

CROYDON COUNCIL HOUSING

Estate Walkabout & Inspection Procedure

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1. Introduction

1.1 Purpose of the Procedure

This procedure is a revision of the former Croydon Council's Estate Walkabouts, providing a consistent, auditable, and resident-focused process. It ensures that all estates are inspected regularly, actions are tracked through the Photobook system (where possible), and outcomes are visible to residents and councillors.

Action: Resident Involvement Manager / Housing Team Managers / Estate and Environmental Services Managers

1.2 Regulatory Alignment

The revised procedure aligns with Key Performance Indicators requirements and supports the Council's regulatory commitments under the Tenant Satisfaction Measures for "listening to and acting on resident views."

Estate walkabouts do not replace the responsibility of staff, Housing officers, Resident Involvement Officers, Neighbourhood Caretakers, Estate and Environmental Service Team Managers, Repairs Inspector, etc. to remain aware of estate conditions and report issues as they see them in their day-to-day Residents work.

2. Programming and Planning

2.1 Annual Programming of Walkabouts

Each Housing Team Manager is responsible for programming a cycle of quarterly estate walkabouts per year per Housing Officer, ensuring all housing estates are covered. The programme must be shared annually with the Resident Involvement Team.

Action: Housing Team Managers

2.2 Scheduling

- The Resident Involvement Team will request the annual programme from the Housing Team Manager and coordinate the walkabout schedule each year.
- The programme must be requested in January for the upcoming year (for example, the 2026 programme would be requested in January 2026)
- Tenant satisfaction measures, repairs data, and anti-social behaviour reports, complaints, and other performance intelligence will be used to prioritise the frequency, duration, and areas for inspection.
- The Resident Involvement Team will consult with Housing Officers, Housing Team Managers, and Estate and Environmental Services Managers to agree final schedules at block and estate level. This applies

only to annual scheduling; operational decision-making may still require additional walkabouts throughout the year.

- This approach ensures resources are directed where they are most needed, including at tenancy and estate level.

2.3 **Maintaining the Central Walkabout Record**

The Resident Involvement team must maintain the central record of all planned estate walkabouts, stored in the Estate Walkabout SharePoint Folder. This record will include dates, locations, responsible officers, and attendance lists.

Action: Resident Involvement Team

2.4 **Sharing the Confirmed Schedule**

The confirmed annual schedule must be shared with Responsive Repairs, Estate and Environmental Services and Resident Involvement and the relevant Heads of Service to support Key Performance monitoring.

Action: Housing Team Manager / Resident Involvement Team

2.5 **Duration of Walkabouts**

Estate walkabouts should normally last about one hour and up to a maximum of three hours, depending on who is attending. Inspection areas must be planned in line with the time allocated.

Action: Housing Team Manager

2.6 **Standard Walkabout Times**

Wherever possible, walkabouts are scheduled for the morning and should start by 10:00 a.m. and afternoon walkabouts at 2:00 p.m. to avoid clashes with duty rotas and the lunch-period.

Action: Housing Team Manager

2.7. **Avoiding Scheduled Changes**

Scheduled dates for estate walkabouts must not be changed without written approval of the Housing Team Managers. Managers should avoid cancellation or postponement of estate walkabout.

Action: Housing Team Managers

2.8 **Central Storage of Schedules**

The planned schedule of walkabouts should be stored centrally on SharePoint and accessible to all necessary teams.

Action: Housing Team Managers, maintained by Housing Officers

3. Communication and Invitations

3.1 Issuing Invitations

Invitations must be issued at least ten working days prior to the estate walkabout, using the approved template ([Appendix 2](#)). Invitations must include the date, time, meeting point, and officers who will be attending. The annual schedule should also be displayed on the Council website and on estate noticeboards, supported by posters with QR codes linking to the website ([Appendix 7](#)).

Action: Housing Officer

3.2 Circulating the Annual Schedule

Resident Involvement Manager will circulate the confirmed annual schedule, once approved, to resident representatives, relevant panels, and other regular invitees.

Action: Resident Involvement Manager

3.3 Inviting Councillors and Contractors

All local councillors and resident representatives must be invited to attend. Invitations should also include relevant contractors (e.g. Veolia, Wates, K&T, Grounds Maintenance) as appropriate.

Action: Resident Involvement Team to monitor / Housing Officer

3.4 Saving Invitations and Posters

A copy of the invitation and estate poster must be saved in the central SharePoint folder under the correct estate name and date.

