

Why this review?

Purpose of the theme To find out in what ways our estates management service could be improved

Why undertake this theme? Anecdotal information suggests customers may be frustrated by standards of service regarding shared spaces

When did we undertake the survey? Throughout February 2020

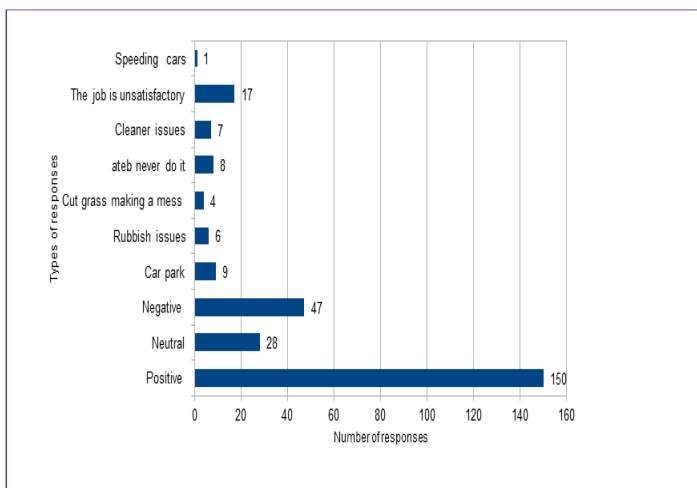
You said...

Thank you for your support!

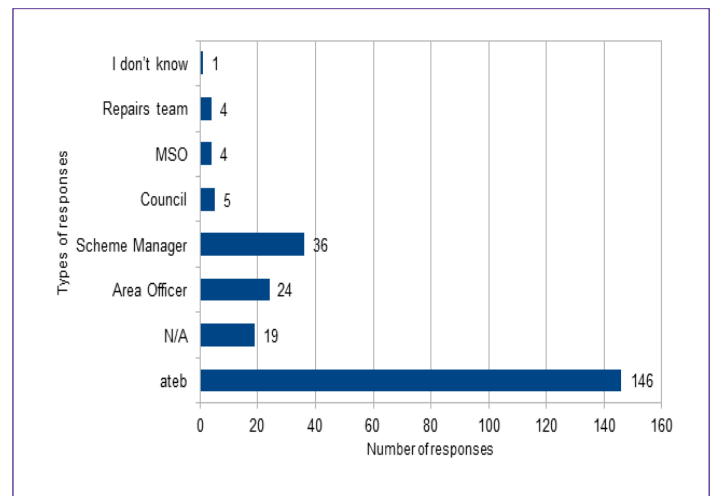
We received information from **228** of our customers

These were the responses our e2i Co-ordination Team received:

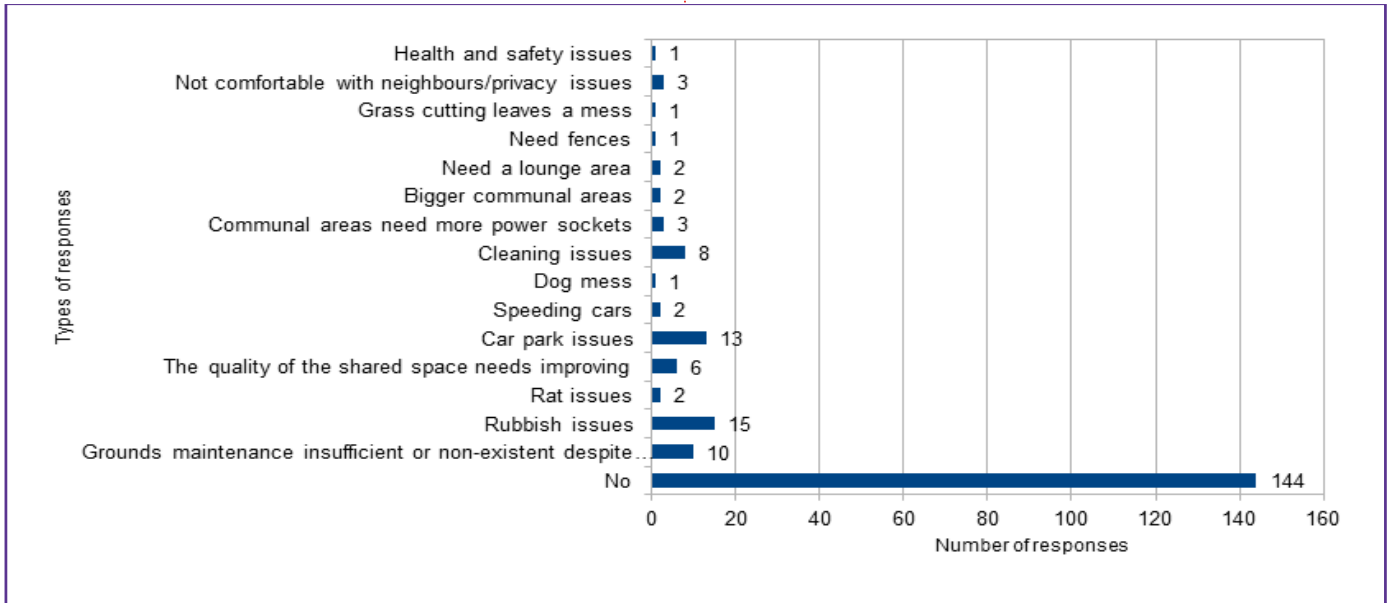
1/ How do you feel ateb looks after sharedspaces in your area? These are the answers you gave us:



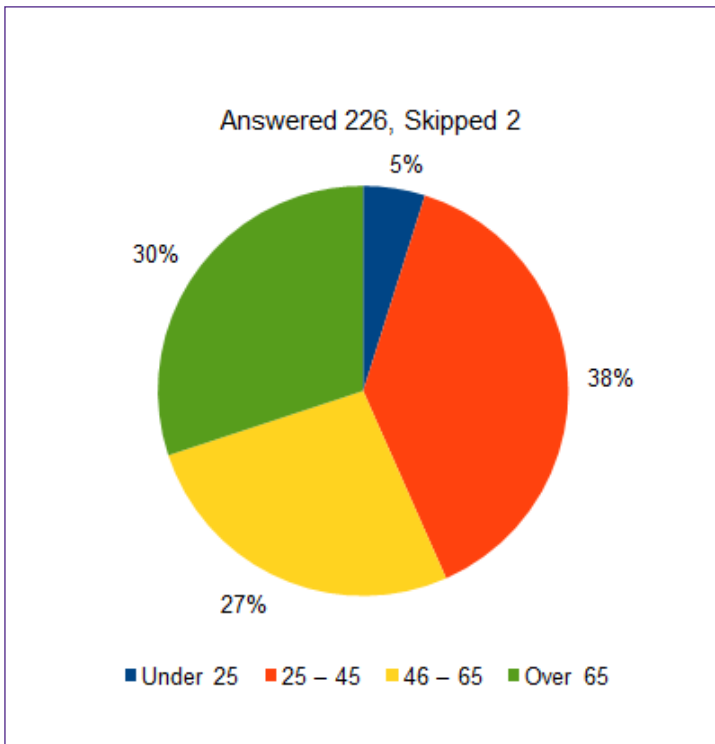
2/ Who would you contact in the event of a query?



3/ Do you have any concerns about shared space areas?



> To make sure we are hearing from a wide range of our customers, please tell us what age category do you fit into:



These were some of the comments we captured:

- > • "No evidence of any grounds maintenance even though we pay service charges"
- > • "Fencing – not everyone has this at the front and it would help with all the kids playing in the area"
- > • "There isn't a lounge area, have to sit in the foyer and there are people coming in and out all the time"
- > • "Think that the area could be made nicer, wild flowers etc. Communal allotment"
- > • "Lots of fly tipping in the area behind the street, issues with rats because of this"
- > • "Ground maintenance doesn't get done – they will do some areas and not others"
- > • "The lawn is well maintained so they are very good"
- > • "Very well, hedges in front and they are maintained OK always very clean"
- > • "Have asked for residents only parking signs previously and they haven't been supplied, parking in car park, live with a pub and it is not safe, also issues with ASB"

"Not well; lawn mower won't fit through gate; when the front grass is mown, arisings go on windows and cars; only 1 street lamp in street; a tree is falling down"

We did...

Based on the e2i theme findings we intend to undertake the following Improvement Actions:

Refuse: The department is under resourced at present and has just made a proposal to increase staffing levels. Subject to this being approved we will:

1. Allocate a dedicated staff member to address any refuse and fly tipping issues
2. Create a Service Level Agreement so we can respond in a timely manner to any accumulation of refuse or fly tripping.
3. Home Book: We will create a dedicated Home Book page to ensure tenants are fully conversant with the county's recycling process and links to the PCC's website with collections days.
4. Cleaning and Grounds: We will address any complaints regarding shared spaces as and when they occur, with regular meetings with the contracts manager.

5. With the online Home Book we will create a dedicated page on cleaning and grounds. This will explain how to get the specifications for each contract for individual areas, to ensure everyone understands what the service charge covers.

We really appreciate all those involved in this theme review

Need to know more or raise an issue?

e2i / If it matters to you, it matters to us

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