



HLRA questionnaire - Summary of responses

There were 60 returned questionnaires out of 471 flats. That's a 13% response rate (1 in 8). Forty-one were filled in online through Survey Monkey, and 19 filled in by hand.

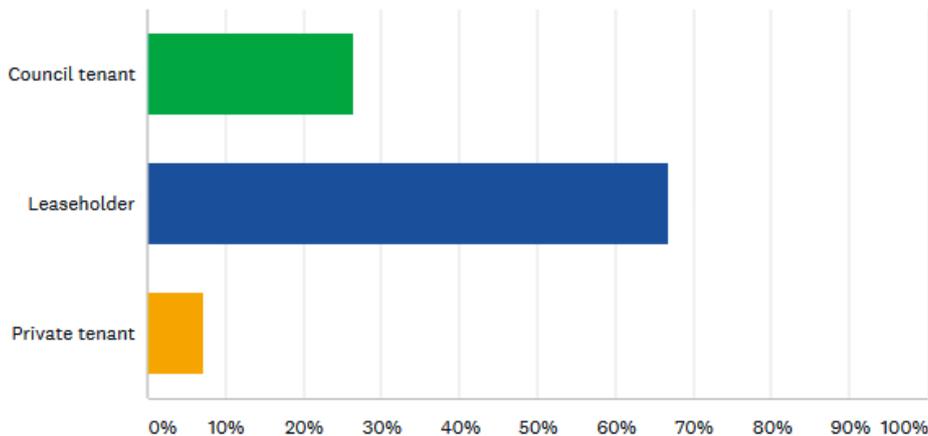
The number is not high enough to make definite statements about the ideas and wishes of the whole Estate but it is big enough and clear enough to enable the 2018-2019 HLRA Committee to prioritise what residents would like to see. (There is some bias in the results because there is likely to be under-representation of the Sheltered Housing Block and over-representation of families (since more likely to be on the mailing list and attend social events)).

Who replied?

The flats on the Estate are split roughly 50:50 council tenant and leaseholder with slightly more tenants (about 52/48). However, of the people who responded to the question about resident status most (67%) were leaseholders. 26% were council tenants.

What kind of resident are you?

Answered: 57 Skipped: 3



ANSWER CHOICES	RESPONSES
▼ Council tenant	26.32% 15
▼ Leaseholder	66.67% 38
▼ Private tenant	7.02% 4
TOTAL	57

Children on the Estate

22% of those who replied have children who live with them, of the following ages:

<1	2	10-15	7
1-5 years	3	15-18	1
5-10 years	3	over 18	3



What do you like best about living on Holly Lodge?

The comments clustered in a few areas. Top of the list were:

The greenery, semi rural feel and gardens	37/60	62%
Quiet/calm	29/60	48%
Lovely neighbours/community	14/60	23%
Near open spaces/Heath/Waterlow Park	13/60	22%
Location/easy transport/near central London	9/60	15%

There were also mentions for:

Good quality air (6); tidy and clean (6); the wildlife (3); safe (2); easy parking (2); aesthetics of buildings (2); safe for pets (1); and the history (1)

What would you like to see improved?

There was a lot more variety in what people thought needed improvement. The main areas can be clustered as follows:

Ground maintenance and gardens (14): such as better attention to the garden between Holly Lodge and Makepeace; stopping use of leaf blowers and Roundup; and renovating the pond.

Bins and refuge (11): concern over the inadequate number of recycling bins; storage areas being in wrong place or badly built; need to reduce fly tipping; and need to empty particularly recycling bins more often.

Camden management (9): from lack of adequate contract oversight; to poor responses to resident concerns; and to repairs.

Caretaking (5): concern over quality, caretakers not being around; and the need for them to remove rubbish in gardens thrown from flats

Cars(6): Concern over 'visitor' parking abuse, and not enough parking space near to people's flats

Dog mess (4)

Bike storage (4)

Need to soundproof flats (4)

Other individual issues included:

loud main doors; service charges too high; hot water supply problems; lift reliability; desire for gym equipment in gardens; concern over trees being cut down in Langbourne; community centre/sheltered housing buzzer too loud; poor disabled access; locked electricity cupboards; need for buggy storage; young people in gardens at night creating noise; people needing to observe rules and regulations of the estate;

