

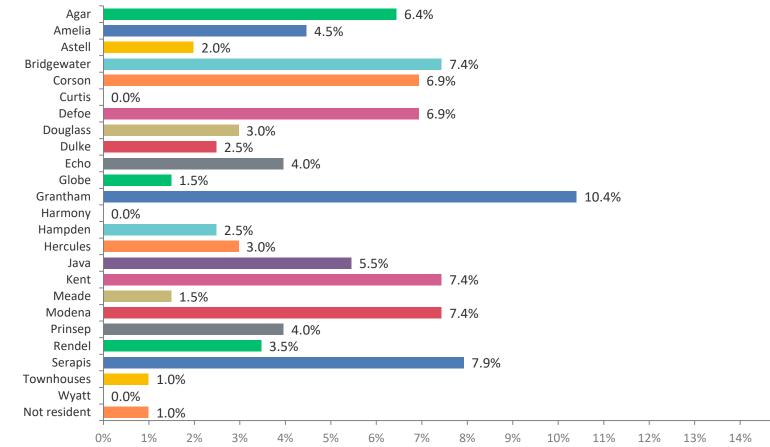
Leaseholders and Residents Association

2025 Residents' Association Survey

19 May 2025

Q1: Which block do you live in?

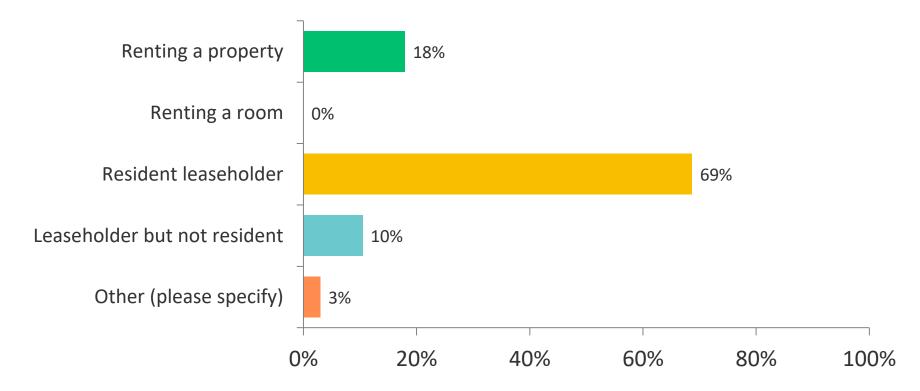
Answered: 202 Skipped: 0



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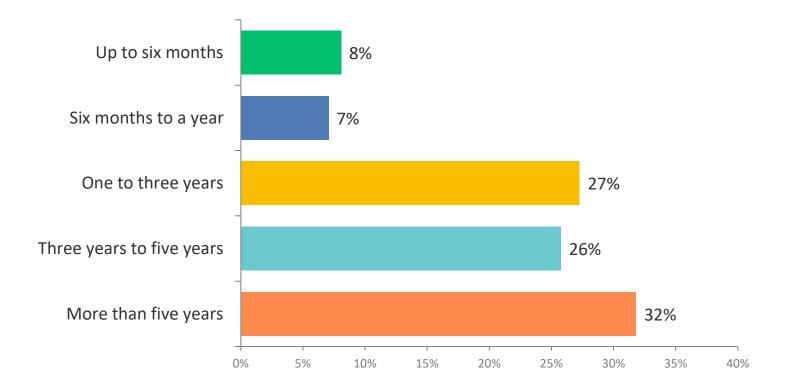
Q2: Are you renting or a leaseholder?

