

# KGS RESIDENTS' SURVEY

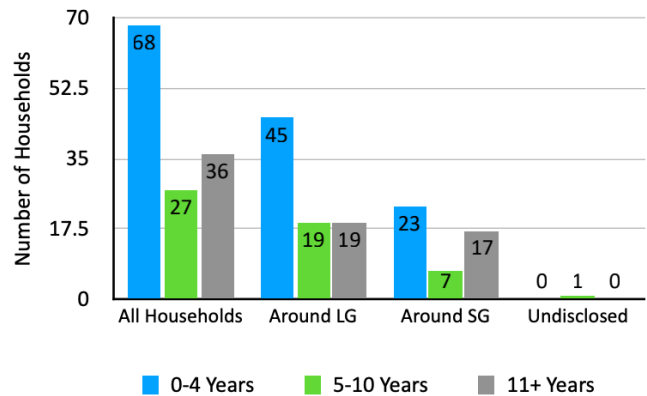
## RESPONDENT BACKGROUND AS RELEVANT TO THE SQUARE

Residents Survey numerical data

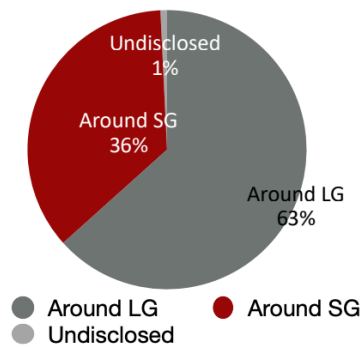
**Q 1 & 2 Duration Living on the Square**

	No. of Households	Around LG	Around SG	Un-disclosed
0-4 Years	68	45	23	0
5-10 Years	27	19	7	1
11+ Years	36	19	17	0
<b>Total</b>	<b>131</b>	<b>83</b>	<b>47</b>	<b>1</b>

**Duration Living on the Square**



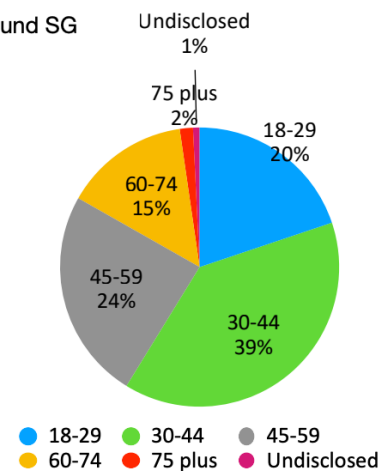
**Where located**



**Q4 Age Range of Respondents?**

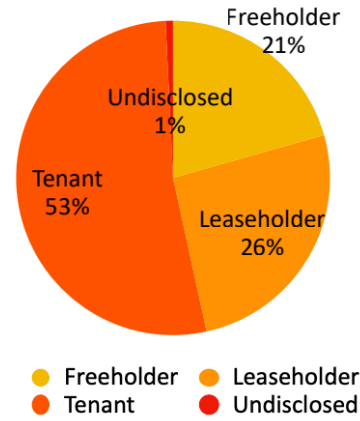
Age range	Number of respondents
18-29	26
30-44	51
45-59	32
60-74	19
75 plus	2
Undisclosed	1

1



**Q3 Ownership - No. of respondents**

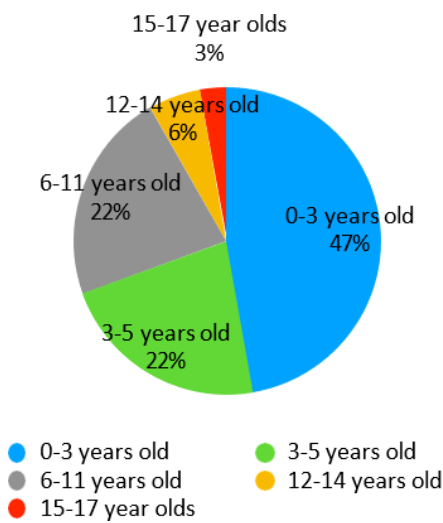
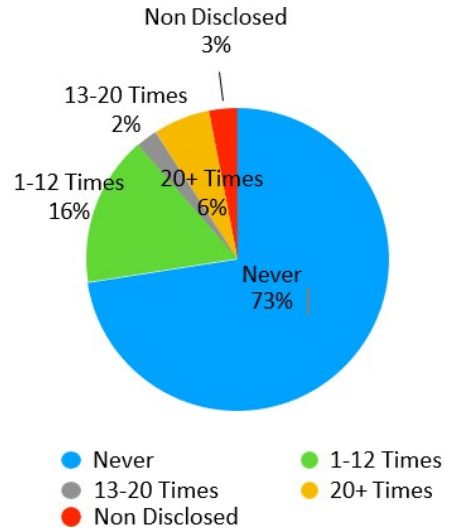
<b>Freeholder</b>	27
<b>Leaseholder</b>	34
<b>Tenant</b>	69
<b>Undisclosed</b>	1



**Children:**

**Q 12 Do You Bring Children into the Garden?**

<b>Never</b>	95
<b>1-12 Times</b>	21
<b>13-20 Times</b>	3
<b>20+ Times</b>	8
<b>Non Disclosed</b>	4



