

## Improving Estates – You said....we did!

As a result of estate inspections and residents suggestions we have listened to your comments, requests and suggestions and have done the following:

- § **Golden Post, Hunderton, Hereford** – Following estate inspections identifying large items of rubbish being dumped on a regular basis, we recently provided 2 skips for the residents to be able to dispose of bulky items.
- § **Merestone Road & Withypool, Redhill, Hereford** – The large slabbed area was constantly being used as additional car parking and the vehicles were damaging the slabs. This area has now been tarmaced, with provision for additional parking.



**Before**



**After**

- § **Meadow Close, Hereford** – Estate inspections and residents identified that Meadow Close was being used as a cut through and this was making the residents feel less secure and this caused litter and noise on occasion. In addition, the bin store areas were not being emptied properly and there was a problem with flytipping in the bin stores. We have therefore installed secure fencing to the rear of the flats to stop it being used as a cut through and provided Sulo bins for rubbish to be disposed of and collected correctly.
- § **Coldstone Cross, Kingstone** – The garage area and pathway at Coldstone Cross was inadequately lit and residents and tenants of the garages did not feel comfortable using the garage area and pathway in the dark. Additional lighting has now been installed.

- § **Grandstand Road** - 2 parking spaces have been made and walk way to assist a disabled tenant with access to her property, as previously vehicles were blocking the gate to her bungalow.
- § **Moor Farm Maisonettes** - Contract cleaners have been appointed to sweep and mop the communal stairs and landings. Inspections of the area have seen a vast improvement to the cleanliness of these areas and positive feedback has been received from tenants who are pleased with the results.
- § **Marlowe Drive** – Residents raised concerns about how dark it was to the rear of the bungalows. At rear of the bungalows was the tenants gardens and then there were tennis courts, a pub and open space. There had been several incidents where residents had either had attempted burglaries or had disturbed someone lurking to the rear of these properties. Lights have now been installed to the rear of these bungalows, helping to light up the rear area and have made the residents there feel a lot safer.
- § **Ross on Wye** – Having raised it with the housing officer at Tenant Liaison Group meetings, the housing officer has helped to support and facilitate new lunch clubs being set up with the input of tenants at Smallbrook Gardens, Fowbridge Gardens & Church Croft, Fownhope. Fowbridge Gardens is now on their second meeting
- § **Dairy Cottages** – Following residents' comments on an estate inspection, the housing officer arranged for a representative from Herefordshire Council Highways Dept and residents to instigate footpath repairs and pruning of the hedge opposite the estate at the public bus stop.
- § **Sufton Rise, Mordiford** – Residents raised at estate inspections that the flats at the top of the hill had some steep steps to their flats and due to poor lighting they found them difficult to negotiate in the dark. Additional lighting has now been provided.
- § **Newton Farm, Hereford** - Regular cleaning of the blocks together with fortnightly estate inspections has resulted in improved cleanliness and resident satisfaction with the area.
- § **Churchcroft, Fownhope** – Estate inspections identified that cars were parking on some of the grassed areas by the flats, causing the grass to be churned up and unsightly, despite there being a large car park at the scheme. A number of bollards have been installed to stop the illegal parking.
- § **Widemarsh Street** – A leaseholder identified the age and poor condition of the communal flooring within the block. The flooring has now been replaced.