Answered: 201 Skipped: 1



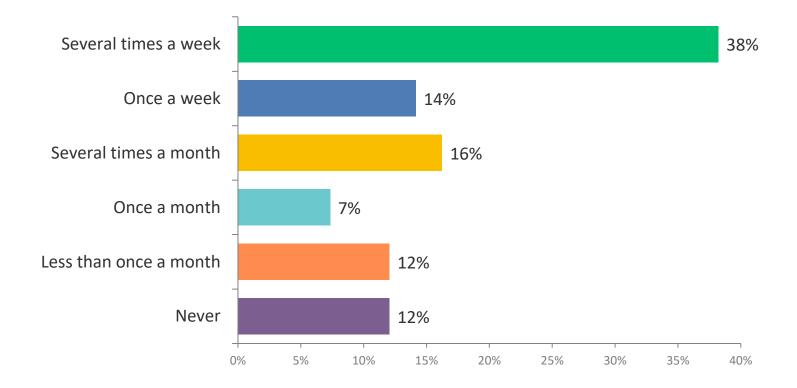
Q3: How long have you lived here?

Answered: 198 Skipped: 4



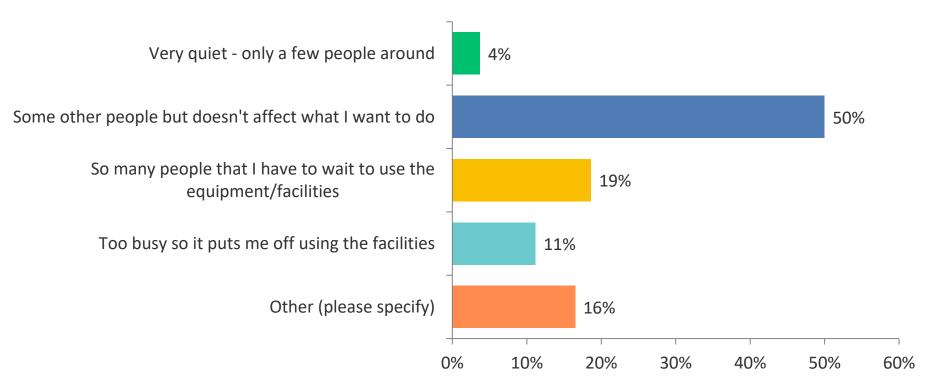
Q4: How often do you use the gym, spas and pools?

Answered: 191 Skipped: 11



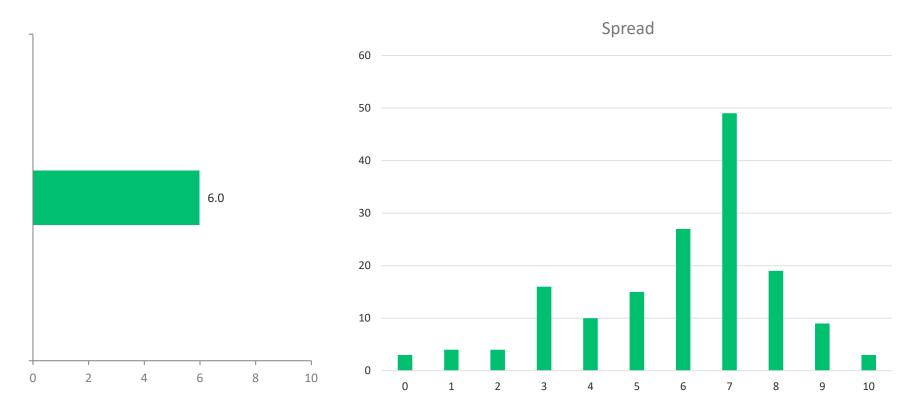
Q5: How busy do you typically find the gym, spas and pools?

