

Action plan 2024-2026

PEEL PLACE SHOOTERS HILL ROAD WOOLWICH

Objective	Key Actions to achieve	Action Owner	By when	Progress Update	Status
Increase Engagement and Visibility of Neighbourhood Coordinator – building relationship with residents	Door knocks Inspections	Neighbourhoods Team	February 2025	On site Monthly- generally on Wednesday @adewale please can you confirm with residents when NC will next be on site	In progress
Resident meetings to be put in place	Schedule 4-6 weekly meetings	Neighbourhoods Team	April 2025	A meeting was held in March 2025, during which key actions were identified and have since informed the development of this action plan. The next follow-up meeting is scheduled for 17 April 2025 to review progress and agree next steps. This meeting was held with residents. Next meeting date to be agreed for end of May 2025.	In progress

Updates on progress to be shared with residents	Monthly updates to be provided via the Neighbourhoods website and resident meetings	Neighbourhoods Team	May 2025	Action plan shared with QA team to be updated onto the website for residents to access	In progress
Query regarding the communal electricity	Service charge team are exploring electricity charges.	Service Charge Team	Ongoing	<p>Due to faulty system agreed reduction in overall electricity cost by half.</p> <p>There is an ongoing query regarding block 4 due to really high bill. The service charge team are communicating with the electricity company and are still currently looking into this,</p>	In progress
Bulk Rubish disposal	<p>Text message to be sent out to all residents.</p> <p>It was also agreed that at our last meeting we would send a letter out to residents. This has now been sent.</p>	Neighbourhoods and C&P Team	March 2025	Text has been sent to residents. A letter has also been sent to all residents providing expectations of rubbish disposal and parking.	Completed

				We have reviewed our tenancy breach procedure, so we have a proactive approach to managing fly tipping	
Letter to be sent to residents block 4 regarding new light switch	Letter to be sent informing residents	Neighbourhoods	March 2025	This is complete and letter has been sent	Completed
Rubbish disposal in bin area next to block 3	Letter to be sent to residents in the Houses and block 3 regarding the disposal of rubbish	Neighbourhoods	April 2025	Adewale to ensure letter send before the end of April	In progress
Chain identified in bin store area	Building services to raise with contractor to remove	Building Services	April 2025	Raised to contractor	In progress
Replace bin in the bin store area	Raised with the local authority	Neighbourhoods	May 2025	Raised with the local authority Greenwich Council	In progress
Query raised around PCM parking process	Raise with PCM	Neighbourhoods	April 2025	PCM have shared their process. They would issue a maximum of 10 fines, following this there is a lengthy process to court which on average takes 381 days after the fine is issued.	Completed

				<p>PA would follow our own internal process which would fall under tenancy breach.</p> <p>This was explained to residents at the meeting on 17 April.</p>	
Parking issues	Ensure restricted areas are well monitored to ensure unauthorised parking	Neighbourhood team in collaboration with PCM	April 2025	<p>Increased monitoring of site by operatives.</p> <p>Tenancy breach process has also been followed to prevent incorrect parking which seems to have resolved presently.</p>	Completed
Repairs	Communal lights sensors adjustment	Neighbourhood Team & Repairs team	Ongoing	<p>Jobs have been raised with the repair team with images attached – to follow up 10th February 2025</p> <p>One block has been completed and the other has been chased with the repairs team</p>	In progress

Maintenance of the stackers	Update on cleaning and maintenance of the stackers and what is included.	Building Services	April 2025	This charge is for the annual visit to make sure they are work and are safe. Cleaning of the stackers is not included in this charge.	In progress
Communal entrance not working block 4	Repair communal entrance	Building services	April 2025	Confirmation received this will be completed early next week	In progress
Metal railing on highway in front of Peel Place	Explore whether council would install	Neighbourhoods	July 2025	Raised to Greenwich council	In progress
Change car park light to sensor	Change car park light from being on all the time to a low sensitivity sensor	Repairs	May 2025	Raised to repairs team	In progress
Area at front of the block needs clearing	Raise with the contracts team	Contracts Team	May 2025	Raised to contract manager	In progress
Renew lines for Hatchbox area in the car park	Repaint lines, using neighbourhood Improvement Fund	Neighbourhoods	May 2025	Quote requested from contractor	In progress
Replace and install signage	Permit holders only sign to be placed in the parking area New No parking sign to go onto the wall next	Neighbourhood Team	May 2025	Quotes requested from contractor	In Progress

	to the bin store for the hatched area Don't park in front of gate as in use sign to go on the entrance gate				
Drain by gate is blocked and needs repairing	Drain repair to be completed	Repairs Team	April 2025	Repair raised to contractor	In progress
Rain pooling in car stackers	Explore water drain to be installed	Assets	Ongoing	This has been raised to our repairs team	In progress
Repairs needed for intercom block 1 and communal lights block 1	Raise to repairs team	Repairs Team	April 2025	Intercom raised- W/O 1612078/1- target 9 May Communal lights- W/O 1612062/1 Appt date 28 April	In progress
Gate and Intercom issue	Investigate why intercom was replaced. Resolve issue with car park gate as broken again and provide updates.	Building Services/ Repairs	Ongoing	Repair to gate raised and completed last week	Completed

Residents requested if sinking fund can be used for intercom and gate installation	Raise query with the service charge team	Neighbourhoods/ Service Charge		This has been raised to the service charge team	In progress
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