

19 *senior leaders*
(heads of services & above) participated

5 met directly with estate services

14 visited the estate and spoke with residents

28 hours spent on understanding estate issues and creating solutions

Building inspections

7 blocks inspected

29% met required standards

100% buildings met the cleaning charter

Langdon House, Susannah Street (1-47), Bessie House, 6-52 Willis Street, Howard Apartments, Brownfield Street (2-60), Ursula Cour

Actions taken

Issues for discussion:

- estate sign maintenance
- Assets to look into external decoration need

Resident engagement

9 residents spoken to

Resident actions

- 7 requested repairs
- 1 raised ASB concerns
- 1 flagged parking issues
- 8 shared positive views about their homes and community

Residents told us they liked:

- Good location and community
- Child-friendly
- Peaceful
- Employment opportunities nearby
- Good sized rooms

Resident concerns:

- Speed of repair service - issues with portal, multiple visits to complete jobs
- Drug use in communal areas
- Rough sleepers
- Walls not soundproof