



Cleator Moor – consultation feedback summary

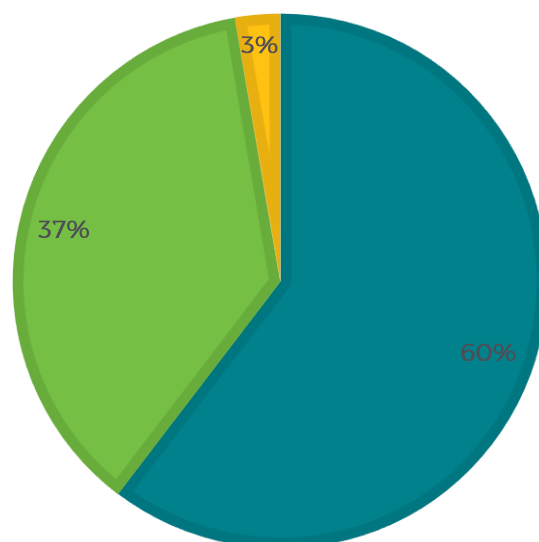
Thank you to everyone who took part in the consultation events and completed their questionnaires. We're sharing some highlights from the feedback below, but if you'd like to chat through any of the questions in more detail or see the full report, please get in touch with Shelley on 0191 6079961 or 07393 233739 or email shelley.courty@homegroup.org.uk

Just a reminder, this is the first part of us issuing feedback and we will be providing another summary after we have met with residents that weren't able to attend the first consultations. We will then collate this information and issue another report in spring.

From our responses, 67 are Home Group customers and 41 are home owners, with three residents providing no answer.