**Q 13 Age of Children Being Brought into the Garden?**

<b>0-3 years old</b>	17
<b>3-5 years old</b>	8
<b>6-11 years old</b>	8
<b>12-14 years old</b>	2
<b>15-17 year olds</b>	1
<b>Total No. Children</b>	<b>36</b>

Resident comment: 'Children were never welcome before and now they have a special space at the far end'

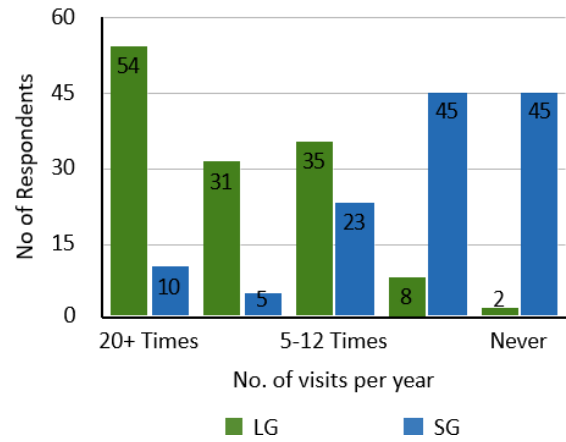
# GARDENS + ENVIRONMENT AND ECOLOGY

Residents Survey numerical data

## Frequency of use:

Q6 & Q9 How often do you visit the Gardens?

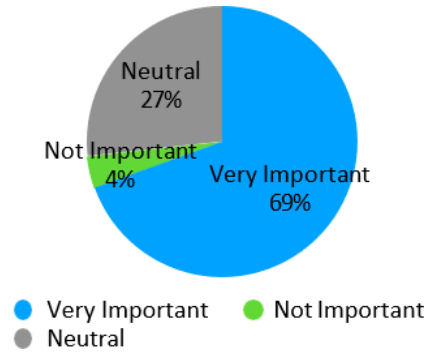
	LG	SG
20+ Dmes	54	10
13-20 Dmes	31	5
5-12 Dmes	35	23
Use it rarely	8	45
Never	2	45
Undisclosed	1	3



## Environment:

Q17 Importance of Responding to Changing Environmental Factors?

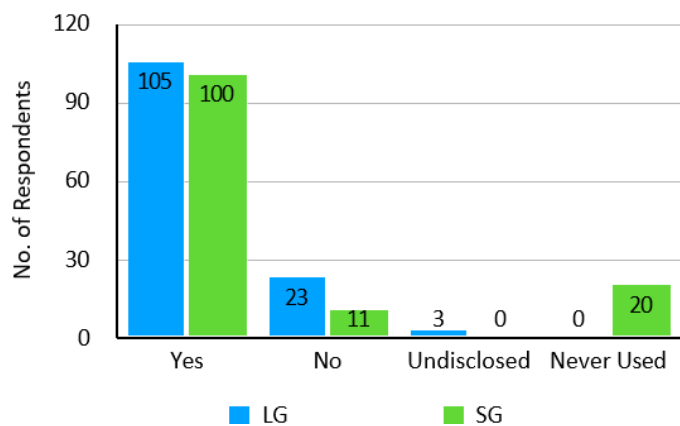
Very Important	91
Not Important	5
Neutral	35



## Garden Upkeep and Maintenance:

Q15 Are You Satisfied with Garden Upkeep & Maintenance?

	LG	SG
Yes, but ..	105	100
No reasons below	23	11
Undisclosed	3	0
Never Used	0	20



## **LARGE GARDEN**

The lead on the LG's first recollection of the gardens was 9 years ago when he met Jim, our past Chair whose focus was on the health and ecology of the gardens and creating a safe and healthy environment. It was his approach, presence and inclusion of all residents that allowed the healthy development of the gardens to go hand-in-hand with the opportunities of development for children – that made him so valued in developing our gardens and moving them into being fit for the 21st Century in our attention to their ecology and their use by you, the residents.

### **Large Garden + Environment & Ecology**

Please refer to the Large Garden report, constantly updated, which was started in November 2023 and can be found on [KGSgarden.org.uk](http://KGSgarden.org.uk). Many of you requested this. Any comments are much appreciated and any discussion related to this is always welcomed.

Resident comments:

- *Knowing we all understand why what is being done in the LG is being done ie from Dieter & that it is ecologically based (would enhance my use of the LG); Love knowing the ecology life cycle is happening with log edge borders, meadow lawn & its resultant butterflies all of which I find beautiful*
- *Difficult to understand how you can even ask this question given the all importance of responding to the environment*
- *We need to have environment measures reported at the AGM*
- *The garden works well as it is...so any changes need to be carefully done*

### **Ambition/ Aims**

Develop the Large Garden ever more as a beautiful all-season flowering garden based on an ecologically healthy supportive and responsive system to both warmer and more variable weather conditions and which balances the needs and preferences of all garden users including the development of our children.