Action: Resident Involvement Team

4. Conducting the Walkabout

4.1. Lead Officer and Attendance

Walkabouts must be led by the Housing Officer and attended by the Estate and Environmental Services Manager, Neighbourhood Caretaker, Resident Involvement Officer, and Repairs Inspector. If a member of staff is unavailable, a substitute must be arranged and recorded.

Action: Housing Officer / Housing Team Manager

4.2. Completion of the Walkabout Checklist

The Housing Officer will complete a walkabout checklist ([Appendix 1](#)), identifying any issues to be addressed, including but not limited to tenancy-related matters.

Photobook will be used to record and provide the details of all issues identified. Following the estate walkabout, the Housing Officer will update all attendees of the actions taken to resolve any issue raised.

Action: Housing Officer

4.3. Use of Checklists and Sign-Off Requirements

The checklists provide a summary of the issues identified during the walkabout and are not intended to be a detailed record of every item. At the end of the walkabout, the Tenancy Officer must sign and date both the checklist ([Appendix 1](#)) and the Action Plan ([Appendix 3](#)) to formally record the issues identified.

Action: Housing Officer

4.4. Recording Repairs and Maintenance Issues

All repairs and maintenance findings must be recorded in Photobook, including photographic evidence and geo-tagging of each issue. Each observation must be categorised by service area (such as Repairs, Grounds Maintenance, Caretaking, Housing Management). The Repairs Inspector must also upload all photographs to Photobook.

Action: Housing Officer / Repairs Inspector / Estate and Environmental Services Manager

4.5. Participation of Neighbourhood Caretakers

The Estate and Environmental Services Manager must ensure that when Neighbourhood Caretakers are deputising, they actively participate in the walkabout and identify any cleaning or grounds-maintenance issues.

Action: Estate and Environmental Services Manager

4.6. Managing Tenancy-Related Issues

Tenancy issues, such as items stored in communal areas, untidy gardens, or similar concerns, should be recorded during the walkabout but followed up discreetly by the Housing Officer after the inspection. This ensures the walkabout remains focused on estate-wide inspection and avoids on-the-spot discussions, confrontations, or delays that may disrupt the planned route and objectives. The Housing Officer should carry the “items in Communal areas” letter, which may be delivered after the walkabout to reduce the number of cases requiring follow-up once back in the office.

Action: Housing Officer

4.7. Quality Control of Walkabouts

Housing Team managers will quality-control the estate walkabout process by arranging periodic spot checks on estates to ensure standards are maintained.

Action: Housing Team Manager

4.8. Residents Participation and Feedback

Residents attending the walkabout must be given the opportunity to raise local issues, concerns, and suggestions for improvement. All resident feedback must be recorded in Photobook as part of the estate walkabout notes.

Action: Estate and Environmental Improvements Team

4.9. Handling Improvement Suggestions

Any resident suggestions relating to estate Improvement, such as play equipment, landscaping, lighting, benches or seating, recycling or bin storage, communal garden ideas, accessibility improvements, must be recorded and referred to the Estate and Environmental Improvement Team via Photobook.

Action: Estate and Environmental Improvements Team

4.10. Responsibilities of the Estate and Environmental Improvements Team

The Estate and Environmental Improvements Team will:

- Receive referral automatically through Photobook reporting.
- Review all suggestions and assess feasibility.
- Consider suggestions within the estate improvement programme and future bidding cycles.

Action: Estate and Environmental Improvements Team

5. Recording and Reporting

5.1 Exporting and Saving Photobook Reports

Following the walkabout, the Housing Officer must export the Photobook report and save it to the central SharePoint folder under the estate name and inspection date.

Action: Housing Officer

5.2 Filing Documentation

Within five working days of the estate walkabout, the Housing Officer must file all documents related to the inspection central electronic files. This includes all documents open to resident scrutiny, such as invitation letters and emails, the checklist, and any tenancy action plans.

Action: Housing Officer

5.3 Follow-Up for Tenancy-Related Issues

Where required the Housing Officer must diarise a follow-up walkabout to monitor progress on tenancy related issues identified during the initial

inspection. This must take place no later than five weeks after the estate walkabout.

