

Lower Oldpark Garden Survey 2018 Report
Prepared By
Lower Oldpark Community Association



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Most importantly, many thanks to all those Lower Oldpark residents who completed and returned the survey questionnaire. Without them, there would have been no survey.

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1.0 Background

1.1 Lower Oldpark

The Lower Oldpark neighbourhood straddles the lower stretch of the Oldpark Road in North Belfast.

The neighbourhood is made up of three housing areas. The largest is bounded by Cliftonpark Avenue, Oldpark Road, the Oldpark Road Peace Wall and the Cliftonpark Avenue Peace Wall. It consists mainly of Housing Executive properties but also some properties that are owned by Radius Housing and Clannmil Housing.

The other two housing areas are on the opposite side of the Oldpark Road. The Hillview/ Rosewood/ Fairfax area is adjacent to Hillview Enterprise Park and was developed by the NIHE during the same period as the main housing area. The Albertville/ Century/ Yarrow/ Rosewood housing area was developed by a housing association (now Radius Housing) during the early part of the 2000's. A row of eight properties fronting onto the lower stretch of the Oldpark Road was completed by the developer, Choice Housing, in early 2017.

Across the three areas, there are also some properties that are owner-occupied and some that are privately rented. These are primarily a product of the Social Housing House Sales Policy.

The vast majority of the properties in Lower Oldpark were built during the 1980's and the 2000's and are terraced houses, bungalows and flats with gardens. Occupants are responsible for the maintenance of these gardens which vary substantially in size.

A sheltered housing complex was developed by the British Legion Housing Association (now Clannmil Housing) at the junction of Oldpark Road and Manor Street. The occupants of this development are not responsible for the external environment and, consequently, these properties were not included in the survey.

Within the Lower Oldpark neighbourhood, Radius Housing owns twenty-two flats in four, two-storey blocks in Avoca Street and Cliftonpark Avenue. These properties were excluded from the survey as tenants living in them are not responsible for the looking after external communal areas.

1.2 Lower Oldpark Community Association

Lower Oldpark Community Association (LOCA) was established in 1975. It is registered as a charity with the Northern Ireland Charity Commission. LOCA has the legal status of a company limited by guarantee. The Association has a management board consisting of 9 members, six of whom live within the Lower Oldpark neighbourhood.

LOCA employs a team of 10 full-time and part-time staff who deliver a range of services within the community, including housing advice, local environment improvement and physical regeneration support. The latter services are delivered by the LOCA Housing Project Worker.

1.3 Garden Survey

It was in the context of his local environment improvement role that the Housing Project Worker identified what appeared to be a significant number of gardens not being maintained by occupants. This led to the idea of carrying out a residents' survey to identify the scale and nature of the garden maintenance problem.

LOCA secured the support of the NIHE North Belfast Area Office Manager for the Housing Project Worker to carry out the garden maintenance survey and NIHE Research Unit kindly agreed to provide guidance on a number of aspects of the research project.

1.4 Survey Purpose

The Garden Survey had specific objectives. These are set out below.

- To identify the difficulties households may be having in relation to looking after the gardens, plants and bushes, and hard surfaces they have responsibility for. Also, to identify the scale of any difficulties they may be having.
- To identify obstacles to households looking after the gardens, plants and bushes, and hard surfaces they have responsibility for.

2.0 Research Methodology

2.1 Research Method

Survey data was obtained by way of a questionnaire completed by each Lower Oldpark household that participated in the survey. Questionnaires were made available to all households living in properties that had gardens and/ or external hard surfaces.

2.2 Questionnaire.

The Questionnaire (see Appendix 1) was designed for self-completion by householders. It contained twelve questions, each of which allowed for the selection of one answer, by ticking a box, from a series of options. The questions were laid out over six A4 pages. Completion of the questionnaire was expected to take householders between five and ten minutes.

All questions, apart from the first two, provided respondents with the opportunity to make comments in addition to their answer.

The questionnaire was accompanied by a cover letter (see Appendix 2) that:

- Explained the purpose of the survey.
- Explained the survey process.
- Set out arrangements for questionnaire collection.
- Set out the planned use of the data obtained.
- Provided contact details for further information/ queries.
- Provided information about the LOCA Privacy Policy Statement.

2.3 Data Privacy

In order to help protect the personal data of survey respondents, each property surveyed was given a unique reference number that was written on the questionnaire before distribution.

