

Gated community residents feel their dependence on neighbours and support staff improved during pandemic : Survey

Synopsis

The MyGate 'Trust Circle' report finds that 44% of respondents would turn to technology to verify the credibility of service providers such as an electrician and plumber.



88% respondents mentioned that their relationship and dependence on neighbours, the local vendors and support staff (watchman, delivery boy, and maids) improved during the pandemic.

81% of the people living in a **housing society** are now more connected with their **neighbourhood** as pandemic brings communities closer, according to a survey by society management app **MyGate**.

The MyGate 'Trust Circle' report finds that 44% of respondents would turn to technology to verify the credibility of service providers such as an electrician

and plumber.

The study witnessed participation from over 2,867 Indians of all ages across Tier-1 and Tier -2 cities including Ahmedabad, Bengaluru, Chandigarh, Chennai, Delhi, Hyderabad, Indore, Jaipur, Kochi, Kolkata, Mumbai, Pune.

According to the report, while the degree or depth may differ, the emergence of neighbourhoods as a pillar of the 'Trust Circle' has become a national phenomenon, cutting across age groups, regions and nature of dwelling.

"From this research, we can infer that these stories are not mere anomalies but the real expansion of our 'Trust Circle'. The pandemic has re-infused the need to be-connected with one's neighbours, with all demographics showing greater trust in members of the neighbourhood than before, be it the family next door, the local chemist or the apartment security guard," said Vijay Arisetty, CEO & Co-founder, MyGate.

Around 80% of respondents living in gated communities and 71% in the non-gated communities are in agreement with the statement, "My 'Trust Circle' has shifted to include people in my neighbourhood whom I am likely to interact with every day".

Illustrating the emergence of the neighbourhood as part of the 'Trust Circle', 81% of respondents said that they are more likely to depend on their neighbours in case they needed any urgent help as compared to pre-covid levels where their dependency was much higher on close friends and relatives.

Nearly 90% of all respondents agree that they needed to create a 'Trust Circle'

that focused on real relationships to combat the stress and loneliness resulting from the isolation.

“We found that nearly 38% of the respondents are confident in leaving their keys with their neighbours while going out, indicating the emergence of neighbourhoods as a strong pillar that Indians trust. However, the responses varies from city to city, but overall trust has increased,” said Abhishek Kumar, COO and Co-founder, MyGate.

For instance, more than two thirds of respondents in Ahmedabad (68%) would leave their key with their neighbours compared to only 18% of the respondents in Kolkata. 39% of respondents in Hyderabad would trust their security guard compared to only 1% respondents in Kochi. 44% respondents in Kolkata would trust a friend close by compared to only 13% respondents in Ahmedabad.

88% respondents mentioned that their relationship and dependence on neighbours, the local vendors and support staff (watchman, delivery boy, and maids) improved during the pandemic.

Over 75% of respondents helped their support staff (security guard maid, plumber etc) with grocery, food or salary. Furthermore, nearly 73% of respondents engage with their maids beyond work, offering tea, coffee, food or even a salary of 3 months or more as loan if required.

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