

Radway survey



38 customers living on the Radway neighbourhood took part in this survey providing feedback on the issues affecting them in their home and local neighbourhood.

What did you say



32%
of customers were unhappy with the amount of fly tipping on the estate.



47%
of customers reported damp and mould issues to us.



68%
of customers felt there was an issue with off road bikes in their neighbourhood.



47%
of customers raised concerns about drug related issues.



58%
of customers would prefer to access support online.



Customers highlighted concerns around ASB and untidy gardens and the need for more individual responsibility.

What we will do

- ✓ In September we held an environmental clean-up day and provided skips to help reduce fly tipping.
- ✓ By October all customers who reported damp and mould issues were contacted individually and referred to the damp and mould team.
- ✓ As well as taking the appropriate action against those who use off road vehicles anti-socially, we will continue to work in partnership with the neighbourhood police team.
- ✓ We will encourage customers to report drug related incidents to the police and take enforcement action where appropriate.
- ✓ We will publicise the routes for reporting ASB on the estate via PD social media, PD website and through the Radway Residents Group.
- ✓ 32 referrals were passed to relevant teams for support with employment and training, health and wellbeing, digital support, feeding you or your family, household bills and benefits, debt or rent advice and customers will be contacted directly with advice.
- ✓ We will offer flexible online, telephone and face-to-face support and inform our partner organisations of the range of services available.
- ✓ We have introduced estate walkabouts and a local lettings plan in July to deliver sustainable lettings and to reduce anti-social behaviour.