

ESTATE WALKABOUT

Belitha Villas

Attended by: Asif & Marius
Two residents joined us

Issues and repairs

- We're happy to report that overall, the block is in great shape. It's well maintained, clean, and tidy. Plus, we've made sure all the fire exit signs are in place for everyone's safety.
- During the walkabout, we were joined by a resident. It's always great to have someone from the community actively participating and lending their voice.
- We hope you can join a future Estate walkabout.
- We also noticed that the garden is being taken care of. It's looking well maintained.

Condition:

- **Overall, the block is well maintained, clean and tidy.**

It is our legal duty to ensure your safety in the communal areas in your block/flats. Keep the communal areas and escape route clear at all times



If you have any ideas or concerns, please don't hesitate to reach out.

ESTATE WALKABOUT

Caledonian Road
Attended by: Asif & Marius

Issues and repairs

- Both properties managed by BHA are looking well maintained, and the front areas are clean and tidy.
- However, we did notice an issue with some overgrown ivy. We're aware of the problem and are actively working with the Block Management team to resolve it. We understand that this is causing problems for some residents, and we're committed to finding a solution.
- Your feedback and concerns are important to us, so please continue to share any issues you come across.
- We will send an update on the progress of resolving the ivy overgrowth. Thank you for your patience and understanding!

Condition:

- **Two properties managed by BHA. Both properties are well maintained and front area clean and tidy.**

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ESTATE WALKABOUT

Claringbull Court
Attended by: Asif & Marius

Issues and repairs

- We have switched to a new cleaning contractor, and we're already seeing noticeable improvements. They're doing a great job in keeping our communal areas clean. However, we've noticed a couple of ongoing issues that we want to address.
- There have been reports of people fly tipping in the bin area. To tackle this, we've installed CCTV cameras and improved the lighting in that area. If you witness any instances of fly tipping, please make sure to report it to BHA.
- We've identified a few touch-up paintwork spots that need attention in the communal areas.
- The high-level ceiling stain issue that has been brought to our attention. We can confirm that Westbourne, our contractor, is on the case. A repairs order has been raised and they will be obtaining a platform tower to safely work off and address the stain.
- There's an ongoing issue with the gate in the bin area. The keypad system isn't functioning properly, and we're actively working on resolving this. We apologise for any inconvenience caused.
- Some residents have noticed that the windows appear to be dirty. We'll be addressing this issue promptly to ensure clear and sparkling windows for all.

If you have any concerns or suggestions, please don't hesitate to reach out.

Condition:

- **Overall, the block is well maintained, clean and tidy.**
- **Monthly Health & Safety inspections being carried out by Estate Officer**
- **External area clean and tidy**

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ESTATE WALKABOUT

Eden Grove

Attended by: Asif & Marius
One resident joined

Issues and repairs

- We have received positive comments about the new cleaning contractor.
- We're still experiencing problems with the main communal gate. It tends to make a noise when closing and sometimes doesn't lock properly. We are working on resolving this issue to ensure the gate operates smoothly and securely.
- The bin store lock is currently not working, and the gate doesn't remain closed as it should. Additionally, the keypad system installed for access is not functioning properly. We understand the inconvenience this may cause, and our team is diligently working on rectifying these issues.
- The external stairwell requires jet washing. We'll be scheduling the necessary maintenance to ensure a clean and safe environment for everyone.
- A resident has requested the implementation of a painting program for the block. We appreciate the suggestion and will be looking into the feasibility of such a program.
- We're aware of a water leak on the second floor, near a communal window. Our team is actively working to address this issue. We apologize for any inconvenience caused and appreciate your patience as we resolve it.
- The scaffolding has been taken down and completely removed by Harps, our trusted service provider.

Condition:

- **Overall clean and tidy.**
- **Fortnightly cleaning take place**
- **Estate Officer carrying out monthly Health & Safety inspections, monitoring cleaning closely**

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