Implement and maintain up-to-date sustainable horticultural practices and environmental strategies through:

1. Ensuring a flowering display across seasons
2. Ensuring we are responsive to changing environmental and ecological trends and practices through constant updating of knowledge
3. Reducing the reliance on constant irrigation through testing and adopt hardier planting types
4. Reducing imported organic materials/ soils through the introduction of plants that thrive in the current soil and garden conditions, thus creating a reliable plant backdrop
5. Ensuring we are 100% chemical and pesticide free
6. Ensuring a 'no organic waste' approach with full recycling, composting and reuse of all plant material
7. Non-trapping/killing squirrels as advised by key official expert bodies
8. Maintaining and improving garden infrastructure and structures, for example, compost structures.
9. Budgeting & calendarizing the introduction of new maintenance equipment to reduce pollution and noise
10. Updating the existing garden maintenance practices to adopt the changing and developing needs of the garden, its ecological systems and wildlife support.

### **Actions to date:**

The large garden's ecological health has significantly improved, year on year, over the last 5 years. This is not a rushed process and has been the result of a number of interactive contributing factors including:

■ **Longer flowering season** with new shrubs recently brought in and more to follow which include enabling a flowering & fruiting appearance across all seasons so there is always colour & interest. This is an ongoing process.

#### *Resident comments:*

*Needs to become more diversified in terms of its planting; It is very lovely already but perhaps more flowering shrubs?; The answer is YES (I am satisfied) but I also think there could be some more understory planting especially with flowering plants perhaps designed around a coherent theme...or themes for different parts of the garden; Large garden needs improvement especially the flowerbeds*

### **Trees**

These have been replanted in accordance with Westminster Council requirements. Annual tree safety and health checks are conducted in accordance with WWC requirements. Thinning of tree canopies is not something WCC supports.

#### *Resident comments:*

*Could be some thinning of tree canopy; Wonderful use of south end now more light; Restoration of the tree cover to replace the 20+ trees that have been lost over recent years.*

■ **Soil protection and enrichment** with compost, mulch, leaf layers and soil plant cover through plant layering

■ **Resting plant bed areas** which promote plant succession

■ **Plant bed improvement** and development with redistribution of successful 'hardier' planting making way for additional plants

■ **Ecological support structures** introduced, for example, leaf and wood chipping mulch, insect log piles, bird baths etc including ensuring that these microenvironments are spaced throughout the LG and integrated

#### *Resident comments:*

*- We like the wildlife in the large garden and things like the insect and slug houses and wood walls. Attractive ecological practices such as log border edgings, meadow lawn & resultant butterflies, the understanding that the soil is being enriched etc*

■ **Climate resistant plants** tried out for hardiness before replicating them

■ **Plant sizes actively managed**, to allow access to light, provide space to grow

#### *Resident comments:*

*- More sunshine through to the lawn and flower beds would definitely be helpful*

■ **Hedges** being enabled to grow with infill planting over the last 3 years which has significantly improved the density and screening from the road but has further to go. Part of this programme has been the extensive plant pruning to both re-shape plants but also enable light to reach the hedges. Planting in the adjacent plant beds had previously not been kept at a height enabling light access

#### *Resident comments:*

*- I wish the hedges were slightly fuller to provide great privacy inside the garden*

■ **Wildlife support structures and garden edges** maintained

*Resident comments:*

- *We particularly enjoy the wild zone*
- *(Value) meadow lawn (as part of important ecological life-cycle)*

■ **Hedge and shrub shaping** and maintenance ensuring that all the plant beds and hedges have good access to light.

*Resident comments:*

- *Privacy (not sure if this is hedging or garden layout)*
- *I wish the hedges were slightly fuller to provide great privacy inside the garden*

- **Gravel surfaces replenished.** Installation is now due with the help of the gardeners.
- **Automatic irrigation** significantly reduced
- **Imported soils** not used
- **Squirrels** maintained as a 'one family' and no trapping undertaken
- **Bird Watch, Slug and Snail Survey, Butterfly count** - annual identification of species & count
- **Autumn bulb planting**
- **Open lawn areas** for children's play, individual/ small ball games etc. It is agreed we do not want teenagers practicing football
- **Stepping log pathways** providing routes for maintenance access to the hedge & plants and play for children
- **Log walls** serving as important ecological features similar to the insect log piles as well as creating an excellent risk/ and balance feature for young children
- **Child-focused areas** providing play and hidden play/ den areas at children's scale and which focus play into those areas

**Proposed actions** - over & above the maintenance and development of the above:

● **Horticultural:**

- Rose Garden updated with additional varied and more colorful rose display
- Garden House border lawn (between the hedge and path) developed into a low flower bed starting with new bulb displays. This would introduce a degree of formality in the long-shaped garden edge

● **Garden Health Record** against the above points

maintained and published at our AGM with links to known research bodies and support charities. We recognise that for many of you this question is all-important

*Resident comments:*

- *We need to have environment measures reported at the AGM*

● **Garden maintenance practices updated** to a cleaner and less impactful model:

