



**Shippenham Court – Action Plan (Post-Meeting 08/12/2025)**

<b>Issue</b>	<b>Actions Required</b>	<b>Owner</b>	<b>Target Date</b>	<b>Status</b>	<b>Notes / Evidence Needed</b>
<b>Service Charge Investigation</b>	Obtain full update on investigation progress; confirm errors, provide evidence, outline refund process.	Babasola (Service Charge Manager)	Before next scheduled meeting	<b>Outstanding</b>	Residents expect overdue findings; provide detailed breakdown and documents.
<b>Cleaning Standards</b>	<ul style="list-style-type: none"><li>- Provide full breakdown of cleaning contract tasks.</li><li>- Conduct spot checks and share last inspection results.</li><li>- Confirm corrective actions from Weldon's and cleaning supervisor.</li></ul>	Ashley (Cleaning Contracts), Daniel (Weldon's Manager)	Before next meeting	<b>Outstanding</b>	Residents require evidence of missed cleans, logs, and expectations to send relevant photos.
<b>Cleaning Logs Not Accurate</b>	Investigate false sign-offs and confirm disciplinary or procedural steps.	Ashley / Weldon's	Before next meeting	<b>Outstanding</b>	Logs currently not reliable; residents continue to document failures.



# PA Housing

<b>Public Bin Request</b>	Chase council for status update on installation.	Vivienne	Within 1 week	<b>In progress</b>	Awaiting response from Council (Colin Mayers).
<b>Pest Control – Missing Report &amp; Photos</b>	Contact Robert (Pest Control) by phone to obtain missing report and photographs from 6 Nov visit.	Vivienne / Robert (Pest Control)	Next working day	<b>Outstanding &gt; 1 month</b>	Report needed for Fire Safety to block access points.
<b>Pest Control – Responsibility Clarification</b>	Confirm PA responsibility for internal infestation caused by communal defects.	Vivienne to clarify with Robert & fire safety team	Before next meeting	<b>Pending clarification</b>	Residents argue PA must resolve all internal mice caused by communal defect.
<b>Block Entry Points (Gas Cupboard)</b>	Fire Safety Team to block identified entry point once pest control report is received.	Fire Safety Team	ASAP after report	<b>Blocked by missing report</b>	Required before further internal works.
<b>Communication Failures</b>	Provide monthly progress updates and ensure all relevant managers attend future meetings.	Vivienne / PA Management	Immediate	<b>Needs improvement</b>	Residents frustrated by repeated lack of updates and no-shows.



# PA Housing

<b>Next Residents Meeting (Rescheduled)</b>	Schedule meeting during business hours; confirm attendance of Service Charge, Cleaning, Pest Control, and Building Management.	Vivienne	Within 1 week	<b>To be arranged</b>	Residents prefer lunchtime; attendance of all relevant staff is critical.
<b>Agenda Setting</b>	Request residents to submit topics/questions ahead of the rescheduled meeting.	Vivienne	Before invitation is sent	<b>Not started</b>	Helps structure meeting and ensures correct teams are present.