



# Action Plan 2024 - 2026

## Diana House & Walnut Tree Close

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
Request for EV Charging	Tayo to chase Complaint / Building Services for them to contact Nidia Silva.	Neighbourhoods Team	September 2025	PA Housing have advised that this cannot be installed by them as it is a shared car park.	Completed
Guttering is overflowing, damp, wallpaper damage	Raise damp enquiry, chase guttering. Usha Stephens reported that this has been going on for 18 months.	Neighbourhoods / Repairs Team	October 2025	Booked in for 7 October 2025 - AM	In Progress
Flagstones - Flats 10 & 11 & Diana House Lounge exit closest to the front door	Tayo to chase Repairs department to inspect and repair them ASAP as this is a health and safety issue.	Neighbourhoods / Repairs Team	October 2025	Some flagstones have been fixed, but not all, repairs to reattend, Tayo to chase.	In Progress

Soil for communal garden	Jacqui to send quote to Bev. Bev to apply through NIF fund.	Neighbourhoods / Estates Team	October 2025	Estates arranging for a social housing value project and this will come out of here awaiting date from Ashley.	<b>In Progress</b>
Silver birch trees - seeds blowing, tree has doubled in size	Request tree inspection; review GM contract to see if it includes seed cleanup as these are self-seeding.	Neighbourhoods / Estates Team	November 2025	Tayo / Ashley to look into.	<b>Not started</b>
Privacy for communal garden at front entrance	Check land registry and explore fencing options using the NIF fund.	Neighbourhoods Team	January 2026	Tayo to explore options.	<b>In Progress</b>
Guttering blocked due to trees	Tayo to raise and ask for them all to be checked and unblocked.	Neighbourhoods / Repairs Team	October 2025	Tayo has raised with Repairs Team and will chase.	<b>In Progress</b>
Creepers growing up wall - Flat 56	Raise with GM for removal / NIF fund.	Neighbourhoods / Estates Team	November 2025	Tayo / Ashley to look into.	<b>In Progress</b>
Knee rails - near Flats 1-14	Tayo to get quote for removal through NIF fund.	Neighbourhoods / Estates Team	November 2025	Tayo to follow up with Ashley regarding the rest of them.	<b>In Progress</b>
Rubbish dumped near no. 49 WTC and plant pot obstruction	Arrange clearance through GM / NIF fund.	Neighbourhoods / Estates Team	September 2025	This has now been removed.	<b>Completed</b>
Dog poo - 45 Reflection Garden	Remind residents to pick up after their dogs / area to be added to mapping.	Neighbourhoods Team	September 2025 / Ongoing	Tayo has sent a message to all residents regarding picking after their dogs.	<b>Completed</b>

Storage shed door open, no handle - Opp 49 WTC	Install pull handle; Tayo to contact Handyman. Also add signage to say 'Please lock door behind you'.	Neighbourhoods / Repairs Team	November 2025	Tayo to contact handyman. Also to arrange a sign to be put up.	In Progress
Bin store doors broken - 29 WTC	Raise repair request to mend or complete replacement via Planned maintenance as these keep breaking.	Neighbourhoods / Repairs Team	October 2025	Repairs team attended site 3 October 2025 and fixed them.	Completed
Tayo availability on site - Diana House	Tayo to set up a system for WTC residents to be able to buzz / contact him and notify when he is on site.	Neighbourhoods Team	October 2025 / Ongoing	Tayo is sending a text to all residents to advise on site and they can buzz the front door (office button) to be let in.	Completed
Gardeners - Diana House	Provide key for rear garden access.	Neighbourhoods Team	October 2025	Tayo to speak to building services to arrange another key to be cut for the back door	In Progress
Abandoned Caravan / rubbish behind it	write advising 28 days to remove or we will remove and recharge. Arrange rubbish clearance.	Neighbourhoods Team	October 2025	This will be removed by end of October either by PA or the owner	In Progress
Land outside on main road	Check land registry and confirm ownership; assess responsibility for maintenance.	Neighbourhoods Team	October 2025	This has been ascertained as Council Land and Tayo has contacted the council regarding adding it to their schedule.	Completed

Abandoned vehicle - Green Mitsubishi	Place 28-day notice on car and arrange for removal or contact DVLA to see if they will remove.	Neighbourhoods Team	November 2025	Tayo to investigate and either go through PA abandoned vehicle procedure or see if DVLA will remove it.	<b>In Progress</b>
Triangles out front/back of properties - WTC	Review contract and land registry; assess inclusion with GM.	Neighbourhoods Team	October 2025	This has been ascertained as Council Land and Tayo has contacted the council regarding adding it to their schedule.	<b>Completed</b>
Big Tree - back of WTC	Schedule tree inspection for next year.	Neighbourhoods / Estates Team	March 2026	To be included with yearly inspection of trees plan.	<b>Not started</b>
Messy areas - WTC	Review GM contract to include cleanup of untidy areas.	Neighbourhoods / Estates Team	November 2025	Tayo / Ashley to look into.	<b>In Progress</b>
Door replacements - WTC	Check with Planned Maintenance why no. some residents door hasn't been replaced.	Neighbourhoods / Planned Maintenance Team	October 2025	Survey carried out in 2024 and will not be surveyed again until 2029 and if any repairs need to be done then needs to be raised with repairs, Tayo has advised resident.	<b>Completed</b>
Front/back door issues, guttering, bamboo - WTC	Surveyor visit needed / may be able to use NIF fund.	Neighbourhoods / Repairs Team	October 2025	Surveyor has already visited twice and as resident owns garden it is resident responsibility. Tayo to ask Surveyor to visit again to see if anything we can do.	<b>In Progress</b>

Bamboo issue - WTC	Investigate and resolve; bamboo causing issues to fencing.	Neighbourhoods / Repairs Team	October 2025	Tayo to arrange Surveyor visit to ascertain if damaging fence.	In Progress
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