

# Estate Walkabout Programme

January Housing Improvement Board

Susmita Sen and Mary Larbie

# Purpose of Walkabout

Residents provided with the opportunity to:

Report issues

Monitor cleaning, ground maintenance and repairs

Put forward improvement to their estates for the benefit of the community

Improve environment

# Sixty Estates

Quarterly estate inspections, following are invited

- Residents
- Councillors
- Partners

Attended by

- Tenancy
- Repairs
- Contractors

# Next Steps

- Outcomes set to attendees and placed on noticeboards within 15 days
- Tenancy monitor all actions
- Escalate issues
- Week 8 – review of all actions with Resident Representative, monitor progress, agree any remedial action to ensure all issue have been resolved or progressed satisfactorily before the next Estate Walkabout

# Outcomes

- Cleaner estates
- Improved cleaning and ground maintenances
- Improved recycling
- Effective minor works programme
- New initiatives
- ASB addressed
- Safer estates
- Influence capital and planned works

## Reviews

- Review April 2023 & 6 months
- Attendance
- Outcomes
- Are Residents seeing and feeling the difference
- Feel of pride in estates
- Use learning to improve processes and outcomes

Thank you

Any questions?