



City Quay Residents Survey

Introduction

The idea to listen to the voices of residents at City Quay, Ellerman Road and Adler Way, grew out of conversations between Adam Sadiq of Farm Urban and the chair of City Quay Management Company Ltd (CQMC) who run the estate on behalf of leaseholders. We wanted to explore city centre people's values and attitudes and at the same time see to what extent residents already knew what was going on at City Quay. There were some surprises. One thing that we discovered was that the vast majority were prepared to share their e-mail with those conducting the survey because they wanted to be kept in touch with what was happening where they lived. That is so encouraging.

The survey would not have happened without the help of student volunteers from Liverpool Hope University who gave up so much time for many weeks to knock on all doors at City Quay. To them we are extremely grateful. And of course to those who opened their doors and agreed to take part in the survey.

The questionnaires were answered between 18th February and 6th May 2015 on a series of Wednesday evenings from 6.00pm to 8.00pm. I also want to thank Conor Rosato from Liverpool John Moores University who collated all the results of the survey and produced this document.

At the same time Liverpool City Council undertook a pilot project to see if apartment dwellers could improve their recycling rates if encouraged to do so by the free gift of a re-usable recycling bag. These were distributed to all apartments during the survey. And there has been a marked improvement!

Gerry Proctor MBE, Chair CQMC

21st June

Food

This section explores what apartment residents feel about growing food on site and what they know about what is already happening.

Questions

- 1.1 – Do you know that City Quay has an orchard?
- 1.2 – Do you know that City Quay has raised beds for residents to grow food?
- 1.3 – Do you know that anyone can harvest the fruit, veg and herbs at any time?
- 1.4 – Do you know that City Quay keeps bees?
- 1.5 – Would you like to see more fruit trees and fruit bushes on site?
- 1.6 – Would you be interested in growing food in and around your apartment?
- 1.7 – Would you be interested in growing food in the raised beds at CQ?
- 1.8 – CQ is currently working with a sustainable food project being run by Liverpool University called Farm Urban which aims to use aquaponic techniques to grow food and breed fish within the Casemates on site. Would you be interested in finding out more about how you could become involved in this project?

Results

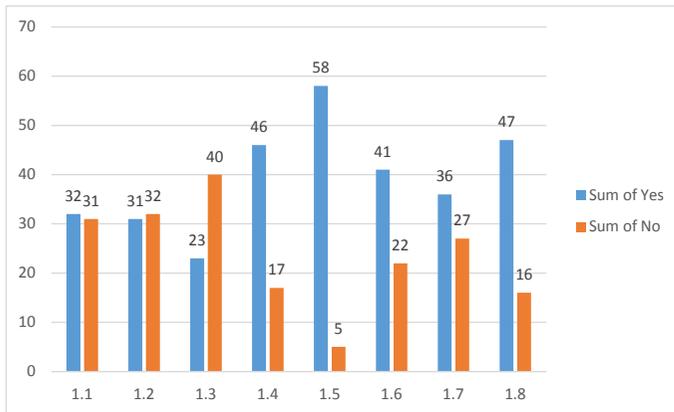


Figure 1: Graph representing habits of residents in relation to growing food.

Figure 1 reveals some surprises! Though efforts have been made to inform people about the existence of the 36-tree orchard of apples, pears and plums, just half of those questioned knew anything about it and the same for the existence of the raised beds. However almost 75% knew we kept bees! Communicating successfully with people who live in apartments is a real challenge. Just over a third of people knew that anyone can harvest fruit, veg and herbs for free at any time while the majority had no idea at all that all this work was going on and they could benefit from it without taking part. Encouragingly 92% said they would like to see more fruit trees and bushes on site and though 65% said they would be interested in growing their own food in and around their apartment that fell to 57% who said they were interested in using the raised beds – but that is over half those surveyed. A very large majority (75%) wanted to know more about the Farm Urban project on site.

Waste

This section was designed to look at attitudes to and to encourage re-cycling. Large blue recycling bags were distributed to every apartment.

Questions

2.2 – *Would you be more likely to recycle with a re-useable dedicated recycling bag?*

2.3 – *Would you like to be able to recycle your organic domestic waste?*

Results

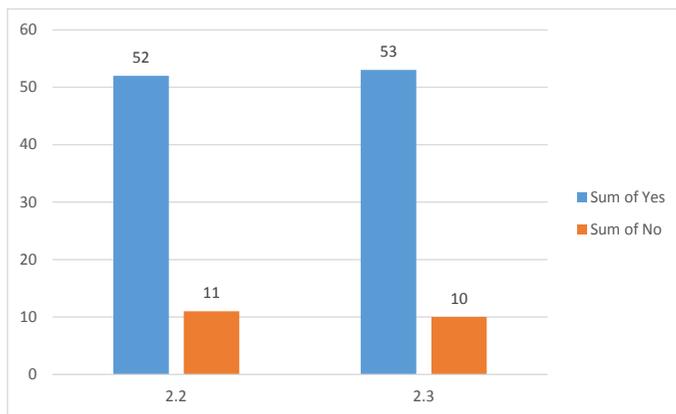


Figure 2: Graph representing habits of residents in relation to waste..

