



We're Listening

High-rise building events

Who did we talk to?

To better understand the experiences of our customers living in high-rise buildings, we hosted a series of events in early summer 2025. These took place at Quarry Green in Kirkby, and at Ashton Park, The Fairways, and Woolton Views in Halewood.

Over 80 customers took part in conversations with our teams including colleagues from Building Safety, Community Safety, Community Investment, Facilities, Assets, Repairs, Housing and Mental Health & Wellbeing. There were also free chips from a fast-food van to enjoy while chatting!

What did you tell us?

We heard what residents love – and what they find challenging – about living in high-rise flats. Many shared personal experiences about their homes and local communities.

Some customers raised repair issues, and we were able to carry out inspections on the day, with follow-up repairs arranged promptly.

At Quarry Green

Customers highlighted several key concerns:

- Pest control in bin areas
- Faulty security gates
- Missing pigeon netting
- Water supply issues

At Ashton Park, The Fairways & Woolton Views

Customers expressed a desire for:

- Better use of the communal hall with more activities
- More opportunities for face-to-face conversations with their Housing Advisor

What did we do?

At Quarry Green

- We're working with our pest control team to address the issues
- We've repaired the pedestrian gate
- We're replacing the pigeon netting
- We have rectified the water supply issue

At Ashton Park, The Fairways & Woolton Views

- We've launched monthly coffee mornings and are encouraging customers to lead and participate in community activities.
- We've arranged for the Housing Advisor to hold fortnightly drop-in surgeries to improve accessibility and support.

Thank you

We'd like to thank all the customers who took the time to join us and provide their feedback.

Your Voice Matters!

