

Cotlandswick Neighbourhood Improvement Plan

Report – June 2026



Housing Officer

Neighbourhood

Resident Engagement Team

Diane Harlow

Cotlandswick, London Colney


Daniel Eyre and Matthew Murphy

Introduction

This Neighbourhood Improvement Plan is a dynamic, living document co-created with residents. Its primary aim is to address identified issues, improve community spaces, and enhance the quality of life for residents in Cotlandswick. Council Officers initiated this plan following discussions with residents, ward councillors and Housing colleagues to identify local priorities and areas for improvement.

Resident feedback is gathered through the Tenant & Leaseholder Forum, surveys, community events and direct engagement activities, helping to shape and inform the ongoing priorities within this plan.

Estate Condition – Before and After

Before	After
	
Fly-tipping reported adjacent to garages	Area cleared following targeted litter pick activity

Local Issues Identified

Issue / Location	Next Steps	Target Date	Progress	Officer	Status
Litter pick – Cotlandswick	Areas where significant waste is identified will continue to be reported and targeted litter picks arranged where necessary. We will continue to inform residents and work with stakeholders in future neighbourhood activities.	12/05/2026 Completed	Housing Services and Morgan Sindall Property Services undertook two separate estate improvement activities, demonstrating a visible, proactive approach to neighbourhood management and representing clear evidence of community engagement linked to direct action.	Daniel Eyre	Complete
Fly tipping – Cotlandswick	Fly tipping identified in the Cotlandswick area was scheduled for removal by Morgan	May 2026	Morgan Sindall ensured the removal of fly-tipping was carried out as scheduled. This	Daniel Eyre	Complete

	Sindall Property Services.		represents a clear social value contribution to the London Colney community and forms part of the evidenced social value delivery record for 2025-26.		
Communal Manhole Cover (Outstanding Hazard)	Referred to Asset Management. Remedial works were scheduled for 28 May 2026.	Ongoing	Works have been scheduled and completion is currently being verified.	Anthony King	Ongoing
Sheds in poor repair	Plans to address improvement of the storage sheds/bin areas and look at potential planned improvements. These will be assessed when planning the decarbonisation project.	TBC	Assessment to be undertaken as part of future decarbonisation planning work.	Jason Grace	Ongoing
Antisocial Behaviour on Cotlandswick Estate	Targeted engagement from Housing Officer and the Police to address low-level antisocial behaviour being caused by residents and visitors to Cotlandswick estate.	Mid-June to end of July 2026	Activity in progress. Housing Officer and Police engagement underway.	Abigail Simons	Ongoing
Communal Cleaning of Flats	Tenants are being supported by a temporary service arrangement while an alternative delivery solution is being procured. Residents will be kept informed of progress and any further developments.	Ongoing	Communal cleaning of flats within the Cotlandswick area is currently ongoing.	Jason Grace	Ongoing
Fire Safety Improvements	Fire safety improvement works have been scheduled, targeting electrical intake areas.	Completed	Fire safety improvements have been delivered to Block 18–32 Cotlandswick, including comprehensive fire-stopping within the electrical intake areas.	Mark Johnson	Complete
Communal Area Improvements	Scheduled reflooring and redecoration throughout Cotlandswick estate following completed improvement works.	Ongoing works	Block 18–32 Cotlandswick has received redecoration and new floor coverings throughout. These works establish a benchmark standard for scheduled wider rollout across the estate.	Matthew Barnes	Complete
Environmental Improvement Works	Assess requirements and implement improvements. Communicate improvements to residents.	Completed	Environmental improvement works were completed to an area of Council-owned land between 29 and 31 Cotlandswick,	Mark Johnson	Complete

including the installation of protective fencing to green spaces alongside the implementation of a pedestrian pathway in the estate.

