



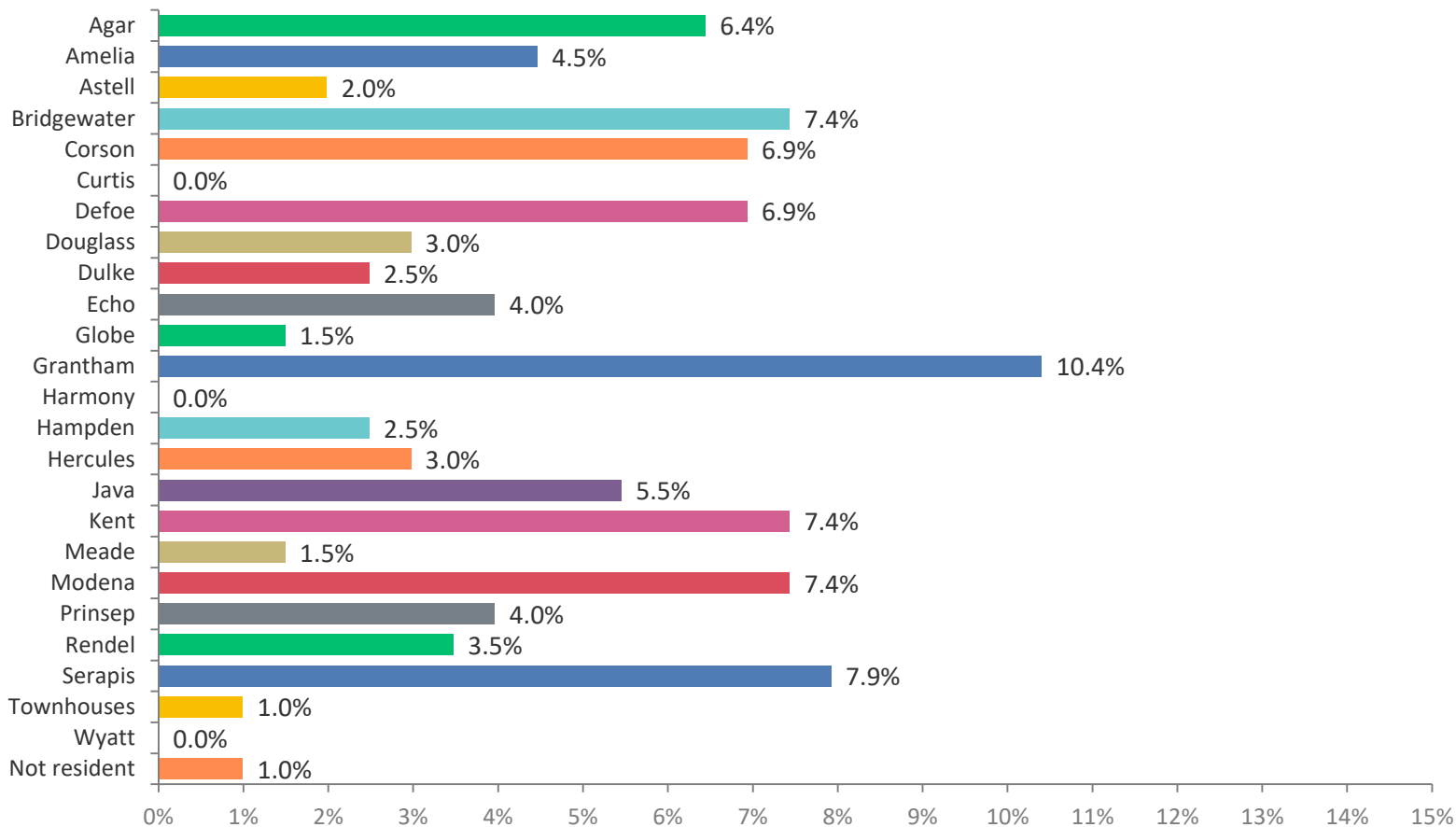
**Leaseholders and  
Residents Association**

# **2025 Residents' Association Survey**

19 May 2025

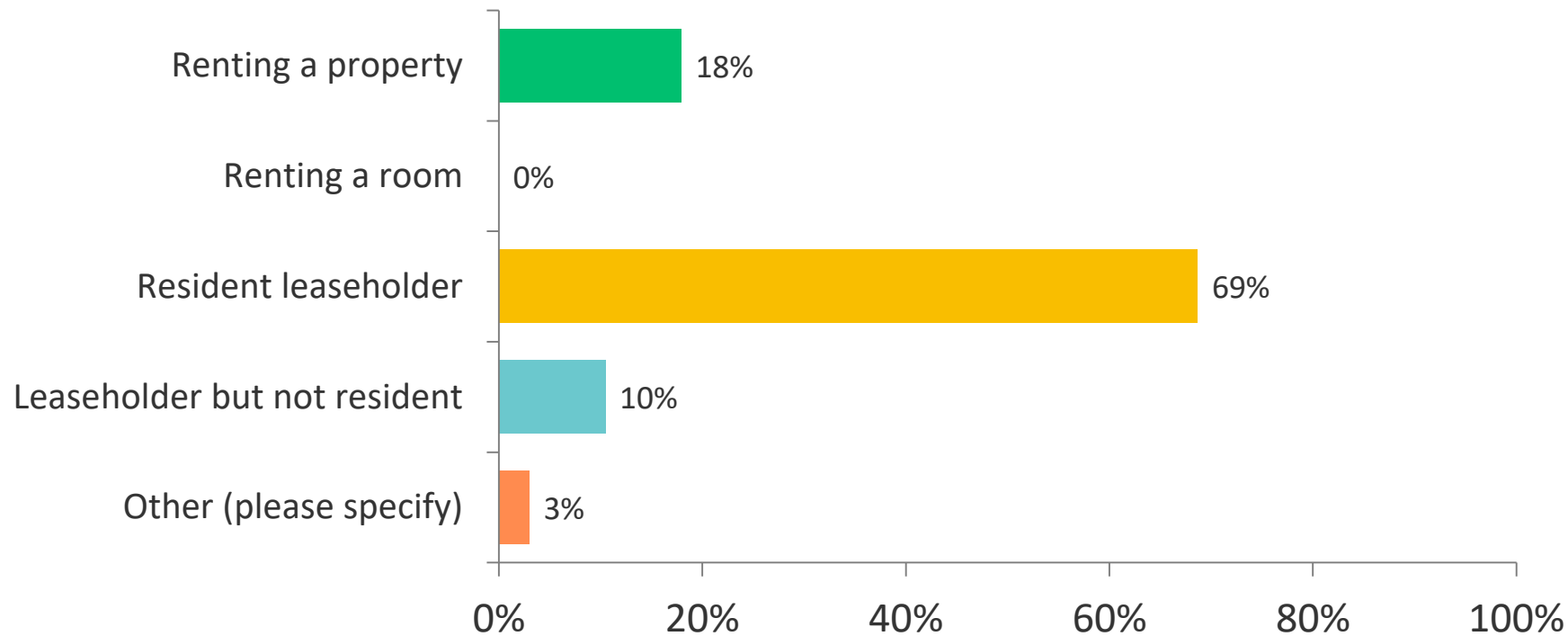
# Q1: Which block do you live in?

