



KALAMAZOO COUNTY  
**LANDBANK**

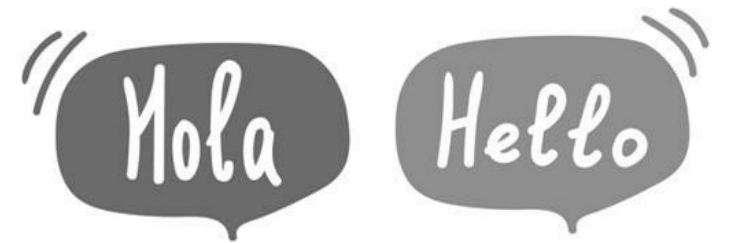
Repurpose. Renew. Reconnect.

# 2019 Side Lot Survey



# Designing & Conducting Survey

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# Designing & Conducting Survey

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SurveyMonkey®

<https://www.surveymonkey.com>

# Survey Outreach

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- **Why are they receiving this email/phone call:** “You are receiving this email because you purchased a Side Lot property from the Kalamazoo County Land Bank in the past and we would like your feedback.”
- **How you are going to use the feedback:** “We actively use feedback to provide you with the best possible service and measure our impact.”
- **Key Information about the Survey:**
  - **Is the survey anonymous?** “The survey is anonymous.”
  - **How long will it take to complete the survey?** “The survey is only 4 questions long and should take you less than 3 minutes to complete.”
  - **Link and Deadline:** “Please take the anonymous survey [here](#) before Friday, January 25.”
  - **Contact Information:** “Please contact, XXX if you have any questions.”

# Side Lot Survey Questions

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1. Do you have an increased **feeling of safety** after purchasing your Side Lot?
2. Has the Side Lot increased the **quality of life** for you and your family? Examples include increased satisfaction, health, safety and/or happiness?
3. Did the purchase of the Side Lot increase your feeling of **pride** for your neighborhood/block?
4. From your perspective, did the purchase of your Side Lot increase the **value** of your original property?
5. Please provide any additional comments you would like to share:

# Side Lot Survey Participation

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**185**

Side Lot Participants

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**41**

Responded

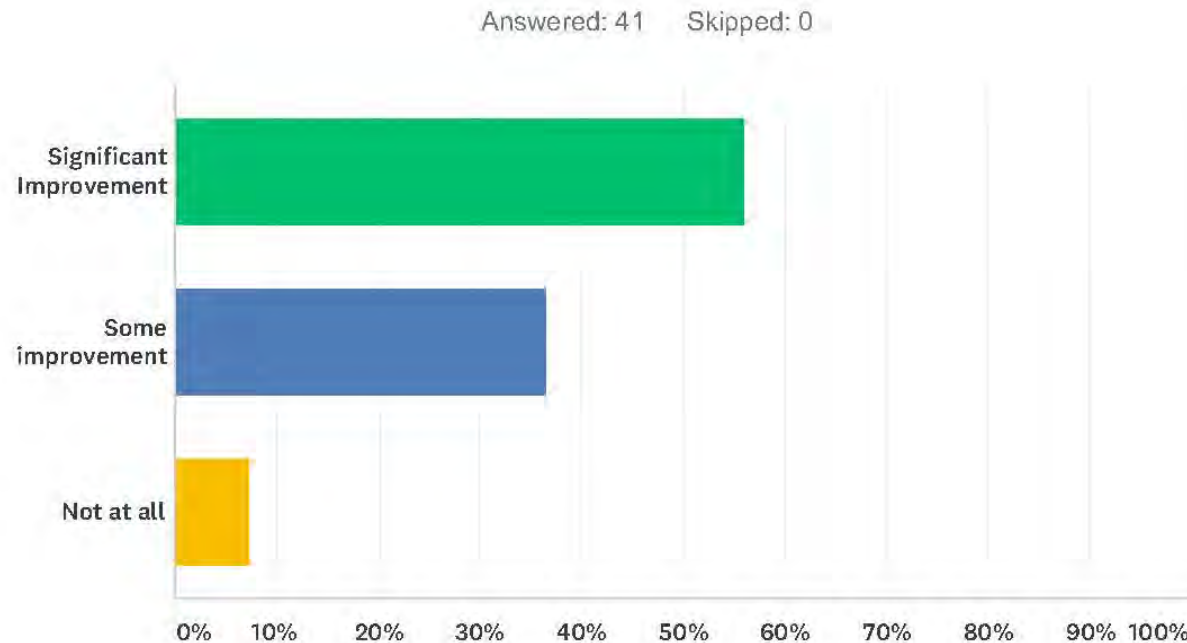
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**22%**

