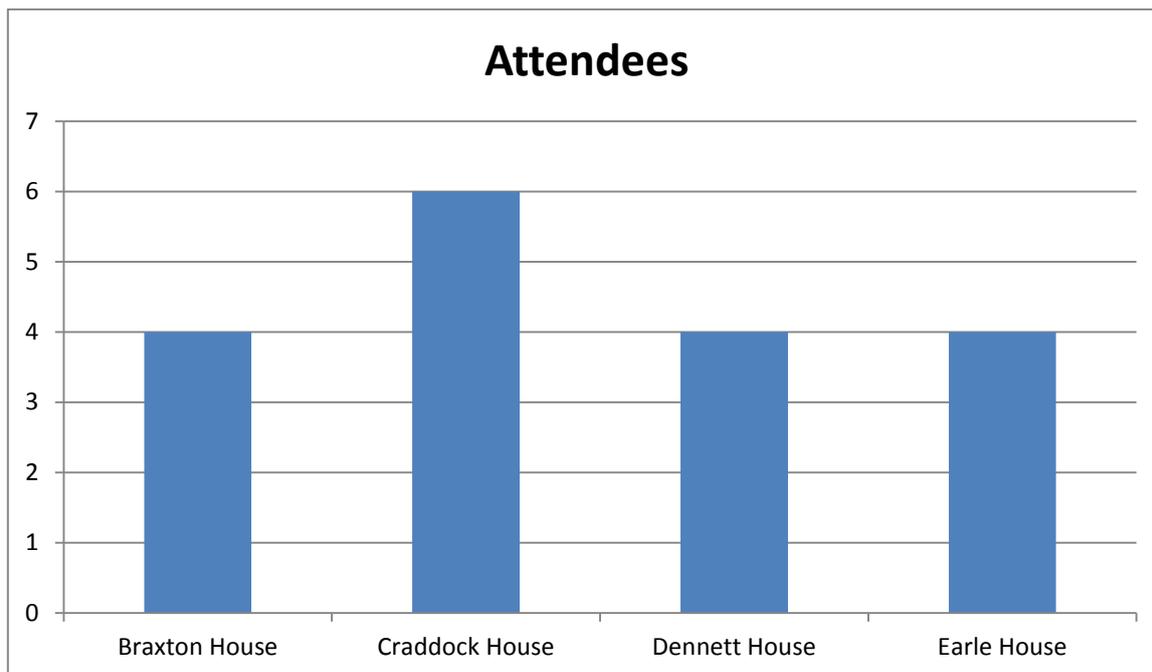


Winnall Flats resident consultation 29 November 2018

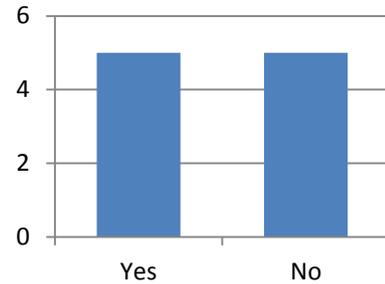


Also two letters/emails from leaseholders, one of whom couldn't attend and the other who lives elsewhere. Their comments have been included in the following summary.

Community Hub

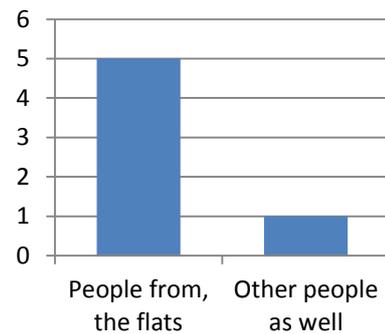
1. Do you want a community space in which to meet and take part in clubs or activities?