Answered: 202 Skipped: 0



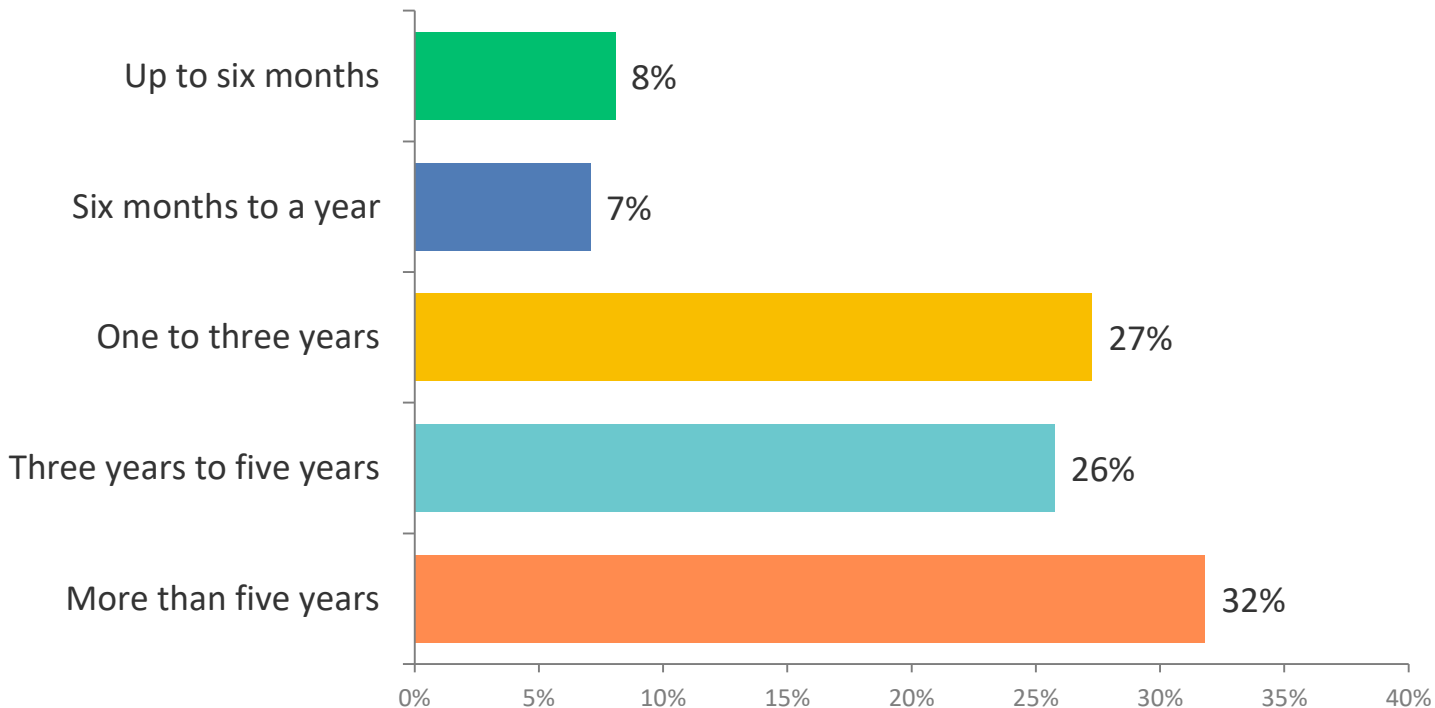
## Q2: Are you renting or a leaseholder?

Answered: 201 Skipped: 1



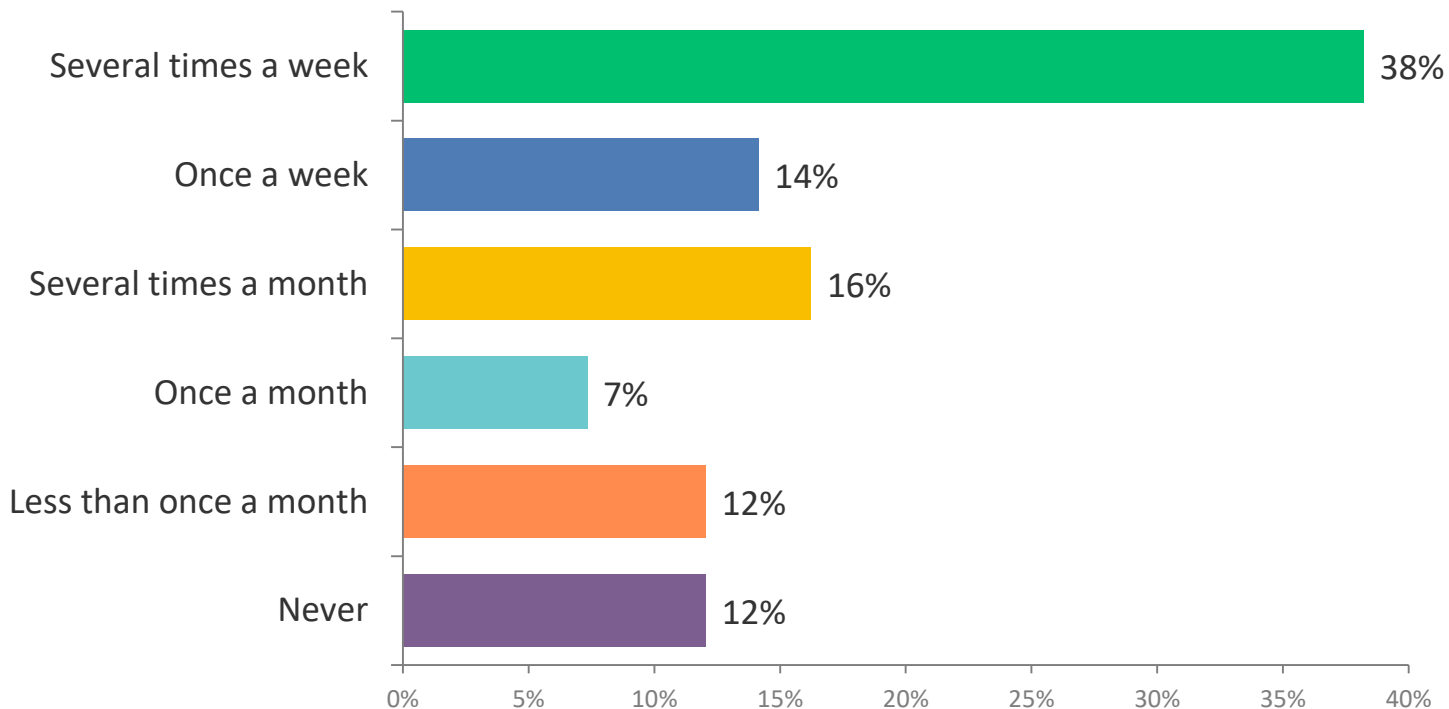
### Q3: How long have you lived here?

