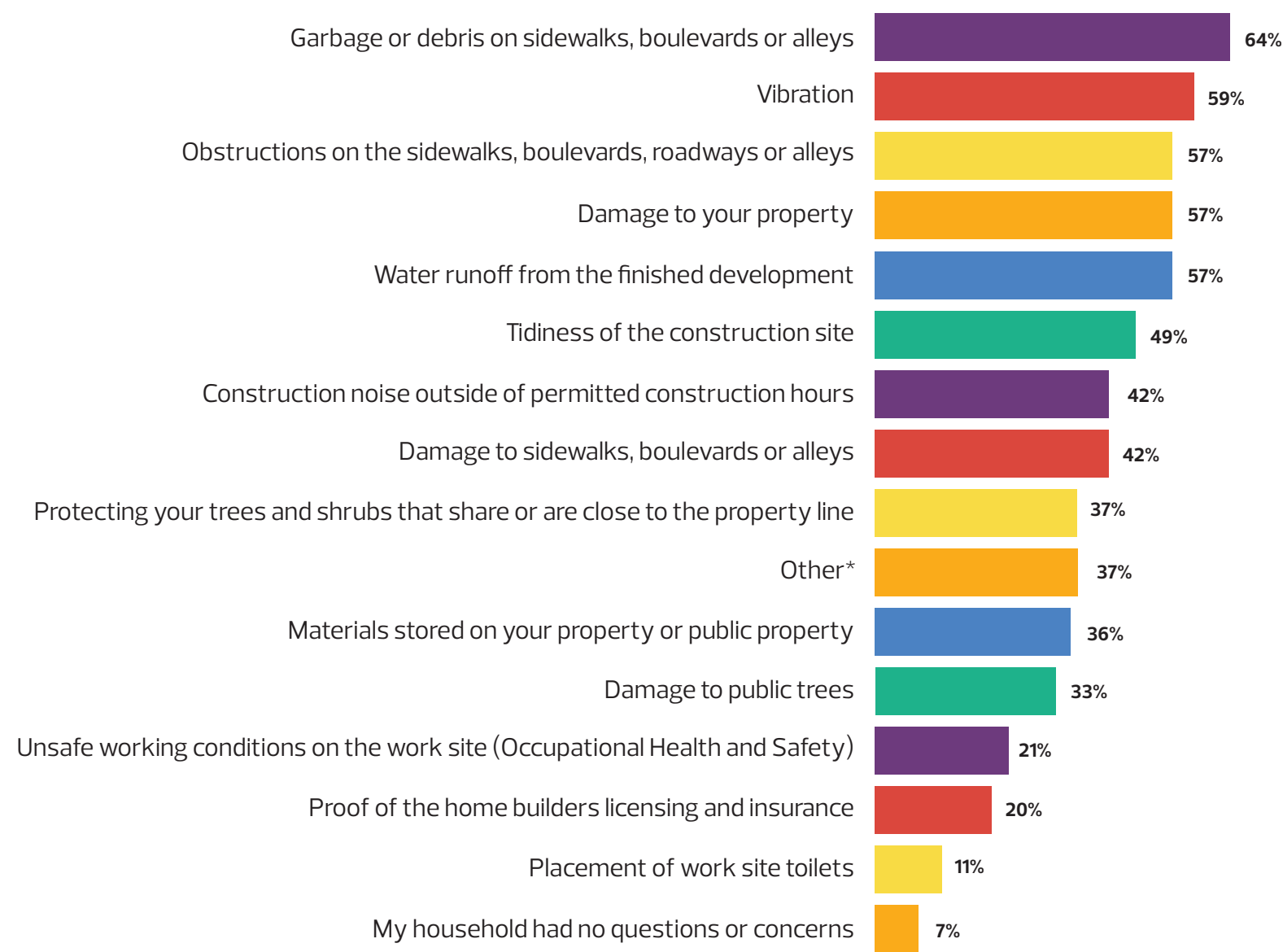


Attachment 5 – NEIGHBOURS OF INFILL SURVEY RESULTS

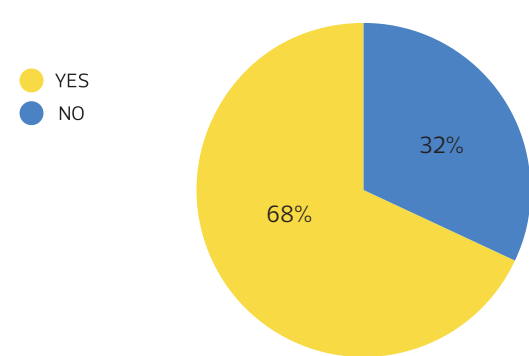
The City is exploring ways to improve communication with neighbours who may be impacted by infill construction. 424 home owners were mailed a postcard asking them to fill out an online survey with hard copies available upon request. Out of 424 recipients, 76 neighbours of infill took the time to respond to the survey for an overall response rate of 18%.

Q1 Thinking about construction next door to you, which of the following items did you have questions or concerns about, if any:



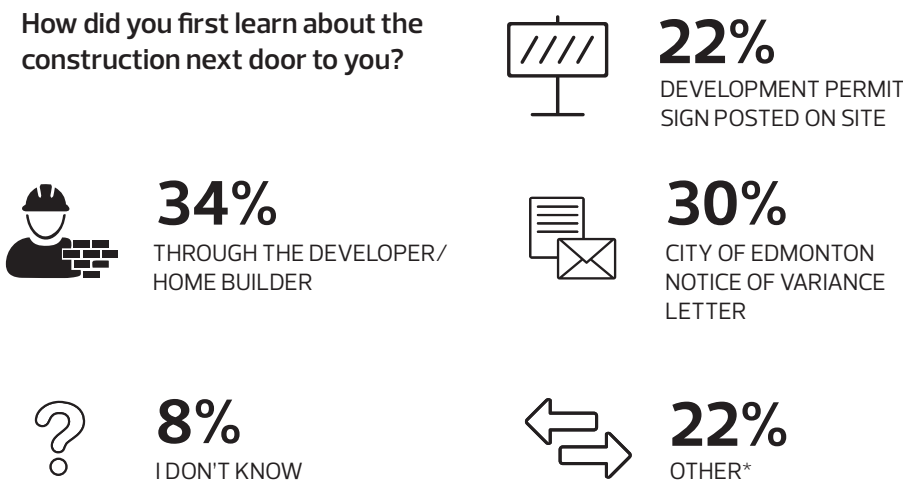
Q2

Did you / do you know where to go to have any of your questions or concerns answered during construction?



Q3

How did you first learn about the construction next door to you?



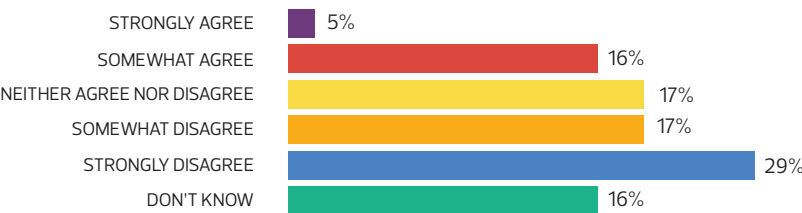
*Results for 'Other' available on page 4.



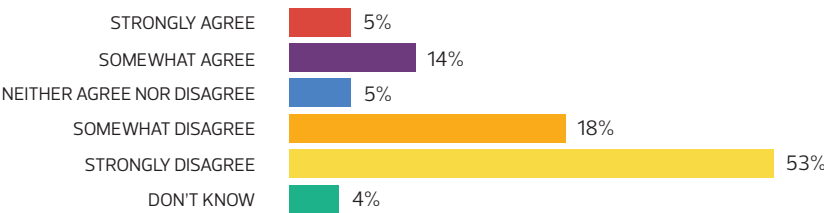


Q4 Level of Agreement

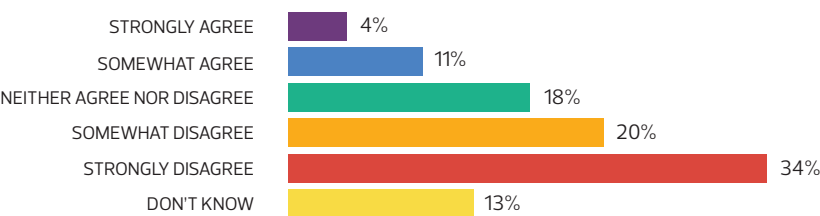
The City of Edmonton Notice of Variance letter provides sufficient communication about construction.