Yes	5
No	5



2. Who should a community hub be for?

People from the flats	5
Other people as well	1



3. What would you use a community hub for?

Children and young families (8)

- Kids (small) play park – fenced off, no dogs (C)
- Somewhere for kids to play – under cover (D)
- Something safe for the kids – time to relax but not worry about safety (D)
- Yearly family fun day like Stanmore – community activities (D)
- Safe area for kids to play (E)
- Local clubs and groups to cater for young families (B)
- Multi-sport wall like up at Harestock Park (C)
- Slide on embankment down to Braxton House (C)

Older people (3)

- We do not need play areas (B)
- The priority seems to be for children and the older generations have not been considered (B)
- A bit of peace is welcomed (B)

Other activities (6)

- Garages are used for hobbies – can we have a space for that? (C)
- Small parties (C)
- Somewhere to sit and chat (C)
- Personal storage units (D)
- Winnall people only (B)

- Run more activities like this for us, not just when you want something – more tenant involvement (D)

Not a good idea (8)

- No – will make more ASB (C)
- Not a good idea – will encourage ASB (C)
- Generally go to town for coffee – wouldn't use a hub for this (B)
- Don't think it would be used (Garbett Road not really used) (E)
- Invest in Garbett instead of spending more on another place (E)
- Don't destroy our landscaped green area around the blocks and bring in potty things that look good on paper (B)
- Other facilities already exist – don't need more (D)
- Might encourage ASB (E)

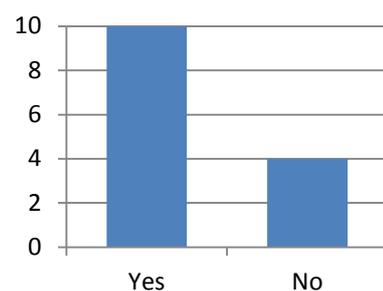
In conclusion...

- **There was a mixed response to the idea of a community hub and no clear opinion.**
- **There was little mention of community cohesion and meeting neighbours, which was the primary purpose of its inclusion in the design.**
- **The focus of the comments was provision for children and young families, but a 'hub' may not be the most effective or efficient way to enable such services.**
- **Numbers were low and insufficient by themselves to be the basis for any decision.**

Services to Winnall Flats

1. Would you be willing to pay more for an enhanced estate service?

Yes	10
No	4



2. What might an enhanced service look like?

Cleaning (8)

- Clean building (E)
- More frequent cleaning (C)
- Cleaning needs to happen more frequently (D)
- More frequent cleaning – spit, dog wee, rubbish (D)
- Bin areas overflowing (D)
- City Cleaning are rubbish x2 (C)

- Enhanced cleaning (the cleaners are excellent) (B)
- Enhanced cleaning (cleaners do a good job) (D)

ASB (6)

- Surveillance (C)
- Caretaking role needs to be like a housing officer role who can deal with the ASB (C)
- Single point of contact – caretaking, ASB, tenancy issues (C)
- Difficult to control and manage low level ASB without the caretaker here – perception (E)
- Resident caretaker – discouraged ASB, felt safer (E)
- Negative impact of non residents causing ASB in area – needs addressing (C)

Maintenance (4)

- Gutters are blocked when grass is cut and weeds are sprayed and never cleaned up (B)
- Front steps are a disgrace and are never swept (B)
- Caretakers fixed problems quickly, like the lifts etc. (C)
- Drains on roof not being cleared – causes problems to top floor flats (E)

Cost (2)

- Not getting what we pay for already! (C)
- Must be fair to leaseholders – not make them pay an excessive amount (D)

General comments re service (11)

- Need a dedicated caretaker back (not necessarily living here) (C)
- Caretaker but not onsite 24/7 (C)
- Encourage volunteering in this new role (D)
- Estate team say “not on duty” or “what are you moaning about now” (B)
- Community based officer / befriending (D)
- Caretaker can become the community hub (if it’s the right person) (B)
- Depends on the person (B)
- Don’t particularly miss having an onsite caretaker (B)
- Communicate – never know what’s happening with improvements / chutes / parking (C)
- Lack of care for area by officers (C)
- Don’t allow dog / enforce them not having them (E)

In conclusion...