Answered: 198 Skipped: 4



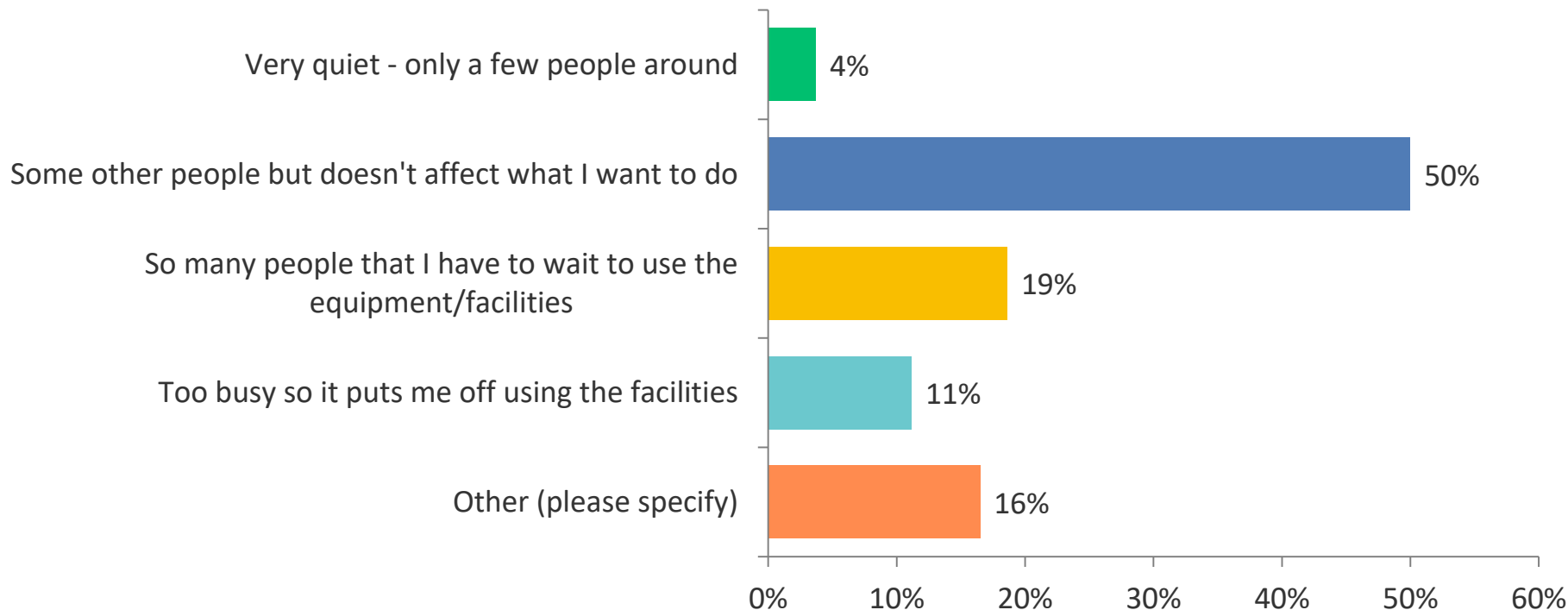
## Q4: How often do you use the gym, spas and pools?

Answered: 191 Skipped: 11



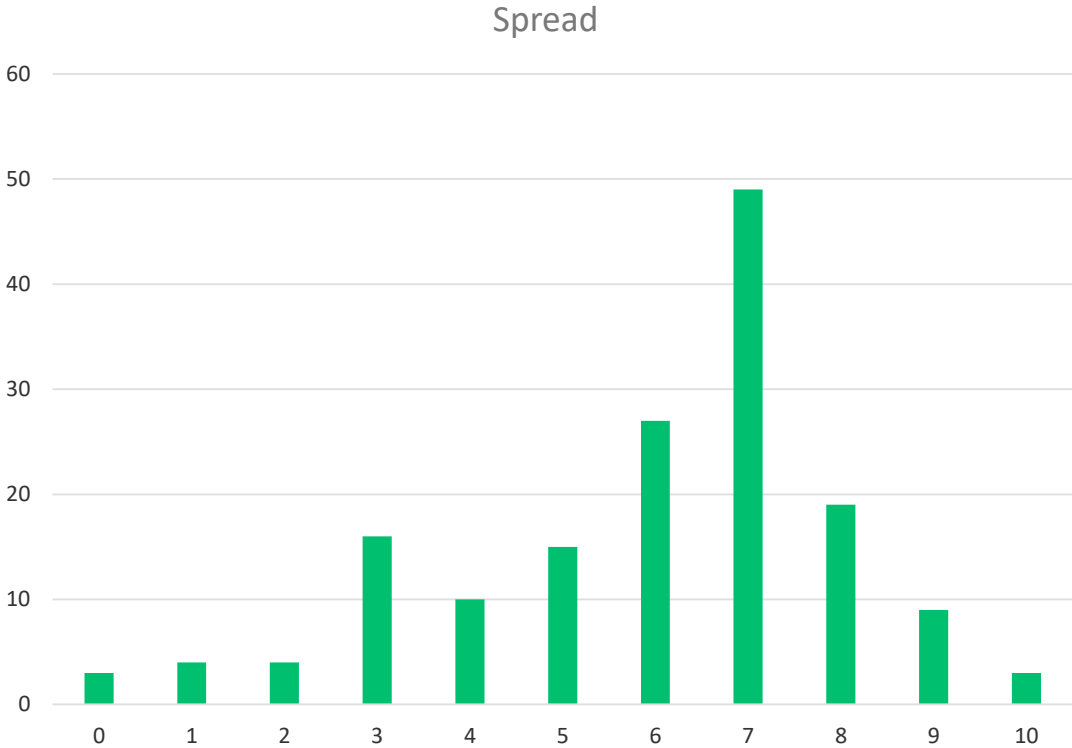
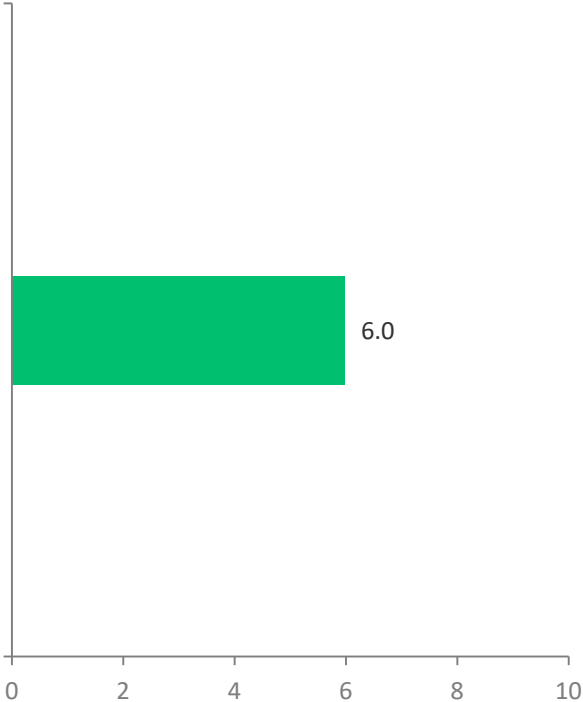
## Q5: How busy do you typically find the gym, spas and pools?

