



# Defford and Besford

## Housing Needs Survey

### Analysis of Survey Results

February 2020

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## 1. Introduction

Wychavon District Council has undertaken a housing needs survey of Defford and Besford, on behalf of Fortis Living.

401 imail cards were delivered to households within the Parishes of Defford and Besford. The survey was designed for every household within the Parish to complete the survey via the online link provided on the imail card. Please see appendix one.

The imail card provided a website address for residents to complete the survey online, or residents could contact the housing team to request a paper copy of the survey to be sent to their property address, a pre paid reply envelope was also included.

One respondent contacted the housing team to request a paper copy of the survey, and one survey was completed over the telephone.

The deadline for responses to this survey was Friday 24<sup>th</sup> January 2020. In total 28 valid responses were received, showing a response rate of 7%.

*With a 90% reliability factor the data is to be true to a margin of error + / - 15.0%.*

|                      | Postal | Online | Telephone |
|----------------------|--------|--------|-----------|
| <b>Total Surveys</b> | 1      | 26     | 1         |
| <b>%</b>             | 4%     | 93%    | 4%        |

## 2. Analysis

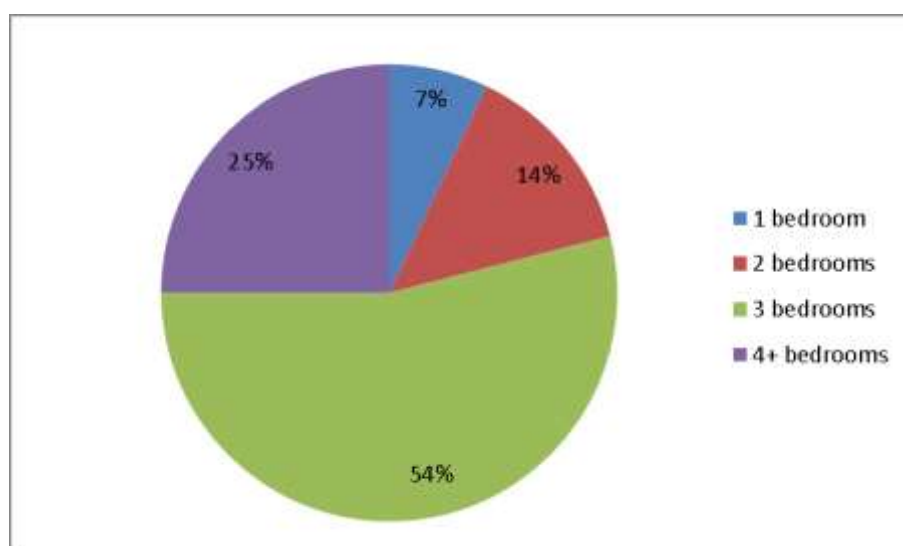
**Which parish do you live in?**

|                                | Defford | Besford |
|--------------------------------|---------|---------|
| <b>Total Response</b>          | 20      | 4       |
| <b>% based on total parish</b> | 83%     | 17%     |

Four respondents did not state the parish in which they lived.

**How many bedrooms does your current home have?**

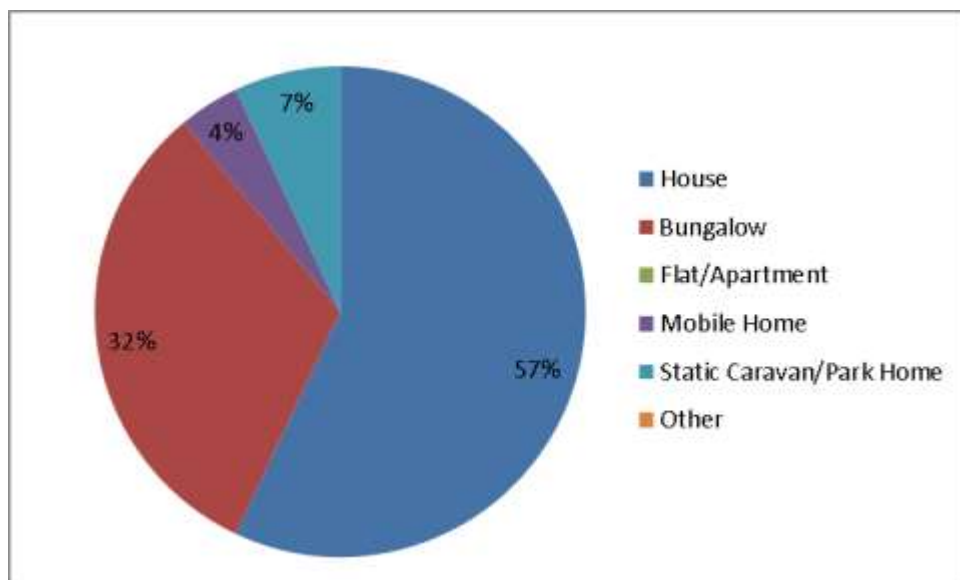
|                   | 1 bedroom | 2 bedrooms | 3 bedrooms | 4+ bedrooms |
|-------------------|-----------|------------|------------|-------------|
| <b>Number</b>     | 2         | 4          | 15         | 7           |
| <b>Percentage</b> | 7%        | 14%        | 54%        | 25%         |



The majority of respondents stated that they were currently living in a property with either three bedrooms (54%) or 4 + bedrooms (25%), totalling 79%. A further 14% stated 2 bedrooms, and 7% stated 1 bedroom.

## What type of home do you live in?

|                   | House | Bungalow | Flat/<br>Apartment | Mobile<br>Home | Static<br>Caravan/<br>Park Home | Other |
|-------------------|-------|----------|--------------------|----------------|---------------------------------|-------|
| <b>Number</b>     | 16    | 9        | 0                  | 1              | 2                               | 0     |
| <b>Percentage</b> | 57%   | 32%      | 0%                 | 4%             | 7%                              | 0%    |

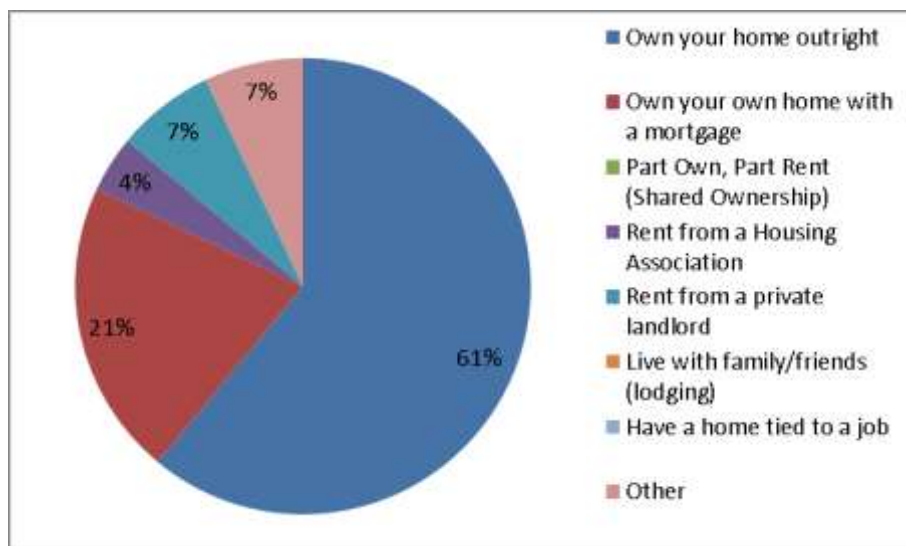


Sixteen (57%) of respondents stated that they lived in a house, nine (32%) stated a bungalow, two (7%) stated a static caravan/park home, and one (4%) stated that they lived in a mobile home.

