

# **GOLDEN LANE ESTATE RESIDENTS' ASSOCIATION**

## **60 SECOND SURVEY**

MARCH 2026

The Golden Lane Estate **60 Second Survey** was devised as a 'get to know your neighbours exercise' with the aim of building stronger block communities to inform and support residents during the construction work that will be going on over the next ten years.

Surveyors were volunteers and coverage, although good was patchier in the larger blocks with more 1 bed and studio flats where we had less volunteers. We worked on the principle of knocking on doors 3 times and, if we did not get a response, we posted the survey in an envelope with a return address in the block. On the larger blocks we didn't manage to make the three knocks before dropping off the survey.

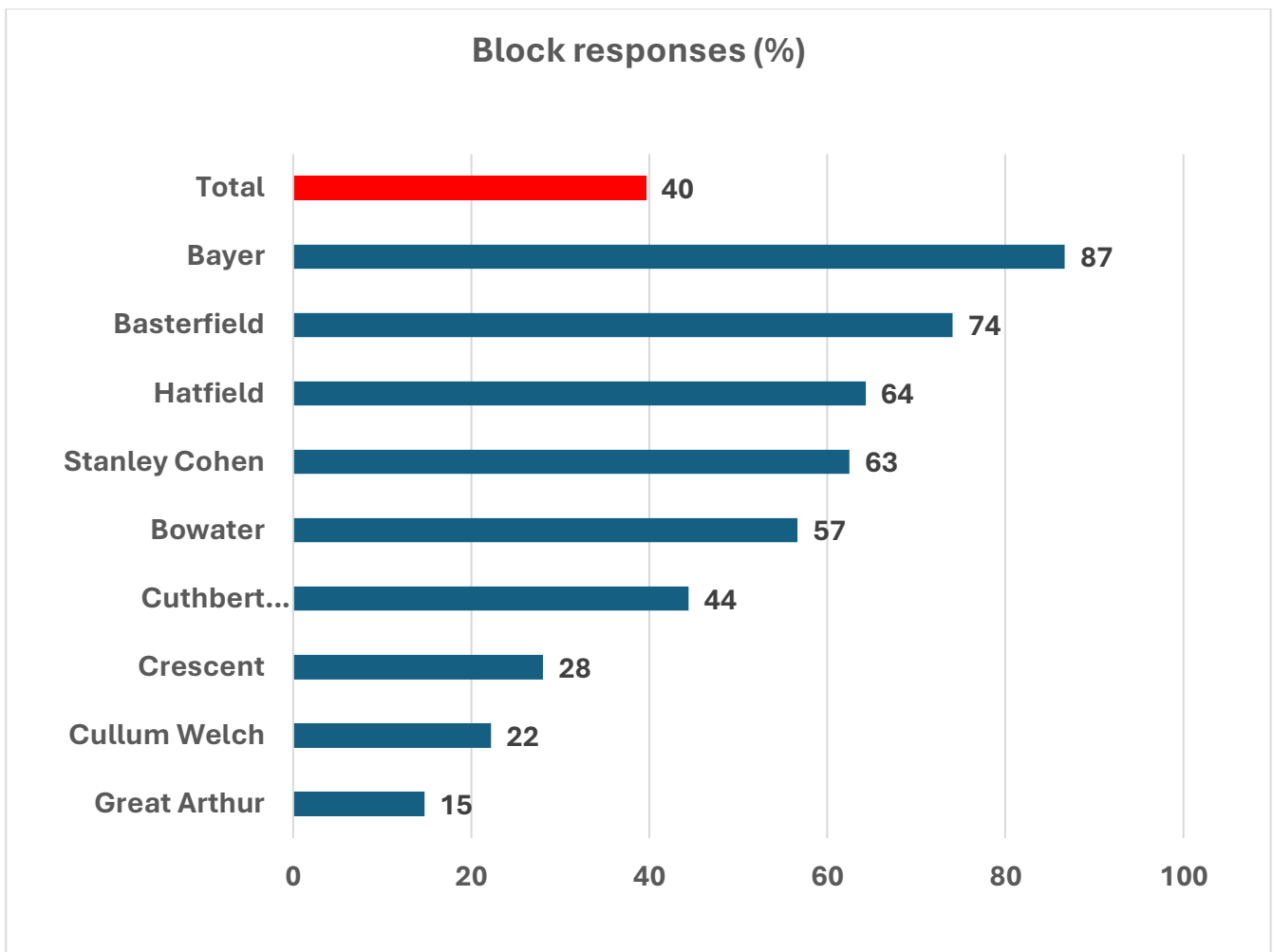
Everyone who helped enjoyed meeting their neighbours and we identified a number of families with children who we had not connected with before.