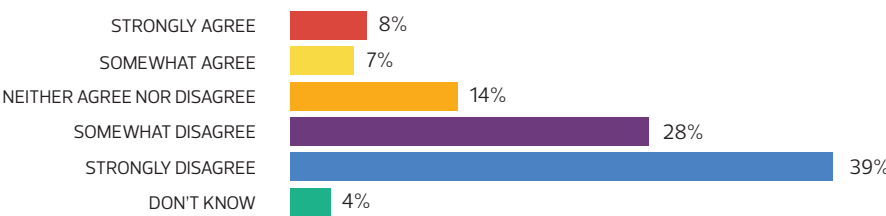
Developer/home builders provide sufficient communication about construction.



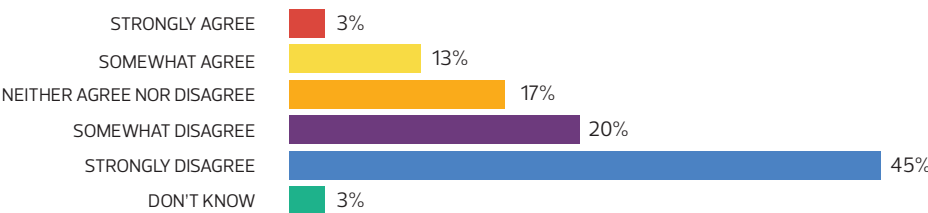
The Development Permit Sign posted on site provides sufficient communication about construction.



I felt informed about construction happening next door to my home.



The City is doing a good job providing information on construction.



Q5 What method would work best for the City to communicate with neighbours of infill?



