

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

4 met directly with estate services

12 visited the estate and spoke with residents

32 hours spent on understanding estate issues and creating solutions

Building inspections

6 blocks inspected
Hopkins House, 2-28 Hind Grove, Playfair House, Donne House, Farrance Street, Anglesey House

100% met required standards

100% buildings met the cleaning charter

Actions taken

Issues for discussion:

- signage, notices, QR codes
- approach to items on balconies and storage
- pram shed policy
- parking sign upkeep
- Notify Asset team about exterior decoration

Resident engagement

14 residents spoken to

Resident actions

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

Residents told us they liked:

- Lovely well kept garden areas
- Friendly neighbours
- Quiet and well lit area
- Very happy with cleaning and the estate services cleaners
- Good location - easy to travel, good transport links, local amenities

Resident concerns:

- ASB issues, particularly drug use and rough sleepers
- Need door entry systems
- Speeding vehicles in the streets
- Parking
- Not enough play facilities for children
- Painting the buildings
- Aggressive dogs and mess left behind