Answered: 188 Skipped: 14



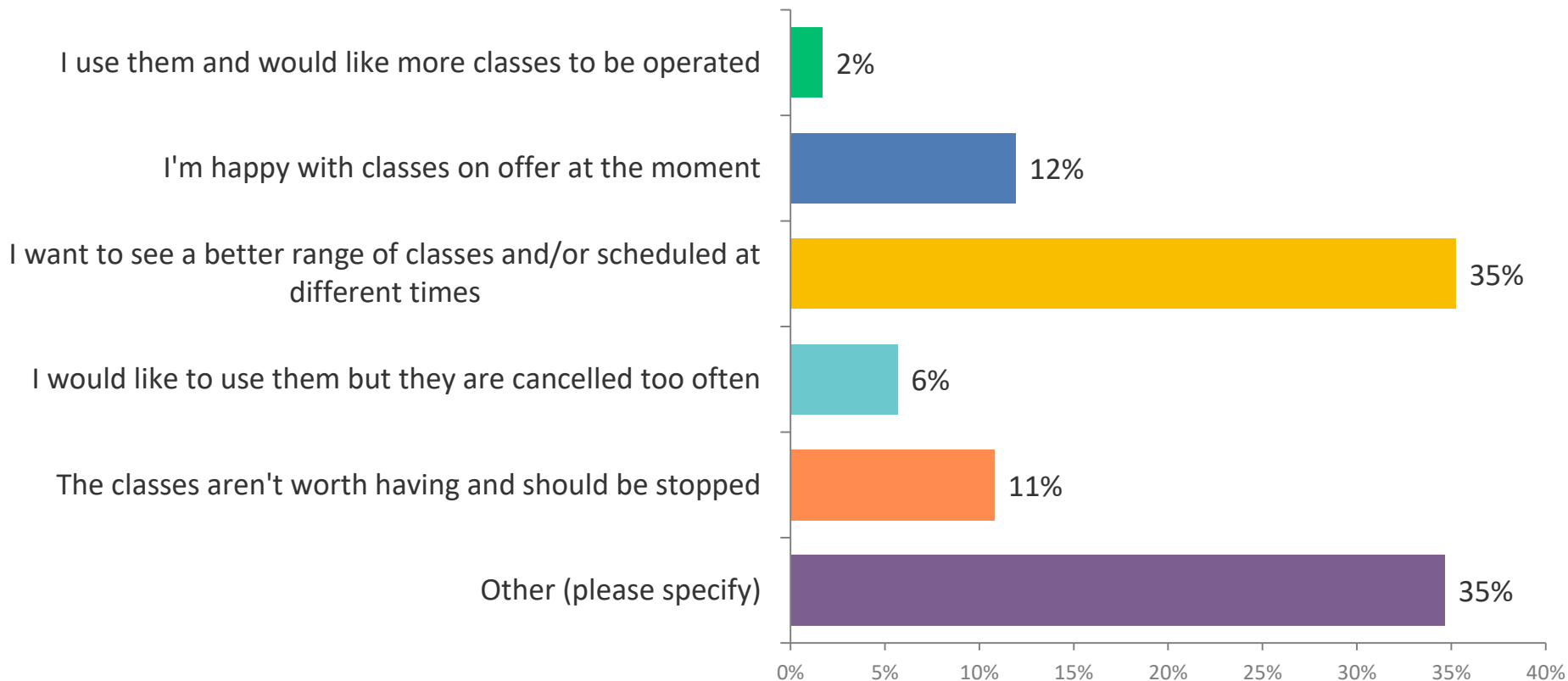
# Q6: What is your overall satisfaction with the gyms, spas and pools?

Answered: 171 Skipped: 31



## Q7: What do you think about gym classes?

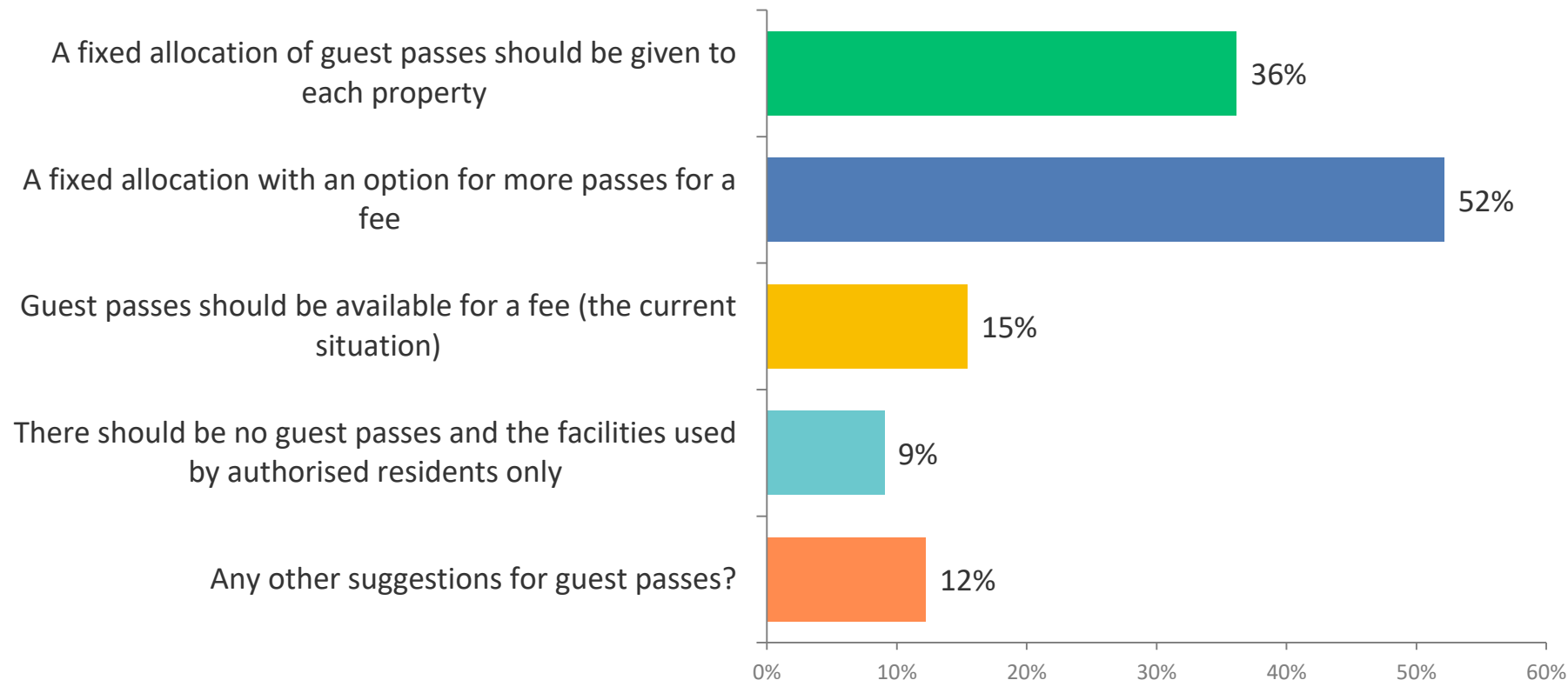
Answered: 176 Skipped: 26





## Q8: Gym entrances are to be upgraded to check that only residents can enter. What should happen to guest passes after this change?