The personal data obtained from residents was held and retained by LOCA and was processed solely for the purpose of the Garden Survey research. LOCA didn't, and will not, share respondents' personal data with any other organisations or individuals. Also, it is not possible to identify any individual's responses from published information. LOCA has retained the information provided in a way that is in accordance with the Retention Policy set out in LOCA's Housing Services Privacy Notice.

2.4 Distribution

Questionnaires were distributed during October and November 2018. For this purpose, the Lower Oldpark neighbourhood was divided into 13 zones, each consisting of between 25 and 47 homes. Questionnaires were distributed to zones on a phased basis to allow for effective management of workload. Distribution visits to properties were made during daylight hours on weekdays. A total of 407 properties were included in the survey (see Table 1 below).

During the questionnaire distribution process, 4 properties were identified as being void (see Table 1 below). These properties were excluded from the list of valid addresses in the survey for the purpose of calculating the response rate. The total number of valid addresses in the survey was 403.

2.5 Completion and Return

Respondents completed the questionnaires themselves but were also given the option of seeking help from the Housing Project Worker. A small number of householders made use of this option.

The cover letter attached to each questionnaire informed householders that the Housing Project Worker would call within three working days to collect the completed questionnaire. In the vast majority of cases, this timeframe was adhered to. Residents were also given the option of leaving their completed survey form for the Housing Project Worker at his office in Lower Oldpark Community Centre. A number of householders made use of this option.

Householders were provided with a sealable envelope in which they could put their completed survey form before return. They were advised to write Housing Project Worker on this envelope.

During the questionnaire collection process, the Housing Project Worker called at each surveyed property up to a maximum of three times. If, during the first two calls, they didn't collect a completed questionnaire, the Housing Project Worker left a typed note saying when he would call again. In most cases, this follow-up call took place the following day. On a number of occasions, specific callback times were arranged with householders. If, after three callbacks to a property, no completed questionnaire had been obtained, the address was recorded as a no contact. Collection visits to properties were made during daylight hours on weekdays.

A total of 188 distributed questionnaires were completed and returned (see Table 1 below), while 14 householders refused to participate (see Table 1 below) and no contact was made with householders in 201 properties (see Table 1 below). These three figures, when combined, provide the total number of valid survey addresses, namely 403. The total number of questionnaires completed and returned (188) represents 47 percent of the total number of valid survey addresses.

Table 1

	Outcome	Number	
1	Completed and Returned	188	
2	Refused	14	
3	No Contact	201	
4	Valid survey addresses	403	1 + 2 + 3
5	Void	4	
6	Properties Surveyed	407	4 + 5

An additional 22 Radius Housing properties, the tenants of which were not responsible for the garden/ hard surface, were excluded from the survey.

2.6 Presentation of Findings

The results of the survey are presented in number and percentage format in a series of tables in this report. When a result is less than 5, the actual result is not recorded. Instead, it is recorded as <5 i.e. less than 5. This is done to reduce the potential for individual respondents being linked with specific responses.

Percentages have been rounded up to the next whole number when the specific result contains .5 or above. When they contain .5 or below, the percentage has been rounded down to the next whole number. Due to rounding up and down, percentage totals may be slightly higher or lower than 100 percent. However, in the results tables, the percentage total is always recorded as 100 percent.

3.0 Research Findings

3.1 Responses to Questions

Tables showing full results for each question are set out in Appendix 3. The main findings for each question are summarized below (3.1.1 – 3.1.12)

3.1.1 Tenure (Q1)

Over two thirds of survey respondents (68%) were living in NIHE properties. A tenth (10%) were owner-occupiers, while almost a fifth (19%) were tenants of one of the three housing associations providing accommodation in the neighbourhood.

3.1.2 Gardens/ Hard Surfaces Within Boundary of Home (Q2)

Almost all respondents (98%) indicated that they had a garden(s) and/or hard surface(s), that they were responsible for, within the boundary of their home. It is these respondents who were asked to complete the remaining questions.

The two respondents who indicated that they didn't have a garden or hard surface were excluded from the calculation when percentage results were being calculated for questions 3 to 12. Instead of the total number of completed and returned questionnaires for the calculation being deemed to be 188, it was deemed to be 186.

3.1.3 Ease/ Difficulty With Grass (Q3)

Just over one fifth of respondents (22%) said they didn't have grass that they looked after.

Over two fifths (44%) indicated that they had difficulty with keeping the grass in their garden(s) under control. This is made up of 28% who found it very difficult and 16% who found it quite difficult.

A fifth (20%) of respondents found it very or quite easy.

