



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



6
met directly with
estate services



14
visited the estate and
spoke with residents



28 hours spent on understanding estate issues and creating solutions

Building inspections



7
blocks inspected

Broxbourne House, Stanstead House, Biscott House, Brimsdown House,
Roxford House, Newmill House, Stanborough House



86%
met required standards



100%
buildings met the
cleaning charter

Actions taken

Issues for discussion:

- Noise/dust from A12
- Small amount of weeds need removal
- lift maintenance
- update signage
- refresh internal decoration
- bike storage

Resident engagement



11
residents spoken to

Resident actions

- 8 requested repairs
- 5 raised ASB concerns
- 2 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
- Quiet area, clean and calm
- Good location for community centres, shopping, gym, transport links
- Quick response to repairs requests

Resident concerns:



- Speed of repairs
- Parking
- ASB: drug dealing, smoking on stairs, pets urinating in lifts
- Day trips for elderly residents
- High service charge