

Bickley action plan 22/23

Star survey top 3

Communal Areas – Poor decoration in communal areas has been rectified with the cyclical decorations where external areas have recently been painted.

Neighbourhood Problems – Residents had concerns about security. To address this, we provided new front doors. Also concerns of noise and alcohol use. Housing officers regularly liaise with the Safer Neighbourhood team on these and other issues.

Ground Maintenance – Concerns were raised about the condition of the estate. Housing officers conducted another survey which resulted in additional gardening hours being contracted.

You said, we did

You asked for a sign

A new sign was provided for one of the blocks in Southwood Close as it was reported that visitors and delivery drivers found it difficult to locate these properties.

Overgrown gardens

Some individual gardens were cleared by the gardeners. They also put down bark chip which is an environmentally friendly way of preventing the growth of weeds and improving the soil.

New front doors

As mentioned, you raised concerns about safety and new doors were installed.

Better homes, better neighbourhoods

- A wooden compost area was built behind Southwood bins for the gardeners to use.
- Several of the individual gardens that were overgrown have been cleared and tidied
- Signs were added to some blocks to help with deliveries.
- A camera has been installed overlooking the bin store off Blackbrook Lane to help deter fly tipping.

Estate walkabout

- Residents identified that the gardeners were not always picking up leaves and were leaving them in corners on the estate. This has been raised with them.
- The hot weather last summer was affecting the plants at Bickley so the Guardians at Robert Whyte House agreed to water the plants in hot weather

Resident meeting

- The bin store was jet washed as a result of a request from residents
- The old bikes located near the entrance to 34/39 Southwood have been removed as requested