3.1.4 Ease/ Difficulty With Plants/Bushes (Q4)

Slightly less than a quarter of respondents (24 %) said they didn't have plants/ bushes that they looked after.

Two fifths (40%) had difficulty with keeping the plants/bushes in their garden(s) under control. This is made up of 24 % who found it very difficult and 16% who found it quite difficult.

Over a fifth of respondents (23%) said they found the task very or quite easy.

3.1.5 Ease/ Difficulty With Preventing Weeds (Q5)

Over two fifths of respondents (44%) indicated that they found it very difficult to prevent weeds growing through gaps in their hard surface(s) e.g. concrete, tarmac, paving stones or blocks. A further fifth (21%) said they found it quite difficult.

Eighteen percent found the task very or quite easy.

3.1.6 Ease/ Difficulty With Keeping Clean and Tidy (Q6)

Just over half of respondents (52%) had difficulty with keeping their garden(s) and/or hard surface(s) clean and tidy. This group was split almost evenly between those who found it very difficult and those who found it quite difficult.

3.1.7 Health Issues and Garden (Q7)

Over half (54%) of respondents said that they had health issues that affected their ability to look after their garden(s) and/or hard surface(s).

3.1.8 Tools (Q8)

Nearly half of respondents (48%) said that they didn't have the tools/ equipment necessary to look after their garden(s) and/or hard surface(s).

3.1.9 Confidence With Garden (Q9)

Over two fifths of respondents (43%) said that they were not very confident or not at all confident looking after their garden(s) and/or hard surface(s).

3.1.10 Time Involved With Garden (Q10)

Over two fifths of respondents (42%) indicated that it takes too much time to look after their garden(s) and/or hard surface(s).

3.1.11 Payment (Q11)

Two fifths of respondents (40%) said that they could not afford to pay someone to look after their garden(s) and/or hard surface(s).

Nearly a fifth of respondents (18%) said that they already paid someone, while 4% said that they could afford to pay.

Sixteen percent said that they would need more information about price.

3.1.12 Advice (Q12)

Two fifths of respondents (40%) said that they did feel that they needed help or advice with managing their garden(s) and/ or hard surface(s).

3.2 Respondent Comments

As well as providing a single answer to each survey questionnaire, respondents also had the opportunity to provide additional comments when answering Questions 3 to 12. This opportunity was used substantially by respondents.

For the purposes of clarity, respondent comments for each question were put into categories and the number of comments falling into each category counted and recorded. A total of 545 comments were extracted from the written information provided by respondents across all questions. Many of the comments made did not relate directly to the question they were provided against, however, all comments were recorded and placed in a category.

Appendix 4 provides details of the comments categories for each question and the number of comments made falling into each category.

The main findings from the comments made in relation to each question are summarized below (3.2.1 – 3.1.10)

3.2.1 Ease/ Difficulty With Grass (Q3)

A total of 95 comments were obtained from information provided by respondents against this question. This was the highest number of comments for any question. Of these 95 comments, the largest number (26) related to the coping problems respondents have with garden maintenance. The second largest number (13) related to health problems/ disability, while 13 comments described the poor condition of gardens.

3.2.2 Ease/ Difficulty With Plants/Bushes (Q4)

Forty one comments were obtained from information provided by respondents against this question. Fifteen of the comments related directly to plants/ bushes. Of these, the highest number (5) were focused on plants/ bushes management coping problems. Six comments related to problems associated with trees in respondents' gardens. Seven comments were connected with residents' weeds management coping problems.

3.2.3 Ease/ Difficulty With Preventing Weeds (Q5)

A total of 52 comments were obtained from information provided by respondents against this question. Thirty seven of the comments related directly to the issue of weeds, of which 22 were connected with respondents' problems coping with the management of weeds and 12 described their weeds' problem.

3.2.4 Ease/ Difficulty With Keeping Clean and Tidy (Q6)

Fifty three comments were obtained from information provided by respondents against this question. The most common comment (9) related to problems with public services and their impact. The second most common comment (8) related to the poor condition of hard surfaces.

3.2.5 Health Issues and Garden (Q7)

A total of 90 comments were obtained from information provided by respondents against this question. This was the second highest number of comments for any question. Seventy four of the comments related directly to the issue of respondent or household member health. Sixty one of the comments involved respondents specifying their, or another household member's, medical conditions. Of these, 25 specified one illness, 21 two illnesses, 10 three illnesses and 5 four or more illnesses. In addition, four referred to disabilities and 5 to mobility problems.