- Replace the common garden tools (leaf blowers, lawn mower and hedge trimmers) with battery operated tools whilst the large shredders (which only have very occasional use) will remain as petrol until such time in future where technology can support the change of these. In the meantime, restrict leaf blowers to the autumn period. Removal of the ride-on lawnmower and adopting a more sensitive practice that matches the gardens. Some of the larger equipment will remain but are only occasionally used.
- Work together with the gardeners towards updated garden maintenance practices and

approach plan

*Resident comments:*

- *We need to have environment measures reported at the AGM*
- *Would be good to know if there is a plan long term to eliminate the emissions from garden maintenance and commit to zero fossil fuel usage?*
- *I would like the gardeners to use maintenance tools that do not burn fossil fuels or cause noise pollution Very important, Would be good to know if there is a plan long term to eliminate the emissions from garden maintenance and commit to zero fossil fuel usage?*

■ **Infrastructure:**

- **Birdbaths** built which are larger & permanent birdbaths providing a more reliable source of water
- **Compost structures** rebuilt in stages into a two-level structure. The lower level could be used to store additional garden furniture/ folding tables, gazebos etc. for resident to make free use. The upper level could be a low viewing platform for small children. Non garden items cannot be stored in the garden given space & the number of residents who would desire this!
- **Garden furniture** ordered with the consideration of some additional styles of seating; Blankets aren't possible due to hygiene
- **Wooden pergola** costed for placement in the southeastern end of the garden to provide permanent shade and rain cover. This area could also have a medium height native hedge to provide screening from the rest of the garden
- **Swing:** consider placing one in the wildflower long grass area
- **Taps** exist around the periphery of the gardens
- **Litter bins:** You will find public bins outside both gardens
- **Lavatories, Space heaters, Power outlets:** We don't have the facilities/ resources to provide these sadly

- **Resident outreach and update of garden plans**, how the gardens work and other relevant information circulated more frequently and made available on the website, as well as the involvement of residents in the work of the gardens. Garden signage is in place to inform and educate.

*Resident comments:*

- *Yes, because the LG has taken on a life & feeling of joy that the majority of residents can enjoy which did not exist a few years ago; Dieter's knowledge & plans for the council & implementation of the new shed invaluable.*

## **SMALL GARDEN**

The small garden -given its size - is not an open space, but a small lush green and private space that also provides pleasant features for the many people walking by. Every keyholder has access and is welcome to it, even if it is not suitable for larger gatherings given its proximity to the houses around it. It is also veryshady with only a few corners providing suitable areas for furniture.

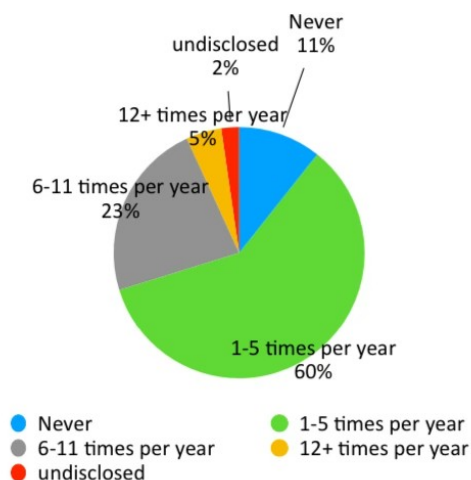
The garden is indeed densely planted and if frequently attend to it this is to maintain it while keeping the gardening costs down.



## COMMUNITY & SOCIAL

**Q 14 Do You Invite Family/Friends from Outside The Square into the Garden?**

Never	14
1-5 times per year	78
6-11 times per year	30
12+ times per year	6
undisclosed	3



### Purpose

The two gardens are central to our community. Our aim is to enable a community spirit which is a resource for all residents providing comfort & pleasure for those who want to meet with others & enjoy social activities. The gardens bring people together & also engage them those who wish to undertake more tranquil and individual activities such as reading, working, sun-bathing etc. Every resident is valued.

60% of residents are aged between 18 & 44 with 20% being freeholders & 80% leaseholder/tenants. Whatever your demographic, longevity living on the square, ownership status, you are a member of our community & indeed, all of us pay the garden rate enabling the gardens to have continued oversight, management & enabling key access.

### Garden access:

Both the Large & Small Garden remain open to all residents at all times regardless of social events (Garden House residents don't possess garden keys & so have access to the LG, but not the SG).

Events are held on a couple of occasions in the year when an area of the LG may be cordoned off for an event but seating is specifically provided in the LG for those not attending an event & the great joy is that we also have the Small Garden providing an additional tranquil escape on these very limited occasions.

Indeed, by mid evening of the recent Theatre in the Squares event, you would never have known 250 people had been there watching a performance!

There are a few residents who are less keen on social use of the gardens & this view is also represented on the committee.

Many of you would like the Small Garden to increase the space for residents to use & provide comfortable garden chairs with some tables. Susanne, the SG lead, is responding to this in her paper on the Small Garden. You would also like some smaller tables in the LG for small groups on which Dieter is responding in his paper on the LG.

*Representative resident quotes:*

*'I would add a few smaller tables in the LG. Sometimes there are individuals or groups of 2-3 people using big tables, and larger groups with no table/seats'; 'The kind lady in the SG is doing an amazing job but the garden feels like it is private to her'; 'The SG feel very 'exclusive' and like people aren't welcomed to use it; 'Make (the SG) welcoming. At the moment it has way too much of plants and too little furniture'.*

**Children:**

Children are part of our community & are always welcome. Parents are encouraged to use the south end of the Large Garden allowing greater tranquility at the north Garden House end. Sadly, requests for such as a swing are not viable without a major landscape re-jig.

