

# Burnhill House action plan 22/23

## Star survey top 3

**Communication – more events –** Jubilee Party 07/06/22.

**Communal Areas – maintenance and quality of cleaning –** We have now employed a new Caretaker and residents are happy with the service.

**Home improvements –** Updating heating and hot water systems, when this is something the resident wants. Stock condition surveys due to take place 23/24.

## You said, we did

**Area to the left of Burnhill House was being misused by passers-by –** We have installed a fence and gates to deter people accessing this area, this was completed on 20/02/23.

## Better homes, better neighbourhoods

- Security gates part funded via BHBN.

## Estate walkabout

- No residents attended.

## Resident meeting

- Positive feedback about new Caretaker – raised some minor issues which are now being dealt with on a weekly basis.
- Car Park Gate – Residents reported that the gate is not functioning - this has now been remedied.
- Windows – Residents are concerned that the building itself is not as energy efficient as it could be – particularly windows – stock condition surveys are going to be taking place.