Answered: 188 Skipped: 14

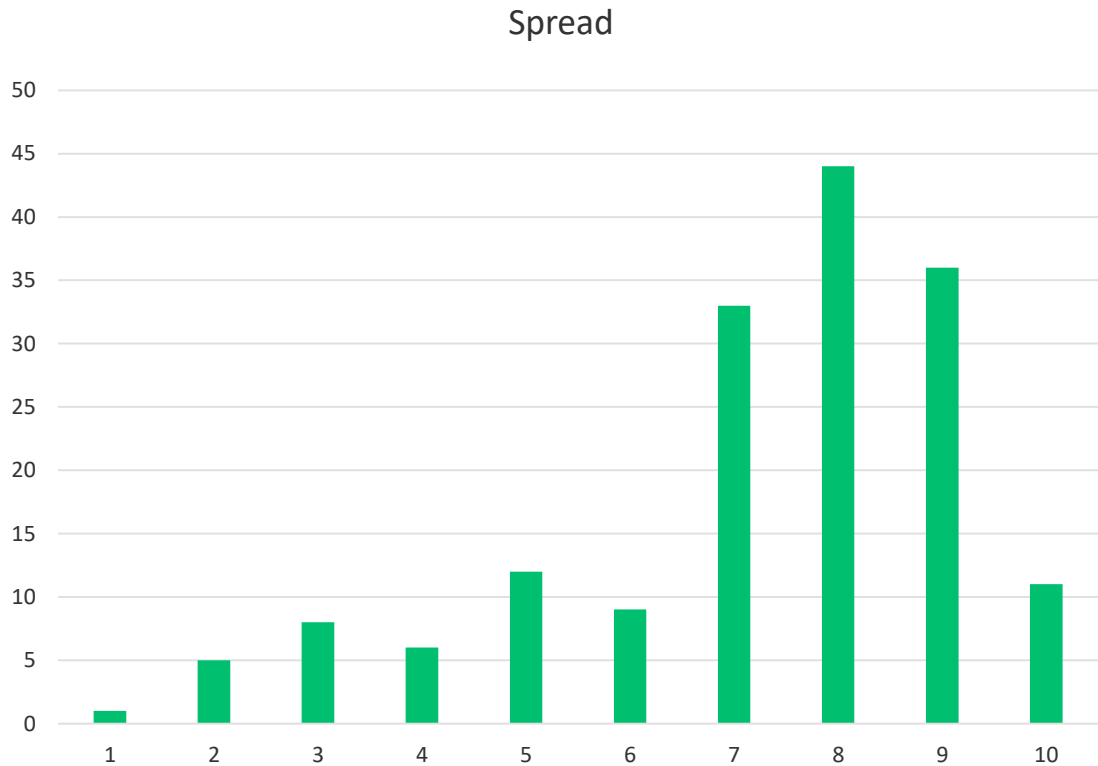
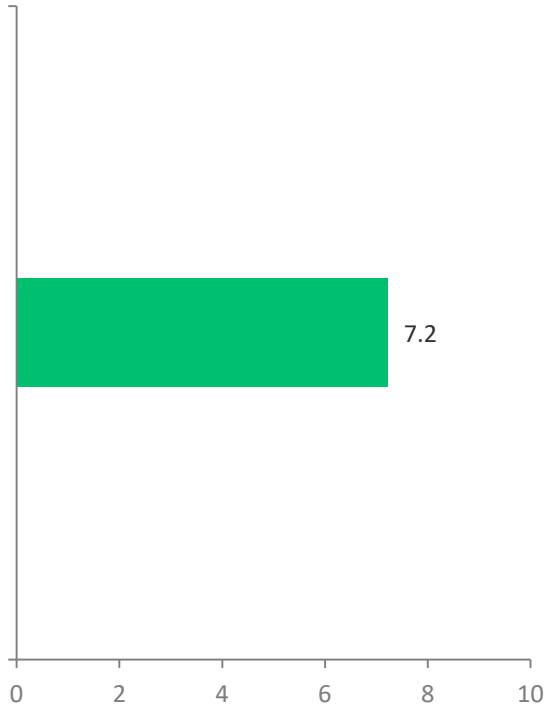


Answered: 101   Skipped: 101

[illegible]

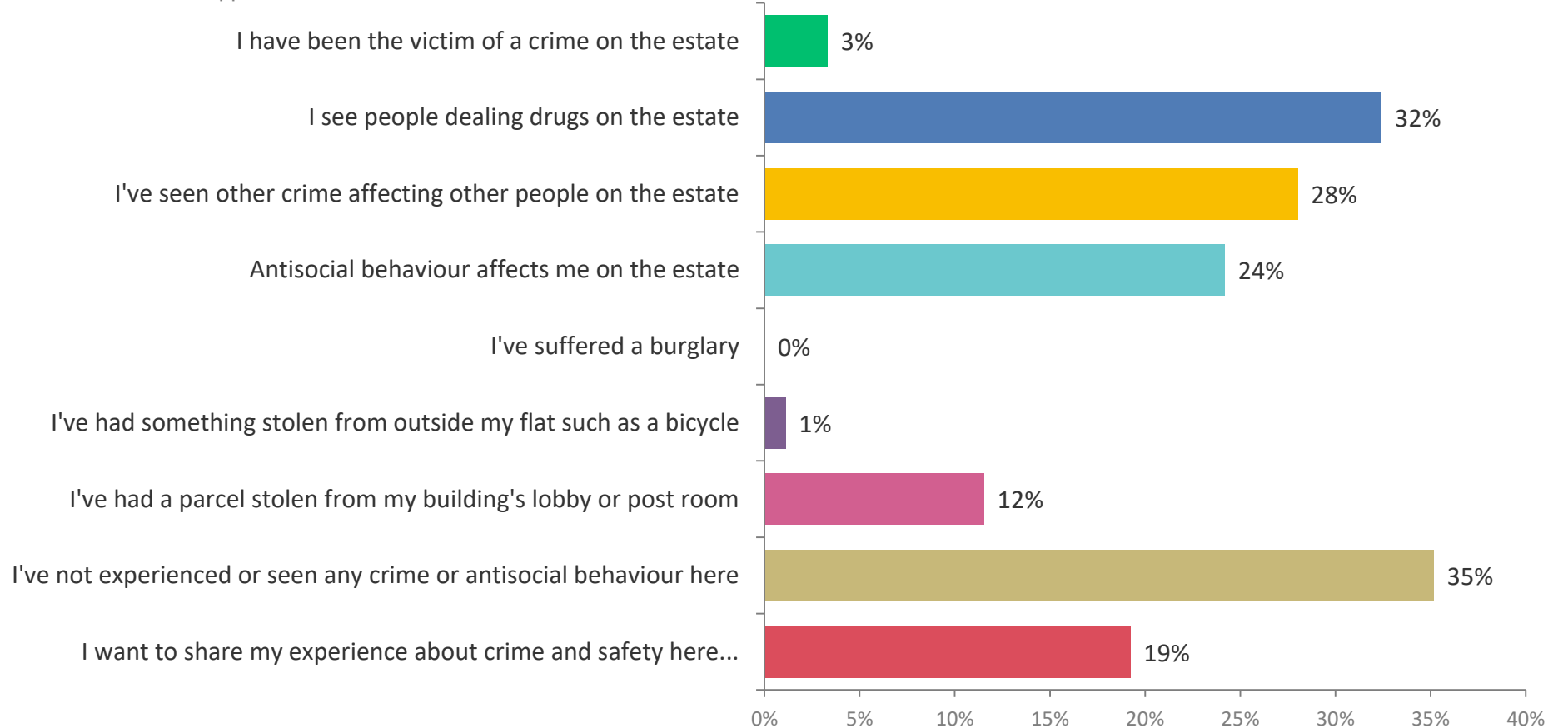
# Q10: How safe do you feel living here on the estate?

