



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



5
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



70%
met required standards



100%
buildings met the
cleaning charter

Colliers House, 299-305 Abbott Road, Dunlip House, Heather House, 245-255 Abbott Road, 2-102 Oban Street, Tundra House, 71-91 Portree House

Actions taken

Issues for discussion:

- external decoration needs refreshing

Resident engagement



15
residents spoken to

Resident actions

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

Residents told us they liked:



- Clean and safe
- Good facilities for children
- Good neighbours
- Convenient for shops and transport
- Concierge very helpful
- Swimming pool/gym



Resident concerns:

- Speed of repair service and follow on works
- Rubbish removal
- Transport
- More children's areas