

# Dromore action plan 22/23

## Star survey top 3

**The estate is not secure, and anyone can enter** – Dromore is in a low crime area, and the cost of installing security doors would outweigh the benefits.

**Better communication** – we aim to give residents as much notice as possible for any works being carried out.

**Have an effective complaints policy that staff follow** – all our policies are available to residents upon request and are on our website.

## You said, we did

Overall residents are happy with the maintenance and upkeep of the scheme.

Residents reported concerns regarding security – We have increased security measures at the scheme.

## Better homes, better neighbourhoods

- New planting in two areas of the scheme.
- Improved security.

## Estate walkabout

- Dead bush removed.
- Ivy cut back in the car park.

## Resident meeting

- 23.06.22 no residents attended