



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



**3** met directly with estate services



**12** visited the estate and spoke with residents



**28 hours** spent on understanding estate issues and creating solutions

**Building inspections**



**6** blocks inspected



**100%** met required standards



**100%** buildings met the cleaning charter

**Actions taken**

Issues for discussion:

- URS collections

Carpenter House, Meyrick House, Argyll Point, Richardson House, Argent Court, William Cotton Court

**Resident engagement**



**6** residents spoken to

**Resident actions**

- 3 requested repairs
- 1 raised ASB concerns
- 3 flagged parking issues
- 1 praised estate cleaning and horticulture
- 4 shared positive views about their homes and community

**Residents told us they liked:**



- Good neighbours
- Quiet and clean
- Good location: community centres, shopping, leisure facilities, transport
- Stays warm in winter

**Resident concerns:**



- Service charge increase
- Parking
- Signs
- Tree maintenance
- Paint on walkways
- ASB - drugs
- URS collections/others using bins
- Repairs take several visits to resolve