Answered: 177 Skipped: 25



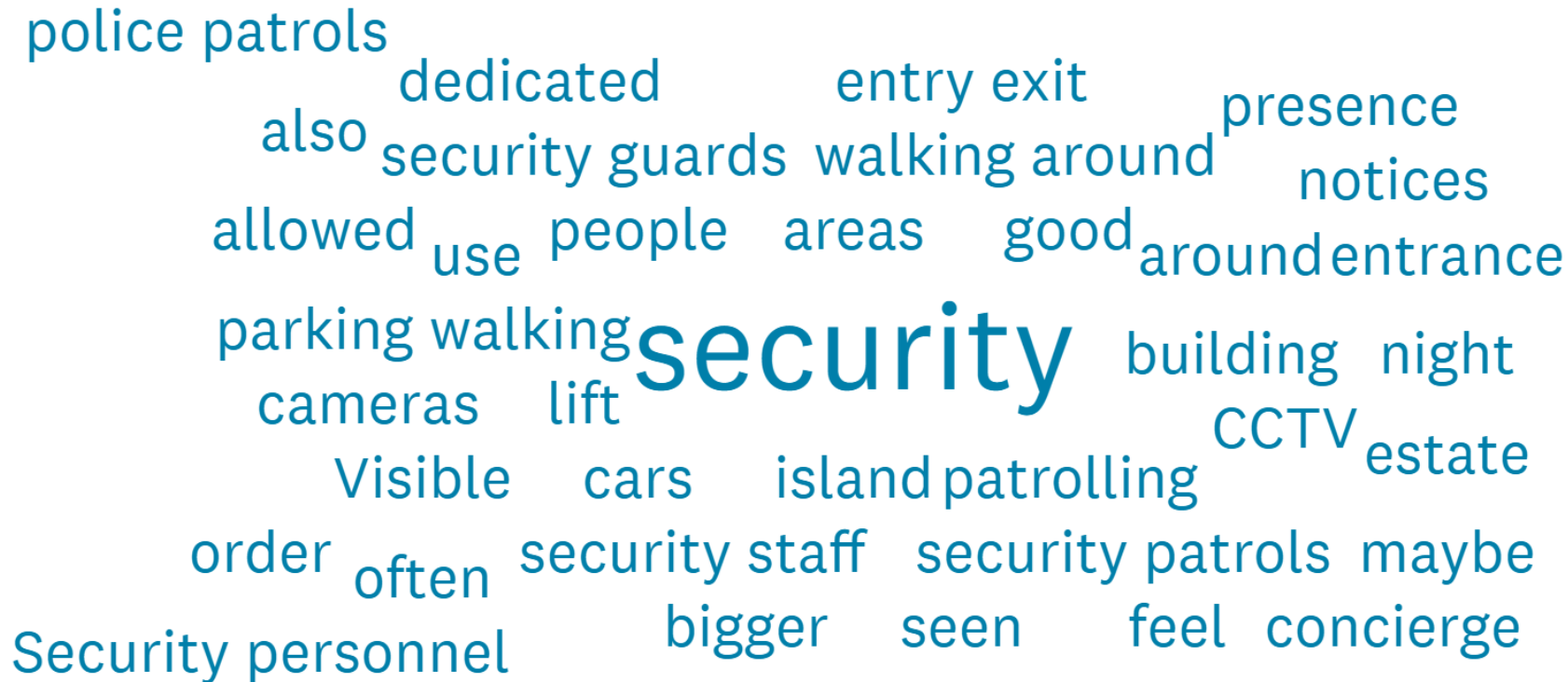
# Q11: What is your experience of crime and antisocial behaviour at City Island and Goodluck Hope?

Answered: 182 Skipped: 20



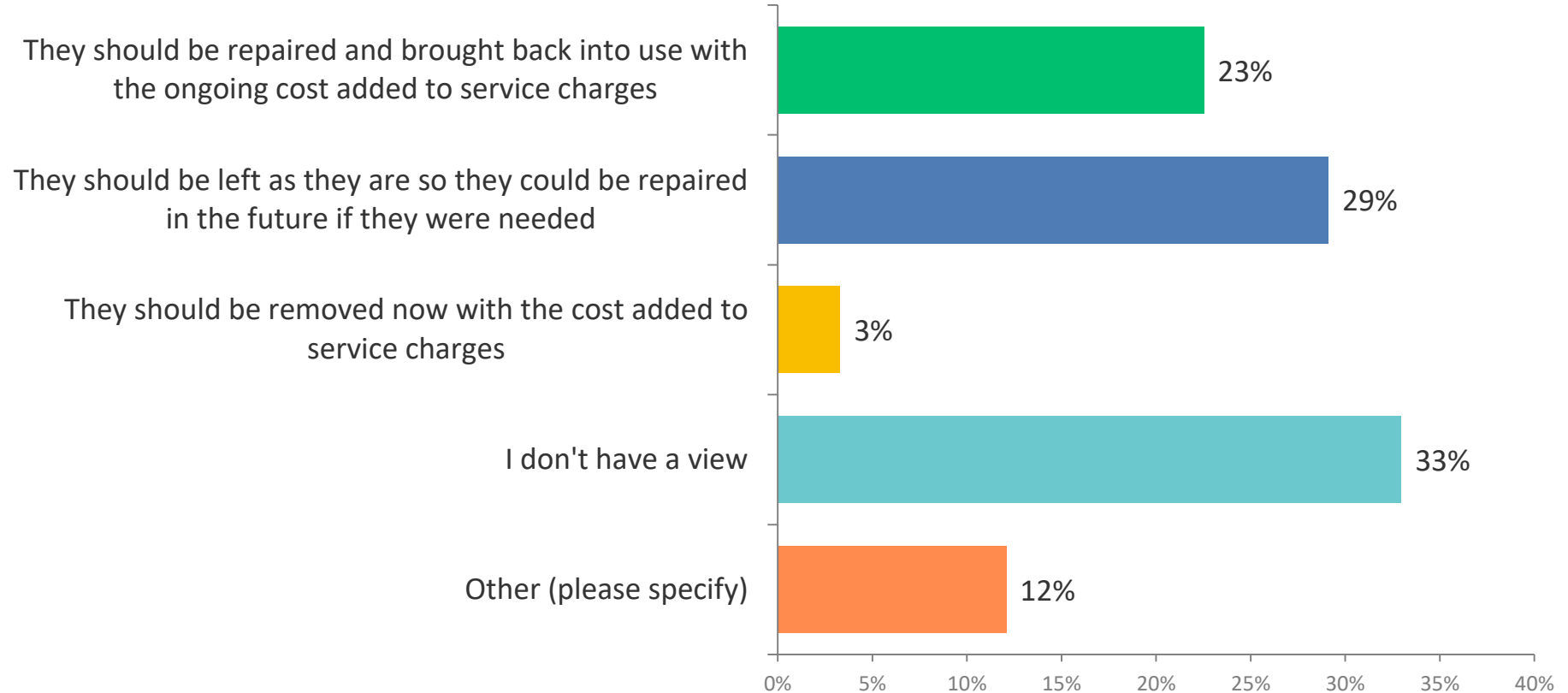
### Q12: What would improve safety and security on the estate?

