

Austen House

Location	Austen House, School View, Guildford, Surrey GU1 4AN				
Date	22 June 2026 – Version 1				
Managing Agent	Gateway Property Management				
Objective	Key Actions	Owner	By when	Progress Update	Status
All residents have a working fob to access communal front door	NC to contact residents to identify if they require new fobs Gateway to make arrangements for new fobs once total numbers know	NC	August 2026	Letters were sent earlier in June to residents requesting they notify PA Housing if they require a new fob	In progress
Review of Pet Permission	Liaise with Freeholder to clarify requirements to keep a pet under the terms of the head lease PA Housing to review pet permissions and address any breaches	NC	September 2026	NC liaising with the freeholder to clarify requirements around pet permissions under the terms of the head lease. One obtained PA Housing will review pet permissions amnd address any breaches	In progress

Install Signage prohibiting dog walking in communal areas	Obtain quotes for signage to be installed in communal garden and terrace prohibiting dog walking	NC	September 2026	PA Housing will address this following clarity on Freeholder requirements around pet permissions under the terms of the head lease	In Progress
Installation of dog bins	Neighbourhood improvement plan to be used to install dog waste bins around scheme Residents to be consulted as there will be an impact on service charges for ongoing services to remove waste	NC	September 2026	NC in progress of reviewing this, as residents will need to be consulted due to impact on service charges for ongoing services to remove waste	In progress
Resolve the issue of the leak in the communal area and replace carpet	Resolve leak Replace carpet .	Gateway	July 2026	Leak has been stopped and insurers have approved decoration and carpet replacement. Carpet is on order with a view to be replaced during July 2026	In progress

Section 20 Major Works Consultation - Redecoration of internal communal areas	Walls, ceilings and skirting boards to be repainted as part of internal decoration works Section 20 Consultation required before works can begin	Gateway	To be reviewed in 2027	Due to current budget restrictions and other priority works – such as HUI meters - these works have been scheduled for review in 2027	Not started
Streetlighting Repairs	Make enquiries to identify responsibility for streetlighting with a view for it to be repaired/reinstated	Gateway	July 2026	The road has been identified as unadopted by local authority. Gateway have referred to the in-house legal team for input and to establish responsibility for the streetlighting. A further update is anticipated by July 2026	In progress
Pigeon – additional spikes to be installed	Installation of additional spikes to block 1 to prevent pigeons	Gateway	Will be reviewed in August 2026	Currently being reviewed due to costs associated with works. Gateway are obtaining a second quote (estimated to receive this by end July 2026) and will then review further and discuss	In progress

				potential funding options for works	
PCM Parking enforcement and permits	Reissue PCM parking permits to residents and reinstate parking enforcement	Gateway/NC	September 2026	Gateway and NC making arrangements for relevant permits and information to be distributed to all blocks. Working with PCM to confirm go live date.	In progress
Two new commercial bins required	Commercial bins outside block 1 were misused which resulted in significant damage to bins. Two bins require replacing	Gateway	July 2026	Two new bins have been commissioned which will have coded padlocks for access exclusively by commercial users only. Bins are expected to be delivered in July 2026.	In progress
Glass Canopy to be replaced	Gateway to make arrangements for glass canopy to be replaced	Gateway	September 2026	Gateway are currently tendering for works with several contractors before being able to instruct works.	In progress
Shared owners Individual Flat Repair / Replacement	Following annual fire door inspections several doors require repairing or replacing to ensure compliant.		30 June 2026	Shared Owners PA Housing Fire Improvement Works – Maintenance Team to make contact with affordable rent residents to arrange access	In progress

	Shared owners are responsible for their own entrance doors as per the terms of the lease. The repair and replacement of any doors for affordable rent properties will be arranged by PA Housings Fire Safety Team	Shared Owners PA Fire Improvement Works Safety Team (Affordable Rent properties)		to ensure repairs or replacements are carried out to the doors they have responsibility for and provide relevant certification to Gateway by 30 June 2026.	
Communal front door repair	Communal front door to be made safe and lockable as door is not auto-closing. Due to the cost this may be subject to a Section 20 Consultation prior to works being carried out	Gateway	October 2026 – dependant on if S20 consultation required	Gateway are reviewing if door is required to be fully replaced or if repair can successfully be made with replacing certain components. Dependant on the outcome of this review and associated costs, this may be subject to a Section 20 Consultation prior to works being carried out. As an interim safety measure residents are reminded to ensure door is fully closed when entering and exiting the building.	In Progress

Internal door on ground floor repair	Glass in door has multiple cracks and door closures requires adjusting with a stronger maglock fitted. Review CCTV footage to identify person(s) responsible	Gateway/NC	September 2026	CCTV footage reviewed by Gateway and NC however, unable to identify person responsible for damage in glass. Gateway are currently obtaining costs to replace glass.	In progress
Gate on car park ramp repair	The gate on the ramp to access the car park requires repair. Further investigation is required as gate is not accessible by pedestrians.	Gateway	July 2026	Repairs have been carried out but further parts are required, which are on order. Dependant on parts arriving this is estimated to be completed in the next few weeks.	In Progress
Bike store repair	Bike store 1 has been has been vandalised and door requires inspection and repair	Gateway	May 2026	Door eased and adjusted, tested and thumb turn reinstated. Repair completed.	Completed
Cleaning Information	Cleaning specification and signing in/out sheet to be displayed on noticeboard NC to provide key for lockable noticeboard for cleaners to access and	Gateway NC	July 2026	Gateway have requested information from cleaners and NC is making arrangements for information to be displayed in noticeboard and provide key to cleaners for access to update	In Progress

	update signing in/out sheet after each visit				
Heat Interface Unit (HIU) Meter replacement	12 meters appear to have been tampered with as showing incorrect readings. Gateway are to make arrangements for the meters to be replaced with credit meters. Access needs to be arranged with residents.	Gateway and NC	August 2026 – dependant on access	Gateway are working with Insite to progress meter replacements and have a meeting W/C 22 June 2026. Further updates will be provided after this meeting, and NC will make arrangements for access with impacted residents.	Not started
Annual servicing of HIU units within flats	Annual servicing is required to maintain the efficiency, reliability and performance of the communal heating system across all homes. Residents are to be provided with relevant information to book an appointment for the servicing to take place.	Gateway Contractor	June 2026 – residents need to book an appointment by this date	Residents have been signposted to information on how to book an appointment. All servicing is required to be completed by the end of June 2026. If residents have not done so already please book your appointment with Gateway as soon as possible by the end of June 2026. <i>Gateway Customer Service Team: 01702 443555.</i>	In Progress
Block 1 basement door repair	Repair of basement door due to slamming hard	Gateway	June 2026	Repairs to the door closures were commissioned and completed.	In progress

	against frame when closing Door survey to be carried out and door closure requires adjustment			Door will be reviewed on next estate inspection WC 22 June 2026 to monitor repair and ensure door is now in working order	
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