

# Merrow Street action plan 23/24

## Star survey top 3 2023

**Rubbish and litter** – We have now recruited a caretaker and removed curtains in the bin stores for easier access. We also installed CCTV to prevent fly tipping.

**Council / other agencies** – We communicate with partner agencies including Southwark Council when needed to support our residents.

**Home improvements** – Stock condition surveys due to take place 23/24.

## You said, we did

**Asked for cleaning schedule**  
Notice board has been installed and cleaning spec displayed.

**Lack of community at Merrow**  
We nominated Merrow Street for a fun day in the summer. We have asked our engagement and comms officer to see if any support can be offered to organise activities.

## Better homes, better neighbourhoods

- Doors installed on the Queens House bin store.

## Estate walkabout

- Concerns about delivery drivers not being able to find their way around the estate – signs have been installed.

## Resident meeting

- Unhappy with the cleaning service – staff have met with the current cleaning company on site to try to improve the service.
- Notice board – residents would like a notice board displaying the cleaning specification and other useful information.
- Residents feel there is a lack of community at Merrow Street and would like to organise some activities.