The questions were simple and although we had a dry run at the December residents meeting, we did identify some issues for people who filled in the survey themselves about the question of leaks.

All the results were analysed by resident Jane Carr, who produced the following summary of our results.

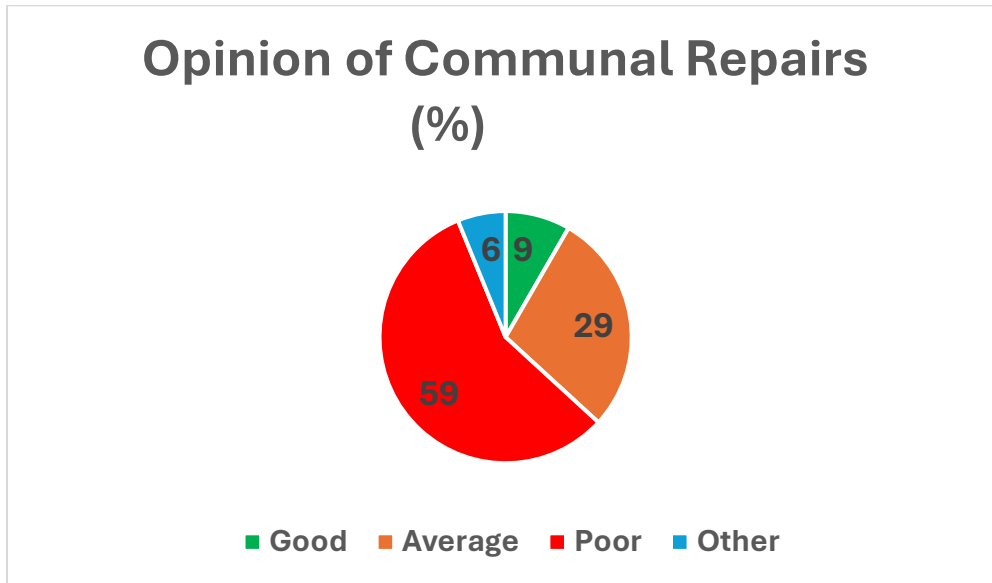
A big thank you to Jane and everyone who participated.

# Responses



- During January & February volunteers contacted all flats
- 222 surveys were completed
- Based on 219 responses 48% were CoL tenants, 15% private tenants and 37% resident leaseholders.
- A response rate of nearly 40% was achieved
- This can be considered a good indication of views of the estate as a whole - although some blocks better represented than others

