

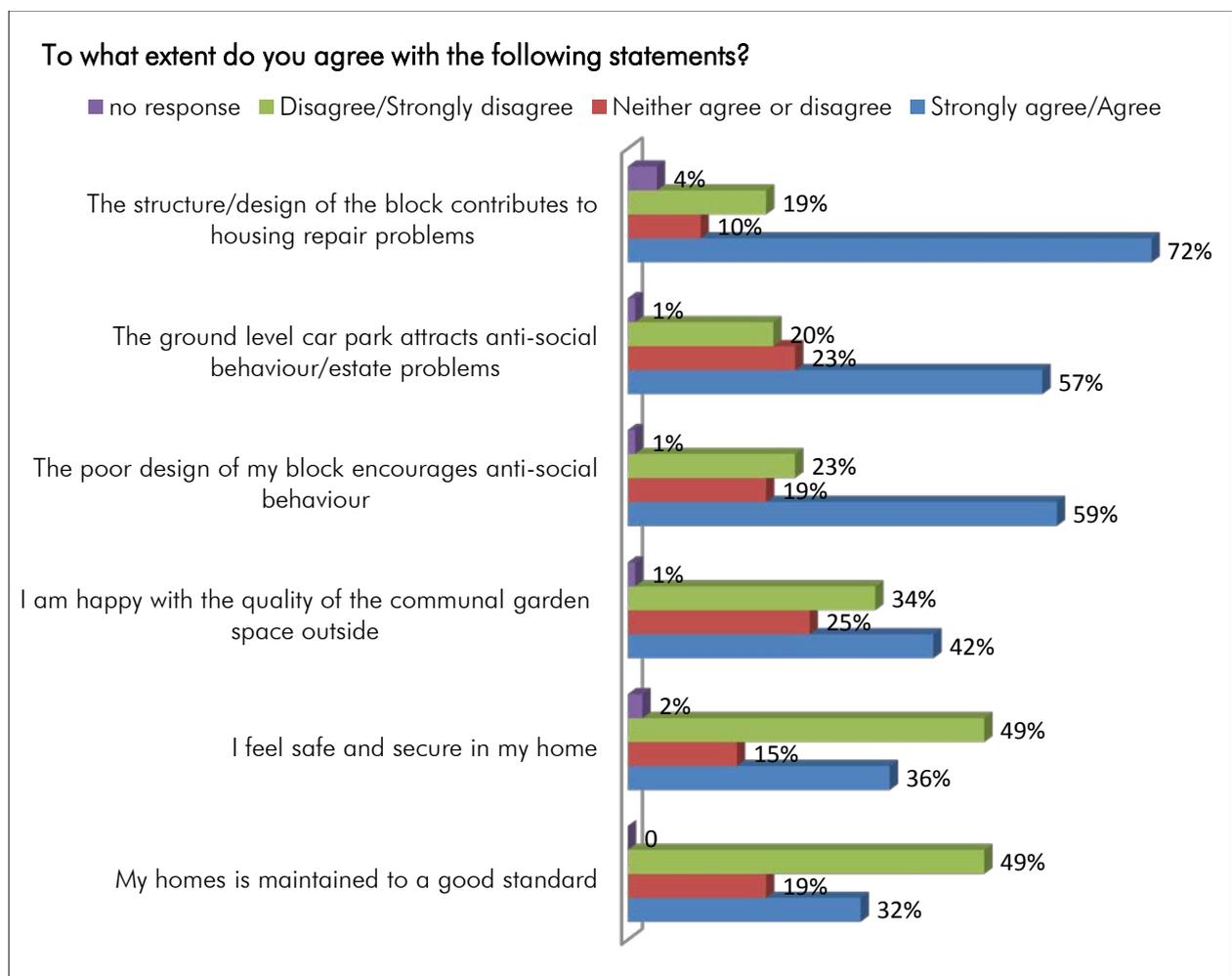


Thank you for your feedback!

During June and July 2014 we asked you to complete a survey telling us what you think of your home, block and area and what you would like to see as a solution for the block. In the six week period, we had 85 responses.

	Percentage (%) of returns from estate tenure
Council tenants	81%
Leaseholders	64%
Newlon tenants	67%
Total	80%

Resident Feedback – Home and Block



HOME: Residents said that they experienced the following in their home:

Percentage	In your home
82%	Leaks
75%	Mould/condensation/damp
58%	Anti-social behaviour (such as crime/drugs/break-in/noise)
55%	Drainage problems
45%	Heating problems
44%	Pests/rodents

BLOCK: Residents said that they experienced the following in their block:

Percentage	In your block
79%	Faulty lift
73%	Communal hallway doors vandalised
71%	Entrance door not working
40%	Anti-social behaviour (such as crime/drugs/break-in/noise)
38%	Leaks
29%	Mould/condensation/damp
28%	Drainage problems
15%	Pests/rodents
7%	Heating problems

AREA: Residents said how they feel about the area where they live:

- 64% feel better estate shops are needed
- 61% wished they could move
- 53% feel the area attracts unwelcome visitors
- 52% feel crime is a problem
- 52% feel estate amenities (such as doctor's surgery) are good

SOLUTION: Residents said how they think Tangmere block could be improved:

- **37%** of you commented that the building could only be improved by demolition and rebuilding a new block.
- **25%** of you commented by improving security and safety systems.
- **23%** of you commented by general building maintenance including cleaning, update kitchen, toilets and bathroom

What are the next steps?

The next stage in the process is to set up a **resident steering group (RSG)**. This group will work with the council to appoint an independent advisor who can provide unbiased and independent, expert advice to estate residents for the journey ahead. To be part of the steering group please contact the Communities team.

A detailed building survey will be carried out by Keegans Limited. They will require access to every home to do this. Keegans will write to residents' to arrange a convenient time. Keegan surveyors will wear an identification badge and won't mind waiting whilst their identity is checked.

Contact us

If you have any queries or want to speak to a member of the Communities team contact us by emailing myquestion@homesforharingey.org. You can also call **020 8489 5321**. Keep up to date online at www.homesforharingey.org/haveyoursay



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