



Action Plan 2024 – 2026 Abbotsmead Court

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	Monthly Drop-Ins door knocks to be implemented and communications to be sent to residents	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	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

	action plan to be put on noticeboards				
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.	Neighbourhood Team	September 2024	Surveys have been completed and feedback gathered, and this feedback was passed to the relevant teams.	Completed
Neighbourhood Management	You and your neighbourhood surveys - September 2025- 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	Regular visits to be carried out across the neighbourhood.	Neighbourhoods Team	April 2025	Site visits and inspections are carried out across the neighbourhood on a regular	In progress

Neighbourhood Coordinators.				basis, and this aids daily engagements with our residents.	
Neighbourhood improvement project	Have a new flat surface built for the bins to be stored on	Neighbourhoods Team	2025	AOCS have been out to quote, awaiting quotation fund freeze	In progress
Neighbourhood improvement project	Bulk rubbish removal from the Garden	Neighbourhoods Team	2025	Wettons to quote to remove – NIF Fund freeze.	In progress
Neighbourhood Management	To improve the standard of the ground's maintenance across this site so that the standard is more consistent from our contractors throughout the neighbourhood.	Contracts and partnerships team	July 2025	Walk round to be arranged	Not Started
Main point of contact to be agreed for escalating key challenges in the neighbourhood	Head of neighbourhoods to be main point of contact for escalation	Head of Neighbourhoods	October 2024	Residents Association chair has Head of Neighbourhoods contact details to escalate outstanding issues	Completed
Designated surveyor from the repairs team		Repairs			

to progress works and post inspect completed works	Surveyor to attend to progress repairs and post inspect works		January 2025	Surveyor has been allocated to the Neighbourhood and had raised repairs. We are currently compiling a list of all outstanding responsive repairs with works orders which will be published and are in the process of arranging a repairs action day in the new year.	In progress
Jet washing of courtyard and walkways of Clifton Lodge	Jet wash pigeon faeces following installation of pigeon proofing	Contracts and Partnership Team	January 2024	Jet washing has been completed for the metal walkways at Clifton Lodge. Courtyard area to be completed in January 2025	In progress
Cleaning and grounds maintenance of the block	Monitor quality of cleaning at Canada Court and Clifton Lodge	Contracts and Partnership Team	Ongoing	The contracts Manager is completing a site visit with the director of the cleaning on w/c 6 January 2025	In progress
Cleaning and grounds maintenance of the block	Deep clean to be completed in Canada Court	Contracts and partnerships	November 2024	Deep clean was completed on internal carpet stairways on the 20 and 21 November.	

				<p>Tile areas are scheduled to be deep cleaned on the 20 December 2024.</p> <p>The Contract Manager going to complete a site visit the w/c 6 January 2025 with the cleaning contractor to assess the quality of the works</p>	Completed with follow on actions
Internal fire doors	Adjust doors that require repair	Asset	January 2025	<p>It has been confirmed fire doors have been repaired and adjusted and an inspection was completed in December 2024.</p> <p>Roof Riser door in block 1-33 Canada Court has been replaced.</p> <p>The roof riser door to 34-93 is scheduled to be replaced in January 2025.</p> <p>Water damaged riser doors on 1st and 2nd floor due to be</p>	In progress

				installed once these areas have dried out.	
Hot water pipe lagging and damaged pipes	Repair and replace hot water pipe lagging	Assets	TBC	The assets team that they are just waiting on a quote from contractors and will then arrange for them to go back to site to fit missing lagging.	In progress
Lifts	Lift replacement	Building services	2025/2026	Lifts scheduled to be replaced in 25/26	Not started
Rainwater Goods	Rainwater goods repairs	Building services	December 2024	Work has been Completed	Completed
Heat build-up in Canada Court (Communal Temperature control)	Building services are reviewing the heat build-up in Canada Court	Building Services	2025/2026	Temperature monitoring was completed and confirmed that the pipe insulation is inadequate. Remedial work will be completed in the new financial year.	In progress

				These costs will not be recharged by the leaseholders	
Increase security of block	Install access control & CCTV on all levels	Building services	April 2025- subject to approval	The building services team have obtained quotes for installation. A consultation will then be held with residents.	In progress