Response Rate

# Do you have an increased feeling of safety after purchasing your Side Lot?

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**57%**

Significant Improvement

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**36%**

Some Improvement

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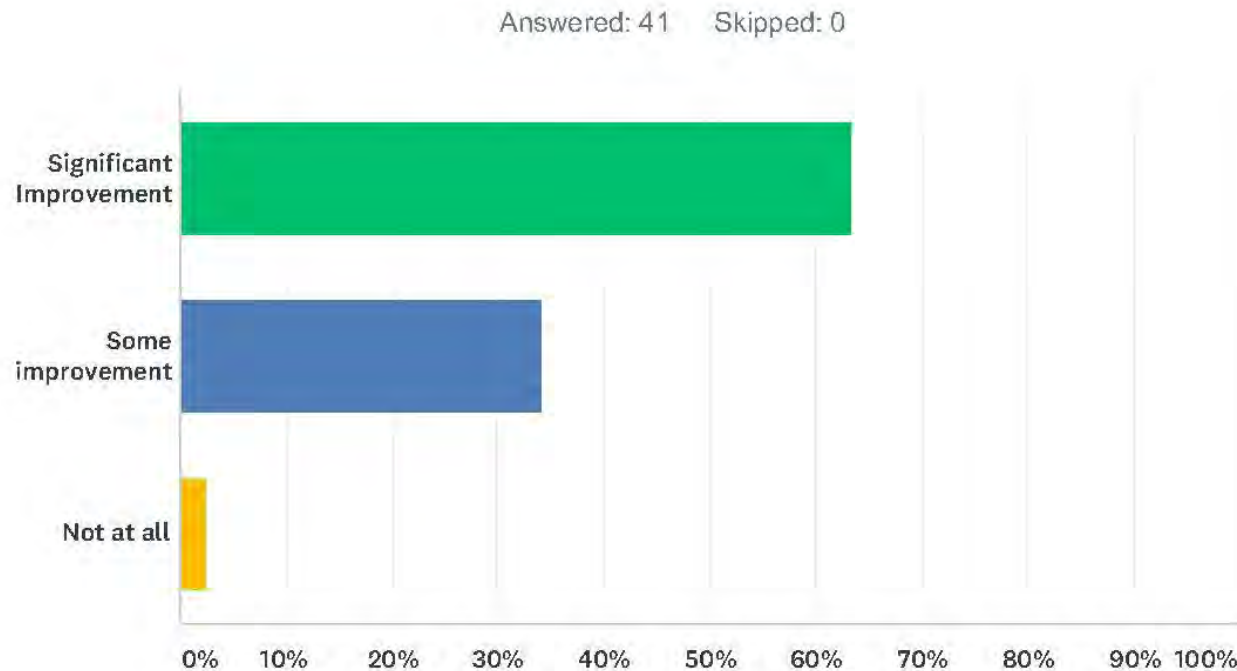
**7%**

Not at All



# Has the Side Lot increased the quality of life for you and your family?

(Examples could include increased satisfaction, health, safety and/or happiness)