Eight respondents highlighted their garden maintenance coping problems.

3.2.6 Tools (Q8)

Thirty six comments were obtained from information provided by respondents against this question. Of these, 29 related directly to the matter of tools. Eight were connected with the need of respondents for tools and five focused on their inability to afford tools. Eleven comments involved respondents specifying the garden maintenance tools they owned.

3.2.7 Confidence With Garden (Q9)

A total of 59 comments were obtained from information provided by respondents against this question. Of these, the largest number (18) involved respondents outlining their garden maintenance coping problems. The second largest number (6) related to the desire of respondents to have their gardens covered over. Four comments reflected concerns about the behavior of neighbours in relation to gardens.

3.2.8 Time Involved With Garden (Q10)

Thirty seven comments were obtained from information provided by respondents against this question. Less than five of these related directly to the issue of the time involved in looking after the respondent's garden/ hard surfaces. The largest number of comments (10) were connected with garden maintenance coping problems. Six comments involved respondents highlighting family and work commitments.

3.2.9 Payment (Q11)

A total of 44 comments were obtained from information provided by respondents against this question. The largest number (16) involved respondents indicating that they could not afford to pay someone to maintain their garden.

3.2.10 Advice (Q12)

Thirty six comments were obtained from information provided by respondents against this question. Ten indicated a desire for help in relation to managing their garden/ hard surface. Five comments indicated a desire among respondents for their garden to be covered over.

Appendix 1

Questionnaire



Ref:

Lower Oldpark Resident Garden Survey

Lower Oldpark Community Association

October 2018

About Your Home

Q1. Which of the following applies to you?

Please put a tick in the box beside your answer. Tick one box only.

	Tick
Renting your home from the N. Ireland Housing Executive	
Renting your home from Radius Housing	
Renting your home from Clanmil Housing	
Renting your home from Choice Housing	
Renting from a private landlord.	
Owner Occupier	
Other (Please specify)	
Don't Know	

Gardens and Hard Surfaces

Q2. Do you have a garden(s) and/or hard surface(s) within the boundary of your home that you are responsible for? This may be a large or small area at the front/side or rear of your home.

Please put a tick in the box beside your answer. Tick one box only.

	Tick	Instructions
Yes		Go to Question 3
No		You have completed the survey questions. Please go to the last page.

Maintaining Your Garden(s) and/ or Hard Surface(s)

Q3. How easy or difficult do you find it to keep the grass in your garden(s) under control?

Please put a tick in the box beside your answer. Tick one box only.

	Tick
Very Easy	<input type="checkbox"/>
Quite Easy	<input type="checkbox"/>
Neither easy nor difficult	<input type="checkbox"/>
Quite Difficult	<input type="checkbox"/>
Very Difficult	<input type="checkbox"/>
Don't Know	<input type="checkbox"/>
Don't Have Grass	<input type="checkbox"/>

Comments

If you have any comments about keeping the grass in your garden(s) under control, please include them in the space below.

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Q4. How easy or difficult do you find it to keep the plants/bushes in your garden(s) under control?

Please put a tick in the box beside your answer. Tick one box only.

	Tick
Very Easy	<input type="checkbox"/>
Quite Easy	<input type="checkbox"/>
Neither easy or difficult	<input type="checkbox"/>
Quite Difficult	<input type="checkbox"/>
Very Difficult	<input type="checkbox"/>
Don't Know	<input type="checkbox"/>
Don't Have Plants/ Bushes	<input type="checkbox"/>

Comments

If you have any comments about keeping the plants/bushes in your garden(s) under control, please include them in the space below.

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Q7. Do you have any health issues that affect your ability to look after your garden(s) and/or hard surface(s)?

Please put a tick in the box beside your answer. Tick one box only.

	Tick
Yes	
No	
Don't Know	

<p>Comments</p> <p>If you have any comments about any health issues that affect your ability to look after your garden(s) and/or hard surface(s), please include them in the space below.</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>

Q8. Do you have the tools/ equipment necessary to look after your garden(s) and/or hard surface(s)?

Please put a tick in the box beside your answer. Tick one box only.

	Tick
Yes	
No	
Don't Know	

<p>Comments</p> <p>If you have any comments about whether you have the tools/equipment necessary to look after your garden(s) and/or hard surface(s), please include them in the space below.</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>

Q9. How do you feel about looking after your garden(s) and/or hard surface(s)?

Please put a tick in the box beside your answer. Tick one box only.