Good News Stories

The following outcomes have been achieved since the last update:

- Environmental improvement works were completed to an area of Council-owned land between 29 and 31 Cotlandswick, comprising the removal of existing paving, returning the area to grass, providing a paved pedestrian access to the rear of relevant adjoining properties, and the installation of a low-level protective fence with a drop-down bollard to ensure Estate Services can access for grounds maintenance purposes.
- Fire safety improvements have been delivered to Block 18–32 Cotlandswick, including comprehensive fire-stopping within the electrical intake areas. The communal area of this block has also received redecoration and new floor coverings throughout, establishing a benchmark standard for scheduled wider rollout across the estate.
- Communal cleaning of flats within the Cotlandswick area is currently ongoing, supported by a temporary service arrangement while an alternative delivery solution is being procured. Residents will be kept informed of progress and any further developments.
- Grounds maintenance within the area continues to be delivered under the existing contractual arrangements.
- In response to persistent fly-tipping, the Council arranged a litter pick in the Cotlandswick area, with all instances of fly-tipping reported and subsequently removed by Morgan Sindall Property Services.
- The Resident Engagement team held a Community Day in London Colney in May 2026. More than 30 residents attended, with direct access to Housing Officers, Morgan Sindall Property Services, and partner organisations. Feedback gathered has already informed actions relating to communal cleaning, environmental improvements and neighbourhood management.



Council officers and Morgan Sindall Property Services staff following the Cotlandswick litter pick, May 2026

Residents Feedback

Residents provide valuable feedback on how we deliver our Neighbourhood Improvement Plan. This is gathered through the Tenant & Leaseholder Forum, digital communications, and engagement activities such as litter picks and Community Days.

You Said, We Did

A digital Communal Cleaning Consultation survey was distributed to tenants of the Cotlandswick Estate. The feedback received has been directly implemented into this Neighbourhood Improvement Plan.

You Said...	We Did...
Fly-tipping was causing communal areas to be less accessible.	We arranged a litter pick across the estate, reporting all instances of fly-tipping, which were subsequently removed by Morgan Sindall Property Services.
There was a lack of cleaning presence on the estate.	We installed a temporary communal cleaning arrangement with improved oversight to ensure regular attendance and reliability.
Shared spaces required improved upkeep.	We completed redecoration and new flooring to flat blocks in Cotlandswick, establishing a clear standard for communal areas, with plans to extend improvements across the estate.

Resident Quote

“Events like this are incredibly important because they allow residents the opportunity to speak directly with services, raise local concerns, and feel more connected to what is happening within their community. The day created a really positive atmosphere, with residents, families, partner organisations and staff all coming together in an open and approachable setting.”

— Feedback from a Community Day attendee, London Colney, May 2026

Next Steps – Resident Engagement

- Explore alternative methods of engagement including door-knocking and targeted invites.
- Review and prioritise resident concerns raised to date.
- Progress actions in partnership with those who come forward.
- Establish a clear and consistent communication plan.

Residents Communications

The following communications have been issued to residents of Cotlandswick during this reporting period:

Date	Communication
29 April 2026	Digital communications were sent to all tenants via CX Feedback with details of the forthcoming Community Day in London Colney.

5 May 2026	A digital notice was sent to all London Colney residents detailing steps on how to apply for a garage.
11 May 2026	An invite was sent via CX Feedback for residents to join Council staff in their local area, raising awareness of the upcoming Community Day in the London Colney area.

CX Feedback has been implemented into Resident Engagement communications and is used to communicate effectively with tenants, closing the loop and acting on their feedback.

Damp & Mould

Total Cases Reported (Mar–Jun 2026)	Resolved	Pending Investigation
11	9	2

Of the eleven reported cases, nine have been resolved and two remain scheduled for investigation. All cases are being managed in line with the Council's damp and mould policy and response timescales.

Performance Overview

Neighbourhood-level performance data covering complaints, rent arrears and repairs is being incorporated into the next reporting cycle. The first quantitative evidence base for this neighbourhood comes from the Communal Cleaning Consultation survey, which captured resident satisfaction with communal services across the Cotlandswick estate.

Communal Cleaning Consultation – Key Finding

Resident survey responses identified communal cleaning and fly-tipping as the two most significant concerns on the estate. This feedback directly shaped the actions set out in this plan, including the temporary cleaning arrangement, litter pick activity, and the fly-tipping removal programme delivered by Morgan Sindall Property Services.

Full neighbourhood performance data — including complaints volumes, rent arrears and repairs performance — will be included in the next quarterly update.

Warm Homes: Social Housing Fund Wave 3

Following the award of a grant through the Government's Warm Homes Social Housing Fund, the Council is pleased to be co-funding a programme of improvement works in the Cotlandswick area.

These works will enhance the quality and comfort of homes through a range of measures, tailored to the existing condition of each property, which may include:

- Insulation upgrades
- New roofing
- Replacement windows
- Improved ventilation

Preparatory enabling works have already been underway in recent months, helping to ensure the programme is delivered smoothly and efficiently.