Answered: 188 Skipped: 14



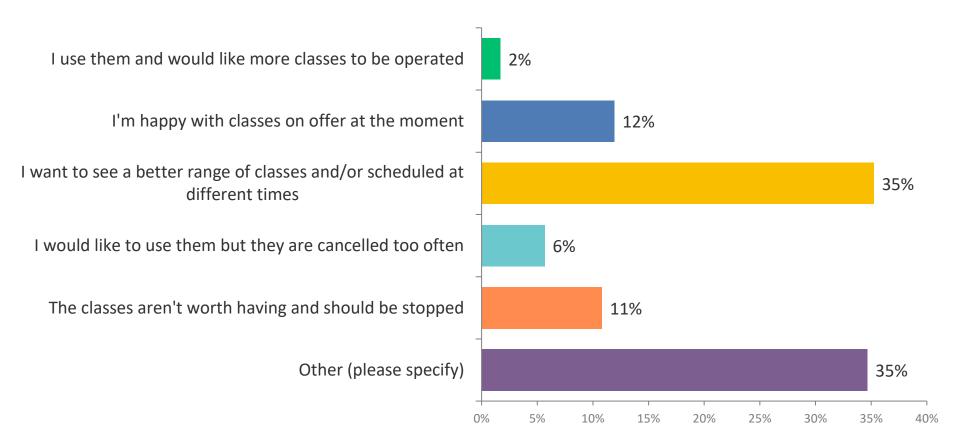
Q6: What is your overall satisfaction with the gyms, spas and pools?

Answered: 171 Skipped: 31



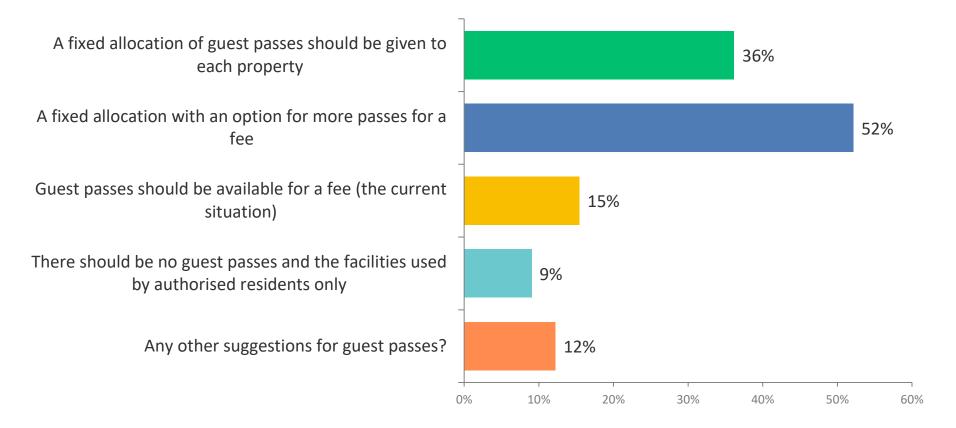
Q7: What do you think about gym classes?

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



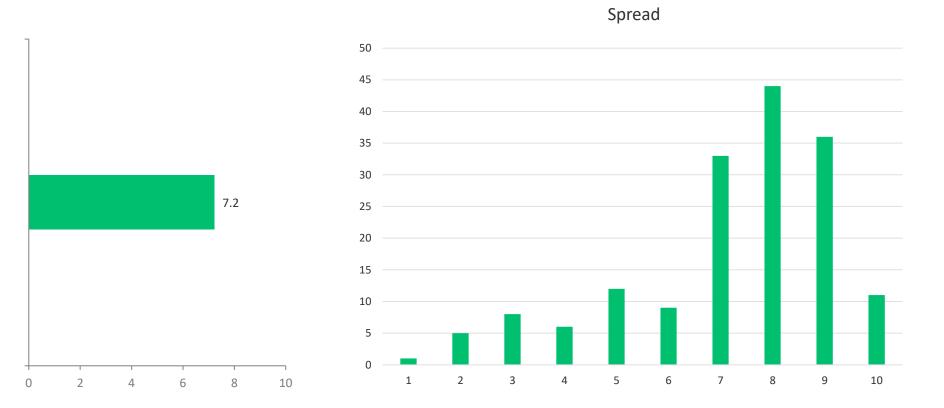
Q9: Do you have any other suggestions to improve the gyms, spas and pools?