64%

Significant Improvement

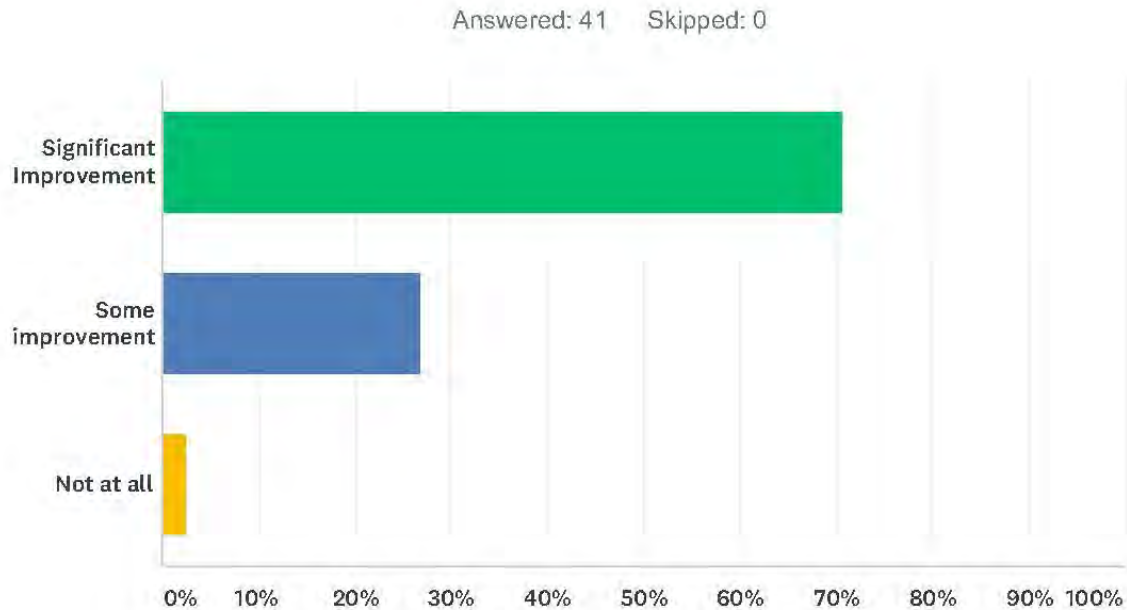
34%

Some Improvement

2%

Not at All

# Did the purchase of the Side Lot increase your feeling of **pride** for your neighborhood/block?



72%

Significant Improvement

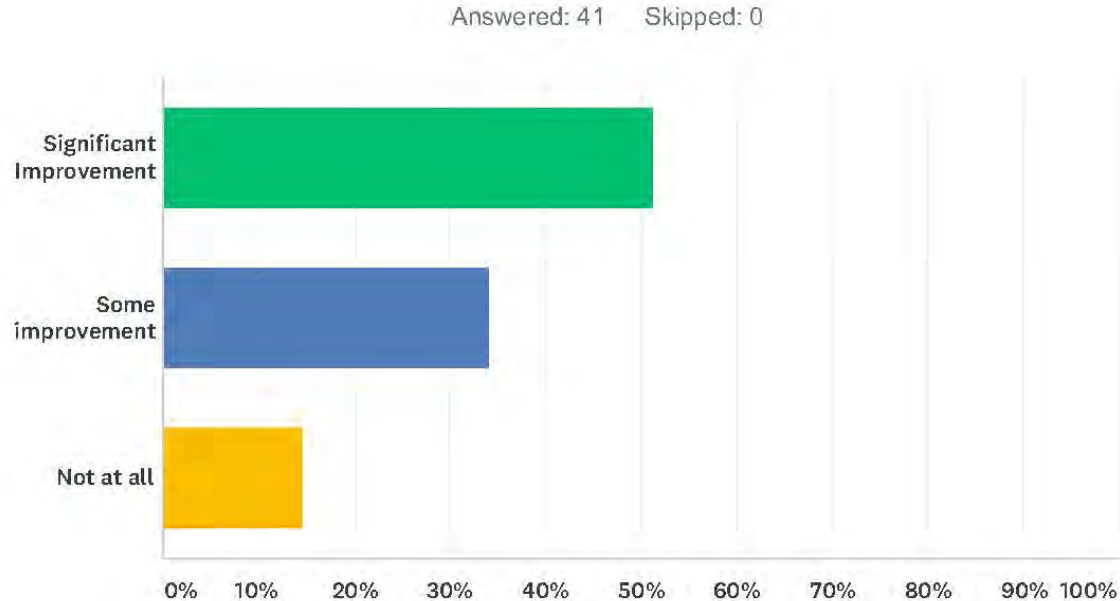
26%

Some Improvement

2%

Not at All

# From your perspective, did the purchase of your Side Lot increase the **value** of your original property?



**50%**

Significant Improvement

**33%**

Some Improvement

**17%**

Not at All

# Survey Key Results:

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- **93%** responded the Side Lot increased feelings of safety
- **98%** responded the Side Lot increased quality of life (Examples given were increased satisfaction, health, safety and/or happiness)
- **98%** responded the Side Lot purchase increased feelings of pride for neighborhood/block
- **85%** responded the Side Lot increased value of their original property

# Please provide any additional comments you would like to share:

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*“Before drug house was removed we had concerns for the safety of our family, neighbors and foot traffic. We dreaded going outside because of the chaos and drug activity. People who have not lived next to something like this can’t begin to imagine what impact this can have on your life. Thank you for selling us the property. We would do it again.”*

*“I what the lot has added to our home and family. I am also grateful I was able to afford it. Thank you.”*

*“We had a lot of problematic cut through traffic. Owning the lot and adding the fence has made things a lot better.”*

Please provide any additional comments  
you would like to share:

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*"I am so grateful for the opportunity to improve upon this lot - the entire neighborhood continues to benefit from this fruit garden."*

# Please provide any additional comments you would like to share:

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*"We are very happy to have the additional space, to be rid of the blight next to our home and look forward to making improvements in the spring 2019."*

*"I have truly improved and enjoy the side. I have put a lot of sweat, time and money into it and it has paid off. I believe it has also helped to turn around the dynamic of the neighborhood. Other residents have improved their properties and things just seem safer and friendlier. I am actually enjoying living in my neighborhood where as for almost 20 years I felt threatened. Thank you for the opportunity to have purchased and improve the lot."*

*"The side lot purchased changed the quality of our lives drastically, both in our homes and in the neighborhood."*

*"I really appreciate the Kalamazoo County Land Bank. The side lot program rocks!!!!"*

# Take Away Lessons:

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- Collection of contact information on
- Include primary language question on side lot application
- Add an optional contact box at the end of survey
- Decide how often you will administer the survey