What would you like to see organised/get involved with

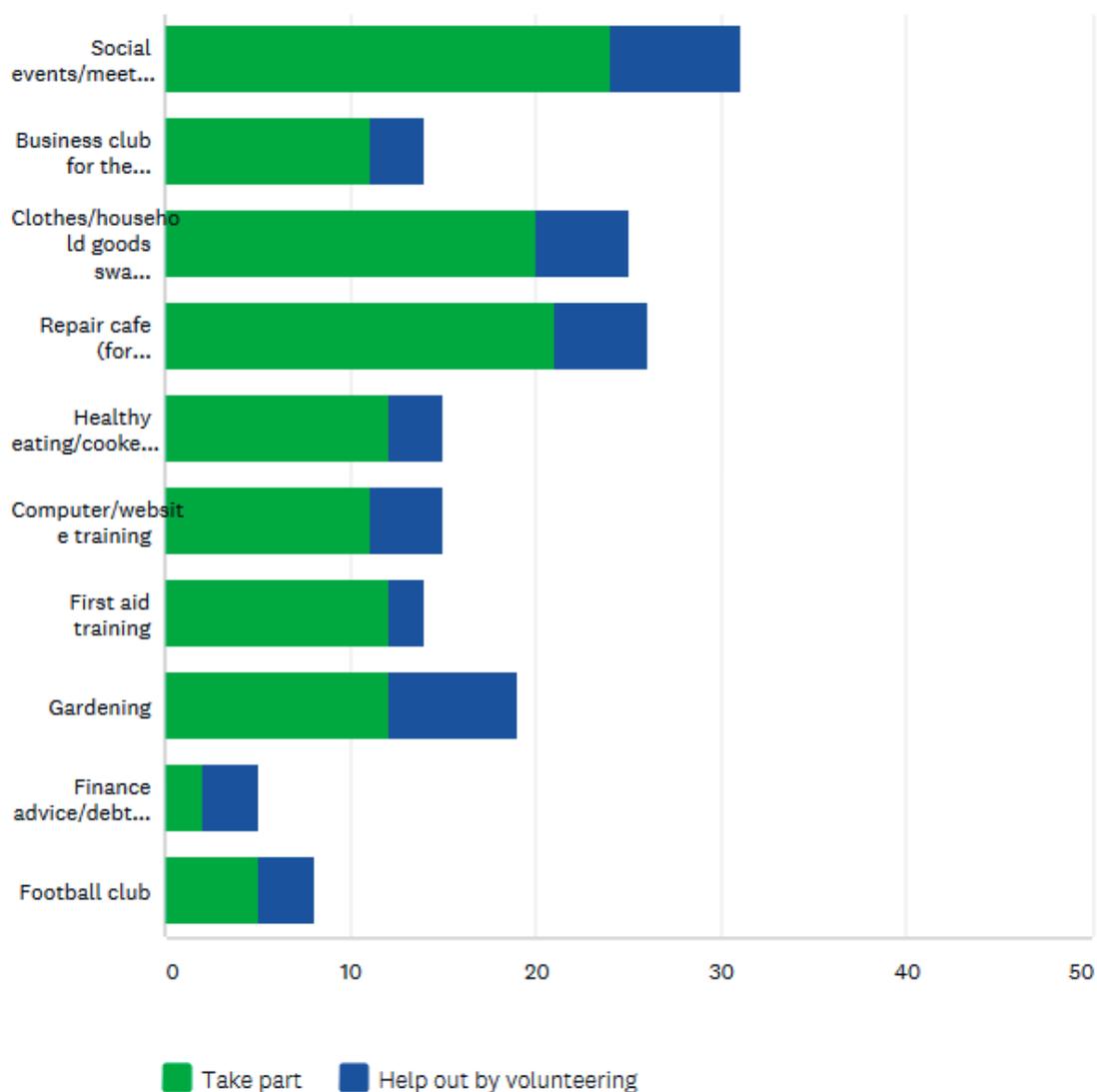
The top three activities people want to take part in are: **Social events; Repair Café; and Clothes and items swaps**. The next tier of activities are: **business club, healthy eating, first aid, gardening and computers**.

Looking at volunteering, the area most people want to volunteer is: **social events**, then **gardening** (which might actually be the highest since taking part is also volunteering), and **goods swaps**.

The least supported are football and finance advice.

Other ideas included: Organised trips to seaside/attractions (3); table top sales (2); drop in time for pensioners to meet up; hockey club; badminton; petanque; clearing up the estate day; picnics; language conversation lessons; computer access; Greek and Latin lessons; book club; skill swap; health advice.