No responses were received from anyone living within a flat.

## Do you....

|   | Number | Percentage |
|---|--------|------------|
| <b>Own your home outright</b>                 | 17     | 61%        |
| <b>Own your own home with a mortgage</b>      | 6      | 21%        |
| <b>Part Own, Part Rent (Shared Ownership)</b> | 0      | 0%         |
| <b>Rent from a Housing Association</b>        | 1      | 4%         |
| <b>Rent from a private landlord</b>           | 2      | 7%         |
| <b>Live with family/friends (lodging)</b>     | 0      | 0%         |
| <b>Have a home tied to a job</b>              | 0      | 0%         |
| <b>Other</b>                                  | 2      | 7%         |



61% of the respondents stated that they owned their home outright, with a further 21% stating that they owned their own home with a mortgage.

4% stated that they rent from a housing association, and 7% from a private landlord.

No one has a shared ownership property, living with friends or family (lodging) or had accommodation tied to employment.

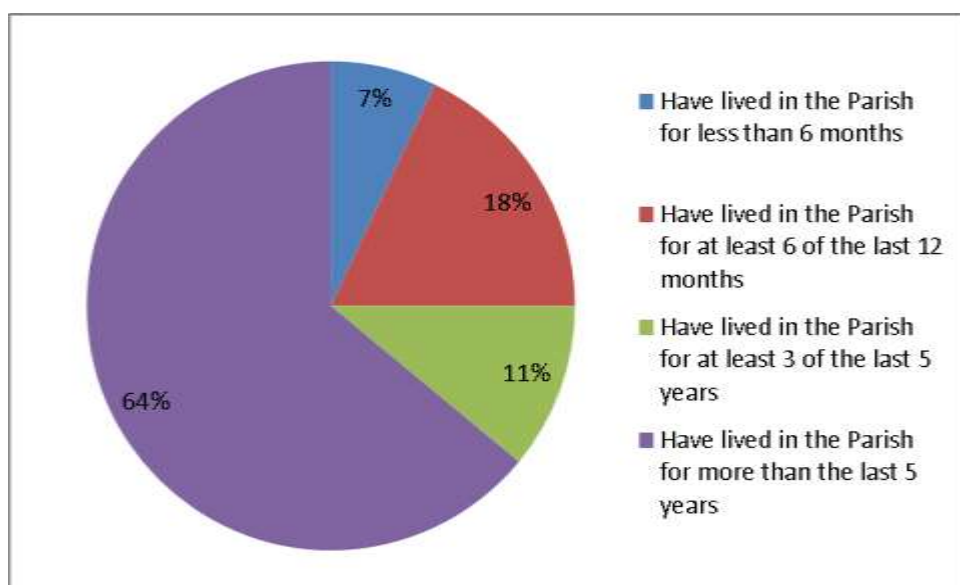
## Ages of the people in your household

|                       |                                   |
|-----------------------|-----------------------------------|
| Under 10 years of age | 3 households with 1 or 2 members  |
| 10 – 15 years of age  | 2 households with 1 member        |
| 16 – 17 years of age  | 1 households with 1 member        |
| 18 – 34 years of age  | 7 households with 1 or 2 members  |
| 35 – 54 years of age  | 5 households with 1 or 2 members  |
| 55 – 64 years of age  | 13 households with 1 or 2 members |
| 65 + years of age     | 11 households with 1 or 2 members |

## Do any of the following apply to any members of your household?

This question is determined to find a local connection or need to live in the Parish due to immediate family or employment for example. This is line with the Home Choice Plus Allocations Policy for the allocation of affordable homes.

|  | Number | Percentage |
|--|--------|------------|
| <b>Have lived in the Parish for less than 6 months</b>               | 2      | 7%         |
| <b>Have lived in the Parish for at least 6 of the last 12 months</b> | 5      | 18%        |
| <b>Have lived in the Parish for at least 3 of the last 5 years</b>   | 3      | 11%        |
| <b>Have lived in the Parish for more than the last 5 years</b>       | 18     | 64%        |



All those respondents who responded to the survey stated that they have a local connection to the parish and currently live within one of the two parishes.

Four (4) households stated that they also had employment within the parish and one (1) cares for someone within the parish.

## Your Future Need

### Are you or anyone in your household likely to need alternative housing?

Six (6) households stated that they were looking for alternative accommodation within the next five years. The responses are detailed in the table below:

|  | <b>In the next twelve months</b> | <b>1 to 3 years</b> | <b>3 – 5 years</b> |
|--|----------------------------------|---------------------|--------------------|
| <b>Number</b>                                | 1                                | 1                   | 4                  |
| <b>Percentage of those requiring to move</b> | 17%                              | 17%                 | 66%                |

### How many people will require this housing?

This question is asked to determine the reasons for the households requiring additional housing within the next 5 years. The below table lists those looking to move in the next 5 years:

|                                   | <b>In the next twelve months</b>       | <b>1 – 3 years</b>                | <b>3 – 5 years</b>        |
|-----------------------------------|--|-----------------------------------|---------------------------|
| <b>Reason for needing to move</b> |  |                                   |                           |
|                                   | Need to set up an independent home (1) | Need a specially adapted home (1) | Need a smaller home (2)   |
|                                   |  |                                   | Need a secure tenancy (1) |
|                                   |  |                                   | No response provided (1)  |

### What is the main reason for needing to move:

| <b>Reason</b>                          | <b>Household Make Up</b> | <b>Property Tenure (to move to)</b> |
|--|--------------------------|-------------------------------------|
| Need to set up an independent home     | 1 x Adult                | Buy on the open market              |
| Need a specially adapted home          | 2 x Adults               | Rent from a housing association     |
| Need a smaller home                    | 2 x Adults<br>1 x Child  | Buy on the open market              |
| Need a smaller home                    | 1 x Adult                | Buy on the open market              |
| Need a more secure / long term tenancy | 1 x Adult                | Rent from a housing association     |

### What might prevent you from fulfilling your future need?

*Respondents were able to select all options that applied.*

|                   | <b>Lack of suitable properties</b> | <b>Not able to afford suitable properties</b> | <b>Saving to purchase</b> | <b>Other</b> |
|-------------------|------------------------------------|---|---------------------------|--------------|
| <b>Number</b>     | 4                                  | 3   | 0                         | 0            |
| <b>Percentage</b> | 57%                                | 43%   | 0%                        | 0%           |

### Would you prefer to?

One additional respondent did not provide a full response to this question.

|                   | Buy on the open market | Shared Ownership | Rent from a Housing Association | Rent from a private landlord | Self Build | Other |
|-------------------|------------------------|------------------|---------------------------------|------------------------------|------------|-------|
| <b>Number</b>     | 3                      | 0                | 2                               | 0                            | 0          | 0     |
| <b>Percentage</b> | 60%                    | 0%               | 40%                             | 0%                           | 0%         | 0%    |

Of those respondents stating that they will need to move within the next 5 years, 60% stated that they would like to purchase on the open market and 40% stated rent from a housing association.