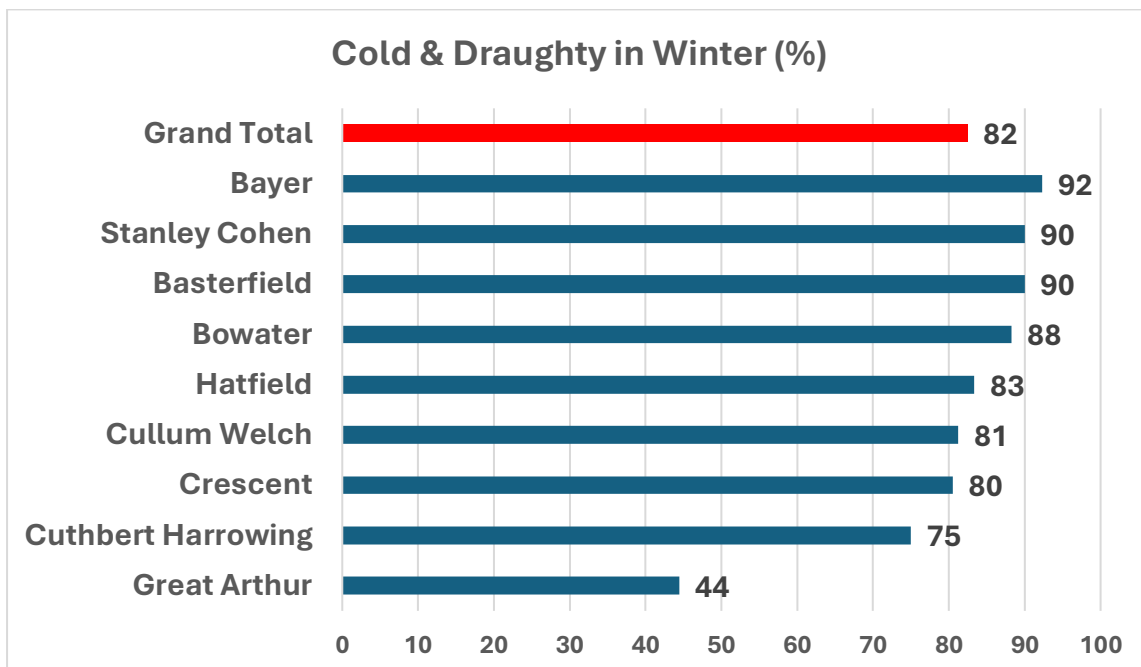
## Communal Repairs



- Nearly 60% of respondents thought communal repairs were poor
- Less than 10% rated communal repairs as good

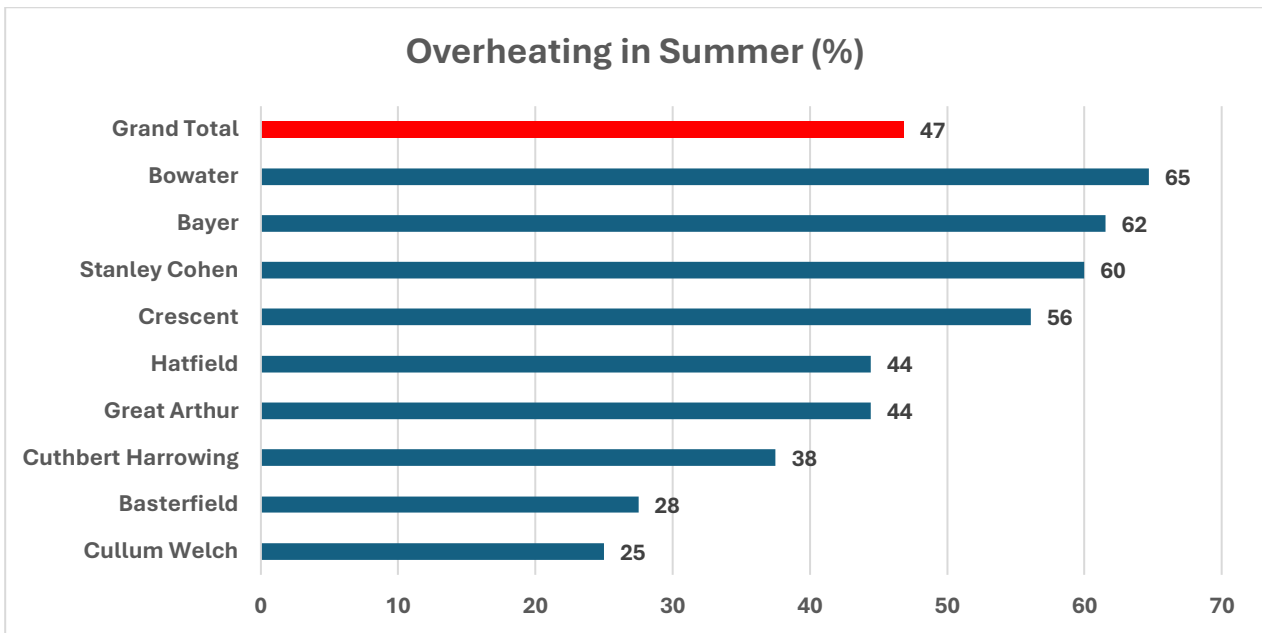
Respondents were asked whether specific issues affected their homes.

