

223 Richmond Road

Location	223 Richmond Road, Kingston Upon Thames, Surrey, KT2 5EJ				
Date	23.01.2025				
Managing Agent	Yes – Pinnacle Property Management				
Objective	Key Actions	Owner	By when	Progress Update	Status
Increase Engagement and Visibility of Neighbourhood Coordinator – Building Relationships with Residents	Implement monthly drop-in sessions and door-knock surgeries. Send communications to residents regarding these initiatives.	Neighbourhoods Team	February 2025	Site visits and inspections are carried out across the neighbourhood on a regular basis, and this aids daily engagements with our residents.	In progress
Updates on progress to be shared with residents	Monthly updates to be provided via the Neighbourhoods website and QR code to website and copy of action plan to be put on noticeboards	Neighbourhoods Team	January 2025	Website is currently being developed, updated and correspondence generated. Action plan will be sent to website once signed off.	In progress

Carpark management	Audit Carpark, hold meeting with PCM to discuss car park management options.	Neighbourhood Team / Managing agent	January 2025	Carpark audit complete, had meeting with PCM to discuss car park options.	Complete
Grass Outside the front communal entrance	Grass to be returfed by a third-party managing agent.	Neighbourhoods Team	December 2024	This has now been completed.	Complete
Car to be removed from car park	1. Identify the owner of the car. 2. Issue a notice to the owner to remove the car. 3. If the car is not removed within the specified time, arrange for towing. 4. Communicate with residents about the removal process.	Neighbourhoods Team	March 2025	Notice issued to the owner. Awaiting response.	In progress

Neighbourhood Management	You and your neighbourhood surveys - September 2024 - Good opportunity to meet residents across the neighbourhood and gauge feeling and opinions on PA's services and behaviours.	Neighbourhoods Team	September 2024	Surveys have been completed and feedback gathered, and this feedback was passed to the relevant teams.	Complete
Neighbourhood management	Hold a resident call via Teams to accommodate for residents that work in the day	Neighbourhoods Team	January 2025	Resident call completed	Complete
Neighbourhood Management	You and your neighbourhood surveys - September 2024 - Good opportunity to meet residents across the neighbourhood and gauge feeling and opinions on PA's services and behaviours.	Neighbourhoods Team	September 2025	Not started	Not Started
Increase engagement and visibility of Neighbourhood Coordinators.	Regular visits to be carried out across the neighbourhood.	Neighbourhood Team	April 2025	Site visits and inspections are carried out across the neighbourhood on a regular basis, and this aids daily	In progress

				engagements with our residents.	
Updates on progress with the Managing agent to be shared with residents	Monthly updates to be provided via the Neighbourhoods website or via email.	Neighbourhood Team	March 2025	Will be shared after the first meeting	In Progress
Neighbourhood management	Walk rounds with Pinnacle to address issues, Hold meetings with managing agent and contracts and partnerships	Neighbourhood Team	December 2024	Walk round completed with Pinnacle and contracts and partnerships	Complete
Neighbourhood improvement project	Replace carpets across whole site	Managing agent	December 2025	In talks with managing agent to have the carpets replaced	Not started