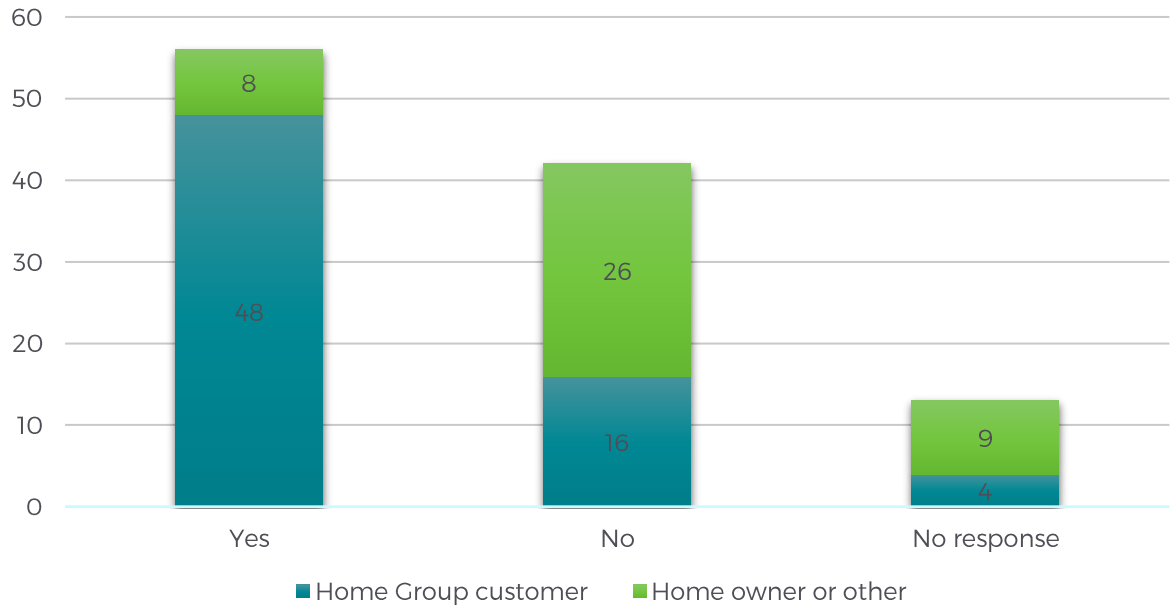
RESPONDEE TYPE

■ Home Group customers ■ Home owners ■ Didn't say



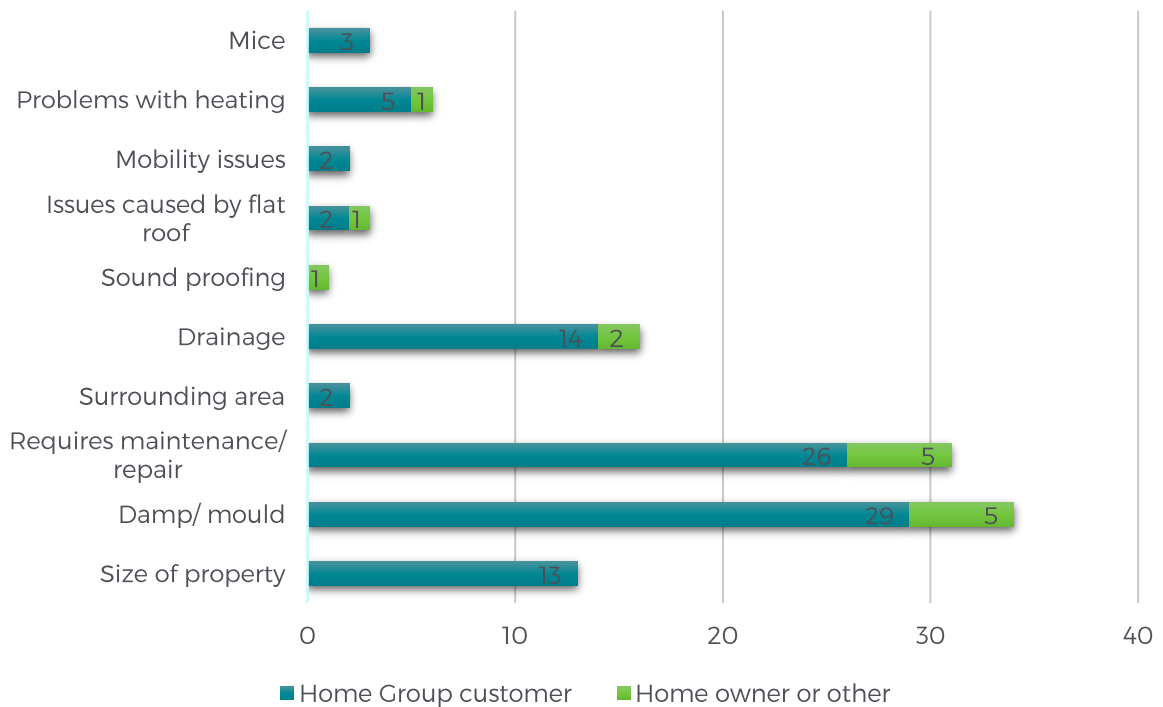
The following bar charts look at the responses on issues with homes. 86% of those who have issues with their homes were Home Group customers. The overarching sentiment is that the housing needs attention.

Are there any issues with your current home?



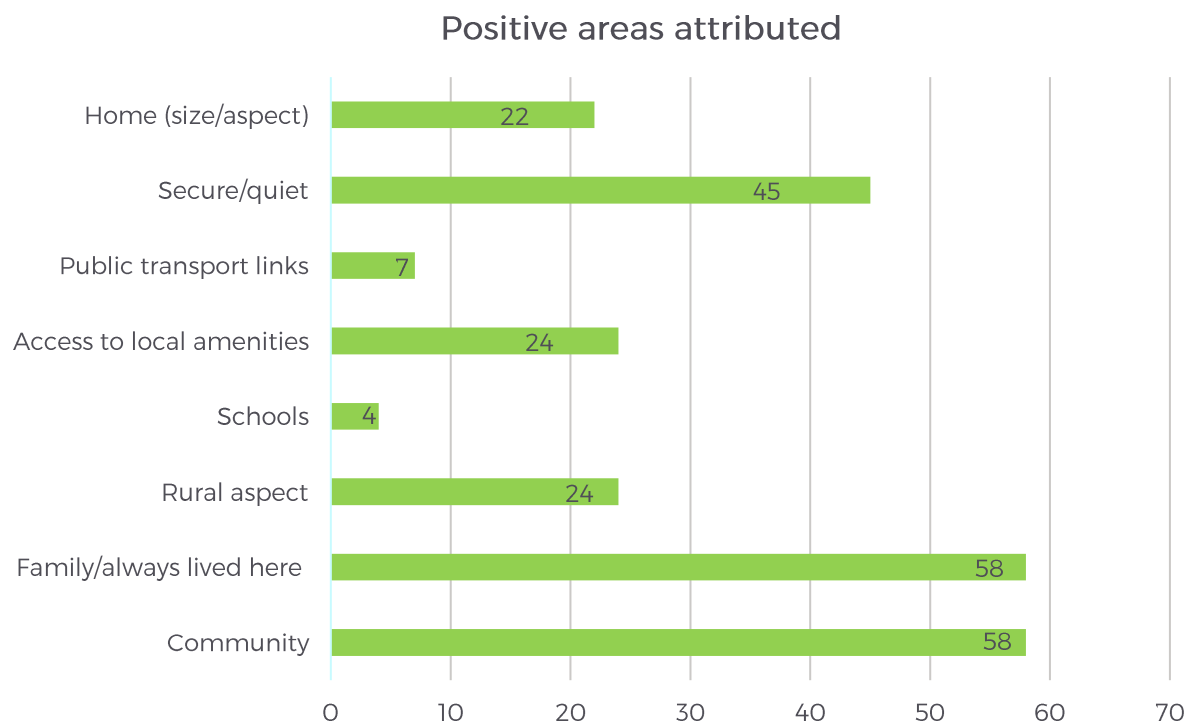
The biggest issues were from Home Group customers and to do with damp and mould, homes requiring maintenance and repair, problems with drainage and property size:

Summary of key issues raised



When we look at the answers about what you like and dislike about the area, there's a clear majority of positive comments from residents and some common themes included:

- The area is friendly and peaceful with a strong sense of community spirit and good neighbours
- A large majority of respondents said that they had grown up in the area and/or enjoyed living close to their family and friends
- Homes and gardens are considered to be a good size and the community green spaces were also considered to be a positive
- The local schools were praised
- The rural aspect of the Cleator Moor



When looking at what residents dislike about the area the majority of responses to this question were more about the estates and the quality of the housing rather than the area itself. There are a number of specific issues which have been frequently raised, including:

- Lack of parking
- Dog fouling of public areas
- Poor drainage and waterlogging
- General neglect to some properties

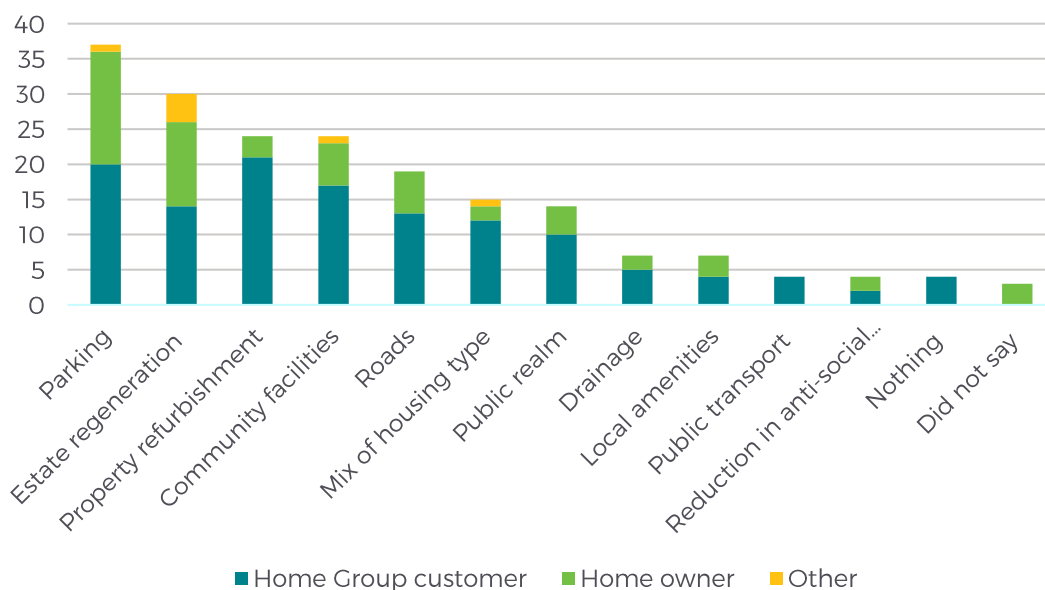
While Home Group customers have similar comments as homeowners, there is an additional focus on property maintenance and the condition of properties.

Areas of concern



Finally we looked at what improvements you'd like to see in the future, to help inform any plans we develop.

Summary of improvements proposed



The overall sentiment so far is that more investment would be welcome to improve the estate though upgrading housing and surrounding public spaces, creating community facilities including open green space and children's' play areas, as well as reconfiguration of existing road/foot path layouts.

Thank you again for taking the time to complete your questionnaire