Activities you would like to get involved with/volunteer for



Community Centre

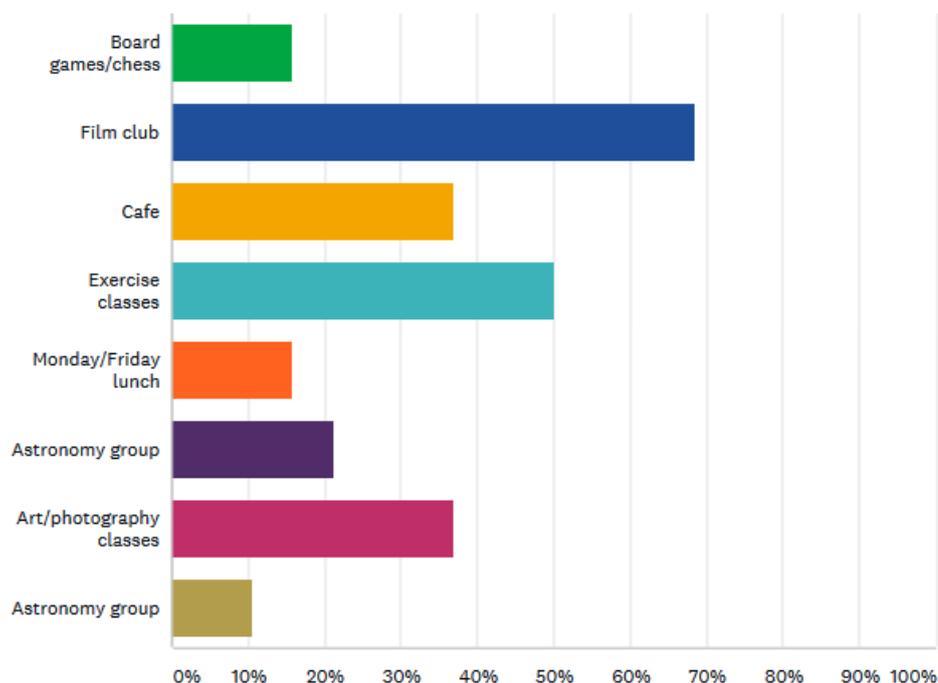
From the replies, the areas with most support are a **film club**, then **exercise classes**, followed by **art classes** and **café**, then **astronomy** and with least support for board games and lunch club.

Other ideas included: bringing food and drink to share – communal meals (2); French conversation; dance classes (2); accessible washing facilities; yoga (2); book club (2); free legal advice; quiz or bingo; more options for younger people; freecycle point for sharing; gardening club; meditation (but rent too high to continue to offer); women's only events eg dining club; computer access; self defence for women; ride a bike; kids gardening; start your own business; understand tax and other living skills; debt advice.

The above ideas obviously link with the previous HLRA activities since often both involve use of the Community Centre. There was also a useful comment about enabling people to feel more welcome and introduced to each other when attending events; more free classes, and more advertising of Community Centre activities on communal noticeboards.

What activities are you interested in attending at the Community Centre? You can find out more about what already happens at www.hlcccl.org/events

Answered: 38 Skipped: 22



Skills that people would like to swap or teach to others

When asked what skills people could offer, there were most replies for film-making, cookery, photography, gardening, first aid (doctors and a nurse), design, and computing.

And individuals also offered radio training, journalism, English and maths, debt, first aid, counselling, acting, repair of laptops, proofreading, Latin and Greek, floristry, games, yoga,