Action: Housing Officer

5.4 **Action Plan Production and Distribution**

Within ten working days of the walkabout, the Housing Officer must produce an Action Plan ([Appendix 3](#)) detailing all items identified during the Inspection, including target dates, responsible service areas, follow-ups, and progress notes. The Action plan must be circulated to attendees, including ward councillors, and uploaded to SharePoint. The Repairs Inspector must contribute to the same Action Plan for all repairs identified, no separate Repairs Action Plan should be produced.

Action: Housing Officer

5.5 **Verification of Document Upload**

The Resident Involvement Team must check that all required documents have been uploaded correctly to the central SharePoint folder. This included the invitation, attendance list, Photobook report, and the action plan.

Action: Resident Involvement Team

6. Feedback and Communication with Residents

6.1 **Displaying Outcomes and Actions**

A summary of outcomes and actions must be displayed on the estate noticeboard using the “You Said, We Did” format ([Appendix 5](#)). This should be completed within ten working days of the inspection.

Action: Housing Officer / Resident Involvement Team

6.2 **Digital Communication Where Noticeboards Are Not Available**

Where residents do not have access to communal noticeboards, a digital copy of the summary must be emailed to resident representatives.

Action: Resident Involvement Team

6.3 **Maintaining Noticeboards**

Estate and Environmental Service will lead on maintaining estate noticeboards, with support from the Resident Involvement Team to ensure they are up to date with officer names, contact details, and estate walkabout schedules. Housing Team Managers must-quality check all information before it is displayed.

Action: Housing Team Managers, Resident Involvement Team, Estate and Environmental Service Team Manager

7. Follow-Up and Escalation

7.1 Reviewing Progress and Escalation

The Estate and Environmental Services Manager must review progress against the Action Plan four weeks after the walkabout, updating Photobook and confirming all completed actions. Any outstanding issues must be escalated to the Housing Team Manager.

Action: Estate and Environmental Services Manager / Housing Team Manager

7.2 Progress Review Meeting (PRM)

The Housing Officer must schedule and lead a Progress Review Meeting with a representative from Responsive Repairs eight weeks after the Estate Walkabout. The purpose of this meeting is to monitor progress, agree any required remedial actions, and ensure all issues have been resolved or are progressing satisfactorily before the next Walkabout. Notes of the meeting must be recorded on the form provided ([Appendix 4](#)), circulated to the Operational Manager, and filed in the central records alongside other inspection documents.

Action: Housing Officer

7.3 Verification of Technical or Safety-Related Issues

Repairs Inspectors are required to verify completion of any technical or safety-related repairs. Confirmation must be recorded in Photobook and reported to the Resident Involvement Team via the NEC Housing System.

Action: Repairs Inspector

7.4 Recording Incomplete Attendance

If attendance at a walkabout is incomplete, for example, if a Housing Officer, Caretaker or Estate and Environmental Services Manager) is absent, this must be recorded by the Resident Involvement Team and escalated to the Head of Service.

Action: Resident Involvement Team

8. Documentation and Central Storage

8.1 Required Documentation for Each Estate Walkabout

All walkabout evidence must be stored in the central SharePoint folder, organised by estate name and Inspection date. Each folder must contain the following documents:

- Invitation and poster
- Attendance list
- Photobook report

- Action Plan
- “You Said / We Did” summary
- Notes of the Progress Review Meeting

Action: Resident Involvement Team

8.2 Responsibility for Folder Management and Audit Readiness

The Resident Involvement Team is responsible for maintaining folder access and ensuring that documents are uploaded and named consistently for support audit and compliance requirements.

Action: Resident Involvement Team

8.3 Quarterly Compliance Review

The Housing Team Managers must review the central SharePoint folder on a quarterly basis to confirm completeness and compliance with the document storage requirements.

Action: Housing Team Managers

9. Audit, Monitoring and KPI Reporting

9.1 Quarterly Monitoring and KPI Reporting

All estates will be monitored quarterly, with Photobook providing high-level Key Performance Indicators (KPIs). The Monitoring Checklist ([Appendix 6](#)) will provide estate-level data to ensure evidence exists for each completed walkabout.

Action: Resident Involvement Team

9.2 Validation and Performance Tracking

The Head of Tenancy will validate completion of the walkabout programme, track performance metrics, and update KPI records to evidence compliance and coverage.

Action: Head of Tenancy

9.3 Exceptions Reporting

Where gaps are identified, such as missing attendance, late reporting or incomplete documentation, the Resident Involvement Team must report this to the relevant Head of Service and maintain an exception log.