### What is your total gross annual household income?

|                   | Less than £20,000 | £20,000 - £29,999 | £30,000 - £39,999 | £40,000 - £49,999 | £50,000 - £59,999 | £60,000 or over |
|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-----------------|
| <b>Number</b>     | 1                 | 0                 | 0                 | 0                 | 1                 | 1               |
| <b>Percentage</b> | 33.3%             | 0%                | 0%                | 0%                | 33.3%             | 33.3%           |

Two respondents stated they did not wish to state their gross household income.

### What deposit can you afford?

(This does not apply if you wish to seek a rented property). This question received responses only from those wishing to buy on the open market.

|               | Less than £3000 | £3,000-£9,999 | £10,000-£19,999 | £20,000-£29,999 | £30,000-£39,999 | £40,000-£49,999 | More than £50,000 |
|---------------|-----------------|---------------|-----------------|-----------------|-----------------|-----------------|-------------------|
| <b>Number</b> | 0               | 0             | 0               | 0               | 0               | 0               | 1                 |
| <b>%</b>      | 0%              | 0%            | 0%              | 0%              | 0%              | 0%              | 100%              |

Two respondents stated that they did not wish to state the amount of deposit they had available to them.

### If owner occupier accommodation including low cost home ownership at what price range can you afford to purchase?

This question received responses only from those wishing to buy on the open market.

|                   | Up to £199,999 | £200,000-£249,999 | £250,000-£299,999 | £300,000-£349,999 | £350,000-£399,999 | £400,000 plus |
|-------------------|----------------|-------------------|-------------------|-------------------|-------------------|---------------|
| <b>Number</b>     | 1              | 0                 | 0                 | 0                 | 0                 | 1             |
| <b>Percentage</b> | 50%            | 0%                | 0%                | 0%                | 0%                | 50%           |

One respondent stated that they did not wish to state the amount that they could afford.

### If rented accommodation is required, what amount can you afford to pay on a monthly basis? This was completed by those seeking rented accommodation only.

|                   | Less than £400 | £401-£500 | £501-£600 | £601-£700 | £701-£800 | £801 + |
|-------------------|----------------|-----------|-----------|-----------|-----------|--------|
| <b>Number</b>     | 1              | 0         | 0         | 0         | 0         | 0      |
| <b>Percentage</b> | 100%           | 0%        | 0%        | 0%        | 0%        | 0%     |

One respondent stated "Prefer not to say."

## Is your Parish....?

Respondents were able to select all that applied to their household.

Respondents were asked if the parishes were a nice place to live, 25 out of the 27 respondents (93%) stated that it was. One respondent did not provide an answer to this question.

|            | Friendly | Has good community spirit | Crime is an issue | Sought after location | Balanced/varied population |
|------------|----------|---------------------------|-------------------|-----------------------|----------------------------|
| <b>Yes</b> | 20 (71%) | 14 (50%)                  | 1 (4%)            | 12 (43%)              | 9 (32%)                    |
| <b>No</b>  | 8 (29%)  | 14 (50%)                  | 27 (96%)          | 16 (57%)              | 19 (68%)                   |

- 71% of respondents stated it was a friendly Parish to live within
- 50% of respondents stated that the Parish had a good community spirit
- 4% of respondents stated that they felt crime was an issue in the Parish
- 43% of respondents stated that they felt the Parish is a sought after location
- 32% of respondents stated that they felt the Parish has a balanced and varied population

## Over the past three years, do you feel that your parish has:

| Changed for the better | Not changed | Changed for the worse |
|------------------------|-------------|-----------------------|
| 2 (7%)                 | 16 (60%)    | 9 (33%)               |

One respondent did not provide a response to this question.

- The majority (60%) stated that the Parish had not changed in the last 3 years
- 33% stated they believed that the Parish had changed for the worse
- 7% felt that the Parish had changed for the better.

## How much of a problem is traffic congestion?

| Regular | Occasional | Not a problem |
|---------|------------|---------------|
| 4 (17%) | 6 (25%)    | 14 (58%)      |

Three respondents did not provide an answer to the question.

- 58% of respondents did not feel that traffic caused a problem
- 25% stated it was an occasional problem
- 17% felt that it was a regular problem

## How much of a problem is parking?

| Regular | Occasional | Not a problem |
|---------|------------|---------------|
| 5 (22%) | 9 (39%)    | 9 (39%)       |

Five respondents did not provide an answer to the question.

- 39% stated that they did not feel that parking is a problem
- 39% felt parking was an occasional problem
- 22% felt that parking was a regular problem

### What is access to public transport like in your parish?

| Regular   | Irregular | No Access |
|-----------|-----------|-----------|
| 3 (12.5%) | 18 (75%)  | 3 (12.5%) |

Four respondents did not provide a response to the question.

- The majority (75%) felt that there was irregular access to public transport
- 12.5% stated that they believed public transport is regular
- 12.5% felt that there is no access to public transport.

### If regular public transport was available how often would you use it?

| Sometimes | Frequently | Never   |
|-----------|------------|---------|
| 15 (58%)  | 5 (20%)    | 6 (22%) |

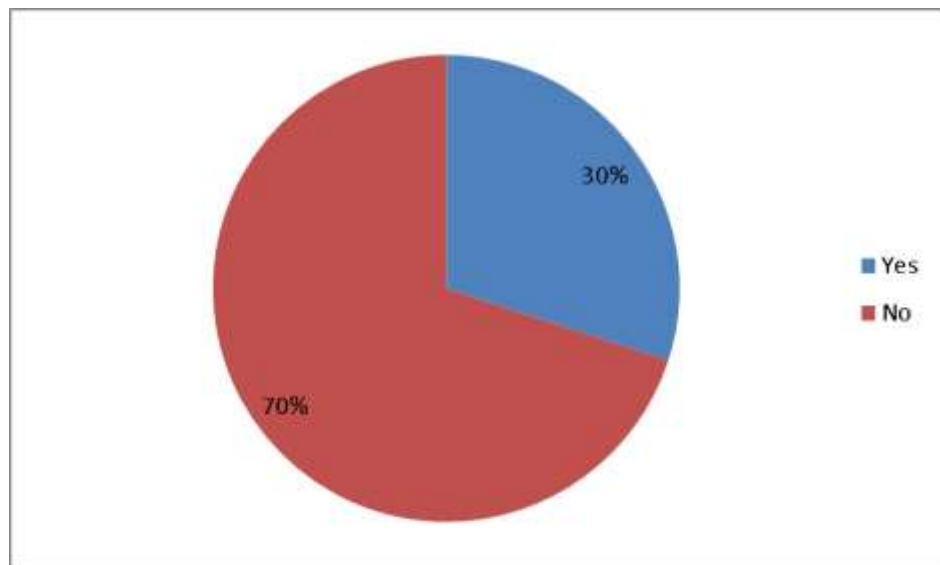
Two respondents did not provide an answer to the question.

