Action Plan 2025 – 2027, Windsor House

Location	Windsor House, 4 Belgrave Avenue, Leicester, LE4 5PA
Date	26.10.2026
Estate Rating	Bronze

Objective	Key Actions to achieve	Action Owner	By when	Progress Update	Status
Increase Engagement and Visibility of Neighbourhood Coordinator – building relationship with residents	Door knocking, communication to introduce the New Neighbourhood Coordinator	Neighbourhood Team	Continual	Joint door knocking took place with ex Neighbourhood Coordinator and new one in July 2026	Continual
Updates on progress to be shared with residents	Monthly updates to be provided via the Neighbourhoods website and QR code to website.	Neighbourhood Team	Continual		Continual
Cleaning of the block	Monitor quality of cleaning. Will facilitate the improvement of cleaning standards	Neighbourhood Team	Continual	Checked quarterly during inspections - last inspection date was September 2026.	Continual

	(where necessary) through regular liaison with contractors and PA's Contract Managers including escalation at contractor meetings where necessary.				
Grounds maintenance of the block	Monitor quality of grounds maintenance. Will facilitate the improvement of grounds maintenance standards (where necessary) through regular liaison with contractors and PA's Contract Managers including escalation at contractor meetings where necessary.	Neighbourhood Team	Continual	The area is checked quarterly during inspections, with the last inspection taking place in September 2026. Moss was identified along the side of the communal pathway, and weeds were found in the rear garden. These issues were raised with the grounds maintenance contractor to address.	**Continual**
Cleaning and grounds maintenance of the block	Deep clean	Contracts and Partnership Team	As scheduled		**Continual**
Cleaning of the block	To improve the standard of cleaning within the internal communal areas of the block, ensuring they	Neighbourhood Coordinator	Oct 2026		**On-going**

	are maintained to the required standard.				
Window Cleaning	To clean the external communal windows, ensuring all pigeon fouling is removed and the communal areas are presented to a clean and acceptable standard.	Contracts	As scheduled		**On-going**
To have the scheme added to the Grounds Maintenance contract to ensure it receives regular fortnightly maintenance visits.	Speak to the Contracts Manager to ensure the scheme is added to the Grounds Maintenance contract. In the interim, arrange ad hoc grounds maintenance works as required to maintain the scheme until the regular service is in place.	Contracts	Oct 2026	Ad hoc grounds maintenance works were carried out at the scheme in July 2026 to bring the site up to the required standard. An email has been sent to the Contracts Team requesting that the scheme be added to the Grounds Maintenance contract. We are currently awaiting confirmation of when this will take place.	**On-going**