

Dr Stephen Harding

Good morning, Sir. My name is Dr Harding, and I am a Rendlesham resident. Professionally I have worked as an Organisational Psychologist for 30 years, retiring last year. Most recently, I have worked as a Senior Consultant in the field of Organisational Surveys for Towers Watson (now Willis Towers Watson) and subsequently ran my own consulting business.

In 2017, I was commissioned independently by Capital Community Developments Ltd to conduct a Resident Satisfaction Survey of those living in Garden Square and Gardenia Close, Rendlesham. The purpose of this project was to gain feedback from residents, be they owners or tenants, of areas of greater or lesser satisfaction with their residence. As well as giving them an opportunity to express their views, this information would also inform plans for the potential development of new properties to the north of those roads.

The survey was well received by residents, with a high response rate. I have been informed that several of the findings have subsequently been used in draft designs for the potential north development in Rendlesham. In my experience and in contrast to other types of survey, Resident surveys are relatively rare in the UK, yet point to a sense of care and commitment by the developer for those living in the properties they build. Those principles are now starting to be encouraged more widely by developers and councils, as seen in the newly published LGA report: 'Developing Healthier Places'. In my view, the fact that Capital Community Developments were already tuned into those principles several years ago, provides evidence of their care and commitment which deserves your support.