## Cold and Draughty in Winter



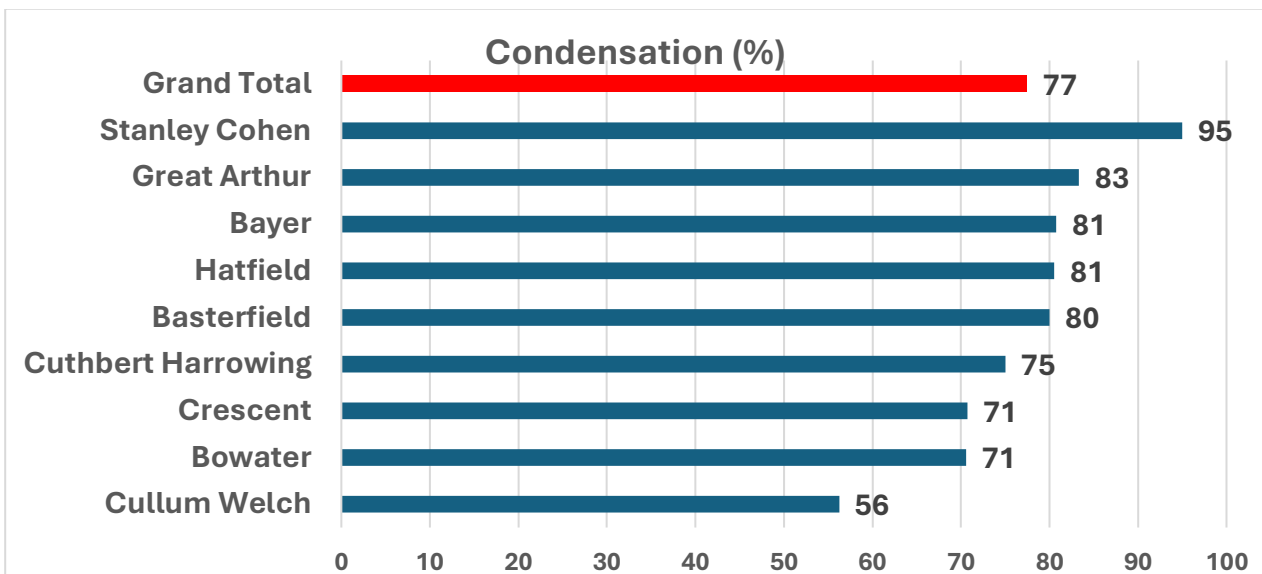
- Overall, over two-fifths (82%) of respondents reported that their flats were cold and draughty in winter
- By block this varied from a low of less than half in Great Arthur (44%) to the vast majority (92%) in Bayer

# Overheating in Summer



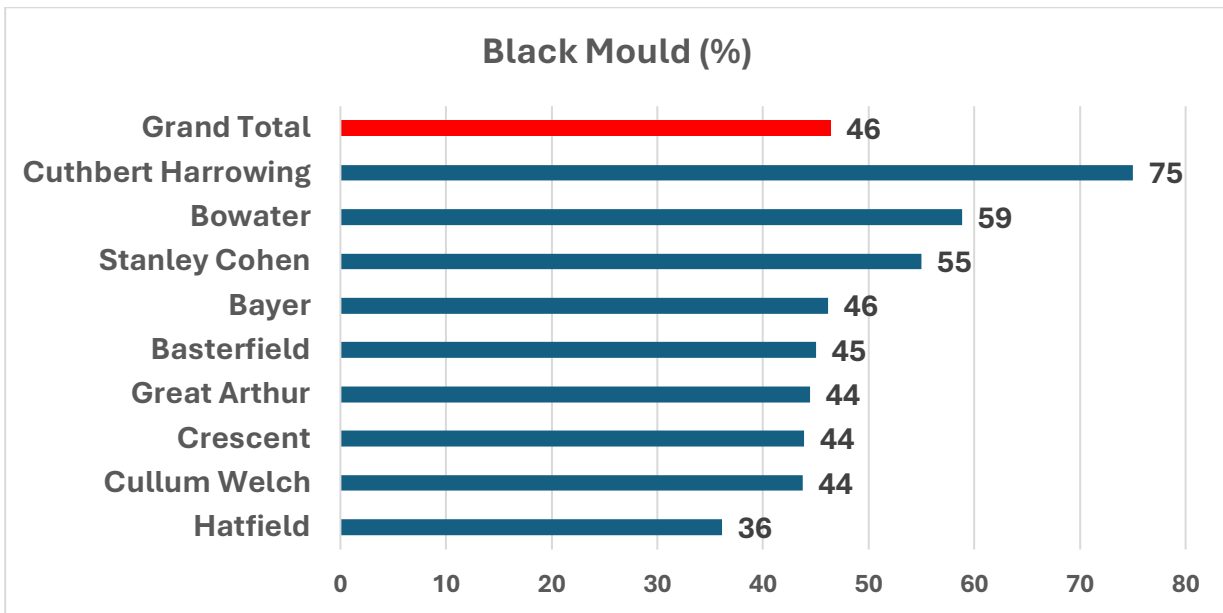
- Overall, less than half (47%) of respondents reported that their flats overheated in Summer
- This could be affected by the time of year the survey was conducted
- By block this varied from a quarter (25%) in Cullum Welch to around two-thirds (65%) in Bowater