- The majority (58%) stated that if public transport was available that would sometimes use it
- 20% stated that if public transport was available they would use it frequently
- 22% stated that they would never use public transport.

### Do you feel there are enough amenities in your parish?

| Yes        | No          |
|------------|-------------|
| 8<br>(30%) | 19<br>(70%) |

One respondent did not answer the question.



### Which of the following amenities would you like to see in your Parish?

Respondents were able to select all options that applied.

| Pub | Restaurant | Fitness Facility | Local Shop | Social Events | Cycle Routes | Electric charge point | Public Footpath | Designated walking areas |
|-----|------------|------------------|------------|---------------|--------------|-----------------------|-----------------|--------------------------|
| 5   | 1          | 5                | 13         | 5             | 7            | 3                     | 8               | 5                        |
| 10% | 2%         | 10%              | 24%        | 10%           | 13%          | 6%                    | 15%             | 10%                      |

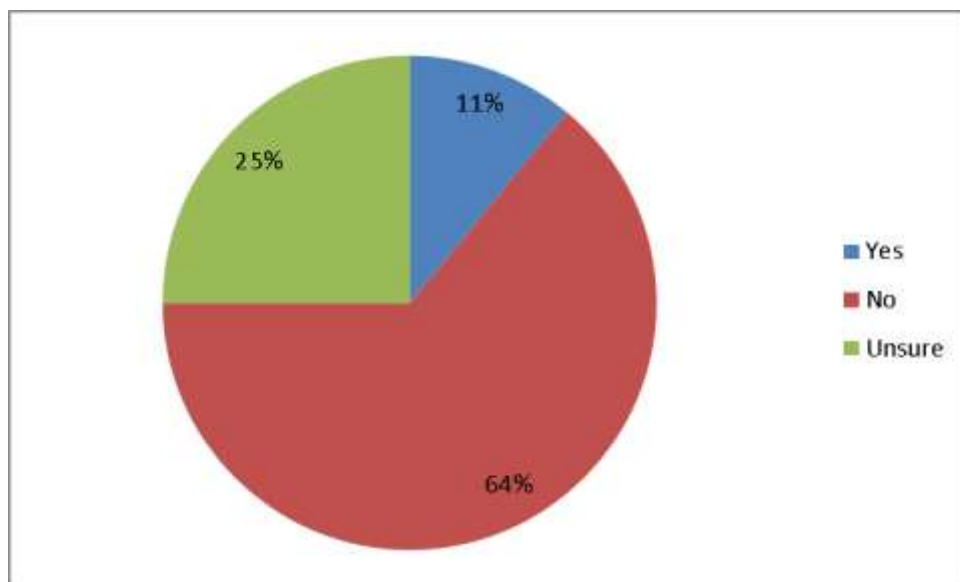


Those respondents stating “Other” provided the following responses:

- A few street lights would be nice
- Dog exercise area
- Footpath to Pershore suitable for motor scooter
- Street lights x 2
- Mains gas
- Updated power supply
- 40mph Speed limit on A4104
- Playing fields
- Doctors surgery for the local villages

**Do you know of any opportunities for businesses to run from within the parish to create extra local employment?**

| Yes | No  | Unsure |
|-----|-----|--------|
| 3   | 18  | 7      |
| 11% | 64% | 25%    |



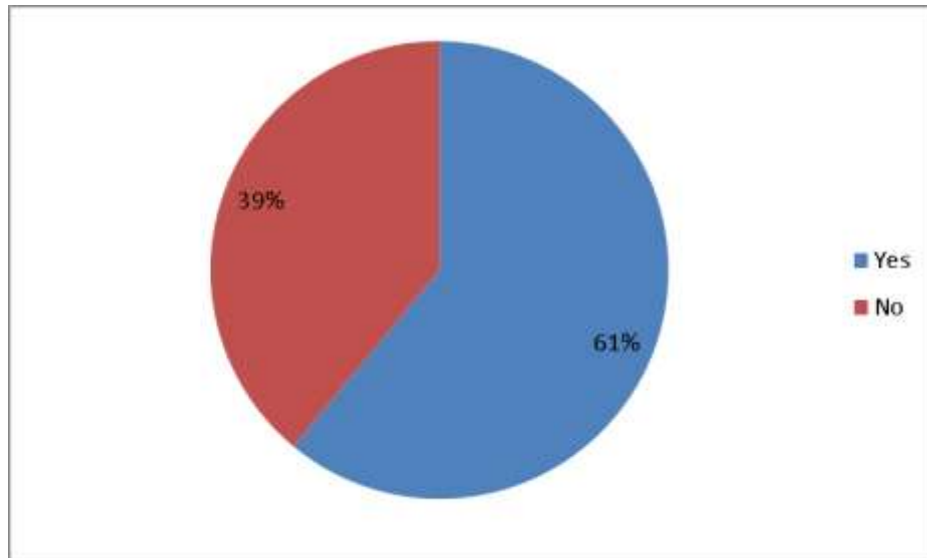
The following comments were also provided:

- Due to the high cost of properties and no social housing being built most people who work are away all day. A Tesco express type shop might just be able to make it pay as there is no industry only low wage jobs would be available
- It's a small village and we like it that way.
- Not enough infrastructure and other towns are larger and better suited to development
- Transport has to be used to get to a work place.
- This area is essential to the provision of food for the region and the wider UK. Retaining this rich land is critical as we strive to be self sufficient.
- The facilities do not help.
- Only one road in the village itself and parts of that are single carriageway.
- No available factory/office space.

**Would you support a small affordable housing development for local people in your parish or surrounding parishes?**

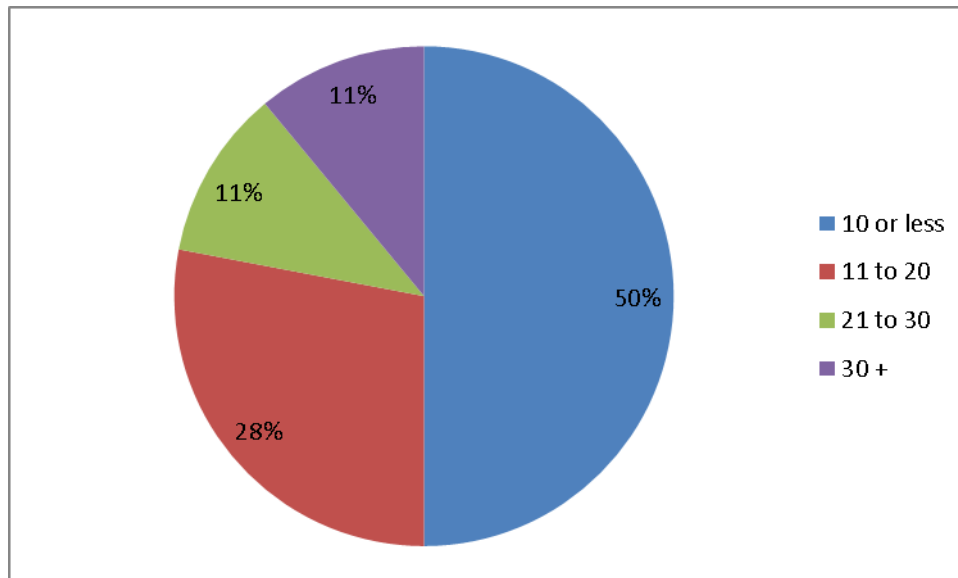
| Yes | No  |
|-----|-----|
| 16  | 10  |
| 61% | 39% |

Two respondents did not provide an answer to the question.