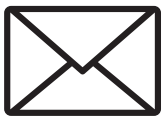
61%

MAILED LETTER AND
INFORMATION PACKAGE



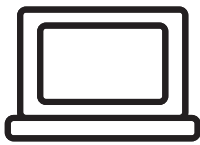
49%

MAILED POSTCARD
WITH ONLINE LINKS



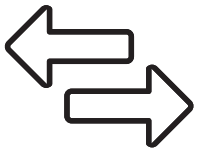
29%

MAILED POSTCARD WITH
ONLINE LINKS TO SIGN UP FOR
EMAIL NOTIFICATIONS



16%

WEBSITE



16%

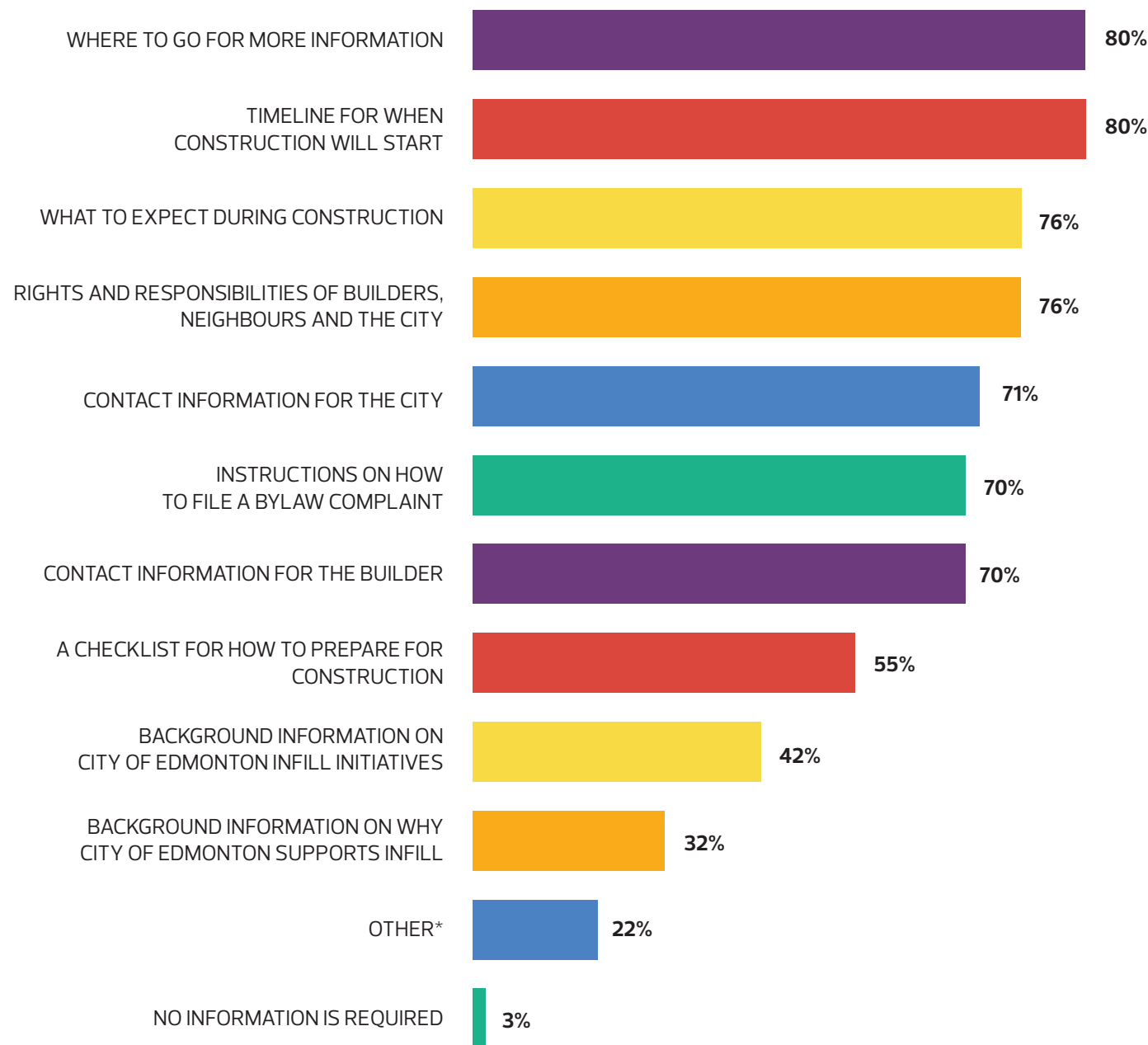
OTHER*

*Results for 'Other' available on page 4.

