

Garfield Estate Resident Meeting – Summary

A resident meeting was held at Runnymede Civic Centre bringing together residents of the Garfield Road and representatives from Runnymede Borough Council. Attendees from the Council included:

- Deana Humphries – Head of Tenancy Services
- Sarah Parsons – Area Housing Manager
- Andrea Norman-Walker – Engagement and Inclusion Officer
- Rob Burge – Estate Services Team Leader

The meeting focused on key concerns relating to estate management, including parking, cleanliness, repairs, antisocial behaviour, and future improvements.

Key issues raised by residents

1. Parking

Parking was the primary concern across the estate. Residents reported:

- Insufficient parking spaces for residents
- Non-residents (including local businesses, gym users, commuters, and visitors) parking on the estate
- Commercial vehicles and abandoned cars occupying spaces
- Introduction of double yellow lines without prior consultation (by Surrey County Council)
- Difficulty parking close to homes, particularly in the evenings.

Council response:

- Exploration of a resident permit parking scheme
- Potential parking surveys to assess and improve space usage
- Monitoring of regularly parked vehicles
- Four vehicles identified during inspection with no tax or MOT.

2. Cleanliness, Fly-Tipping & Grounds Maintenance

Residents expressed ongoing concerns regarding:

- Litter, broken glass, and overflowing bins
- Fly-tipping around bin areas and between blocks
- Poor cleaning standards in communal spaces
- Overgrown vegetation and weeds.

Council response:

- Fly-tipping has reduced due to CCTV and enforcement action
- Five successful prosecutions completed, with further cases ongoing
- A dedicated reporting email address is being set up
- Residents encouraged to report and photograph issues.

3. Caretaking & Estate Services

Concerns were raised about the consistency and coverage of caretaker services:

- Perception of focus on Surrey Towers rather than the wider estate

- Missed cleaning duties
- Grass cuttings and debris not cleared.

Response from Estate Services:

- Commitment to reviewing caretaker performance
- Increased estate inspections by Rob Burge
- Ensuring consistent cleaning standards across all areas.

4. Antisocial Behaviour & Safety

Residents highlighted several ongoing issues:

- Youth-related disturbances, particularly at night
- Objects being thrown into gardens
- Damage to fences, walls, and communal areas
- Unsafe electric charging cables across pathways
- Smoking and vaping in communal areas triggering fire alarms.

Council response:

- Potential repositioning or installation of additional CCTV
- Use of Community Protection Notices (fines up to £500)
- Possible involvement of the ASB officer at future meetings
- Emphasis on resident reporting to support enforcement.

5. Repairs & maintenance

Residents raised concerns over unresolved maintenance issues, including:

- Water leaks between properties
- Damaged garages and roofing
- Faulty lighting and unsafe staircases
- Repeated structural damage to walls
- Guttering and drainage problems.

Council response:

- Site inspections have been completed
- Repair lists issued to contractors for action
- Garage repairs and guttering maintenance under review.

Estate Improvement Consultation

The Council provided an update on ongoing consultation regarding estate improvements.

Potential proposals include:

- Improved lighting
- Community gardens and seating areas
- Secure bike storage
- Changes to open spaces and recreational areas
- Parking upgrades.

Key points:

- No final decisions have been made
- Residents will continue to be consulted
- Future plans will be shaped by resident feedback.

Overall Outcome

The meeting was constructive but highlighted strong resident concerns about long-term issues and feeling unheard. Council representatives acknowledged these concerns and committed to:

- Improving communication with residents
- Increasing accountability of services
- Continuing enforcement action where appropriate
- Delivering necessary repairs
- Working in partnership with residents on future improvements.