

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

**5** met directly with estate services

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

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

### Building inspections

**12** blocks inspected  
Norwich House, 25-47 Alton Street, 2-52 Augusta Street, Lonsdale House, Essex House, 172 Chrisp Street, Brabazon Street, Busbridge House, 2-60 Broomfield Street, 1-35 Plimsoll Close, 2-38 Cordelia Street, Maidstone House

**100%** met required standards

**100%** buildings met the cleaning charter

### Actions taken

Issues for discussion:

- signage, notices, QR codes approach
- approach to items on balconies and storage
- estate sign maintenance
- Assets to look into external decoration

### Resident engagement

**13** residents spoken to

### Resident actions

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

### Residents told us they liked:

- Shrubs in good order and taken care of
- Good community & friendly neighbours
- Quiet and well lit area
- Child friendly location
- Clean and well maintained
- Good location - transport links to city, local shops, mosques, parks nearby

### Resident concerns:

- ASB issues, vandalism, graffiti, noise and rough sleepers
- Speed of repair service
- More Parkguard visits needed
- Painting the buildings & window cleaning
- Accessibility issues - no lifts
- Wanted more frequent horticulture visits