**How many houses do you feel would class as a small affordable housing development?**

| 10 or less | 11 - 20 | 21 - 30 | 30 + |
|------------|---------|---------|------|
| 9          | 5       | 2       | 2    |
| 50%        | 28%     | 11%     | 11%  |



**Would you like to receive further information about your local parish activities and volunteering opportunities?**

| Yes | No  |
|-----|-----|
| 4   | 24  |
| 14% | 86% |

*All four respondents stating that they wish to have more details about volunteering opportunities provided their contact details. These will be passed to the Parish Council to make them aware of interested households within their Parish for them to follow up.*

**Are you currently registered on the local housing register (Home Choice Plus)?**

| <b>Yes</b> | <b>No</b> |
|------------|-----------|
| 2 (7%)     | 26 (93%)  |

A report was pulled from Home Choice Plus on 7<sup>th</sup> February 2020, which showed the following housing need:

**Defford**

Seven households with an address in the parish, of these:

Six households have a 1 bed need, with two of those being pensioners or in receipt of disability benefits and one household has a 4 bed need.

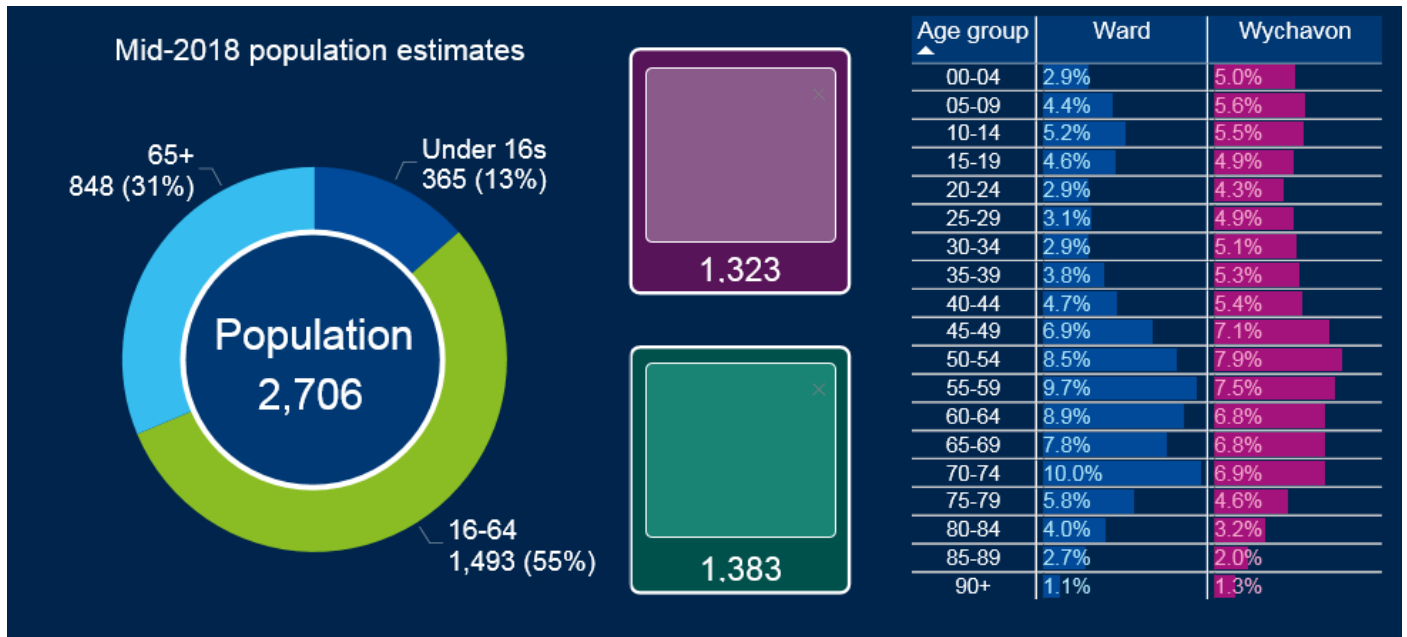
**Besford**

Four households with an address in the parish, of these:

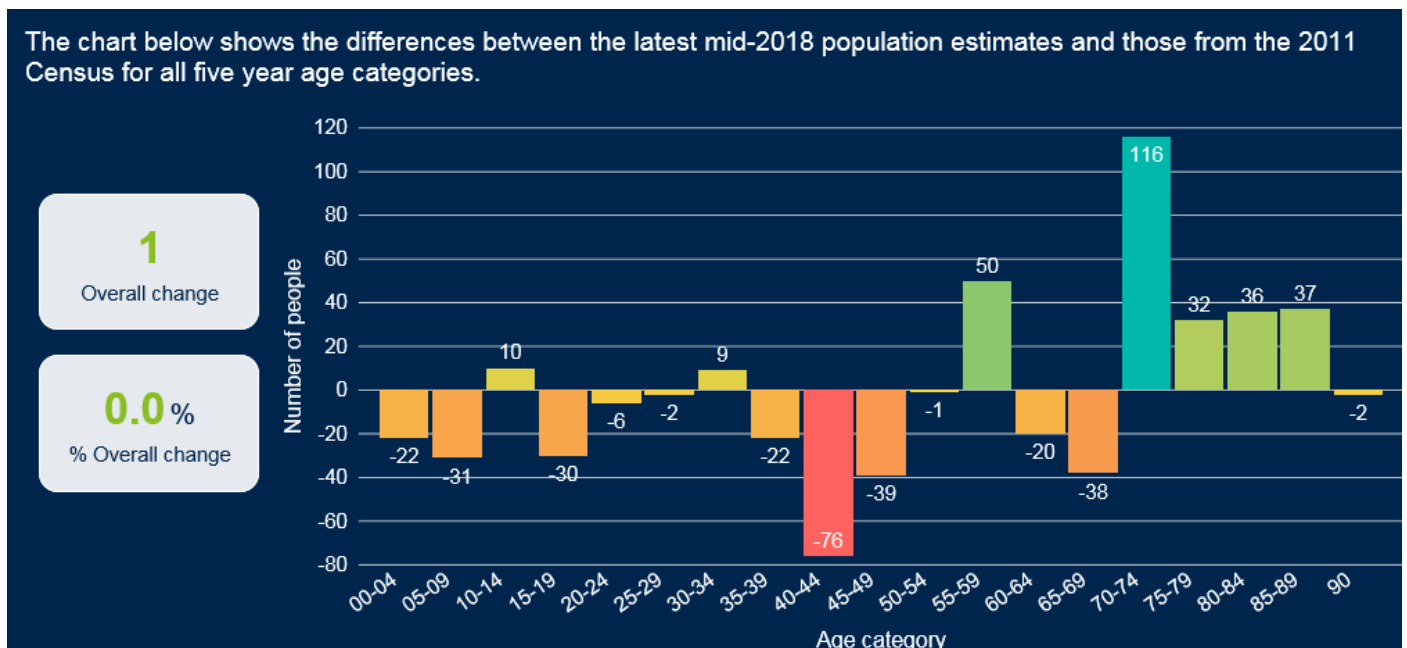
All households have a 1 bed need, and of those 3 are pensioners or have disability benefits.