Maybe this section simply showed what most know already that an overwhelming majority realise that they should be recycling. Both questions asked in relation to waste prompted an overwhelming response in wanting to do more, with 84% of people stating they would be more likely to recycle with a re-useable dedicated bag and 83% would want to recycle their organic waste which isn't possible at present. Apartment living is badly served with recycling facilities and this section makes clear that people need a dedicated recycling bag and also would appreciate the possibility of recycling domestic organic waste.

Renewable Energy

This section wanted to see how much support there was for alternative sourcing of green energy.

Questions

3.1 – In principle would you like to see City Quay explore using solar panel?

3.2 – In principle would you like to see City Quay explore using wind power?

3.3 – In principle would you like to see City Quay explore using organic power?

Results

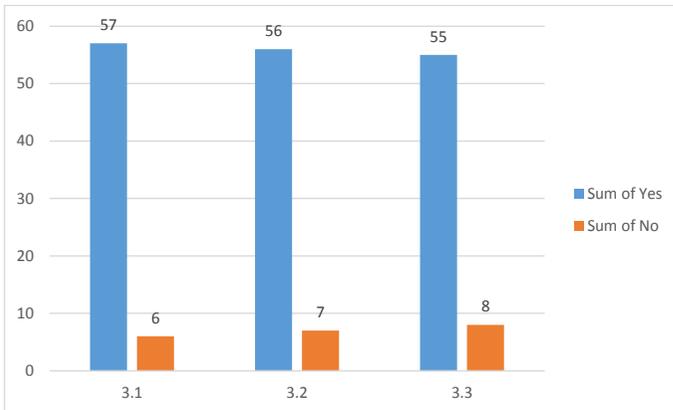


Figure 3: Graph representing habits of residents in relation to renewable energy.

The results shown in Figure 3 reveal that the majority of residents would welcome the idea of using renewable energy throughout City Quay with 90% of people asked stating they would like to explore the use of solar power, 89% supporting wind power and 87% supporting organic power. These findings show how important it is for developers and architects as well as the Planning Department to be more courageous in bringing forward proposals for more eco-friendly apartment blocks. And it is an encouragement to try and retro-fit existing buildings with greener energy sources. However regretfully there are no Government grants available for this type of dwelling.

Wildlife

We wanted to see if residents at City Quay were sensitive to their surroundings and to the greater ecological context.

Questions

4.1 – Would you like City Quay to become more attractive for wildlife?

4.2 – Would you like City Quay to have a great diversity of flowering plants on site?

Results

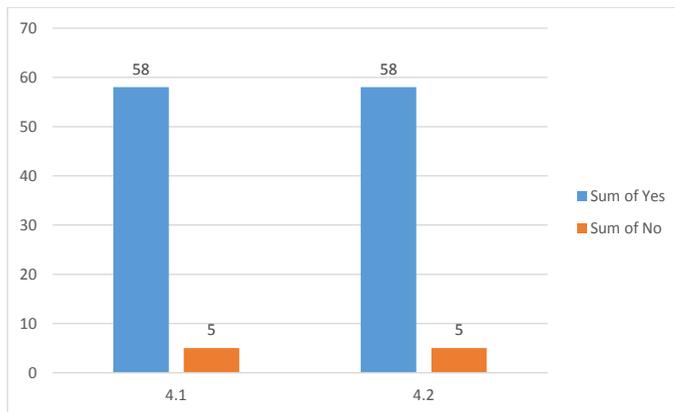


Figure 4: Graph representing habits of residents in relation to wildlife.

Perhaps not surprisingly residents overwhelmingly wanted to see a more prosperous environment for wildlife, with 92% of people saying yes to more wildlife and also to a more diverse range of flowering plants. This result is really encouraging for those who would like to see the place where they dwell become more attuned to the bio-diverse universe in which we all exist together. Developers on the whole are not interested in this level of eco-concern and there is a need to show them that people want more than they are being given.

Transport

This section looks at mobility for city centre residents and their attitudes to alternatives to the motor car.

Questions

5.1 – Do you know City Quay has dedicated secure cycle storage with CCTV storage?

5.2 – Do you know we have a CityBike station on Riverside Drive?

5.3 – Would you like to see a re-charging station for electric cars on site at City Quay?

5.4 – In principle would you consider using the City Car Club Scheme if it was available on site?

