

# Dromore action plan 23/24

## Star survey top 3 2023

**The estate is not secure, and anyone can enter** – Dromore is in a low crime area, and the cost of installing security doors would outweigh the benefits.

**Better communication** – we aim to give residents as much notice as possible for any works being carried out.

**Have an effective complaints policy that staff follow** – all our policies are available to residents upon request and are on our website.

## You said, we did

### Birdfeeders

Residents told us they like the wildlife at the scheme, and Keniston approved birdfeeders in the courtyard.

### Prevent anti-social behaviour

Mobile CCTV installed to deter anti-social behaviour.

## Better homes, better neighbourhoods

- No actions.

## Estate walkabout

- Saplings and Ivy in the flower bed area at the front of Dromore removed.

## Resident meeting

- No residents attended.