# Condensation



- Overall, just over three-quarters (76%) of respondents reported that their flats had condensation on their windows and/or walls
- By block this varied from just over half (56%) in Cullum Welch to the vast majority (96%) in Stanley Cohen

# Black Mould

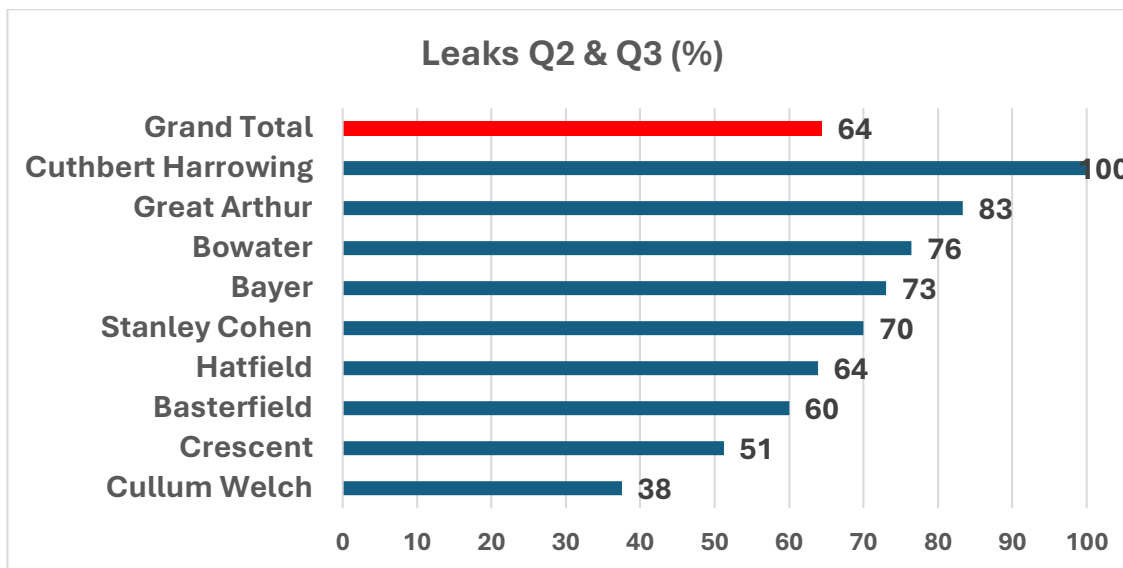


- Respondents were asked about black mould specifically but this was not confirmed
- Overall, just under half (46%) of respondents reported that their flats had black mould
- By block this varied from just over a third (36%) in Hatfield to three-quarters (75%) in Cuthbert Harrowing

## The final issue - leaks

- Two questions were asked about leaks
- It was not always clear whether respondents were answering about leaks inside their property or from their roofs/balconies
- For this reason the two questions have been combined for this presentation