### 3. About the Parishes of Defford and Besford

Defford and Besford falls within the Eckington ward, and the profile can be seen below:



The below graph shows that between 2011 and 2018, the population of the Eckington Ward (which includes Defford and Besford) has seen its population increase by one person.



## Child poverty 2017/18

### Before housing costs

|           |       |
|-----------|-------|
| Eckington | 13.1% |
| Wychavon  | 18.3% |
| UK        | 22.0% |

### After housing costs

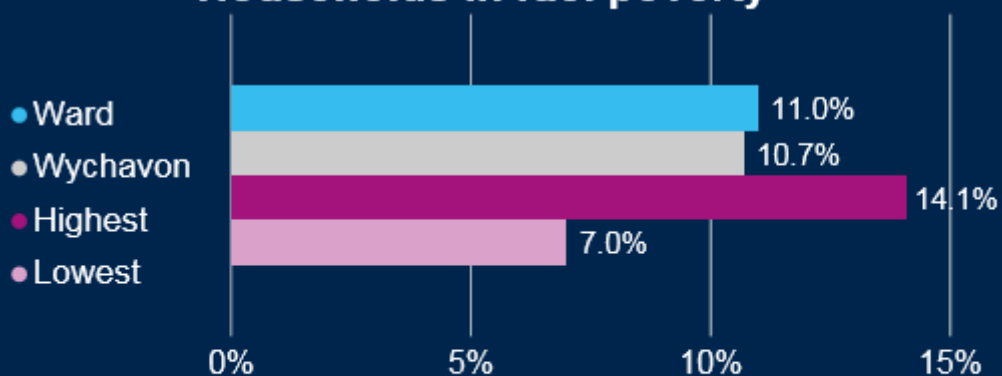
|           |       |
|-----------|-------|
| Eckington | 17.5% |
| Wychavon  | 25.2% |
| UK        | 30.0% |

Fuel poverty in England is monitored using the Low Income High Cost Indicator (LIHC). Under the LIHC definition, a household is considered to be fuel poor if:

They have required fuel costs that are above average (the national median level).

Were they to spend that amount, they would be left with a residual income below the official poverty line.

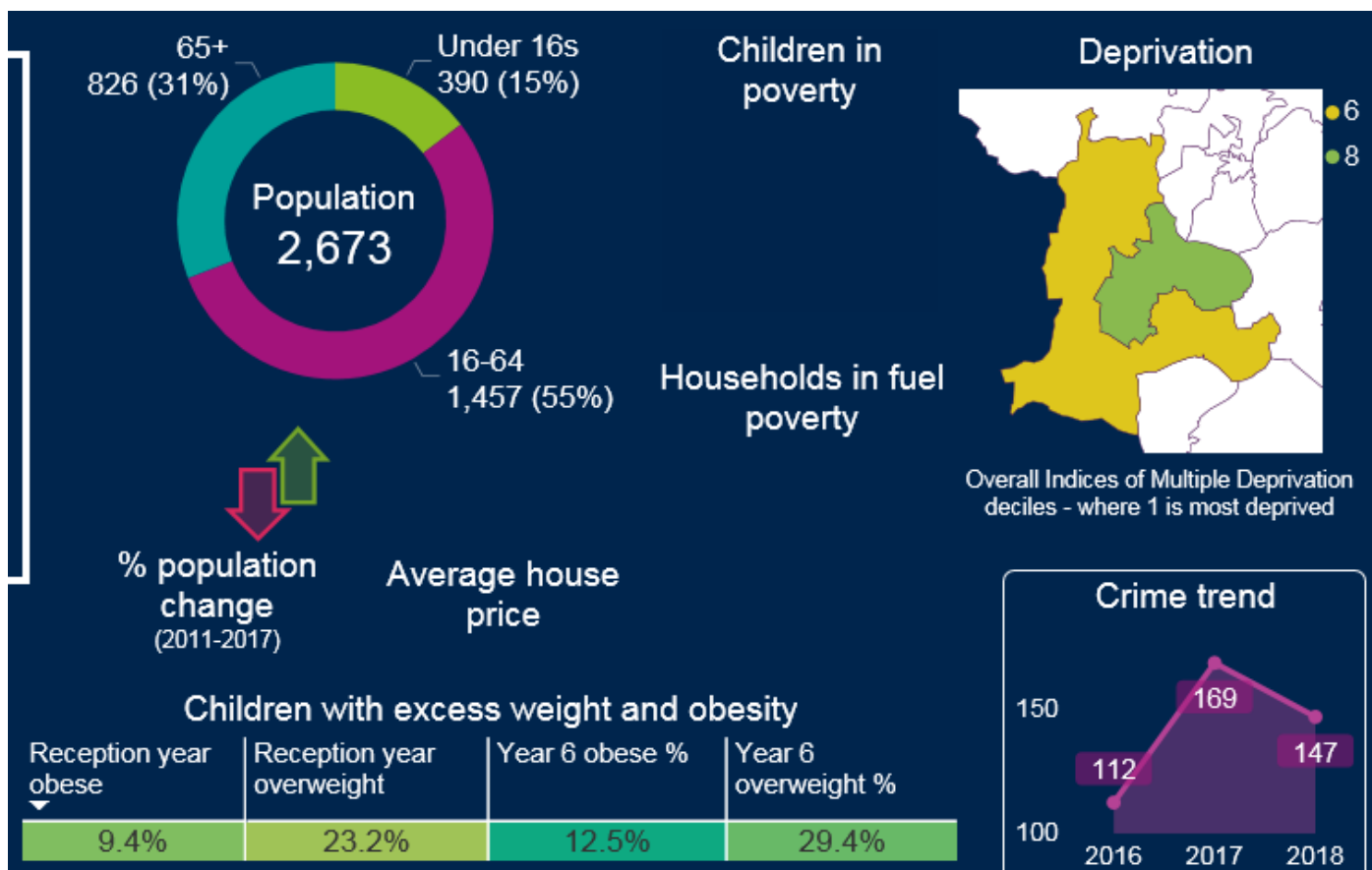
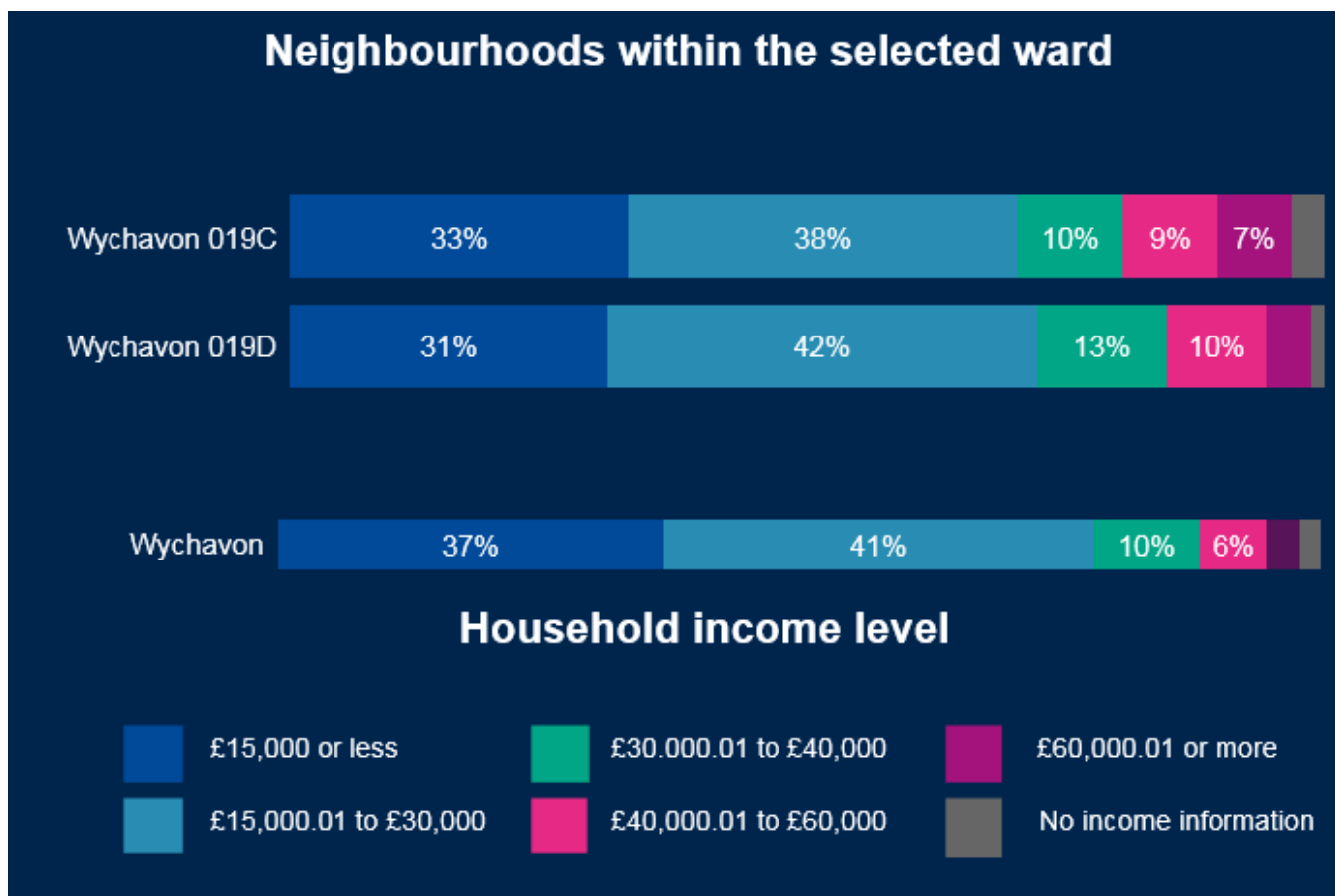
### Households in fuel poverty