Action: Resident Involvement Team

10. Resident Feedback and Continuous Improvement

10.1 Collection and Review of Residents Feedback

The Resident Involvement Team will collect and review resident feedback after each quarterly walkabout cycle. This includes feedback on communication, attendance, visibility, and any other comments raised by residents.

Action: Resident Involvement Team

10.2 **Quarterly Review Meetings**

Resident feedback will be discussed at quarterly review meetings with Housing Team Managers and Estate and Environmental Services Managers to identify improvements or training needs.

Action: Resident Involvement Manager / Heads of Service

10.3 **Procedure update**

Changes to this procedure will be made following resident consultation and must be approved by the relevant Heads of Service.

Action: Director of Housing

11. Document Control and review - Procedure

11.1. **Controlled Document Requirements**

This is a controlled document and must not be amended without the documents owner's approval.

11.2. **Review Cycle**

The procedure will be reviewed annually.

Appendix 1 - Estate Walkabout Checklist

(Use one sheet for each block or street)

Action required:

1. Inspect the block/area ensuring that all relevant points on the table below are checked.
2. Housing Officer to record separate notes of non-repair action required.
Repairs officer to record all repairs required.
3. Housing Officer to sign and date checklist on site at the end of the inspection as a true record.

Estate / Area Inspected	Block or door Nos.	Block or Street Name	Ward		
THOSE PRESENT		TITLE			
		Housing Team Manager			
		Housing Officer			
		Caretaker			
		Ward Councillors			
		Repairs Officer:			
		Resident Involvement			
		Residents (number of)			
ESTATE CARE & COMMUNAL REPAIRS: <i>(tick to confirm these were checked on the Inspection)</i>		Good	Average	Poor	
Grounds maintenance: (e.g. grass cutting/edging, flower bed, trees & weed control)					
Paving or potholes and signage					
Communal Repairs:					
OVERALL STANDARDS (please tick)		Good	Average	Poor	
INTERNAL CLEANING:					
Comment:					
LOCATION	ESTATE	BLOCK			

Items	Inspected Yes / No / N/A	Comments:
ROOF ACCESS SECURE		
TANK ROOM SECURE		
ELECTRICAL INTAKES SECURE		
FIRE DOORS/EXITS		
COMMUNAL LIGHTING		
COMMUNAL GLAZING & WINDOW FRAMES		
DRY RISERS		
LIGHTNING CONDUCTORS		
DUST CHUTE HOPPERS		
REFUSE CHUTES CLEAR		
REFUSE CHAMBER AREA		
OVERFLOWS & LEAKS		
BULK REFUSE REMOVAL		
LIFTS WORKING		
DRAINS AND GULLEYS CLEAR		

PAVING/WALKWAYS/ FLOORING (Check for tripping or slipping hazards)		
ESTATE ROADS		
GRASS CUTTING, TREES, FLOWER BEDS, HEDGES		
COMMUNAL DOOR ENTRY SYSTEM		
ABANDONED VEHICLES		
PARKING/GARAGE AREAS		
SHEDS		
GRAFFITI		
ESTATE SIGNS		
PLAY AREAS		
INTERNAL COMMUNAL REPAIRS		
EXTERNAL COMMUNAL REPAIRS (such as walls and fences).		

I certify this is a true record of the walkabout completed today			
Housing Officer's signature:		Date:	

Appendix 2 – Residents Invitation Letter

CROYDON
www.croydon.gov.uk

Housing Directorate
Resident Involvement Team
Zone 2C, Bernard Weatherill House
8 Mint Walk, Croydon
CR0 1EA

«AddressBlock»

Please reply to:
residentinvolvement@croydon.gov.uk

Ref: [Keywords]

Date: [Publish Date]

Dear resident

Resident invitation - Estate Walkabout

I am writing to let you know about a planned inspection that will take place on your estate on **[Date Month Year]**.

This walkabout allows us to review the standard of cleaning and maintenance across all internal and external communal areas, and to identify any areas for improvement. Your Housing Officer, **[Name]**, will lead the inspection and will be accompanied by a Repairs Inspector, who will raise any necessary repairs and ensure that any health and safety concerns are addressed.

Operational Manager or Head of Estates and Environmental Services may also attend where possible, along with some of your fellow residents. Invitations will also be extended to your ward councillors and relevant council services.

If you would like to take part, please meet us at **[Location]**. The walkabout will start at **[Time] am/pm**.

If there is something specific you would like us to look at, please tell us in advance so we can plan the route and make sure your concerns are considered.

