

Action Plan 2026 – 2027, Pavilion Lodge

Welcome to your Neighbourhood Plan, Nadia Samcaha, your Neighbourhood Coordinator, has put together this improvement plan for Pavilion Lodge. It explains what we are focusing on, the challenges we know about, and the actions we will take to make improvements.

This plan is about working together with residents, partner organisations, and the wider community to make Pavilion Lodge a safer, cleaner, and more pleasant place to live.

Location	Pavilion Lodge, 17 Bowling Green Square, London, SW12 8JT				
Date	26/02/2026				
Estate Rating	B – Good Standard (Service Improvements Identified)				
Objective	Key Actions	Owner	By when	Progress Update	Status
Improve communal cleaning standards	<ul style="list-style-type: none"> • Conduct formal cleaning audit of communal areas • Review contractor performance against specification • Confirm transition to self-managed (self-cleaning) arrangement 	NC/ Estates		A cleaning audit has been completed following resident dissatisfaction with communal cleaning standards. Contractor performance has been reviewed, and a decision has been made for the block to transition to a self-managed arrangement. Residents are currently	

	<ul style="list-style-type: none"> • Issue written communication explaining what self-cleaning means and outlining responsibilities 			awaiting formal communication confirming what this means in practice.	
Address grounds maintenance concerns	<ul style="list-style-type: none"> • Review existing grounds maintenance specification • Provide residents with available service options • Confirm agreed approach following consultation 	NC/ Estates		Concerns have been raised regarding the upkeep of the grounds. An inspection has been undertaken, and the current service provision is under review. Residents are being provided with options regarding future grounds maintenance arrangements. Feedback is currently awaited before confirming next steps.	
Improve communication and engagement	<ul style="list-style-type: none"> • Provide clear and transparent written updates regarding service changes • Confirm consistent and reliable point of contact • Increase visibility through estate inspections and walkabouts • Respond to resident queries within agreed service standards 	NC		Feedback indicates a breakdown in communication and a loss of trust between residents and housing management. A structured communication approach will now be implemented to rebuild confidence, improve transparency, and ensure residents feel heard and informed regarding decisions affecting the block.	

How can you get involved

We encourage all residents at Pavilion Lodge to play an active role in improving the block. You can:

- Provide feedback on grounds maintenance options
- Engage with consultations or meetings
- Report concerns promptly
- Work collectively to maintain communal areas under the new self-managed arrangement