Answered: 105   Skipped: 97



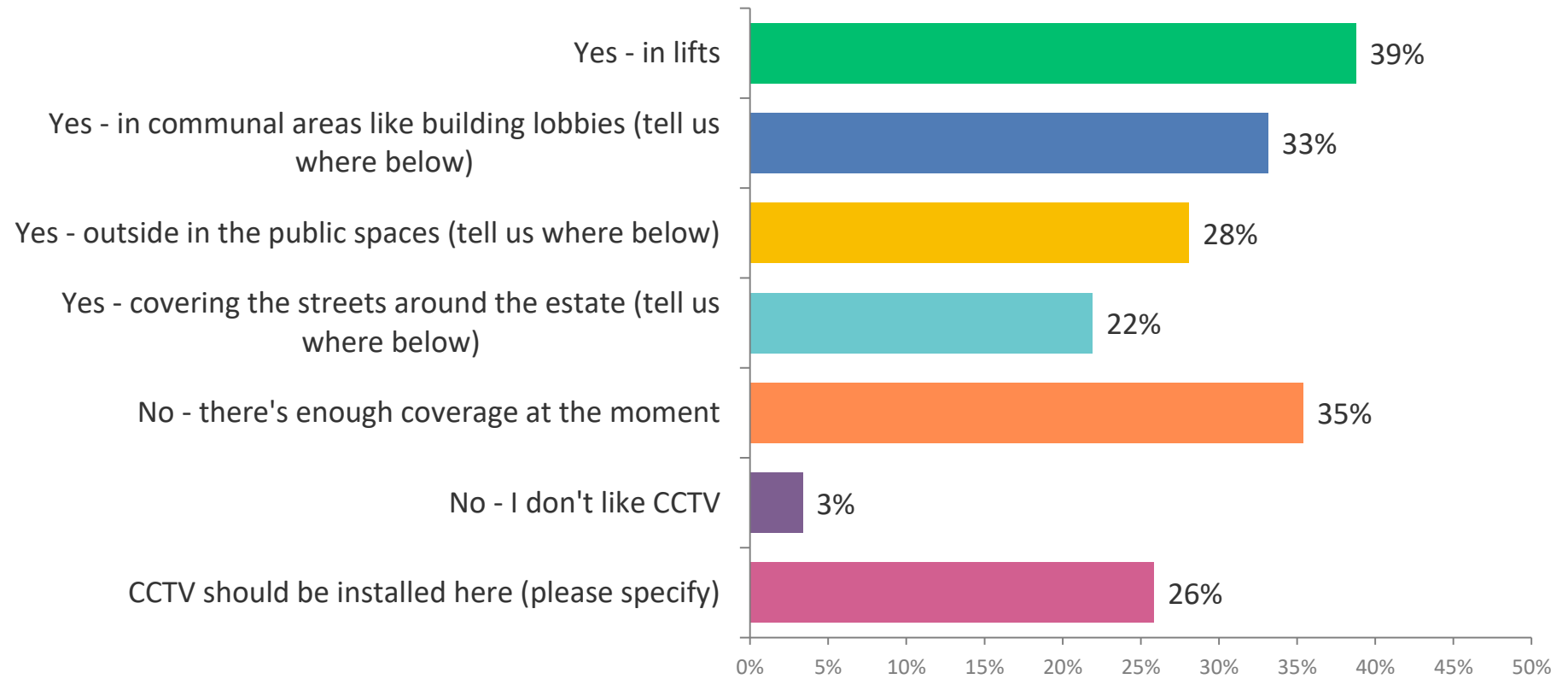
## Q13: What should happen to the broken barriers at the entrance and exit to City Island

Answered: 182 Skipped: 20



# Q14: Would you like to see more CCTV on the estate with the extra cost added to service charges?

Answered: 178 Skipped: 24



## Q15: What businesses would you like to see occupy vacant commercial units in the area?

Answered: 150 Skipped: 52



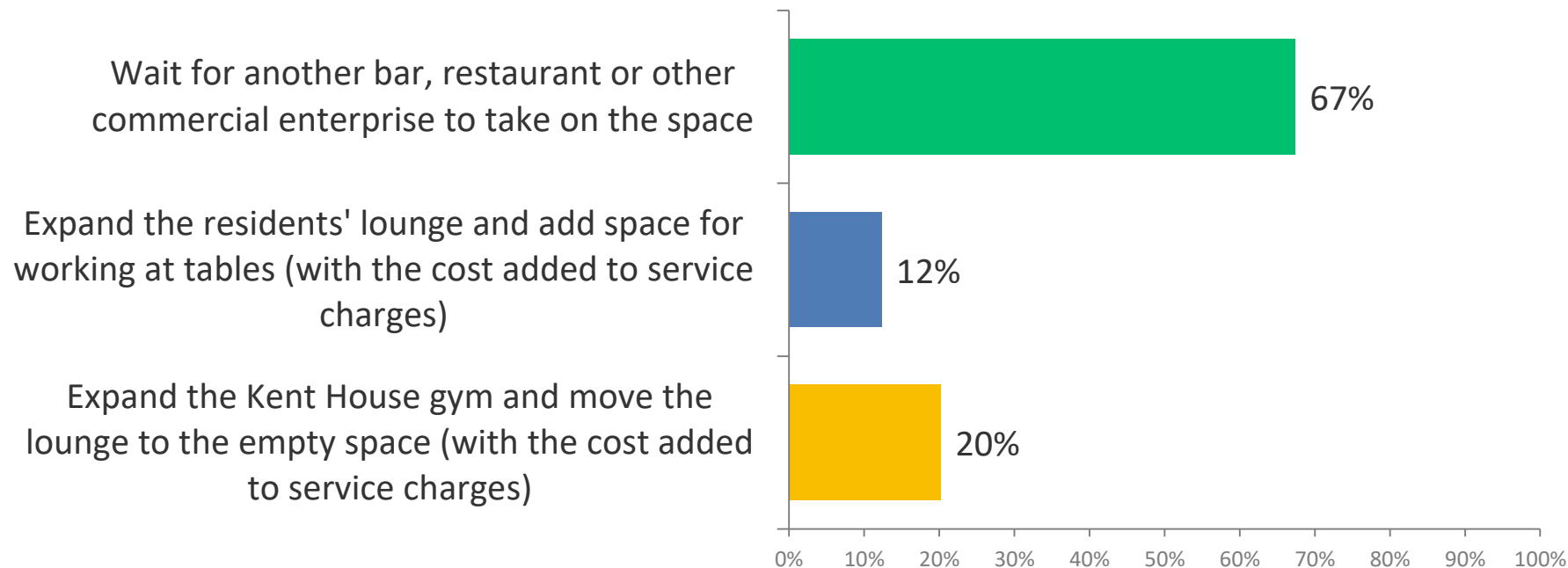
A word cloud of suggestions for businesses to occupy vacant commercial units. The word 'restaurant' is the largest and most central. Other prominent words include 'coffee place', 'pharmacy Boots', 'studios', 'general doctor', 'local', 'Restaurants', 'cafes', 'grocery store', 'hairdresser', 'bars', 'restaurants', 'coffee shops', 'pizza', 'clinic', 'casual', 'wine bar', 'GP', 'cafe bar', 'space', 'bakery', 'store', 'food shops', 'Sainsbury', 'GLH', 'good', 'place', 'pub', 'expensive', 'Yoga', 'MS', 'Nail', 'pharmacy', 'food', 'shop', 'great', 'massage', 'Italian', 'also', 'grocery', 'Nebula', 'Waitrose', 'businesses', 'Waitrose', 'MS', 'Perhaps', 'dry cleaner', 'etc', 'supermarket', 'dentist', 'Dry cleaners', 'food options', and 'decent service'.

Coffee place pharmacy Boots  
Restaurants cafes grocery store studios general doctor local  
hairdresser bars restaurants coffee shops pizza clinic casual  
wine bar GP cafe bar space bakery store food shops  
Sainsbury sGLH good restaurant place pub expensive  
Yoga M S Nail pharmacy food shop great massage  
Italian also grocery Nebula Waitrose businesses Waitrose M S  
Perhaps dry cleaner etc supermarket dentist Dry cleaners  
food options decent service



**Q16: Ballymore want to change the arrangements for the commercial unit at Kent House because there isn't much interest from potential occupants after Nebula closed. One option is to have the space open for residents to use with the extra cost on service charge. This could be £100 a year extra on an average service charge. What do you think should happen? If feedback from this survey indicates support then we will ask Ballymore to draw up specific proposals.**

Answered: 178 Skipped: 24



**Q17: The East India Dock Basin is our local green open space (close to the D3/SL4 bus stop). Do you have any suggestions for improving the space?**

Answered: 87 Skipped: 115



A word cloud of suggestions for improving the East India Dock Basin. The words are in various shades of blue and green, with 'area' and 'space' being the largest and most prominent. Other suggestions include 'green space', 'Remove walking', 'open', 'Add', 'etc', 'water', 'grass', 'planted', 'basin', 'run', 'use', 'bridge', 'nice', 'see', 'green', 'dock', 'need', 'cleaner', 'Make', 'trees', 'sit', 'park', 'improve', 'better', 'benches', 'fix', 'fix bridge', and 'nice see'.

green space Remove walking open  
Add etc water grass planted basin  
run use bridge  
nice see green s area space  
dock need cleaner Make trees sit  
park improve better benches fix  
fix bridge nice see