Answered: 101 Skipped: 101

guest passes Fix lockersdon t hours well LCI gym better people using great residents need gym pool working signs great residents need of paid time people useequipment floors change lot bringbroken facilities day training worn allowed enough cleanliness phone considering towels closes pool area ie gym staff changing rooms Considering towels

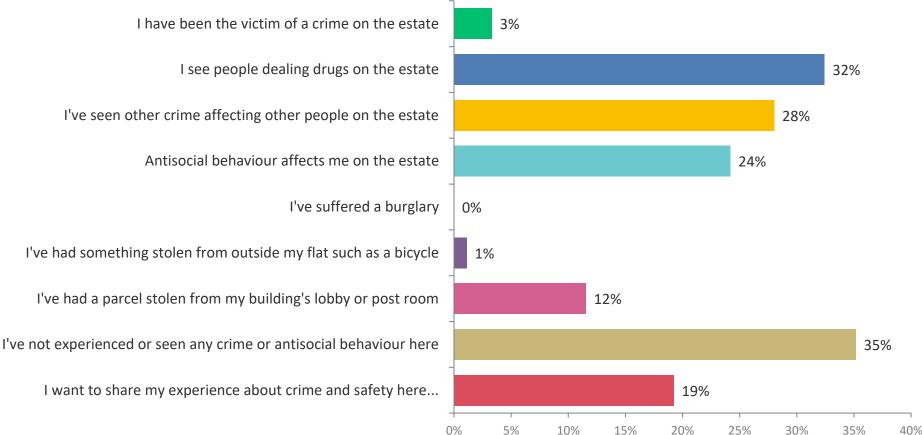
Q10: How safe do you feel living here on the estate?

Answered: 177 Skipped: 25



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

Answered: 182 Skipped: 20



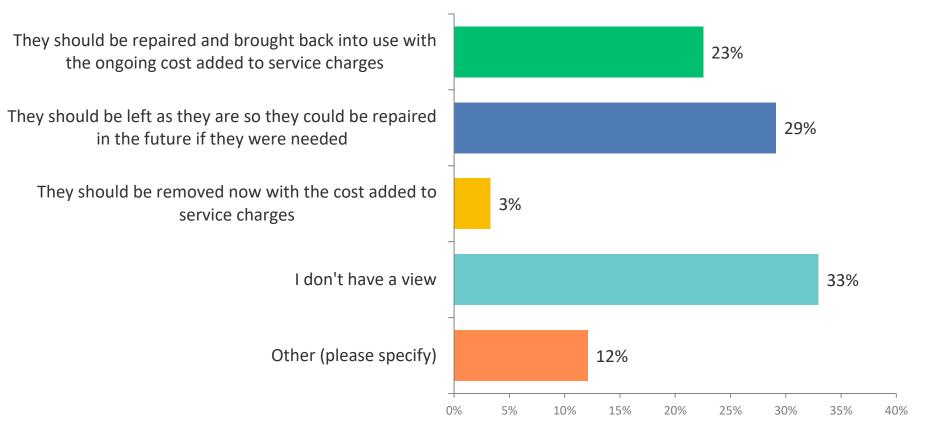
Q12: What would improve safety and security on the estate?

Answered: 105 Skipped: 97

police patrols also security guards walking around notices allowed use people areas good around entrance parking walking **Security** building night cameras lift Visible cars island patrolling order often security staff security patrols maybe ty personnel bigger seen feel concierge Security personnel

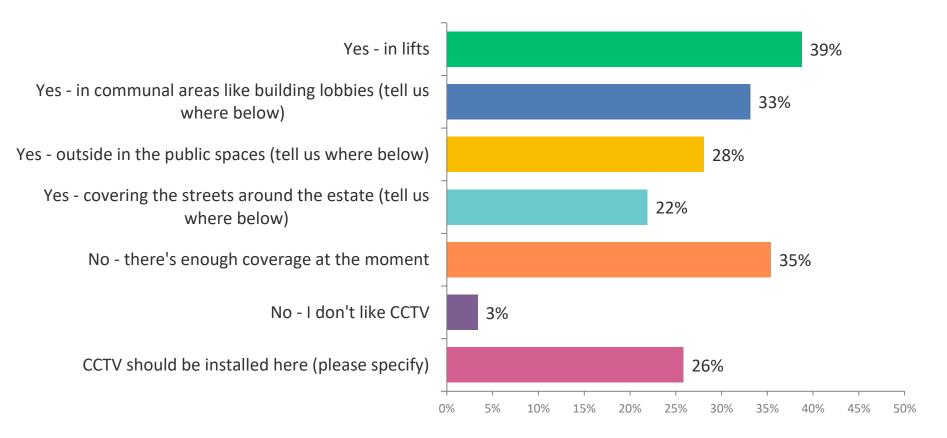
Q13: What should happen to the broken barriers at the entrance and exit to City Island

