

Your Community, Your Voice

Survey Completed in 2024

We asked all tenants to take part in our Rate My Estate survey — and you answered!

○ What You Told Us:

You shared your thoughts, concerns, and ideas — and we've listened.
Your main concerns help guide our priorities for your estate and community.

*** Our Promise to You:**

We're committed to building:

- Well-maintained estates
- 🔘 Safe and secure environments
- Sommunities where your voice matters

♥ Why This Matters:

This newsletter was created to:

- Share the survey results with you
- Show the actions we're taking based on your feedback
- Keep you informed as we work to improve our shared spaces

Together, we can make our communities better places to live.

Stay tuned for more updates and ways to get involved.



Turning your feedback into real change in your community

✓ You said:

"The roadside and pavements were unkempt and overgrown."

We did:

We contacted **Outdoor Services at East Ayrshire Council**. Within 2 weeks, they attended and **rectified the issue**.

You said:

"The roads are full of potholes."

We did:

Our staff visit your village **weekly**. On these visits any issues found are **reported to Ayrshire Roads Alliance** directly from the office as they are responsible for any repairs.

"Broken glass and litter in the lanes."

We did:

We contacted **East Ayrshire Council** to inspect and **clear the common lanes** — and they did. Going forward, we will keep an eye on this when carrying out our estate inspections.

You said:

"Unkempt gardens."

We did:

We increased **estate visits**, checking front and rear gardens, reminding tenants that they are in breach of their tenancy agreement. Many affected properties were **private rentals**, so we contacted and **lettered the landlords** to raise our concerns.

You said:

"Issues with scrambler bikes/quads on the roads and beside the park."

Our Housing Officers contacted both **East Ayrshire Council** and **Police Scotland**. Police Scotland have advised to please call 101 to report incidents directly. Police Scotland have confirmed that they have access to quads and scramblers, making it possible to track and monitor behaviours where they are reported.

You said:

"We need a club or group for those facing isolation."

We did:

Our Community Officer, Alan, reached out to local groups and contributed towards running costs to help support their work. See our Facebook page for regular update on what's on in your community and the range of local groups we support.

○ We're Listening. We're Acting.

Your feedback shapes the future of your estate. Thank you for helping us make a difference!



Who to contact for common local issues

 ★ Issue	Contact	Contact Details
Drug dealing, quads/scramblers	Police Scotland or Crime Stoppers	Call 101
Pest control	East Ayrshire Council – Environmental Health	01563 554400
Bulk item uplifts	East Ayrshire Council – Waste Management	01563 554400
Missed bin collections	East Ayrshire Council – Waste Management	01563 554400
 Report potholes 	Ayrshire Roads Alliance	Report a fault –
🏃 Paving or lane issues	East Ayrshire Council	<mark>01563 5</mark> 54400
	East Ayrshire Council	01563 554400
☐ Grass cutting ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	You could try:	
	Cumnock Area – YIP	01290422364
	Doon Valley Area – The Zone	01292 551888
	Irvine Valley Area -	TBC

Please note:

• For urgent safety concerns, always call **101** or **999** in emergencies.