

Burnhill House action plan 23/24

Star survey top 3 2023

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

Residents felt Keniston has less presence at the scheme due to the location. A Housing Management and Repairs surgery was held.

Better homes, better neighbourhoods

- No actions.

Estate walkabout

- No actions.

Resident meeting

- Residents requested CCTV. Agreed to look at this in the new financial year.