



Neighbourhood Engagement Day – Figtree Hill & Heather Way 21st July 2021

'You Said, We Did' Feedback



Neighbourhood Engagement Day

- In July, teams from across our Housing Service, along with local Police and our Repairs & Maintenance contractor Osbornes, visited Figtree Hill & Heather Way;
- We visited because residents told us that the area was in need of a clean-up and there were issues with anti-social behaviour and fly tipping;
- Our Tenancy Officers walked the neighbourhood, knocked on doors and spoke to residents on the day – many residents used that opportunity to talk us about their concerns and tell us about the improvements that they would like to see.





Neighbourhood Engagement Day

- We set up a gazebo in a central point and many residents came and talked to us about the things that matter to them.
- During the day, we identified a number of issues/areas for improvement and a number of communal repairs were reported to us;
- Our Repairs & Maintenance contractor Osborne's carried out small repairs on the day;
- We provided two skips, which residents filled with unwanted items – we also helped to move some old mattresses from the streets;





Neighbourhood Engagement Day

- Our Rent & Income team also provided budgeting support.
- Over 40 residents completed a survey providing us with further feedback and telling us how they would like the area improved.
- We have listened to what residents have told us and have made a number of changes/improvements to the area since July.



You Said, We Did

You Said	We Did
We need more recycling options	We have installed new recycling bins
Fly tipping is an issue in the area	We have removed the metal frames by the wheelie bins to reduce fly tipping in the area and help improve access for our refuse crews
Trees in the graveyard need cutting back	We are working with the Trees and Woodland team to organise the trimming of the trees in the graveyard
People use the estate as a 'cut through' – can you install gates?	We have installed new gates by the graveyard and the end of walkway
The doors on the bin storage areas are broken and don't stay closed	We have replaced the doors to the bin storage areas with sturdy steel doors
There are a number of repairs needed in communal areas	We have reported all of the communal repairs identified on the day to our Repairs & Maintenance contractor and these are being worked



You Said, We Did

Residents told us that anti-social behaviour is an issue in the area:

- Residents concerns have been listened to and taken on board and subsequently it was necessary to take robust action against the properties that were causing a nuisance.
- On 3rd September 2021, Dacorum Borough Council in conjunction with Hertfordshire Constabulary, obtained a Closure Order for a 3-month period.
- Mobile CCTV cameras will soon be installed in the area for a trial period of 6 months.
- Cameras have been requested in certain locations and we are currently in discussions with our Community Safety Team and CCTV department to move this forward.



Estate Improvements

From your feedback, we are planning to make some further improvements to the area and we will be carrying out a consultation in the area to:

- Install low level lighting in the graveyard area and on the corner of Alexandra Road;
- Install raised flower beds in the graveyard area and on the corner of Alexandra Road;
- Please tell us about any other suggestions that you have by emailing us at talk-to-us@dacorum.gov.uk



Get Involved

There are many ways that residents can get involved, have their say, and make a difference. You don't need any previous experience. You just need to be enthusiastic and care about improving the services that affect you, and other tenants and leaseholders.

To find out more, visit <https://www.dacorum.gov.uk/getinvolved>

You can also find us on Twitter - <https://twitter.com/DacorumBC>
And Facebook - <https://www.facebook.com/dacorumhousing>



Register to become a Block Champion

What is a Block Champion?

Block Champions are tenant and leaseholder volunteers living in one of Dacorum's high rise or low rise blocks of flats.

They take pride in their homes, providing Dacorum with a direct link into the community for our environmental and neighbourhood teams.

Their feedback on the condition of communal areas helps the Council to maintain and improve their communities.



What will I need to do? See it. report it.

As a block champion we ask you to let us know of any issues or repairs in your communal areas.

You will also be asked to complete an estate inspection survey at least every 4-8 weeks and send it through to us.

What support will I get?

We will give you access to an exclusive WhatsApp group where we will feedback progress. If you don't have WhatsApp we can e-mail you.

We will ensure that the reports get to the right department to put them right.

We will report back to all block champions on a monthly/weekly basis everything reported, so you can be reassured we are working on it.



Sign up or find out more

Contact the Improvement and Engagement Team:

e-mail: talk-to-us@dacorum.gov.uk

Call: 01442 228000 and ask for Tenant Involvement

If you would like to know how else you can get involved visit www.Dacorum.gov.uk/get-involved



Anything else that you would like to tell us.....

You can email us at talk-to-us@dacorum.gov.uk