- **There was little reference to a concierge type of service – residents appeared more inclined towards the type of service provided by a ‘Bob’ at Pocket Living.**
- **Numbers were low and insufficient by themselves to be the basis for any decision, but the response was sufficiently positive to make it worth further considering the idea of enhancing the current service. This should be raised with Amber.**

Improvements to the flats

1. What would you like to see done to your flat?

Windows and doors (10)

- Windows and doors – lets the cold in (D)
- New windows (E)
- Double glazing (C)
- Double glazing replacement (B)
- Windows (C)
- New double glazing (C)
- Double glazing and balcony door (C)
- New windows needed (C)
- Seals blown and windows too old to get parts – please replace (D)
- New windows (C)

Damp (9)

- Mould in my bedroom (B)
- Damp in all the walls throughout the flat – this needs to be addressed (C)
- Damp in kitchen (C)
- Need to sort the mould problem (C)
- Damp and cracks in the walls (D)
- Rising damp issues need to be addressed (C)
- Damp on north external wall (C)
- Walls brown and plaster coming off – mould and damp (D)
- Is there a damp problem? Insulation / heating (B)

Balconies (2)

- Bigger balcony (C)
- Make balconies bigger – is it possible? (C)

Other improvements (3)

- Bathroom ceiling needs replacement due to leak from flat above (C)
- Ceiling hanging down – asbestos? (E)
- Plumbing seems to keep getting blocked (C)

2. What would you like to see done to the block you live in?

External space (7)

- Roof top garden – semi private space (B)

- Safe semi private areas (D)
- Would I suffer with noise nuisance if there was a roof garden? (C)
- Trees must stay! (E)
- Need to sort the piece of Tesco land (E)
- Look at land around Currys? (E)
- CCTV at park (C)

Parking (7)

- Control over parking – non residents using the residents only parking area (C)
- Parking will play a big part in the success of the scheme (B)
- Disabled parking needs to be thought about (B)
- Speed bumps needed to reduce speeds (C)
- Parking (C)
- More parking (E)
- Do not build new homes – not enough parking (C)

Redecoration and general appearance (5)

- Internal communal areas need refreshing (D)
- General internal spruce up and redecoration (B)
- Update fire doors in communal areas (E)
- Little touches – chips to paint on rails and steps etc. (D)
- External aesthetic experience (D)

Bin chutes (5)

- Bin shoots (C)
- Bin chutes need to be reopened (C)
- Bin shoots back (E)
- Bin chutes – got 3 kids can't get down to take it (B)
- A way to get the refuse down (B)

Lifts (4)

- Lift breakages need to be dealt with better – communication (B)
- Lift beaks down regularly (D)
- Lighting in the lift has been defective for months (D)
- Lift – need to fix much quicker (D)

Showers (3)

- Wet room removal (C)
- Add showers (E)
- Showers in all flats please (C)

CCTV (2)

- CCTV to prevent large items being clumped by bins (E)

- Video entry system – improved safety of residents (C)

Pigeons (2)

- Pigeons (C)
- Pigeons! On the balcony (C)

Other improvements (2)

- Roof repairs (C)
- Craddock and Braxton need enclosed bin store areas. Noise against wall is frustrating (C)

In conclusion...

- **Numbers were low and insufficient by themselves to be the basis for any decision.**
- **The Leader felt strongly that the existing flats should be addressed, so this should be reaffirmed and then raised with Property Services.**

Other issues

The following were mentioned in response to the questions above but

- Better care taken into who's being given flats (E)
- Need to think about client groups going in (E)
- Mixed tenure needed! (E)
- Sensitive lets are needed (C)
- Think about who you're moving in (C)
- Emptying of glass on industrial estate early in morning – are they allowed to do that? (C)

In conclusion...

- **A sensitive approach will be required in the allocation of these homes. This may require tenure types not available to the Council and might make a housing company the preferred management vehicle.**
- **Numbers were low and insufficient by themselves to be the basis for any decision.**