1193 households

131 in fuel poverty

The below graph shows income levels for the ward of Eckington (which includes Defford and Besford):



## 4. Housing Market

We looked at properties sold within the four parishes within the previous 12 months:

| Defford | Besford |
|---------|---------|
| 3       | 5       |

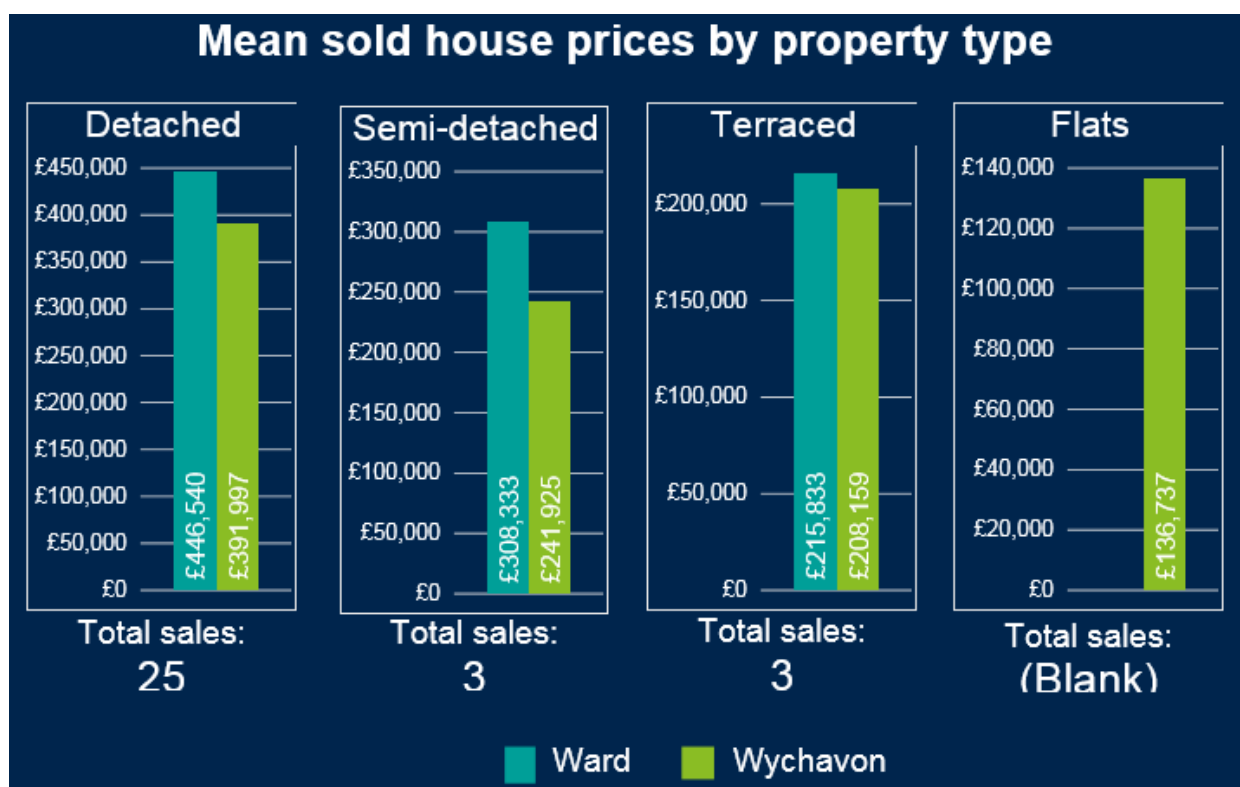
### 4.1 Purchases on the open market

| Parish  | Road                 | Number of bedrooms | Type of Property    | Date Sold  | Value    |
|---------|----------------------|--------------------|---------------------|------------|----------|
| Defford | Harpley Road         | 4 bed              | Semi Detached House | Oct 2019   | £370,000 |
| Defford | Upper Street         | 3 bed              | Detached House      | Sept 2019  | £339,950 |
| Defford | Box Tree Close       | 4 bed              | Detached House      | March 2019 | £400,000 |
| Besford | Ladywood Road        | 5 bed              | Detached House      | Oct 2019   | £550,000 |
| Besford | Lower Drive          | 4 bed              | Detached House      | Sept 2019  | £525,000 |
| Besford | Besford Court Estate | -                  | Flat                | July 2019  | £705,000 |
| Besford | Besford Court Estate | -                  | Flat                | April 2019 | £705,000 |
| Besford | Lower Drive          | 4 bed              | Detached House      | Feb 2019   | £425,000 |

Data Source: <https://www.rightmove.co.uk/house-prices> (4th February 2020) .