	Tick
Very Confident	
Quite Confident	
Not Sure	
Not Very Confident	
Not At All Confident	

<p>Comments</p> <p>If you have any comments about how you feel about looking after your garden(s) and/or hard surface(s), please include them in the space below.</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>

Q10. How do you feel about the amount of time it takes to look after your garden(s) and/or hard surface(s)?

Please put a tick in the box beside your answer. Tick one box only.

	Tick	Comments If you have any comments about how you feel the amount of time it takes to look after your garden(s) and/ or hard surface(s), please include them in the space below.
Feel OK About Amount of Time It Takes		
Feel It Takes Too Much Time		
Don't Know		

Q11. How do you feel about paying someone to look after your garden(s) and/or hard surface(s)?

Please put a tick in the box beside your answer. Tick one box only.

	Tick	Comments If you have any comments about how you feel about the cost of paying someone to look after your garden(s) and/or hard surface(s), please include them in the space below.
I Already Pay Someone		
I Could Afford to Pay Someone		
I Could Not Afford to Pay Someone		
I Would Need Information About Price		
I Get Help From Someone Free of Charge		
Don't Know		

Q12. Do you feel that you need help or advice with managing your garden(s) and/ or hard surface(s)?

Please put a tick in the box beside your answer. Tick one box only.

	Tick
Yes	
No	
Don't Know	

Comments
<p>If you have any comments about how you feel about any need you might have with managing your garden(s) and/or hard surface, please include them in the space below.</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>

Privacy Statement

Ref:

All information obtained in this questionnaire will be treated in the strictest confidence by LOCA. The information will be held and retained by LOCA and will be processed solely for the purposes of this research. LOCA will not share the information with any other organisations or individuals.

It will not be possible to identify any individual responses from any published information.

LOCA will retain the information provided in a way that is in accordance with the Retention Policy set out in LOCA Housing Services' Privacy Notice.

LOCA Housing Services full Privacy Notice is available on the LOCA Housing website - <https://loweroldparkhousing.co.uk/>

Signature

Please sign below to confirm that you understand the Privacy Statement and are happy for your information to be processed by LOCA for the purposes of this Residents' Garden Survey.

Signature:

Many Thanks

Thank you very much for taking the time and the trouble to complete this Lower Oldpark Resident Garden Survey questionnaire.

What To Do Now

The Lower Oldpark Community Association Housing Project Worker, will call with you to collect the completed form within three days of you receiving it.

You may prefer to leave your completed form into Lower Oldpark Community Centre at 9-23 Avoca Street. If so, put it in an envelope, write Housing Project Worker on the envelope, seal it and leave the envelope into the Centre.

Appendix 2

Questionnaire Cover Letter



Lower Oldpark Residents' Garden Survey

Lower Oldpark Community Association

October 2018

Dear Householder

Lower Oldpark Community Association (LOCA) wants to find out if local residents are having any difficulties caring for their gardens. We are doing this by way of a residents' survey.

The information gathered from the survey will be used to help develop a Lower Oldpark Gardens' Action Plan.

How Long Will It Take to Complete the Questionnaire?

It should only take between 5 and 10 minutes to complete the questionnaire.

Completed Questionnaires

The Lower Oldpark Community Association Housing Project Worker will call with you to collect the completed questionnaire within three days of you receiving it.

You may prefer to leave your completed questionnaire into Lower Oldpark Community Centre at 9-23 Avoca Street. If so, put it in an envelope, write Housing Project Worker on the envelope, seal it and leave the envelope into the Community Centre.

Queries

If you have any queries about the survey, please contact the LOCA Housing Project Worker, using the above address or by calling 028 90351334 or by emailing loweroldparkhousing@gmail.com.

Privacy Statement

All information obtained in this questionnaire will be treated in the strictest confidence by LOCA. The information will be held and retained by LOCA and will be processed solely for the purposes of this research. LOCA will not share the information with any other organisations or individuals.

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LOCA Housing Services full Privacy Notice is available on the LOCA Housing website - <https://loweroldparkhousing.co.uk/>

Appreciation

Your co-operation would be very much appreciated.

Gary Hughes

Housing Project Worker

Appendix 3

Survey Results' Tables

Lower Oldpark Garden Survey Results Tables

About Your Home

Q1. Which of the following applies to you?