Bikes

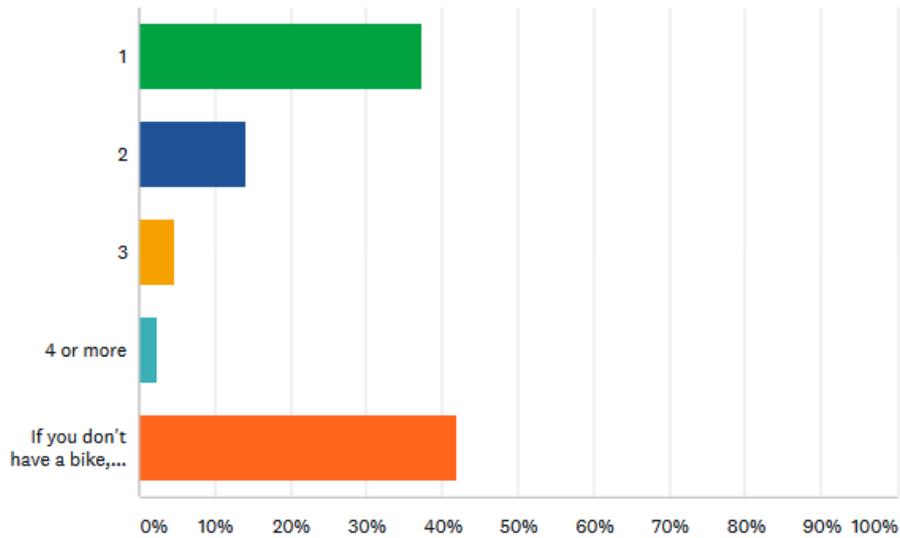
Overall the figures imply that there are about 38 bikes per 60 flats (25 flats have bikes – that's over a third) with another 18 saying that they would have a bike if there was storage.

Bearing in mind that some non-respondents will be from the sheltered block, and also the likely bias to families in this questionnaire, then we are probably looking at needing safe storage space of around 250-300 bikes.

If we compare this to the estimate done back in April 2018 by asking people to estimate bikes in their block, that suggested the need for about 131 which may therefore have underestimated the need for increased bike storage provision by at least a factor of 2!

How many bikes do you have? (We are asking this to try to get more and better bike storage.)

Answered: 43 Skipped: 17



ANSWER CHOICES	RESPONSES
▼ 1	37.21% 16
▼ 2	13.95% 6
▼ 3	4.65% 2
▼ 4 or more	2.33% 1

Offers to help out

23 people out of 60 offered to volunteer from time to time (sometimes more if representing household), 6 offered to be on the Committee and 5 would like other children to be part of the Youth Committee.

HOLLY LODGE RESIDENTS ASSOCIATION

As a resident of the Holly Lodge flats you are automatically members of the Holly Lodge Residents Association (HLRA). It's your group. We are also an officially-registered Camden TRA (Tenants & Residents Association). You can find out more about the HLRA on our website:

<https://www.myhlra.org>

The Committee would like to find out what you want us to do, and also what you would like to do. So please fill in this survey and either post it, or put it through the door of the Community Centre by **27th August 2018**. Address: **HLRA Survey, Holly Lodge Community Centre, 30 Makepeace Avenue, London, N6 6HL.**

Your ideas can help make Holly Lodge a great place to live.

There will be **three prizes** for people who fill in the survey, chosen randomly after the closing date.

We'll use our **AGM on September 17th (6.30 to 8.30pm) (jointly with the Community Centre)** to build on your comments and ideas, and brainstorm what to do next. Everyone is welcome.

PLEASE FILL IN THE QUESTIONNAIRE USING CAPITAL LETTERS – THANKS...

About you

Your name:

Address:

Email:

(We will only use this email to let you know about HLRA activities, and not pass your details on)

Are you a council tenant (YES/NO), leaseholder (YES/NO) or private tenant (YES/NO)

Do you have children who live with you (YES/NO) What ages?

How many bikes do you have? (We are asking this to try to get more and better bike storage)

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If you don't already have a bike, would you get one if there was more and safer bike storage?

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About the Holly Lodge Estate

What do you like best about living on Holly Lodge?

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What would you like to see improved?

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What activities would you like us to organise? Take part Help out by volunteering

Social events/meet your neighbour

Business club for the self-employed/homeworkers

Clothes/household goods swap events

Repair café (for appliances/furniture etc)

Healthy eating/cookery (eg make fresh pasta)

Computer/website training

First aid training

Gardening

Finance advice/debt management

Football club

Other:.....

Activities in the Community Centre. You can find out more at <https://www.hlcchl.org/events/>

What are you interested in? Board games/chess Film club

Exercise classes Speaker meetings Art/photography classes

Café Monday/Friday lunch Astronomy group

What else would you like to see happening at the Community Centre?

What skills have you got that you could share with your neighbours? (Eg film-making; cookery; design; yoga; martial arts; accounting; photography; repairing computer hardware?)

Please do think about helping out with HLRA, and let us know what you might be interested in?

Would you like to be part of the HLRA Committee?

If you, or your children, are aged 5 to 21, do you/they want to join Highgate Youth Committee?

Can you help out occasionally (eg at events)?

Huge thanks for taking the time to fill in this survey