

Brunswick Neighbourhood Survey & Hello Lampost feedback

We listened to your views on the issues affecting you in your home & neighbourhood

Most of you have lived in the **Brunswick Neighbourhood** for over 10 years

A third of you are thinking about moving in the next 12 months due to affordability, ASB issues or health reasons

Most rate the size of your home, external environment & proximity to local amenities as very good



Top areas you want us to focus on:

Improving the heating & costs associated



Improving the cleaning & window cleaning service



Tackling fly tipping & ASB drug related issue



40% of you feel the cleaning in the communal areas is a concern & rate it poor / very poor



58% of you feel that their homes are energy efficient & rate it good / very good



WHAT YOU SAID...

WHAT WE DID...

<p>Improving the heating & costs associated</p>	<p>We have promoted the financial support available to reduce energy costs on all communal notice boards Dec 24</p> <p>Explore options for alternative heating systems to replace the communal boiler system Mar 24</p>
<p>Improving the cleaning & window cleaning service</p>	<p>We will carry out a full review of services & explore alternative options Oct 24</p>
<p>Tackling fly tipping [bin stores & surrounding areas]</p>	<p>We provided 3x 8 tonne skips during the Community Impact Day in October to clear rubbish & flytipping in the area Oct 23</p>
<p>ASB drug related issues in the neighbourhood [including dealer presence, drug smoking, noise & dog fouling]</p>	<p>In partnership with Cheshire Police & Local Councillors we delivered a 'community impact day'. In general you said you felt safe in your homes but highlighted issues with cannabis use in the neighbourhood. Police intelligence suggests a low crime/ASB rate so we are working with you to build confidence to share information with the police or anonymously with Crimestoppers</p> <p>This will ensure they have the correct data to target future resources. We will continue to work with the local policing teams to improve the drug related nuisance Oct 23</p>
<p>25% of you rate your sense of community / relationships with neighbours as poor / very poor</p>	<p>We will provide details of activities happening at the nearby Bromley Farm Hub to encourage customers to get involved in the local community Mar 24</p>
<p>A majority of you feel that the garages are very poor</p>	<p>We will carry out an audit of our garage sites Mar 24</p>
<p>Dissatisfaction with the regular grounds maintenance</p>	<p>We will make the grounds maintenance team aware of the feedback, & ensure notice boards are updated with the frequency & what you can expect at each visit Mar 24</p> <p>We will continue to monitor the garden service as part of our neighbourhood inspections Ongoing</p>
<p>Communal areas as areas for improvement</p>	<p>Plans for the Brunswick Street flats:</p> <ul style="list-style-type: none"> • Roof replacement programme to commence Apr 24 • Replacement of internal communal fire doors Apr 24 • Communal electrical upgrade including more energy efficient communal lighting Jun 24 • Explore options for alternative heating system - we have funding & will be starting the appraisal in Mar 24 • Explore the options for installation of smart meters to communal energy supplies to allow for more accurate meter reading Mar 24
<p>A number of you wanted to get involved with: a local environmental project, support with employment, health & wellbeing, food support, benefit advice or digital support</p>	<p>All customers who expressed an interest in getting involved in a local project or requesting specific support have been contacted directly by us Dec 23</p> <p>Communal Notice Boards in all blocks were updated with our Cost of Living Leaflet Dec 23</p>
<p>You wanted somewhere to sit in the the garden</p>	<p>We could look at options for a communal seating space Apr 24</p>
<p>The flats feel poorly ventilated especially in the summer</p>	<p>This is due to the heating system in the flats. We will be addressing this as part of the work to provide better ways for you to control the heating in your flat & communal area Mar 24</p>
<p>What information was provided to customers about the removal of asbestos & the health risks?</p>	<p>Asbestos has been removed from 6 blocks & is currently being removed from a further 3 blocks (1 block has no asbestos) Mar 24</p> <p>We are working alongside a health & safety expert to oversee the works & will follow up by installing fire stopping measures in the lofts, improved ventilation & insulation making your homes more energy efficient</p> <p>Prior to all works commencing residents in each block were written to advising of work being undertaken & closure of carparks etc</p>
<p>Can we have EV charging points? & allocated parking?</p>	<p>Unfortunately EV points are not currently being considered. We don't have the capacity for allocated parking as there are more flats than parking spaces</p>
<p>Reduce the dog fouling issue on our green space</p>	<p>You can report this via the Cheshire East website by clicking on www.cheshireeast.gov.uk/waste_and_recycling/</p>