Response	Number	% of Total
Renting your home from the N. Ireland Housing Executive	128	68
Renting your home from Radius Housing/ Clannmil Housing/ Choice Housing housing associations	35	19
Owner Occupier	20	11
Other	<5	2
Don't Know	<5	1
No Response	<5	1
Total	188	100%

Base 188 (Actual survey respondents)

<5 = Less than 5

Gardens and Hard Surfaces

Q2. Do you have a garden(s) and/or hard surface(s) within the boundary of your home that you are responsible for? This may be a large or small area at the front/side or rear of your home.

Response	Number	% of Total
Yes	184	98
No	<5	1
No Response	<5	1
Total	188	100%

Base 188 (Actual survey respondents)

<5 = Less than 5

Maintaining Your Garden(s) and/ or Hard Surface(s)

Q3. How easy or difficult do you find it to keep the grass in your garden(s) under control?

Response	Number	% of Total
Very Easy	19	10
Quite Easy	19	10
Neither easy nor difficult	19	10
Quite Difficult	30	16
Very Difficult	52	28
Don't Have Grass	41	22
Not Applicable	< 5	1
No Response	6	3
Total	186	100%

Base 186 (Respondents who indicated that they had a garden/hard surface)

<5 = Less than 5

Q4. How easy or difficult do you find it to keep the plants/bushes in your garden(s) under control?

Response	Number	% of Total
Very Easy	24	13
Quite Easy	19	10
Neither easy or difficult	15	8
Quite Difficult	31	17
Very Difficult	45	24
Don't Have Plants/ Bushes	45	24
No Response	7	4
Total	186	100%

Base 186 (Respondents who indicated that they had a garden/hard surface)

<5 = Less than 5

Q5. How easy or difficult do you find it to prevent weeds growing through gaps in your hard surface(s) e.g. concrete, tarmac, paving stones or blocks?

Response	Number	% of Total
Very Easy	15	8
Quite Easy	18	10
Neither easy or difficult	24	13
Quite Difficult	39	21
Very Difficult	81	44
Don't Know	<5	2
Don't Have Hard Surfaces	<5	1
No Response	<5	2
Total	186	100%

Base 186 (Respondents who indicated that they had a garden/hard surface)

<5 = Less than 5

Q6. How easy or difficult do you find it to keep your garden(s) and/or hard surface(s) clean and tidy?

Response	Number	% of Total
Very Easy	24	13
Quite Easy	33	18
Neither easy or difficult	25	13
Quite Difficult	50	27
Very Difficult	47	25
Don't Know	<5	2
No Response	<5	2
Total	186	100%

Base 186 (Respondents who indicated that they had a garden/hard surface)

<5 = Less than 5

Q7. Do you have any health issues that affect your ability to look after your garden(s) and/or hard surface(s)?

Response	Number	% of Total
Yes	102	55
No	70	38
Don't Know	5	3
No Response	9	5
Total	186	100%

Base 186 (Respondents who indicated that they had a garden/hard surface)

<5 = Less than 5

Q8. Do you have the tools/ equipment necessary to look after your garden(s) and/or hard surface(s)?

Response	Number	% of Total
Yes	85	46
No	90	48
Don't Know	5	3
No Response	6	3
Total	186	100%

Base 186 (Respondents who indicated that they had a garden/hard surface)

<5 = Less than 5

Q9. How do you feel about looking after your garden(s) and/or hard surface(s)?

Response	Number	% of Total
Very Confident	32	17
Quite Confident	38	20
Not Very Confident	43	23
Not At All Confident	37	20
Not Sure	26	14
No Response	10	5
Total	186	100%

Base 186 (Respondents who indicated that they had a garden/hard surface)

<5 = Less than 5

Q10. How do you feel about the amount of time it takes to look after your garden(s) and/or hard surface(s)?

Response	Number	% of Total
Feel OK About Amount of Time It Takes	64	34
Feel It Takes Too Much Time	79	42
Don't Know	31	17
No Response	12	6
Total	186	100%

Base 186 (Respondents who indicated that they had a garden/hard surface)

<5 = Less than 5

Q11. How do you feel about paying someone to look after your garden(s) and/or hard surface(s)?

Response	Number	% of Total
I Already Pay Someone	33	18
I Could Afford to Pay Someone	8	4
I Could Not Afford to Pay Someone	76	41
I Would Need Information About Price	30	16
I Get Help From Someone Free of Charge	<5	2
Don't Know	15	8
No Response	20	11
Total	186	100%

Base 186 (Respondents who indicated that they had a garden/hard surface)

<5 = Less than 5

Q12. Do you feel that you need help or advice with managing your garden(s) and/ or hard surface(s)?