*Representative resident quotes:*

*'Children were never welcome before and now they have a special space at the end'; 'Reduce kids playing area; more privacy, less kids'*

**Exercise & Social groups:**

Some of you seem to believe that you aren't allowed to exercise & indeed have been warned off by a resident. You are allowed to exercise! This needs to be on the gravel & not make use of either garden furniture or the trees.

Similarly - in response to another question asked - you can form whatever social groups you wish.

*Representative resident quotes:*

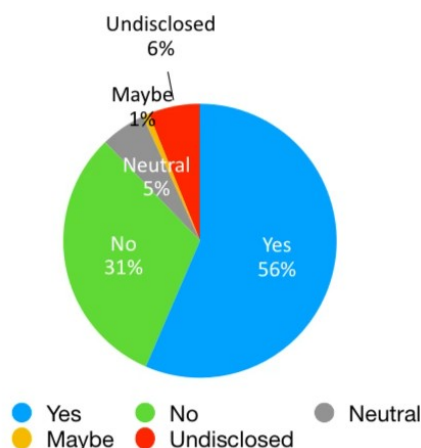
*'Being able to exercise on the grass with a yoga mat'; 'It is unfair children can run around yet an adult can't do yoga or light exercise on a mat'; 'Allow more varied activities for residents and freedom to form groups'*

**Communal events**

**Frequency of social events**

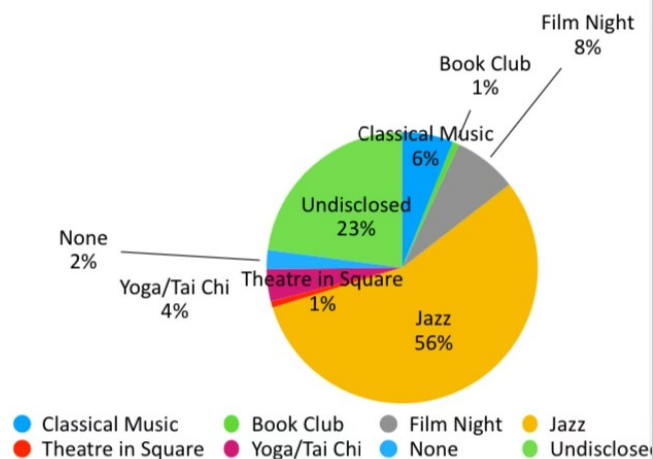
Q 22 Would You like more Social Events

Yes	74
No	41
Neutral	7
Maybe	1
Undisclosed	8



**Q23 Which Ticketed Events Would you attend (ticket price to cover all events)**

Classical Music	8
Book Club	1
Film Night	10
Jazz	73
Theatre in Square	1
Yoga/Tai Chi	5
None	3
Undisclosed	30



We hold a limited number of communal social activities each year, these being the popular monthly Coffee Morning, annual Summer Party & for the 2nd year running, a most enjoyable Christmas art installation open to all, with the last 12 months also being the 2nd year of the immensely successful Shakespeare in the Squares theatre & jolly Christmas Carols & BBQ.

On request, we hope to bring seasonal cheer with a solar lighting panel in one of the trees. Following many requests from residents, we hope to hold a live but un-amplified jazz lunchtime event where residents can bring a picnic in 2025 - & would seek to involve you in making this successful.

Beyond the Coffee Mornings, it is unlikely there would ever be more than one organised event in any month. Apart from wanting to preserve the gardens for all, there is also the question of the three of us, who are volunteers, simply don't have the time!

In terms of cost to garden funds, residents contribute generously with the most wonderful food items from round the world to both our coffee mornings & annual party with there being a very minimal garden budget. The theatre runs at no cost to the gardens with ticket prices at the very lowest end of attending a west end show. Children go for free, if registered. The Carols ticket price is similar to buying a glass of wine.

**Representative resident quotes:**

*'I don't think we need more but varied would be nice'; 'ones that are linked to seasons and that include all generations is a lovely idea'; 'Would be nice to have live music like an orchestra playing'; 'Lights in the trees would be lovely on summer nights'; (social events) 'Bring everyone together'. 'Emma and Caroline did a fantastic job with the jubilee party, coffee mornings, summer party and theatre'. 'The art installation was amazing, really lovely idea'; 'The efforts I've witnessed have been absolutely first class. We are extremely lucky to have these people'; 'Fewer silly gimmicks, removal of inappropriate bunting'*

**Being welcomed**

A number of you commented on not feeling welcomed in the SG. A separate point was a few of you commented on upset & fear at both they & their children being shouted at & also at being told that they couldn't exercise by another resident.

Being welcomed in the SG has been addressed above. Abusive behaviour is never tolerated. Should you experience this, please speak to us. Your community group is always available to

you.

**Community involvement:**

Over the past four years, community spirit has ever-increased with many comments made of the sense of community which many residents value - & is a real asset & distinctive characteristic of our square. Visitors from other squares during our 'Open Garden' day commented on this with appreciation, & not a little envy.

