

Neighbourhood Walkabout – Resident Update

Lancaster Avenue, Grunnill Close, Harris Close

27th July 2026

Background:

Walkabout conducted on Lancaster Avenue, Grunnill close, and Harris Close with PHG staff Estate team, property care, assets and two neighbourhood officers. All parties participated in the walkabout around the estate to engage with customer and identify any issues that need addressing.

What Was Found

During the walkabout, we noted the following items raised by residents and observed on site. These included:

- fly tipping
- ASB in garage area
- Issues with vehicle nuisance
- cars being worked fixed on PHG land.
- Trip hazards
- Overgrown trees
- Caravan parked on Platform land

Issues and actions raised

What we have done – description of actions from the issues reported/seen.

- **Grunnill Close**
- Several items have been fly tipped in the garage area – Orders have been raised for clearance
- Trip Hazard has been covered and sealed to prevent trips or falls – Order has been raised to resolve.
- Greenery cut offs from a tree had been fly tipped – Removed during the walkabout
- Over grown Tree - Order has been raised to lop.
- Residents reported ongoing issue with ASB in the garage area. Request has been raised for bollards to be placed at garage site entrance to prevent current ASB, as the garages are not in use.
- Issues with vehicle nuisance – Police are aware issues and reports raised with them again.
- Caravan identified that is parked on PHG land without permission - Case has been opened to be investigated.
- **Lancaster Avenue**
- Fly tipping in an alleyway which included car parts – Request has been raised to install bollards to the left-hand side of the block to prevent cars being worked on in the area. Order raised to remove fly tipping.
- Uneven paving slabs identified - Raised order for Paving slabs to be checked and altered
- Fly tipped garden waste - Removed during the walkabout
- **Harris Close**
- Trip Hazard identified – Order has been raised to resolve.

Reported by a customer two green ELDC bins have been in the bin stall for over a year, full of garden waste – Order raised to have them emptied and reported to ELDC for collection

Update details:

Our next update will be shared

Planned actions before the next update **What are you going to do to ensure all the above actions are completed before the next walkabout? What date do the jobs have down to be completed? When are you following these up?**