



# Action Plan 2025 – 2026

## FERN HOUSE

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
Increase Engagement and Visibility of Neighbourhood Coordinator – building relationship with residents	Surgery to be implemented and communication to be sent to residents	Neighbourhoods Team	March 2026	Letters to be sent to all residents with dates of next surgery	<b>Not started</b>
Main entrance door is not closing properly security issue	NC has raised this repair and is chasing with contractors	Repairs	December 2025	Awaiting repairs response with chase up	<b>In progress</b>
Door handle on the main entrance door wobbly	NC has raised to repairs/handyman	Repairs	December 2025	Waiting for works to be completed	<b>In progress</b>

Items in communal areas	NC has previously sent letters, sorted items in the communal areas and have sent to bulk for removal.	Neighbourhoods Team	On-going	There are now less items within communal areas, there has been much improvement, residents working well with NC.	In progress
Cannabis and Anti-Social Behaviour	NC to reach out to Police, ASB team	ASB	On-going	NC reached out to Police and carried out door knocks with PCSO talking to multiple residents with the advice of how to help tackle the situation. NC sent block letter regarding use of cannabis	Complete
Bin store arrangement	NC to email repairs/handyman to swap general waste and recycling signage in bin store and swap bins around to enable easier access to bins and their rotation	Repairs / Handyman	January 2026	Awaiting on a response/date of handyman to attend	In progress
Insufficient number of bins / bins overflowing	NC to speak to Council and developers/ Managing Agent	Neighbourhoods Team	July 2025	NC obtained another bin from Managing Agent bin situation improved	Complete

Fly tipping	NC to send block letter to residents / have camera fitted in small store before bin area	Neighbourhoods Team	Ongoing	NC sent another block letter reminding residents fly tipping is illegal/ CCTV camera fitted in the small room before bins	Complete
Lift cleanliness / anti-social behaviour	NC to obtain quote for CCTV camera and communicate residents	Neighbourhoods Team	June 2026	NC requested quote from CCTV provider waiting for quote	In progress