*Representative resident quotes:*

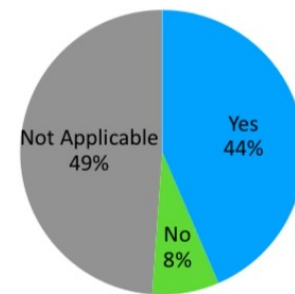
*'Thank you for all your efforts, you have brought an atmosphere of community and harmony!! Very grateful for it!! Thank you all'; 'Dieter is a real credit to our community. I hope his efforts are properly recognised'; 'He (Dieter) talks to residents and makes us feel welcome'; 'We would love to get to know the neighbours more'; '(Community has) been improving every year since we moved in, thanks to the extraordinary efforts of Dieter, Emma and Caroline'; 'the coffee mornings creating an excellent community spirit'.*

Significant work went into encouraging this - which is now driven by residents themselves which is so pleasing. A number of you want to have the possibility of greater community involvement, and an easier route to being able to hold the vote on garden matters for your building.

**Parties (booking required for over 10 people)**

**Q19 Is Booking a Party/BBQ Helpful, Efficient & Friendly?**

Yes	57
No	10
Not Applicable	64

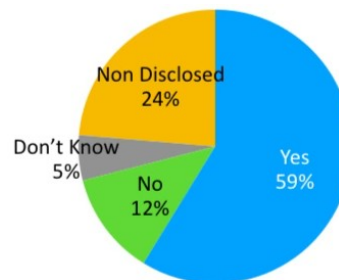


● Yes ● No ● Not Applicable

**Parties working effectively**

**Q20 Do Gatherings In The Gardens Work?**

Yes	77
No	16
Don't Know	7
Non Disclosed	31



● Yes ● No ● Don't Know ● Non Disclosed

The booking key-holder signs agreement to clear rules & a limited quota of furniture that can be reserved with this prices having been refined & simplified over the past few years to make it as clear, simple & effective. Parties are limited to two bookable groups on any one day which the LG can easily absorb. We are hoping that the KGS website calendar will give you this information in the near future as it is currently being upgraded.

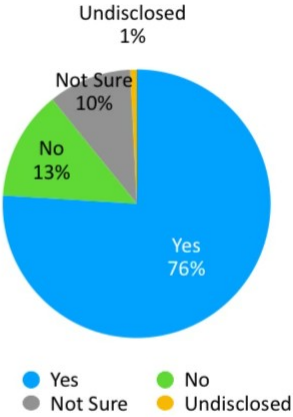
*Representative resident quotes:*

*'Caroline's exhaustive in ensuring everything is attended to before; Yes, Caroline and Dieter go out of their way to be helpful and get them set up well'; 'Dieter is amazing... always there... always helping people... goes out of his way'; 'At the moment this works fine ...but it would detrimental to other users if this type of use increased ...'; 'I would not want to see these numbers increase too much more please'*

**Rules**

**Q21 I am Satisfied with the Current Garden Rules**

Yes	100
No	17
Not Sure	13
Undisclosed	1



100 (76%) Respondents are satisfied with the existing rules in place while 17 (13%) are not happy because of the reasons stated below

We believe encouraging a sense of community encourages us all to take care of each other & this approach over the past few years has proved encouraging. Committee members cannot

invigilate the rules unless we happen to be in the gardens or are alerted to a problem when we have promptly responded. Please don't even bring up the 'no dogs' rules as the gardens are designed to allow children to roam without fear of faeces. However well you this is managed, accidents happen with raincausing further issues.

Most of you are in agreement with the existing rules but there is also a desire for us to review & consult & we will give further consideration to your requests going out to the community to consult.

*Representative resident quotes:*

*'Caroline got me to sign off on the (party) rules which I hadn't realised existed before'; 'Thanks again to Dieter, I've witnessed him politely reminding those that have tried to bend them'; 'Rules seems sensible - importance is that they are kept to'; 'Liked the common sense and positive angling of them';*

*'The ones on the gates are out of date'; 'Overly restrictive, we support the rules but there is space for updating and relaxing some'; 'it would be good to get the residents views on this as we speak together and agree'; 'it is a garden which comes social with lots of residents and there is lots of space'; 'They seem excessive to me'; 'Less restrictive rules and more family friendly access'; 'Ability to play quiet music (it doesn't have to be loud but just some music would be nice when you have'.*

In summary, the sense of our community has developed tremendously over the post Covid years & brought pleasure to many both within & outside the gardens. Emma, Dieter & myself thank you for creating this wonderful community. We are also most appreciative of the positive feedback on our efforts & attentive to the concerns you raise.

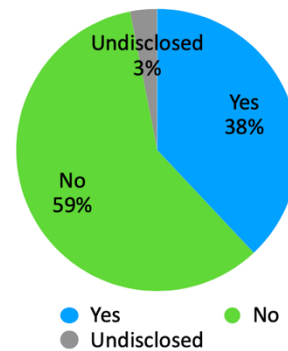
We love being part of such a wonderful community.