Response	Number	% of Total
Yes	75	40
No	78	42
Don't Know	22	12
No Response	11	6
Total	186	100%

Base 186 (Respondents who indicated that they had a garden/hard surface)

<5 = Less than 5

Appendix 4

Respondents' Comments Categories

Q3. How easy or difficult do you find it to keep the grass in your garden(s) under control?

Comments' Categories	Number
Accessing Garden Maintenance Services a Problem	<5
Age Stated	<5
Equipment - Lack Of Specified	<5
Equipment Storage Problems Specified	<5
Family Responsibilities an Issue	<5
Health Problems/ Disability an Issue	13
Garden Covered Over Specified	5
Garden Maintenance Coping OK	<5
Garden Maintenance Coping Problems Stated	27
Garden Maintenance Intention Specified	<5
Garden Maintenance Responsibility an Issue	<5
Garden Maintenance - Paying for Service	<5
Garden Maintenance Payment - Can't Afford	<5
Garden Maintenance Payment – Not Paying - Can't Afford	<5
Garden Poor Condition Description Provided	11
Garden Size an Issue	<5
Garden Use Restricted Due to Its Poor Condition	<5
Help Being Received	<5
Maintenance Time Required an Issue	<5
Neighbour Behaviour an Issue	<5
Neighbour Inaction an Issue	<5
Public Service Inadequacy an Issue	<5
Tree Problems Specified	<5
Total	95

<5 = Less than 5

Q4. How easy or difficult do you find it to keep the plants/bushes in your garden(s) under control?

Comments' Categories	Number
Garden Maintenance Coping Problems Stated	<5
Garden Maintenance Paying for Service	<5
Garden Poor Condition Description Provided	5
Garden Use Restricted Due to Its Poor Condition	<5
Health Problems/ Disability an Issue	<5
Plants/ Bushes Maintenance Coping Problems Stated	5
Plants/ Bushes Maintenance Coping OK	<5
Plants/ Bushes None In Garden Stated	<5
Plants / Bushes Poor Condition Description Provided	<5
Plants/ Bushes Provide Privacy Stated	<5
Plants/ Bushes Vandalised Stated	<5
Public Service Inadequacy an Issue	<5
Tree Problems on Adjoining Land Specified	<5
Tree Problems Specified	6
Weeds Management Coping Problems Stated	7
Total	41

<5 = Less than 5

Q5. How easy or difficult do you find it to prevent weeds growing through gaps in your hard surface(s) e.g. concrete, tarmac, paving stones or blocks?

Comments' Categories	Number
Accessing Garden Maintenance Services a Problem	<5
Equipment - Lack Of Specified	<5
Family Responsibilities an Issue	<5
Garden Cover Over Wanted	<5
Garden Covered Over Specified	<5
Garden Maintenance Coping OK	<5
Garden Maintenance Coping Problems Stated	<5
Garden Poor Condition Description Provided	<5
Garden Restricted Use Due to Its Poor Condition	<5
Neighbour Inaction an Issue	<5
Plants/ Bushes Maintenance Coping Problems Stated	<5
Weeds Condition Description Provided	12
Weeds Management Coping OK	<5
Weeds Management Coping Problems Stated	22
Total	52

<5 = Less than 5

Q6. How easy or difficult do you find it to keep your garden(s) and/or hard surface(s) clean and tidy?

Comments' Categories	Number
Age Specified	<5
Equipment - Lack Of Specified	<5
Garden Maintenance Coping OK	<5
Garden Maintenance Coping Problems Specified	<5
Garden Covered Over Specified	<5
Garden Cover Over Wanted	<5
Garden Maintenance Coping OK	<5
Garden Maintenance Coping Problems Stated	<5
Garden Poor Condition Description Provided	<5
Hard Surface Maintenance Coping Problems Stated	<5
Hard Surfaces Maintenance Coping OK	<5
Hard Surfaces Poor Condition Description Provided	8
Health Problems/ Disability an Issue	<5
Neighbours' Behaviour an Issue	<5
Public Service Inadequacy an Issue	9
Tree Problems on Adjoining Land Specified	<5
Tree Problems Specified	<5
Weeds Management Coping OK	<5
Weeds Management Coping Problems Stated	<5
Work Responsibilities an Issue	<5
Total	53

<5 = Less than 5

Q7. Do you have any health issues that affect your ability to look after your garden(s) and/or hard surface(s)?

