



Action Plan 2026 – 2027

Pavillion Lodge

Welcome to your neighbourhood plan!

Working with residents your Neighbourhood Coordinator has created and agreed neighbourhood improvement plan for your community, that identifies what you see as the priorities where you live. This information highlights the main challenges in your neighbourhood and how we can work with partner agencies and community stakeholders to make improvements.

Objective	Key Actions to achieve	Action Owner	By when	Progress Update	Status
Key fobs and access to building	Residents have requested additional key fobs. The system has been identified as a Hikvision door entry system, and the NC has contacted the provider to confirm if additional fobs can be programmed.	Neighbourhoods Team	Ongoing	Awaiting response regarding additional fobs.	In Progress
Grounds maintenance – pebble works	Complete pebble installation on remaining side of the block and review removal of ongoing	Neighbourhoods Team/ Contracts Team	15 th April 2026	Works scheduled.	In Progress

	grounds maintenance services.				
Service charge – electronic gate	Review inclusion of electronic gate charges where residents do not have access or allocated parking, in liaison with Estates and Contracts teams.	Service Charge Team/ Contracts Team	Ongoing	Review underway with relevant teams.	In Progress
Resident engagement and visibility	Deliver monthly resident meetings over a four-month period to provide a forum for residents to raise concerns and discuss issues. Relevant colleagues from other teams will be invited to attend where available.	Neighbourhoods Team	May – August 2026	Meetings scheduled and to be communicated to residents.	In Progress
Communal cleaning consultation	A soft consultation was completed on 1 April following resident concerns regarding cleaning costs. A formal cleaning consultation form will be issued by the Estates and Contracts Team, providing a range of	Estates and Contracts Team	Ongoing	Soft consultation completed; formal consultation to be issued.	In Progress

	service options and associated costs for residents to review and decide on future arrangements.				
Unauthorised parking and tailgating concerns	Address resident concerns regarding TK Maxx staff parking near Pavilion Lodge and tailgating through the gates. The Neighbourhood Coordinator has contacted the Commercial Team to confirm land ownership and will write to TK Maxx to raise the issue. The situation will continue to be monitored.	Neighbourhood Coordinator	Ongoing	Enquiries raised with Commercial Team; awaiting confirmation of land ownership.	In Progress