## COMMUNICATIONS AND WEBSITE

### Quantitative feedback

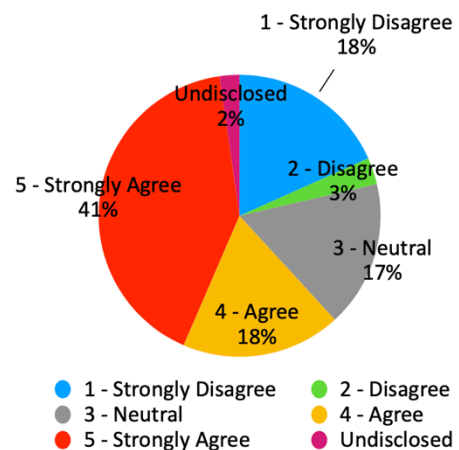
#### Q18 Do You Use The Website for Information?

Yes	50
No	77
Undisclosed	4



#### Q28 Would an easy-to-use interactive garden website - which sends you an alert - with all the above information in one place be useful?

1 - Strongly Disagree	24
2 - Disagree	4
3 - Neutral	22
4 - Agree	24
5 - Strongly Agree	54
Undisclosed	3



#### Summary of feedback from survey

- **59%** say they don't use website for information, **38%** say they do
- **59%** agree or strongly agree that "an easy-to-use interactive garden website – which sends you an alert- with all the above information in one place would be useful". **21%** disagreed or strongly disagreed.
  - o Only 9 comments, most of which were 'I didn't know there was a website' or similar, which may explain why many don't use it
  - o One comment wanting more pictures/articles and one saying 'spend money on garden not website'.
  - o There wasn't any comment on what 'interactive' should comprise or any indication of degree of importance vs. effort and cost to achieve this. We could ask about this in future.
- While some respondents were unaware of our newsletters and other communications, many did refer to them to these in comments. This is perhaps explained by an out-of-date mailing list when survey undertaken in mid-2022 (list now updated following key exchange process)

#### On the basis of feedback, it would be sensible in the medium term to aim for:

- General awareness of website which acts as a repository for important information relating to the gardens (e.g., keys, rules, booking parties etc.) and enriched by up-to-date content
- Regular but not too regular email communication regarding Garden Association matters. Concise with friendly tone.
- Effective two-way communication re gardens – e.g., regular forum focused on the gardens, drawing in discussion on planting preferences, how to get involved, how to raise matters etc.

Proposed actions in this area are therefore to:

- Retain current email approach (quarterly 'newsletter' email, coffee morning reminders, ad hoc in relation to relevant events (e.g., theatre, AGM etc.); draw greater attention to website in email comms and use links
- Encourage additional articles and photos (focused on gardens) to improve currency of website. Content is easy to add, but little beyond AGMs, CIC and rules has been uploaded in recent years.
- Hold an open residents' forum meeting (not at AGM) to discuss garden presentation and usage, resident ideas etc.

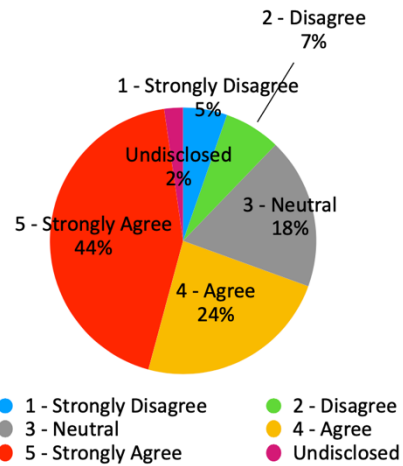


**COMMITTEE, ITS FOCUS, AGM ETC.**

Quantitative feedback

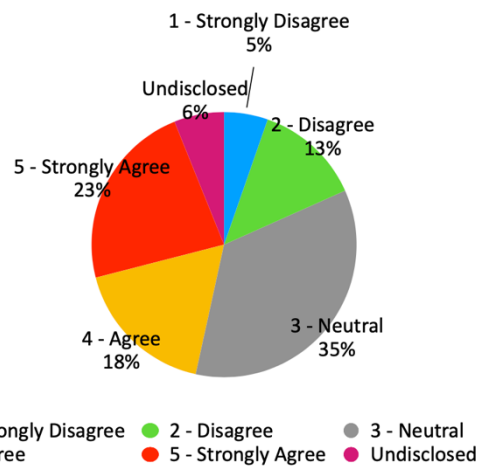
**Q24 Committee is Engaged with & Responsive to Needs of Keyholders?**

1 - Strongly Disagree	7
2 - Disagree	9
3 - Neutral	24
4 - Agree	31
5 - Strongly Agree	57
Undisclosed	3



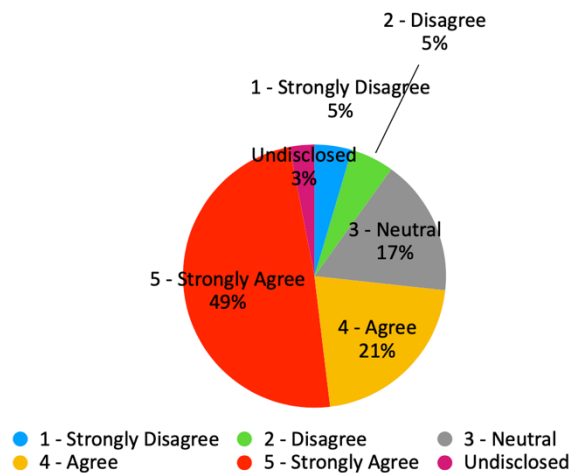
**Q26 Sufficient information is available about the gardens and their current/future use**