Comments' Categories	Number
Disability Specified	<5
Garden Cover Over Wanted	<5
Garden Maintenance Coping OK	<5
Garden Maintenance Coping Problems Stated	8
Garden Maintenance – Paying for Service	<5
Health Problems/ Disability an Issue	<5
Help Being Received	<5
1 Illness Specified	25
2 Illnesses Specified	21
3 Illnesses Specified	10
4 + Illnesses Specified	5
Insects an Issue	<5
Mobility Problems Specified	5
More than 1 Illness Stated	<5
Weeds Management Coping Problems Stated	<5
Total	90

<5 = Less than 5

Q8. Do you have the tools/ equipment necessary to look after your garden(s) and/or hard surface(s)?

Comments' Categories	Number
Health Problems/ Disability an Issue	<5
Garden Maintenance Coping OK	<5
Garden Maintenance Coping Problems Stated	<5
Garden Maintenance Payment - Can't Afford	<5
Garden Maintenance – Paying for Service	<5
Garden Poor Condition Description Provided	<5
Help Need Specified	<5
Tools Accessing an Issue	<5
Tools Awareness an Issue	<5
Tools Need an Issue	8
Tools Payment - Can't Afford	5
Tools Specified	11
Tools Storage an Issue	<5
Tools Usage Problems an Issue	<5
Total	36

<5 = Less than 5

Q9. How do you feel about looking after your garden(s) and/or hard surface(s)?

Comments' Categories	Number
Age Specified	<5
Garden Poor Condition Description Provided	<5
Garden Maintenance Coping OK	<5
Garden Maintenance Coping Problems Stated	18
Garden Maintenance Paying - Can't Afford	<5
Garden Size an Issue	<5
Garden Use Restricted Due to Its Poor Condition	<5
Hard Surfaces Maintenance Coping OK	<5
Hard Surfaces Maintenance Coping Problems Stated	<5
Help Being Received	<5
Help Need Specified	<5
Health Problems/ Disability an Issue	<5
Neighbour Behaviour an Issue	<5
Plants Maintenance Coping Problems Stated	<5
Public Service Inadequacy an Issue	<5
Tools Need an Issue	<5
Tools Usage Problems an Issue	<5
Tree Problems Specified	<5
Weeds Condition Description Provided	<5
Weeds Management Coping Problems Stated	<5
Total	59

<5 = Less than 5

Q10. How do you feel about the amount of time it takes to look after your garden(s) and/or hard surface(s)?

Comments' Categories	Number
Disability Specified	<5
Family/ Work Responsibilities an Issue	6
Garden Maintenance Coping OK	<5
Garden Maintenance Coping Problems Stated	10
Garden Maintenance Intention Specified	<5
Garden Poor Condition Description Provided	<5
Garden Size an Issue	<5
Garden Use Restricted Due to Its Poor Condition	<5
Health Problems/ Disability an Issue	<5
Help Being Received	<5
Help Need Specified	<5
Neighbour Behaviour an Issue	<5
Time Commitment an Issue	<5
Tree Problems Specified	<5
Weeds Management Coping Problems Stated	<5
Total	39

<5 = Less than 5

Q11. How do you feel about paying someone to look after your garden(s) and/or hard surface(s)?

Comments' Categories	Number
Garden Cover Over Payment - Can't Afford	<5
Garden Maintenance Coping OK	<5
Garden Maintenance Coping Problems Stated	<5
Garden Maintenance Paying for Service	<5
Garden Maintenance Payment - Can't Afford	16
Garden Maintenance Payment - Cost Dependent	<5
Garden Maintenance Payment - Disagree	<5
Garden Maintenance Scheme Wanted	<5
Garden Maintenance – Not Willing to Pay	<5
Garden Maintenance - Willing to Pay	<5
Help Being Received	<5
Public Service Inadequacy an Issue	<5
Weeds Condition Description Provided	<5
Total	44

<5 = Less than 5

Q12. Do you feel that you need help or advice with managing your garden(s) and/ or hard surface(s)?

Comments' Categories	Number
Area Clean-up Suggested	<5
Help Being Provided	<5
Garden Cover Over Wanted	5
Garden Maintenance Coping OK	<5
Garden Maintenance Coping Problems Stated	<5
Garden Poor Condition Description Provided	<5
Garden Size an Issue	<5
Garden Survey Isn't the Proper Focus	<5
Garden Use Restricted Due to Its Poor Condition	<5
Hard Surface Poor Condition Description Provided	<5
Health Problems/ Disability an Issue	<5
Help Need Specified	10
Weeds Management Coping Problems Stated	<5
Total	36

<5 = Less than 5