During the inspection, your Housing Officer will record any issues that need follow-up. This includes items stored in communal areas or untidy gardens, which will be addressed with the relevant households after the visit.

Within two weeks, we will display a summary of the findings on estate noticeboards, and an action plan will be shared with attendees. This will include repairs raised, estate care or grounds maintenance tasks, and any tenancy-related actions.

Eight weeks after the visit, we will provide an update on progress and completion of the actions. We will also invite feedback so we can continue to improve estate inspections.

We hope you can join us and we look forward to seeing you.

Your sincerely

[Resident Involvement Officers name]

Appendix 3 - Estate Walkabout: Action Plan

Estate name:		Ward:		Inspection date:	
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Block/door nos.	Block or street name	Action needed / Defects	Works order number	Target date	Comments
Tenancy/Repairs officer signature:			Distribution Date: (within 15 days of inspection)		

Appendix 4 - Estate Walkabout: Progress Review Meeting (PRM)

PROGRESS REVIEW MEETING				
Estate Name:				
Date of inspection:		Date of progress review meeting (2 months after inspection)		Next inspection date:
ATTENDANCE				
Chaired - Housing Officer:				
Housing Officer:				
Responsive repairs representative:				
Resident representative				





Note: record only items from the inspection still unresolved or outstanding at the time of the progress review meeting.

REPAIRS ISSUES OUTSTANDING OR UNRESOLVED				
Location	Details/description	Reason for non-completion	Remedial action needed before next inspection	Action by

ESTATE CARE ISSUES OUTSTANDING OR UNRESOLVED				
Location	Details/description	Reason for non-completion	Remedial action needed before next inspection	Action by
TENANCY ISSUES OUTSTANDING OR UNRESOLVED				
Location	Details/description	Reason for non-completion	Remedial action needed before next inspection	Action by

Housing Officer:		Date distributed (within 5 days of meeting)	
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Appendix 5 – You said, We did.

ESTATE WALKABOUT – HIGHLIGHTED ISSUES			
LOCATION:			DATE:
REPAIRS	ISSUE	TENANCY / GROUNDS MAINTENANCE / CLEANING	ISSUE
	<p>Renew gully cover in rear communal area.</p> <p>Job number: 480109/1</p> <p>Expected completion date: 18/08/25.</p> <p>Actual completion date:</p>		<p>Grass needed cutting.</p> <p>Outcome:</p>
	<p>Cracked glass on main entrance door.</p> <p>Job number: 480111/1</p> <p>Expected completion date: 15/08/25.</p> <p>Actual completion date:</p>		
	<p>Fire Brigade level 4 padlock on communal loft door</p> <p>Job number: 480118/1</p> <p>Expected completion date:</p> <p>Actual completion date:</p>		

Appendix 6 - Monitoring Checklist for Audit Compliance

Requirement	Completed (Y/N)	Comments / Evidence Location
Poster and invitation issued (min. 10 days prior)		
Attendance list completed and uploaded		
Photobook report exported and filed		
Action Plan produced and circulated within 10 days		
“You Said / We Did” summary displayed and uploaded		
Follow-up review completed by Estate and Environmental Services Manager		
Resident feedback logged		
All files stored in central SharePoint folder		
KPI updated		
Reviewed by:		
Approved by:		
Next review date:		

The poster features a background illustration of a residential estate with stylized houses, trees, and people walking. In the top left, there is a graphic of an orange ID badge with a blue strap. The badge contains the text: "Date:", "Time", "Meeting", and "place:". In the top right, the logos for "CROYDON HOUSING" and "CROYDON www.croydon.gov.uk" are displayed. The main title "Estate Walkabout" is prominently displayed in the center. Below the title, a paragraph explains the purpose of estate walkabouts. A list of roles to be joined is provided in a dark purple section at the bottom. A QR code is located in the bottom right, with a yellow arrow pointing to it from the text "Can't make it? Want to let us know about an issue?".

CROYDON HOUSING | **CROYDON**
www.croydon.gov.uk

ESTATE NAME:

Estate Walkabout

Estate walkabouts let residents and staff work together to keep communal areas clean, safe, and well maintained.

Come along and join your

- housing officer - (name)
- repairs inspector - (name)
- estate services manager - (name)
- resident involvement officer -(name)

Can't make it? Want to let us know about an issue?

email:
Residentinvolvement@croydon.gov.uk