Results

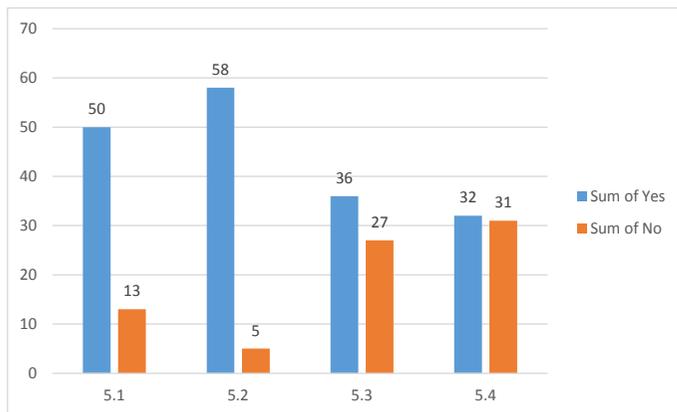


Figure 5: Graph representing habits of residents in relation to transport.

Almost 80% of people asked knew there was dedicated secure cycle storage with CCTV coverage at City Quay but 20% fewer knew where it was! However a remarkable 92% knew about Mayor Anderson’s CityBike initiative that the Directors of City Quay had lobbied to get a station situated close to our properties. Attitudes to electric cars leave a lot to be desired with very few people realising the importance of creating infrastructure to encourage residents to use electric vehicles. The same with regard to City Car Club car-share scheme by the hour with only around half of residents asked considering using the City Car Club Scheme if it was available. There is work to be done around personal transport choices and mobility decisions.

Demographic

Apartment living is changing with more babies and young children now living in apartment complexes as well as older people down-sizing and choosing city centre living.

Questions

6.1 – Should we do more to cater for families with children at City Quay?

6.2 – Should we do more to cater for older people at City Quay?

6.3 – Do you have any children living here?

6.4 – Is anyone in your apartment retired or over 60?

Results

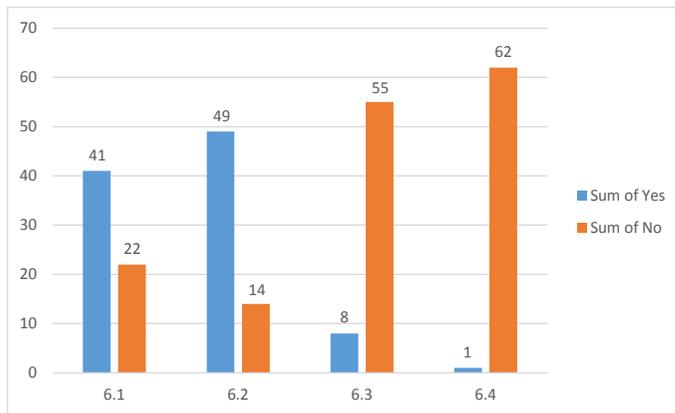


Figure 6: Graph representing habits of residents in relation to demographic.

Roughly a third of those surveyed were opposed to any extra being done to cater for families with children while two-thirds were open to City Quay being more supportive. Of those with children all said they would like to see more done, like creating a children’s play area on the estate. Residents were far more positive towards elderly people with 78% welcoming the idea of putting benches around the site for older people to use. The survey didn’t reveal the significant proportions of retired people and families on the site.

Engagement

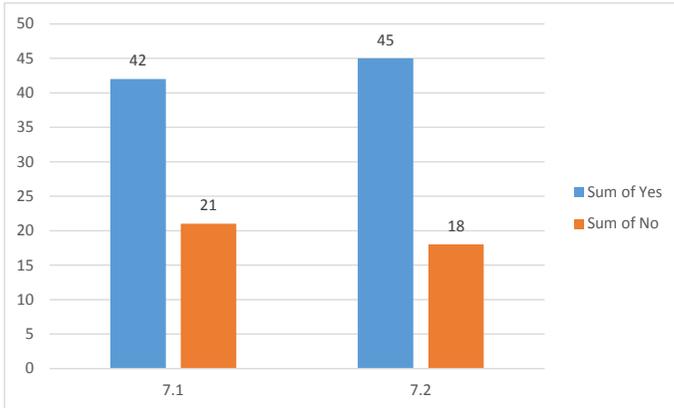
The survey wanted to discover how people wanted to be kept informed - if indeed they did!

Questions

7.1 – *Would you be interested in being more involved at City Quay?*

7.2 – *In principle would you be interested if there were scheduled activities at City Quay around growing food and recycling where you could learn/share skills on the occasional weekend afternoon?*

Results



There is a presumption that apartment residents want to keep themselves to themselves. However with 67% of people stating they would be interested in being more involved and 71% stating they would be willing to meet up on the occasional weekend, it is clear that a good percentage of residents are willing to become more connected with the place and the people where they live. Information about possible activities should be sent out via emails to the vast majority but a small minority requested flyers and leaflets through the door.

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