1 - Strongly Disagree	7
2 - Disagree	17
3 - Neutral	46
4 - Agree	23
5 - Strongly Agree	30
Undisclosed	8



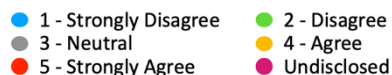
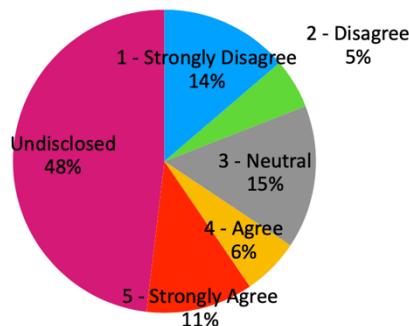
**Q27 I am Confident if I Write to the Committee with any Questions/Concerns that they will Respond & Address them**

1 - Strongly Disagree	6
2 - Disagree	7
3 - Neutral	22
4 - Agree	28
5 - Strongly Agree	64
Undisclosed	4



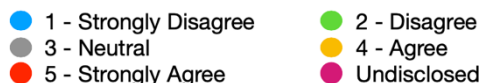
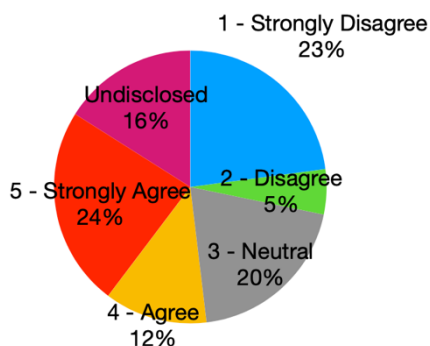
**Q29 I attended the November 2022 AGM & it was a useful opportunity to understand more**

1 - Strongly Disagree	18
2 - Disagree	7
3 - Neutral	20
4 - Agree	8
5 - Strongly Agree	15
Undisclosed	63



**Q30 I would attend the AGM if there was a zoom facility**

1 - Strongly Disagree	30
2 - Disagree	7
3 - Neutral	26
4 - Agree	16
5 - Strongly Agree	31
Undisclosed	21



**Summary of feedback from survey:**

- Strong responses achieved on responsiveness and engagement of the committee across the base of 131 respondents
  - o **68%** agree or strongly agree with the statement that ‘the committee is engaged and responsive to needs of keyholders’ vs. **12%** who disagree or strongly disagree
  - o **70%** agree or strongly agree that they’d be confident that committee would respond to / address any questions or concerns; vs. **10%** disagree or strongly disagree.
- In terms of written comments
  - o Much appreciation for the committee: ‘completely satisfied, impressed by your management, thanks for the hard work’
  - o Eight comments relating to a sense of freeholder bias in Association/ committee decision-making, and that more could be done to consider resident views. A concern that it is ‘a garden for all residents and should not be biased towards the freeholders’ in decision-making (e.g., at AGMs), and that alterations to the model should be considered
  - o Six comments questioning committee openness to views other than their own
  - o A handful of comments questioning treatment of a specific item at an AGM by the committee (resident email being read out at the 2022 AGM)
- A question “I attended the November 2022 AGM and it was a useful opportunity to understand more” was included, but responses unclear, with half undisclosed.
- **41%** agree or strongly agree that sufficient information is available about gardens and their use. **18%** disagree or strongly disagree. The written comments suggest some are aware of plans and pleased, some not and want to see them.

- **40%** agree or strongly agree that they would attend AGM if there was a zoom facility; **28%** disagree or strongly disagree
  - o not much engagement on this question with only 4 comments, only one of which stated that zoom would be useful.
  - o very few comments on AGM process, two comments that plans don't seem to be carried out, and three on discussion (loudest voices speak, not much time for response – although worth bearing in mind that these relate to 2022 AGM where CIC was a large agenda item, meaning that there was less time for discussion on other items)

On the basis of feedback, in terms of committee/AGMs/governance etc. it would be sensible in the medium term to aim to:

- Maintain or improve strong positive response (70%) that committee deals with concerns and is engaged and responsive (68%)
- Achieve a similar score on the question that sufficient information is available about gardens (a quick win may be achieving a higher level of awareness of website)
- Achieve a good understanding of, and buy-in for, the governance model across stakeholder groups

#### Proposed Actions

- Communication of the garden association / CIC model - how our governance works, how we got here, benefits/issues, potential changes
- Consider how a 'resident voice' could best be captured and used, and how this could feed into decision-making; and engage with all stakeholders on this
- Engage also with building owners (Association members) on issues they feel are worth raising, obtain their views on the governance model, priorities in context of the garden rate paid, etc.