

# Bickley action plan 23/24

## Star survey top 3 in 2023

**Communal Areas** – Poor decoration in communal areas has been rectified with the cyclical decorations where external areas have recently been painted.

**Neighbourhood Problems** – Residents had concerns about security. To address this, we provided new front doors. Also concerns of noise and alcohol use. Housing officers regularly liaise with the Safer Neighbourhood team on these and other issues.

**Ground Maintenance** – Concerns were raised about the condition of the estate. Housing officers conducted another survey which resulted in additional gardening hours being contracted.

## You said, we did

### You asked for better lighting

Additional LED lighting was installed by the bin area at Whites Meadow.

## Better homes, better neighbourhoods

- New raised flower bed at the entrance of Southwood Close.
- Removal of rose bushes on the communal grassed area between the Southwood blocks. Replaced with raised sleeper flower beds.
- BHBN also paid for the new benches and the cigarette box.

## Estate walkabout

- Residents asked for the removal of a parking sign on the wall above Flats 31 and 32 Whites Meadow.

## Resident meeting

- Residents requested replacement benches so they can socialise and enjoy the gardens. Two composite benches were purchased.
- Request for a cigarette box to be located behind Robert Whyte House to prevent cigarette butts being left on the floor.