



**Giveaways
and
Freebies!**

Join our Community Day!

Hosted by St Albans City & District Council and
Morgan Sindall Property Services

Everyone is welcome!

The Morgan Sindall Property Services team, along
with Citizens Advice and Council officers, will be
on hand to:

- Provide energy saving tips and information
- Book new repairs
- Opportunity to speak to council officers
- Raise local issues or concerns with the Police
Neighbourhood Team
- Children can play safely with the 'Playing Out'
charity scheme

**Thursday 15th May
3:00pm - 6:00pm
Harpenden, Westfield
Recreation Ground, AL4 5LS**



**MORGAN
SINDALL**
PROPERTY SERVICES

 **St Albans**
City & District Council

 **CCS**
COMPLIANCE & ENERGY SERVICES

 **Watret**

Community Day Report – Westfield Recreation Ground

Background

The **Community Day** at Westfield Recreation Ground gathered resident views on neighbourhood conditions, repairs services, and future engagement. A total of 10 surveys were completed.

Methodology

- Residents completed short surveys on the day.
- Questions covered satisfaction with neighbourhood conditions, satisfaction with repairs, and willingness to engage further.
- Scores were given on a scale of 1–5.

Key Findings

- **Neighbourhood satisfaction:** 3.10 (highest across all venues).
- **Repairs satisfaction:** 2.50 (lowest across all venues).
- **Engagement interest:** 30%.

Resident Feedback

Concerns raised by residents included:

- Rubbish and poor maintenance in communal areas.
- Abandoned cars.
- Recycling left behind after collection.

Repairs dissatisfaction was concentrated in low scores, with 1 and 2 being most frequent.

Repairs Accountability

- All repairs raised on the day were referred directly to Morgan Sindall for action.
- Outcomes of these referrals were not systematically tracked on this occasion.
- Going forward, a new process will be introduced to close the loop with residents, ensuring repairs are logged, outcomes confirmed, and residents updated following each **Community Day**.

Engagement Levels

While 30% of residents expressed interest in further involvement, overall engagement appetite was lower than the average across venues.

Next Steps

- Target waste management and abandoned vehicle concerns with Environmental Services.
- Review communication processes with contractors to ensure residents receive timely updates.
- Implement the new “close the loop” process for repairs referrals after each event.
- Explore tailored engagement approaches to encourage greater participation locally.