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

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

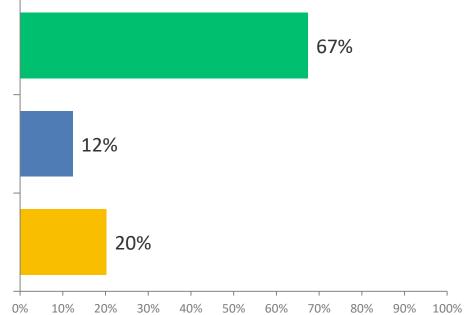
Q16: Ballymore want to change the arrangements for the commercial unit at Kent House because there isn't much interest from potential occupants after Nebula closed. One option is to have the space open for residents to use with the extra cost on service charge. This could be £100 a year extra on an average 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

Wait for another bar, restaurant or other commercial enterprise to take on the space

Expand the residents' lounge and add space for working at tables (with the cost added to service charges)

Expand the Kent House gym and move the lounge to the empty space (with the cost added to service charges)



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

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

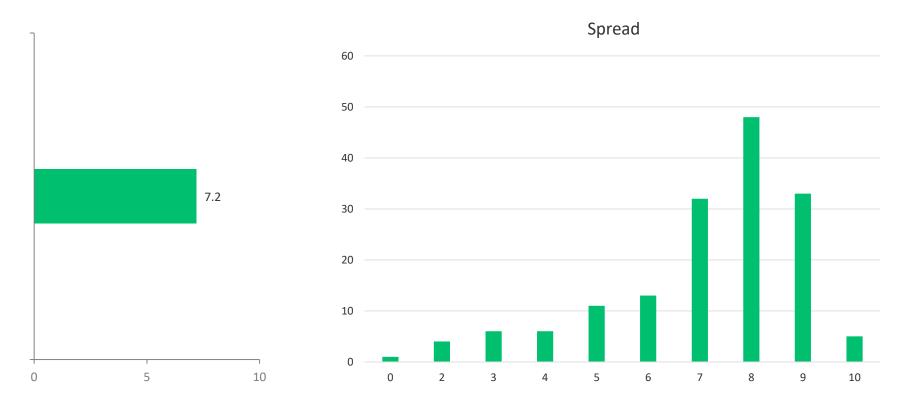
Q18: What improvements to public transport, walking and cycling are needed?

Answered: 93 Skipped: 109

Walking around walkway Greenwich close GLH SL4 bus D3 bus stop Uber boat think Lime bike N parkingneeded ^{bus route} new river ^{D3}bridge walk good cycle go bus stop without go near Addition access **bikes** Wharf side island stop bus station Open road area path use none LCI GLH night long nice great Canary Wharf Santander bikes

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

sense community apartments well building friendly staff transport links safe live development peaceful lovely close speople quiet location Great love feel safe pool **COMMUNITY** area spaces London_{gym} nice facilities good feels proximity Airport vibe island views clean amenitiesestate amenitiesestate environment overall Convenience public transport around swimming pools proximity transport transportation

Q21: What is the worst thing about living here?

Answered: 142 Skipped: 60

tube station happen commercial spaces Anti social behaviour antisocial behaviour parking services loud area often hot water estate_{space} people lifts residents high shops bar music service charge make back drug pay feel Ballymore s lack security living seem cost use High service charge facilities Safety place food keep expensive maintenance quality green space

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

Answered: 80 Skipped: 122

access Cinema None facilities residents don t many open know etc gymapp use think work renting live Better space make busy service charge see security many people



202

Total Responses

Date Created: Saturday, February 22, 2025

Complete Responses: 202

