardworking."

"The cleaner is excellent. Spends time fighting for bins getting emptied etc."

"Housing officers are really good. Always answer questions."

"Understanding colleagues (Mrs Richardson)."

A better Granges, together

HOMES. PEOPLE. POSSIBILITIES.