

Action Plan 2025 – 2027, Upper Temple Walk

Location	Upper Temple Walk				
Date	10.8.26				
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	New Neighbourhood Coordinator to develop an understanding of the scheme and identify the most appropriate approach for resident engagement.	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	Poster with QR is on all noticeboards.	Continual
Cleaning of the blocks	Monitor quality of cleaning. Will facilitate the improvement of cleaning standards (where necessary) through regular liaison	Neighbourhood Team	Continual	The most recent inspection was completed on 10 August 2026 , with different blocks receiving varying	Continual

	with contractors and PA's Contract Managers including escalation at contractor meetings where necessary.			grades based on their condition. An email has been sent to the contractor to ensure that walls and skirting boards are cleaned and wiped on a weekly basis, including the internal communal windows. The condition of the blocks will continue to be monitored through future inspections to ensure the required standards are maintained and any issues are addressed promptly. Residents are also reminded to be mindful when using the communal areas and to avoid leaving or dropping rubbish inside the blocks. Please also take care when bringing bikes into the building to avoid marking or damaging the walls.	
Grounds maintenance of the estate	Monitor quality of grounds maintenance.	Neighbourhood Team	Continual	The most recent inspection was completed on 10	Continual

	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.			August 2026. During the inspection, the Neighbourhoods Team identified a number of issues across the estate, including broken glass and litter in various car parks, as well as areas of overgrown hedging. There has been an improvement in the grass cutting and general hedge maintenance since the previous inspection; however, there are still some areas that do not meet the required standard. These issues have been raised with the contractor, John O'Connor, for further action. The condition of the estate will continue to be monitored during future inspections to ensure the required standards are maintained and that any further issues are	
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				identified and addressed promptly.	
Maintaining the cleanliness of internal communal areas	Deep clean	Contracts & Interclean	As scheduled	Twice a year – awaiting dates from Contracts Team	Continual
Reduce bulk collection costs	Ensure information letters are on all blocks noticeboards	Neighbourhood Team	August 2026	This action has been completed. Information notices were displayed on all noticeboards in July 2026. The notices provide guidance on how residents can arrange a bulk waste collection and advise what to do if they witness or discover incidents of fly-tipping. These notices will remain in place to help raise awareness and encourage residents to dispose of waste responsibly.	Complete
Reduce bulk collection costs	Signs will be installed at identified fly-tipping hotspots across the estate.	Neighbourhood Team	August 2026	Awaiting for signs to be delivered.	In Progress

Reduce bulk collection costs	Regular communication will be issued to all residents explaining how to arrange bulk waste collections, their responsibilities for disposing of bulky items correctly, and how to report incidents of fly-tipping.	Neighbourhood Team	Continual	Texts are sent when required to relevant blocks or areas of the estate where fly-tipping has occurred, to inform residents and encourage appropriate action.	Continual
Cleanliness of bin stores	Deep clean on bin stores twice a year.		Continual	Twice a year – awaiting dates from Contracts Team	Continual
Cleanliness of bin stores	To ensure residents use the bin areas correctly, helping to reduce additional waste collections, minimise service charge costs, and maintain a cleaner, safer environment for everyone.	Neighbourhood Team	July 2026	Bin store signage has been installed	Complete
To reduce bulk rubbish charge	To install temporary CCTV cameras in identified hotspot areas to help identify individuals responsible for illegally dumping waste. This will enable appropriate enforcement action, including recharging	Neighbourhood Team	September 2026	Waiting delivery of the temporary portable CCTV camera before installation can commence in the identified hotspot areas.	In Progress

	those responsible for the cost of waste removal, while also acting as a deterrent to future fly-tipping.				
To reduce litter and illegal dumping across the estate.	To install additional litter bins in key grassed areas across the estate to encourage responsible disposal of waste and help reduce littering.	Neighbourhood Team	October 2026	To obtain quotations for the supply and installation of additional litter bins and liaise with the waste management contractor to establish arrangements for the ongoing emptying and maintenance of the bins.	Not started
To reduce the number of items left in communal hallways outside designated areas.	Continue to address this issue with residents, remove any items left in communal hallways, take appropriate enforcement action where necessary, and recharge residents who are found to have left items in these areas.	Neighbourhood Team	Continual	Monitoring continues to take place during regular visits to individual blocks, as part of quarterly inspections and during other estate visits. Where items are found in communal areas, TORT notices are placed on the items, requiring residents to remove them within the specified timeframe. During the inspection on 10 August 2026 , several residents were	Continual

				contacted regarding rubbish and items being left in communal areas and were asked to remove them. Where these items are not removed within the required timeframe, further action will be taken and these residents will be re charged for the associated removal costs. When inspections take place it will be checked that designated area posters are in place where relevant and replaced if necessary.	
To improve and maintain the cleanliness of both the internal communal areas and external areas surrounding the blocks, ensuring they remain safe, clean and well maintained for residents.	The contractor is to address and remove graffiti from the internal and external areas of various blocks, ensuring affected surfaces are cleaned and returned to an acceptable standard.	Neighbourhood Team & Contracts Team	August 2026	An email was sent to the contractor on 10 August 2026 requesting that the graffiti identified at Blocks 81–87, 73-79, 119-125, 135-151, 189-205 and 261-277 be cleaned and removed from the affected	In Progress

				internal and external areas.	
To improve the safety and overall appearance of the scheme.	To ensure that all hedges are kept trimmed and do not overhang pathways.	Neighbourhood Team & Contracts Team	August 2026	An email was sent on 10/08/2026 to the ground maintenance contractors, John O'Connor, following an inspection. It was noted that vegetation at the side of blocks 153–189 was overhanging through the railings onto the pathway and was also overhanging the stairs opposite the block. Hedge overgrown at the rear of block 207-233, front of block 171-181 and part of dead hedge removed from rear of block 57-71. The contractor was asked to address the overgrown vegetation to improve safety and maintain clear access. There is some steps at the back of block 2-18 which are loose, this has been sent to Midland Repairs Team to repair.	In Progress

To improve the safety and overall appearance of the scheme.	To report abandoned shopping trolleys through Trolleywise so they can be removed promptly.	Neighbourhood Team	Continual	Trolleywise was contacted via the app on 10/08/2026 to arrange collection of the abandoned shopping trolleys. Residents can also report and request the removal of abandoned trolleys directly through the Trolleywise app.	Continual
Grounds Maintenance	To make sure all areas are up to required standard	Neighbourhood Team & Contracts Team	September 2026	Emailed contractor 10.8.26 to bring to attention the large tree at the side of block 236 on communal land. The tree is to be reduced in size and pruned to the required standards. Large trees at the front of blocks 243–259 are starting to encroach on the building and require attention. The rough area at the side of blocks 103–117 is to be addressed, with options to improve or remove the area to be considered.	In Progress

To improve the safety and overall appearance of the scheme.	Ensure all blocks have relevant fire signage	Neighbourhood Team	Continual	Neighbourhood Coordinator to ensure blocks have signage, during inspections. To arrange joint visit with Health and Safety if necessary.	Continual