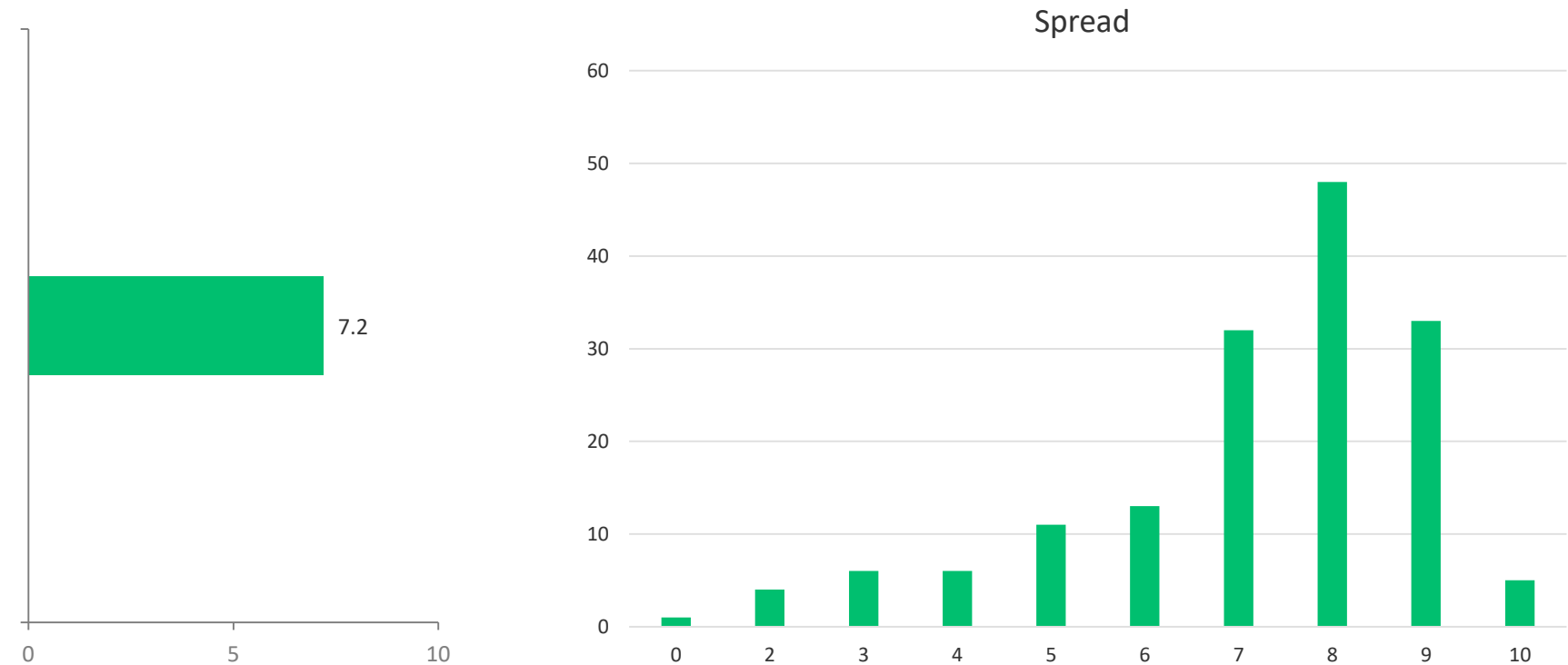
### Q18: What improvements to public transport, walking and cycling are needed?

Answered: 93   Skipped: 109



# Q19: What is your overall satisfaction with living here?

Answered: 171 Skipped: 31



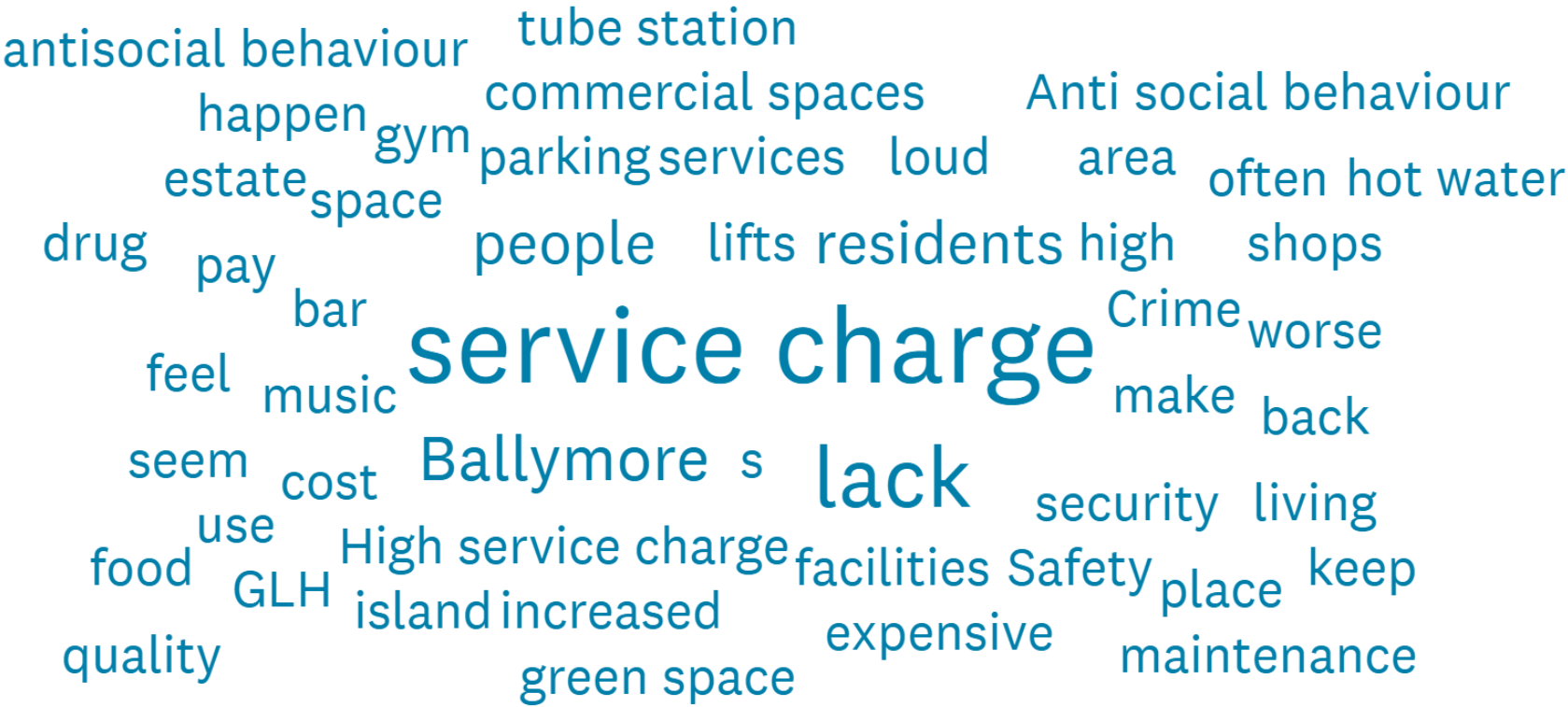
### Q20: What is the best thing about living here?

Answered: 138   Skipped: 64



# Q21: What is the worst thing about living here?

Answered: 142 Skipped: 60



**Q22: What features and functions could be added to the b.Life and City Island App to improve it?**

Answered: 80   Skipped: 122





**202**

Total Responses

Date Created: Saturday, February 22, 2025

Complete Responses: 202