

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

6 met directly with estate services

16 visited the estate and spoke with residents

32 hours spent on understanding estate issues and creating solutions

Building inspections

8 blocks inspected

87% met required standards

87% buildings met the cleaning charter

Actions taken

Issues for discussion:

- some damp and mould issues to investigate
- estate sign maintenance
- Assets to look into maintenance/decoration in communal areas

Wilcox House, Grindley House, Baler Court, Elmslie Point, Whytlaw House, Ralph Beyer, Stileman House, Halls & Brooks Apartments

Resident engagement

19 residents spoken to

Resident actions

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

Residents told us they liked:

- Good community & friendly neighbours
- Area is safe and clean
- Convenient location, good transport and plenty of amenities nearby
- Great views

Resident concerns:

- ASB issues, rubbish, fly-tipping
- Parking and signage being damaged
- Damp and mould
- Notices needed for blocked chutes
- Dedicated pipe inspections
- Slow responses from surveyors/repairs
- Communal - heating difficulties, lift breaking down & maintenance needed