



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



**6** 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

Broxbourne House, Stanstead House, Biscott House, Brimsdown House, Roxford House, Newmill House, Stanborough House



**86%** met required standards



**100%** buildings met the cleaning charter

**Actions taken**

Issues for discussion:

- Noise/dust from A12
- Small amount of weeds need removal
- lift maintenance
- update signage
- refresh internal decoration
- bike storage

**Resident engagement**



**11** residents spoken to

**Resident actions**

- 8 requested repairs
- 5 raised ASB concerns
- 2 flagged parking issues
- 4 praised estate cleaning and horticulture
- 11 shared positive views about their homes and community

**Residents told us they liked:**



- Good neighbours
- Quiet area, clean and calm
- Good location for community centres, shopping, gym, transport links
- Quick response to repairs requests

**Resident concerns:**



- Speed of repairs
- Parking
- ASB: drug dealing, smoking on stairs, pets urinating in lifts
- Day trips for elderly residents
- High service charge

**Estate staff engagement**



**4** estate staff met  
(Area Manager, Team Leader, Estate Operatives)

**Staff feedback**

- Previous staffing issues resolved
- Missed bin collections & dumped rubbish at URSs (possibly from shops)
- Parking a big issue causing ASB
- Rough sleepers accessing electric cupboards (Newmill)
- Regular issue with dog mess (Newmill)