

Second resident survey results

MARCH 2026



Between 12–16 January 2026, Abri colleagues talked with residents to understand their experiences of living at The Granges during the regeneration work. We also sent out a survey to residents we were unable to reach in person.

In total, we knocked on **340** DOORS

We spoke to **89** RESIDENTS

Recording feedback from **71**

“You said, we did”

Communications
 We've introduced a digital platform where residents can log in and see floorplans and layouts of their new home once allocated, as well as video updates on the progress of their homes being built. <https://yourgranges.co.uk/>
 We're also keeping non-residents up to date on this site. Anyone can click on the link above and see examples of sample plots and also watch video updates of the buildings under construction.

Community Engagement
 We recently held a Cultural Kitchen celebrating cultural festivities around the world. Sessions featured:

Holi - Indian snacks and street food for Holi, the festival of colour
Sakura - Japanese dishes celebrating the arrival of Spring
St Patricks Day - Spring dishes from the Emerald Isle
Eid - Food from the Islamic World celebrating the end of Ramadan
Easter Baking Workshop making Simnel Cupcakes and Hot Cross Buns to take and bake at home

What Abri has done well

Residents shared lots of positive feedback about our communication. Many told us they feel well informed through our updates, newsletters, phone calls and day-to-day conversations. Several people also mentioned that communication has improved recently, with quicker replies and clearer information. Residents appreciated being kept in the loop step-by-step about ongoing works, moves and activities.

Some residents explained that they cannot always attend information sessions, such as the regeneration drop-ins, due to work commitments. They suggested offering sessions at different times so more people have the chance to join in.

Residents also told us they value the community activities we've been offering. Events like the Christmas celebrations and raffle, skip day, and the coffee afternoon were all highlighted as really positive. There was also a suggestion to give more advance notice on Facebook so people can plan ahead.

A few residents shared ideas to help make community activities even more inclusive. One person felt the current offer doesn't always reflect the cultural diversity of the community and would like to see more events and food options that recognise different backgrounds, for example, activities linked to Eid or dishes inspired by Indian or other world cuisines. Another suggestion was to build stronger links with residents who use the mosque.

What could be improved

The most common area residents want to see improved over the next six months is lift reliability. We know that frequent breakdowns make day-to-day life difficult for people with mobility issues, injuries, or those recovering from operations, as well as for families with children, shopping, or pets.

We'd like to apologise for the lifts going out of service in the blocks, which we know is frustrating and inconvenient. We aim to attend all reported breakdowns within four hours, have brought in porters as appropriate when the lifts are out for longer periods of time and we have also installed a remote monitoring system to help us diagnose issues.

Other issues raised



BINS AND PEST PROBLEMS: Residents reported that overflowing bins, infrequent collections, and the presence of rats and foxes make the environment feel dirty and unsafe. Seasonal pressures (such as Christmas) and regeneration related disruption worsen the issue. One resident felt that recent communications only highlighted the problem without offering solutions. Overall, residents want clearer action, more reliable waste management, and proactive pest control

Our pest control service is going to increase its programme of activity to tackle the ongoing presence of rats, including laying extra bait. The team will also look at what other action might be needed. We have also carried out bin store proofing works to prevent rats from accessing the bin areas.

Earlier this year we held a skip day where residents could get rid of unwanted rubbish and items from their homes, with both skips being filled to the brim.

PARCEL THEFT: Many residents feel unsafe leaving parcels in communal areas, with some redirecting all deliveries elsewhere. They believe the issue has worsened due to increased building footfall and a lack of effective security measures, such as working CCTV or controlled access. This contributes to a wider sense of declining safety and building conditions.

We advise residents to look at options such as requiring a signature for any goods delivered, using click and collect or asking a neighbour to collect if you are out.

NEIGHBOURHOOD CONFLICT AND ANTI-SOCIAL BEHAVIOUR (ASB): Residents reported a decline in community behaviour. Key issues include persistent noise, parcel theft, interpersonal conflict, unpleasant smells, lack of cleanliness, and concerns that ASB reports are not being acted upon. Longterm residents feel the block has changed significantly and is no longer as safe or respectful as it once was.

If you're experiencing Anti-social behaviour or a neighbourhood dispute Abri encourages our residents to use the "Good Neighbourhood Card" and have conversations with each other. However, if you feel that this is something you can't do please contact us on 0300 123 1567 or at hello@abri.co.uk.

When it comes to Noise nuisances, Abri has a noise recording App. When used, the recordings go straight to Abri to listen to, so we understand the full impact it is having on our residents and their households and can take appropriate action. Please contact us using the details above for more information.

PARKING ISSUES: Residents reported significant parking problems linked to regeneration work, including burst and flat tyres, noise and disruption from construction vehicles, buckled roads, limited permits, and difficulties with visitor parking and delivery access.

We are working with Hill, our contractor, to ensure the roads are kept safe and clear. We are also securing extra parking off-site for construction workers to keep spaces free on site. For questions around parking permits please contact Parking & Property Management Ltd on 0207 7100 2929 or email info@pandpmanagement.co.uk

“Housing officer now is quite firm and will knock on doors and you notice bad smells or noise has stopped”

“Don't empty the bins as often as they did. People now just dumping rubbish”

“Consistency of Janet and Gemma. Haven't had to call for any issues”

“Timings of the office openings for discussions, we're at work so never get the chance to pop in”

“Enjoy living here, its peaceful but in the last year there has been a lot more noise”

“Communication to residents. Open door hub, you are always made to feel so welcome and listened to by Danielle and the team”