# Leaks



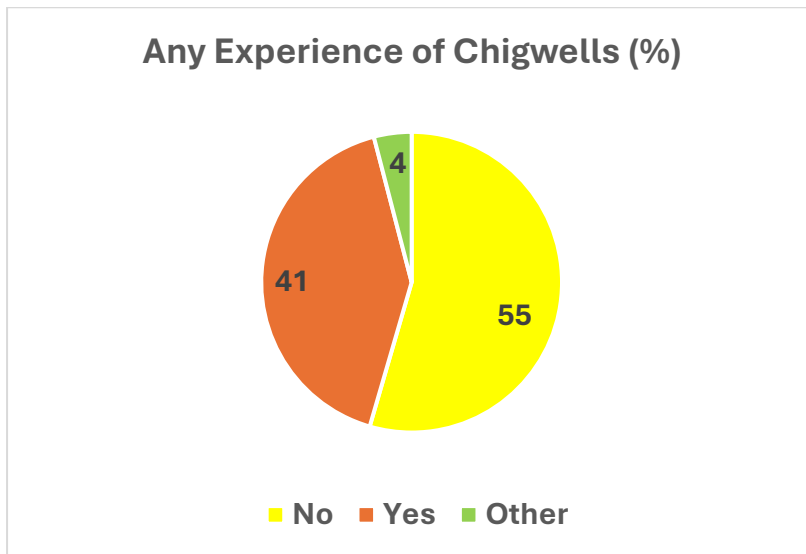
- Overall, just under two-thirds (64%) of respondents reported that they had experienced a leak in their flat
- This did not vary dependent on whether the property was on the top floor
- By block this varied from just over a third (36%) in Cullum Welch to all respondents (100%) in Cuthbert Harrowing

(This should be viewed with caution due to the number of respondents)

## Chigwells and Repairs

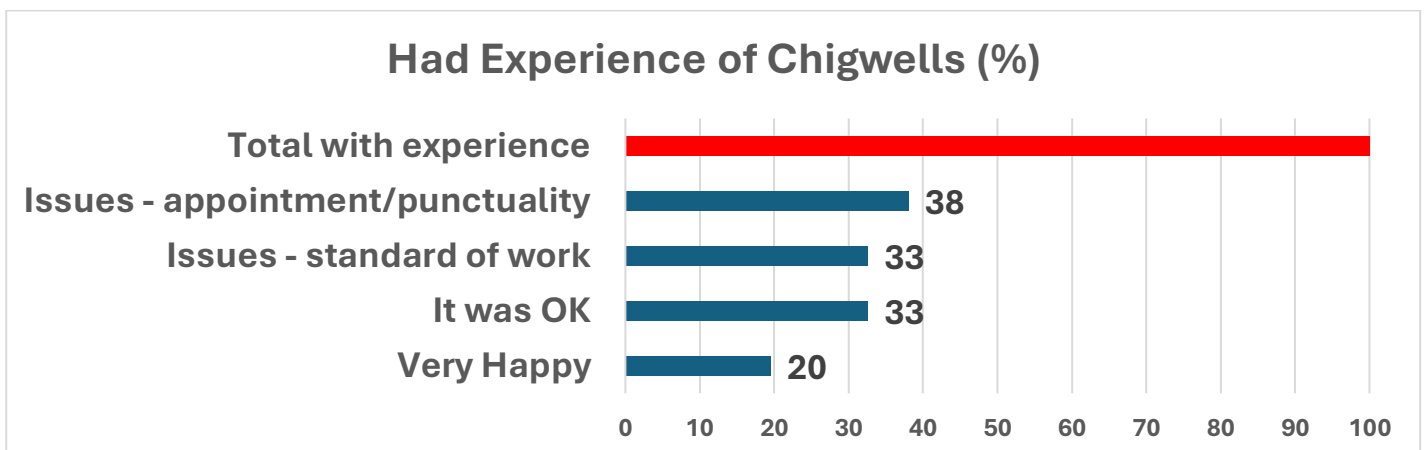
- Respondents were asked about their experience with Chigwells – our newly appointed repairs contractor.
- It was clear that not all respondents were sure whether their recent repair had been done by Chigwells or someone else