The average price of these properties sold within the previous 12 month period is £502,493.75.

The graph below shows the mean sold house prices by property type for the ward of Eckington (which includes Defford and Besford):



## 4.2 Currently on the market

When looking at properties for sale available in Defford and Besford, as of the 4<sup>th</sup> February 2020, the following were being marketed for sale:

| Parish  | Beds  | Road                  | Type of property | Cost     | Agent                       |
|---------|-------|-----------------------|------------------|----------|-----------------------------|
| Defford | 3 bed | Defford Rise          | Bungalow         | £795,000 | Knight Frank                |
| Defford | 5 bed | Church Close          | Detached House   | £650,000 | Knight Frank                |
| Defford | 3 bed | Woolmancote           | Detached House   | £575,000 | Knight Frank                |
| Defford | 5 bed | Upton Road            | Detached House   | £510,000 | Andrew Grant                |
| Defford | 4 bed | Orchard View          | Detached House   | £499,950 | John Goodwin                |
| Defford | 4 bed | Church Close          | Detached House   | £490,000 | Knight Frank                |
| Defford | 3 bed | Defford Rise          | Bungalow         | £490,000 | Knight Frank                |
| Defford | 2 bed | Defford Rise          | Bungalow         | £420,000 | Knight Frank                |
| Defford | 5 bed | Bourne Road           | Detached House   | £400,000 | Andrew Grant                |
| Defford | 3 bed | Box Tree Close        | Detached House   | £389,950 | Bomford and Coffey          |
| Defford | 3 bed | Upper Street          | Bungalow         | £379,950 | Nigel Poole and Partners    |
| Defford | 2 bed | Bournewood Lodge Park | Lodge            | £129,000 | Mustbesold.com              |
| Defford | 2 bed | Bournewood Lodge Park | Lodge            | £89,000  | Mustbesold.com              |
| Defford | 2 bed | Bourne Lodge          | Lodge            | £89,000  | Allan Morris                |
|         |       |                       |                  |          |                             |
| Besford | 3 bed | Besford Court Estate  | Country House    | POA      | Fine and Country, Droitwich |
| Besford | 3 bed |                       | Detached House   | £575,000 | Fisher and German           |
| Besford | 4 bed | Lower Drive           | Detached House   | £530,000 | Andrew Grant                |

Fourteen properties were listed for sale in Defford, with an average listing price of £421,917.86. Three properties were listed for sale in Besford, with an average listing price of £552,500.00. (This calculation was completed on the two with marketed prices).

## 4.3 Private Rental

When looking at private rental properties available in Defford and Besford, as of the 4<sup>th</sup> February, 1 property were being advertised.

| Parish  | Beds  | Road | Type of property | Cost     | Agent        |
|---------|-------|------|------------------|----------|--------------|
| Defford | 2 bed | -    | Bungalow         | £750 pcm | Allan Morris |

No properties were listed for private rent in Besford as of the 4<sup>th</sup> February 2020.



## 5. Conclusion

The survey received a response rate of 7% showing a margin of error to 90% as + / - 15.0%.

It is possible that not all residents with a housing need will have responded, although the email card was sent to all households which clearly stated the purpose of the survey. A copy of this can be seen in Appendix One.

The survey has identified that 5 households stated they would have a different housing need within the next 5 years. 3 (60%) stating that they would be bought on the open market, 2 (40%) renting from a housing association. No need was identified for shared ownership, private rental or self build. All of those stating that their housing need would change in the next 5 years, had a local connection to the Parish, and all currently lived in the Parish.

Below lists the breakdown and affordability given by the respondents for their housing need:

### 5.1 Market Housing Need Identified

| Time scale            | House hold Type | Current Tenure    | Barriers  | Reason to move                     | Preferred tenure       | Bed room need * | Price             |
|-----------------------|-----------------|-------------------|---|------------------------------------|------------------------|-----------------|-------------------|
| In the next 12 months | 2 x Adults      | Own home outright | Lack of suitable properties available<br><br>Not able to afford a suitable property | Need to set up an independent home | Buy on the open market | 1               | Up to £199,000    |
| 3 – 5 years           | 3 x Adults      | Own home outright | Lack of suitable properties available   | Need a smaller home                | Buy on the open market | 2               | £400,000 or more  |
| 3 – 5 years           | 1 x Adult       | Own home outright | Lack of suitable properties available   | Need a smaller home                | Buy on the open market | 1               | Prefer not to say |

### 5.2 Affordable Housing Need Identified

| Time scale  | House hold Type            | Current Tenure                  | Barriers  | Reason to move                    | Preferred tenure                | Bedroom need ** | Rent per month    |
|-------------|----------------------------|---------------------------------|---|-----------------------------------|---------------------------------|-----------------|-------------------|
| 1 – 3 years | 2 x Adults<br>2 x Children | Rent from a housing association | Lack of suitable properties available<br><br>Not able to afford a suitable property | Need a specially adapted property | Rent from a housing association | 2 / 3           | Prefer not to say |
| 3 – 5       | 1 x Adult                  | Own home                        | Not able  | Need a more                       | Rent from a                     | 1               | Less              |

|       |  |          |                               |                |                     |  |           |
|-------|--|----------|-------------------------------|----------------|---------------------|--|-----------|
| years |  | outright | to afford a suitable property | secure tenancy | housing association |  | than £400 |
|-------|--|----------|-------------------------------|----------------|---------------------|--|-----------|

\*\*Bedroom need identified via the Home Choice Plus calculation for bedroom need.

One respondent above stated that they own their home outright, and wish to move to a rented property with a housing association. With the limited information provided, we looked at the information and for this report, they will remain within the affordable housing need provision, due to the type of property that they are currently living within and the capital available from their property if sold on the open market, and the age of the respondent. It may mean that they would qualify to be on the housing register for affordable housing, as their housing need may not be met on the open market.

### **5.3 Private Rental Housing Need Identified**

No need was identified.

### **5.4 Self Build Housing Need Identified**

No need was identified.



Fortis Living has commissioned Wychavon District Council to undertake a Housing Needs Survey for your parish.

Help us to help you by completing the survey online at:  
[www.smartsurvey.co.uk/s/DeffordandBesford/](http://www.smartsurvey.co.uk/s/DeffordandBesford/)  
Deadline – please complete by 24 January 2020.

Have your on say on:

-  Your local parish
-  Your current housing requirements
-  Your future housing requirements
-  Affordable housing
-  Amenities within your parish
-  Volunteering opportunities

If you are unable to complete the survey online, please contact us on 01386 565490 to complete over the telephone or request a paper copy of the survey.

