

You spoke, we listened:

Community Engagement

December 2024

As part of our quest to be connected to our local communities, and in response to your feedback that you'd value more opportunities to share your views, we've introduced a new Community Engagement Team.

The team are committed to listening to your feedback, turning your voices into action, and working in partnership with you to achieve outcomes that matter. You can see some of the key actions below, along with how we've taken this feedback on board. Thank you to everyone who's been attending our drop-in sessions to share your views.



Connecting with your community



You said

“We’d like a summer party for our retirement scheme”

We did

We organised a party for residents with bingo and guest speakers. This helped to improve wellbeing and brought residents together.



“I don’t know how to use the online services”

We partnered with Hill to organise a digital inclusion session to support our customers with the skills they need to use our services and to stay safe online.



“We want you to have a greater presence in our neighbourhood”

We organised a door knock with the Homeowner team to listen to customers and address their concerns around waste collection and storage.



Anti-social behaviour



You said

We did

“People are illegally fly-tipping”

We organised the collection of rubbish and unwanted items and installed perimeter fencing which has stopped fly-tipping.



“Our basketball court has seen an increase in ASB”

We installed coded padlocks to the area with codes given to customers on request. This has reduced ASB in the area.



“Our bin shed is attracting rough sleeping and drug activity”

We installed new doors for the bin shed and no further ASB has been reported.



“We’d like an update on the repairs at our estate”

We held a meeting with our Housing, Repairs and Planned Maintenance teams. During the meeting, we updated customers on their repairs and gave them the opportunity to ask questions.



Improvements to communal areas



You said

“We don’t have a space to store our bicycles”

“We’re having issues with our waste collection”

“The green spaces in our estate look unkept”

We did

We consulted with customers on a suitable area to install the bike rack and then sourced one from Richmond Council.



We arranged a visit with a local councillor and completed a waste report. We then ordered new bins and repaired the bin storage area.



We organised for our partner Accuro to clear all the overgrown vegetation. The appearance of the estate has now improved.