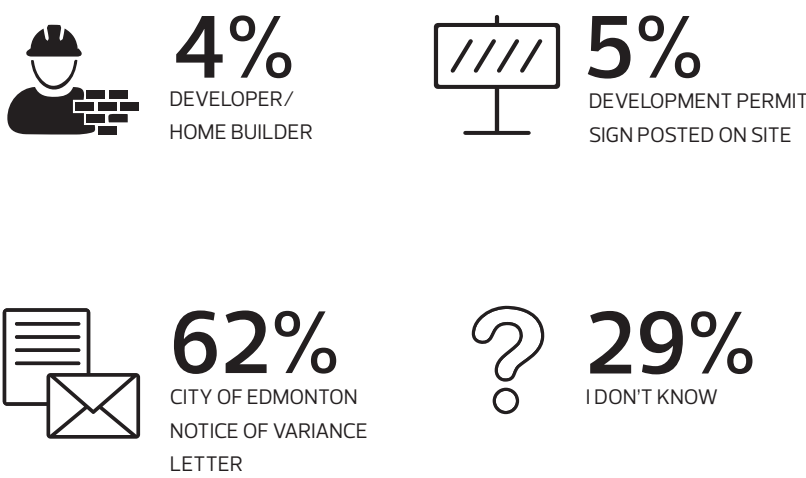




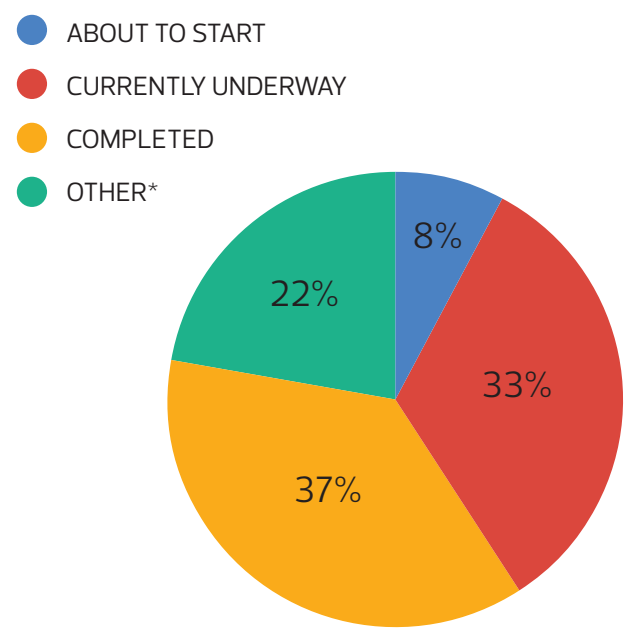
Q6 In your opinion, what information should be included in communication you receive regarding construction?



Q7 In your opinion, which of the following communication sources do you trust the most?



Q8 Is construction next door to you?



*Results for 'Other' available on page 4.





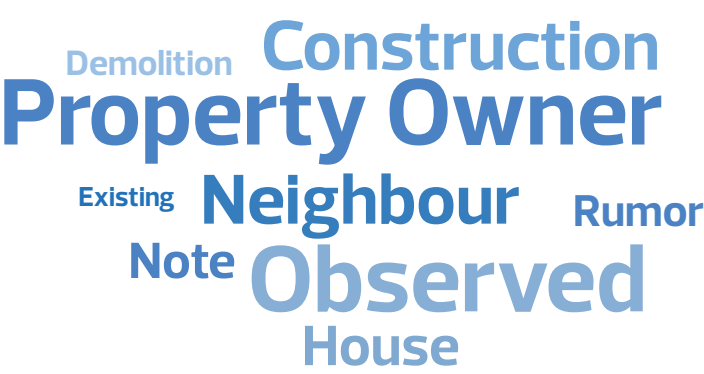
Open Ended Questions

Throughout the survey, respondents were given open ended questions in the form of an “Other” response. To help visualize their answers, word clouds were used to identify key words and concepts for each question.

Q1 Thinking about construction next door to you, which of the following items did you have questions or concerns about, if any:



Q3 How did you first learn about the construction next door to you?



Q5 What method would work best for the City to communicate with neighbours of infill?



Q6 In your opinion, what information should be included in communication you receive regarding construction?



Q8 Is construction next door to you?



Q9 Do you have any additional comments or suggestions regarding infill communication?



NEIGHBOURS OF INFILL

COMMUNITY INFILL PANEL FEEDBACK

The Community Infill Panel is a group of people intended to represent a range of broad and diverse interests. Members include residents at large, community league representation and individuals from the development industry. Community Infill Panel members have an interest in residential infill, neighbourhood change and the city's future.

In early 2016, a brochure for neighbours of infill was drafted. The Community Infill Panel was asked for feedback on the design and content. This is the result of their feedback.

What is helpful for neighbours to know?



Builders are required to install clear signage for the duration of construction *



What their own rights & responsibilities are*



Information for neighbours of infill is available online*



What the purpose of a permit number is



Where to get more information*



Foundation assessment information



Lot grading information and requirements*



Advantages and impacts of infill*



A checklist for neighbours of infill is available online*



Important to indicate the City's role and how to contact them*



How sites are enforced*

How could this communication tool be improved?



Provide clear communication of the development process*



Include how, when and who to contact with questions and concerns*



Make the Neighbours of Infill survey available online



Provide better direction to City resources and support



Create a brochure that is clear, easy to read and not text heavy*



Create a document that is not builder focused*

Engaged citizens were also asked to share their thoughts on the 2016 Neighbours of Infill brochure. Here's what we learned we should do:



Clarifying the city's responsibilities*



Communicate the importance of respect*



Make available/promote online resources and contact info*



Require pre-construction assessment to be notarized*



Promote infill compliance team*



Clearly communicate to neighbours that demolition and construction will occur*



Provide neighbours with details on what to ask builder*



Continue creating neighbour targeted resources*

* This feedback has been included in the 2017 Neighbours of Infill brochure.