# Repairs



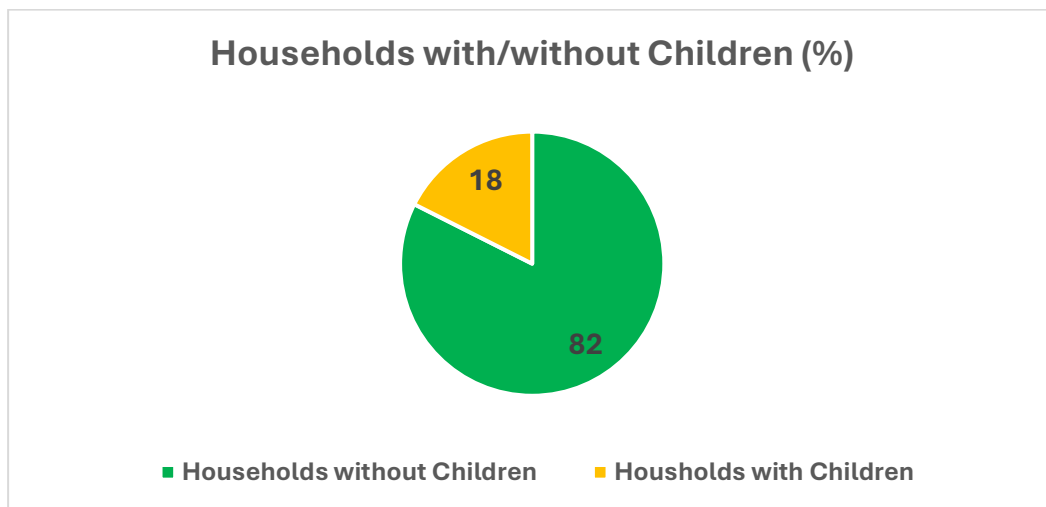
- Overall, just over half (55%) of respondents said they had experience of Chigwells
- This amounted to 92 households

## Repairs – Experience of Chigwells



- Of those who had experience of Chigwells, a fifth (20%) said they were happy
- One third (33%) said their experience had been OK
- Of those with issues, slightly more (38%) has issues with appointments/punctuality than standard of work (33%)
- These results are based on 92 respondents

## Finally, a surprising finding about children on the estate



- Although most households (82%) did not have children, nearly a fifth (18%) did
- Fifty-nine children were reported as resident on the estate – 30 aged 10+ and 29 under the age of 10
- This is around the same figure as CoL estimates for the estate as a whole
- Potentially far more children than current services allow for

# The Survey Form.

Block

flat number

☆ Hello, (introduce yourself by name) we are from GLERA (Golden Lane Estate Residents Association) voluntarily run by residents. We are made up of Tenants and Leaseholders. We are totally independent from City of London. Behind the scenes we are working as a team to try and improve things on the estate. We hope you might be interested in joining us in any way you can.

☆ We would be very grateful if you could answer the following questions which will help us to get a better understanding of the condition of the flats we live in.

☆ **Your information will not be shared and you are not obliged to answer the questions.**

☆ The data will be used for our records and to highlight to the City the state of our homes.

☆ Would you like a translator to understand the questions?

Name

**1 Do you:**

- Rent from the City       Rent from a private landlord       Own your flat

**How big is your household?**

Adults      Children over 10.      Children under 10

**2 Do any of these things affect you in your flat**

- Cold and draughty in winter
- Overheating in summer
- Condensation on windows and walls
- Black mould \*
- Leaks

**\* if you have black mould would you be willing to have your flat identified?**

**3 Over the past 5 years (since Covid) have you had a leak from the roof or balcony above your Flat or from a down pipe?**

- Yes
  - Roof
  - Balcony
  - Plumbing or down pipe
  - Don't know
- No

**4 What do you think about the communal repairs on the estate (lights, paving, painting, signs)**

- Good
- Average
- Poor

**5 Have you had experience of the new repairs' contractor yet? (they started in April)**

- Yes
- No

If yes, Were you happy with their work?

- Very happy
- It was Ok
- I had issues with the standard of their work
- I had issues with their appointment / punctuality

**Thank you!**