


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



6 met directly with estate services



15 visited the estate and spoke with residents



30 hours spent on understanding estate issues and creating solutions

Building inspections



7 blocks inspected
Sark Mews, Raasay House, Hoy House, Shapinsay House, Burray House, Whalsey House, Skye House



100% met required standards




100% buildings met the cleaning charter

Actions taken

Issues for discussion:

- posters need updating
- Assets to look into internal decoration needs
- Storage of bikes in communal areas
- Parking signs sprayed over

Resident engagement




16 residents spoken to

Resident actions


- 12 requested repairs
- 5 raised ASB concerns
- 5 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
- Child-friendly
- Quiet
- Safe estate, good security
- Clean and well-maintained

Resident concerns:



- More bollards for security
- Rubbish dumped in front of bins
- Issues with heating & hot water
- Cracks in plaster in hallways
- Quality and speed of repairs